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| Title of Report: | Correspondence |
| Committee Report Submitted To: | Corporate Policy and Resources Committee |
| Date of Meeting: | 22 March 2022 |
| For Decision or For Information | FOR DECISION |

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| Linkage to Council Strategy (2021-25) | |
| Strategic Theme | Cohesive Leadership |
| Outcome | Council operates as one effective and efficient corporate unit with a common purpose and culture |
| Lead Officer | Director of Corporate Services |

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|------------------------------------|----------------|
| Budgetary Considerations | |
| Cost of Proposal | Detailed below |
| Included in Current Year Estimates | YES/NO |
| Capital/Revenue | |
| Code | |
| Staffing Costs | Nil |

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| Screening Requirements | Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals. | | |
| Section 75 Screening | Screening Completed: | <input type="checkbox"/> Yes <input type="checkbox"/> No | Date: |
| | EQIA Required and Completed: | Yes/No | Date: |
| Rural Needs Assessment (RNA) | Screening Completed | Yes/No | Date: |
| | RNA Required and Completed: | Yes/No | Date: |
| Data Protection Impact Assessment (DPIA) | Screening Completed: | Yes/No | Date: |
| | DPIA Required and Completed: | Yes/No | Date: |

1.0 Purpose of Report

The purpose of the report is to present correspondence for Members' consideration.

2.0 The following correspondence has been received:

2.1 National Association of Councillors

(correspondence dated 28 February 2022)

Correspondence has been received from the National Association of Councillors advising the 'Annual Membership', for the National Association of Councillors, NI region, is due for renewal.

The subscription fee for 2022/'23 is £3,200, which has remained unchanged since 2015.

Council has previously resolved to contribute for the period 2021/'22 £3,200 and have resolved to host the National Association of Councillors' meeting in July 2022 in The Council Chamber, including refreshments.

2.2 M Kelly, Ombudsman, Northern Ireland Public Service Ombudsman

(correspondence dated 2 March 2022, attached Appendix 1)

Re: Development of a Model Complaints Handling Procedure (MCHP) for Local Government

Extract:

"I have carefully considered the comments received alongside the criteria that I set for determining how best to proceed. Having done so, I have decided that the first sector NIPSO will work with in developing a MCHP will be the Local Government sector. NIPSO will also commence scoping work with the Health and Social Care sector.

I will liaise with the SOLACE Chairperson to seek nominations to represent Council CEOs on the strategic network. I would ask, however, that you nominate an appropriate Officer from your organisation to participate on the operational network. Nominations to the operational network with appropriate contact details should be forwarded to NIPSO's Complaints Standards Manager, Mrs Joanne Matthews, by 31 March 2022".

2.3 G Downey, Riding for the Disabled Association

(correspondence dated 9 March 2022)

Correspondence has been received from Riding for the Disabled Association (RDA). RDA are holding a Charity Ball to raise funds for the RDA on Saturday 8th October 2022, The Bushtown Hotel, Coleraine, Tickets £60pp. RDA would

be delighted if Council could offer support by taking a table and / or providing Sponsorship.

Costs:

- A Table for 8,10 or 12 people, approximately £480-£720
- Sponsor a Drinks Reception, approximately £750-£1,000 (approximately 200 guests)

3.0 Recommendation(s)

It is recommended that Corporate Policy and Resources Committee consider the request from National Association of Councillors to pay the Annual Membership for the period 2022/'23 of £3,200 (Item 2.1).

It is recommended that Corporate Policy and Resources Committee note the correspondence from M Kelly, Ombudsman, Northern Ireland Public Service Ombudsman (Item 2.2).

It is recommended that Corporate Policy and Resources Committee consider the request from Riding for the Disabled Association (Item 2.3).

2 March 2022

David Jackson
Causeway Coast & Glens Borough Council
Cloonavin
66 Portstewart Road
Coleraine
BT52 1EY

Sent via email: david.jackson@causewaycoastandglens.gov.uk

**Re Development of a Model Complaints Handling Procedure (MCHP) for
Local Government**

Dear David,

As you are aware, my Office ran a public consultation on complaints handling from 10 June 2022 to 30 September 2022. As part of the consultation, comments were sought on NIPSO's proposal on a staged approach to implementation across the public sector, to take account of the unique set of circumstances in each sector and to build capacity and support for the new approach.

I have carefully considered the comments received alongside the criteria that I set for determining how best to proceed. Having done so, I have decided that the first sector NIPSO will work with in developing a MCHP will be the Local Government sector. NIPSO will also commence scoping work with the Health and Social Care sector.

I am due to publicly announce my decision on Friday 4 March 2022. I would respectfully request that until that date, you ensure my decision is kept in confidence.

Next Steps

Before I provide a commencement date for work to start with the Local Government sector, it is necessary to put in place an appropriate framework and processes for the development of a MCHP. For this purpose, two networks will be established: a strategic network and an operational network.

It is anticipated that the strategic network will be made up of senior leaders within the Local Government sector e.g. Local Government Chief Executive Officers (CEOs), representatives from NILGA, Advice NI and NICVA as well as myself and the Acting Deputy Ombudsman. We will oversee the development of the MCHP. It is envisaged that the strategic network will meet three times during the development process of the MCHP:

1. At the beginning of the process, to agree Terms of Reference;
2. Mid-way through the process to ensure appropriate progression; and
3. At the end of the process to sign-off and approve the MCHP.

The operational network will be made up of senior staff at director/head of service level from each Local Government organisation. The person should have a depth of knowledge and sufficient seniority to make decisions and influence change in regards to complaints handling within your organisation. The operational network will be the main network for the development process and will meet regularly. Terms of Reference for the operational network will also be established at the first meeting.

I will liaise with the SOLACE Chairperson to seek nominations to represent Council CEOs on the strategic network. I would ask, however, that you nominate an appropriate Officer from your organisation to participate on the operational network. Nominations to the operational network with appropriate contact details should be forwarded to NIPSO's Complaints Standards Manager, Mrs Joanne Matthews, by **31 March 2022**.

If you have any queries regarding any of the above please contact Joanne at joanne.matthews@nipso.org.uk

I look forward to engaging with you in the future.

Yours sincerely

Margaret Kelly
Ombudsman