

September 22nd, 2023


Notice Of Meeting

You are requested to attend the meeting to be held on **Wednesday, 27th September 2023** at **7:00 pm** in **City Hall, Bangor.**

Agenda

Agenda

(Attached)

 *C 27.09.2023 Agenda.pdf*

Not included

1. Prayer

2. Apologies

3. Declarations of Interest

4 Mayor's Business

5 Mayor and Deputy Mayor Engagements for the Month of September 2023


(Attached)

 *Mayoral Engagements September 2023.pdf*

Not included

6 Minutes of Council Meeting held dated 20 August 2023

(Copy attached)

 *C 30.08.2023 Minutes.pdf*

Not included

7 Minutes of Committees

7.1 Planning Committee dated 5 September 2023

(Copy attached)

 *Minutes PC.05.09.23.pdf*

Not included

7.2 Environment Committee dated 6 September 2023

(Copy attached)

 *230906 EC Minutes.pdf*

Not included

*****IN CONFIDENCE*****

7.2.1 Matter Arising - Governance Arrangement for Management of Council Harbours Appointment of 'Duty Holder'

7.3 Place and Prosperity Committee dated 7 September 2023

(Copy attached)

📎 *PP 07.09.2023 Minutes.pdf*

Not included

7.4 Corporate Services Committee dated 12 September 2023

(Copy attached)

📎 *CS 12.09.2023 Minutes.pdf*

Not included

7.4.1 Matter Arising - Report on the Consultation Response to Northern Ireland's 2030 and 2040 Emissions Reduction Targets and First Three Carbon Budgets and Seeking views on Climate Change Committee (CCC) Advice Report: The Path to Net Zero Northern Ireland

(Report attached)

📎 *Item 7.4.1-Matter Arising-Report on the Consultation response to Northern Irelands 2030 - 2040 Emissions Reduction Targets and First Three Carbon Budgets a.pdf*

Not included

📎 *Item 7.4.1 - Matter Arising - Appendix 1 - Carbon Budget Consultation Document.pdf*

Not included

📎 *Item 7.4.1 - Matter Arising - Appendix 2 - Draft consultation response revised Full council.pdf*

Not included

7.5 Community and Wellbeing Committee dated 13 September 2023

(Minutes attached)

📎 *CWB 13.09.2023 Minutes.pdf*

Not included

7.5.1 Matter Arising - Report on the Funding Offer from Department of Business Energy and Industrial Strategy (BEIS) for Capacity and Capability Building Programme in Northern Ireland: Non-Good Products 2023/24

(Report attached)

📎 *7.5.1 Matter Arising Funding Offer from BEIS Capacity & Capability Building*

Not included

7.6 **Programme.pdf**
Audit Committee dated 18 September 2023

(Copy attached)

📎 *AC 18.09.2023 Minutes.pdf*

Not included

8. Requests for Deputation

8.1 Re-Gen

(Copy attached)

📎 *8.1 Request for Presentation - Re-Gen.pdf*

Not included

📎 *8.1 Appendix 1 - Letter from Re-Gen.pdf*

Not included

9. Nomination to East Border Region Members Forum

(Report attached)

📎 *9. Nomination to East Border Region Forum.pdf*

Not included

10. NILGA Accredited Provision for Elected Member Development 2023/2024

(Report attached)

📎 *10. NILGA Accredited Provision for Elected Member Development 23 24.pdf*

Not included

📎 *10. Appendix 1 - NILGA Accredited Provision Nominations LetterANDAUG2023.pdf*

Not included

📎 *10. Appendix 2 - NILGA Local Development Planning Leadership Programme 2023-24 Promotion.pdf*

Not included

📎 *10. Appendix 3 - NILGA Leadership Development Programme 2023 -24 Promotion August 2023.pdf*

Not included

📎 *10. Appendix 4 - NILGA Accredited Learning Provision Indicative Costs (2023-24).pdf*

Not included

11. Implementation of New HRC Access Booking System Update

(Report attached)

📎 *11. Update Report on Implementation of New HRC Access Booking System DL (003).pdf*

Page 1

12. Nomination to Outside Bodies

(Report attached)

12. Nominations to Outside Bodies.pdf

Not included

13. Sealing Documents

14. Transfer of Rights of Burial

15. Notice of Motion Status Report

(Report attached)

15. NOM Status Report.pdf

Not included

15. NOM TRACKER LIVE.pdf

Not included

16. Notices of Motion

16.1 Notice of Motion submitted by Councillor Moore and Councillor Creighton

This Council believes:

education should be accessible to all who seek it and embedding a culture of lifelong learning in our society is essential to enabling people to realise their potential.

part-time flexible learning is crucial to meeting the skills needed to build a modern, inclusive and green economy.

part-time students are a unique demographic, they are more likely to have disabilities, come from disadvantaged backgrounds, having caring responsibilities, such as children or elderly relatives, and in general, be part of a 'hard to reach' group who missed out on full-time study.

lifelong learning, including non-formal education, addresses social issues, strengthens communities and builds civic engagement. It is the most effective tool for meeting social policy objectives and creating positive social change.

recognises that lifelong learning must become a meaningful and developed policy area with tangible actions and outcomes, underpinned by the wealth of best practice and innovation from across the UK and Ireland.

This Council therefore resolves to:

work with the Lifelong Learning Alliance to develop a Lifelong Learning campaign, to inform and raise public awareness of how lifelong learning transforms lives and communities.

Engage with MLAs and MPs to prioritise funding for formal and informal part-time education when the Executive is formed.

Encourage MLAs to form an All- Party Group on Lifelong Learning to support an evidence and best-practice informed approach to policy making, in collaboration with adult education bodies to form a voice for Lifelong Learning in the Assembly when an Executive is formed.

16.2 Notice of Motion submitted by Councillor Woods and Councillor McKee

That this Council, recognising its commitment as a responsible employer, and that staff are paid the current Living Wage, tasks officers to explore becoming 'Living Wage' accredited with the UK Living Wage Foundation, as well as ensuring any regularly contracted employees and workers, including those who are employed externally to deliver Council services, are paid the living wage hourly rate. It also explores also becoming Living Hours and Living Pensions accredited too.





16.3 Notice of Motion submitted by Councillor Adair, Douglas and Alderman McIlveen

That Council notes the increasing complaints regarding the poor condition and appearance of our cemeteries across the Borough and tasks officers to bring back a report on options to improve the maintenance of our cemeteries which are places of special significance to those who have lost loved ones.

***** IN CONFIDENCE *****

17. Disposal of Kinnegar Logistics Base Update

(Report attached)

- | | |
|---|---------------------|
|  17. Disposal of Kinnegar Logistics Base -update.pdf | <i>Not included</i> |
|  17. Appendix 1 - Letter from Cleaver Fulton Rankin.pdf | <i>Not included</i> |
|  17. Appendix 1 - Legal Opinion.pdf | <i>Not included</i> |
|  17. Appendix 2 - Letter from Joe O'Neil Belfast Harbour to Stephen Reid.pdf | <i>Not included</i> |

18. NIE Request for Use of Land Castle Place Car Park, Newtownards

(Report attached)

- | | |
|--|---------------------|
|  18. Request for a lease to NIE - Kennel Lane Carpark Newtownards.pdf | <i>Not included</i> |
|--|---------------------|

- 📄 18. Appendix 1 - location map - request from NIE.pdf** **Not included**

- 📄 18. Appendix 2 - substation drawing - request from NIE.png** **Not included**

- 📄 18. Appendix 3 - working area map - request from NIE.pdf** **Not included**

Unclassified

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ITEM 11**Ards and North Down Borough Council**

Report Classification	Unclassified
Exemption Reason	Not Applicable
Council/Committee	Council Meeting
Date of Meeting	27 September 2023
Responsible Director	Director of Environment
Responsible Head of Service	Head of Waste and Cleansing Services
Date of Report	22 September 2023
File Reference	
Legislation	Waste and Contaminated Land (NI) Order 1997
Section 75 Compliant	Yes <input type="checkbox"/> No <input type="checkbox"/> Other <input checked="" type="checkbox"/> If other, please add comment below: N/A
Subject	Update Report - Implementation of HRC Access Booking System
Attachments	

1.0 Introduction

Members will be aware that the Council agreed to the implementation of a new booking system to manage access to our network of 9 Household Recycling Centres (HRCs). On that basis £300K was removed from the budget during the 2023/24 estimates process, representing the net savings projected to accrue as a consequence of this service development.

The stated key aims of this measure are summarised as follows:

- Protect our HRCs for the exclusive use of householders who pay for them through their domestic rates;
- Minimise queues and site congestion, enhancing the quality of customer experience whilst using the centres; and
- Reduce the costs of the service overall by reducing the total amount of waste we receive into our HRCs and reducing the amount sent to landfill.

Not Applicable

At the 5th July Council meeting it was agreed that the early experiences of implementing the agreed new booking system should be reviewed as a matter of process at the September Council meeting when a further decision can be made regarding onward implementation.

2.0 Implementation Process

Officers within the Waste and Cleansing Department worked with our Corporate Communications Team to plan and deliver a comprehensive package of information and communications regarding the new HRC access booking system. This included:

- Delivery of a programme of in-person drop-n sessions across the Borough. This was heavily advertised and promoted through Council's various communication channels. A prototype of the online booking platform was available at all sessions, giving residents the opportunity to see first-hand what the booking process involves and experience making a trial booking. The sessions were held as follows to provide as much geographical spread as possible across the Borough, with daytime and early evening sessions to accommodate as many residents as possible:
 - Ballygowan Village Hall: Monday 3 July, 11am - 3pm
 - Carrowdore Community Centre: Tuesday 4 July, 11am - 3pm
 - Comber Adult Learning Centre: Wednesday 5 July, 11am - 3pm
 - Conlig Community Centre: Thursday 6 July, 11am - 3pm
 - Portaferry Market House: Friday 7 July, 11am - 3pm
 - Donaghadee Community Centre: Monday 31 July, 11am - 3pm
 - Manor Court Community Centre, Newtownards: Tuesday 1 August, 2pm - 4pm and 6pm - 8pm
 - Hamilton Road Hub, Bangor: Thursday 3 August, 2pm - 4pm and 6pm - 8pm
 - Portavogie Community Centre: Monday 7 August, 11am to 3pm
 - Redburn Community Centre, Holywood: Tuesday 8 August, 11am to 3pm
 - Kircubbin Community Centre: Friday 11 August, 2pm - 4pm and 6pm - 8pm

[Recycling Information Pop-Up Centres | Ards and North Down Borough Council](#)

In total we had 66 attendees across the 11 drop-in sessions and staff reported that amongst these there were no significant issues raised, with queries being satisfactorily addressed.

- A leaflet was designed and produced explaining the introduction of the new access booking system from 4th September and the rationale and key customer information associated with this.

[AND HRC booking information.pdf \(ardsandnorthdown.gov.uk\)](#)

Not Applicable

This leaflet was handed to customers entering all 9 of our HRCs during August, and to residents who attended sites during the grace period after the implementation date of 4th September without having been made a booking.

- Press release, social media, web and Bin-Ovation posts were made to publicise the commencement of the new HRC access booking system and provide key information to residents about this.



News and Info Tab on Bin-Ovation App

Officers worked closely with the booking software development company to review and refine the layout and functionality of the booking platform, as officers trialed the prototype version over a number of weeks and identified improvement opportunities before going live. The key emphasis in this process was user friendliness and functionality, as well as facilitating achievement of core outcomes by Council/management (effective access control and improved recycling participation).

Further to engagement with Elected Members at the June meeting of the Environment Committee, the following specific additional amendments were included to the booking platform:

- The minimum advance booking time was reduced to 30 minutes.
- The requirement for entry of the resident's name was removed.
- A tick box option was added to allow blue badge holders to flag up a request for assistance whilst on site.

The design and functionality of the booking platform is reviewable going forward under our contract with the software provider, and further tweaks can be made as required to further enhance/refine the service.

Not Applicable

The finally agreed version of the booking platform was made live to residents on Monday 21st August, with messaging advising that residents of the Borough could from that date begin to make bookings for access from Monday 4th September.

Upon booking at a particular site, the resident receives a confirmation email (Appendix 1) which outlines key information, including recycling guidance and site location and layout maps – all designed to reinforce the recycling imperative and thereby enhance resident preparedness to fully engage in recycling of their waste.

If a booking is made more than 24 hours before the planned visit, the resident receives a reminder email 24 hours in advance of the booked slot (Appendix 2). This again reinforces the key messages that are important for a resident's easy and productive use of their HRC visit.

During the first 2 weeks (4 – 17th September), where a resident turned up without a booking, site attendants advised of the new booking system and reinforced the requirement to book for all future access – but allowed entry without a booking on that occasion. After this grace period (from Monday 18th September 2023), access has only been permitted to residents who have booked.

Whilst residents are urged to turn up on time in accordance with their booked slot, where someone was slightly early or late, site staff exercised discretion to allow entry providing this did not compromise efficient and safe site operating outcomes. This discretion continues, without any problems or dissatisfaction expressed by customers.

3.0 Review Findings

The following key findings illustrate the success of the new HRC access booking system during the first 3 weeks (4 – 21 September 2023).

- 15465 bookings were made of which 14692 (95%) were made online and 773 (5%) were made by telephone.
- 1103 (7%) of bookings were cancelled by the booker in advance of their planned visit, freeing up those slots for other residents.
- 274 residents used the booking facility to flag up a request for blue badge holder assistance.
- Between 18th – 20th September after the grace period was ended, a very small proportion of residents (34 no.) were denied entry due to having no booking.
- Staff reported that instances of queues waiting to access sites were all but eliminated (in contrast to pre-booking circumstances, when queuing was experienced at most sites at certain times of the day/week). This was a positive of the booking system that was mentioned most frequently by residents in conversation with staff on site.
- There were 2 recorded instances of access to booked residents being delayed due to unplanned/unforeseen requirement to service containers on site, something that would have been a much more frequent experience at most sites previously. Now that the booking system is up and running, officers are monitoring the flow of waste through all sites under the new regime, to more effectively pre-plan the servicing of sites; this will allow greater precision in targeting of specific days/times when slots can be blocked

Not Applicable

out to facilitate such servicing, and thereby avoid customer inconvenience of having to wait for entry outside sites.

- Bookings were well spread across the opening hours of sites, with periods that would generally have been very quiet now being more productively utilised and numbers of bookings during what would have historically been unacceptably busy periods being sustainably managed.
- No complaints were received alleging inability to secure a booking slot.
- Between 4th and 18th September there were 33,390 bookable slots available across our 9 sites, of which 34% (10,879) were utilised.
- The highest level of utilisation of available slots was at Balloo (84%), and the lowest was at Donaghadee (10%).
- At no site was the available number of bookable slots fully utilised on any day. The highest level of daily slot utilisation was 84% (Balloo).
- All 9 sites open on Saturdays, and during the review period 37% of bookable slots were utilised on that day of the week. The highest level of utilisation of Saturday slots was at Balloo (75%) and the lowest was at Donaghadee (12%).
- 2 sites open on Sundays, and during the review period 74% of bookable slots were utilised on that day of the week: Balloo 81% and Holywood 49%.

3.1 Customer Survey

During the period 11th to 22nd September, site user surveys were conducted to gauge customer satisfaction with the new booking system. These were conducted face to face with residents by recycling officers across all 9 HRCs. A sample of 219 surveys were completed, with the following results:

- At 83%, an overwhelming majority of respondents indicated they had had a positive experience of accessing the HRC on the day of their visit.
- At 65%, a significant majority of respondents also indicated they had a positive experience of using the online booking system.
- At this early stage, opinion was more divided on whether the booking system had increased their level of engagement in recycling, with 40% indicating that they believed it had and 60% that it hadn't.

At a meeting of the Council's Disability Forum, facilitated by our Equality and Safeguarding Officer, the group welcomed the introduction of the access booking system.

3.2 Staff Observations

Staff involved in delivery of our HRC service, both operational site staff and recycling officer team, reported the following key observations:

- Flow of residents through sites was well spaced across the working day at sites, with site access delays and site congestion issues eliminated.
- Residents were visibly much more relaxed when using sites and much more likely to instinctively use the correct site containers for disposal and recycling of their waste.

Not Applicable

- Site staff reported having more time and space to engage more fully and meaningfully with residents on site, assisting them with disposal of their waste and promoting better recycling engagement.
- As time moves on, more and more residents appear to be arriving at sites with waste pre-sorted more fully for correct recycling disposal when they arrived on site. The instances of residents having to be prompted by staff to go to the sorting bays appeared to be reducing as time progresses.
- From informal observation, the amount of waste being placed in landfill skips has been significantly reduced relative to the amount of waste material placed in recycling containers.
- There has been a very minimal level of resident dissent or complaint expressed on sites about the booking system, with staff on the contrary reporting a significant level of site user satisfaction with their experience. This is reflected in the site user survey referred to at section 3.1 of this report.
- Staff have reported an upturn in enquiries and sign-ups to our kerbside commercial waste and recycling collections service.

3.3 HRC Landfill/Recycling Rates and Waste Disposal Costs

The precise figures relating to tonnages of HRC waste streams are collated on a quarterly basis in a highly regulated manner and have to be verified before submitting our statutory statistical returns to DAERA. There is a time lag between the reporting period and the finalisation of waste tonnage statistics for that period, therefore the precise picture on overall HRC waste receipts, landfill and recycling rates for the first full quarter (October to December) following the implementation of the booking system will not be available until the new year.

Notwithstanding the above, the commencement of some measures which are now being more comprehensively and systematically embedded and applied through the implementation of the booking system (requirement to sort waste, prohibition of recyclable waste from landfill skips and showing residency ID on entering), commenced in December last year. Members may be aware through a report brought to the September meeting of the Environment Committee, that for the reporting period January to March 2023 we received/collected 1,322 tons less of waste destined for landfill compared to the same period last year; at current landfill cost (£127.42/T), this represents a £168,449 saving. Furthermore, the percentage of materials collected for recycling at our HRCs rose by 5.5% and at the kerbside by 7.2% compared to the same period last year. Our overall Borough household waste recycling rate rose by 6.5% during the quarter.

The full definitive picture regarding HRC waste statistics following the commencement of the booking system will be communicated as part of our Q3 Northern Ireland Local Authority Municipal Waste Management Statistics and Update on Recycling Progress Report, which is scheduled to come to the Committee in March 2024.

Not Applicable

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4.0 Ongoing Implementation

The review period has been somewhat limited, and officers have worked extremely hard to ensure that relevant key review data has been gathered over the past month to allow compilation of this report.

However, this report clearly demonstrates that the new HRC service model is showing early signs of delivering on the key objectives that were set before the programme began, which were:

- Protect our HRCs for the exclusive use of householders who pay for them through their domestic rates;
- Minimise queues and site congestion, enhancing the quality of customer experience whilst using the centres; and
- Reduce the costs of the service overall by reducing the total amount of waste we receive into our HRCs and reducing the amount sent to landfill.

During the review period, officers' summary assessment would be that the new HRC access booking system has been highly successful, with no issues arising that would require significant changes to the current arrangements.

Notwithstanding the above, as things move forward officers will be monitoring implementation of the new system very carefully and making/recommending relevant adjustments to both the booking process and onsite operational management processes, where deemed necessary to maximise user friendliness, efficiency and effectiveness. One change already in hand, is a widening of the availability of sites where residents can book to bring hard plastics to for recycling. From Monday 2nd October, Comber is scheduled to be listed on the booking platform as a second site in the Borough where this recycling option can be accessed. Further site recycling enhancements made possible as a consequence of the impacts of the booking system, will be explored on an ongoing basis.

RECOMMENDATION

It is recommended that:

1. Progress with the implementation of the new HRC access booking system be noted.
2. Officers continue to review the new HRC access booking system and onsite operational management arrangements, to identify potential for further improvement.
3. Waste statistics following the introduction of the new HRC management regime be reviewed as part of a report to the Environment Committee on Q3 Northern Ireland Local Authority Municipal Waste Management Statistics and Update on Recycling Progress, scheduled for March 2024.



Balloo.pdf

Booking Reminder
18349.ics

Thank you for booking to visit Balloo HRC on:

Date: Sunday, 24/Sep/2023

Time: 16:30

Booking reference: 18349

When you visit:

Remember to bring this confirmation email or booking reference plus documentary proof of address that matches the address used when making your booking.

We've made changes to the way we manage our household recycling centres (HRC), including their layouts. This is to help keep you and our site staff safe and to help you recycle more effectively. Please pre-sort your waste into the various waste streams to make your visit more efficient.

If you have nominated a family member or friend to take your waste to the HRC on your behalf please ensure that they are aware of the site rules below:

PLEASE NOTE: Disposal of recyclable waste types or mixed waste that comprises recyclables, WILL NOT BE PERMITTED UNDER ANY CIRCUMSTANCES in landfill skips.

No bags of mixed waste are accepted at any of our household recycling centres. Residents that turn up with bags of mixed waste will be directed to a sorting table to separate out any recyclables before disposing of their waste.

When you arrive you must follow these site rules:

- Time slots are 10 minutes long (20 minutes if you come to site in a van), you must arrive promptly for your allocated booking slot.
- If you arrive too early, you may have to wait for your slot, if you turn up too late you may not be allowed to enter, depending on site traffic.
- Upon entry your vehicle registration will be checked and matched against your booking, as will your ID showing proof of your residency in the Borough (if a family member or friend is coming on your behalf you must give a copy of your proof of address to them along with this E mail or booking number).
- Staff on the gate will ask what items you have and advise you to wait for an area to become free.
- If you are bringing a large number of items or a heavier item, please ensure you bring adequate help to unload and dispose of these safely.
- Traffic management measures will be in place and you may at need to queue, particularly during unscheduled site servicing periods.
- Respect staff on site and follow their instructions - they are there to help. Physical or verbal abuse of site staff will not be tolerated, and offenders may be reported to the PSNI for further action to be taken.

You will then be asked to drive to an area where you can deposit your items.

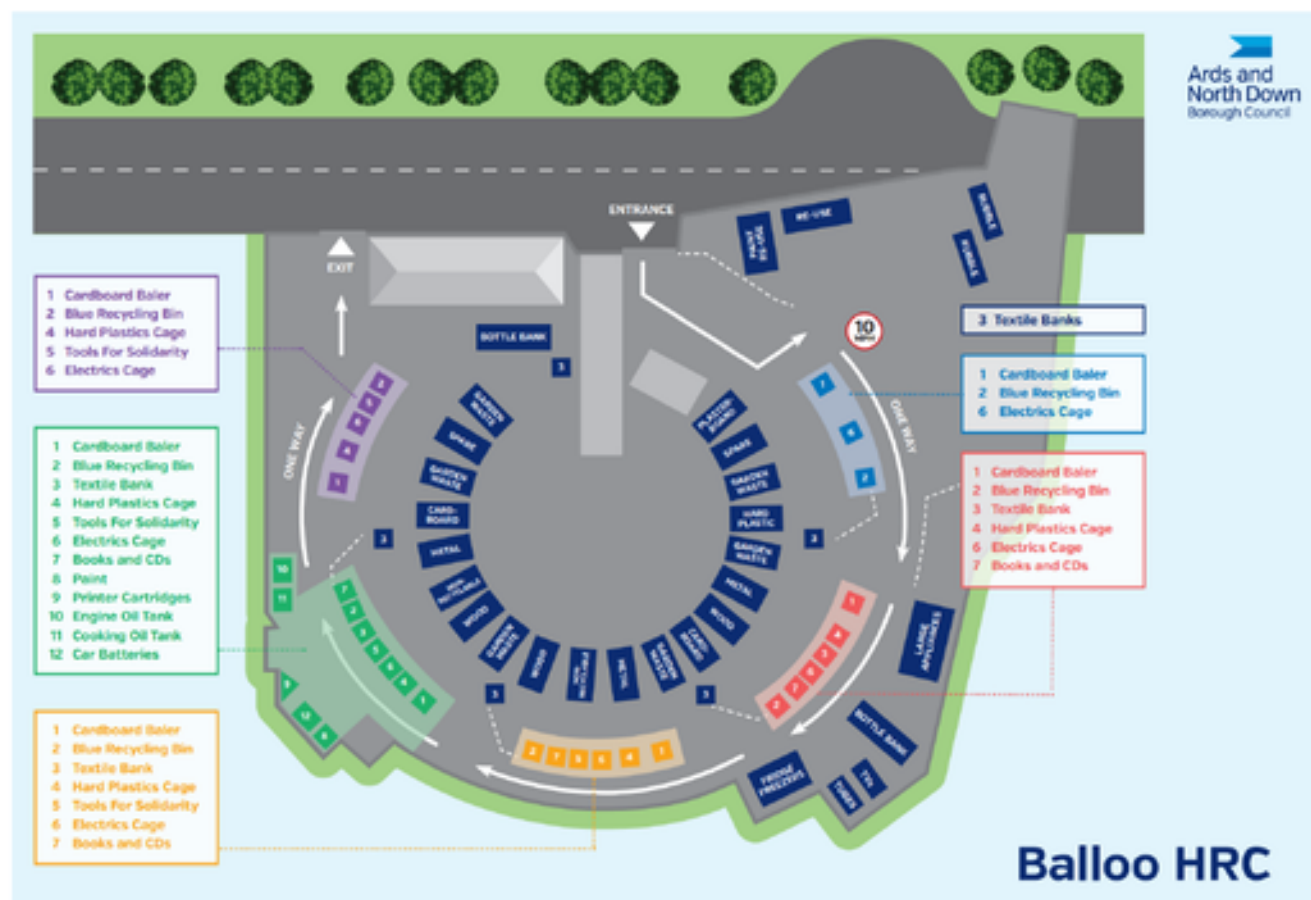
If you can no longer make your time slot, please [cancel your booking](#) so that the booking slot can be used by another resident.

You can find more information about our recycling centres on our [website](#).

At times our recycling centres can be busy, and we want to thank you for your patience and understanding.

Regards,

Ards and North Down Borough Council





Booking Reminder
1312.ics

This is a reminder that you are due to visit Balloo on:

Date: Sunday, 06/Aug/2023

Time: 09:00

Booking reference: 1312

Just a quick reminder,

Disposal of recyclable waste items or bags of mixed waste that contain recyclables WILL NOT BE PERMITTED UNDER ANY CIRCUMSTANCES in landfill skips.

Please pre-sort your waste into the various waste streams to make your visit more efficient. No bags of mixed waste are accepted at any of our household recycling centres.

Anyone that turn up with bags of mixed waste will be directed to a sorting table to separate out any recyclables before disposing of their waste.

What you (or your nominated friend or family member) need to bring.

- The booking reference for your visit
- ID proving that **you** live in the Borough such as a utility bill, or driving licence showing the address you used to make your booking
- If you are using a rental vehicle, hire documentation must be produced upon request.

Please remember:

- Time slots are between 10 and 20 minutes long, you must arrive promptly for your allocated booking slot.
- If you arrive too early, you must wait for your slot, if you turn up too late, you will not be allowed to enter, depending on site traffic.
- Upon entry the vehicle registration will be checked and matched against your booking. As will ID showing proof of **your** residency in the Borough (if a family member or friend is coming on your behalf you must give a copy of your proof of address to them along with this E mail or booking number).
- Staff on the gate will ask what items you have and advise you to wait for an area to become free.
- If you are bringing a large number of items or a heavier item, please ensure you bring adequate help to unload and dispose of these safely.
- Traffic management measures will be in place and you may need to queue.
- Respect staff on site and follow their instructions - they are there to help. Physical or verbal abuse of site staff will not be tolerated, and offenders may be reported to the PSNI for further action to be taken.

If you can no longer make your time slot, please [cancel your booking](#).

You can find more information about our recycling centres on our [website](#).

We expect our recycling centres to be busy, and we want to thank you for your patience and understanding.

Regards,

Ards and North Down Borough Council