

March 3rd, 2023


Notice Of Meeting

You are requested to attend the meeting to be held on **Wednesday, 8th March 2023 at 7:00 pm** in **Church Street, Newtownards.**

Agenda

Agenda

(Attached)

 *EC 08.03.23 Agenda.pdf*

Page 1

1. Apologies

2. Declarations of Interest

3. 2023-2024 Service Plans

(Report attached)

 *Item 3 Environment Directorate Annual Service Plans DL.pdf*

Page 3

3.1 Assets and Property Services

(Attached)

 *Item 3.1 2023-2024 Service Delivery Plan - assets and property.pdf*

Page 5

3.2 Waste and Cleansing Services

(Attached)

 *Item 3.2 2023-2024 Service Delivery Plan - Waste and Cleansing Services.pdf*

Page 19

3.3 Regulatory Services

(Attached)

 *Item 3.3 Service Delivery Plan Regulatory Services 2023-24.pdf*

Page 35

4. Q3 Service Plan Performance Reports

4.1 Assets and Property Services

(Attached)

 *Item 4.1 Assets and Property Services 2022-23 Q3 Performance Report DL.pdf*

Page 57

4.2 Waste and Cleansing Services


(Attached)

 *Item 4.2 Waste and Cleansing Services 22-23 Q3 Performance Report DL.pdf*

Page 61

4.3 Regulatory Services

(Attached)

 *Item 4.3 Regulatory Services 22-23 Q3 Performance Report DL.pdf*

Page 64

5. Northern Ireland Local Authority Municipal Waste Management Statistics, July to September 2022

(Attached)

 *Item 5 NI Local Authority Municipal Waste Management Statistics July to September 2022 DL.pdf*

Page 68

6. Consultation Response - Draft Circular Economy Strategy for Northern Ireland

(To follow)

7. NOM Report - Low Traffic Neighbourhoods

(Attached)

 *Item 7 NOM Report - Low Traffic Neighbourhoods DL.pdf*

Page 73

 *Item 7 Appendix 1 - 2023-01-23 SR to PermSec Julie Harrison - low traffic neighbourhoods_.pdf*

Page 75

 *Item 7 Appendix 2 NOM - Perm Sec response - Low Traffic Neighbourhoods - Bangor City Centre - SCORR-0045-2023.pdf*

Page 76

8. Street Naming Report - Frances Mews, Newtownards

(Attached)

 *Item 8 Street Naming - Frances Mews Newtownards DL.pdf*

Page 78

9. Grant of Entertainment Licence

(Attached)

 *Item 9 Grant of Entertainment Licence DL.pdf*

Page 79

10. Grant of Outdoor Entertainment Licence

(Attached)

 *Item 10 Grant of Outdoor Entertainment Licence DL.pdf*

Page 81

11. Grant of Pavement Cafe Licence

(Attached)

 *Item 11 Grant of Pavement Cafe Licence DL.pdf*

Page 82

12. Grant of Street Trading Licence

(Attached)

 *Item 12 Grant of Street Trading Licence DL.pdf*

Page 84

13. RCIF Fund Allocation 2023-24

(Attached)

 *Item 13 RCIF Fund 2023-24 Allocation DL.pdf*

Page 85

14. Notice of Motion

14.1 Notice of Motion submitted by Alderman McIlveen and Alderman Armstrong-Cotter

That Council, subject to consultation with addressees on the road, considers changing the name of that stretch of the A21 in Newtownards which runs from Portaferry Road to the junction with Upper Greenwell Street, Newtownards currently named New Road to Viscount Castlereagh Avenue as a mark of the life and legacy of Robert Stewart, 2nd Marquess of Londonderry, who was known by the courtesy title of Viscount Castlereagh during most of his life, in the 200th year of his passing.

15. Any Other Notified Business

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

16. Amended Waste Collection Charges in Line with Outcomes of Rates Setting Process

(Attached)

 *Item 16 Amendment of Policy on Provision of Kerbside Household Waste*

Not included

 ~~Collection Services - Review of Bulk Waste Collection Services Changes.pdf~~
Collection Services V7 Feb 2023.pdf

Not included

ARDS AND NORTH DOWN BOROUGH COUNCIL

28 February 2023

Dear Sir/Madam

You are hereby invited to attend a hybrid meeting (in person and via Zoom) of the Environment Committee of Ards and North Down Borough Council in the Council Chamber, 2 Church Street, Newtownards on **Wednesday, 8 March 2023** commencing at **7.00pm**.

Yours faithfully

Stephen Reid
Chief Executive
Ards and North Down Borough Council

A G E N D A

1. Apologies
2. Declarations of Interest
3. 2023 – 2024 Service Plans (Reports attached)
 - 3.1. Assets and Property Services
 - 3.2. Waste and Cleansing Services
 - 3.3. Regulatory Services
4. Q3 Service Plan Performance Reports (Reports attached)
 - 4.1. Assets and Property Services
 - 4.2. Waste and Cleansing Services
 - 4.3. Regulatory Services
5. Northern Ireland Local Authority Municipal Waste Management Statistics, July to September 2022 (Report attached)
6. Consultation Response – Draft Circular Economy Strategy for Northern Ireland (Report attached)
7. NOM Report – Low Traffic Neighbourhoods (Report attached)
8. Street Naming Report – Frances Mews, Newtownards (Report attached)
9. Grant of Entertainment Licence (Report attached)

10. Grant of Outdoor Entertainment Licence (Report attached)
11. Grant of Pavement Café Licence (Report attached)
12. Grant of Street Trading Licence (Report attached)
13. RCIF Fund Allocation 2023-24 (Report attached)
14. Notices of Motion
 - 14.1. Notice of Motion submitted by Alderman McIlveen and Alderman Armstrong-Cotter

That Council, subject to consultation with addressees on the road, considers changing the name of that stretch of the A21 in Newtownards which runs from Portaferry Road to the junction with Upper Greenwell Street, Newtownards currently named New Road to Viscount Castlereagh Avenue as a mark of the life and legacy of Robert Stewart, 2nd Marquess of Londonderry, who was known by the courtesy title of Viscount Castlereagh during most of his life, in the 200th year of his passing.

15. Any Other Notified Business

****IN CONFIDENCE****

16. Amended Waste Collection Charges in Line with Outcomes of Rates Setting Process (Report attached)

MEMBERSHIP OF ENVIRONMENT COMMITTEE (16 Members)

Alderman Carson	Councillor Greer
Alderman McDowell (Chair)	Councillor Irwin
Alderman M Smith	Councillor Johnson
Alderman Armstrong-Cotter	Councillor Woods (Vice Chair)
Councillor Boyle	Councillor MacArthur
Councillor Cathcart	Councillor McAlpine
Councillor Cummings	Councillor McKee
Councillor Edmund	Councillor Smart

Unclassified

3

ITEM 3

Ards and North Down Borough Council

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	08 March 2023
Responsible Director	Director of Environment
Responsible Head of Service	Heads of Service - Environment Directorate
Date of Report	21 February 2023
File Reference	43600
Legislation	Local Government Act 2014
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	Environment Directorate Annual Service Plans 2023 - 2024
Attachments	Appendix 1 - Copy of Assets and Property Services Annual Service Plan Appendix 2 - Copy of Waste and Cleansing Services Annual Service Plan Appendix 3 - Copy of Regulatory Services Annual Service Plan

Since 2017/18 Service Plans are produced by each Service in accordance with the Council's Performance Management policy.

Plans are intended to:

- Encourage compliance with the new legal, audit and operational context
- Provide focus on direction
- Facilitate alignment between Corporate, Service and Individual plans and activities
- Motivate and develop staff
- Promote performance improvement, encourage innovation and share good practice

Unclassified

- Encourage transparency of performance outcomes
- Better enable us to recognise success and address underperformance

Draft Service Plans for 2022/23 year are attached for the following areas:

- Waste and Cleansing Services
- Asset and Property Services
- Regulatory Services

The plans have been developed to align with outcomes of the Big Plan for Ards and North Down and with the PEOPLE priorities of the Corporate Plan Towards 2024.

The Service Plans highlight where the services contribute to the Council KPIs as set out in the Corporate Plan Towards 2024 and, where this is the case, sets out the objectives of the service for the 2023/24 year. It further identifies the performance measures used to illustrate the level of achievement of each objective, and the targets that the Service will try to attain along with key actions required to do so.

The Service Plans also identify key risks to the services along with analysis of these and necessary actions to mitigate/manage risks. Key risks impacting the services are mapped to the Corporate Risk Register.

The plans are based on the agreed budget for 2023/24. It should be noted that, should there be significant changes in-year (e.g., due to Council decisions, budget revisions or changes to the community planning legislation) the plans may need to be revised. The Committee will be provided with quarterly update reports on performance against the agreed plans.


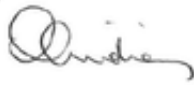
RECOMMENDATION

It is recommended that the Council adopts the attached plans.

ASSETS & PROPERTY SERVICES



1 April 2022 – 31 March 2023

Head of Service signature	
Date	01/02/2023
Peer Review signature	Nigel Martin
Date	02/02/2023
Director signature	
Date	16/02/2023

CONTENTS

- 1. Introduction 3
- 2. How does our Service contribute to community planning outcomes and PEOPLE priorities? 4
- 3. Key activities for 2023/2024 5
- 1. Risks 11
- 2. Resources 13
- 3. Monitoring and Review 14

1. Introduction

Name of Service	Assets & Property Services
Included Service Units	Property Operations, Technical and Transport
Directorate	Environment
Purpose of Service	<p>The purpose of Assets & Property Services is to:</p> <ul style="list-style-type: none"> ▶ Proactively manage our estate in collaboration with service managers, to ensure it is 'fit for purpose'; ▶ Maintain our assets in line with statutory regulations and industry best practice; ▶ Seek out opportunities to improve the condition and energy efficiency of our assets; and ▶ Provide a quality service to berth holders at our Harbours.
Key customers/ stakeholders and their needs	<p>Elected Members: Occasional contact about specific maintenance issues. Facility users/Public: Occasional contact about specific maintenance issues. Internal customers: Frequent contact to request repairs or advice.</p>
Context, challenges & key assumptions	<p>We are faced with an aging estate that requires a strategic approach to implement a series of improvements in order to ensure its continued safe operation. In addition, the Corporate Plan has indicated the importance of attracting visitors to the borough so our assets must be maintained to a suitable standard to achieve this. Much progress has been achieved in recent years however we are aware of the need for further improvement and we will strive for excellence in everything we do. We believe that we can assist with the delivery of our corporate objectives by actively improving the condition of our estate and assets and ensuring they are fit for purpose.</p> <p>The Service will need to continually evolve to address the issues highlighted above and grasp opportunities presented. It is assumed that any identified resources will be available to enable this.</p> <p>Challenges include legislative compliance in a changing environment, responding to technological threats and opportunities presented by cloud-based computing and mobile working, and delivering excellence in our Services in the context of finite financial resources.</p>
Reflection on previous performance – successes and lessons learned	<p>Existing processes and strategies appear to be working effectively.</p> <p>Our system of planned refurbishments is improving the condition of our estate. This can be demonstrated by the fact we have raised our Condition benchmark yet lowered the planned refurbishment expenditure for the third year in a row.</p>

2. How does our Service contribute to community planning outcomes and PEOPLE priorities?

The Assets & Property Service can be expected to have a direct impact on the following:

Community Planning Outcome	PEOPLE Priority(ies)	Our focus for the coming year.
Outcome 5: All people in Ards and North Down feel pride from having access to a well-managed sustainable environment	Environment Pride Excellence	To continue to maintain Council Assets to a high standard and introduce a series of service improvement measures listed in section 3.

3. Key activities for 2023/2024

SERVICE:	Assets & Property Services			
Community Plan Outcome:	Outcome 5: All people in Ards and North Down feel pride from having access to a well-managed sustainable environment			
Corporate Plan PEOPLE priority(ies):	Environment			
Council KPI(s):	(Environment/Life) £'s Investment (Pride) Environmental Improvements			
Service Objective:	We will contribute to a safer, more sustainable Borough through our Service Delivery within Property Operations, Technical and Transport Service Units			
What difference will it make?	These activities will ensure that our Service actively contributes to improve or, as a minimum, reduce our impact on the local environment.			
Underpinning strategies:	Property maintenance strategy. Sustainability Road Map. Sustainable Energy Management strategy (draft).			
Business as Usual activities we will deliver this year (actions)		Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Carry out monthly roadside audits of the fleet to ensure compliance with vehicle safety checks- leading to a safer fleet on the road.		Ongoing	Jeff Shaw	All council depts with vehicles
Carry out regular refurbishment projects across the estate. We will ensure our facilities are maintained to an acceptable standard.		Ongoing	Geoff Allen	All council depts with premises
Implement the schedule for planned maintenance of public areas. Public areas will be safer and more attractive.		Ongoing	Colin Atkins	None
Achieve an E rating or better in Display Energy Certificates (DECs) This will ensure that our buildings are as energy efficient as is practically possible.		Ongoing	Geoff Allen	None
Carry out weekly inspections of playgrounds ensuring that our playgrounds are safe to use.		Ongoing	Colin Atkins	None
Ensure our lifebelts are serviceable to help ensure our coastline is safe.		Ongoing	William Angus	None

SERVICE:	Assets & Property Services			
Community Plan Outcome:	Outcome 5: All people in Ards and North Down feel pride from having access to a well-managed sustainable environment			
Corporate Plan PEOPLE priority(ies):	Excellence			
Council KPI(s):	(Environment/Life) £'s Investment (Pride) Environmental Improvements			
Service Objective:	We will provide excellence in our service delivery across Property Operations, Technical and Transport Service Units			
Business as Usual activities we will deliver this year (actions)		Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Carry out quarterly audits of vehicle maintenance and safety check records, ensuring our office systems are being implemented and are working effectively.		Ongoing	Jeff Shaw	None
Undertake condition surveys across our estate. This will ensure continued refurbishment projects are carried out in the most appropriate locations, leading to a higher standard of facility generally.		Ongoing	Geoff Allen	All Council depts with premises
Achieve a high first time pass rate for PSV. Reduce down-time of vehicles which may affect service delivery		Ongoing	Jeff Shaw	All Council depts with vehicles
Help ensure customer needs are met by ensuring that reactive maintenance jobs are completed within assigned timescales		Ongoing	Colin Atkins	None
Monitor the quality of repairs being made. Ensure Council buildings are maintained to a high quality.		Ongoing	Colin Atkins	None
We will encourage a high performing workforce and provide them with the skills they need to delivery for ANDBC.		Ongoing	Peter Caldwell	HR & OD
We will use our resources in a sustainable way to ensure value for money		Ongoing	Peter Caldwell	Finance

Service Development

What service development/improvement will we undertake this year?	Which of the specified aspects will this improve?	Rationale	Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
To review finding of internal customer feedback survey and implement improvements where possible.	Service Quality	To improve service quality.	March 2024	Peter Caldwell	n/a
To implement and closely monitor the outworking's of our Port Marine Safety Code compliance document.	Service Quality	To publish a marine safety system covering our harbours.	March 2024	Peter Caldwell	n/a
To review findings of harbour berth holder feedback survey and implement improvements where possible.	Service Quality	To improve service quality.	March 2024	Peter Caldwell	n/a

Performance Measures (should include those for the Business as Usual and Service Improvement actions outlined above and relevant measures from Community, Corporate and Statutory)	Is the measure Statutory, Corporate, Existing or New?	Reporting frequency	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 Actual	2023/24 Target
number of roadside audits of the fleet completed.	Existing	Quarterly	67	60	63	96	30* stopped due to Covid	n/a: covid	TBC	90

Performance Measures (should include those for the Business as Usual and Service Improvement actions outlined above and relevant measures from Community, Corporate and Statutory)	Is the measure Statutory, Corporate, Existing or New?	Reporting frequency	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 Actual	2023/24 Target
% of fleet audited for vehicle maintenance and safety check records completed.	Existing	Quarterly	3%	3%	5%	5%	5%	5%	TBC	5%
% Condition surveys carried out according to schedule	Existing	Annual	100%	100%	100%	100%	100%	100%	TBC	100%
Refurbishments carried out according to the schedule.	Existing	Quarterly	n/a	n/a	100%	100%	100%	Yes	Yes	Yes
% of DEC's indicating a rating of E or better.	Existing	Annual	n/a	74%	79%	86%	91%	80%	95%	80%
% Playground inspections are carried out as per schedule	Existing	Quarterly	n/a	n/a	93%	95%	94%	90%	TBC	90%
% of Life belts serviceable at any given time	Existing	Quarterly	n/a	n/a	93%	95%	86%	90%	TBC	90%

Performance Measures (should include those for the Business as Usual and Service Improvement actions outlined above and relevant measures from Community, Corporate and Statutory)	Is the measure Statutory, Corporate, Existing or New?	Reporting frequency	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 Actual	2023/24 Target
% Planned maintenance of public areas carried out according to schedule.	Existing	Quarterly	n/a	n/a	100%	100%	100%	Yes	Yes	Yes
% first time pass rate for PSV.	Existing	Annual	n/a	97%	98%	98%	98%	95%	TBC	95%
-% Reactive maintenance jobs completed within allocated timescales.	Existing	Quarterly	67%	74%	76%	84%	81%	80%	TBC	80%
-% of jobs quality assured.	Existing	Quarterly	10%	10%	10%	10%	10%	10%	TBC	10%
Annual questionnaire issued to all berth holders.	Existing	Annual	n/a	n/a	100%	100%	100%	Yes	Yes	Yes
% planned training Vs actual completed as per training register	Existing	Annual	88%	84%	88%	84%	74% *training postponed due to covid	80%	TBC	80%
% spend against budget	Existing	Quarterly	113%	104%	103%	95%	89%	95%	TBC	100%

Performance Measures (should include those for the Business as Usual and Service Improvement actions outlined above and relevant measures from Community, Corporate and Statutory)	Is the measure Statutory, Corporate, Existing or New?	Reporting frequency	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 Actual	2023/24 Target
% Staff Attendance	Existing	Quarterly	88%	93%	90%	95%	93%	95%	TBC	95%
To set dates for the implementation of the action plan arising from the Sustainable Energy Management Strategy.	New	Annual	n/a	n/a	n/a	n/a	n/a	delayed	TBC	TBC
To conduct a trial of Biofuel in the fleet and report results back to Council	New	Annual	n/a	n/a	n/a	n/a	n/a	delayed	TBC	TBC
To carry out Internal customer feedback surveys and note areas for improvement	New	Annual	n/a	n/a	n/a	n/a	n/a	Yes	Yes	Yes

1. Risks

Ref:	Risk Description	Gross Risk			Current controls	Residual Risk			Risk Status	Further Action Required	Action Due by	Risk Owner	Notes to explain rationale for scoring, etc
		I	L	R		I	L	R	Tolerate / Action				
1: CR6	Risk of injury to users through defective/missing equipment	5	2	10	Inspect playgrounds and lifebelts on a weekly basis	5	1	5	Tolerate	Monitor completion of inspections	Ongoing	C Atkins	
2: CR6	Risk of jobs not completed within the timescales resulting in users losing confidence in the ability of the service to meet their needs, reputation of Council damaged	3	3	9	Computer Programme will flag up overdue	3	2	6	Tolerate	Monitor system reports	Ongoing	C Atkins	
3: CR7	Incorrect disposal of waste resulting in litigation, breach of regs, loss of ISO 14001, poor image of service	4	3	12	Checking all contractors dispose of waste in accordance with legislation. Meetings, extend internal audits training and risk assessments	4	1	4	Tolerate	Monitor	Check contractors are on register of Licenced waste carrier	C Atkins	
4: CR6	Accident or incident occurring at one of our harbours, resulting in loss of life, damage to assets or environment and/or reputational damage to Council.	5	3	15	Implementation of a port marine safety system addressing all risks and demonstrating compliance with the PMSC.	5	1	5	Tolerate	Monitor and audit safety system	Ongoing	P Caldwell	
5:CR6	Damage to property or persons resulting in accident claims, increased costs and insurance premiums	2	2	4	Training, inspections and visual checks, response maintenance, accidents and 'near miss' reporting , use of signage, and risk assessment.	2	1	2	Tolerate	Monitor	Ongoing	P Caldwell Geoff Allen, Jeff Shaw	
6:CR7	Risk of reputational damage caused by loss of Operator's license and vehicles prohibited from road use	5	4	20	Ensure vehicles are maintained in accordance with schedule. Carry out quarterly audits of vehicle maintenance and safety check records to ensure compliance; Carry out driver CPC training & tachograph analysis	5	1	5	Tolerate	Monitor	Ongoing	Jeff Shaw	

Ref:	Risk Description	Gross Risk			Current controls	Residual Risk			Risk Status	Further Action Required	Action Due by	Risk Owner	Notes to explain rationale for scoring, etc
7: CR7	Failure to comply with statutory safety requirements – prosecution/reputational loss etc. Risk of injury to users through lack of planned maintenance on regulated services	5	4	20	Implement a robust planned maintenance schedule, fully compliant with all relevant regulations	5	1	5	Tolerate	Monitor	Ongoing	Geoff Allen	
8: CR6	Risk of injury to users from inadequate workmanship/practices of contractors	4	4	16	Contractor competency assessments at procurement stage. Ongoing audits	4	2	8	Tolerate	Monitor- regular audits	ongoing	Geoff Allen	

2. Resources


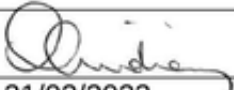
Are all actions resourced within the current budget plan?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Will additional resources be required? (If no please comment in Section A below how the actions will be funded, ie Staff Resources, Equipment, Revenue Budget, Capital Budget.) (If yes please detail additional resources in Section B below.)		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Section A:			
Section B:			
Staff: None			
Financial: None			
Other:			
If the required additional resources are NOT available, please state:			
What is the likely impact on performance? n/a			
What is the likely impact on the public? n/a			
What is the likely impact on staffing? n/a			

3. Monitoring and Review

This plan will be monitored every quarter, with a report going to Environment Committee in March, June, September and December. In the event of KPI not meeting their target mitigating measures will be put in place subject to Council approval where appropriate.

WASTE & CLEANSING SERVICES

1 April 2023 – 31 March 2024

Head of Service signature	Nigel Martin
Date	19/01/2023
Peer Review signature	
Date	01/03/2023
Director signature	
Date	21/02/2023

CONTENTS

1.	Introduction	3
2.	How does our Service contribute to community planning outcomes and PEOPLE priorities?	5
3.	Key activities for 2023/2024	6
4.	Risks	13
5.	Resources	15
6.	Monitoring and Review	16
7.	Conclusions.....	16
8.	Appendices	16

1. Introduction

Name of Service	Waste & Cleansing Services
Included Service Units	Borough Cleansing Services; Waste Collection Services; Waste Resources and Contracts.
Directorate	Environment
Purpose of Service	The primary function of the services is to ensure the effective management of municipal solid waste produced within the Borough, in order to protect the local environment. Secondly, the Council has a statutory duty under the Litter (NI) Order and the Clean Neighbourhoods and Environment Act, to keep adopted streets and roads clean and free from litter.
Key customers/ stakeholders and their needs	As frontline statutory services, we interact with all householders in the Borough on a weekly basis. Waste collection and cleansing services are also an important function to businesses and to visitors to the Borough.
Context, challenges & key assumptions	<ol style="list-style-type: none"> 1. The Waste Management industry is highly regulated on account of the significant impact waste can have on the environment. This has been widely publicised in recent years as part of the climate change agenda, resulting in new recycling targets and pending legislation targeting packaging waste. 2. The forthcoming introduction of Extended Producer Responsibility legislation, the proposed UK Deposit Return Scheme and related packaging Reforms may impact on current collection arrangements, and as a work in progress it is difficult to interpret the likely impact. 3. Among the key challenges to the services is complying with statutory targets identified within the legislation, while ensuring that compliance measures do not place an excessive financial burden on the Council. The lack of available landfill capacity and the delay in determining Waste Treatment Facilities planning applications has the potential to significantly impact on gate fees over the next 2 – 3 years. 4. Improving the cleanliness of the Borough also remains a challenge. The need to ensure the safety of employees clearing litter on high speeds roads presents problems with the need to provide temporary traffic management controls. With the increase in traffic volume, the competent authority (DfI Roads) is restrictive on times/days when controls can be put in place. 5. The financial pressures faced by the Council have resulted in several budget areas being reduced or removed and this will result in a reduction in services. The introduction of vacancy management may also impact on recruitment, especially if frontline posts are advertised as temporary, which tends to discourage applications from candidates already in full time employment.

Reflection on previous performance – successes and lessons learned

Key Successes: With Council services returning to largely normal, post pandemic, recycling rates have started to recover towards previous levels and overall waste arisings have also decreased. The remaining Covid-19 social distancing measures were withdrawn at the end of June and despite the impact of these, all collection services were delivered on schedule throughout the year.

The importance of having a flexible workforce was also highlighted during the pandemic and illustrated the importance of staff development, to enable them to take on other roles at short notice. During the last year 4 staff have obtained their Category C (HGV) Licence and a further 6 employees have commenced training.

Despite staff recruitment difficulties, the Council received 3 Platinum and 2 Gold awards in the British Toilet Association 2022 "Loo of the Year" awards (Platinum – Bangor – South Pier, Mill St, Newtownards, Bridge St CP, Comber; Gold -. The Parade, Donaghadee and Harbour CP, Groomsport.

Lessons Learned: The combination of financial pressures faced by the Council, new and pending legislation, coupled with both Members and the public's expectations regarding service requirements, makes future service planning difficult. It is therefore anticipated that much of the forthcoming year will be spent on carrying out a major review of waste management services, to develop a new waste management strategy for the Council. This will need to align with the forthcoming NI Waste Management Strategy and a raft of other legislation. The following table provides a list of pending legislation likely to impact the service.

DAERA Waste Policy Update - Timelines

Waste Policy Initiative	Timeline
Green Growth Strategy	Executive sign off required
Environment Strategy	Executive sign off required
Environmental Permitting policy consultation	To be confirmed. Launch of the consultation document requires Ministerial and Executive approval.
The Northern Ireland Waste Management Strategy / Waste Management Plan	To complete the new Waste Strategy by the end of 2023
The Environment Act Implementation	Ongoing
EU Transition	Ongoing
Extended Producer Responsibility - EPR Packaging Consultations	Implementation of EPR for packaging by 2024
Extended Producer Responsibility - Deposit Return Scheme	Expected Implementation from 2024
Voluntary Producer Responsibility - scheme for chewing gum	Grants awarded Summer 2022 - Ongoing
Extended Producer Responsibility - Waste Electrical and Electronic Equipment (WEEE)	Consultation by first half of 2023
Batteries implementation of the EU regulation	Entry into force planned for January 2027
Extended Producer Responsibility - Batteries	Consultation by end of 2023
Extended Producer Responsibility - End of Life Vehicle (ELV) review and Tyres	Review of current system to begin in 2023
Extended Producer Responsibility - Furniture and furnishings & Construction and demolition material	To Be Confirmed
Waste Prevention - Waste Prevention Programme	Ongoing
Food Waste	Ongoing
Single Use Plastic beverage cups and containers	End of 2022
Plastic pollution	End of 2022
Recycling - The Circular Economy Package (CEP) Municipal waste Recycling Targets	Ongoing
Recycling - Climate Change Act (Northern Ireland) 2022 - Recycling & Net Zero Targets	Ongoing
Contaminated land	End of 2022
Digital Waste Tracking	Second Quarter 2024

2. How does our Service contribute to community planning outcomes and PEOPLE priorities?

The Waste & Cleansing Service can be expected to have a direct impact on the following:

Community Planning Outcome	PEOPLE priority	Our focus for 2023/2024
Outcome 5. Feel pride from having access to a well-managed sustainable environment	Environment	Increasing the Council's recycling rate. Supporting waste prevention and re-use initiatives. Improving the cleanliness of the Borough
Outcome 5. Feel pride from having access to a well-managed sustainable environment	Pride	Assisting and supporting our communities with improving the cleanliness and appearance of our Borough
Outcome 5. Feel pride from having access to a well-managed sustainable environment	Excellence	Ensuring services are delivered in an effective and efficient manner, to both improve recycling and reduce the financial burden of landfill costs

3. Key activities for 2023/2024

SERVICE:	Borough Cleansing		
Community Plan Outcome:	Outcome 5: Feel pride from having access to a well-managed, sustainable environment.		
Corporate Plan PEOPLE priority:	Environment – providing for a clean, attractive environmentally responsible place, including our towns, villages, countryside and coast.		
Council KPI(s):	Keep NI Beautiful – LEAMS Cleanliness Index Score for the Borough British Toilet Association – Loo of the Year Awards achieved.		
Service Objective:	To maintain and improve the cleanliness of the Borough		
What difference will it make?	Studies have indicated that the presence of litter creates an impression of neglect and encourages further littering, anti-social behaviour and vandalism		
Underpinning strategies:	Sustainability and Environmental policy, Clean Neighbourhoods and Environment Act (NI) 2011.		
Business as Usual activities we will deliver in 2022/2024 (actions)	Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Mechanical street sweeping of town and villages across the Borough	Daily - Ongoing	A Kerr	
Litter picking of key arterial routes where traffic management arrangements permit	Daily - Ongoing	A Kerr	Dfl Roads
Pavement washing of Public Realm footpaths	Daily - Ongoing	A Kerr	
Provision and servicing of litter bins	Daily - Ongoing	A Kerr	
Provision of additional seasonal litter bins at popular tourist/day tripper areas	Easter - September	A Kerr	
Opening/closing and regular cleaning and of Council's Public Conveniences	Daily - Ongoing	A Kerr	
Supporting community clean-ups across the borough	Spring/Summer	A Kerr	NET
Providing cleansing support for Council run events	Throughout year	A Kerr	Events Team

SERVICE:	Waste Collection and Waste Resources			
Community Plan Outcome:	Outcome 5: Feel pride from having access to a well-managed, sustainable environment.			
Corporate Plan PEOPLE priority:	Excellence – Ensuring services are delivered in an effective and efficient manner, to both improve recycling and reduce the financial burden of landfill costs			
Council KPI(s):	Household waste reused, recycled and composted as a % of arisings. Household waste landfilled as a % of arisings.			
Service Objective:	To reduce the % of Household waste sent to landfill and to meet legislative requirements regarding the collection, treatment and disposal of Local Authority collected municipal waste.			
What difference will it make?	Landfill disposal costs including landfill tax represents one of the Council's largest annual financial burdens. In terms of the Waste Hierarchy, Landfill represents the least desirable treatment option.			
Underpinning strategies:	Sustainable Waste Resource Management Strategy, Environmental Policy, Council Waste Management Plan, statutory duties under the Waste and Contaminated Land (NI) Order 1997 and associated Regulations.			
Business as Usual activities we will deliver in 2023/2024 (actions)		Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Fortnightly kerbside waste collections (blue, brown/green and grey bin)		Ongoing	I Frazer	
4-weekly kerbside glass and textiles recycling collections		Ongoing	I Frazer	
Commercial waste and recycling collection service for businesses on request		Ongoing	I Frazer	
Bulky household waste collection service on request		On request	I Frazer	
Provision of free roll of caddy liners to all households to encourage food waste recycling		May/June 2023	I Frazer	
Implementation and award of Waste Recycling and Treatment Contracts		ongoing	J Bradley	Procurement

SERVICE:	Borough Cleansing, Waste Collection, Waste Contracts and Resources			
Community Plan Outcome:	Outcome 5: Feel pride from having access to a well-managed sustainable environment			
Corporate Plan PEOPLE priority:	Pride – partnering with our community to develop positive relationships, community pride, respect and safety.			
Council KPI(s):	Household waste reused, recycled and composted as a % of arisings. LEAMS Cleanliness Index score			
Service Objective:	To improve and enhance the cleanliness of the Borough			
What difference will it make?	Help to instil a sense of civic pride from having access to a well-managed sustainable environment			
Underpinning strategies:	Sustainability and Environmental Policy, Clean Neighbourhoods and Environment Act (NI) 2011			
Business as Usual activities we will deliver in 2023/2024 (actions)		Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Deliver waste awareness and education programmes		ongoing	J Bradley	Schools
Operation of Household Recycling Centres (9 No.)		ongoing	J Bradley	
Supporting community clean-ups across the borough		Spring/Summer	A Kerr	NET
Providing cleansing support for Council run events		Throughout year	A Kerr	Events Team
Opening/closing and regular cleaning and of Council's Public Conveniences		Throughout year	A Kerr	
Pavement washing of high-profile Public Realm areas		Throughout year	A Kerr	
Litter picking of key arterial routes (where traffic management arrangements permit)		Throughout year	A Kerr	Dfl Roads

Service Objective:

What service development/improvement will we undertake in 2023/2024?	Which of the specified aspects will this improve?	Rationale	Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Full review of Council's Waste Management services	Identify efficiency savings	Ensure all infrastructure is fit for purpose and services are capable of meeting strategy and legislative requirements.	By March 2024	Head of Waste & Cleansing	
Improve the Council's overall re-use, recycling, and recovery rates	Service Quality, Sustainability and Efficiency	With a significant increase in the cost of landfill, maximising re-use, recycling and recovery offers financial savings to the Council, as well as the environmental/sustainability benefits.	By March 2024	Waste & Resource Manager & Waste Collections Manager	
Add kerbside textiles collection to Glass collection service	Reconfiguration using larger vehicles to improve efficiency and enable the introduction of a kerbside textiles collection service	Textiles are the largest remaining material waste stream that cannot be recycled at the kerbside.	By October 2023	Waste Collections Manager	Contractor to take collected textiles

SPECIFIED ASPECTS OF IMPROVEMENT

What will this improve?	Definition
Strategic Effectiveness	<i>is key to linking the community plan, and the ongoing processes that underpin it, with a council's improvement processes. The Department would expect that a council's strategic community planning outcomes and objectives should be central to that council's improvement activity and clearly contribute to the strategic effectiveness aspect.</i>
Service Quality	<i>all relate to service provision by aiming to meet the needs of citizens and ensuring fair ease of access to the most suitable services that meet their needs. Clearly, all of these objectives can be demonstrated individually or collectively. Fairness can also be demonstrated by exercising non-service functions in ways which reduce disadvantage and improve social well-being, for instance by improving citizens' access to information or by addressing inequalities experienced by Section 75 groups.</i>
Service Availability	
Fairness	
Sustainability	<i>When carrying out its functions or providing services, a council may demonstrate improvement when it operates in a way that contributes towards the sustainability of its area, as required under the Northern Ireland (Miscellaneous Provisions) Act 2006 and the associated Northern Ireland Executive Sustainable Development Strategy. on-going efficiency may also be shown if fewer resources are utilised while maintaining provision of substantially similar or better services. Should a council choose to alter the manner by which a service is provided and in so doing it uses fewer resources or more integrated services, it will not only be demonstrating efficiency, but may demonstrate improved sustainability as well</i>
Efficiency	
Innovation	<i>any changes to service design and delivery methods that are intended to yield improvement under any other aspect and are reasonably likely to do so. This allows councils to make changes which may not have tangible effects within the same reporting year, but are likely to in subsequent years, and still count them as improvements.</i>

Service Objective:

What service / activities will we be stopping / changing in 2022/2024	Reason for stopping / changing activity	Savings	Impact on Performance	Impact on the Public	Impact on staffing

Performance Measures (should include those for the Business as Usual and Service Improvement actions outlined above and relevant measures from Community, Corporate and Statutory)	Is the measure Statutory, Corporate, Existing or New?	Reporting frequency	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 YTD	2023/24 Target
% Staff Attendance	Corporate	Quarterly	93.91	93.22	92.95	93.17	93.85	93.15	95
% Spend against budget	Corporate	Quarterly	105.35	100.73	100	101.52	100.3	104	100
% staff reporting regular receipt of team briefings	Corporate	Quarterly	N/A	93	92	0*	0*	0*	100
% Pride in Performance Conversations	Corporate	Annually	N/A	94	93	0*	0*	0*	95
LEAMS Cleanliness Index Score	Existing	Quarterly	75	76	73	73	73	82	80
% household waste recycled, reused and composted	Statutory	Quarterly	52	53	55	51	50.5	53.4	60
Tonnage of municipal solid waste sent to landfill	Statutory	Quarterly	39,540	37,049	33,497	38,404	29,907	37,000	35,000
Loo of the Year Awards	Existing	Annually					5	5	5

* Process suspended due to impact of covid-19 and social distancing arrangements

4. Risks

Ref:	Risk Description	Gross Risk			Current controls	Residual Risk			Risk Status	Further Action Required	Action Due by	Risk Owner	Notes to explain rationale for scoring, etc.
		I	L	R		I	L	R	Tolerate / Action				
1	Failure to meet statutory legislative requirements	Possible	Major	Medium	Service policies and procedures are regularly reviewed and designed to ensure compliance.	Remote	Moderate	Low	Tolerate	Continue to monitor new and forthcoming legislation to alert Council to any action/changes required.	Ongoing	Head of Service	
2	Failure to meet recycling targets	Possible	Major	Medium	The Council continues to promote its recycling initiatives and introduce new schemes where financial resources allow	Possible	Moderate	Medium	Tolerate	As part of major waste management service review Identify measures required to meet targets and seek Council approval to implement necessary service changes	31 March 2024	Head of Service	
3	Failure to protect the health & safety of employees resulting in death/injury and resulting in prosecution, fines and claims	Possible	Major	Medium	Risk assessments and safe systems of work. Safety training. PPE provision. Audits and review. Use of technological aids to assist LGV Drivers	Possible	Moderate	Medium	Tolerate	Regular Health and Safety reviews through Team Meetings. Ongoing refresher training for all staff	Ongoing	Head of Service and Service Unit Managers	
4	Failure to deliver services within agreed budgets	Possible	Major	Medium	Analysis of monthly budget reports. Correct use of purchase order system and council purchasing policy. Internal audit checks	Remote	Moderate	Low	Tolerate	Training for Head of Services and Service Unit Managers on Total to allow more detailed analysis	Ongoing	Head of Service and Service Unit Managers	

Ref:	Risk Description	Gross Risk			Current controls	Residual Risk			Risk Status	Further Action Required	Action Due by	Risk Owner	Notes to explain rationale for scoring, etc.
		I	L	R		I	L	R					
5	Out-workings of Covid-19 Pandemic	Possible	Major	Medium	Monitoring of Government press releases and reports regarding relevant legislation and Regulations, risk assessments and service adjustments to ensure social distancing	Possible	Major	Medium	Tolerate	Continue to monitor press releases and reports to alert Council to any action/changes required.	Ongoing	Head of Service	
6	Failure to deliver services to a satisfactory standard leading to widespread dissatisfaction and high levels of complaints	Remote	Moderate	Low	Service delivery plan. Development of KPIs Use of Tascomi Customer Relations Management System to record, monitor and track complaints and queries.	Remote	Minor	Low	Tolerate	None	Ongoing	Head of Service and Service Unit Managers	

5. Resources

Are all actions resourced within the current (2023/24) budget plan?		Yes <input checked="" type="checkbox"/>	No
Will additional resources be required?		Yes	No <input checked="" type="checkbox"/>
(If no please comment in Section A below how the actions will be funded, ie Staff Resources, Equipment, Revenue Budget, Capital Budget.) (If yes please detail additional resources in Section B below.)			
Section A:			
Agreed budgets.			
Section B:			
Staff:			
Financial:			
Other:			
If the required additional resources are NOT available, please state:			
What is the likely impact on performance?			
What is the likely impact on the public?			
What is the likely impact on staffing			

6. Monitoring and Review

Financial monitoring and reporting are carried out monthly so significant financial events will be quickly identified and investigated.

Waste data monitoring is carried out monthly to reconcile payments and invoices. More detailed reporting takes place on a quarterly cycle to meet the requirements of the DAERA through WasteDataFlow returns.

Quarterly Performance update reports will be provided to the Environment Committee in respect of the Annual Service Plan.

7. Conclusions

The service performance and meeting targets during 2023/24 will be dependent on what reduced budgets allow, and agreement on new measures coming out of the proposed major service review.

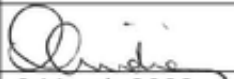
8. Appendices

None

Regulatory Services Draft 23 - 24



1 April 2023 – 31 March 2024

Head of Service signature	Colin Reid, Richard McCracken, David Brown
Date	17 th February 2023
Peer Review signature	Patricia Mackey (by e-mail)
Date	1 March 2023
Director signature	
Date	2 March 2023



CONTENTS

1.	Introduction.....	3
2.	How does our Service contribute to community planning outcomes and PEOPLE priorities?	6
3.	Key activities for 2022/2023.....	7
4.	Risks.....	18
5.	Resources	21
6.	Monitoring and Review	22
7.	Conclusions.....	22

1. Introduction

Name of Service	Regulatory Services
Included Service Units	Neighbourhood Environment Team Building Control Licensing
Directorate	Environment
Purpose of Service	To promote and increase the safety of our residents, visitors and the environment in our joint endeavour to achieve agreed outcomes through enforcement of relevant legislation
Key customers/ stakeholders and their needs	<p>Regulatory Services covers a wide and diverse range of customers. Dog owners, residents, business owners, property developers and professional persons encapsulate most of these.</p> <p>With a wide range of customers comes a wide range of stakeholders across all sectors within our society. Private, Public, Charity, and the Community voluntary sector.</p> <p>Whether a customer or stakeholder ultimately, as a service, we share the same goal. Namely maintaining the level of safety for all those we serve in the borough. Regulatory Services works as an enabler to achieve this through the provision of advice, education and increasing awareness, and where necessary, by enforcement.</p>
Context, challenges & key assumptions	<p>Consideration has been given to the following external factors:</p> <p>Political: At a local level, this Council has demonstrated a clear focus upon enforcement against those who disrespect the environment and breach relevant statutory controls. Many of the regulations we apply with can't be influenced at haste and there is need to allow for planning; this council has and will continue to lobby for appropriate strengthening of legal powers to deal with abuses of the environment, and regulation.</p> <p>Economic: The current world economic situation is uncertain, and pressures on budgets for Regulatory Services, as with other services, is a challenge moving forward. While such global pressures are beyond our control, the staff of the 3 sections comprising Regulatory Services are ready and well equipped for changing circumstances.</p> <p>Social: In the Post Covid world, we need to be aware of changes in expectations, and be willing to adapt in order to change where appropriate or manage these expectations.</p> <p>Technology: Technology is a key tool of all the council services and will become even more so. Flexibility will be required as the provision and capabilities of our systems evolve. While we need to embrace new technologies we must also recognise that the borough has an ageing population and we need to ensure that our services are accessible by everyone.</p> <p>Legal: Legislation which governs the statutory functions of Regulatory Services normally changes slowly permitting time to prepare for such changes. However, two significant changes to the fines level occurred unexpectedly by regulation over the 2022 Christmas holidays period requiring a revision of processes and health and safety provision for officers. Looking forward significant changes are expected to arise out of the Building Safety Bill, and we need to be ready to train and equip our people with the appropriate skills for the out working of these future changes.</p> <p>The following is a summary of our SWOT analyses conducted for the incoming year: Strengths – Our Staff. Regulatory Services are provisioned with approximately 50 officers who are very well trained, keenly experienced and who strive on a daily basis to support and meet the needs of customers.</p>

	<p>Weaknesses –Financial limitations. Reduced budget this year means many useful initiatives outside our statutory functions can no longer be implemented to make savings and reduce the demand on the rate payer. E.g., The externally provided dog education program will now cease. Enforcement staffing level remains at bare minimum to permit a daily patrol regime, from early morning to late evening 7 days per week, however the maintenance of this level of service provision is completely dependent on no long-term sickness occurrences. Vacancy control may also increase the challenges of delivering a full service if posts become vacant.</p> <p>Opportunity – Recognising future trends for investment is an opportunity which Regulatory Services and the Council might explore. With the lifting of pandemic restrictions opportunities for service development increase. Post-election there may be restructuring opportunities to make better use of existing resources. E.g., We are currently investigating alternative disposal of abandoned vehicles rather than current in-house storage and contractor transportation process. Additionally, we intend to trial increased signage measures for dogs on lead control orders to better inform future decisions around the use of such enforcement measures.</p> <p>Threats – The current cost of living crisis and spending cuts are key issues impacting on income generation. Recent changes in legislation provide Council with opportunities to increase the level of fines and with this comes the potential to have a significant prosecution case load where offenders opt for the potentially cheaper court route as opposed to paying higher fixed penalties.</p>
<p>Reflection on previous performance – successes and lessons learned</p>	<p>Much of Regulatory Services is a front-line critical service operating in the heart of our community to ensure safety and environmental standards are maintained. Recent delays in recruitment, due to a slowdown in the employment market, have impacted on our ability to patrol in some cases. We were unable to obtain suitable agency staff for an extended period.</p> <p>Key Success:</p> <p>Each of the three service units continue to provide quarterly performance reports to Environment Committee and demonstrate an ongoing commitment to quality service provision. Despite a staff retention challenges, higher sickness levels, pandemic recovery measures and the recruitment delays, statutory service provision has been maintained at a satisfactory level all be it with a reduction in the number of fines issued.</p> <p>Key Learning:</p> <p>Our existing processes appear to be effective however for some officers covid 19 restrictions caused a sense of isolation across the service and we are now taking the time to reintroduce face to face meetings and to regain positive steps including informal mutual support for officers. Re-building the sense of team and joint focus on aims and objectives.</p>

Licensing and Regulatory Services Manager:
 David Brown
 Email: david.brown@ardsandnorthdown.gov.uk
 Tel: 0300 013 3333 ext. 40416
 Mobile: 07712 839732
 Staff Personnel: 4

- Car Parking Enforcement
- Entertainment Licence
- Cinema Licence
- Amusement Permits
- Marriage and Civil Partnership Place Approval
- Street Trading Licence
- Lottery Permits
- Pavement Café Licences
- Borough Markets
- Town / City Centre CCTV
- High Hedge investigations



Business Control Manager: Richard McCracken
 Email: richard.mccracken@ardsandnorthdown.gov.uk
 Tel: 0300 013 3333 ext. 40441
 Mobile: 07966 014786
 Staff Personnel: 22

- Full Plan Applications
- Building Notice Applications
- Regularisation Applications
- Dangerous structures initial inspection
- Dangerous structure re-inspections
- Street Naming
- Postal numbering
- EPC (Energy Performance)
- Local Government Property certificates
- Advice

**Head of Regulatory Services:
 Vacant Post**



Neighbourhood Environment Services Manager:
 Colin Reid
 Email: colin.reid@ardsandnorthdown.gov.uk
 Tel: 0300 013 3333 ext. 40482
 Mobile: 07917 544152
 Staff Personnel: 17

- Fly-tipping
- Dog Licensing
- Dog Straying
- Abandoned Vehicles
- Dog Control
- Flyposting
- Byelaws
- Dog Fouling
- Council Kennels
- Littering
- Dog fouling
- RCIF Project (LHLH Grants)



2. How does our Service contribute to community planning outcomes and PEOPLE priorities?

Regulatory Services can be expected to have a direct impact on the following:

Community Planning Outcome	PEOPLE priority	Our focus for 2023/24
All people in AND feel pride from having access to a well-managed and sustainable environment	Environment	-Deliver LHLH grants through RCIF -Deliver a pilot signage scheme for dogs on leads at Ballyholme Promenade
All people in AND feel pride from having access to a well-managed and sustainable environment	Environment	- Currently developing the delivery model for the Environmental Programme for schools and community 'ELLA' project. -Regain top 3 position for litter and fouling Fixed Penalty Enforcement In NI. -Develop and Implement Building Control Awareness Campaign to increase awareness of safety and sustainability. -Ensure pavements are kept safe for pedestrians by active enforcement and education of Pavement Cafe licences
All people in AND benefit from a prosperous economy	Excellence	-% Spend against budget -% Financially Self-Sustainable
All people in AND benefit from a prosperous economy	Prosperity	-Implement the agreed carpark strategy -Deliver a new car parking enforcement contract
Runs through the Community Plan	Excellence	-%Hold quarterly staff meetings to consult and involve all in service delivery and improvement. 100 % receive Team brief. -% Staff attendance
Runs through the Community Plan	Excellence	-Increase all regulatory service applications made on-line. -Ensure regulatory services are easily accessed -Ensure regulatory service processes are effective -Staff courteous and helpful -Ensure satisfaction of regulatory services outcome re-introduce surveys for NET, design customer focus groups for BC and LR teams

3. Key activities for 2022/2023

SERVICE:	Regulatory Services		
Community Plan Outcome:	All people in AND feel pride from having access to a well-managed and sustainable environment		
Corporate Plan PEOPLE priority(ies):	Environment		
Council KPI(s):	Cleanliness Index Score		
Service Objective:	Encourage and support people to achieve common sustainable, environmental outcomes.		
What difference will it make?	Environmental improvements of the local area and enhancement of civic pride. Increasing community volunteering opportunities improves health and well-being		
Underpinning strategies:	The Game Plan (Community Development) Sustainability Road Map		
Business as Usual activities we will deliver in 2023/2024 (actions)	Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Deliver LHLH grants through RCIF	30/03/24	C Reid	KNIB

SERVICE:	Regulatory Services		
Community Plan Outcome:	All people in AND feel pride from having access to a well-managed and sustainable environment		
Corporate Plan PEOPLE priority(ies):	Environment		
Council KPI(s):	Cleanliness Index Score		
Service Objective:	Improve the cleanliness and safety of the borough in a sustainable way.		
What difference will it make?	Increase understanding and awareness to the next generation resulting in good environmental habits.		
Underpinning strategies:	The Sustainable Development Goals (United Cities and Local Government) Sustainability Road Map		
Business as Usual activities we will deliver in 2023/2024 (actions)	Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Re-design the delivery model for the Environmental 'CLEAR' Programme and develop ELLA Project for delivery in 2023-24	31.12.23	C. Reid A. McLawrence	Schools

SERVICE:	Regulatory Services			
Community Plan Outcome:	All people in AND benefit from a prosperous economy			
Corporate Plan PEOPLE priority(ies):	Prosperity			
Council KPI(s):	Higher Business Occupancy Rate Increase in visitor Economy			
Service Objective:	Increase the ease in which residents can access shops in key business areas.			
What difference will it make?	Create a higher footfall within our shopping areas.			
Underpinning strategies:	Integrated Strategy for Tourism Regeneration and Economic Development			
Business as Usual activities we will deliver in 2023/2024 (actions)		Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Initiate working groups in relation to the various strands within the agreed car parking strategy.		30:09:2023	D.BROWN	Translink, DFI TAG's/CAG Members
Deliver and implement a new car parking enforcement contract		30.10.2023	D. Brown	Dfl

SERVICE:	Regulatory Services			
Community Plan Outcome:	All people in AND benefit from a prosperous economy			
Corporate Plan PEOPLE priority(ies):	Excellence			
Council KPI(s):	% Residents Satisfaction Income Sourced per Head of Population			
Service Objective:	Deliver service in budget whilst ensuring income streams are maximised.			
What difference will it make?	Making every pound count by ensuring income potential is maximised whilst spending is efficient.			
Underpinning strategies:	Medium Term Financial Plan			
Business as Usual activities we will deliver in 2023/2024 (actions)		Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)

% Spend Against budget	March 2024	All Regulatory Service SUMs	Finance and Performance
------------------------	------------	-----------------------------	-------------------------

SERVICE:	Regulatory Services		
Community Plan Outcome:	Runs through the Community Plan		
Corporate Plan PEOPLE priority(ies):	Excellence		
Council KPI(s):	% Staff reported ANDBC is a great place to work. Investors in People Accreditation.		
Service Objective:	Ensure staff are engaged, involved and motivated to deliver high quality customer focussed services.		
What difference will it make?	Increases productivity from motivated valued staff.		
Underpinning strategies:	Organisation and Development Strategy		
Business as Usual activities we will deliver in 2023/2024 (actions)	Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
% Re-introduce quarterly staff meetings to consult and involve all officers in service delivery and improvement. % 100 receive corporate newsletter	Quarterly	SUMs	All Reg Services staff
% Staff Attendance	Quarterly	SUMs	All Reg Services staff Human Resources

SERVICE:	Regulatory Services		
Community Plan Outcome:	Runs through the Community Plan		
Corporate Plan PEOPLE priority(ies):	Excellence		
Council KPI(s):	Number of complaints		
Service Objective:	Ensure residents receive a top-quality service.		
What difference will it make?	Improve residents experience with the council		
Underpinning strategies:	Customer Service Excellence		

Business as Usual activities we will deliver in 2023/2024 (actions)	Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Increase all regulatory service applications made on-line.	Twice yearly	SUM's	Service Users, Performance Improvement, Communications
Ensure regulatory services are easily accessed	"	SUM'S	"
Ensure regulatory service processes satisfactory	"	SUM'S	"
Staff courteous and helpful	"	SUM'S	"
Ensure satisfaction of regulatory services outcome	"	SUM'S	"

Service Development / Improvement					
What service development/improvement will we undertake in 2023/2024?	Which of the specified aspects will this improve?	Rationale	Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Introduce new maximum fine levels for fouling and litter.	Service Quality	Change in legislation	April 2023	C Reid	NET, Corp Comms
Regain/ maintain top 3 position for litter and fouling Fixed Penalty Enforcement In NI. Statistical data reporting is one year in arrears		Testing that resources are in place to permit us to safely and effectively enforce statutory provisions	Annually 1 year in arrears	C Reid	Residents. / KNIB provide statistical report annually one year deferred.
Deliver a pilot signage scheme for dogs on leads at Ballyholme Promenade	Service Quality	Monitoring of pilot scheme will provide realistic expectation of compliance levels for existing control order in this location. Will inform future enforcement processes.	Commence by 31 December 2023	C Reid	Dog Walkers, Corporate comms.

Develop and Implement Building Control Awareness Campaign's to increase awareness of safety and sustainability.	Strategic Effectiveness	Creating awareness of the importance of BC for resident's safety is key to ensuring people reach us.	Commenced by 30.03.23	R.McCracken	Residents. Comms.
Develop and deliver an inspection and education package in relation to the licensing of Pavement Cafes	Service quality	To ensure the safety of pedestrians and road users	Commence by 30.06.2023	D. Brown	Premises owners TAG's and CAG DFI

Performance Measures:

Performance Measures (should include those for the Business as Usual and Service Improvement actions outlined above and relevant measures from Community, Corporate and Statutory)	Is the measure Statutory, Corporate, Existing or New?	Reporting frequency	2015/16 Actual	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23	23/24 Target
Deliver LHLH grants through RCIF	Existing (amended)	Yearly	NA	Yes 75K	Yes 75K	Yes 75K	Yes 100K	Yes 75K	75K Agreed	25K	25k
Re-design the delivery model for the Environmental education Programme (ELLA)	Existing (Amended)	"	NA	NA	NA	Yes 1600 pupils	Yes 1500 pupils	No Covid	Yes (1500 pupils)	NA	Launch ELLA Project
Introduce new maximum fine levels for fouling and litter in 2023	New	Yearly	NA	NA	NA	NA	NA	NA	NA	NA	Yes
Regain/maintain top 3 position for litter and	Existing	Annually 1 year in arrears	NK	NK	NK	NK	1st	1st	1st	pending	Top 3

Performance Measures (should include those for the Business as Usual and Service Improvement actions outlined above and relevant measures from Community, Corporate and Statutory)	Is the measure Statutory, Corporate, Existing or New?	Reporting frequency	2015/16 Actual	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23	23/24 Target
fouling Fixed Penalty Enforcement In NI.		deferred reporting									
Develop and Implement Building Control Awareness Campaign's to increase awareness of safety and sustainability.	New	Yearly (6 monthly update)	NA	NA	NA	NA	NA	NA	Not Delivered	Commenced	Yes
% Fee income against YTD budget (Building Control - new indicator)	New	Quarterly (Cumulative)	NA	NA	NA	NA	NA	NA	NA	NA	100%

Performance Measures (should include those for the Business as Usual and Service Improvement actions outlined above and relevant measures from Community, Corporate and Statutory)	Is the measure Statutory, Corporate, Existing or New?	Reporting frequency	2015/16 Actual	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23	23/24 Target
% of buildings taken to certified completion (Building Control – new indicator)	New	Yearly	NA	NA	NA	NA	NA	NA	NA	89%	93%
% Spend against budget	Corporate	Quarterly	NA	NA	NA	37.7 %	57%	74.6%	100%	100%	100%
% Financially Self Sustainable	Existing	Quarterly	NA	NA	96.6 %	92.3 %	85.2 %	65%	80%	90%	90%
Initiate working groups in relation to the various strands	Existing	Quarterly	NA	NA	NA	NA	No	No	No	Yes	Yes

Performance Measures (should include those for the Business as Usual and Service Improvement actions outlined above and relevant measures from Community, Corporate and Statutory)	Is the measure Statutory, Corporate, Existing or New?	Reporting frequency	2015/16 Actual	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23	23/24 Target
within the agreed car parking strategy.											
Deliver and implement a new car parking enforcement contract	New	Annual	NA	NA	NA	NA	NA	NA	NA	N/A	Yes
Hold bi-monthly team meetings to consult and involve all in service delivery and improvement . % Receive	Corporate	Half yearly	NA	NA	NA	NA	NA	60%	100%	TBC	100%

Performance Measures (should include those for the Business as Usual and Service Improvement actions outlined above and relevant measures from Community, Corporate and Statutory)	Is the measure Statutory, Corporate, Existing or New?	Reporting frequency	2015/16 Actual	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23	23/24 Target
Team Brief as part of meeting.											
Introduce new version of PIP scheme	Corporate										Yes
% Staff Attendance	Corporate	Quarterly	NA	95.74 %	92.8 %	95.3 %	94.3 %	97.5%	95%	TBC	95%
%Increase all regulatory service applications made on-line.	Existing	Quarterly	NA	NA	NA	NA	38.15%	43.3%	50%	TBC	55%
%Ensure regulatory services are	Existing	Quarterly	NA	NA	NA	NA	NA	94%	70%	TBC	70%

Performance Measures (should include those for the Business as Usual and Service Improvement actions outlined above and relevant measures from Community, Corporate and Statutory)	Is the measure Statutory, Corporate, Existing or New?	Reporting frequency	2015/16 Actual	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23	23/24 Target
easily accessed											
%Ensure regulatory service processes are effective	Existing	Quarterly	NA	NA	NA	NA	NA	92%	70%	TBC	70%
%Staff courteous and helpful	Existing	Quarterly	NA	NA	NA	NA	NA	89%	80%	TBC	80%
%Ensure satisfaction of regulatory services outcome	Existing	Quarterly	NA	NA	NA	NA	NA	97%	70%	TBC	80%

4. Risks

Ref:	Risk Description	Gross Risk			Current controls	Residual Risk			Risk Status	Further Action Required	Action Due by	Risk Owner	Notes to explain rationale for scoring, etc
		I	L	R		I	L	R	Tolerate / Action				
	Failure to ensure compliance with regulations, Council policies and procedures potentially leading to significant health and safety concerns, poor service delivery and loss of reputation	5	3	15	<ul style="list-style-type: none"> Procedures in place Training provided Monitoring undertaken Internal audits carried out Complaints system in place 	5	2	10	Action	<ul style="list-style-type: none"> Continue to converge and/or develop new policies and procedures Review and update complaints process 	Ongoing review at monthly team meetings	HOS and SUMs	Potential major impact on individuals and services but through existing processes can be mitigated. Ongoing work required
	Failure to have appropriate health and safety arrangements for staff leading to loss of life, serious injury etc. resulting in failure to meet moral and legal obligations, loss of reputation and investigation	5	3	15	<ul style="list-style-type: none"> Health and Safety Policy in place Health and Safety Advice available Risk Assessments in place and new assessments being developed Environment Directorate Health and Safety Committee established Corporate Health and Safety Directorate established Trained experienced staff in place Monitoring arrangements in place 	5	2	10	Action	<ul style="list-style-type: none"> Continue to review and update risk assessments Develop action plans to further address health and safety Annually review assessment and update were required 	<p>Monthly review at Team meetings</p> <p>Quarterly review at Directorate quarterly meetings</p>	HOS and SUMs	Potential major impact on individuals and services but through existing processes can be mitigated. Ongoing work required

Poor customer service leading to loss of reputation and challenge by ombudsman, press, members and service users	3	3	9	<ul style="list-style-type: none"> • Policies and procedures including customer complaints policy in place • CRM systems in place to manage service requests • Monitoring of performance undertaken • Customer feedback processes in place • Complaints system in place 	2	2	4	Action	<ul style="list-style-type: none"> • Continue to converge and/or develop new policies and procedure • Review and update complaints process • Update process for obtaining customer feedback and satisfaction levels • Provide customer care training 	Ongoing	HOS and SUMs	Front line operations services dealing with customers on daily basis. Ongoing work required to ensure processes and services are operating effectively
Loss of business continuity – damage, loss or reduction in physical resources due to fire, flood, vandalism or other occurrence	5	1	5	<ul style="list-style-type: none"> • Web based systems utilised allowing remote access to key Council systems • Legacy Councils developed plans for establishing office facilities at other sites if required. 	2	1	2	Action	<ul style="list-style-type: none"> • Review and update business continuity plans 	Ongoing	HOS and SUMs	Impact on service potentially major but likelihood of occurrence low. New/revised business continuity plan required with other Directorates
Unexpected pressure on finances due to either a reduction of income or additional expenditure	3	3	9	<ul style="list-style-type: none"> • Phased budgets developed • Monthly budget reports provided and reviewed • Procurement policies in place and implemented • Internal audit review processes • Service Level Agreements in place with central government re provision of funding 	3	3	9	Tolerate			HOS and SUMs	Unlikely to have major financial underspend that the Council corporately cannot cover

Loss of key staff and their knowledge, expertise and experience leading to poor standards of service.	3	3	9	<ul style="list-style-type: none"> • Staff welfare programmes implemented • Good pay and conditions in place • Health, Safety and Welfare arrangements in place • Absenteeism/attendance policy introduced 	3	3	9	Action	<ul style="list-style-type: none"> • Develop training and support programmes for staff • Keep staff informed of changes and involve them in planning service improvements • Ensure welfare programmes are communicated to staff 	Ongoing but review on a 6 monthly basis	HOS and SUMs	Transformation across organisation has continued to lead to internal changes in staff position
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5. Resources

Are all actions resourced within the current (2023/24) budget plan?	Yes
Will additional resources be required? (If no please comment in Section A below how the actions will be funded, ie Staff Resources, Equipment, Revenue Budget, Capital Budget.) (If yes please detail additional resources in Section B below.)	Yes
Section A:	
Section B:	
Staff: New Car Park Management Officer post.	
Financial: To be accommodated within budgets.	
Other: NA	
If the required additional resources are NOT available, please state:	
What is the likely impact on performance? Car Park strategy will not fulfil its potential. Drop in enforcement action.	
What is the likely impact on the public? Less income generated thus greater pressure on budgets/rates. Less sustainable car use/car parking behaviours.	
What is the likely impact on staffing? Staff unable to manage service outcome expectations.	

6. Monitoring and Review

This plan will be reviewed monthly and the whole plan reviewed on a three-monthly basis with details reported to the Director of Environment, Corporate Leadership Team and the Environment Committee.

7. Conclusions

Management and staff within Regulatory Services recognise our importance in keeping the people of this borough safe. Our greatest asset is our staff who take pride in what they do. Ensuring our staff are happy in their workplace will always be a priority for us, which in turn will ensure motivation is high to achieve our individual and collective targets.

Unclassified

57

ITEM 4.1**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Environment
Date of Meeting	8 March 2023
Responsible Director	Director of Environment
Responsible Head of Service	Head of Assets and Property Services
Date of Report	16 February 2023
File Reference	43600
Legislation	Local Government Act 2014
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	Assets and Property Services Performance Report Q3
Attachments	Quarterly Performance Report

Context

Members will be aware that the Council is required, under the Local Government Act 2014, to have in place arrangements to secure continuous improvement in the exercise of its functions. To fulfil this requirement the Council approved the Performance Management Policy and Handbook in October 2015. The Performance Management Handbook outlines the approach to Performance Planning and Management process as:

- Community Plan – published every 10-15 years
- Corporate Plan – published every 4 years (Corporate Plan Towards 2024 in operation)
- Performance Improvement Plan (PIP) – published annually (for publication 30 September 2022)
- Service Plan – developed annually (approved April/May 2022)

The Council's 18 Service Plans outline how each respective Service will contribute to the achievement of the Corporate objectives including, but not limited to, any relevant actions identified in the PIP.

Unclassified

58

Reporting approach

The Service Plans will be reported to relevant Committees on a quarterly basis as undernoted:

Reference	Period	Reporting Month
Quarter 1 (Q1)	April – June	September
Q2	July – September	December
Q3	October – December	March
Q4	January - March	June

The report for Quarter 3 2022-23 is attached.

Key points to note:

- Our expenditure is over budget largely due to huge increases in utilities and diesel prices that were not foreseen at budget setting last year.
- A number of staff are off on long term sickness absence, contributing to the below target performance in this KPI.

Key achievements:

Projects completed at:

- Comber LC, Main Sports Hall Floor.
- Queens Hall boiler conversion.
- Portavogie Promenade for Regeneration
- Castle Park Portaferry Play Area
- Aurora Play Area
- Tower Park Conlig Play area.

RECOMMENDATION

It is recommended that the Council notes the report.
















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59

Quarterly Performance Report - Assets and Property Services

Generated on: 16 February 2023

Last Update Q3 2022/23

Performance Data Traffic Light Icon	PI Short Name	Performance Data Current Value	Performance Data Current Target
	% of applicable properties achieving an E rating or better (cumulative)	95%	80%
	Set Action Plan implementation dates for Sustainable Energy Management Strategy (cumulative)	No	No
	Trial of Biofuel in the fleet completed and results reported back	No	No
	Trial of roof mounted Solar Panels in the fleet completed (cumulative)	No	No
	No. of roadside audits complete per quarter	30	30
	% of fleet is audited every quarter	5%	5%
	% of condition surveys completed against schedule (cumulative)	100%	100%
	Required number of refurbishments carried out according to the schedule	Yes	Yes
	% of time that life belts are serviceable	90%	90%
	% of vehicles that pass PSV first time	95.8%	95%
	% of maintenance jobs completed within timescales	84%	80%
	% maintenance jobs quality assured	14%	10%
	% spend against budget	118.37%	100%
	Internal Customer Feedback surveys completed	No	No
	% questionnaires issued to berth holders	0%	0%

Unclassified

60

Performance Data Traffic Light Icon	PI Short Name	Performance Data Current Value	Performance Data Current Target
	Consultation and roll out of Port Marine Safety Code Compliance Document (cumulative)	Yes	Yes
	% staff attendance	88.49%	95%
	% staff receiving team briefings	100%	100%
	% planned training Vs actual completed as per training register (cumulative)	75%	60%
	% Playground inspections are carried out as per schedule	100%	90%
	Planned maintenance of public areas carried out according to the schedule	Yes	Yes

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61

ITEM 4.2**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Environment
Date of Meeting	08 March 2023
Responsible Director	Director of Environment
Responsible Head of Service	Head of Waste and Cleansing Services
Date of Report	24 February 2023
File Reference	43600
Legislation	
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	Quarter 3 Performance Report
Attachments	Quarterly Performance Report

Context

Members will be aware that the Council is required, under the Local Government Act 2014, to have in place arrangements to secure continuous improvement in the exercise of its functions. To fulfil this requirement the Council approved the Performance Management Policy and Handbook in October 2015. The Performance Management Handbook outlines the approach to Performance Planning and Management process as:

- Community Plan – published every 10-15 years
- Corporate Plan – published every 4 years (Corporate Plan Towards 2024 in operation)
- Performance Improvement Plan (PIP) – published annually (for publication 30 September 2022)
- Service Plan – developed annually (approved April/May 2022)

The Council's 18 Service Plans outline how each respective Service will contribute to the achievement of the Corporate objectives including, but not limited to, any relevant actions identified in the PIP.

Unclassified

62

Reporting approach

The Service Plans will be reported to relevant Committees on a quarterly basis as undernoted:

Reference	Period	Reporting Month
Quarter 1 (Q1)	April – June	September
Q2	July – September	December
Q3	October – December	March
Q4	January - March	June

The report for Quarter 3 2022-23 is attached.

Key points to note:

- Overall waste arisings continue to fall in comparison to the previous year.
- Recycling rates have increased compared to last year but continue to lag below pre-covid levels.
- The street washing target was missed due to technical problems with the equipment.

Key achievements:

- LEAMS Pollution Cleanliness target has been met.
- All British Toilet Association Cleanliness awards have been retained.

Emerging issues:

- None

Action to be taken:

- None

RECOMMENDATION

It is recommended that the Council notes the report.













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63

Quarterly Performance Report - Waste and Cleansing Services

Generated on: 24 February 2023

Last Update Q3 2022/23

Performance Data Traffic Light Icon	PI Short Name	Performance Data Current Value	Performance Data Current Target
	Tonnage of municipal solid waste sent to landfill	27,297	27,500
	% of household waste recycled, reused and composted	51%	60%
	Amount (tonnes) of biodegradable waste sent to landfill	12,484	14,263
	Improve the recycling rate at the Council's HRCs	65.1	60
	Local Environmental Audit and Measurement Score (LEAMS) (Street Cleansing)	83	75
	Deliver an enhanced Public Realm street washing service in-house	2	3
	Develop Strategy for improving recycling rates across HRCs	Yes	Yes
	% spend against budget	103.51%	100%
	No of temporary traffic management controls (days) implemented during the quarter	4	5
	Loos of the Year Awards	5	5
	% staff attendance	91.43%	95%
	Amount (tonnage) of Local Authority Collected Municipal Waste Arisings	66,542	70,000

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64

ITEM 4.3**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	8 March 2023
Responsible Director	Director of Environment
Responsible Head of Service	Head of Regulatory Services
Date of Report	27 February 2023
File Reference	43600
Legislation	
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	Regulatory Services Performance Report Q3 22-23
Attachments	Performance Report

Context

Members will be aware that the Council is required, under the Local Government Act 2014, to have in place arrangements to secure continuous improvement in the exercise of its functions. To fulfil this requirement the Council approved the Performance Management Policy and Handbook in October 2015. The Performance Management Handbook outlines the approach to Performance Planning and Management process as:

- Community Plan – published every 10-15 years
- Corporate Plan – published every 4 years (Corporate Plan Towards 2024 in operation)
- Performance Improvement Plan (PIP) – published annually (for publication 30 September 2022)
- Service Plan – developed annually (approved April/May 2022)

The Council's 18 Service Plans outline how each respective Service will contribute to the achievement of the Corporate objectives including, but not limited to, any relevant actions identified in the PIP.

Unclassified

65

Reporting approach

The Service Plans will be reported to relevant Committees on a quarterly basis as undernoted:

Reference	Period	Reporting Month
Quarter 1 (Q1)	April – June	September
Q2	July – September	December
Q3	October – December	March
Q4	January - March	June

The report for Quarter 1 2022-23 is attached.

Key points to note:

- Several KPIs are assessed on an annual basis rather than quarterly and will be reported upon in the Q4/year end report in due course.

Key achievements:

- Despite ongoing challenges during the period, including depleted staffing resources in the NET, most KPIs were met.
- Lobbying of the Department in respect of enforcement powers for illicit waste disposal and littering/dog fouling fixed penalty limits showed success, with recently reported legislation changes.

Emerging issues:

- New increased building control fees will come into force in April, following a long overdue review of statutory charges – and this along with continued impact of Brexit and inflationary price pressures on building materials is leading some level of uncertainty and unpredictability in relation to the building industry (and in turn upon the level of building activity in the Borough, with associated uncertainty around income for this service).
- Actions are ongoing to promote better and more widespread use of the online building control application portal, with a recent spike in paper applications.
- Proposals for a new contract for car parking enforcement delivery by the Autumn, managed in-house by Council officers rather than via Dfl, are anticipated to have an impact upon outcomes for this area of service activity. A new in-house managed contract should facilitate more direct flexibility and control over car parks enforcement.
- The development of a new environmental education programme delivered by the NET to local schools and community groups is currently being finalised, in preparation for a planned launch in June.

Action to be taken:

- Finalise preparations for new car parks enforcement contract award, scheduled for June.
- Prepare for implement new statutory building control fees in the new financial year.
- Implement and publicise new legislative fly tipping, littering and dog fouling sanctions.

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RECOMMENDATION

It is recommended that the Council notes the report.










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67

Quarterly Performance Report - Regulatory Services

Generated on: 27 February 2023

Last Update Q3 2022/23

Performance Data Traffic Light Icon	PI Short Name	Performance Data Current Value	Performance Data Current Target
	% spend against budget	110.31%	100%
	% of all applications made online (cumulative)	66.86%	40%
	% customer satisfaction survey (services easily accessed)	87.41%	70%
	% customer satisfaction survey (Regulatory Services processes)	83.87%	70%
	% customer satisfaction survey (staff courtesy and helpful)	89.41%	80%
	% customer satisfaction survey (regulatory services outcomes)	81.5%	80%
	% Staff attendance	94.88%	95%
	% staff receiving regular team briefings	100%	100%
	Review of income generation - % self-sustained	81.5%	90%

Unclassified

68

ITEM 5

Ards and North Down Borough Council

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	08 March 2023
Responsible Director	Director of Environment
Responsible Head of Service	Head of Waste and Cleansing Services
Date of Report	21 February 2023
File Reference	53042
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: Not relevant
Subject	Northern Ireland Local Authority Municipal Waste Management Statistics, July to September 2022
Attachments	None

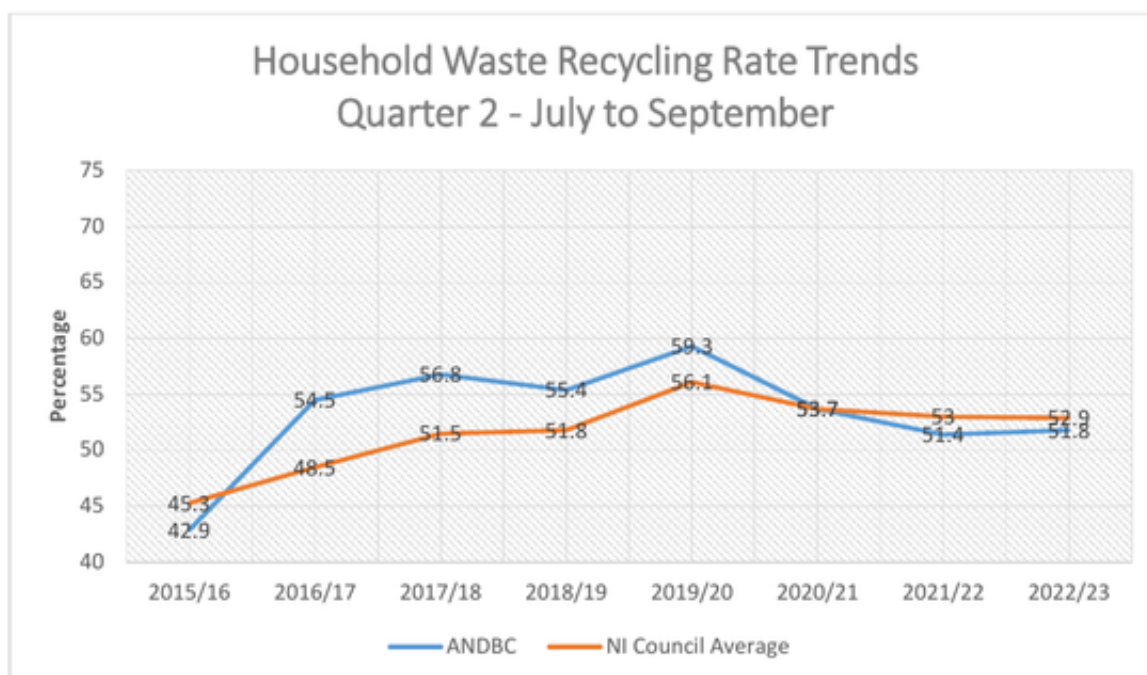
The official waste management statistics for the second quarter of 2022/2023 (July to September 2022) have been released by the Northern Ireland Environment Agency.

The significant headlines contained within the latest DAERA report show that:

- i. Our household waste recycling increased very marginally by 0.4% compared to Q2 last year, from 51.4% to 51.8%.

Unclassified

69

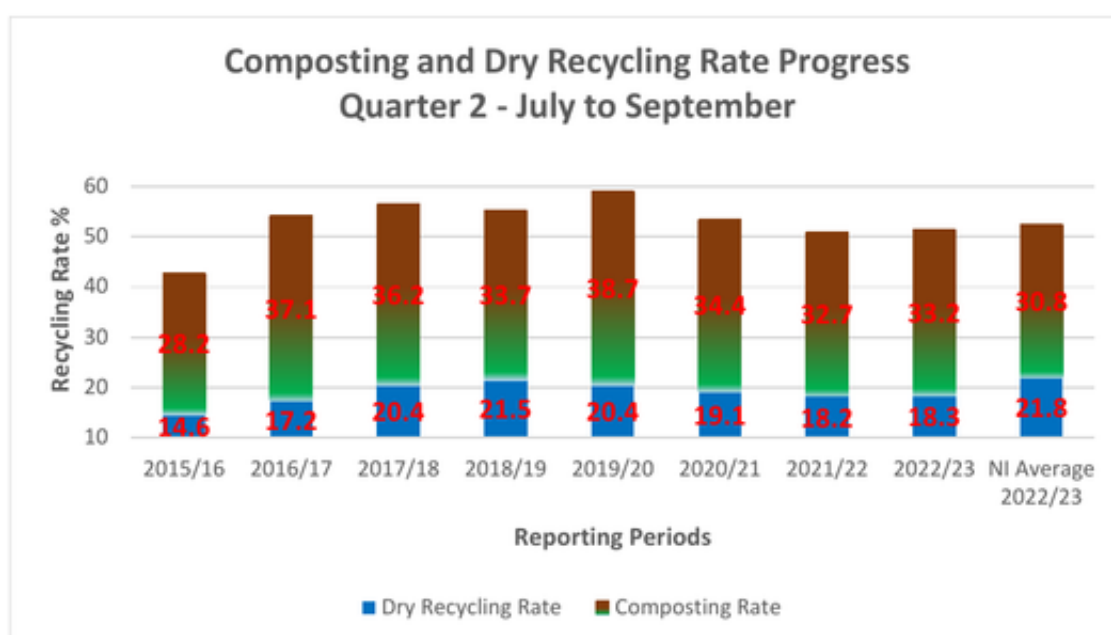


- ii. Our household waste recycling rate of 51.8%, was 1.1% lower than the NI average of 52.9%.
- iii. We were ranked eighth out of the eleven NI Councils for our household waste recycling rate.
- iv. Our household waste composting rate rose marginally by 0.5% - from 32.7% to 33.2%. Our household waste dry recycling rate rose very marginally by 0.1% - from 18.2% to 18.3%.
- v. Our household waste composting rate of 33.2% was 2.4% higher than the NI average of 30.8%.
- vi. Our household waste dry recycling rate (i.e. recycling of items other than organic food and garden waste) of 18.3% was 3.5% lower than the N.I. average of 21.8%.
- vii. Our kerbside recycling capture rate of 75% for household compostable waste materials compared to a NI Council average of 71%.
- viii. Our lowest kerbside capture rate for recyclable materials was for mixed plastics, at just 18%.

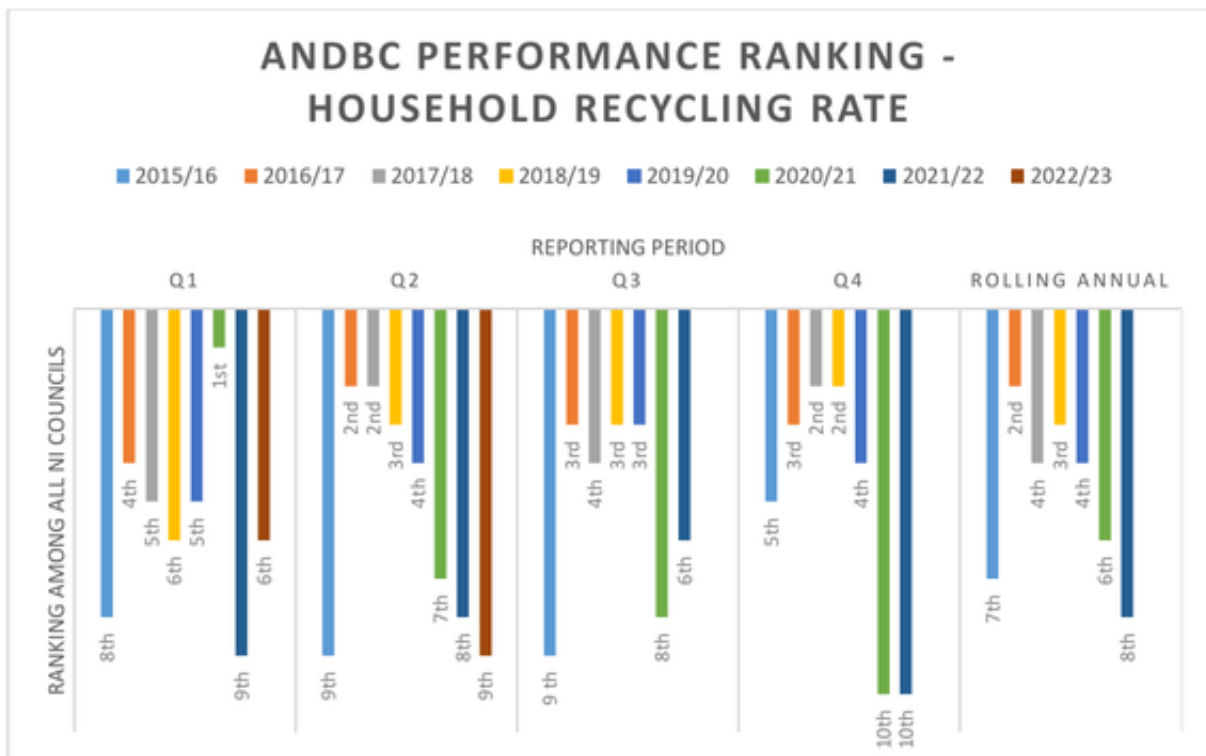
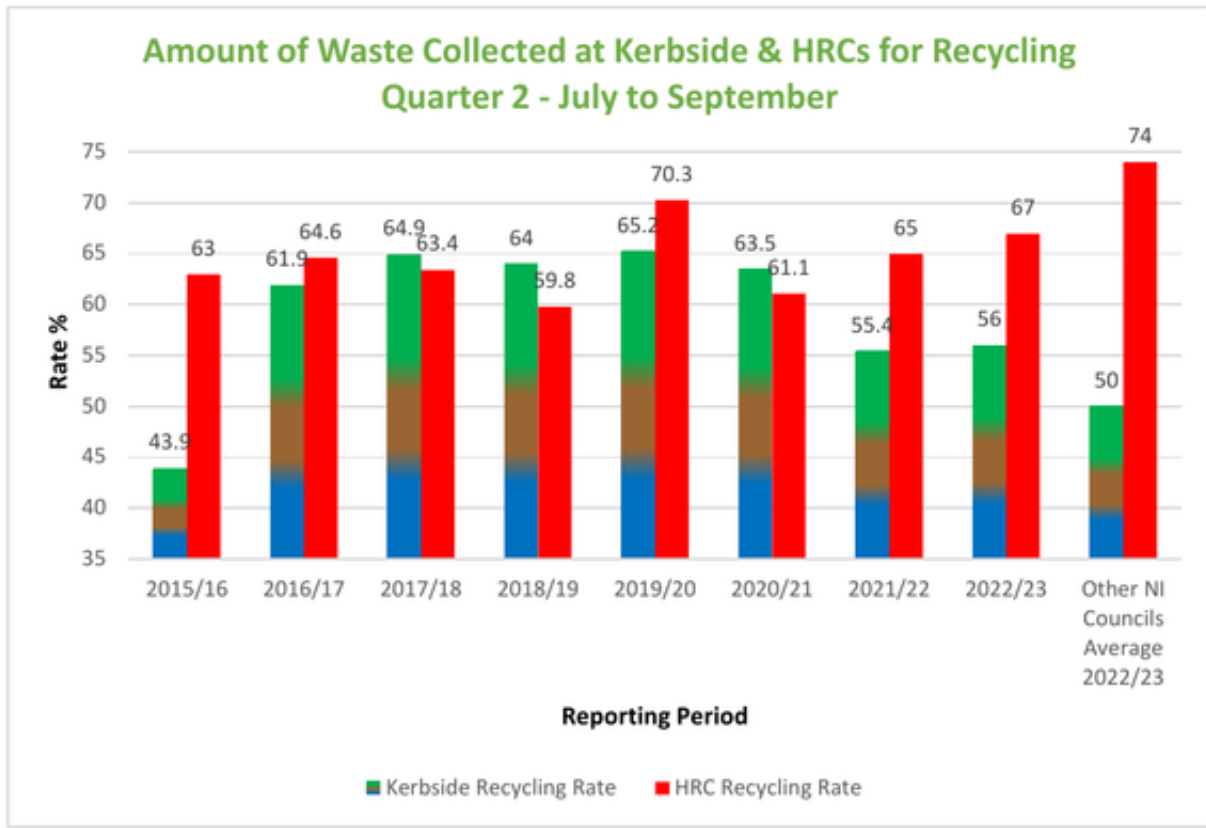
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Kerbside Capture Rate for Recyclable Waste Types - July to September		
Recyclable Material	Kerbside Capture Rate for Recycling %	NI Average Kerbside Capture Rate for Recycling %
Glass	60.2	52
Paper & Card	55.2	52.8
Mixed Metals	29.9	30.4
Mixed Plastics	18.2	20.7
Organic/Compostables	75	71
Waste Electrical and Electronic Equipment (WEEE)	8	1.8

- ix. We were at the bottom end of the performance table for 'dry' recycling rate, ranking ninth out of eleven Councils.
- x. We received 38% more waste per capita at our HRCs compared to the average for other NI Councils.
- xi. The amount of waste collected at our HRC sites for recycling was less than the average for other Councils – 67%, compared to an average rate of 74% for other Councils.
- xii. We collected 10% more waste per capita from homes through our kerbside bin collection services compared to the average for other Councils.
- xiii. The amount of waste collected for recycling through our kerbside bin collection system was higher than the average for other Councils – 55.4%, compared to an average of 50% for other Councils.



Unclassified



Unclassified

72

This latest official Municipal Waste Management Statistics report presents further clear evidence that our performance in relation to waste resource management is still experiencing a significant sustained deterioration, both in absolute and relative terms.

Our rolling 12-month average recycling rate of 49.9% has now fallen back and remains below the statutory minimum of 50% that existed prior to the enactment of the Climate Change Act (NI) 2022, which introduced a new statutory NI recycling target of 70% by 2030.

Clearly, very significant progress is still required in our recycling performance, and the scale of improvement necessary calls for a step change in the level of engagement by householders in our recycling services - which is likely to only be possible through agreement upon service design changes. In striking a rate for 2023-24, the Council has agreed to the implementation of new HRC access management arrangements designed to facilitate better customer recycling behaviours. The Council has also committed to "a full review of waste management in the incoming financial year and the development of a costed and publicly consulted plan that will enable council to achieve its 2030 recycling targets".

A summary progress report on the currently agreed Recycling Engagement Programme, for the period December 2022 to March 2023, will be brought to the June meeting of the Environment Committee.

RECOMMENDATION

It is recommended that the Council notes the report.

Unclassified

73

ITEM 7

Ards and North Down Borough Council

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	08 March 2023
Responsible Director	Director of Environment
Responsible Head of Service	Head of Assets and Property Services
Date of Report	21 February 2023
File Reference	56061
Legislation	Waste and Contaminated Land (NI) Order 1997
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	NOM Report - Low Traffic Neighbourhoods
Attachments	Appendix 1 - Chief Executive's Letter to Permanent Secretary, Julie Harrison Appendix 2 - Permanent Secretary's Response

In November 2022, the Council agreed the following Notice of Motion:

“That this Council notes the widespread move to low traffic neighbourhoods in city centres across the UK and Europe and tasks officers with producing a report detailing the steps involved in progressing a project for Bangor City Centre. The report should highlight the benefits that a low traffic neighbourhood can bring, including how it could support the Council’s ambitions to revive local retail and hospitality, encourage active travel, support families, and play a positive role in tackling climate change. A preliminary consultation should also take place to obtain views and ideas directly from City Centre businesses, residents, and other relevant stakeholders.”

Given that the Department for Infrastructure is the lead department in relation to changes to road traffic restrictions, and that NI Councils do not have the vires for such measures, the starting point in terms of responding to the Notice of Motion was

Unclassified

74

to write to the Department. The Council's letter in this regard is attached at Appendix 1.

The DfI Permanent Secretary has now responded to Council's letter, attached at Appendix 2. In this letter, the Permanent Secretary has confirmed that Low Traffic Neighbourhood schemes are consistent with the Department's commitments to making Northern Ireland a better place for people to work, live and visit. In that context and in the context of a new suite of proposed Transport Plans, which will set out the framework for transport policy and investment decisions up until 2035, the Permanent Secretary has indicated a willingness to work with Ards and North Down Borough Council on the subject of Low Traffic Neighbourhoods in the future.

RECOMMENDATION

It is recommended that the Council notes the response from the Permanent Secretary of DfI, with a view to collaborating with the Department on the subject in due course.

23 January 2023

Ms Julie Harrison
Permanent Secretary
Department for Infrastructure
Clarence Court
10-18 Adelaide Street
Belfast
BT2 8GB

Sent via email only: Julie.harrison@infrastructure-ni.gov.uk

Dear Julie,

At the meeting of the Ards and North Down Borough Council in November 2022, Members agreed a motion that noted the widespread move to low traffic neighbourhoods in city centres across the UK and Europe and asked Officers to investigate the steps involved in progressing a project for Bangor City Centre.

Members are keen to look at the benefits that a low traffic neighbourhood can bring, including how it could support the Council's ambitions to revive local retail and hospitality, encourage active travel, support families, and play a positive role in tackling climate change.

As the policy lead for such measures, I would be grateful if you could indicate whether this is something that the Department for Infrastructure has, or is likely to consider, and if so, whether you would be in a position to provide any further information or guidance to the Council in relation to a potential low traffic initiative for Bangor?

I look forward to your response.

Yours sincerely,



Stephen Reid
Chief Executive



From the Permanent Secretary
Dr Julie Harrison

Stephen Reid
Chief Executive
Ards & North Down Borough Council

stephen.reid@ardsandnorthdown.gov.uk

Room 701
Clarence Court
10-18 Adelaide Street
BELFAST
BT2 8GB

Telephone: (028) 9054 1175

Email: Julie.Harrison@infrastructure-ni.gov.uk

Your reference:

Our reference: SCORR-0045-2023

08 February 2023

Dear Stephen

LOW TRAFFIC NEIGHBOURHOODS – BANGOR CITY CENTRE

Thank you for your letter of 23 January regarding low traffic neighbourhoods, and the steps involved to deliver such a scheme for Bangor City Centre.

As you may be aware, the Department for Infrastructure is currently developing a new suite of Transport Plans, which will set out the framework for transport policy and investment decisions up until 2035.

These Plans will set out the priorities for the future development of our road, public transport, and active travel networks in Northern Ireland, and will be subject to public consultation. We will also be working closely with councils in developing their Local Development Plans for each individual area.

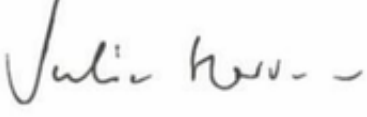
Low Traffic Neighbourhoods (LTNs) have been trialed in a number of urban locations throughout Great Britain, with an increase in uptake since 2020, and as such we are following ongoing studies on their effectiveness with great interest.

In prioritising active travel and the reduction of traffic in residential and shopping areas, LTN schemes are consistent with the Department's commitments to making Northern Ireland a better place for people to work, live and visit.

Although we are not yet in a position to commit to specific schemes, I look forward to working with Ards and North Down Borough Council to develop effective, appropriate schemes to prioritise active travel and sustainable travel options to help reduce congestion, parking demand and air pollution.

Thank you for taking the time to write to me on this matter.

Yours sincerely,

A handwritten signature in black ink that reads "Julie Harrison". The signature is written in a cursive, flowing style.

JULIE HARRISON

Unclassified

78

ITEM 8**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	08 March 2023
Responsible Director	Director of Environment
Responsible Head of Service	Head of Regulatory Services
Date of Report	20 February 2023
File Reference	FP/2022/0079/MAST / 91200
Legislation	The Local Government (Miscellaneous Provisions) (Northern Ireland) Order 1995.
Section 75 Compliant	Yes <input type="checkbox"/> No <input type="checkbox"/> Other <input checked="" type="checkbox"/> If other, please add comment below:
Subject	Proposed Street Naming – Frances Mews, Newtownards
Attachments	None

A development comprising of 14 apartments and a retail unit is currently under construction on lands at 31 Frances Street, Newtownards. These apartments are being constructed as two separate blocks, with the first block retaining their existing addresses of 31, 31a and 31b Frances Street, Newtownards for the ground floor retail unit and two first floor apartments above.

The second apartment block has foot access only to its principal entrance, which serves 12 apartments. The developer has suggested the name Frances Mews, Newtownards which is in keeping with the general neighbourhood.

RECOMMENDATION

It is recommended that the Council:

- (a) adopts the street name Frances Mews; and
- (b) accepts the general name and delegates acceptance of suffixes to the Building Control department.

Unclassified

79

ITEM 9

Ards and North Down Borough Council

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	08 March 2023
Responsible Director	Director of Environment
Responsible Head of Service	Head of Regulatory Services
Date of Report	20 February 2023
File Reference	LR 100 / 90101
Legislation	The Local Government (Miscellaneous Provisions) (NI) Order 1985
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	Grant of Entertainment Licence
Attachments	None

An application has been received for the grant of entertainment licence as follows:

Dumigans Bar, 9-11 Ferry Street, Portaferry

Applicant: Mrs Mary Arthurs, 37 Ballyeasborough Road, Kircubbin

Days and Hours: Monday to Sunday during the permitted hours when alcohol may be served on these premises under the Licensing (NI) Order 1996

Type of entertainment: Indoor dancing, singing and music or any other entertainment of a like kind; any entertainment which consists of or includes a public contest match, exhibition or display of billiards, pool, snooker, or any similar game; darts; machines for entertainment and amusement equipment for playing snooker or similar games.

Unclassified

80

The PSNI and NIFRS have been consulted and there are no objections.

RECOMMENDATION

That the Council grants the application.

Unclassified

81

ITEM 10**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	08 March 2023
Responsible Director	Director of Environment
Responsible Head of Service	Head of Regulatory Services
Date of Report	20 February 2023
File Reference	LR 100 / 90101
Legislation	The Local Government (Miscellaneous Provisions) (NI) Order 1985
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	Grant of Outdoor Entertainment Licence
Attachments	None

An application for an outdoor entertainment licence has been received from:

North Down Cricket Club, The Green, 19 Castle Lane, Comber

Applicant: Ian Carser, 67 Old Ballygowan Road, Comber

The events proposed are 31/04/23, 12/07/23, 06/08/23

The proposal is for an audience of less than 500.

No objections have been received to this application from local residents.

RECOMMENDATION

It is proposed that this licence is granted with the condition that it will not be issued until the licensee provides and implements an Event Management plan to the satisfaction of the PSNI, NIFRS and Council Officers.

Unclassified

82

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

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	08 March 2023
Responsible Director	Director of Environment
Responsible Head of Service	Head of Regulatory Services
Date of Report	20 February 2023
File Reference	LR PCL47 / 90101
Legislation	Licensing of Pavement Cafés Act (NI) 2014
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	Grant of Pavement Café Licence
Attachments	None

The following application has been received for the grant of a Pavement Café Licence:

Hollywood Fryer, 32 High Street, Hollywood

Applicant: Mr Stuart Quinn, 22a Lisbane Road, Comber

Day and hours of use:

Monday - Sunday 12.00 – 20.00

Comment

The application has been publicly displayed on the relevant premises for 28 days as required in the legislation. No objections have been received.

DFI Roads and the Planning Service have been consulted and where necessary the PSNI. No objections have been raised to this application.

Under the agreed conditions of licence, the pavement cafe will be required to:

Unclassified

83

- only use the agreed area to be outlined in the licence,
- provide only the approved furniture,
- completely remove any furniture from the pavement at the end of each day's trading
- keep the area used for the café to be kept clean of litter and liquid spillages.

RECOMMENDATION

It is recommended that the Council grants the above licence.

Unclassified

84

ITEM 12

Ards and North Down Borough Council

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	08 March 2023
Responsible Director	Director of Environment
Responsible Head of Service	Head of Regulatory Services
Date of Report	20 February 2023
File Reference	LR 100 / 90101
Legislation	Street Trading Act (N I) 2001
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	Grant of Street Trading Licence
Attachments	None

An application has been received for the grant of a Stationary Street Trading Licence to trade at designated sites within the Borough:

Applicant: Mr David Mills

Address: 14 Hawthorn Crescent, Ballyhalbert

Goods to be supplied: Ice Cream and Confectionary

There are no objections to this application.

RECOMMENDATION

It is recommended that the Council grants the Street Trading Licence.

Unclassified

85

ITEM 13**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	08 March 2023
Responsible Director	Director of Environment
Responsible Head of Service	Head of Regulatory Services
Date of Report	20 February 2023
File Reference	92017
Legislation	
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	RCIF Fund Allocation 2023-24
Attachments	None



Further to the estimates process for 2023-24, the Council has agreed to retain a Recycling Community Investment Fund, with a reduced overall budget of £35K. Members will recall that the key aim of the RCIF is to promote awareness of a link between household recycling efforts and the enhancement of the local environment and wellbeing of communities around the Borough, by diverting some of the financial savings accrued from recycling back into those communities through the RCIF.

It is now recommended that this more modest RCIF budget be allocated in two main ways:

Unclassified

86

1. £25k to support the Live Here Love Here Campaign, which is co-ordinated across the province and within the Borough by Keep Northern Ireland Beautiful in collaboration with the Council's Neighbourhood Environment Team. £12.5k of this will go to support the province wide education and promotion campaign which focusses primarily upon an anti-litter message, while £12.5k will support the allocation of Small Grants to local groups within the Borough who wish to undertake projects that meet the agreed environmental improvement criteria of the programme.

This programme has proven to be highly successful over a number of years, and greatly valued by a wide range of voluntary and community groups from across the entire Borough, including schools' communities. The Council's partnership with KNIB in the assessment of applications and allocation of funding, as well as the supporting of local groups in the delivery of their projects, has been a key success.

2. £10k to support the development and implementation of a newly revamped environmental education programme across the Borough, now branded as Project ELLA (Environmental, Learning, Lifestyle and Action). This will allow the Council's Neighbourhood Environment Team to engage directly with local schools and community groups to deliver a structured and innovative programme of environmental education, which will lead to improved understanding of and care for the local and global environment.

As the development of Project ELLA is finalised, it is proposed that a report on the subject will be brought to the Committee to give more information of the key aims and objectives, and periodic update reports will subsequently be brought on the implementation of this environmental education programme.

RECOMMENDATION

It is recommended that Council allocate the agreed RCIF budget for 2023-24 as outlined in this report.