

February 23rd, 2022

## **Notice Of Meeting**

You are requested to attend the meeting to be held on **Wednesday, 2nd March 2022** at **7:00 pm** in **Virtual via Zoom**.

# Agenda

## Agenda

(Attached)

[EC 02.03.22 Agenda.pdf](#)

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### 1. Apologies

### 2. Declarations of Interest

### 3. Environment Directorate Annual Service Plans 2021 - 2022

(Reports attached)

[Item 3 Environment Directorate Annual Service Plans DL.pdf](#)

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#### 3.1 Waste and Cleansing Services

[Item 3 Appendix 1 - 2022-23 Annual Service Delivery Plan Waste and Cleansing Services.pdf](#)

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#### 3.2 Assets and Property Services

[Item 3 Appendix 2 - 2022-2023 Service Delivery Plan - Assets and Property Services.pdf](#)

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#### 3.3 Regulatory Services

[Item 3 Appendix 3 - Regulatory Services 22-23 Service Delivery Plan.pdf](#)

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### 4. Proposed Street Naming - Copeland Place, Comber

(Report attached)

[Item 4 Street Naming - Copeland Place Comber DL.pdf](#)

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### 5. Proposed Street Naming - Orchard Meadow, Killinchy

(Report attached)

[Item 5 Street Naming - Orchard Meadow Killinchy DL.pdf](#)

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### 6. Soft Plastics Recycling at Supermarkets

(Report attached)

📎 *Item 6 Supermarket In-Store Soft Plastics Recycling Campaign DL.pdf*

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## **7. NI Local Authority Waste Management Statistics - July to September 2021**

(Report attached)

📎 *Item 7 NI Local Authority Municipal Waste Management Statistics July to September 2021 DL.pdf*

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## **8. Consultation on the Introduction of Mandatory Digital Waste Tracking**

(Report attached)

📎 *Item 8 Consultation on the Introduction of Mandatory Digital Waste Tracking DL.pdf*

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## **9. Power Supplies to Mobile Food Vendors**

(Report attached)

📎 *Item 9 Power Supplies to Mobile Food Vendors DL.pdf*

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## **10. Grant of Outdoor Entertainment Licences**

(Report attached)

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

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## **11. Grant of Entertainment Licence**

(Report attached)

📎 *Item 11 Grant of Entertainment Licence DL.pdf*

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## **12. Notice of Motion**

## **13. Any Other Notified Business**

**\*\*\*IN CONFIDENCE\*\*\***

## **14. Tender Extension for the Treatment of Street Sweepings 2022/23**

(Report attached)

📄 *Item 14 Street Sweepings Waste Contract Extension 2022-23 DL.pdf*

*Not included*

## **15. Tender for the Collection and Reprocessing of Various Waste Streams from Ards and North Down Borough Council Household Recycling Centres**

(Report attached)

📄 *Item 15 Extensions of HRC Wastestreams Processing Contracts DL.pdf*

*Not included*

### **Circulated for Information**

a) Letter from DfI - Off-Street Car Parking Legislation (Attached)

📄 *CFI - Dept for Infrastructure - Off Street Car Parking Legislation.pdf*

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# Invitees

Robert Adair  
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Stephen Addy  
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Naomi Armstrong-Cotter  
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Graeme Bannister  
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Craig Blaney  
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Joe Boyle  
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Mark Brooks  
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Peter Caldwell  
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Angus Carson  
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Alistair Cathcart  
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David Chambers  
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Simon Christie  
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Stephen Cooper  
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Trevor Cummings  
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Alison Curtis  
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Andrew Dadley  
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Stephen Daye  
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Brian Dorrian  
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Karen Douglas  
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Stephen Dunlop  
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Nigel Edmund  
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Connie Egan  
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Paulene Foster  
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Robert Gibson  
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Jennifer Gilmour  
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Deborah Girvan  
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Jennifer Glasgow  
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Paula Gowdy  
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Gillian Greer  
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Stephen Grieve  
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Wesley Irvine  
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Claire Jackson  
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Peter Johnson  
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Bill Keery  
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Lauren Kendall  
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Colin Kennedy  
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Richard King  
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David Lindsay  
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Heather Loebnau  
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Janice MacArthur  
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Patricia Mackey  
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Sharon Mahaffy  
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Nigel Martin  
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Nick Mathison  
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Lorna McAlpine  
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Carl McClean  
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Sian McConnell-Porter  
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Rosemary McCullough  
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Ann McCullough  
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Susie McCullough  
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Alan McDowell  
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Michelle McElveen  
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Clare McGill  
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Stephen McIlveen  
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Barry McKee  
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Ray McKimm  
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Martin McRandal  
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Moirá McVeigh  
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James Menagh  
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Wendy Monson  
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Jan Nixey  
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Ian O'Neill  
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Marcus Potts  
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Stephen Reid  
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Rosemary Richardson  
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Gillian Robinson  
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Richard Smart  
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Marion Smith  
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Tom Smith  
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Philip Smith  
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Eddie Thompson  
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Gavin Walker  
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Colin White  
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Jeanette Wilson  
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Scott Wilson  
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## **ARDS AND NORTH DOWN BOROUGH COUNCIL**

23 February 2022

Dear Sir/Madam

You are hereby invited to attend a meeting of the Environment Committee of the Ards and North Down Borough Council which will be held virtually on Zoom on **Wednesday, 2 March 2022** 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. Environment Directorate Annual Service Plans 2021 – 2022 (Reports attached)
  - 3.1. Waste and Cleansing Services
  - 3.2. Assets and Property Services
  - 3.3. Regulatory Services
4. Proposed Street Naming – Copeland Place, Comber (Report attached)
5. Proposed Street Naming – Orchard Meadow, Killinchy (Report attached)
6. Soft Plastics Recycling at Supermarkets (Report attached)
7. NI Local Authority Municipal Waste Management Statistics – July to September 2021 (Report attached)
8. Consultation on the Introduction of Mandatory Digital Waste Tracking (Report attached)
9. Power Supplies to Mobile Food Vendors (Report attached)
10. Grant of Outdoor Entertainment Licences (Report attached)
11. Grant of Entertainment Licence (Report attached)

12. Notices of Motion

13. Any Other Notified Business

**\*\*\*IN CONFIDENCE\*\*\***

14. Tender Extension for the Treatment of Street Sweepings 2022/23 (Report attached)

15. Tender for the Collection and Reprocessing of Various Waste Streams from Ards and North Down Borough Council Household Recycling Centres (Report attached)

#### **Circulated for Information**

(a) Letter from DfI – Off-Street Car Parking Legislation

#### **MEMBERSHIP OF ENVIRONMENT COMMITTEE (16 Members)**

Alderman Carson	Councillor Douglas
Alderman M Smith (Vice-Chair)	Councillor Edmund
Alderman Wilson	Councillor Greer
Councillor Armstrong-Cotter	Councillor Kendall
Councillor Boyle	Councillor MacArthur (Chair)
Councillor Cathcart	Councillor McAlpine
Councillor Cummings	Councillor McKee
Councillor Johnson	Councillor Smart



Unclassified

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**ITEM 3****Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	02 March 2022
Responsible Director	Director of Environment
Responsible Head of Service	Heads of Service - Environment Directorate
Date of Report	09 February 2022
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 2021 - 2022
Attachments	Appendix 1 - Copy of Waste and Cleansing Services Annual Service Plan Appendix 2 - Copy of Assets and Property 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

## Unclassified

- Promote performance improvement, encourage innovation and share good practice
- 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 2022/23 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.


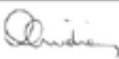
The plans are based on the agreed budget for 2022/23. It should be noted that, should there be significant changes in-year (e.g., due to Council decisions, budget revisions or changes to the community planning legislation) the plans may need to be revised. The Committee will be provided with quarterly update reports on performance against the agreed plans.

### **RECOMMENDATION**

It is recommended that the Council adopts the attached plans.

## WASTE & CLEANSING SERVICES

1 April 2022 – 31 March 2023

Head of Service signature	<i>Nigel Martin</i>
Date	02/02/2022
Peer Review signature	
Date	04/02/2022
Director signature	
Date	08/02/2022

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## 1. Introduction

<b>Name of Service</b>	Waste & Cleansing Services
<b>Included Service Units</b>	Borough Cleansing Services; Waste Collection Services; Waste Resources and Contracts.
<b>Directorate</b>	Environment
<b>Purpose of Service</b>	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.
<b>Key customers/ stakeholders and their needs</b>	As frontline statutory services, we interact with all householders in the Borough on a weekly basis. Waste collection and cleansing services are also important to businesses and to visitors to the Borough.
<b>Context, challenges &amp; key assumptions</b>	<ol style="list-style-type: none"> <li>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 targets and legislation.</li> <li>2. 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.</li> <li>3. Both the Covid-19 pandemic and Brexit have placed additional pressures on the services and the full out workings are still to be fully realised. The market conditions for some recovered materials remain volatile and present difficulties in terms of expanding the range of materials that can be recycled.</li> <li>4. Improving the cleanliness of the Borough also remains a challenge. The pandemic has resulted in more members of the public going outdoors for exercise and businesses changing their service model to carry-out food and drinks, which in turn has created more litter. Social distancing requirements within the workplace also continue to negatively impact on how services are delivered, with the requirement for additional resources that are not always readily available.</li> </ol>
<b>Reflection on previous performance – successes and lessons learned</b>	<b>Key Successes:</b> The ability to deliver the majority of services through the pandemic must be recognised as a success. Despite increased sickness levels due to covid-19 and staff having to isolate to protect co-workers, all essential frontline services have continued to be delivered. The importance of having a flexible workforce was also highlighted during the current crisis and illustrates the

importance of staff development, to enable them to take on other roles at short notice.

Despite staffing difficulties, the Council received 3 Platinum and 2 Gold awards in the British Toilet Association 2021 "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:** Covid-19 cases have indicated just how vulnerable a large workforce based in the same Depot are to an airborne virus and where working from home is not an option. The introduction of social distancing measures within the workplace has kept transmission within the workplace to a minimum but has placed extra demands on both employees and Managers, in terms of ensuring strict adherence to requirements.

To ensure effective social distancing and to provide cover for covid cases and isolation cases, the services have relied on the availability of support staff comprising mainly Agency workers. During the initial lockdown period when a large proportion of Council employees were furloughed, the redeployment of staff from other services proved helpful. In the event of a similar occurrence in the future, consideration should be given to a much faster and effective staff redeployment system.

Similarly, planning and the development of contingency measures to ensure service continuity is dependent on key staff being available. This highlights the importance of Managers having delegated authority to make necessary decisions at short notice, such as bringing in Agency support staff, being able to redeploy staff to other roles and to order PPE and other consumables that are essential to protect employees.

## 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 2022/2023
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 2022/2023

<b>SERVICE:</b>	<b>Borough Cleansing</b>		
<b>Community Plan Outcome:</b>	Outcome 5: Feel pride from having access to a well-managed, sustainable environment.		
<b>Corporate Plan PEOPLE priority:</b>	<b>Environment – providing for a clean, attractive environmentally responsible place, including our towns, villages, countryside and coast.</b>		
<b>Council KPI(s):</b>	Keep NI Beautiful – LEAMS Cleanliness Index Score for the Borough British Toilet Association – Loo of the Year Awards achieved.		
<b>Service Objective:</b>	To maintain and improve the cleanliness of the Borough		
<b>What difference will it make?</b>	Studies have indicated that the presence of litter creates an impression of neglect and encourages further littering, anti-social behaviour and vandalism		
<b>Underpinning strategies:</b>	Sustainability and Environmental policy, Clean Neighbourhoods and Environment Act (NI) 2011.		
<b>Business as Usual activities we will deliver in 2022/2023 (actions)</b>	<b>Due Date</b>	<b>Lead Officer(s)</b>	<b>Who do we need to help us? (Internal/External partners)</b>
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



<b>SERVICE:</b>	<b>Waste Collection and Waste Resources</b>		
<b>Community Plan Outcome:</b>	Outcome 5: Feel pride from having access to a well-managed, sustainable environment.		
<b>Corporate Plan PEOPLE priority:</b>	<b>Excellence – Ensuring services are delivered in an effective and efficient manner, to both improve recycling and reduce the financial burden of landfill costs</b>		
<b>Council KPI(s):</b>	Household waste reused, recycled and composted as a % of arisings. Household waste landfilled as a % of arisings.		
<b>Service Objective:</b>	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.		
<b>What difference will it make?</b>	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.		
<b>Underpinning strategies:</b>	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.		
<b>Business as Usual activities we will deliver in 2022/2023 (actions)</b>	<b>Due Date</b>	<b>Lead Officer(s)</b>	<b>Who do we need to help us? (Internal/External partners)</b>
Fortnightly kerbside waste collections (blue, brown/green and grey bin)	Ongoing	I Frazer	
4-weekly kerbside glass 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 2022	I Frazer	
Implementation and award of Waste Recycling and Treatment Contracts	ongoing	J Bradley	Procurement

<b>SERVICE:</b>	<b>Borough Cleansing, Waste Collection, Waste Contracts and Resources</b>		
<b>Community Plan Outcome:</b>	<b>Outcome 5: Feel pride from having access to a well-managed sustainable environment</b>		
<b>Corporate Plan PEOPLE priority:</b>	<b>Pride – partnering with our community to develop positive relationships, community pride, respect and safety.</b>		
<b>Council KPI(s):</b>	Household waste reused, recycled and composted as a % of arisings. LEAMS Cleanliness Index score		
<b>Service Objective:</b>	To improve and enhance the cleanliness of the Borough		
<b>What difference will it make?</b>	Help to instil a sense of civic pride from having access to a well-managed sustainable environment		
<b>Underpinning strategies:</b>	Sustainability and Environmental Policy, Clean Neighbourhoods and Environment Act (NI) 2011		
<b>Business as Usual activities we will deliver in 2022/2023 (actions)</b>			
	<b>Due Date</b>	<b>Lead Officer(s)</b>	<b>Who do we need to help us? (Internal/External partners)</b>
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 2022/2023?	Which of the specified aspects will this improve?	Rationale	Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Deliver an enhanced Public Realm street washing service in-house	Service Quality and efficiency	The provision of an in-house team will enable the development of planned cleaning programme, without the reliance on the availability of an outside contractor. It will also allow a reactive response to specific issues that can arise.	From 1 April 2022	Borough Cleansing Manager	
Improve the recycling rate at the Council's HRCs	Service Quality, Sustainability and Efficiency	Waste data and on-site observations indicate that recyclable items and materials continue to be deposited in residual waste skips. There is circumstantial evidence of both commercial and waste originating outside the Borough being deposited in the HRCs despite existing controls. More effective site access controls and improved segregation could help boost the Council's overall recycling rate.	By March 2023	Waste & Resource Manager	
Explore ways of further enhancing kerbside recycling rates	Service Quality, Sustainability and Efficiency	A significant proportion of collected grey bin materials (residual waste) are readily recyclable, and the capacity provided in each bin type is not reflective of the high level of recycling potential that now exists across household waste materials.	By March 2023	Waste and Resource Manager & Waste Collections Manager	
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 2023	Waste & Resource Manager & Waste Collections Manager	

## SPECIFIED ASPECTS OF IMPROVEMENT

What will this improve?	Definition
Strategic Effectiveness	<i>is key to <b>linking</b> 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	

## SPECIFIED ASPECTS OF IMPROVEMENT

What will this improve?	Definition
Fairness	
Sustainability	<p><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></p>
Efficiency	
Innovation	<p><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></p>

**Service Objective:**

What service / activities will we be stopping / changing in 2022/2023	Reason for stopping / changing activity	Savings	Impact on Performance	Impact on the Public	Impact on staffing
None					

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 YTD	2022/23 Target
% Staff Attendance	Corporate	Quarterly		93.91	93.22	92.95	93.17	93.85	95
% Spend against budget	Corporate	Quarterly	99.4	105.35	100.73	100	101.52	100.3	100
% staff reporting regular receipt of team briefings	Corporate	Quarterly	N/A	N/A	93	92	0*	0*	100
% Pride in Performance Conversations	Corporate	Annually	N/A	N/A	94	93	0*	60	95
LEAMS Cleanliness Index Score	Existing	Quarterly	77	75	76	73	73	73	75
% household waste recycled, reused and composted	Statutory	Quarterly	49	52	53	55	51	50.5	60
Tonnage of municipal solid waste sent to landfill	Statutory	Quarterly	43,836	39,540	37,049	33,497	38,404	29,907	37,000
Loo of the Year Awards	New	Annually							5

## 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 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	
3	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	
4	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	
5	Failure to deliver services to a satisfactory	Remote	Moderate	Low	Service delivery plan. Development of KPIs Use of Tascomi Customer Relations Management System	Remote	Minor	Low	Tolerate	None	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	Tolerate / Action				
	standard leading to widespread dissatisfaction and high levels of complaints				to record, monitor and track complaints and queries.								



## 5. Resources

<b>Are all actions resourced within the current (2021/22) budget plan?</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<b>Will additional resources be required?</b> Yes <input checked="" type="checkbox"/> No <input 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.)	
<b>Section A:</b>	
<b>Section B:</b>	
<b>Staff:</b> Two additional employees required for in-house Public Realm Street washing service	
<b>Financial:</b> £60,000	
<b>Other:</b> <Insert details of other resources required to deliver on objectives>	
<b>If the required additional resources are NOT available, please state:</b>	
What is the likely impact on performance? As this is a new service, it can only be delivered through the recruitment of suitable Operatives.	
What is the likely impact on the public? Medium – physical appearance of public realm surfaces is a source of regular complaints	
What is the likely impact on staffing? 2 No. staff required to operate the cleaning equipment in a safe and effective manner.	

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## 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 2022/23 will be heavily dependent on how quickly Northern Ireland emerges from the Covid-19 pandemic and some sense of normality is restored. A range of adaptations have had to be made to the delivery of services to comply with guidelines around social distancing. Additional redeployed staff and vehicles are still in use to facilitate social distancing arrangements in the workplace.

Of greater concern is how the pandemic has impacted on household waste arisings, with a significant spike in the quantity of waste handled during 2021/22. Possible reasons identified include:

- Home working
- Home schooling
- Use of online shopping and click and collect services (additional packaging waste)
- Increased litter from takeaway/carry-out services
- Travel limitations with more people at home
- Increase in DIY activities
- Roof space and Garage clear-outs
- Gardening activity and clear-outs

The pressures of lockdown and other covid-19 measures have naturally shifted the public's focus from recycling and sustainability. This has made it difficult for the Recycling Officers to engage on waste awareness and waste minimisation programmes.

## 8. Appendices

None

## ASSETS & PROPERTY SERVICES



1 April 2022 – 31 March 2023

Head of Service signature	
Date	01/02/2022
Peer Review signature	Nigel Martin
Date	04/02/2022
Director signature	
Date	09/02/2022

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## 1. Introduction

<b>Name of Service</b>	Assets & Property Services
<b>Included Service Units</b>	Property Operations, Technical and Transport
<b>Directorate</b>	Environment
<b>Purpose of Service</b>	<p>The purpose of Assets &amp; Property Services is to:</p> <ul style="list-style-type: none"> <li>▶ Proactively manage our estate in collaboration with service managers, to ensure it is 'fit for purpose';</li> <li>▶ Maintain our assets in line with statutory regulations and industry best practice;</li> <li>▶ Seek out opportunities to improve the condition and energy efficiency of our assets; and</li> <li>▶ Provide a quality service to berth holders at our Harbours.</li> </ul>
<b>Key customers/ stakeholders and their needs</b>	<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>
<b>Context, challenges &amp; key assumptions</b>	<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>
<b>Reflection on previous performance – successes and lessons learned</b>	<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 2021/2022
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 2022/2023

<b>SERVICE:</b>	<b>Assets &amp; Property Services</b>			
<b>Community Plan Outcome:</b>	Outcome 5: All people in Ards and North Down feel pride from having access to a well-managed sustainable environment			
<b>Corporate Plan PEOPLE priority(ies):</b>	Environment			
<b>Council KPI(s):</b>	(Environment/Life) £'s Investment (Pride) Environmental Improvements			
<b>Service Objective:</b>	We will contribute to a safer, more sustainable Borough through our Service Delivery within Property Operations, Technical and Transport Service Units			
<b>What difference will it make?</b>	These activities will ensure that our Service actively contributes to improve or, as a minimum, reduce our impact on the local environment.			
<b>Underpinning strategies:</b>	Property maintenance strategy. Sustainability Road Map. Sustainable Energy Management strategy (draft).			
<b>Business as Usual activities we will deliver in 2022/2023 (actions)</b>		<b>Due Date</b>	<b>Lead Officer(s)</b>	<b>Who do we need to help us? (Internal/External partners)</b>
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	Peter McCoy	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	Peter McCoy	None
Ensure our lifebelts are serviceable to help ensure our coastline is safe.		Ongoing	Peter McCoy	None

<b>SERVICE:</b>	<b>Assets &amp; Property Services</b>			
<b>Community Plan Outcome:</b>	Outcome 5: All people in Ards and North Down feel pride from having access to a well-managed sustainable environment			
<b>Corporate Plan PEOPLE priority(ies):</b>	Excellence			
<b>Council KPI(s):</b>	(Environment/Life) £'s Investment (Pride) Environmental Improvements			
<b>Service Objective:</b>	We will provide excellence in our service delivery across Property Operations, Technical and Transport Service Units			
<b>Business as Usual activities we will deliver in 2022/2023 (actions)</b>		<b>Due Date</b>	<b>Lead Officer(s)</b>	<b>Who do we need to help us? (Internal/External partners)</b>
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	Peter McCoy	None
Monitor the quality of repairs being made. Ensure Council buildings are maintained to a high quality.		Ongoing	Peter McCoy	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 in 2022/2023?	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 customer feedback survey and implement improvements where possible.	Service Quality	To improve service quality.	31st August 2022	Peter Caldwell	n/a
consult on and roll out the Port Marine Safety Code compliance document.	Service Quality	To publish a marine safety system covering our harbours.	31 <sup>st</sup> October 2022	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	2015/16 Actual	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 Target
number of roadside audits of the fleet completed.	Existing	Quarterly	n/a	67	60	63	96	30* stopped due to Covid	n/a: covid	30

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 Target
% of fleet audited for vehicle maintenance and safety check records completed.	Existing	Quarterly	n/a	3%	3%	5%	5%	5%	5%	5%
% Condition surveys carried out according to schedule	Existing	Annual	n/a	100%	100%	100%	100%	100%	100%	90%
% Refurbishments carried out according to the schedule.	Existing	Quarterly	n/a	n/a	n/a	100%	100%	100%	100%	90%
% of DEC's indicating a rating of E or better.	Existing	Annual	n/a	n/a	74%	79%	86%	91%	80%	80%
% Playground inspections are carried out as per schedule	Existing	Quarterly	n/a	n/a	n/a	93%	95%	94%	90%	90%
% of Life belts serviceable at any given time	Existing	Quarterly	n/a	n/a	n/a	93%	95%	86%	90%	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	2015/16 Actual	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 Target
% Planned maintenance of public areas carried out according to schedule.	Existing	Quarterly	n/a	n/a	n/a	100%	100%	100%	100%	90%
% first time pass rate for PSV.	Existing	Annual	n/a	n/a	97%	98%	98%	98%	95%	95%
-% Reactive maintenance jobs completed within allocated timescales.	Existing	Quarterly	n/a	67%	74%	76%	84%	81%	80%	80%
-% of jobs quality assured.	Existing	Quarterly	n/a	10%	10%	10%	10%	10%	10%	10%
Annual questionnaire issued to all berth holders.	Existing	Annual	n/a	n/a	n/a	100%	100%	100%	Yes	Yes/No
% planned training Vs actual completed as per training register	Existing	Annual	n/a	88%	84%	88%	84%	74% *training postponed due to covid	80%	80%
% spend against budget	Existing	Quarterly	n/a	113%	104%	103%	95%	89%	95%	95%
% Staff Attendance	Existing	Quarterly	n/a	88%	93%	90%	95%	93%	95%	95%

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 Target
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	n/a	delayed	Yes/no
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	n/a	delayed	Trial completed and reported by Council by 31 Dec 2022 Yes/no
To conduct a trial of roof mounted Solar Panels in the fleet and report results back to Council	New	Annual	n/a	n/a	n/a	n/a	n/a	n/a	delayed	Trial completed and reported by Council by 31 Dec 2022 Yes/no
To carry out Internal customer feedback surveys and note areas for improvement	New	Annual	n/a	n/a	n/a	n/a	n/a	n/a	Yes	Yes/no

## 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	P McCoy	
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	P McCoy	
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	P McCoy	
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 McCoy	
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 McCoy, 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

<b>Are all actions resourced within the current (2021/22) budget plan?</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Will additional resources be required?</b> Yes <input type="checkbox"/> 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.)	
<b>Section A:</b>          	
<b>Section B:</b>	
<b>Staff:</b> None	
<b>Financial:</b> None	
<b>Other:</b>    	
<b>If the required additional resources are NOT available, please state:</b>	
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	

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### **3. Monitoring and Review**


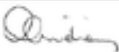
This plan will be monitored every quarter, with a report going to Environment Committee in March, June, September and December. In the event of KPI not meeting their target mitigating measures will be put in place subject to Council approval where appropriate.



## Regulatory Services



### 1 April 2022 – 31 March 2023

<b>Head of Service signature</b>	Stephen Addy 
<b>Date</b>	21 <sup>st</sup> February 2022
<b>Peer Review signature</b>	Patricia Mackey (via e-mail)
<b>Date</b>	21 February 2022
<b>Director signature</b>	
<b>Date</b>	21/02/2022

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## 1. Introduction

<b>Name of Service</b>	Regulatory Services
<b>Included Service Units</b>	Neighbourhood Environment Team Building Control Licensing
<b>Directorate</b>	Environment
<b>Purpose of Service</b>	Ensure safety to our residents in our joint endeavour to achieve agreed outcomes.
<b>Key customers/ stakeholders and their needs</b>	<p>Regulatory Services covers a wide and diverse range of customers. Dog owners, business owners, home improvers and property developers 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 you are a customer or stakeholders ultimately, we all share the same goal, the safety of people. Regulatory Services works as an enabler to achieve this through advice, education and awareness.</p>
<b>Context, challenges &amp; key assumptions</b>	<p>1. Consideration has been given to the following external factors:</p> <p><b>Political:</b> 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 comply with can't be influenced at haste and allow for planning; this council has and will continue to lobby for appropriate strengthening of legal powers to deal with abuses of the environment.</p> <p><b>Economic:</b> The uncertainty which Covid has created and our increasing reliance on Stormont is a concern. Much of Regulatory Services budget has been cut back in previous years. However, our greatest asset is staff and has remained consistent to allow us to remain ready and flexible to changing demands. Brexit is also a concern as this will impact on our ability to generate income from homeowners, developers and business and is largely out of our control.</p> <p><b>Social:</b> With more people at home due to Covid they have had an increased reliance of our services. Managing these expectations will be crucial going forward.</p> <p><b>Technology:</b> Covid has been a fast-track learning experience on how we can use technology to our advantage to create a slicker and more efficient service. As we emerge out of the pandemic, we will explore how we can harness this learning to benefit the service we provide.</p> <p><b>Legal:</b> Legislation which govern what we do within Regulatory Service changes slowly. This allows us time to prepare for such changes. The incoming year will see us work with our partners to develop progressive council by-laws which reflect a modern society.</p> <p>The following is a summary of our SWOT analyses conducted for the incoming year:</p> <p><b>Strengths – Our Staff.</b> Regulatory Services are blessed with approximately 50 people who are very well trained, experienced and strive to support residents achieve their needs.</p>

	<p>Weaknesses – Money. Limited budget means many useful initiatives outside our statutory functions cannot be afforded despite potential savings in the long term.</p> <p>Opportunity – Recognising future trends for investment is an opportunity which Regulatory Services and the Council must explore. The Green recovery and transitioning to more sustainable operations are two clear opportunities if embraced.</p> <p>Threats – Not prioritising the above-mentioned opportunities is a threat. Regulatory Services has substantial income generation which has been heavily hit due to the pandemic. Ongoing Covid restrictions, Brexit and the predicted UK economic recession are all key issues impacting on income.</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 communities to ensure safety is upheld. Regardless of any public health pandemic it was recognised that ensuring this safety mechanism within our communities had to continue whilst ensuring the risk of spreading Covid was mitigated as much as possible. All managers within Regulatory Services work tirelessly to risk assess their functions and explore ways to ensure the service could continue to safely operate. This was extremely successful and Regulatory Services were able to continue providing a safe service right through the pandemic.</p> <p><b>Key Success:</b></p> <p>Maintaining functions in such a speedy fashion was a huge achievement, this is demonstrated by the successes highlighted in each of the service units quarterly updated reports reported to this committee. However, without doubt the biggest achievement of this year for Regulatory Services was their resolve and good-will, to go above and beyond without question or hesitation. When the government announced that local councils had to roll out emergency food parcels across vulnerable homes in the borough, every member of staff led by the managers volunteered, developed, and implemented this new and essential function. They were directly responsible for the safe set up of the food distribution hubs and direct delivery to the doors of approximately 500 residents a day over 12 weeks. Considering this was achieved alongside amending and maintaining the day-to-day functions of Regulatory Services in the face of the pandemic is nothing short of incredible and every member of staff within Regulatory Service should be proud of what they achieved.</p>


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

- Car Parks
- Entertainment Licence
- Cinema Licence
- Amusement Permits
- Marriage and Civil Partnership Place Approval
- Street Trading Licence
- Lottery Permits
- Pavement Café Licences



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

- Full Plan Inspections/Cert
- Building Notice Inspections/Cert
- Regularisation Inspections/Cert
- Dangerous structures initial inspection
- Dangerous structure re-inspections
- Street Naming
- EPC (Energy Performance)

**Head of Regulatory Services:**  
**Stephen ADDY**

[Stephen.addy@ardsandnorthdown.gov.uk](mailto:Stephen.addy@ardsandnorthdown.gov.uk)  
 Mob:07419341313  
 Tel: 02891824040

Responsibilities:

- Oversee Surrounding Areas
- RCIF Project (LHLH Grants)
- Borough Markets
- CCTV



**Neighbourhood Environment Services Manager:** Colin Reid  
 Email: [colin.reid@ardsandnorthdown.gov.uk](mailto:colin.reid@ardsandnorthdown.gov.uk)  
 Tel: 0300 013 3333 ext. 40482  
 Mobile: 07917 544152  
 Staff Personnel: 11

- Fly-tipping
- Dog Licensing
- Straying
- Abandoned Vehicle
- Dog Control (attacks)
- Flyposting
- Byelaws
- Dog Fouling
- Puppy Training
- Graffiti-Education
- Council Kennels
- Out of hours stray dogs

## 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 2021/2022
All people in AND feel pride from having access to a well-managed and sustainable environment	Environment	-Deliver LHLH grants through RCIF
All people in AND feel pride from having access to a well-managed and sustainable environment	Environment	- Re-design the delivery model for the Environmental 'CLEAR' Programme to year 8's -Maintain top 3 position for Fixed Penalty Enforcement In NI. -Develop and Implement Building Control Awareness Campaign to increase awareness of safety and sustainability.
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 agreed carpark strategy -Develop a cross borough market working group
Runs through the Community Plan	Excellence	-%Hold quarterly staff meetings to consult and involve all in service delivery and improvement. % receive Team brief. -% Ensure PIP conversations are held -%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

### 3. Key activities for 2022/2023

<b>SERVICE:</b>	<b>Regulatory Services</b>			
<b>Community Plan Outcome:</b>	All people in AND feel pride from having access to a well-managed and sustainable environment			
<b>Corporate Plan PEOPLE priority(ies):</b>	<b>Environment</b>			
<b>Council KPI(s):</b>	Cleanliness Index Score			
<b>Service Objective:</b>	Encourage and support people to achieve common sustainable, environmental outcomes.			
<b>What difference will it make?</b>	Environmental improvements of the local area and enhancement of civic pride. Increasing community volunteering opportunities improves health and well-being			
<b>Underpinning strategies:</b>	The Game Plan (Community Development) Sustainability Road Map			
<b>Business as Usual activities we will deliver in 2022/2023 (actions)</b>		<b>Due Date</b>	<b>Lead Officer(s)</b>	<b>Who do we need to help us? (Internal/External partners)</b>
Deliver LHLH grants through RCIF		30/03/23	S.ADDY	KNIB

<b>SERVICE:</b>	<b>Regulatory Services</b>			
<b>Community Plan Outcome:</b>	All people in AND feel pride from having access to a well-managed and sustainable environment			
<b>Corporate Plan PEOPLE priority(ies):</b>	<b>Environment</b>			
<b>Council KPI(s):</b>	Cleanliness Index Score			
<b>Service Objective:</b>	Improve the cleanliness and safety of the borough in a sustainable way.			
<b>What difference will it make?</b>	Increase understanding and awareness to the next generation resulting in good environmental habits.			
<b>Underpinning strategies:</b>	The Sustainable Development Goals (United Cities and Local Government) Sustainability Road Map			
<b>Business as Usual activities we will deliver in 2022/2023 (actions)</b>		<b>Due Date</b>	<b>Lead Officer(s)</b>	<b>Who do we need to help us? (Internal/External partners)</b>

Re-design the delivery model for the Environmental 'CLEAR' Programme to year 8's	30.03.23	S.ADDY	Schools
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<b>SERVICE:</b>	<b>Regulatory Services</b>		
<b>Community Plan Outcome:</b>	All people in AND benefit from a prosperous economy		
<b>Corporate Plan PEOPLE priority(ies):</b>	<b>Prosperity</b>		
<b>Council KPI(s):</b>	Higher Business Occupancy Rate Increase in visitor Economy		
<b>Service Objective:</b>	Increase the ease in which residents can access shops in key business areas.		
<b>What difference will it make?</b>	Create a higher footfall within our shopping areas.		
<b>Underpinning strategies:</b>	Integrated Strategy for Tourism Regeneration and Economic Development		
<b>Business as Usual activities we will deliver in 2022/2023 (actions)</b>		<b>Due Date</b>	<b>Lead Officer(s)</b> <b>Who do we need to help us? (Internal/External partners)</b>
Implement agreed carpark strategy		30.03.23	D.BROWN Translink, Road Service Members

<b>SERVICE:</b>	<b>Regulatory Services</b>		
<b>Community Plan Outcome:</b>	All people in AND benefit from a prosperous economy		
<b>Corporate Plan PEOPLE priority(ies):</b>	<b>Excellence</b>		
<b>Council KPI(s):</b>	% Residents Satisfaction Income Sourced per Head of Population		
<b>Service Objective:</b>	Deliver service in budget whilst ensuring income streams are maximised.		
<b>What difference will it make?</b>	Making every pound count by ensuring income potential is maximised whilst spending is efficient.		
<b>Underpinning strategies:</b>	Medium Term Financial Plan		
<b>Business as Usual activities we will deliver in 2022/2023 (actions)</b>		<b>Due Date</b>	<b>Lead Officer(s)</b> <b>Who do we need to help us? (Internal/External partners)</b>



% Spend Against budget	30/03/23	S.ADDY	Finance and Performance,
% Financially self-sufficient	30/03/23	S.ADDY	"

<b>SERVICE:</b>	<b>Regulatory Services</b>		
<b>Community Plan Outcome:</b>	Runs through the Community Plan		
<b>Corporate Plan PEOPLE priority(ies):</b>	<b>Excellence</b>		
<b>Council KPI(s):</b>	% Staff reported ANDBC is a great place to work. Investors in People Accreditation.		
<b>Service Objective:</b>	Ensure staff are engaged, involved and motivated to deliver high quality customer focussed services.		
<b>What difference will it make?</b>	Increases productivity from motivated valued staff.		
<b>Underpinning strategies:</b>	Organisation and Development Strategy		
<b>Business as Usual activities we will deliver in 2022/2023 (actions)</b>		<b>Due Date</b>	<b>Lead Officer(s)</b>
			<b>Who do we need to help us? (Internal/External partners)</b>
% Hold quarterly staff meetings to consult and involve all in service delivery and improvement. % receive Team brief	Quarterly	S.ADDY	All Reg. Staff
% Ensure PIP conversations are held	Yearly	S.ADDY	"
% Staff Attendance	Quarterly	"	"

<b>SERVICE:</b>	<b>Regulatory Services</b>		
<b>Community Plan Outcome:</b>	Runs through the Community Plan		
<b>Corporate Plan PEOPLE priority(ies):</b>	<b>Excellence</b>		
<b>Council KPI(s):</b>	Number of complaints		
<b>Service Objective:</b>	Ensure residents receive a top-quality service.		
<b>What difference will it make?</b>	Improve residents experience with the council		
<b>Underpinning strategies:</b>	Customer Service Excellence		
<b>Business as Usual activities we will deliver in 2022/2023 (actions)</b>	<b>Due Date</b>	<b>Lead Officer(s)</b>	<b>Who do we need to help us? (Internal/External partners)</b>
Increase all regulatory service applications made on-line.	Twice yearly	SUM's	Service Users
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 2022/2023?	Which of the specified aspects will this improve?	Rationale	Due Date	Lead Officer(s)	Who do we need to help us? (Internal/External partners)
Maintain top 3 position for Fixed Penalty Enforcement In NI.	Service Quality	Resources are in place to allow us to remain at the top regarding enforcement. This will help us measure this.	Quarterly	S.ADDY	Residents.
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.	30.03.23	R.McCracken	Residents. Comms.
Develop a cross borough market working group	Strategic Effectiveness	Growing markets across the borough need to compliment and not compete.	30.10.23	S.ADDY	Market Organisers

**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 To Date	2022/23 Target
Deliver LHLH grants through RCIF	Existing (amended)	Yearly (6 month update)	NA	Yes 75K	Yes 75K	Yes 75K	Yes 100K	Yes 75K	75K Agreed	75K
Re-design the delivery model for the Environmental 'CLEAR' Programme to year 8's	Existing (Amended)	"	NA	NA	NA	Yes 1600 pupils	Yes 1500 pupils	No Covid	Yes (1500 pupils)	Re-launch
Maintain top 3 position for Fixed Penalty Enforcement In NI.	New	Quarterly					1st	1st		

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 To Date	2022/23 Target
Develop and Implement Building Control Awareness Campaign's to increase awareness of safety and sustainability.	New	Yearly ( 6 month update)	NA	NA	NA	NA	NA	NA	Not Delivered	Deliver
% Spend against budget	Corporate	Quarterly	NA	NA	NA	37.7%	57%	74.6%	100%	100%
% Financially Self Sustainable	Existing	Quarterly	NA	NA	96.6%	92.3%	85.2%	65%	80%	90%
Implement agreed carpark strategy	Existing	Quarterly	NA	NA	NA	NA	No	No	No	Yes
Develop a cross borough market working group	New	Quarterly update	NA	NA	NA	NA	NA	NA	Yes	Ongoing

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 To Date	2022/23 Target
Hold monthly team meetings to consult and involve all in service delivery and improvement. % receive Team Brief as part of meeting.	Corporate	Quarterly	NA	NA	NA	NA	NA	60%	100%	100%
% Ensure PIP conversations are held	Corporate	Yearly	100%	100%	100%	100%	100%	NA (covid)	100%	100%
% Staff Attendance	Corporate	Quarterly	NA	95.74%	92.8%	95.3%	94.3%	97.5%	95%	95%
%Increase all regulatory service applications made on-line.	Existing	Quarterly	NA	NA	NA	NA	38.15%	43.3%	50%	55%

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 To Date	2022/23 Target
%Ensure regulatory services are easily accessed	Existing	Quarterly	NA	NA	NA	NA	NA	94%	70%	70%
%Ensure regulatory service processes are effective	Existing	Quarterly	NA	NA	NA	NA	NA	92%	70%	70%
%Staff courteous and helpful	Existing	Quarterly	NA	NA	NA	NA	NA	89%	80%	80%
%Ensure satisfaction of regulatory services outcome	Existing	Quarterly	NA	NA	NA	NA	NA	97%	70%	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"> <li>Procedures in place</li> <li>Training provided</li> <li>Monitoring undertaken</li> <li>Internal audits carried out</li> <li>Complaints system in place</li> </ul>	5	2	10	Action	<ul style="list-style-type: none"> <li>Continue to converge and/or develop new policies and procedures</li> <li>Review and update complaints process</li> </ul>	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"> <li>Health and Safety Policy in place</li> <li>Health and Safety Advice available</li> <li>Legacy Council Risk Assessments in place and new assessments being developed</li> <li>Environment Directorate Health and Safety Committee established</li> <li>Corporate Health and Safety Directorate established</li> <li>Trained experienced staff in place</li> <li>Monitoring arrangements in place</li> </ul>	5	2	10	Action	<ul style="list-style-type: none"> <li>Continue to review and update risk assessments</li> <li>Develop action plans to further address health and safety</li> <li>Annually review assessment and update were required</li> </ul>	<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



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

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"> <li>• Staff welfare programmes implemented</li> <li>• Good pay and conditions in place</li> <li>• Health, Safety and Welfare arrangements in place</li> <li>• Absenteeism/attendance policy introduced</li> </ul>	3	3	9	Action	<ul style="list-style-type: none"> <li>• Develop training and support programmes for staff</li> <li>• Keep staff informed of changes and involve them in planning service improvements</li> <li>• Ensure welfare programmes are communicated to staff</li> </ul>	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

<b>Are all actions resourced within the current (2022/23) budget plan?</b>	<b>Yes</b>
<b>Will additional resources be required?</b> (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.)	<b>Yes</b>
<b>Section A:</b> As outlined in Business Cases, new posted requested are required.	
<b>Section B:</b>	
<b>Staff:</b> Car Park Manager. NET supervisor. BC admin.	
<b>Financial:</b> Currently the budget exists plus Business Case requests.	
<b>Other:</b> NA	
<b>If the required additional resources are NOT available, please state:</b>	
What is the likely impact on performance?  Car Park strategy will not meet its potential. Building Control will not meet the demand. Drop in enforcement action	
What is the likely impact on the public?  Less income generated thus higher rates. More damage to the environment.	
What is the likely impact on staffing?  Loss of morale and high staff turnover.	

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## 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.

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**ITEM 4****Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	02 March 2022
Responsible Director	Director of Environment
Responsible Head of Service	Head of Regulatory Services
Date of Report	16 February 2022
File Reference	FP/2021/3971/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 – Copeland Place, Comber
Attachments	None

A small development comprising of six dwellings is currently under construction on lands adjacent to 53 Newtownards Road, Comber.

The developer suggests the name Copeland Place as the site is directly adjacent to the existing street named Copeland Walk and is in close proximity to the existing streets Copeland Link and Copeland Crescent, which is in keeping with the general neighbourhood.

**RECOMMENDATION**

It is recommended that Copeland Place be adopted.

Further recommended that Council accept the general name and delegate acceptance of suffixes to the Building Control department.

Unclassified

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**ITEM 5****Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	02 March 2022
Responsible Director	Director of Environment
Responsible Head of Service	Head of Regulatory Services
Date of Report	02 February 2022
File Reference	FP/2021/3285/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 – Orchard Meadow, Killinchy
Attachments	None

A development comprising of 34 dwellings is currently under construction on lands adjacent to 68 Whiterock Road, Killinchy.

The developer suggests the name Orchard Meadow due to the site being constructed on a meadow located behind the existing street Orchard Drive and is in keeping with the general neighbourhood.

**RECOMMENDATION**

It is recommended that Orchard Meadow, be adopted.

Further recommended that Council accept the general name and delegate acceptance of suffixes to the Building Control department.

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## ITEM 6

**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	02 March 2022
Responsible Director	Director of Environment
Responsible Head of Service	Head of Waste and Cleansing Services
Date of Report	03 February 2022
File Reference	69001
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	Soft Plastics Recycling at Supermarkets
Attachments	None

**1.0 Background**

Members may recall that back in 2019 the Council lobbied local large supermarket chains for the provision of comprehensive in-store facilities where the public could deposit soft plastics which are not accepted in the Council's blue bin service due to being more difficult to recycle and hence lower resource value.

The supermarkets subsequently responded in various ways, generally in a positive vein, supporting the goal of instore soft plastics recycling provision for their customers.

**2.0 Update – Supermarket In-Store Soft Plastics Recycling Facilities**

Officers are pleased to report that recent surveys have shown that most if not all of the larger supermarket chains are now providing in store soft plastics collection points within stores located around the Borough. The images below show conveniently located drop off points in local Tesco, Sainsburys, Asda, Lidl and Co-op store outlets; other stores may well also provide similar such facilities.

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Soft Plastics Recycling Cage at Tesco



Sainsbury's



Unclassified



Asda



Co-op

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Lidl

The range of target soft plastics for each supermarket retailer varies slightly in description, although each outlet provides clear signage to inform their customers which soft plastics they would like them to recycle using the in-store drop off facilities.

Tesco: any plastic bag; crisp packets; food and pet pouches; plastic wrappers; any plastic film.

Sainsburys: dry food flexible plastic; other food flexible plastic; pouches and sachets; non-food flexible plastic.

Asda: clean bags wrap and film; carrier bags and bags for life; bread and produce bags; toilet roll film; shrink wrap and bubble wrap; frozen food bags; drinks multi-pack wrap; cereal inner bags.

Co-op: crisp packets; sweet wrappers; plastic film; pet food pouches; plastic bags.  
Lidl: shopping bags; plastic wrappers.

### **3.0 Campaign to Promote Routine Use of Supermarket In-Store Soft Plastics Recycling Facilities by Householders**

The most recent waste composition survey showed that 11% of the contents of grey bins in our Borough comprised plastic film that cannot yet be accepted in blue bin collections; this equates to around 2,300 tons of such materials currently going to landfill, based on 2020-21 statistics.

Now that we have successfully progressed to a situation whereby many local supermarkets in the Borough are providing in-store recycling drop off points for a wide range of soft plastics, officers will be promoting a campaign to encourage every household across the Borough use these facilities to complement their blue bin recycling efforts. The key message will be to ask our residents to get into the routine

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habit of collecting up such packaging materials around the home throughout the week and take them along to the designated soft plastics recycling drop off point at their local supermarket, whilst they are out doing their groceries shopping. If all of the soft plastics that can now be recycled in this way were to be kept out of our grey bins, the Borough would be saving around £250K per year in landfill costs - not to mention the positive impact upon our environment.

Marketing and communications on this key recycling subject will be progressed through local press, social media, our Bin-Ovation App, and other Council information channels. Members are encouraged to promote the campaign to their local constituents as much as possible.

#### **RECOMMENDATION**

It is recommended that the Council notes this report.

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## ITEM 7

## Ards and North Down Borough Council

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	02 March 2022
Responsible Director	Director of Environment
Responsible Head of Service	Head of Waste and Cleansing Services
Date of Report	31 January 2022
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 2021
Attachments	None

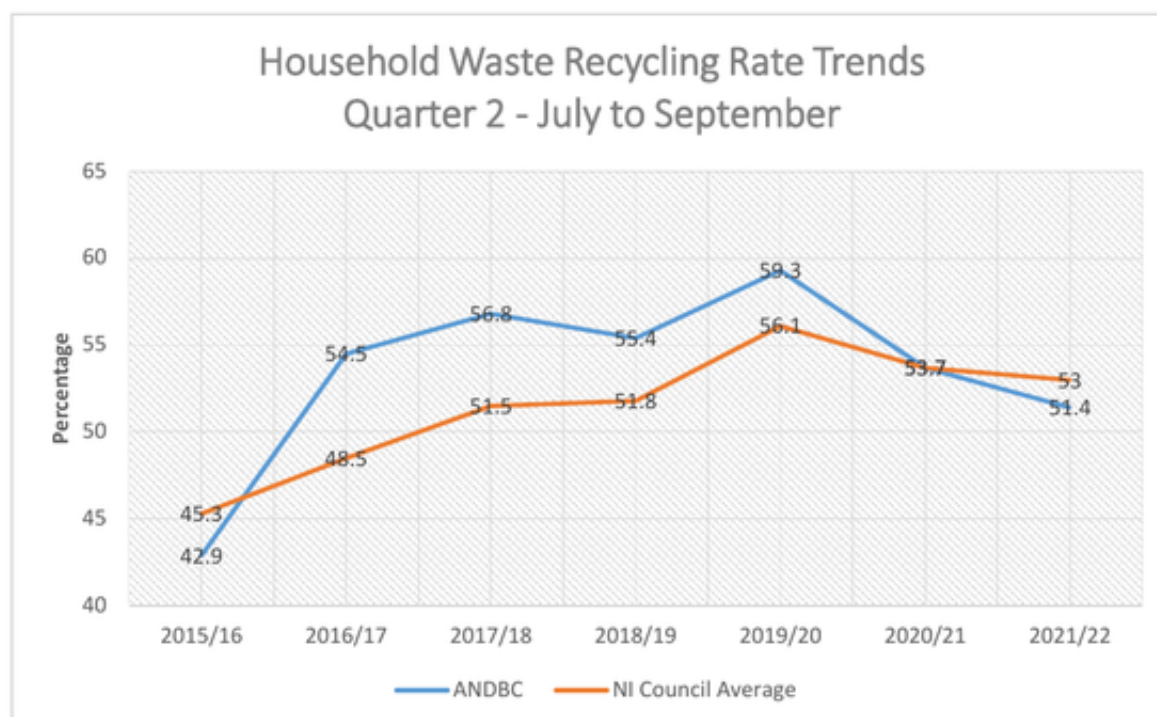
The official waste management statistics for the second quarter of 2021/2022 (July to September 2021) have been released by the Northern Ireland Environment Agency.

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

- i. Our household waste recycling rate **fell by 2.3%** compared to Q2 last year, (from 53.7% to 51.4%) and **by 7.9%** compared to Q2 the previous (2019/20) year (from 59.3% to 51.4%).

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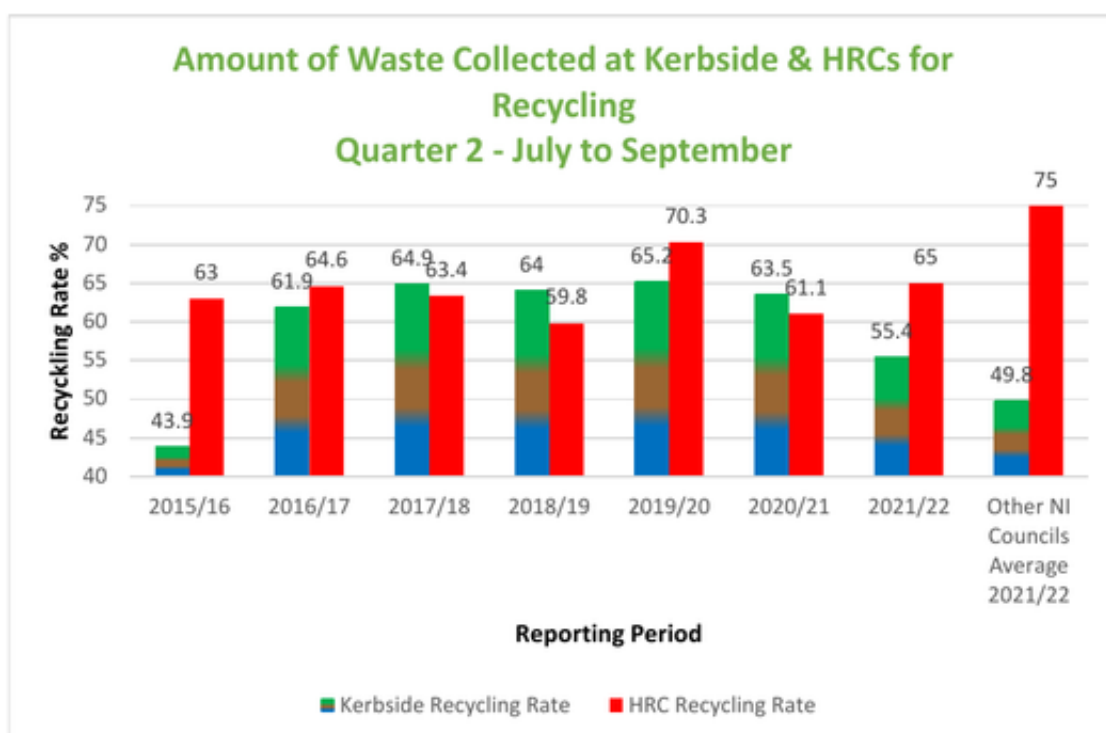
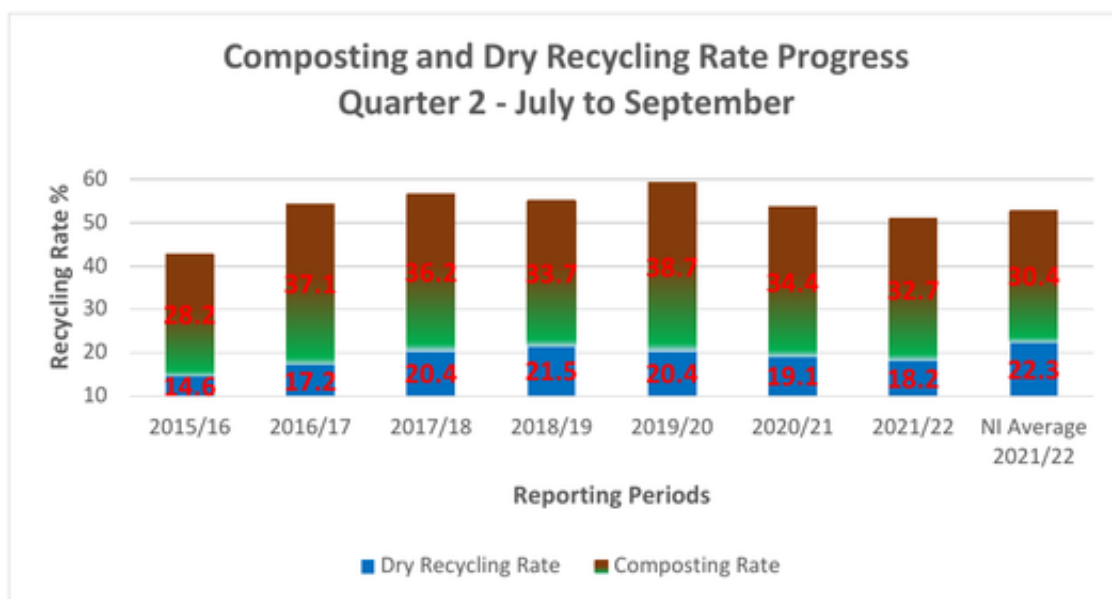
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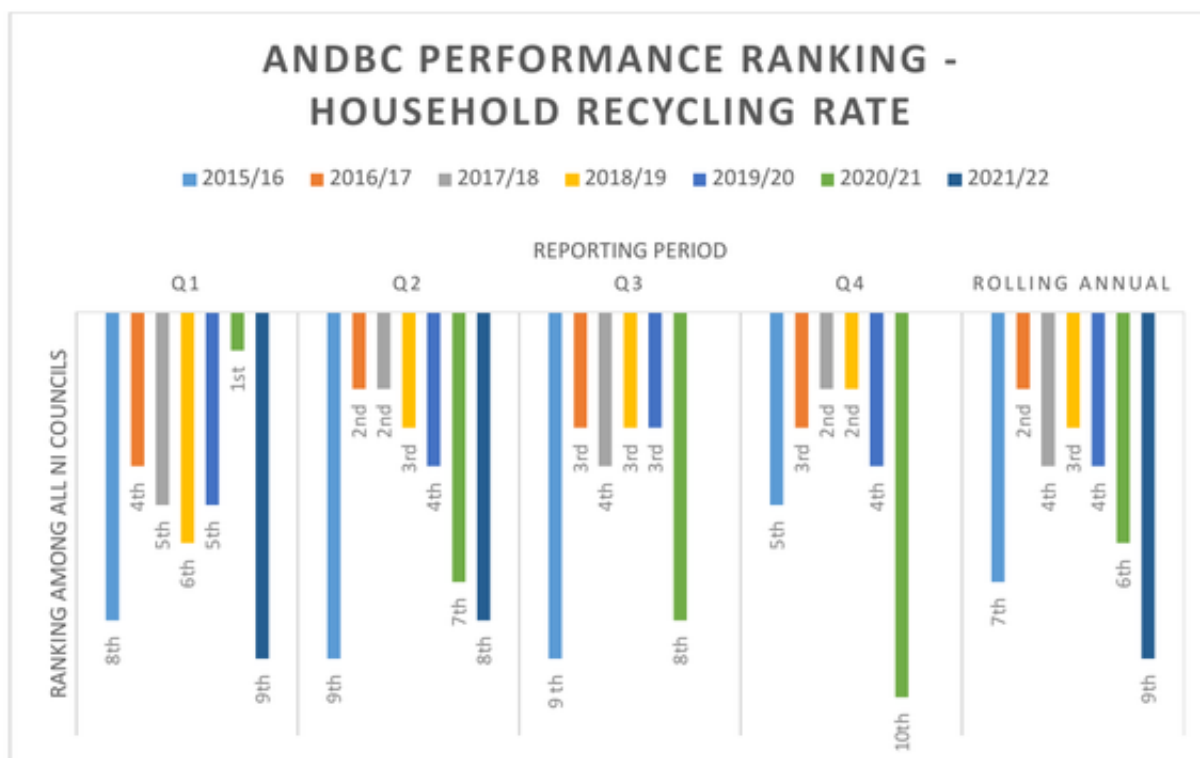
- ii. Our household waste recycling rate of 51.4%, was 1.6% lower than the NI average of 53%.
- iii. We were ranked fourth lowest out of the 11 NI Councils for our household waste recycling rate.
- iv. Our household waste composting rate fell by 1.7% - from 34.4% to 32.7%. Our household waste dry recycling rate fell by 0.9% - from 19.1% to 18.2%.
- v. Our household waste composting rate of 32.7% was 2.3% higher than the NI average of 30.4%.
- vi. Our household waste dry recycling rate (i.e. recycling of items other than organic food and garden waste) of 18.2% was 4.1% lower than the N.I. average of 22.3%.
- vii. Our kerbside recycling capture rate of 74.3% for household compostable waste materials compared to a NI Council average of 70.7%.
- viii. We were at the bottom end of the performance table for 'dry' recycling rate, ranking tenth out of eleven Councils.
- ix. We received 45% more waste per capita at our HRCs compared to the average for other NI Councils. This represents a sustained trend over five successive quarterly reporting periods of our HRC waste reverting back to excessive levels compared to other NI Councils.

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- x. The amount of waste collected at our HRC sites for recycling was significantly less than the average for other Councils – 65%, compared to an average rate of 75% for other Councils.
- xi. We collected 4% more waste per capita from homes through our kerbside bin collection services.
- xii. 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 49.8% for other Councils.



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

The amount of waste we are landfilling, and our rate of recycling are now returning close to the levels in our strategy baseline year of 2015/16. **Our rolling 12-month average recycling rate of 47.8% has now fallen back below the current statutory minimum of 50% and we are at risk of breaching the annual landfill allowances stipulated under the NI Landfill Allowance Scheme (NILAS).**

Officers would reiterate a view that the structure of our waste management services and how they are delivered must further adapt and change if we are to see a return to previous improvements in performance levels, let alone achieve further gains towards the challenging recycling and landfill diversion targets set out in the government’s circular economy package as well as our own sustainable waste resource management agenda.

**RECOMMENDATION**

It is recommended that the Council notes the report.

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## ITEM 8

## Ards and North Down Borough Council

Report Classification	Unclassified
Council/Committee	Environment
Date of Meeting	02 March 2022
Responsible Director	Director of Environment
Responsible Head of Service	Head of Waste and Cleansing Services
Date of Report	16 February 2022
File Reference	72010
Legislation	
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	Consultation on the introduction of mandatory digital waste tracking
Attachments	Appendix 1 - Proposed response to questions

This Consultation Paper relates to proposals for the introduction of an electronic system for tracking waste movements across the UK. The current systems across the four administrations are not joined up, with a variety of methods of recording waste movements. The perceived benefits include providing a comprehensive understanding of what waste is recycled, recovered, or disposed of. It is envisaged that the reporting requirements will also make illegal activities easier to identify.

While the Consultation Paper is for a large part of a technical nature, the introduction of mandatory digital waste tracking has the potential to place an additional administrative and financial burden on the Council from 2023 – 2024 onwards. At this stage Officers have not received a demonstration of how the system will work, the details to be inputted, etc. As stated in the response, the Council operates eleven licensed waste facilities and two sites with Waste Management Licence exemptions. Waste movements from each of these sites will have to be recorded on the proposed system. While collections from domestic premises will be exempted, the Council will also have to record all commercial waste collections from over 1000 businesses across the Borough. Current regulations permit the Council to issue an annual 'season ticket' to businesses detailing repetitive collections over a 12-month period.



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It is not clear whether a similar system will be included, or whether there will be a need to make returns after each commercial collection.

The proposed introduction will require training and the possible need for additional support staff, particularly in relation to waste movements from the nine HRCs. In terms of the Waste Transfer Stations, it is hoped that the weighbridge software at Balloo ERC and North Road Depot will allow data transfer to the system.

The emerging environmental problem of Persistent Organic Pollutants (POPs) and recording their presence is also raised in the Consultation Paper. POPs include a range of organic chemicals used in a wide range of household products, that do not break down when such items are placed in landfill. They can only be destroyed by incineration. They are found in electrical products, household furnishings and textile products. They are also found in older paint products and various now banned herbicides and insecticides, that still turn up on occasions at HRCs, when residents are clearing out garages and old garden sheds.

The Consultation includes a series of questions regarding the proposals and the suggested Council response is included in Appendix 1. The full document can be obtained using the following link:

[Consultation document Introduction of mandatory digital waste tracking.pdf \(defra.gov.uk\)](https://www.defra.gov.uk/consultation-document-introduction-of-mandatory-digital-waste-tracking.pdf)

### **RECOMMENDATION**

It is recommended that the Council agrees the proposed response attached.

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## Appendix 1

Question	Proposed Response
1.	Would you like your response to be confidential? <b>No.</b>
2.	What is your full name? <b>Ards and North Down Borough Council.</b>
3.	What is your email address? <b>enquiries@ardsandnorthdown.gov.uk</b>
4.	Which of the following best describes who you are responding on behalf of? <b>Local Authority.</b>
5.	In what part of the UK would you say you are based or operate in? <b>Northern Ireland.</b>
6.	Would you be interested in joining our user panel? <b>Yes.</b>
7.	Do you agree or disagree with the waste types, (Business waste and Household waste) we are proposing to be tracked? <b>Agree.</b>
8.	Do you agree or disagree with our proposals for which waste activities will be recorded in the waste tracking service? <b>Disagree – In the absence of specific details on how data will be uploaded, and the IT systems needed, the inference is that significant resources will be needed.</b>  <b>The Council currently operates two Waste Transfer Stations, nine Household Recycling Centres (HRCs) and two registered exemptions (temporary storage of recycled glass and street sweeping residues) and the proposed system will require the Council to record details of waste received on each site. The Council will also have to input data on behalf of around 1100 commercial businesses.</b>
9.	Do you agree or disagree with our proposals for when waste tracking will not be required? <b>Agree.</b>
10.	Do you have any views about how to incorporate waste activities conducted under Non-Waste Framework Directive exemptions, Low Risk Waste Positions and Regulatory Position Statements into the waste tracking service? Should we:

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<p>11.</p> <p>12.</p>	<p><b>c. Have a mixture of a and b, with some activities coming with a requirement to record these details and others that do not.</b></p> <p>Do you agree or disagree with our proposals to remove the requirement to submit information or waste data returns as listed, once the waste tracking service is live? <b>Agree (on the basis that similar analytical reports will be available through the replacement system).</b></p> <p>Do you agree or disagree with the information recording proposals?</p> <p>a). A system-generated unique identifier <b>Disagree – the Council collects waste from over 1000 commercial premises on a weekly basis. The types and quantities of waste do not vary significantly from week to week and therefore this appears to require the inputting of a lot of data for no meaningful results.</b></p> <p>b). Details of the person who classified the waste <b>Agree.</b></p> <p>c). Details about the destination for all waste movements, including the type of authorisation held. <b>Agree.</b></p> <p>d). Standard Industrial Classification (SIC) Code <b>Disagree – with literally hundreds of SIC codes and a wide range of commercial customers across a range of sectors, this will be extremely burdensome for administrators.</b></p> <p>e). Details of rejected or quarantined loads <b>Agree.</b></p> <p>f). Details of waste treatment <b>Agree.</b></p> <p>g). Persistent Organic Pollutants (POPs) <b>Disagree – POPs have been identified in a wide range of household products ranging from electrical goods to soft furnishings. Councils routinely collect such items through their bulky goods collection service and the public deposit similar items at HRCs, daily. Currently there are no suitable facilities in NI for the destruction of POPs, so measures need to be put in place to allow for their separation and to establish suitable disposal routes.</b></p> <p>h). Details of end of waste products and materials produced. <b>Agree.</b></p>
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	<p>i). Information about onward destination of end of waste products or materials <b>Agree.</b></p> <p>j). Nation specific requirements for any existing or future requirements <b>Agree.</b></p>
13.	<p>Persistent Organic Pollutants – how much information about POPs do you think should be recorded in the service?</p> <p><b>a) basic level – indication that waste contains POPs only.</b></p>
14.	<p>Is there any other information related to waste management that you think should be recorded in a new digital waste tracking service? <b>No.</b></p>
15.	<p>Are you familiar with the existing D and R codes? <b>Yes.</b></p>
16.	<p>Do you find D and R codes easy to apply? <b>Yes.</b></p>
17.	<p>Do you have any suggestions as to how recovery or disposal activities should be recorded in the waste tracking service? <b>No.</b></p>
18.	<p>End of waste products or materials – do you use any existing standard codes or descriptions to record end of waste products produced from waste? <b>No.</b></p>
19.	<p>Do you transport hazardous waste? <b>No.</b></p>
20.	<p>How do you currently record dangerous goods information? <b>Not applicable.</b></p>
21.	<p>Where do you think information demonstrating compliance with the Dangerous Goods Regulations with regards to the movement of waste should be recorded? <b>No opinion.</b></p>
22.	<p>If you produce, manage or handle waste in any way, were you aware of your duty to apply the waste hierarchy prior to reading this consultation? <b>Yes.</b></p>
23.	<p>Do you think waste holders including producers should record their compliance with the application of the waste hierarchy in the Waste Tracking service?</p>

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	<p><b>Yes – tick box option for producer to confirm compliance.</b></p> <p>24. If you are likely to need to enter data into the waste tracking service, which of the options would you use for the majority of data entries? <b>b) data upload from existing spreadsheet records onto a waste tracking service standard spreadsheet.</b></p> <p>25. When recording data in your current systems, do you use any form of data standard? <b>No.</b></p> <p>26. Do you agree or disagree with our ambition for real time recording of waste movements and transfers? <b>Agree</b></p> <p>27. For the following types of waste movements or transfers, how long do you think you would need to transition to real time recording?</p> <ul style="list-style-type: none"> <li>• <b>Hazardous Waste – less than 1 year</b></li> <li>• <b>Non-hazardous waste – 1 – 3 years</b></li> <li>• <b>Green List Waste imports or exports – not applicable</b></li> </ul> <p>28. What are the main barriers or motivators that will influence the time it takes you to transition to real time reporting? <b>Having sufficient trained staff across multiple sites to upload data and the provision of the necessary hardware and equipment. Secondly. A number of waste facilities operate 7 days/week with very limited Admin support available at weekends. All of this will require additional financial resources.</b></p> <p>29. Do you agree or disagree with the overall proposed process set out in:  Annex A for hazardous and non-hazardous waste movements? <b>Agree</b>  Annex B for Green List Waste Exports? <b>No opinion</b>  Annex C for Green List Waste imports? <b>No opinion</b></p> <p>30. How far in advance of a waste movement should the information listed under Step 1 in each of the processes be entered onto the waste tracking service?  Annex A hazardous and non-hazardous waste movements <b>Any time before the waste movement</b></p>
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31.	<p>Who should be responsible for entering the information listed under Step 1 in Annex A in advance of hazardous and non-hazardous waste movements?  <b>Waste producer</b></p>
32.	<p>Within what timeframe should waste carriers enter the information as required in Step 2 Annex A and Step 4 Annex B?  Annex A hazardous and non-hazardous waste movements  <b>3 working days</b></p>
33.	<p>Do you think there should be any difference in the requirements depending on whether hazardous and non-hazardous waste is being handled?  <b>No opinion</b></p>
34.	<p>Within what timeframe should waste receiving sites be required to provide this information?  a). information about the waste received at their sites:  <b>3 working days</b></p> <p>b). information about the disposal, recovery, preparation for re-use or treatment of waste, including information about any end of waste products or materials:  <b>other – this will need to vary across the range of treatment and disposal facilities used and is dependent on the time required to process waste. Taking food or garden waste as an example the waste requires a residence time to ensure decomposition and pasteurisation.</b></p>
35.	<p>Do you have any comments to make about this proposal or how you would like to see these movements incorporated in the waste tracking service?  <b>Yes - For councils, the vast majority of waste movements are repetitive and involve the same types and volumes of non-hazardous waste, to avoid the need to upload literally thousands of individual waste movements annually, the retention of some form of season ticket system would be beneficial to reduce the administration burden.</b></p>
36.	<p>Do you agree or disagree with the proposed requirements for each of the roles in Table 3 (of the consultation paper)?  <b>Agree with all (a – f).</b></p>
37.	<p>How should waste producers be required to confirm the information recorded for their waste movements?  <b>Option 1 – within the waste tracking service</b></p>
38.	<p>Do you agree or disagree with the general principles as set out regarding digitally excluded individuals subject to waste tracking requirements?</p>

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	<p><b>Agree.</b></p> <p>39. Do you agree or disagree with the proposed alternative methods for digitally excluded individuals to provide the required information? <b>Agree.</b></p> <p>40. How long should digitally excluded users be given to provide the information required via the postal service element of these provisions? <b>No opinion</b></p> <p>41. Do you agree or disagree with the proposed level of access to information for each of the different types of users as set out in Table 4 (of the consultation paper)? <b>Agree with all (a – i).</b></p> <p>42. Do you agree or disagree that waste producers should be able to see information about the end fate of their waste? <b>Agree – in terms of educating and in some cases changing the culture within certain business sectors, it is important they can find out what happens to their waste and where it ends up. This may help encourage waste reduction or changes to processes to enable waste produced to be recycled rather than sent to landfill.</b></p> <p>43. Do you agree or disagree with our proposals on UK GDPR? <b>Agree.</b></p> <p>44. Do you agree or disagree with our proposals for managing sensitive information? <b>Agree.</b></p> <p>45. Do you have any comments about our proposals (or your needs) for data retention? <b>No.</b></p> <p>46. Do you agree or disagree with the proposed offences and associated enforcement options as set out in Table 5? <b>Disagree – there needs to be a considerable grace period before enforcement is considered, bearing in mind that this will be an entirely new and untried electronic system.</b></p> <p>47. Do you think there should be a maximum limit for variable monetary penalties set out in legislation? <b>No opinion.</b></p> <p>48. Do you agree or disagree with our proposed functions for environmental regulators? <b>Agree.</b></p>
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Unclassified

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49.	<p>Do you think costs relating to the investigation of, and enforcement action taken against, those not complying with the requirements of waste tracking should be recoverable through the fees and charges for users of the waste tracking service?</p> <p><b>No – costs should be recovered from those whom successful enforcement action is taken against.</b></p>
50.	<p>What is your preferred option for who should pay the IT service operation and maintenance costs?</p> <p><b>Option B – a specific user group - Waste producers</b></p>
51.	<p>What is the preferred option for what type of cost it should be?</p> <p><b>Option 2 – a flat annual fee</b></p>
52.	<p>What is your preferred option for how the costs should be collected?</p> <p><b>No opinion</b></p>
53.	<p>What approach to getting all users onto the waste tracking service do you think we should adopt?</p> <p><b>Option 2 – voluntary use for a specified length of time, then mandatory for all</b></p>
54.	<p>Considering your answer to Q.24 in the '<a href="#">Ways to enter information</a>' section, how much do you think it will cost your organisation to transition to this way of working?</p> <p><b>As stated in the response to Q.8, the Council operates two Waste Transfer Stations, nine HRCs, an extensive commercial waste collection service with over 1000 businesses and a bulky goods collection service. It is envisaged that additional administrative staff will be needed to process waste data, extensive training for existing staff and the provision of tablets at the HRCs. A provisional figure of £50,000 would be allowed for implementation.</b></p>
55.	<p>Do you think your organisation would make any savings by transitioning to this way of working?</p> <p><b>No – especially if an alternative to season tickets is not available.</b></p>
56.	<p>Alongside this consultation we have published an impact assessment setting out the costs and benefits we foresee from the introduction of a mandatory digital waste tracking service, based on assumptions made from the evidence currently available. Have we made any assumptions that you disagree with?</p> <p><b>No opinion</b></p>
57.	<p>Overall, how satisfied are you with our online consultation tool?</p> <p><b>A printable version of the 57 questions would have been useful for incorporation into a report to Committee/Council.</b></p>



Unclassified

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**ITEM 9****Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	02 March 2022
Responsible Director	Director of Environment
Responsible Head of Service	Head of Assets and Property Services
Date of Report	04 February 2022
File Reference	65382
Legislation	
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Not Applicable <input type="checkbox"/>
Subject	Power Supplies to Mobile Food Vendors
Attachments	None

**1.0 Background and Context**

The Council currently has contracts with mobile food vendors at the following locations: Bank's Lane Bangor, Kingsland Bangor, Seapark Holywood, Groomspoint Harbour, Millisle beach Park, Cairn Wood Craignantlet and Kiltonga Duck Pond Newtownards.

Mobile food vendors typically use diesel powered generators to provide electricity for cooking, heating, refrigeration etc. However, the use of these generators has a number of drawbacks:

- They can be noisy, causing a nuisance to staff, customers and nearby residents
- They produce harmful emissions causing a nuisance and contributing to air pollution
- They can be unreliable, affecting trade

In addition, as previously reported to the Environment Committee, HMRC will no longer permit the use of red diesel for these applications, meaning the vendors fuel costs will rise by around 40% when they switch to white diesel.

Unclassified

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## **2.0 Proposal**

- Officers have surveyed the relevant sites and would propose to phase in the introduction of mains powered “feeder pillars” where it is practical to do so.
- The feeder pillars would be equipped with a top-up card system, the same as what is currently being used at our harbours.
- Vendors would buy cards with top-up credits from the Council, which would then be used to activate the power supplies. The rate per KWh is set by the Council and can therefore include a modest fee to cover any associated maintenance costs.
- The feeder pillar would have a suitably rated, anti-vandal power outlet on the side which the vendors would plug into, to avail of power (similar to the systems found in caravan sites).
- The power outlets remain without power until the card is inserted, thereby avoiding unauthorised usage.
- Council electricity is sourced from 100% renewables suppliers, therefore reducing the carbon footprint of the vendors.
- A trial installation has operated this season at Banks Lane, Bangor to alleviate issues with noise following resident’s complaints. If the recommendation is passed the Banks Lane supply will be altered to include the card top up system (it currently relies on meter reads).

## **3.0 Consultation with Current Vendors**

Colleagues in the Tourism Service have had initial conversations with all of the current providers about this proposal. No objections were noted but there was a variance in requested urgency for the scheme to be implemented. Some vendors are exceptionally keen for it to be done right away whereas others less so, generally content with their existing arrangements. Therefore, installation would be carried out on a phased basis by the Council in line with available budget and with consideration of specific vendor need/preference.

## **4.0 Costs**

Installation costs vary for each site as they are largely affected by the availability of local power supplies.

Cairn Wood does not have any nearby power supplies (or NIE equipment) so uses a solar array for power and is therefore unlikely to be suitable for this initiative. Most sites typically cost around £4k to £6k to provide the necessary equipment and cabling.

No budget exists for this work, but it is proposed to ring-fence approximately £10k per year to roll out the installation over the next 2 to 3 years.

Unclassified

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## **5.0 Opt-Out**

It is not anticipated to make it mandatory for vendors to utilise the system at this stage, meaning vendors could continue to use their own power generation if desired. However, Members may wish to review this position once all locations have had the infrastructure installed, thereby giving adequate time for vendors to adjust and prepare. This would be subject to a further report to the Council at that time. It should be noted that the current contracts with vendors run for a period of three years, renewed on an annual basis, through to March 2024. Therefore, the Council position can be amended for the start of each financial year.

### **RECOMMENDATION**

It is recommended that Council agrees to phase in the introduction of feeder pillars for mobile food vendors as detailed within this report.

Unclassified

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

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	02 March 2022
Responsible Director	Director of Environment
Responsible Head of Service	Head of Regulatory Services
Date of Report	22 February 2022
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 Licences
Attachments	None

An application for an outdoor entertainment licence has been received.

**1. Crawfordsburn Scout Centre – Lisburn Community Choir**

**Applicant:** Richard Thompson, Lisburn Community Choir, 18 Mount Royal, Lisburn

This event is proposed for 7 April 2022 from 7pm to 9pm.

The proposal is for an outdoor concert for audience of up to 350 people.

The event will be a choral musical event.

**RECOMMENDATION**

It is proposed that the Council grants this licence 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

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

Report Classification	Unclassified
Council/Committee	Environment Committee
Date of Meeting	02 March 2022
Responsible Director	Director of Environment
Responsible Head of Service	Head of Regulatory Services
Date of Report	15 February 2022
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:

**1. The Quays, 81 New Harbour Road, Portavogie**

**Applicant:** Ms Leigh Eileen Gamble, 15 Ballyfrench Road, Portavogie

**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.

**RECOMMENDATION**

That the Council grants the application.

**From the office of the Minister for Infrastructure  
Nichola Mallon MLA**

Mr Stephen Reid  
Chief Executive  
Ards and North Down BC  
Town Hall  
The Castle  
Bangor  
BT20 4BT

Room 708  
Clarence Court  
10-18 Adelaide Street  
BELFAST  
BT2 8GB  
Telephone: (028) 9054 0105  
Email: [Private.office@infrastructure-ni.gov.uk](mailto:Private.office@infrastructure-ni.gov.uk)

Your reference:  
Our reference: CORR-0172-2022  
14<sup>th</sup> February 2022

Dear Mr Reid


#### **OFF-STREET CAR PARKING LEGISLATION**

Thank you for your letter of 4th February 2022 on behalf of Ards and North Down Borough Council in respect of the above matter. The Minister has read your letter and asked me to respond.

The Minister has noted and welcomes that Ards and North Down Borough Council is working to implement a Car Parking Strategy for the borough, which aims to support sustainable development of the borough.

Departmental officials are aware of issues that have been identified in respect of the outworkings of the legislation which transferred responsibility for the majority of off-street car parks to councils and are urgently seeking to identify the most appropriate next steps. Officials will write to you, and all council Chief Executives, with more information when this process is complete.

I am sorry that I cannot be more helpful at present.



**KATHRYN MCFERRAN**  
Private Secretary to the Minister