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Democratic Services Section
Legal and Civic Services Department
Belfast City Council
City Hall
Belfast
BT1 5GS

4th September 2025

MEETING OF PEOPLE AND COMMUNITIES COMMITTEE

Dear Alderman/Councillor,

As previously notified to you, I enclose a copies of the reports for the following items to be considered at the meeting to be held at 5.15 pm on **Tuesday**, **9th September**, **2025**.

Yours faithfully,

John Walsh

Chief Executive

AGENDA:

- (d) Strategic Cemeteries and Crematorium Working Group Update (Pages 1 8)
- (a) Resources and Fleet Waste Update (Pages 9 16)
- (b) Phase 2 of Kerbside Glass Expansion agreement on streets (Pages 17 40)



Agenda Item 4d

By virtue of paragraph(s) 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014.

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Document is Restricted





PEOPLE & COMMUNITIES COMMITTEE

Subject:	Resources and Fleet Waste Update	
Date:	09 September 2025	
	Stephen Leonard, Director (Operational) CNS	
Reporting Officer:		
	John McConnell, City Services Manager (Resources and Fleet)	
Contact Officer:		

1.0	Purpose of Report or Summary of main Issues
1.1	To provide an update to People and Communities Committee on the work being carried out in relation to the overfilled bins and bin liner collection issues (Bin Safety Campaign).
2.0	Recommendations
2.1	The Committee is requested to note the contents of this report.
3.0	Main report
3.1	Key Issues Members will recall this matter was discussed in June and members requested that updates were presented to P&C Committee at the August and September meetings.
	This report provides an update to members on progress to date in relation to the campaign.
3.2	It should be noted that Corporate Communications have supported and continue to provide support and resource to Resources and Fleet the Service through the external and internal communications and awareness raising elements of the plan. The Project team engage with Corporate Communications regularly around the campaign, resident feedback and progress.
3.3	The Project Team and their Resource Advisor colleagues within Waste Management have produced an engagement plan based on the Implementation and Communications Plan approved by Council.

Key campaign dates:

- Monday 4 August the beginning of Amber tagging bedding in period for 8 weeks. Collections continue as normal (i.e. overfilled bins and bins with liners still collected) with warning tag placed on bins and reporting by crews. Resource Advisor Teams on ground raising awareness and messaging.
- Monday 29 September planned start date for the beginning of Red tagging collecting strictly to policy phase. Overfilled containers will be tagged and will not collected, and instances reported. Temporary additional Special Waste Collection Operational teams (SWCO) to be engaged Resource Teams, OSS and Enforcement Teams will be deployed to targeting remaining hot spot areas.
- Project Team progress as at time of writing of this update report:

Overfilled and lined Bins - Domestic and Commercial Waste

- The following actions are ongoing or scheduled to be carried out as detailed. Summary of data and metrics around the campaign are below for reference.
 - Additional Resource Advisor Staff have been deployed and began operating
 in Urban Belfast from Monday 21st July. In terms of direct communications
 by the Resource Advisor Team and Waste Management colleagues, all is
 going to plan. 890 streets equating to 34342 urban households have
 received direct communications around the campaign.
 - The Project team have continued to hold weekly briefings with operations managers and assistant managers and their crews. Further briefings are planned at the end of August around the collection to policy (red) phase. These briefings will include Customer Hub colleagues, OSS and relevant FAQs will be reviewed and updated.
 - Red tags (domestic) and red stickers (commercial) have been ordered and delivered – these will form part of the briefings above and be circulated to stakeholders including the customer hub.
 - A new Special Waste Operations Team (SWOT) will be required from the end of September when we collect to policy. It is envisaged that these posts will be in situ for 15th September, for training, in advance of the red collecting to policy phase on Monday 29 September.

- Translations the 5 versions required have been printed and are in hand for staff on the ground, including Outreach Teams. See Appendix 1 for examples.
- Performance/Campaign impact In the first 2 days of the campaign, we experienced some teething problems. This did lead to small instances of non-collection at a number of sites and location which were corrected very quickly. After day 3, operationally, the campaign began to bed in well with crews on the ground and has also highlighted or magnified some of the "business as usual" issues at some of collection sites and areas e.g. overfilled euro bins and lidless euro bins at apartments. These issues are relatively small in number and being noted in issues log and issues managed case by case by Waste Collection and via colleagues in Waste Management. Issues raised to date are either resolved or in hand and we expect to see more of these as we go through the campaign.
- The comms and engagement on the ground is having an impact. Resource Advisor home visits are up significantly as are orders for boxes and bins. Increases in orders and requests for service show a positive trend around better recycling messaging. The WM section is keeping close track of container stocks and orders coming in. Levels are currently comfortable in the context of increased demand and further orders are in progress to replenish stocks. Waste Management will continue to monitor this closely.
- At the time of writing this report, 4 full weeks data has been gathered. Graph 1 below shows tag use/consumption for the first 4 weeks of the amber phase. The average rate of tagging vs number of collections during the period equates to less than 2% overall. The project team are content with progress to date and will continue to monitor the data, which is summarised in more granular detail in Table 1.
- The Service introduced the quick report of **workplace violence** to crews at the start of the campaign and as of 29 August 2025, there were **no reports made.**
- Customer Hub Feedback There was a spiked increase in customer contact at the start of the amber tagging period due to teething issues with tags in some areas, however returned to normal levels quickly when resolved with only 14 service requests attributed to the bin safety campaign logged on CRM Dynamics during the month of August. A small number of residents have reported that they were not aware of the campaign prior to receiving a tag on their bin. Two comments have been recorded about the

3.8

campaign to date, with residents raising concerns about bins stored on streets/entries being overfilling by neighbours and bins being returned to their bin collection point by crews. The use of Report it app by squads to report matters impacting the collection of bins continues to be critical to assist the hub with handling customer contact. It is anticipated that customer contact will increase when the red tagging commences and the customer hub are working with Resource and Fleet Collections to ensure preparedness for the handling of enquiries this is expected to generate.

Graph 1 – summary of amber tag use cycle 1 and cycle 2 (4 weeks)

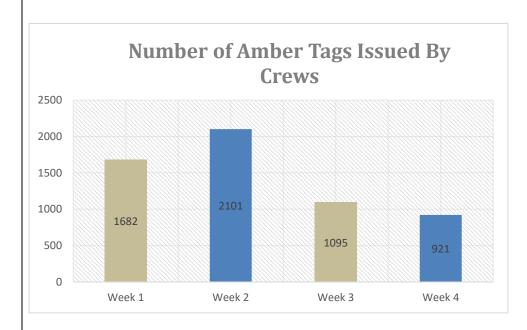


Table 1 – headline summary of campaign metrics

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3.9

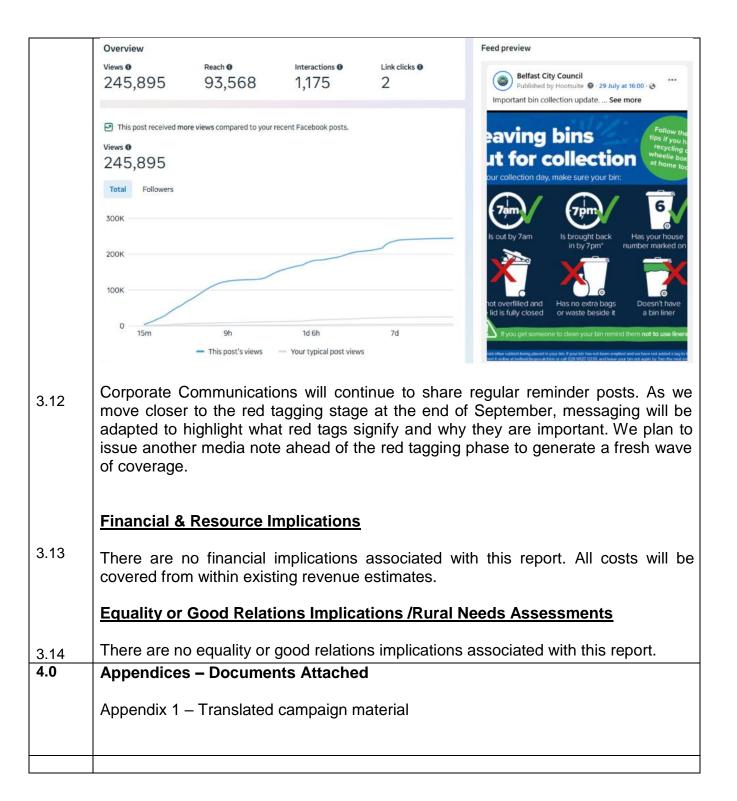
3.11

	Week 1	Week 2	Week 3	Week 4
Number of Amber Tags Issued By Crews	1682	2101	1095	921
Percentage of Bins Emptied Tagged	2.08%	2.59%	1.35%	1.14%
WPV Reports	0	0	0	0
Total number of houses posted	19587	23917	28104	34342
Number of Black Bins Ordered	134	162	109	71
Number of Boxes Ordered	564	479	321	215

Corporate Communications summary of campaign feedback so far includes:

Social media content has already reached over 300,000 views, with widespread media coverage achieved. This has included TV news on both BBC and UTV.

The most successful post alone generated 245,000 views and 1,175 interactions (comments, likes, and reactions).





Appendix 1 – translations of campaign material













PEOPLE AND COMMUNITIES COMMITTEE

Subjec	et:	Kerbside Glass Expansion – Phase Two)
Date:		9 September 2025	
Report	ing Officer:	Stephen Leonard, Operational Director, Services	City & Neighbourhood
Contac	ct Officer:	John McConnell – City Services Manage	er Resources & Fleet
Restric	cted Reports		
Is this	report restricted?		Yes No X
l:	f Yes, when will the	report become unrestricted?	
After Committee Decision After Council Decision Some time in the future Never			
Call-in			
Is the	decision eligible for	Call-in?	Yes X No
4.0	Dumaga of Days	ton Common of main lances	
1.0	Purpose of Repor	t or Summary of main Issues	
	The purpose of this expansion scheme	report is to inform members of phase two	o of the kerbside glass
2.0	Recommendation	s	
2.1	Members are requested to approve the street list which will make up phase two of the kerbside glass expansion scheme, as outlined in the report.		
3.0	Main report		
3.1	In 2024, the Resources and Fleet Service was successful in obtaining capital funding under the DAERA Household Waste Collaborative Change Programme with regard to the expansion of its kerbside glass collections scheme.		

3.12 This funding, combined with the Council's capital programme, resulted in the implementation of phase one of this scheme which delivered a Lorna glass collection scheme to 23,000 households from Q4 2024/25. While initial scheme participation data is below expectations, the tonnage captured is on target, with approximately 35 kg/hh/pa equating to around 800 tonnes of glass per annum. The Service is also working on contingency measures for vehicle breakdown to ensure a more consistent approach to kerbside glass collections across the city. 3.13 The Service is now planning for phase two of the project which involves a further expansion to another 23,000 households. The Implementation phase involves the recruitment of collection crews, procurement of containers for both individual households and apartment blocks, procurement and leasing of vehicles, communication of the scheme to the selected households, assessment of apartments (if any within the selected areas) and finally delivery of containers followed by first collections. 3.14 The scheme roll-out commences with a letter drop to households within the agreed phase two catchment area. This letter will outline the key aspects of the initiative along with practical information such as collection day, frequency, accepted materials and start date. Within seven days of receiving the letter, households will be issued with a kerbside box and lid for the presentation of their glass containers at the kerbside. An information leaflet will also be included within the kerbside boxes reminding residents on the salient points of the scheme. Kerbside collections will then commence within ten working days of receiving the kerbside box. 3.15 Given the lead times associated with a number of these activities, in particular the purchase and receipt of containers, and mindful of the potential clash with collections arrangements for the Christmas 2025 season, it is envisaged that project implementation will commence in January and will be completed by March 2026. 3.16 Detailed route planning is still being finalised but a proposed list of streets to be serviced under phase two can be found at Appendix 2. Members are requested to approve the street lists so that further detailed planning can be completed. Members will also note that the agreement of phase two will by default result in the final phase three being those households still not receiving a kerbside glass scheme and subject to financial approval via the rates setting exercise, the final roll-out will include these households in the 26/27 financial year. 3.17 The Service will continue to keep Members appraised of the progress of the scheme through the Council's usual governance procedures. 4.1 **Financial and Resource Implications** The capital costs associated with phase two of the glass kerbside expansion scheme will be met by both the Council's capital programme and DAERA's Household Waste Recycling Collaborative Change Fund. Revenue costs will be met through the Service's revenue estimates. 4.2 Equality or Good Relations Implications/Rural Needs Assessment The project has undergone equality impact and rural needs assessments. There are no good relations assessments associated with this project.

5.0	Appendices
	Appendix 1 – Maps showing scheme coverage and proposed street list for phase two expansion of kerbside glass collections.
6.0	Abbreviations
	None





Appendix 1 – Kerbside Glass Expansion Phase 2 2025/26

Figure 1: Map of households without kerbside glass collection scheme

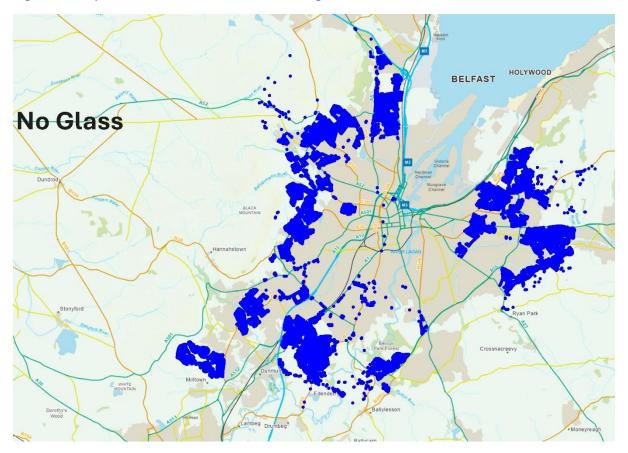


Figure 2: Map of proposed phase 2 expansion 2025/26

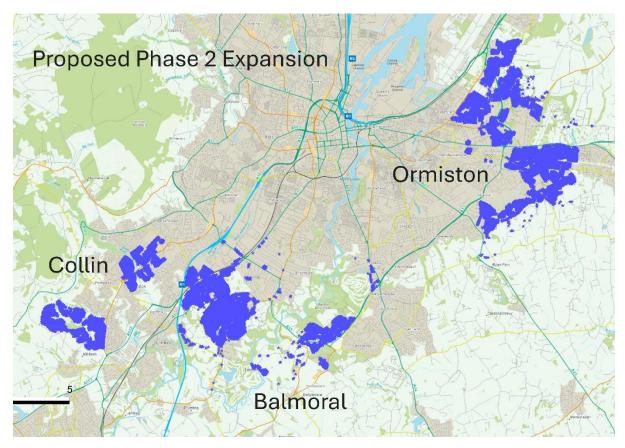


Figure 3: Existing kerbside glass collection provision plus proposed Phase 2

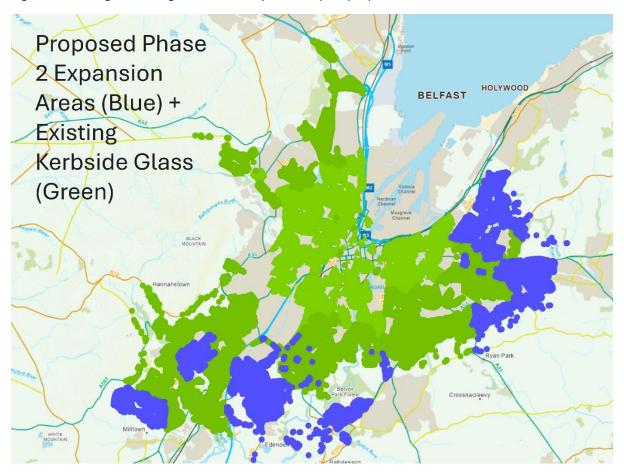


Table1: Proposed phase 2 expansion by District Electoral Area (green blocks)

DEA 🔻	Households
Balmoral	8236
Black Mountain	4389
Botanic	522
Castle	5706
Collin	4565
Court	5215
Oldpark	3900
Ormiston	10531
Titanic	2479
#N/A	79
(blank)	
Grand Total	45622

Proposed Phase 2 Expansion Street List

A. Balmoral

Balmoral	8236
aberfoyle gardens, belfast	11
aberfoyle park, belfast	10
aboo court, belfast	8
altnacreeva avenue, belfast	40
altnacreeva close, belfast	24
annadale avenue, belfast	2
archdale drive, belfast	36
archdale park, belfast	23
ardmore avenue, finaghy, belfast	55
ardmore court, finaghy, belfast	4
ardmore drive, belfast	24
ardmore park south, belfast	20
ardmore park, finaghy, belfast	57
ash grove, belfast	9
ashton avenue, belfast	24
ashton park, belfast	63
ballycairn close, belfast	39
ballycairn drive, belfast	25
ballylesson road, belfast	15
ballynahatty road, belfast	27
balmoral avenue, belfast	3
balmoral court, belfast	40
balmoral park gardens, finaghy, belfast	16
balmoral park, finaghy, belfast	21
bawnmore road, belfast	1
beechmount park, belfast	12
belvoir close, belfast	16
belvoir crescent, belfast	30
belvoir drive, belfast	220
benmore court, belfast	23
henmore drive helfast	164

benmore walk, belfast	11
bradford place, belfast	11
castleboy avenue, belfast	12
castlecoole park, belfast	90
castlecoole walk, belfast	16
castledillon road, belfast	85
castlehume gardens, belfast	66
castlerobin road, belfast	88
castleward park, belfast	38
chippendale court, belfast	13
chippendale gardens, belfast	13
church road, newtownbreda	51
cloghan gardens, finaghy, belfast	2
coleshill gardens, belfast	14
cranfield gardens, belfast	2
crevenish walk, belfast	16
de beere court, belfast	16
diamond avenue, belfast	3
diamond gardens, finaghy, belfast	74
diamond gate	11
diamond grove, belfast	7
donegall park, belfast	29
doon end, belfast	16
downhill avenue, belfast	45
downhill walk, belfast	6
drumart drive, belfast	184
drumart gardens, belfast	9
drumart green, belfast	19
drumart square, belfast	8
drumart walk, belfast	21
drumcairn close, belfast	24
drummond manor, belfast	6
dub lane, malone upper, belfast	39
dunmurry lane, dunmurry	1
dunseverick avenue, belfast	20
dunseverick court, belfast	12
edenderry cottages, belfast	37
edenderry road, belfast	2
edenderry village, belfast	100
erinvale avenue, belfast	85
erinvale drive, belfast	104
erinvale gardens, belfast	24
erinvale park, belfast	24
fairway avenue, belfast	23
fairway crescent, belfast	10
fairway drive, belfast	7
ianitaly arrest bottoot	,

fairway gardens, malone, belfast	12
finaghy park central, belfast	62
Finaghy Park Gardens	15
finaghy park north, belfast	18
finaghy park south, belfast	16
finaghy road north, belfast	44
finaghy road south, belfast	172
finbank court, belfast	13
finbank gardens, belfast	17
finch close, belfast	28
finch court, belfast	9
finch grove, belfast	40
finch place, belfast	9
finch way, belfast	21
findon gardens, belfast	63
findon grove, belfast	9
findon place, belfast	6
finnis close, belfast	32
finnis drive, belfast	16
finnis grange, belfast	15
finwood court, belfast	3
finwood park, belfast	21
foresthill view, belfast	9
garron crescent, belfast	52
geeragh place, belfast	13
gilchrist view	6
glenarm square, belfast	36
grangeville drive, belfast	2
grangeville gardens, belfast	57
grays park avenue, belfast	50
grays park court, belfast	5
grays park drive, belfast	22
grays park gardens, belfast	12
grays park, belfast	44
greenview park, belfast	12
greenwich mews, belfast	16
greystown avenue, belfast	129
greystown close, belfast	4
greystown park, belfast	63
Haddo Crescent	6
Haddo Lane	2
Haddo Place	5
haddo street, belfast	22
harberton park gardens, malone upper, belfast	12
hillmount court, belfast	10
hillmount gardens, belfast	62

hollymount court, belfast	16
hollymount, belfast	51
inishowen drive, belfast	130
ishbel gardens	8
Ishbel Mews	15
katrine park, belfast	47
killard place, belfast	22
killynether gardens, belfast	33
killynether walk, belfast	32
kilwarlin crescent, belfast	71
kilwarlin walk, belfast	52
kinbane way, belfast	16
kings court, belfast	14
kings hall lane	16
kinnegar road, belfast	29
kirkistown avenue, carryduff	18
kirkistown walk, belfast	20
kirklowe drive, belfast	13
lady ishbel avenue, belfast	13
lakeside drive, belfast	49
larkfield avenue, belfast	12
lille park, belfast	40
linen mill close, belfast	9
linen mill grove, belfast	21
linkview park, belfast	13
lisburn road, belfast	107
locksley drive, finaghy, belfast	5
locksley gardens, belfast	44
locksley grange, belfast	8
locksley parade, belfast	38
locksley park, belfast	179
locksley place, belfast	13
longacre, belfast	4
mahee close, belfast	56
malfin court, belfast	22
malfin drive, belfast	92
malone gate, belfast	6
malone heights, belfast	42
malone park gardens, belfast	16
malone ridge, belfast	20
malone road, belfast	17
malone view avenue, belfast	14
malone view crescent, belfast	5
malone view park, belfast	21
malone view road, belfast	38
malton court, belfast	24

malton drive, belfast	64
malton rise, belfast	26
malton vale, belfast	32
malwood close, belfast	6
malwood park, belfast	12
marguerite park, belfast	28
millburn court, belfast	25
milltown hill, belfast	3
minnowburn drive, belfast	20
minnowburn gardens, belfast	24
minnowburn mews, belfast	47
minnowburn terrace, belfast	4
mount aboo park, belfast	25
moyle walk, belfast	54
musgrave park court, belfast	29
newforge lane, belfast	2
newtownbreda road, belfast	1
northlands park, belfast	11
old coach avenue, belfast	39
old coach gardens, belfast	15
old coach lane, belfast	5
old coach road, belfast	32
old milltown road, belfast	56
olde forge manor, belfast	59
orchardville avenue, belfast	44
orchardville crescent, belfast	119
orchardville gardens, belfast	97
orlock square, belfast	22
ormeau road, ormeau	29
ormonde avenue, belfast	6
ormonde park, belfast	70
orpen avenue, belfast	36
orpen drive, belfast	39
orpen park, belfast	57
orpen road, belfast	63
park view, belfast	12
phennick drive, belfast	17
piney way, belfast	3
porter park, belfast	26
priory gardens, finaghy, belfast	10
priory park, belfast	80
ramore park, belfast	36
rathmore avenue, belfast	22
rathmore gardens, belfast	16
rathmore park, belfast	20
redhill manor, belfast	16
•	

regents wood, belfast	17
richmond mews, belfast	4
ruby cottages, belfast	4
saintfield road, belfast	5
sicily park, belfast	200
south crescent, belfast	33
st ellens terrace, belfast	4
st ellens, belfast	12
stockmans lane, belfast	42
strathallan park, belfast	10
strathyre park, belfast	20
the close, belfast	12
the crescent, belfast	44
the hawthorns, finaghy, belfast	10
the hill, belfast	26
the laurels, belfast	4
the vines, belfast	27
torr way, belfast	52
trossachs drive, belfast	112
trossachs gardens, belfast	18
trossachs park, belfast	10
upper lisburn road, belfast	302
upper malone close, belfast	7
upper malone crescent, belfast	19
upper malone gardens, belfast	31
upper malone park, belfast	65
upper malone road, belfast	80
upton avenue, belfast	18
upton park, belfast	24
wedderburn avenue, belfast	42
wedderburn gardens, belfast	24
whinnyhill drive, belfast	16
william alexander park, belfast	53
willisfield avenue, belfast	23
willisfield gardens, belfast	16
willisfield park, belfast	12

B. Collin

Collin	4565
altan avenue, dunmurry	14
altan close, dunmurry	10
altan drive, dunmurry	26
altan gardens, dunmurry	18
altan grove, dunmurry, dunmurry	12
altan park, dunmurry	8
altan place, dunmurry	15
altan walk, dunmurry	12
beechlawn avenue, dunmurry	36
benwee park, belfast	4
carnanmore park, belfast	110
cloona avenue, dunmurry	10
cloona crescent, belfast	32
cloona park, dunmurry, dunmurry	100
cois cluana park, belfast	6
derryveagh close, belfast	19
derryveagh drive, belfast	88
derryveagh mews, belfast	4
donegore gardens, belfast	28
doon cottages, belfast	5
doon road, belfast	93
dunmurry lane, dunmurry	32
erris grove, belfast	14
filbert drive, dunmurry	23
glendowan avenue, dunmurry	21
glendowan close, dunmurry, dunmurry	9
glendowan grove, dunmurry, dunmurry	13
glendowan park, dunmurry	7
glenfearna avenue, dunmurry	13
glenfearna gardens, dunmurry	23
glenfearna park, dunmurry	9
glenfearna wood, dunmurry, dunmurry	22
glengoland avenue, dunmurry	67

glengoland crescent, dunmurry	21
glengoland gardens, dunmurry	54
glengoland parade, dunmurry	48
glengoland park, dunmurry, dunmurry	70
glenview terrace, belfast	12
hazel close, dunmurry, belfast	21
hazel crescent, belfast	20
hazel drive	12
hazel glen, belfast	19
Hazel Heights	18
hazel link	10
hazel mews	9
hazel pass	4
hazel view, belfast	15
Hazel Way	2
helens wood court, dunmurry, dunmurry	45
helens wood, dunmurry	41
horn drive, belfast	139
horn walk, belfast	20
kells avenue, belfast	24
kilbourne park, dunmurry	10
lagmore avenue, belfast	76
lagmore dale, dunmurry	168
lagmore downs, dunmurry	66
lagmore drive, dunmurry, belfast	51
lagmore gardens, dunmurry	15
lagmore glen, dunmurry	162
lagmore grove, dunmurry, dunmurry	86
lagmore heights, dunmurry	23
lagmore meadows, dunmurry, dunmurry	240
lagmore rise, dunmurry	24
lagmore view crescent, dunmurry	23
lagmore view gardens, dunmurry	25
lagmore view lane, dunmurry	19
lagmore view manor, dunmurry	30
lagmore view road, belfast	67
lagmore view way, dunmurry	26
lagmore view, lagmore	7
lenadoon avenue, belfast	38
lenadoon walk, belfast	15
margaretta court, dunmurry	12
margaretta crescent, belfast	14
margaretta park, dunmurry	52
mizen gardens, belfast	10
mount eagles avenue, lagmore	143
mount eagles close, dunmurry	22

manustra ada a a contrator de manuscribo de manuscribo.	40
mount eagles court, dunmurry, dunmurry	10 56
mount eagles crescent, dunmurry mount eagles drive, belfast	48
mount eagles drive, beliast mount eagles glen, dunmurry	103
mount eagles grove, dunmurry	103
	6
mount eagles lane, dunmurry mount eagles link, dunmurry	13
	57
mount eagles lodge, dunmurry	
mount eagles news, dunmurry	10
mount eagles park, dunmurry	51
mount eagles pass, dunmurry	2
mount eagles square, dunmurry	74
mount eagles walk, dunmurry	17
mount eagles way, lagmore	63
oranmore drive, belfast	21
ringford crescent, belfast	40
ringford park, belfast	11
rinnalea close, belfast	6
rinnalea gardens, belfast	40
rinnalea grove, belfast	19
rinnalea walk, belfast	10
rinnalea way, belfast	9
rosgoill drive, belfast	21
rosgoill gardens, belfast	23
rosgoill park, belfast	91
shaws avenue, belfast	19
shaws court, belfast	6
shaws park, belfast	10
shaws place, belfast	3
stewartstown avenue, belfast	42
stewartstown gardens, belfast	10
stewartstown mews, belfast	4
stewartstown park, belfast	39
stewartstown road, belfast	4
suffolk avenue, belfast	21
suffolk crescent, belfast	68
suffolk drive, belfast	26
suffolk parade, belfast	12
suffolk road, belfast	19
teeling avenue, dunmurry	49
teeling grove, dunmurry	14
teeling view, dunmurry	16
tildarg avenue, belfast	102
trenchard, belfast	21
upper malone road, belfast	7
viewfort park, dunmurry	40
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white glen, lagmore, dunmurry	60
white rise, dunmurry	99
willowvale gardens, belfast	74
willowvale mews, belfast	3
wilmont park, dunmurry	5
woodbourne court, belfast	38
woodbourne crescent, belfast	12

C. Ormiston

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