

# Public Document Pack

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

10<sup>th</sup> January, 2020

## **MEETING OF PEOPLE AND COMMUNITIES COMMITTEE**

Dear Alderman/Councillor,

As previously notified to you, I enclose a copy of the report for the following item 3d and additional items 2b and 5b to be considered at the meeting to be held at 5.15 pm on Tuesday, 14th January, 2020.

Yours faithfully,

SUZANNE WYLIE

Chief Executive

### **AGENDA:**

2. **Restricted Items**

- (b) 'Wild Lights' Show – Botanic Gardens November- December 2020 (Pages 1 - 12)

3. **Committee/Strategic issues**

- (d) Waste Collections (Pages 13 - 24)

5. **Issues Raised in Advance by Members**

- (b) Proposal for Pedestrian Crossing at New BCC Play Park on Upper Dunmurry Lane - Councillor Michael Collins

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

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# Giant Lanterns: Lost Worlds

Date : Friday, Nov 15, 2019 to Sunday, Jan 26, 2020

Time : 16:45 - 21:00

Venue: Edinburgh Zoo



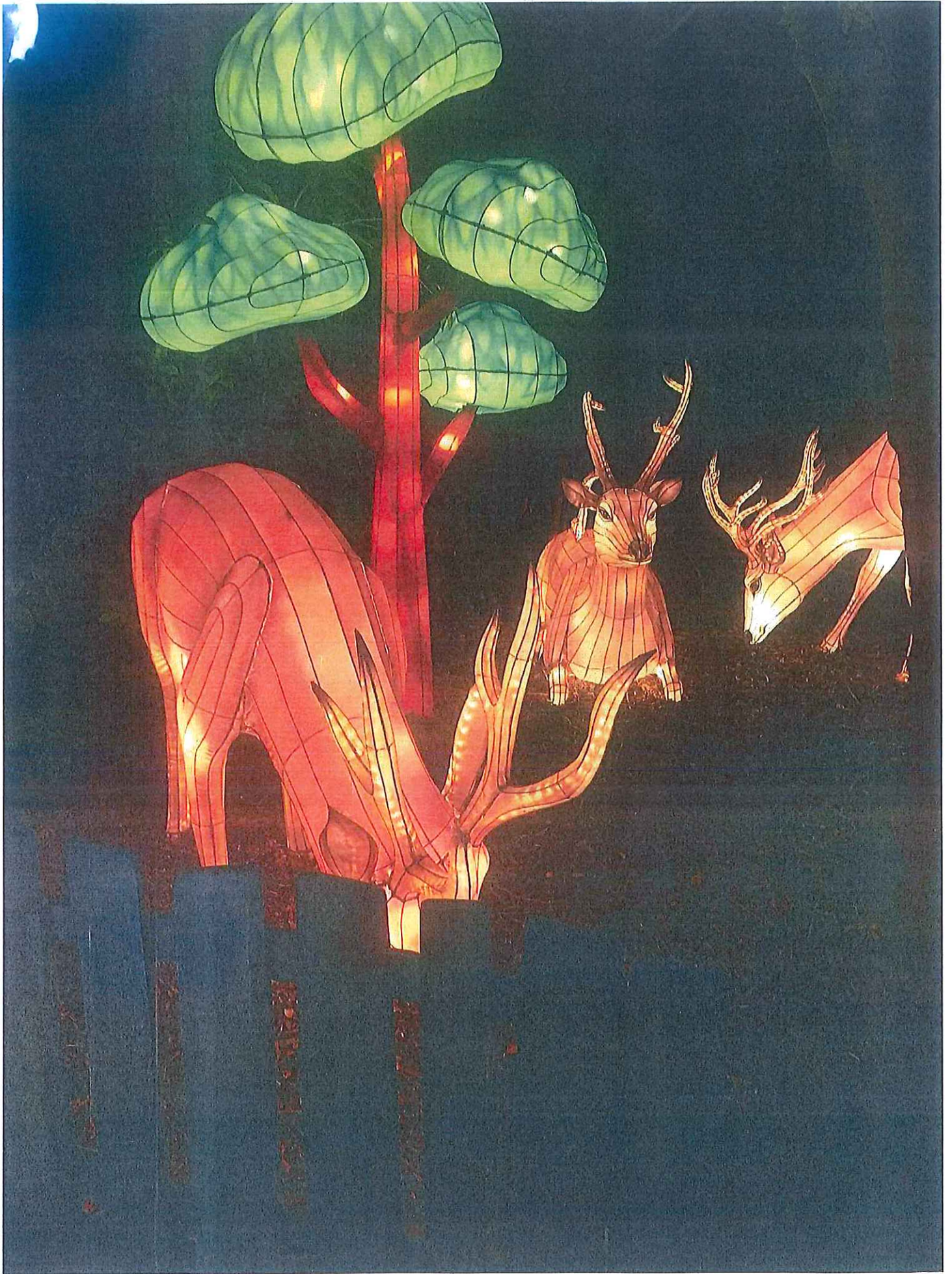
## Giant Lanterns are back with bite this winter!

Be transported back to a time where roar-some, weird and wonderful creatures roamed the Earth. Discover 570 million years of wildlife, from when the origins of life appeared as a dazzling array of tiny microbes, to a world where dinosaurs were born and the ice age gave way to the forgotten giants of the animal kingdom.

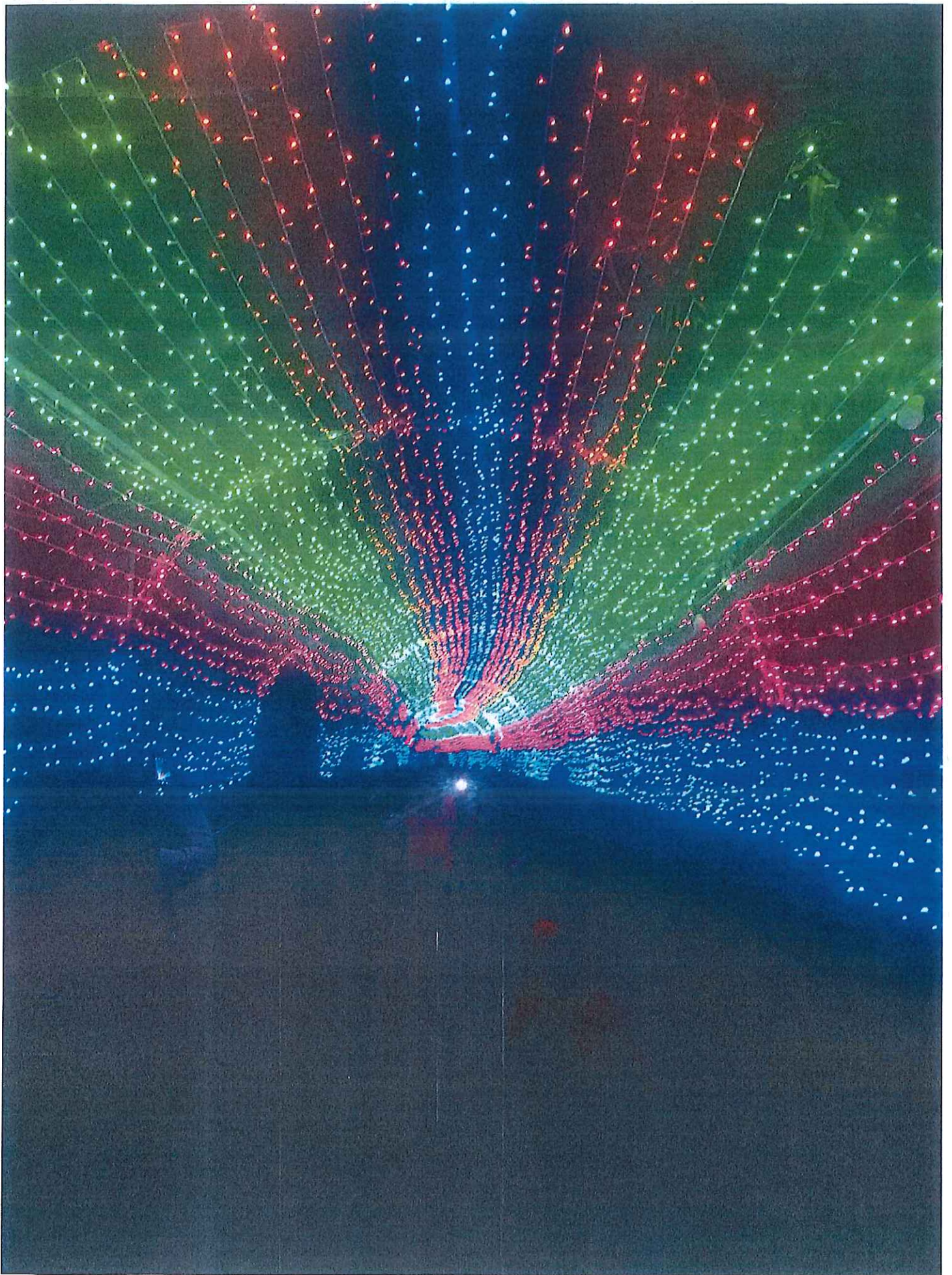
There's more to explore this year as Giant Lanterns return to Edinburgh Zoo in an all new prehistoric spectacle! Book now to visit Scotland's only lantern festival.

Find out more about the event and book tickets through our [main event webpage](#).

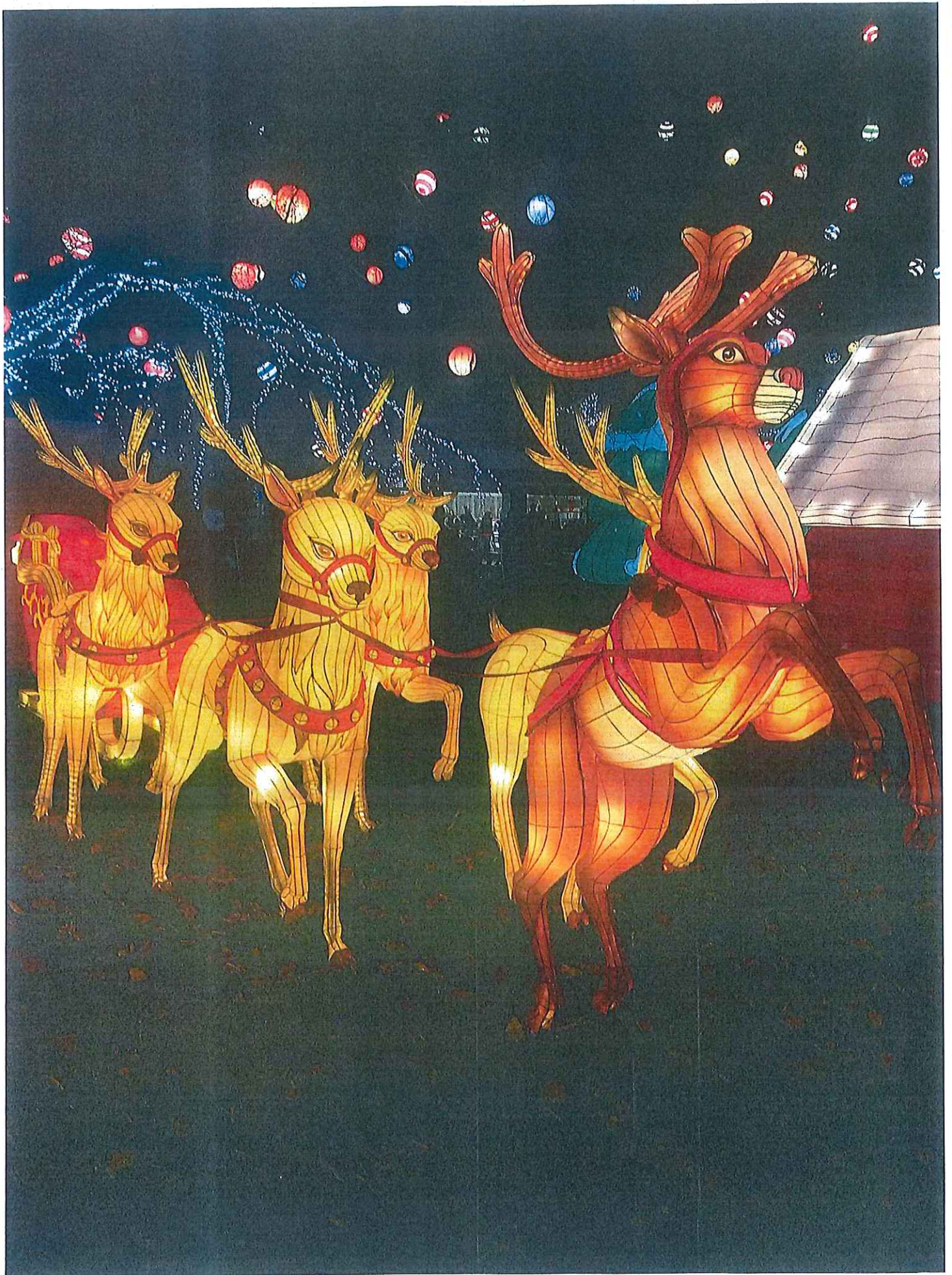




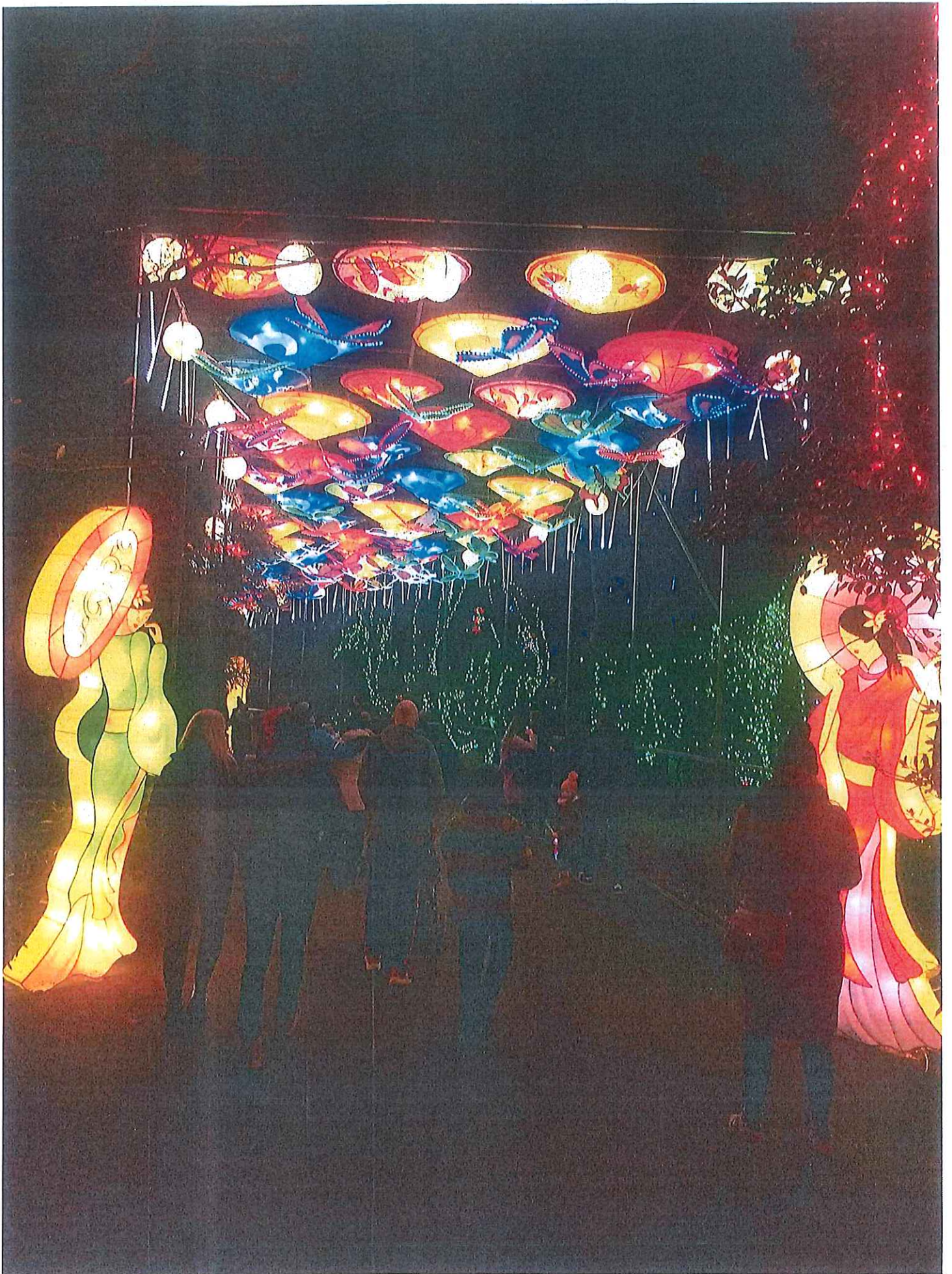




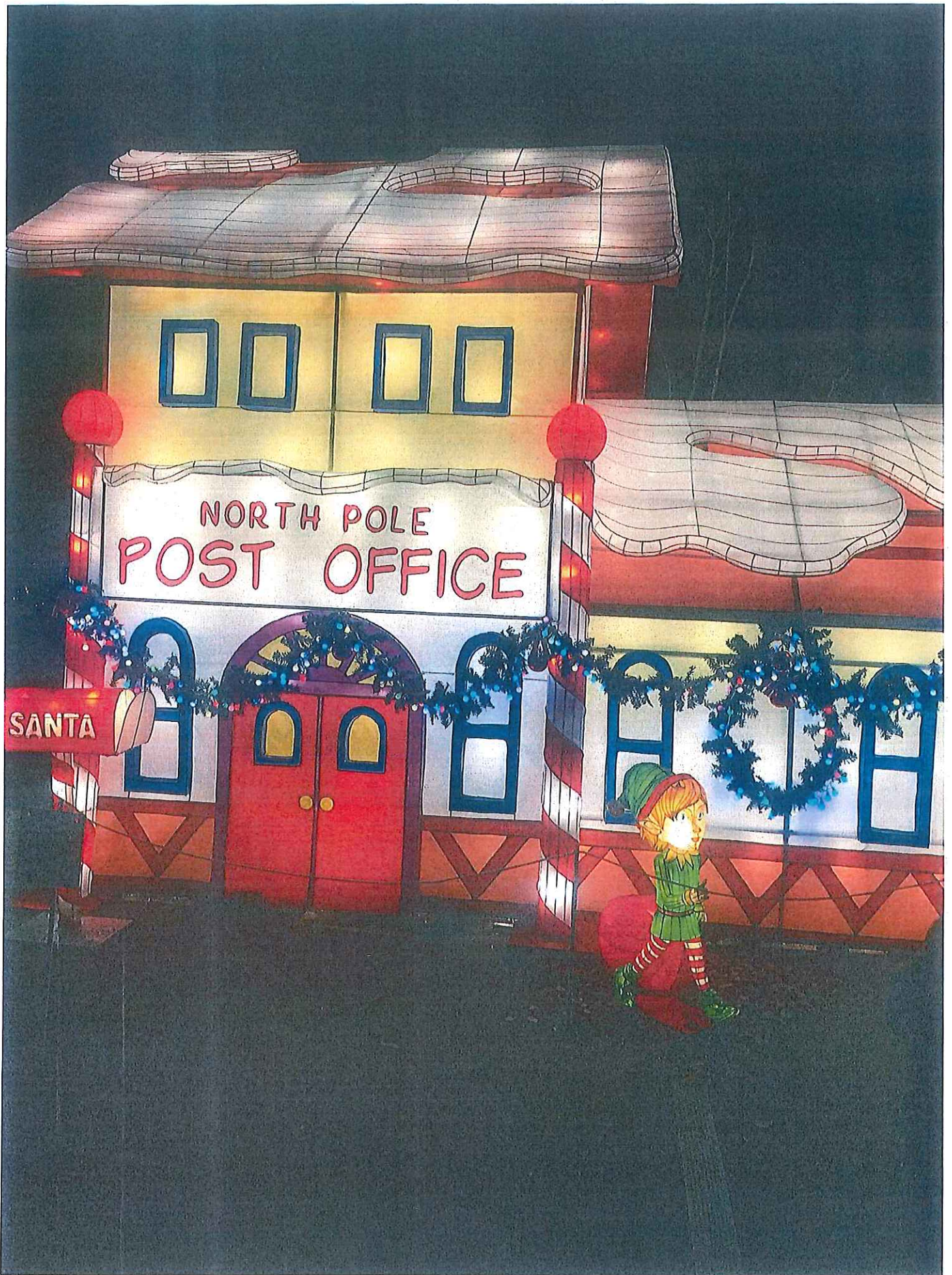




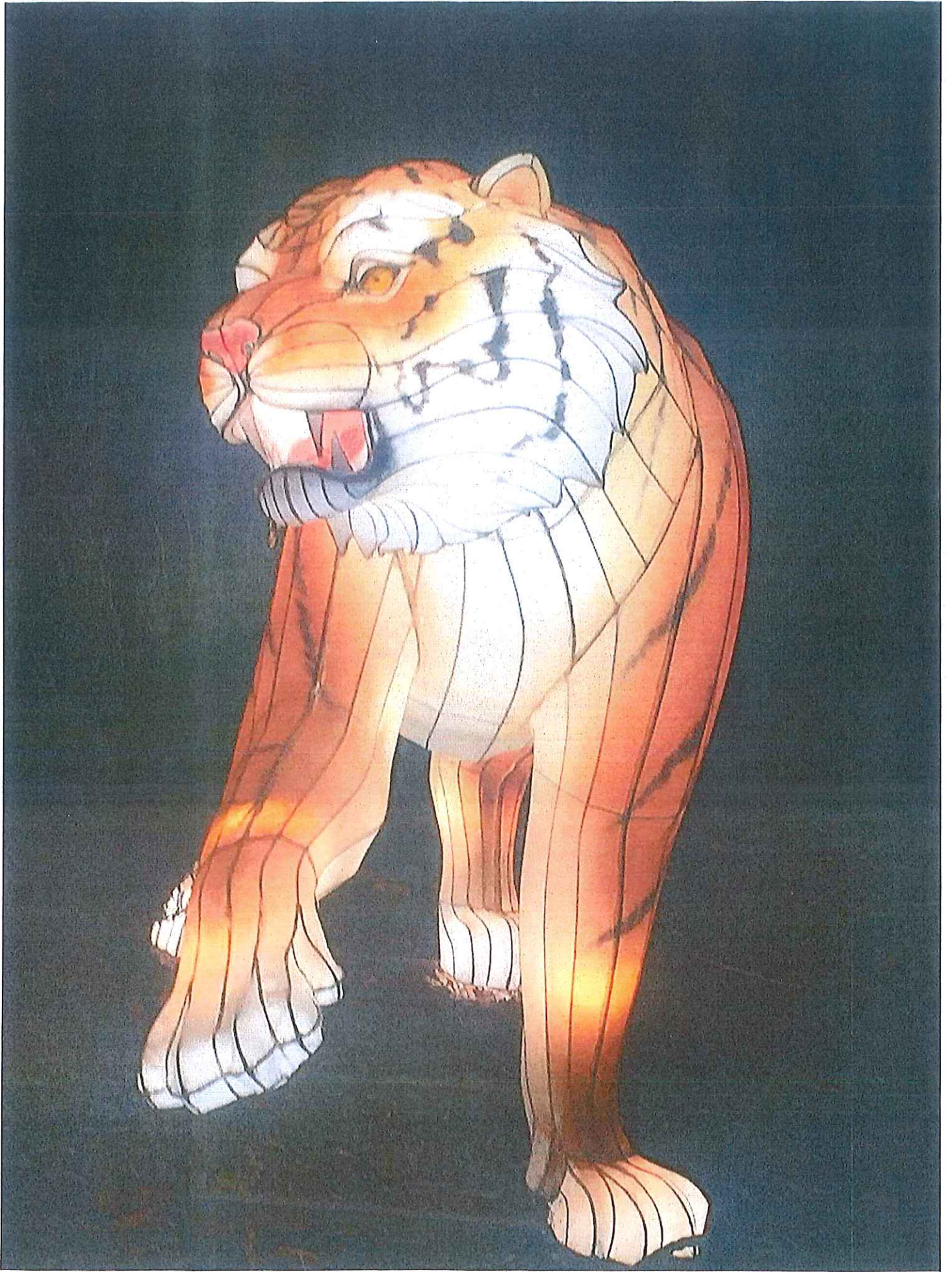












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Subject:	Waste Collection Update
Date:	14 January 2020
Reporting Officer:	Nigel Grimshaw, Strategic Director of Neighbourhood Services, City & Neighbourhood Services Department
Contact Officer:	Siobhan Toland, Director of City Services, John McConnell, City Services Manager (Resources & Fleet)

<b>Restricted Reports</b>	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Some time in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

<b>Call-in</b>	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

<b>1.0</b>	<b>Purpose of Report or Summary of main Issues</b>
1.1	To provide an update on Waste Collection missed bin issues given the discussion at Council on the 6 <sup>th</sup> January 2020.
<b>2.0</b>	<b>Recommendations</b>
2.1	Members are asked to note this update and agree, as discussed at Council on 6th January 2020 to hold a separate meeting with members of this committee and the Party Group

	Leaders to discuss the ongoing issues with waste collections and to include engagement with Trade Unions Coordinators as part of the Agenda for the meeting.
<b>3.0</b>	<b>Main report</b>
3.1	<p><b>Missed Bin Collections</b></p> <p><b>Executive summary of actions</b></p> <p>This report will highlight work progressed to date to address persistent issues which include:</p> <ul style="list-style-type: none"> <li>• Intensive work with squads reinforcing the concern of members and the customer experience</li> <li>• Using narrow bodied vehicles where logistically possible</li> <li>• 8 more narrow bodies vehicles ordered due Spring 2020</li> <li>• Working with communities and residents directly or through elected members regarding restricted access</li> <li>• Meetings with DFI officers on the ground regarding yellow lines and enforcement</li> <li>• Strategic Director to meet DFI officials</li> <li>• Identified key affected streets per area- looking at solutions</li> <li>• Customer program being fast tracked around waste collection solutions</li> </ul>
3.2	<p><b>Background</b></p> <p>An update on Waste Collection issues was submitted to the P&amp;C Committee on 8<sup>th</sup> October 2019, and a further detailed briefing was provided to the Party Group Leaders on the 8<sup>th</sup> November 2019.</p> <p>The October report stated:</p> <p>‘Turning to the issue of missed bins, this item has received increased scrutiny over the past two years as the new Resources &amp; Fleet City Service, has been established and throughout the summer of 2019 in particular. One of the priorities in Waste Collection is to ensure that the number of missed bins are kept to a minimum. It is worth reminding Members that on average we collect approximately 154,000 bins a week, so the percentage of missed bins is less than 0.5%, although we appreciate the impact even this has on people’.</p>



3.3	<p>Waste Collection runs on average 49 planned routes each day, some operate over a 10 day cycle. Routes are designed to ensure that all crews are employed for 37 hours per week, and have been reviewed in the last 12 months. Routes take into account travel times and times taken to empty lorries as well as carrying out compulsory vehicle safety checks each day.</p>
3.4	<p>Adjustments to routes are made as necessary e.g. new housing stock, PBMSA coming on stream etc. There is no established capacity to revisit missed streets during normal operational hours except for the provision of one Quick Reaction Team to recover missed black bins. All other recovery is currently carried out on overtime.</p>
3.5	<p><b>Current Issues</b></p> <p>In recent years, the number of missed collections has increased as a result of several factors and these have been covered in previous reports. However, more recently the main and growing problem cited by returning squads has being restricted access to streets due to parked cars. Although difficult to quantify, Waste Collection staff believe this to be a mix of residents parking in their own streets and commuters parking just off main arterial routes and then using public transport to continue their journeys to and from work.</p>
3.6	<p>The number of missed bins reported to the Council’s Call Centre spiked over and following the July holiday period, and although Waste Collection has strived to reduce this as quickly as possible, this has not been resolved quickly enough, mainly due to resources being diverted to cope with the increased demands for compostable waste collections which reached record levels throughout the Summer of 2019. Latest figures suggest that levels are now reducing towards the previous year’s figures.</p>
3.7	<p>Members will be aware that several approaches have been identified to improve the situation, and are being implemented or will be explored as part of the Transition and Improvement Plan within the Department, namely:</p> <ul style="list-style-type: none"> <li>• Raising awareness with squads about missed bins, using the data - core staff have been instructed to make every effort to get bins emptied “first time, every time” but, should this not be possible, to promptly communicate difficulties. This work continues and Assistant Managers continue to stress the importance of reporting issues immediately.</li> </ul>

- It has been stated that “If the lorry can’t get to the bin, can the bin get to the lorry?” and this is being considered. Council Health & Safety officers are working with Waste Collection to consider the frequency and distances involved to bring bins from agreed collection points to the vehicle, whether there is a recommended “maximum distance” an operator can be asked to pull a bin. This remains a work in progress as there is no definitive HSE, Waste Industry Safety and Health Forum (WISH) or other guidance on this and individual risk assessments would be required taking into account road conditions, length of travel, weight of bins, etc. This would be a major undertaking to achieve, and the effects on route efficiency and resourcing also need to be understood.
- Also being considered is the logistics and costs of additional staff to offset the above operation, however, we also need to consider operator fatigue to provide longer pulls? Current IT modelling systems cannot easily determine how many extra operators it would take to address missed bins through this method. This is due in the main because missed bins are not defined by one area or by one days’ collection or by one single waste stream.
- Selective targeting (e.g. missed Assisted Lifts) as a priority – discussions are underway with the individual crews on how best to introduce a new system of recording missed assisted lifts. It is hoped to trial a simple IT solution with the use of smartphones in the coming months, lead through the Customer Focus Programme.
- Better use of ICT with the first draft of “heat maps” being used to identify difficult areas but this is dependent upon access to critical staff members or additional technical support. Temporary admin support is to be utilised to devise heat maps and data that can be used to identify specific problem areas. These area specific issues could be discussed in greater detail at the specific meeting that is to be arranged with Members.
- Longer-term, amending the fleet to have a better fit-for-purpose (i.e. procuring ) narrow body and/or 18T refuse collection vehicles; an initial step has been taken to order 8 x 26T narrow body RCVs which are due to delivered in April/May 2020. These



vehicles are 250mm (10") narrower and should assist in accessing some narrow streets more easily and positively impact upon missed bins.

- Close dialogue is maintained with Road Service regarding the installation of double-yellow lines and enforcement, and higher level discussions have been held about adopting alternative approaches – such as red or blue lines, clearway zones etc, but these have been deferred pending reestablishment of the Assembly. We have written to the Department for Infrastructure formally to update them on these challenges, the impacts, and seek to get support and action from them on how to address. See Appendices 1 & 2 (Correspondence with Department for Infrastructure).

3.8

All of the above work and our work around the Departmental Transition and Improvement project for Resources and Fleet Services, is underpinned by the Corporate Customer Improvement Programme. This work is ongoing and further reports will be presented in due course.

3.9

#### **Update on progress**

Since the report of 9<sup>th</sup> October Waste Collection Management have continued to focus on the issue of missed bins and the following actions have been undertaken.

- Working with the Customer Focus Programme, a body of work is agreed to be undertaken by Digital Services to link current IT systems and data to create a Waste Collection 'dashboard' to provide relevant management data on which to base operational decisions on a live basis. It is hoped that this piece of work could be trialled operationally in the next few months.
- A trial has started, to try and independently verify and check, using internal quality monitors, instances whereby drivers have reported instances of access issues. Photographic evidence is being obtained wherever possible. This is aimed at providing assurance to management that access is restricted when reported. It should be noted however that the staff monitors are not qualified heavy goods drivers and therefore their view is subjective.

- Alongside this, a temporary admin resource is looking at extracting data on missed bins to provide some analysis on the main problem streets across the city, in order to prioritise any available resources to address.
- Addressing restricted access issues - work has been undertaken to assess the level of interaction with the public and with the Department for Infrastructure at local management level to address specific issues. An exercise has been undertaken to pull together all separate hard copy data and email records held within Waste Collection. This has been an attempt to quantify, in the last 12 months, the number of actions/ interventions taken by local waste management:
  - Lettering of residents in relation to access issues – 5,602 properties contacted across 132 streets;
  - Number of formal interactions with local Dfl management in relation to individual streets – 46 occasions;
  - Number of interactions that has resulted in action by Dfl (eg introduction of yellow lines) – 41 occasions;
  - Number of successful outcomes from these interactions – 32 occasions, (subjective view from front line management - exact data is not held);
  - Number of on-site meetings with Councillors, MLAs and / or their representatives in relation to access issues by Waste Collection Management – 44 site meetings.

3.10

Work will continue to develop reliable data using IT systems and to inform management decision making, to target available resources wherever possible to maximise the first time collection of bins across the city. In terms of the operational planning regarding Christmas and New Year 2019, Members will be aware that party group leaders were briefed on this and some of the difficulties faced in terms of operational planning. It is clear that early conversations with staff and Trade Unions will need to happen very soon regarding the outcome and impacts of the holidays alongside the ongoing issues with missed bins and these meetings are being planned. Further information can be provided to Members at the specific meeting requested following the Council meeting on the 6<sup>th</sup> January 2020.

**Financial and Resource Implications**

3.11

These have not been assessed at this time, as this report is an update report. Clearly to implement some of the possible improvement actions and as the Customer and Transition



3.12	<p>and Improvement Programs progress, actions will be developed and these will be need to be assessed in terms of their feasibility and costs.</p> <p><b><u>Equality or Good Relations Implications/ Rural Needs Assessments</u></b></p> <p>None required at this time.</p>
<b>4.0</b>	<b>Appendices – Documents Attached</b>
4.1	<p>Appendix 1 – Letter to Permanent Secretary Dfl</p> <p>Appendix 2 – Letter of Reply from Dfl</p>

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Date: 31 October 2019

Katrina Godfrey  
Permanent Secretary  
Department for Infrastructure  
Clarence Court  
10-18 Adelaide Street  
Belfast  
BT2 8GB



Dear Katrina,

**Proposals to address persistent poor parking issues affecting waste collection vehicle access to specific streets across the Belfast City Council area**

It will come as no surprise that Belfast City Council's front line service to each and every household in Belfast is coming under continued criticisms from residents, MLAs and Councillors due to a growing pattern of persistent poor parking behaviours which are affecting our ability to deliver a reliable waste collection service.

The restricted access to residential areas is leading to persistent missed bin collections and is a growing problem. Whilst significant effort has been deployed in partnership between BCC and DfI officers and possible solutions put forward, unfortunately real progress to resolve these issues has not been made.

This matter has been debated at the full Council meeting and by Party Group Leaders. I am also aware a number of MLAs are regularly engaged with you on the same issue and have been in correspondence with your traffic manager Paul King, who has developed some local street solutions which unfortunately have not yet been implemented, eg objections to the consultation on single yellow lines.

I have suggested that our Councillors and MLAs engage with you on this matter to obtain an understanding of the parking issues and complexity to the nature of the causes and how we could explore the potential to unlock solutions in areas of particular difficulty.

I would welcome an opportunity to meet with you at your earliest opportunity to discuss the issues above.

Kind regards,

**Nigel Grimshaw MBE**  
**Strategic Director of City and Neighbourhood Services**

Cc Paul King, Traffic Manager, Department for Infrastructure



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Department for

**Infrastructure**

An Roinn

**Bonneagair**

[www.infrastructure-ni.gov.uk](http://www.infrastructure-ni.gov.uk)

From the Permanent Secretary  
**Katrina Godfrey**

Nigel Grimshaw MBE  
Strategic Director of City and Neighbourhood  
Services

By email:  
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BELFAST  
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Telephone: (028) 9054 1175  
Email: [katrina.godfrey@infrastructure-ni.gov.uk](mailto:katrina.godfrey@infrastructure-ni.gov.uk)

Your reference:  
Our reference: PSDFI 306/19  
5 November 2019

Dear Nigel

### **PARKING ISSUES IN PARTS OF BELFAST**

Thank you for your letter of 31 October and for the concerns you have flagged about persistent poor parking and the implications for waste collection services.

I have asked Conor Loughrey and Liz Loughran to meet you as you propose to discuss in more detail the issues and potential solutions. Conor and Liz are the senior officials responsible, respectively, for network services and transport policy. As you may know, Liz also leads for us on the connectivity study we have jointly commissioned with the Council and DfC and will be well placed to consider any issues that might have relevance to it.

I hope this is helpful.

Yours sincerely

**KATRINA GODFREY**

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