

Document Pack

**Democratic Services Section
Chief Executive's Department
Belfast City Council
City Hall
Belfast
BT1 5GS**



26th February, 2015

MEETING OF HEALTH AND ENVIRONMENTAL SERVICES COMMITTEE

Dear Alderman/Councillor,

The above-named Committee will meet in the Lavery Room (Room G05), City Hall on **Wednesday, 4th March, 2015 at 4.30 p.m.**, for the transaction of the business noted below.

You are requested to attend.

Yours faithfully,

SUZANNE WYLIE

Chief Executive

AGENDA:

1. **Routine Matters**
 - (a) Apologies
 - (b) Minutes
 - (c) Declarations of Interest
2. **Cleansing Services**
 - (a) Update on Street Cleanliness Index, Enforcement, Education Activities and Dog Warden Service (Pages 3 - 8)
3. **Environmental Health**
 - (a) Update on Work of the Belfast (District) Policing and Community Safety Partnerships (Pages 9 - 14)

(b) Dog Identification Tags (Pages 15 - 18)

(c) Renewal of Lease - Port Health Unit, Corry Place (Pages 19 - 20)

4. **Waste Management**

(a) Review of 'Towards Zero Waste' Action Plan 2012-2015 (Pages 21 - 52)

(b) Update on NILAS and Customer Service Standards (Pages 53 - 58)

**To: The Chairman and Members of the Health and Environmental Services
Committee**



Belfast City Council

Report to:	Health and Environmental Services Department
Subject:	Update on Street Cleanliness Index, Enforcement, Education Activities and Dog Warden Service
Date:	4 th March, 2015
Reporting Officer:	Jim Ferguson, Operations Manager, ext 5234
Contact Officer:	Sam Skimin, Head of Cleansing Services, ext 5273

1	Relevant Background Information
1.1	The figures presented in this report cover the second quarter of the financial year i.e. the period from October 2014 to December 2014. Monitoring figures were measured by Cleansing Services Quality Officers. Enforcement, Dog Warden and Education and Awareness information was supplied by the Customer Support Service, Dog Warden Service and the Community Awareness Section within Cleansing Services, who were responsible for these functions over the period concerned.
1.2	The monthly monitoring programme consists of a random 5% sample of streets throughout the city being inspected and graded. From the grading, a Street Cleanliness Index is calculated and plotted for the various areas of the city, and the city as a whole.
1.3	The index range is from 1 to 100; with a Cleanliness Index of 67 being regarded as an acceptable standard by Keep Northern Ireland Beautiful. The results show the trends on a month to month basis. To alleviate the influence of spurious results on the overall index, the results are averaged over the last 4 surveys. Spurious results may occur for reasons such as adverse weather conditions, seasonal problems etc.

2	Key Issues
2.1	The overall city wide cleanliness index for this quarter is 74. This is a decrease compared to the score for the previous quarter's cleanliness index of 75. The index for the same period in the previous year was 74. A cleanliness index of 74 is above the target set and is considered an extremely good level of cleanliness.
2.2	The breakdown by individual area is as follows:
2.3	<u>North</u> The North Cleanliness Indices for October 2014 to December 2014 were 72, 74 and 73 respectively. This represents a decrease for all three months, with October (down 4), November (down 1) and December (down 1) by comparison to those figures for the same period in the previous financial year viz. 76, 75 and 74 respectively. The area is however maintaining a good level of cleanliness.

2.4	<p><u>South</u> The South Cleanliness Indices for October 2014 to December 2014 were 78, 77 and 76 respectively. This represents an increase for October (up 3), a similar score for November (77), and an increase for December (up 2) by comparison to those figures for the same period in the previous financial year viz. 75, 77 and 74 respectively.</p> <p>The area is maintaining a very good level of cleanliness.</p>
2.5	<p><u>East</u> The East Cleanliness Indices for October 2014 to December 2014 were 77, 77 and 74 respectively. This represents an increase for October (up 2), an increase for November (up 3) and a decrease for December (down 2), by comparison to those figures for the same period in the previous financial year viz. 75, 74 and 76 respectively.</p> <p>The area is maintaining a very good level of cleanliness.</p>
2.6	<p><u>West</u> The West Cleanliness Indices for October 2014 to December 2014 were 73, 72 and 71 respectively. This represents an increase for October (up 1), a similar score for November (72) and December (71), by comparison to those figures for the same period in the previous financial year viz. 72, 72 and 71 respectively.</p> <p>The area is maintaining a good level of cleanliness.</p>
2.7	<p><u>Central</u> The Central Cleanliness Indices for October 2014 to December 2014 were 75, 72 and 73 respectively. This represents an increase for October (up 2), a decrease for November (down 2), and a similar score for December (73), by comparison to those figures for the same period in the previous financial year viz. 73, 74 and 73 respectively.</p> <p>The area is maintaining a good level of cleanliness.</p>
2.8	<p><u>Complaints / Enquiries</u> There were 1233 enquiries regarding street cleansing during the quarter (by comparison to 1474 last quarter).</p>
2.9	<p>There were seventeen Corporate Complaints (15 Stage One, 1 stage two and 1 Stage Three) during the quarter – two of which related to street cleansing (both stage 1).</p>
2.10	<p><u>Enforcement</u> There were 689 Fixed Penalty Notices issued under the Litter (NI) Order 1994, and 115 summonses issued. In addition 1339 Article 20 Notices were issued requesting information in relation to alleged offences.</p>
2.11	<p><u>Community & Education Projects</u> During the last quarter, the Community Awareness Team managed the Brighter Belfast environmental awards including Belfast in Bloom. The team also ran the Christmas ELF project with 69 nursery schools participating. The 'Singing Street Sweepers' were out over the festive period singing Christmas Carols on a litter theme, creating a lot of interest in the city centre and social media.</p>
2.12	<p>In the last quarter, the team facilitated 15 community cleanups with 322 volunteers, attended or chaired 13 events at which 4995 people attended, and visited 88 schools with 3018 pupils attending, spreading the anti-litter and dog fouling message.</p>
2.13	<p><u>Dog Fouling</u> The overall instances of dog fouling observed by Cleansing Services Quality Officers during the quarter were 192. There is a focus placed on dealing with dog fouling hotspots as a result of complaints and information from staff out on the ground. Cleansing Services and the Dog Warden Service continue to work together to address hot spots when identified.</p>

2.14	<p><u>Dog Warden Information</u></p> <p>During the quarter the following was noted:</p> <ol style="list-style-type: none"> 1. A total of 29 fixed penalty notices were issued for dog fouling (21 last quarter) 2. A total of 235 dogs were seized for straying (242 last quarter) 3. A total of 156 fixed penalty notices were issued for straying (169 last quarter)
2.15	<p>The Dog Ward service is on target in regard to stray dogs, and continues to work towards meeting fixed penalty targets for dog fouling.</p>

3	Resource Implications
3.1	<p><u>Financial</u> There are no financial implications in this report.</p>
3.2	<p><u>Human Resources</u> There are no human resources implications in this report.</p>
3.3	<p><u>Asset and Other Implications</u> There are no assets or other implications in this report.</p>

4	Equality and Good Relations Implications
4.1	There are no relevant equality and good relations implications.

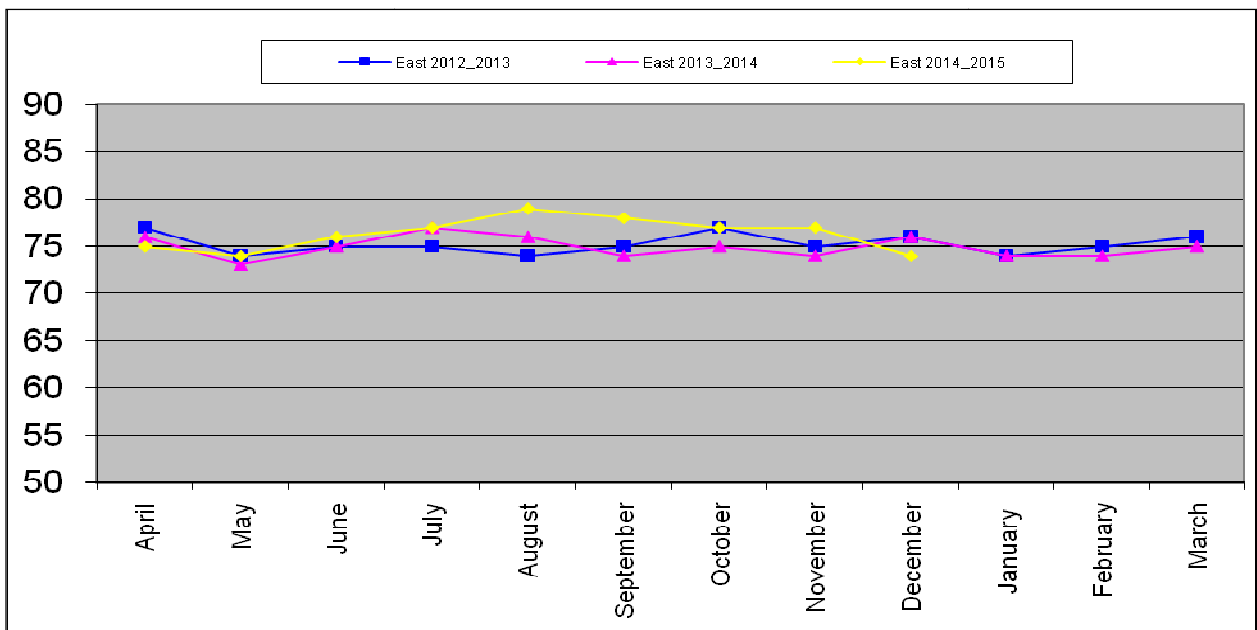
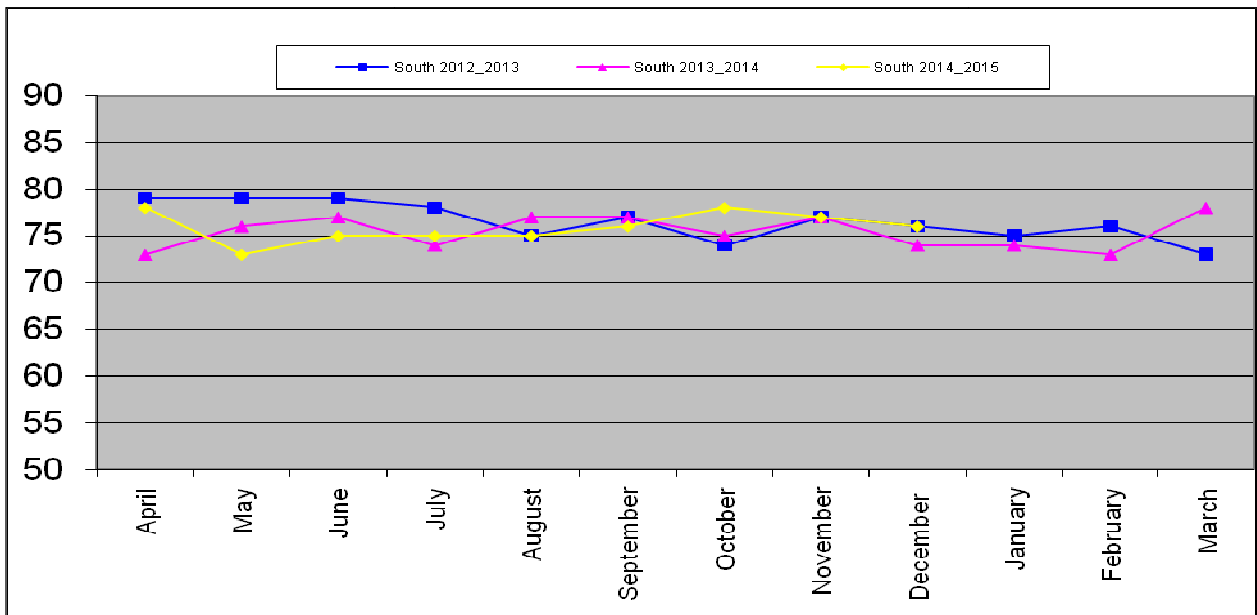
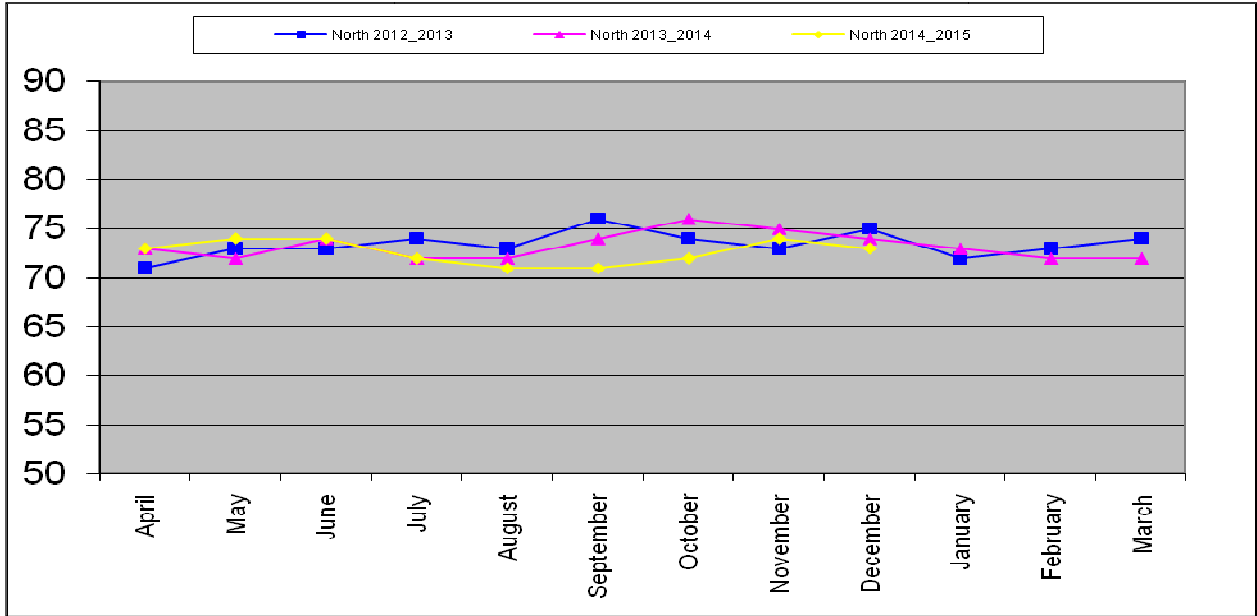
5	Recommendation
5.1	Members are asked to note the content of this report.

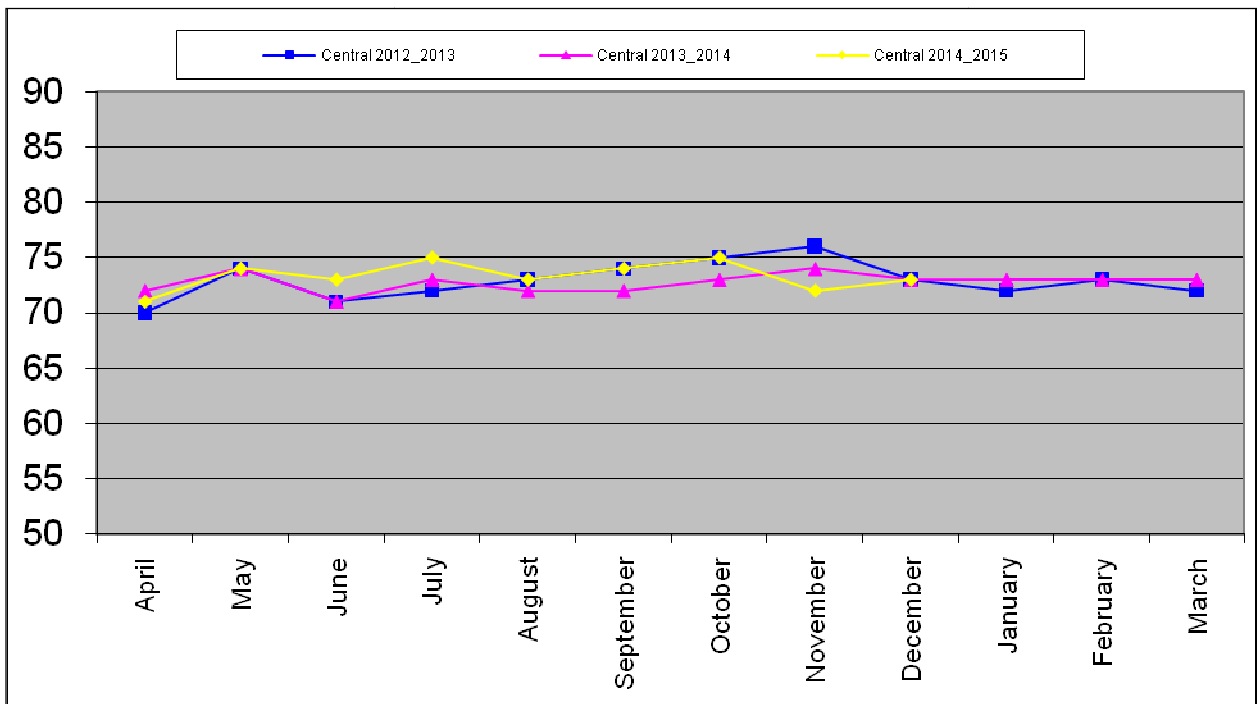
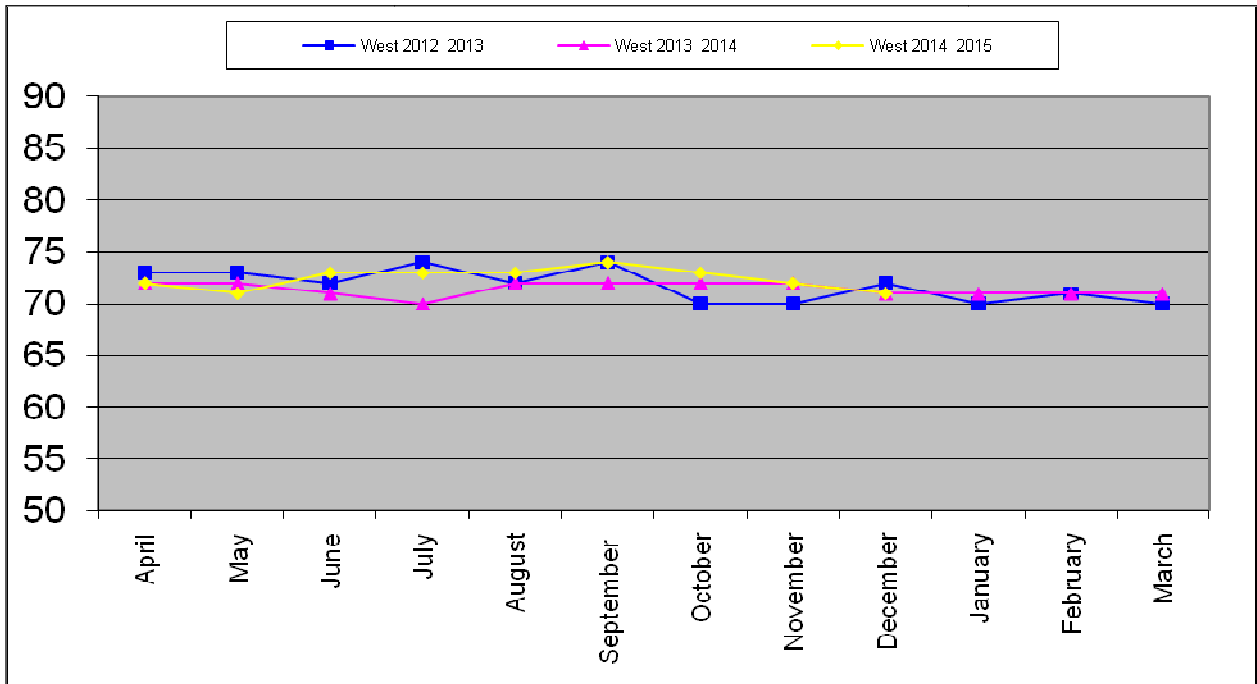
6	Decision Tracking
	N/A

Key to abbreviations
None.

Documents attached
Trend analysis graphs

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Belfast District Council

Report to:	Health and Environmental Services Committee
Subject:	Update on Work of the Belfast (District) Policing and Community Safety Partnerships
Date:	4th March, 2015
Reporting Officer:	Siobhan Toland, Head of Environmental Health/Lead Operations Officer, ext. 3281
Contact Officer:	Alison Allen, Safer City Manager, ext. 3780

1	Relevant Background Information
1.1	Members will be aware that the Belfast Policing and Community Safety Partnership (PCSP), and the four District PCSPs (DPCSPs), were formally established in May 2012. These Partnerships are facilitated by the Council and overseen regionally by a Joint Committee consisting of representatives from the Department of Justice and the Northern Ireland Policing Board. Membership is made up of elected representatives, independent members (publicly appointed) and statutory/voluntary designated organisations which play a role in tackling crime and anti-social behaviour.
1.2	In the 2014/2015 financial year, the Joint Committee provided the PCSP with £761,520 of which £486,520 and £275,000 was directed towards service delivery and core costs respectively. Members will also be aware that a further £122,500 of the Health and Environmental Services Department's revenue estimates was allocated to the (D)PCSPs to support service delivery.
1.3	(D)PCSPs aim to make our community safer. They do this by focussing on the policing and community safety issues that matter most in local areas. They consult and engage with the local community to identify and prioritise issues of concern in relation to policing and community safety and develop plans to tackle these issues. They also monitor police performance and work to gain the co-operation of the public with the police in preventing crime; and deliver a reduction in crime and enhance community safety through various interventions and initiatives.

2	Key Issues
2.1	<p><u>2014/2015</u></p> <p>In 2014/2015, the (D)PCSPs have successfully delivered a series of community safety and policing initiatives across the city. Some examples of this work include:</p>
	<p>Strategic Contribution</p>
2.2	<p>The role of Belfast PCSP is to develop a strategic citywide response to policing and community safety needs. Some examples of this work are:</p>
2.3	<p>Human Trafficking – Belfast PCSP has continued to develop new and innovative ways of raising awareness of Human Trafficking not only in Belfast but across Northern Ireland. This approach has taken many forms including:</p> <ul style="list-style-type: none"> ▪ Frontline Service Providers event attended by 200 representatives from the hospitality industry, taxi drivers, council officers and postal workers. This event was designed to improve knowledge among front line workers of the “tell tale” signs of human trafficking to improve detection. ▪ The PCSP is represented on the NI Assembly Strategic Group tasked with raising awareness of this issue. This approach has been recognised and supported by the Minister for Justice, David Ford, OFMDFM Junior Ministers Jonathan Bell and Jennifer McCann and the National Crime Agency. ▪ Hosted in conjunction with the Lord Mayor, the EU Anti-Trafficking Co-Ordinator, Maria Vassiladou to learn about the European approach to the issue. ▪ Launched the Human Trafficking Gift Box on the front lawn of City Hall. This initiative was the first of its type in Ireland which provided the community with a chance to learn more on this issue. ▪ Commissioned an awareness raising DVD and online campaign endorsed by the Minister for Justice. To date, 1,000 DVDs have been distributed as part of the training package.
2.4	<p>Drug Dealing – Belfast PCSP has also taken strategic ownership of an interagency approach to reducing drug dealing. An Advisory Group of PCSP Members, PSNI, Crimestoppers and service providers previously developed a campaign to reduce drug dealing by encouraging people to report suspicious activity to Crimestoppers. This campaign has been further developed by the PCSP this year to include an advertisement on television.</p>
2.5	<p>Furthermore, the Belfast PCSP has led a multi agency approach to the increasing issue of irresponsible disposal of sharps/needles in and around our parks and other public conveniences. This was an increasing problem for both the Parks and Waste Departments.</p>
2.6	<p>These initiatives include the installation of specific sharps bins in four of our most problematic public conveniences. This is the first time this type of intervention has been developed in Northern Ireland. This intervention also included the introduction of ‘One Hit Kits’, an education programme implemented in conjunction with the needle exchanges.</p>

2.7	<p>Night Time Economy – Belfast PCSP has secured the co-operation of all previous “Get Home Safe Scheme” partners as well as night-time volunteer groups to form the Safer Belfast Co-Ordination Team. This Group meets on a bi-monthly basis to discuss ongoing issues and to develop new and innovative ways of dealing with night-time economy issues and to respond to larger events organised by Belfast City Council including Tennants Vital, Belsonic, St Patricks Day and Freshers.</p>
2.8	<p>The Belfast PCSP is currently working with all partners on the development of a Safer Belfast Phone application in order to target those most affected by issues relating to the night-time economy.</p>
2.9	<p>Crime Prevention Event and Youth Awards – Belfast PCSP delivered a citywide Crime Prevention and Safety Event in December, 2014 with over 1,400 participants from across the city. This event provided the community with invaluable safety and crime prevention advice whilst providing a platform for engagement to the public with our statutory partners.</p>
2.10	<p>The Belfast PCSP also delivered its annual Youth Awards, opened by the Minister for Justice, David Ford. The Awards involved 300 young people from across all community backgrounds attending City Hall where they were recognised for some of the outstanding work they have achieved within their communities. The PCSP recognised the Lord Mayor’s priorities for the year and helped the First Citizen develop and deliver the first Lord Mayor, ‘Best of Belfast’ award.</p>
<p>Responding to Local Need</p>	
2.11	<p>DPCSPs in each of the four areas of Belfast (North, South, East and West) respond to local community safety needs whilst ensuring local accountability of policing. DPCSPs have undertaken this in a number of ways and one example of this work has been outlined below. However, there are also many other examples.</p>
2.12	<p>North DPCSP - Since March 2014, the North Belfast DPCSP has co-ordinated a multi-agency group called the Greater Ardoyne Tension Monitoring Group, which was established through Belfast City Council’s Peace III funded Tension Monitoring Project. The Group consists of community representatives from Woodvale, Upper Ardoyne, Ardoyne and Lower Oldpark, along with the PSNI, BELB and Belfast City Council.</p>
2.13	<p>The Group meets monthly and has developed a Neighbourhood Action Plan that addresses a wide range of issues that impact on local community tensions such as youth provision, communication, policing, diversionary activities, training and capacity building. Through the Group, a number of initiatives have taken place such as funding for a cross community Christmas event at Hillview, which was attended by more than 1,000 young people and support for local diversionary activities at Halloween, which resulted in 3 events. In addition, the Group ensured that information was shared between the communities about employment opportunities arising from the construction of a local nursing home.</p>
2.14	<p>South DPCSP - South DPCSP provided funding to the Men’s Advisory Project and Women’s Aid to develop and update their websites as well as making them mobile friendly. The websites ensure that each organisation has the opportunity to promote their services and highlight local support available to those who are victims of Domestic Violence.</p>
2.15	<p>The Partnership supported both organisations to launch their websites in City Hall. The launch event was attended by 120 participants from various community and</p>

	<p>statutory backgrounds with speakers from Women's Aid, the Belfast Domestic Violence Forum and the Men's Advisory Project. Those in attendance received information on the local services available within South Belfast. The launch event also provided an opportunity to showcase the artistic work of the young children living in the Women's Aid Hostel.</p>
2.16	<p><u>East DPCSP</u> - The Alive and Kicking project was aimed at engaging young people aged 13 to 14 years around issues relating to drugs and alcohol misuse. The project was funded by the East Belfast DPCSP and run in conjunction with the PSNI, Belfast Health and Social Care Trust and FASA. The project culminated in the production of a website with the participating children outlining their views on how drugs or alcohol can ruin lives, by using examples of celebrities whose lives have been damaged through the misuse of drugs or alcohol. Strathearn School acted as the pilot for the project and it is now set to be rolled out to another two schools in East Belfast. The website containing the children's input can be viewed at www.aliveandkickingni.com</p>
2.17	<p><u>West DPCSP</u> - West Belfast DPCSP approved and delivered 14 Policing Committee projects. The Projects range from difficult and challenging diversionary and engagement initiatives with young people, particularly in areas where, historically confidence and engagement with the Police has been limited, to work with older members of our communities, providing them with vital advice and practical personal safety equipment to make them feel safer, and to also engage with the Police and each other.</p>
2.18	<p>A number of the projects delivered have engaged with and involved participants from across perceived divides in an attempt to create shared experiences and interests which may possibly cement future relationships both with themselves and with the Police. Structured engagement between the Police and our communities across West Belfast has been a vital part of the strategic delivery of the West Belfast DPCSP.</p> <p>Supporting Local Delivery</p>
2.19	<p><u>Small grants for local groups</u> – 35 groups were supported to provide services at a local level, representing an investment of around £144,000 in our city with the aim of improving co-operation between communities and local police; as well as supporting initiatives which offer positive opportunities and prevent people from becoming involved in anti-social or criminal behaviour. Some of the initiatives that the (D)PCSPs, supported alongside Neighbourhood Policing Teams, include sporting programmes, arts and culture schemes, education campaigns, cross community and intergenerational projects and community programmes.</p> <p><u>2014 onwards</u></p>
2.20	<p>The (D)PCSPs are currently developing Action Plans for the 2015-2016 period for submission to the Joint Committee. While these plans will focus primarily on the allocation of the Joint Committee's funding, they will also outline the (D)PCSPs work with neighbourhoods and organisations across the city that does not require a specific additional resource allocation.</p>
2.21	<p>In the coming year, the (D)PCSPs will continue to engage with the public as well as addressing the community safety priorities both on a strategic city-wide basis as well as within each area. It is likely that these will include issues such as anti-social behaviour, drugs and alcohol, burglary, hate crime, violent crime and fear of crime.</p>

2.22	The boundary extensions under Local Government Reform will clearly have an impact on the membership and geographies of the new (D)PCSPs. We are currently working with the Joint Committee to plan a process for moving to a new structure and securing appropriate resourcing arrangements.
2.23	The Joint Committee are currently in the process of reviewing the report from the Criminal Justice Inspectorate on the operation of PCSP's and its recommendations.
2.24	<p>Some the key findings from the report are detailed below:</p> <ul style="list-style-type: none"> ▪ There should be one PCSP for each local council area – including Belfast without the need for DPCSPs. ▪ In line with the approach to good relations, a series of community safety indices should be developed and agreed. These should form the basis for the ongoing and longer term assessment of the success of PCSPs. ▪ From 2015 the local Councils should provide the compliance and assurance framework for PCSPs. The Community Plan should be the focal point for delivery of the long-term aims of the PCSP ▪ The recruitment process should actively encourage applications from young people and ethnic groups to increase diversity. ▪ Following implementation of the LGR, the cost of administration should not exceed 20% of the budget allocated to PCSPs.
2.25	The Joint Committee have committed to ongoing engagement with Council and PCSP Members before any final decisions are made on the recommendations.

3	Resource Implications
3.1	<p><u>Financial Resources</u></p> <p>£122,500 of service delivery costs per annum until March, 2016. This has already been agreed via the revenue estimates.</p>
3.2	<p><u>Human Resources</u></p> <p>None.</p>
3.3	<p><u>Asset and Other Implications</u></p> <p>None.</p>

4	Equality and Good Relations Considerations
4.1	None at present.

5	Call In
5.1	This decision is subject to Call In.

6	Recommendations
6.1	<p>The Committee is requested to note:</p> <ol style="list-style-type: none"> 1. the contents of the report; and 2. that a report on a review of the (D)PCSPs will be brought before the Committee at a later date.

7	Decision Tracking
<p>Regular updates on (D)PCSP Performance reports will be brought before the Committee – Alison Allen, Safer City Manager.</p>	

8	Key to Abbreviations
<p>BELB – Belfast Education and Library Board (D)PCSP – (District) Policing and Community Safety Partnership OFMDFM – Office of the First and Deputy First Minister PCSP – Policing and Community Safety Partnership PSNI – Police Service of Northern Ireland</p>	

9	Documents Attached
<p>None</p>	



Belfast City Council

Report to:	Health and Environmental Services Committee
Subject:	Dog Identification Tags
Date:	4th March, 2015
Reporting Officer:	Siobhan Toland, Head of Environmental Health/Lead Operations Officer, ext 3281
Contact Officer:	Sam Skimin, Head of Cleansing Services, ext 5273

1	Relevant Background Information
1.1	Members may recall that the Council, at its meeting on 2nd February, in ratifying the minutes of the Health and Environmental Services Committee, agreed, at the request of Alderman Stoker, that a letter be forwarded to the Minister for Agriculture and Rural Development requesting that, in the interest of safety, consideration be given to removing the statutory requirement for a dog to bear the name and contact details of its owner and making micro chipping the sole source of identification.
1.2	A response has now been received from Minister O'Neill, a copy of which is attached. The Minister explains that there is a requirement, under the Dogs (Licensing and Identification) Regulations 2012, for the keeper of a dog for which a licence is required to ensure that the dog wear a collar with the name and address of the keeper inscribed on it or on a plate or badge attached to it. That has been a legislative requirement since 1983 and was subject to a full consultation exercise in the lead up to the Dogs (Amendment) Act (Northern Ireland) 2012.
1.3	The Minister points out that DARD officials have provided clarification around the requirement to display the keeper's name and address on a dog's collar and have requested the Council's Dog Warden Service to amend the information which it provides in, for example, City Matters to reflect that there is no additional requirement under the aforementioned Regulations for an owner to display a telephone number.
1.4	The Minister concludes by stating that she has requested DARD officials to consider including the issue raised by Alderman Stoker within the review of dog licence fees which will be undertaken once the revised Local Government structures have bedded in.

2	Resource Implications
3.1	<p><u>Financial</u></p> <p>None</p> <p><u>Human Resources</u></p>
3.2	<p>None</p> <p><u>Assets and Other Implications</u></p>
3.3	None

4	Equality Implications
4.1	There are no equality or good relations issues.

5	Recommendation
5.1	The Committee is requested to note the correspondence from the DARD Minister.

6	Decision Tracking
N/A	

7	Document attached
Letter from Minister O'Neill MLA	

From the Office of the Minister
Michelle O'Neill MLA



Department of
**Agriculture and
Rural Development**

www.dardni.gov.uk

AN ROINN

**Talmhaíochta agus
Forbartha Tuaithe**

MANNYSTRIE O

**Fairms an
Kintra Fordèrin**

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Chief Executive's Office		
Date	19/2/15	
Seen by CX		
Referred to		
ACX	Corp Comms	Dem Serv.
GR	SPP	Bus Supp.
Dev	F&R	H&ES
P&L	P&P	Other
Ref	SW 56/2	

Suzanne Wylie
Chief Executive
Belfast City Council
Chief Executive's Department
City Hall
BT1 5GS

SW/as
COR/1008/2015
17 February 2015

Suzanne, a chara

Thank you for your letter dated 6 February 2015 regarding the Dogs (Licensing and Identification) Regulations 2012 and the statutory requirement for a dog owner's name and address to be inscribed on the dog's collar or on a plate or badge attached to it.

Paragraph 6 of the Dogs (Licensing and Identification) Regulations 2012 (the 2012 Regulations) requires that the keeper of a dog in respect of which a licence is required shall ensure that the dog wears a collar with the name and address of the keeper inscribed on it or on a plate or badge attached to it. This has been a legislative requirement since 1983 and was subject to a full public consultation in 2009 when the Dogs Amendment Bill was taken forward.

I am aware that my officials have had some enquiries seeking clarification on the dog collar name and address requirement. There also appears to be confusion over the additional requirement for a telephone number, following publication of an article in the Council's City Matters residents' magazine. DARD officials have communicated with Dog Warden Service officials and the Councils' Dog Advisory Group (NIDAG) requesting that the legislative requirement at Paragraph 6 of the 2012 Regulations is made clear across the Dog Warden Service. That is, for the name and address of the keeper only to be on the dog's collar or inscribed on a plate or badge attached to it.

I acknowledge your request in relation to this statutory requirement and I have asked my officials to consider including the dog collar name and address issue when they are reviewing the dog licensing fee with Councils. It is intended to undertake the dog licence fee review once the new Council structures have bedded in.

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MICHELLE O'NEILL MLA
Minister of Agriculture and Rural Development

If you have a hearing difficulty you can contact
the Department via Text Relay. Dial 18002 + number



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Belfast City Council

Report to:	Health and Environmental Services Committee
Subject:	Renewal of Lease - Port Health Unit, Corry Place
Date:	4th March, 2015
Reporting Officer:	Siobhan Toland; Head of Environmental Health, ext 3281
Contact Officer:	Damian Connolly; Environmental Health Manager (Food Safety and Port Health) ext 3361 Stuart Wilson, Estates Officer, ext 3425

1	Relevant Background Information
1.1	Belfast City Council occupies specialist premises at Corry Place within the Harbour Estate for the inspection of imported foods and delivery of the Port Health Function.
1.2	These premises have been specifically designed and approved as meeting the requirements of EU legislation for the inspection of high risk foods, including foods of animal origin. Such foods can only be imported into the EU through port accommodation with similar facilities. The premises include office space, inspection rooms, cold storage space and docking stations for loading/unloading containers.
1.3	The premises are currently leased from the Belfast Harbour Commissioners under a lease dated 25 th September 2007. That Lease expires on 31 st May 2015.

2	Key Issues
2.1	The current Lease for the Port Health facility at Corry Place is due to expire on 31st May 2015.
2.2	Members are asked to authorise officers from the Estates Management Unit to enter into discussions with Belfast Harbour Commissioners to renegotiate the Lease and to issue a business tenancies notice under the Business Tenancies Order (NI) 1996, if required and approved by Legal Services, which latter action would involve stipulating a rental rate based on comparables and market value, anticipated term 10 of years with appropriate new terms and conditions. A subsequent report will be brought back to the relevant committee for agreement on the terms.

3	Resource Implications
3.1	None aside from officer time.

4	Equality and Good Relations Implications
	There are no equality or good relations implications.
5	Recommendation
	Approval is sought for the Estates Management Unit to enter into discussions with Belfast Harbour Commissioners to renegotiate the Lease and to issue a business tenancies notice under the Business Tenancies Order (NI) 1996, if required and approved by Legal Services, which latter action would involve stipulating a rental rate based on comparables and market value, anticipated term of 10 years with appropriate new terms and conditions, subject to a subsequent report being brought back to the relevant committee for agreement on the terms.
6	Decision Tracking
	A subsequent report to be brought back to the relevant committee for the agreement on the terms of renewal of the lease.
7	Key to Abbreviations
	N/A
8	Documents Attached
	N/A



Belfast City Council

Report to:	Health and Environmental Services Committee
Subject:	Review of 'Towards Zero Waste' Action Plan 2012-2015
Date:	4th March, 2015
Reporting Officer:	Tim Walker, Head of Waste Management, ext 3311
Contact Officer:	Brendan Murray, Waste Manager – Service Planning and Delivery, ext 3333

1	Relevant Background Information
1.1	At the Health and Environmental Services Committee meeting on 16 Apr 2012, Members approved the “Towards Zero Waste” Action (ZAP) Plan 2012-2015. This plan established a series of actions to improve Belfast’s recycling rate and target dates by which these would be achieved in the period from 2012 to 2015, which provided the Service with an annual programme of work towards reaching a 50% recycling rate and a 35% landfill diversion rate by 2020 as required by European law.
1.2	This report provides a review of the ZAP plan and outlines the proposed next steps for the Council. A copy of the ZAP plan is attached at Appendix 1.

2	Key Issues
	<u>Overall Performance</u>
2.1	The delivery of the projects within the ZAP plan has resulted in an increase in the recycling rate from 32% in 2011/2012 to around 44% in 2014/15 (year end projected figure), a total increase of 12%. This is short of the original target of 50% which was always going to be challenging, not least due to the DOE taking significant action on illegal waste operations which impacted detrimentally upon waste operations across NI, and as the Service adopted a clearer value for money focus when considering how the Council’s waste could best be managed. In recent years, this resulted in a balanced approach for managing the residual waste being used in order to improve both the recycling rate and the amount of waste diverted from landfill, with increases in gate fee prices. Additionally, after six years of declining waste arisings, in 2013/2014 an increase of 4% in the amount of household waste generated was experienced and projections for 2014/2015 suggest that this increase is not a one-off event.
2.2	Looking at Belfast’s local performance, in the absence of fully validated figures for 2014/2015 and assuming that the current actions deliver as projected, the Council will have increased its recycling rate by 12% over the duration of the ZAP plan, against a regional increase for NI of around 3%.

2.3	<p>This will mean that the Council will have experienced an average recycling rate increase of 4% per annum between 2012-2015 while the ZAP plan was being delivered, double the previous annual increase. In other words, it created a paradigm shift for Belfast.</p> <p><u>Benchmark</u></p>
2.4	<p>Due to the population, household numbers, housing stock and social deprivation, Belfast has no obvious regional comparator. To compensate for this, Waste Management benchmarks against similar post-industrial cities elsewhere in the UK and implementing the ZAP plan resulted in significant improvement in Belfast's ranking against these comparators (see Appendix 2).</p>
2.5	<p>In 2010/2011, Belfast was fifth in the benchmark group but by 2013/2014, the city had overtaken its comparators and was ranked first. Consequently, the Service is considering revisiting its benchmarking cluster to identify a new grouping of best-in-class cities within both the UK and Europe against which it can compare performance and learn from.</p> <p><u>Projects</u></p>
2.6	<p>A number of projects within the ZAP plan have played a fundamental role in improving the city's recycling rate.</p>
2.6.1	<p><i>Improvement of Recycling Collection Services for Households</i></p> <p>In 2013/2014, a new contract was awarded to Bryson Recycling Ltd to introduce a kerbside dry recyclables and food waste collection scheme to 55,000 households, mainly in the inner city area. These households had previously received a single box dry recycling kerbside collection service but the new scheme introduced a wider range of materials, greater capacity (two kerbside boxes), and a new food waste collection system. In tandem, the residual waste collection frequency switched from weekly to fortnightly. The scheme was communicated to residents through a doorstep canvassing campaign and considerable work was done to introduce individual solutions for apartment complexes.</p> <p>The result of this new service has been encouraging with the last year producing 7,200 tonnes, compared with 3,100 tonnes under the previous scheme. This initiative has resulted in an uplift in the recycling rate for Belfast of around 4% per annum. The project won the award for Excellence in Recycling and Waste Management at an annual awards ceremony in London.</p> <p>A kerbside glass recycling scheme was initially timetabled for implementation in 2013/2014 however, following a procurement exercise by arc21, the bids submitted were deemed unaffordable. This resulted in the Council introducing an interim, kerbside glass collection to 22,000 households in four locations within the bin dry recyclables area of the city. At the same time, the Council commenced its own procurement exercise for this service which is due to complete imminently.</p>
2.6.2	<p><i>Improve Recycling Opportunities at Recycling Centres</i></p> <p>The Household Recycling Centres (HRCs) provide around one quarter of the recycling tonnage for Belfast and provide householders the opportunity to dispose of large bulky household items or waste which cannot be accepted through their kerbside collections.</p> <p>There is still however a significant amount of residual waste being disposed of at the sites. Following a pilot, the Service entered into a contract with Wastebeater Recycling Ltd to treat the materials from the residual waste skips. This company extracts the recyclables and the remaining waste is processed into a fuel for use in cement kilns, with a small amount of unprocessable residual going to landfill. This new contract contributed around 4% per annum to the recycling rate.</p>

The Service is continually considering opportunities to introduce new materials at the HRCs and the latest addition has been hard plastics. This is traditionally a difficult material to deal with given the limited number of local processors. The Service is also considering how a mattress recovery option could be introduced at the HRCs. Increasing the range of materials at the sites however means that operating practices need to be continuously reviewed as capacity is restricted due to space/container constraints and licensing.

The ZAP plan included the development of a new HRC at Springvale Industrial Estate. An economic appraisal was completed and submitted for consideration in the Council's Investment Plan. The project has, however, been delayed. It should also be noted that it is proposed within the Departmental Plan 2015/16 for the Service to conduct a review of HRC and Civic Amenity site provision throughout the city.

2.6.3 *Use Treatment Facilities to Recover Waste Which Could Have Been Recycled from Black Bins*

Members will be aware that the Council has a legal obligation to progressively divert increasing waste tonnages in order to comply with the Northern Ireland Landfill Allowance Scheme (NILAS). This legislation transposes the EU Landfill Directive by annually reducing the amount of biodegradable waste going to landfill. Failure to meet NILAS could result in financial penalties of £150 per tonne over and above this reducing threshold limit.

Arc21 is procuring strategic residual waste treatment facilities which will assist its constituent councils in meeting their NILAS requirements; but this has taken longer than initially projected. As a contingency, and to ensure Belfast met NILAS, an interim contract was awarded to Natural World Products (NWP) to treat a proportion of the Council's residual waste so that it is diverted from landfill. NWP receives the waste at one of its treatment facilities, extracts the easily recoverable recyclables and prepares the remaining waste as a Refuse Derived Fuel (RDF) for export to EU Energy-from-Waste (EfW) facilities.

This contract has enabled the Council to meet its NILAS obligations in 2013/14 without having recourse to the arc21 transfer of allowances protocol, and a similar outcome is anticipated for 2014/15. Whilst this contract is focused on NILAS, it has still contributed an additional 2% per annum to the Council's recycling rate.

2.6.4 *Develop New Recycling Campaigns & Community Based Recycling Initiatives*

The Service's Education and Promotions section has proven to be a key component in engaging and communicating recycling messages directly with householders and other members of the public. The Section's Behavioural Change Plan 2012-15, has been designed to complement the ZAP plan actions and targets.

Resource Advisors (RAs) have supported delivery of the ZAP plan through several doorstep campaigns, ranging from campaigns targeting low participation in specific wards, up to city-wide campaigns such as the introduction of the inner city kerbside scheme in 2013/14. In a recent doorstep canvassing exercise aimed at boosting the level of performance in lower performing inner city areas, the average yield per household increased by an average of 8% in seven out of the ten areas targeted, and in the other three there were slight reductions which could be accounted for by the nature of the occupancy of the households; these were primarily student areas. In the control group the level of growth was -1% which indicates that the RAs can have a direct, positive influence on participation and recycling yield. Details of this Section's work, along with images from the current communications campaign, are appended to this report (see Appendix 3).

More recently, this team has been involved in providing information about bin collections and general Local Government Reform (LGR) related messages to householders transferring to Belfast.

To reflect one of the primary recycling drivers, the new communications campaign has focused on the savings which can be made if residents recycle, and how these can be re-invested in other Council services to the benefit of the local community. This campaign has appeared in City Matters and on graphic panels on the sides of the Refuse Collection Vehicles (RCVs).

In 2013/2014, in line with the commitment in the ZAP plan to introduce community-based recycling initiatives, the Council launched the “Zero Waste Community Grant” scheme. The aim of this initiative was to encourage greater community engagement in communicating the benefits of increased recycling, diverting waste from landfill and in delivering projects which could positively contribute to increasing Belfast’s recycling rate.

Over three funding rounds, just over £100,000 was allocated to 13 community projects including; recycling events, community education campaigns and bespoke collection schemes targeting items such as hand tools. This has enabled the recycling message to be heard in areas where, historically, engagement has been poorer than anticipated. It is intended that the scheme will be assessed in 2015/16 to quantify the contribution it made to the reduce, re-use, recycle message.

2.6.5 *Increase the Amount of Recyclables Collected from Existing Waste Collections*

An analysis of the various sources and waste streams resulted in the award of a contract to Wastebeater Recycling Ltd to treat the bulky household, parks general and litter bin wastes rather than sending these materials to landfill. This has resulted in a recycling rate uplift of around 0.5% per annum.

While delivering the ZAP plan, it became apparent that the proposed HRC for Springvale would not be delivered within the set timeframe. The Service examined the various waste streams and identified an opportunity to compensate for the loss of tonnage anticipated from this site by targeting street sweepings which were previously de-watered and disposed of to landfill. Following a procurement exercise a contract was awarded to Irish Waste to de-water and recycle these. This innovative project created a niche market as there is only one other company within NI carrying out this type of work, and it is not located in greater Belfast. In 2014/15, the recycling of street sweeps will contribute around 3% per annum to the Council’s recycling rate.

2.6.6 *Collect Recyclables from Cityscape*

The Service works with colleagues from other Departments to ensure that, where feasible, recycling collections are included in the city’s events programme. This has worked well, for example, with the Continental Market consistently achieving recycling rates over 80%. Other one-off events serviced by Cleansing Services have provided reasonable recycling tonnages (e.g. Giro d’Italia).

One issue highlighted during the behavioural change research is the need for the Council to demonstrate its own commitment to improving waste and resource management through leading by example. The Service is liaising with colleagues to introduce internal recycling systems and, to date, a number of sites have had solutions rolled out, including (i) City Hall (ii) St. George’s Market and (iii) the Cecil Ward Building. This project will continue into 2015/16.

2.6.7 *Give More Space to Recycle in the Blue Bin & “Slim” the Black Bins.*

In the first year of the ZAP plan, the Service introduced an initiative whereby residents with a 140 litre recyclables bin could upgrade to a larger 240 litre bin. Ultimately, this project involved around 18,000 households and provided increased capacity for householders to use for recycling. It is anticipated that, following several attempts, arc21 will seek to procure a new dry recyclables contract which can accept a wider range of materials in the near future.

	<p>Inclusion of these materials is projected to uplift the recycling rate by 0.5% per annum. Research shows that restricting the bin space available for residual waste generally results in a compensatory increase in recycling. As a further incentive to encourage recycling, at the Committee agreed to adopt the 180 litre bin as the standard size for residual waste in Aug 2013. This policy was introduced in Jan 2014 after the new kerbside box scheme was implemented, as this signalled that all households in Belfast now had additional recycling capacity through their kerbside recycling schemes.</p> <p>In adopting this approach, the Council was one of the first to introduce such a scheme locally, demonstrating its ongoing leadership and commitment to improving waste and resource management in NI.</p>
2.7	<p><u>Outcomes</u></p>
2.7.1	<p><i>Cleaner, Greener City</i></p> <p>The recent improvement in the recycling rate supports Belfast in its strategic objective to create a cleaner, greener place for people to live, work in and visit. It also enhances the reputation of the city as the Council has recently won a number of awards for its recycling success such as:</p> <ul style="list-style-type: none"> ▪ the Award for Excellence in Recycling & Waste Management (May 2014) and ▪ the Sustainable Ireland, Council award for Excellence in Waste Management (Sept. 2014).
2.7.2	<p><i>Economy</i></p> <p>A report published by the Green Alliance in Feb 2014 highlights the economic advantages associated with landfill diversion. It identified that between 5-10 jobs are created/supported for every thousand tonnes of material recycled, compared with 0.1 jobs for the same amount of waste sent to landfill.</p> <p>Applying the above to Belfast's waste streams would indicate that up to 520 jobs are directly or indirectly supported through the Council's recycling initiatives as around 52,000 tonnes is presently recycled, and a further 33,000 tonnes is recovered. This has resulted in 58% of the city's waste being diverted from landfill.</p> <p>In recent years, there has been much discussion within the waste industry on the Circular Economy which involves keeping products and resources in use as long as possible through recovery, re-use, remanufacturing and recycling. In addition to protecting the environment, this offers substantial economic benefits which include greater economic stability through increased resource security, and new business and employment opportunities from an expanding sector.</p> <p>Latest figures from WRAP and the Green Alliance indicate that by 2030, on the basis of the current development path, the Circular Economy could create over 54,000 net jobs in the UK. On a pro-rata basis, this represents around 1,500 local job opportunities; the council is pursuing the development of a Circular Economy on several fronts, such as the Renew project and development of the North Foreshore. This will also underpin any work the Service's proposes on developing a Materials Strategy, aimed at shifting perception of waste into that of being a resource.</p>
2.7.3	<p><i>Environment</i></p> <p>The diversion of waste from landfill is of considerable importance as landfill gases are one of the primary sources of methane which, as a greenhouse gas, is over twenty times more potent than carbon dioxide.</p>

2.7.4	<p>The EU Landfill Directive and NILAS legislate to reduce the amount of biodegradable waste disposed of to landfill. Through the NILAS contract with NWP, the Council has met its NILAS obligations in 2013/14 and is confident of achieving a similar result in 2014/15. Annually, this contract treats around 47,000 tonnes of residual waste and diverts approximately 30,000 tonnes from landfill. In terms of measurable environmental benefit, the diversion of the tonnage from landfill to recycling has the equivalent effect of removing carbon dioxide pollution from just over 13,000 cars.</p> <p><i>Reputation</i></p> <p>One of the functions of Waste Management is compliance with waste and environmental legislation. Achieving NILAS and improving Belfast's recycling rate has been well received by the media, and various stakeholders such as arc21 and the DOE. Increasingly, the city is becoming a "<i>case study</i>" for other towns and cities to visit and learn from, with delegations from Cardiff, Macedonia and Cyprus visiting over the past year to learn from the Service's experiences. The Council is also increasingly referred to in the technical press.</p>
2.8	<p><u>Next Steps</u></p> <p>The ZAP plan finishes in Mar 2015 and it is the intention of the Service to develop a new plan outlining the steps required to meet the recycling target in 2020. It is envisaged that, with the collection infrastructure now largely in place and the "<i>low hanging fruit</i>" captured, the next plan will have to consider value for money while focusing on key areas such as; public engagement/behavioural change, targeting poorer performing areas, material specific campaigns and working with colleagues to develop and deliver a Circular Economy for Belfast.</p> <p>A further report will be developed and presented to the relevant Committee shortly outlining the proposed steps to be taken to develop a new plan.</p>
3	Resource Implications
3.1	<p><u>Financial</u></p> <p>There are no financial resource issues related to this report.</p>
3.2	<p><u>Human Resources</u></p> <p>There are no human resource issues related to this report.</p>
3.3	<p><u>Asset and Other Implications</u></p> <p>There are no asset or other implications associated with this report</p>
4	Equality and Good Relations Considerations
4.1	<p>There are no relevant equality and good relations implication.</p>
6	Recommendation
6.1	<p>The Committee is requested to note:</p> <ul style="list-style-type: none"> ▪ the successful conclusion of the "<i>Towards Zero Waste</i>" Action Plan; and ▪ that a separate report will be presented to Committee shortly outlining the necessary steps to develop a new plan going forward.

7	Decision Tracking
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The Head of Waste Management will shortly present a separate report outlining the necessary steps to develop a new plan going forward.

8	Key to Abbreviations
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NILAS – NI Landfill Allowances Scheme
HRC – Household Recycling Centre
WRAP – Waste & Resources Action Programme
DOE – Department of the Environment
EfW – Energy from Waste
ZAP plan – “Towards Zero Waste” Action Plan 2012-2015

9	Documents Attached
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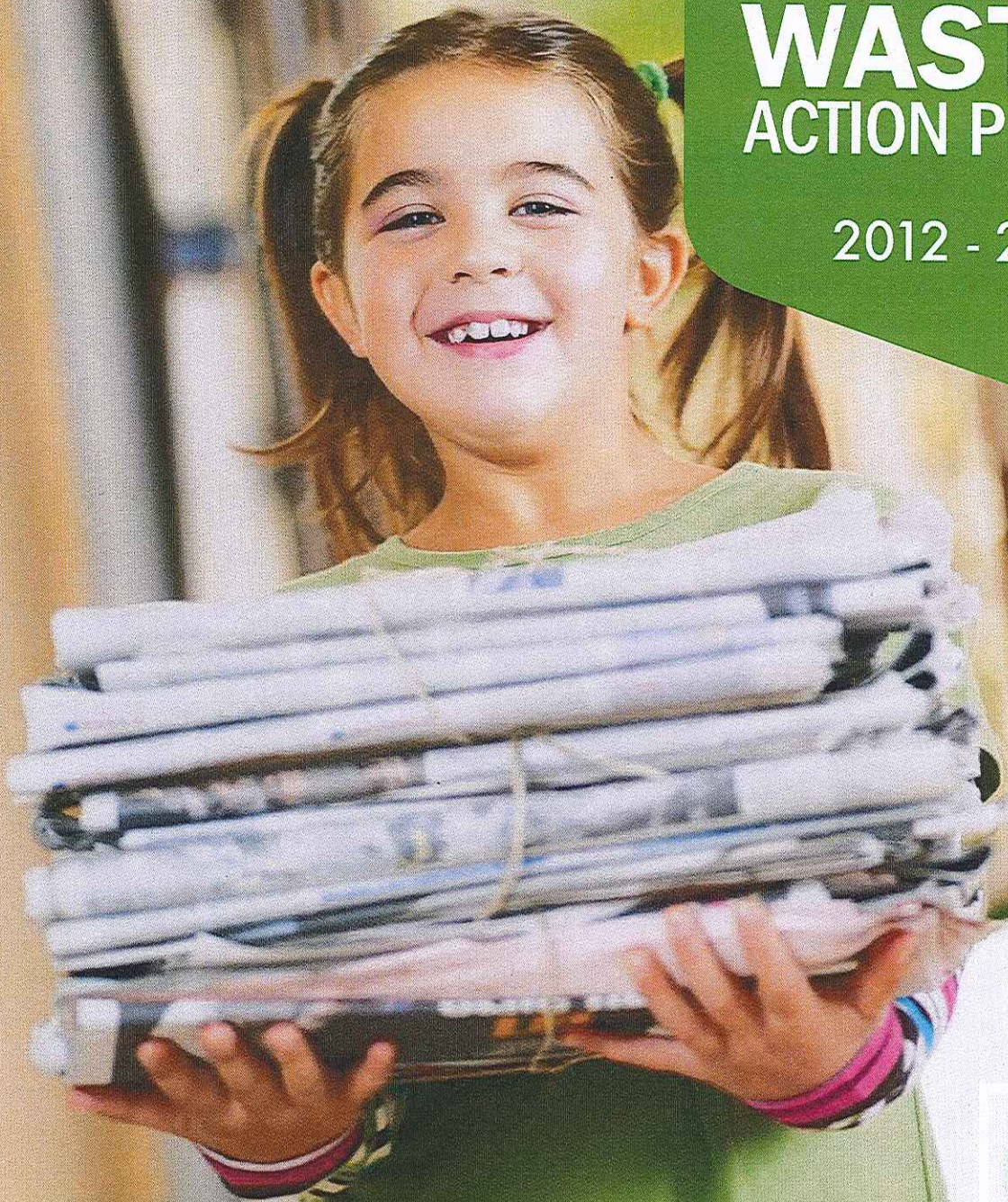
Appendix 1 – “Towards Zero Waste” Action Plan 2012-2015
Appendix 2 – Benchmark Cities for Recycling Rate
Appendix 3 – Education and Promotions Section Work

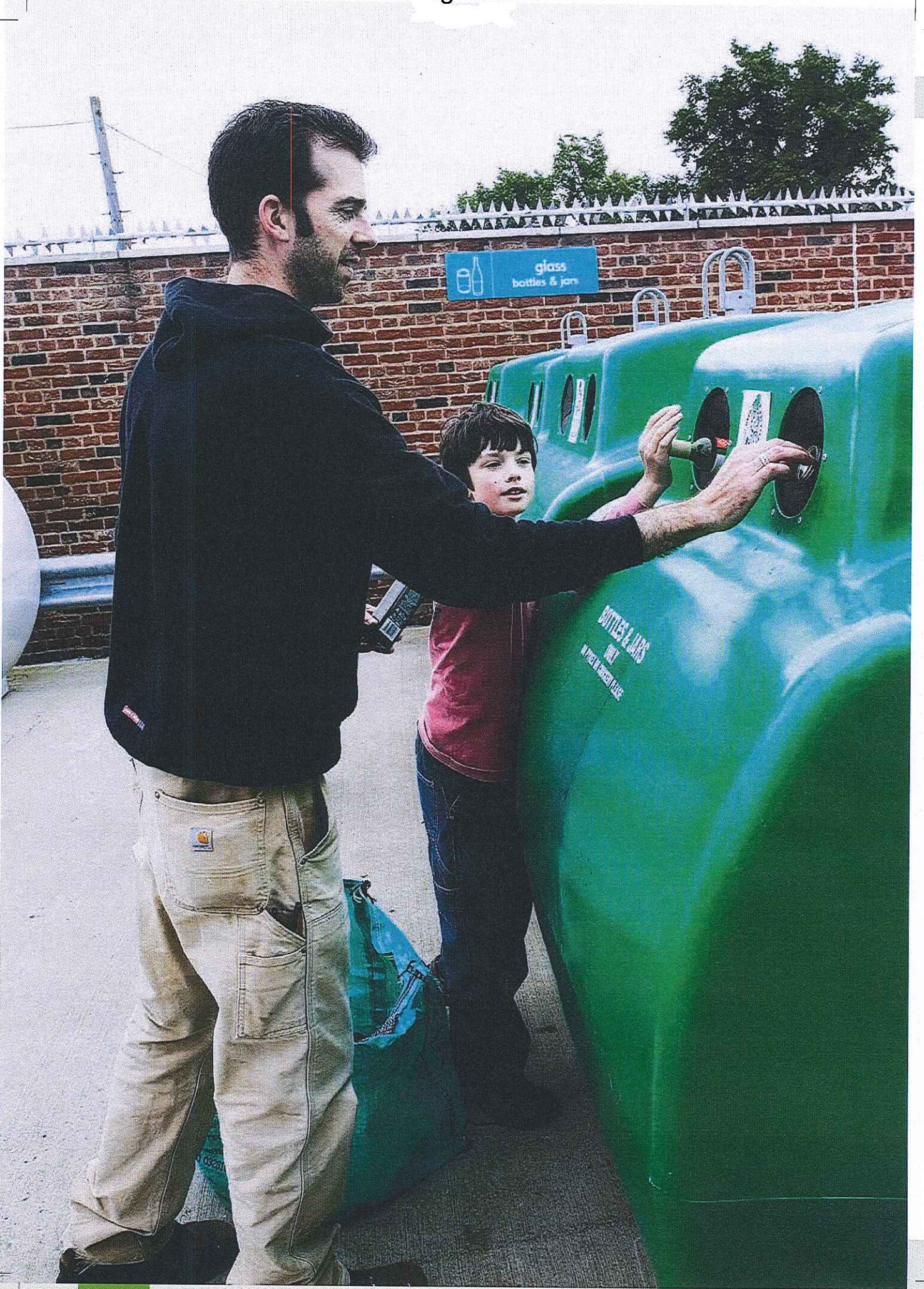
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TOWARDS ZERO WASTE ACTION PLAN

2012 - 2015





Introduction

Waste produced in Belfast cost ratepayers £15 million to dispose of in 2011. We are committed to reducing these costs and to protecting the environment by:

- Promoting waste reduction
- Recycling more
- Going beyond legal targets
- Sending less to landfill

Our key message is Reduce, Reuse and Recycle. In 2011, we recycled 32% of our waste. However we know that 70% of the waste we produce could be recycled if everyone plays their part.

We have set ourselves ambitious targets over the next few years to:

- Achieve a recycling rate of 50% by 2015
- Reduce the amount of biodegradable waste we send to landfill by 35% of 2010/11 levels by 2015
- Achieve a recycling rate of 60% by 2020
- Reduce the amount of biodegradable waste we send to landfill by 50% of 2010/11 levels by 2020

We will also work with our neighbouring councils in arc21 to manage our waste and provide modern waste treatment facilities, which will mean that significantly less will be landfilled.

Recycling is much cheaper than disposing of waste in a landfill site, so this makes economic sense. But we need new initiatives, and the help and support of the people of Belfast to succeed in meeting these targets.

During this time we will:

- make it as easy as possible for householders to reduce their waste and recycle as much as possible,
- work with householders and communities to improve recycling levels and achieve our targets, and
- urge everyone to participate in our recycling schemes.

Savings that we make through reducing our landfill costs can be re-invested in other council services such as parks, playgrounds, and community centres.

What happens our waste?

Black bin waste	➔	straight to landfill
Blue bin waste	➔	made into new items
Brown bin waste	➔	made into compost

How we will meet our targets

We have identified the following key areas of work which will be required to ensure we meet our targets. We expect that these improvements and initiatives will almost double our current recycling rate by 2020.

Key areas of work

1. Improve recycling collection services for householders (more materials, better services)



2. Improve recycling opportunities at recycling centres



3. Use a materials sorting facility to extract items which could have been recycled at home



4. Develop new recycling campaigns and community based recycling initiatives



5. Increase the amount of recyclables collected from existing waste collections



6. Collect recyclables from the cityscape (such as markets, events and litter bins)



7. Give you more room to recycle in your blue bins and "slim" black bins



- * Extend business recycling services



1. Improve kerbside recycling collection services

7.7% recycling rate increase

Everyone in the city can recycle most everyday items at home; each household has either a blue bin or black box for their dry recyclables and approximately 60,000 homes have brown bins for food and garden waste.

Kerbside collections play a fundamental role in achieving the city's recycling rate. In 2010 kerbside collections accounted for around 60% of all the recyclables we collected. However, there is still significant scope to increase the amount and range of recyclables collected through these schemes.

2012

We will introduce a mobile recycling collection service for materials not normally collected at the kerbside, for residents living in apartment complexes and housing estates who may find it difficult to take these items to their nearest household recycling centre.

2013

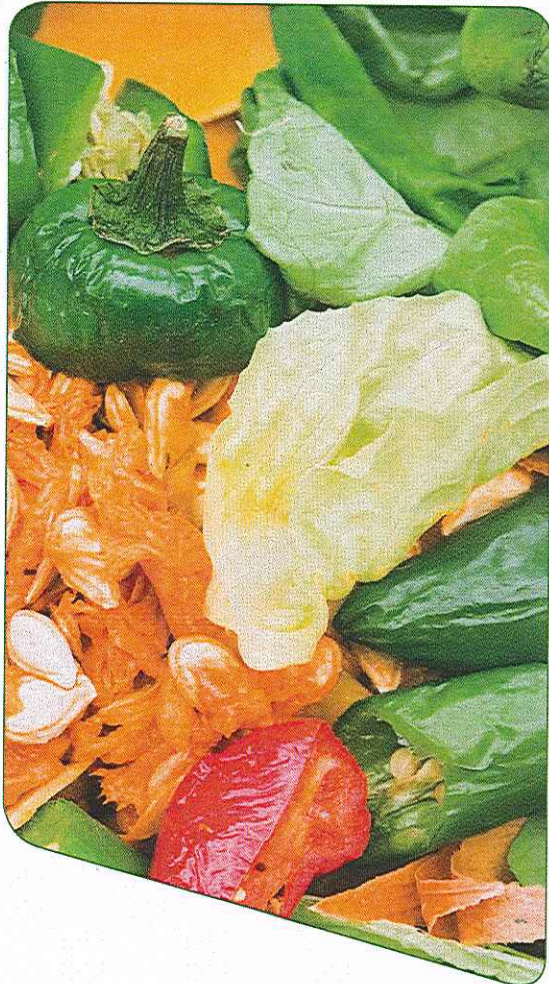
We will start collecting glass from households on the blue bin scheme. This will make it easier for residents to recycle glass bottles and jars. We will also further increase the range of materials that can be accepted in blue bins.

We will introduce a new food waste kerbside recycling collection service to around 50,000 households in the inner city area. This will enable residents to present their food waste for collection and composting every week. At the same time this area will move to fortnightly black bin collections, in line with the rest of the city.

We will also re-organise the collection services in the parts of the city which currently have black boxes, as this is an area of the city which has significant potential to increase recycling.

All these schemes will be supported by promotional campaigns to ensure that all residents can participate fully in recycling so that we achieve our targets. Our waste advisors will provide tailored advice for those households who have not yet fully participated in the recycling schemes.





2. Improve recycling opportunities at recycling centres

5.5% recycling rate increase

We have four household recycling centres in Belfast;

- Alexandra Park (north),
- Blackstaff Way (west),
- Palmerston Road (east), and
- Ormeau Park (south).

As well as collecting the items that most residents can recycle at home, these centres also accept materials and quantities which cannot be collected in the kerbside recycling schemes. They are a key contributor to the recycling rate, with almost one-third (12,000 tonnes) of our recyclables coming from these facilities.

2012

We will recycle and recover the recyclable materials which residents place in the general waste skips at recycling centres.

We will also increase the range of materials we can accept at our recycling centres (for example hard plastics and mattresses).

2014

At the end of the 2014-2015 business year we will open a new household recycling centre at Springvale Industrial Park in the west of the city. This facility will be the final piece in the jigsaw in terms of household recycling centre provision.

We will promote the recycling centres and engage with local residents. We will help people visiting the centres to sort and segregate their materials to increase recycling and reduce general waste.

3. Use a materials sorting facility to extract items which could have been recycled at home

2.5% recycling rate increase

2012

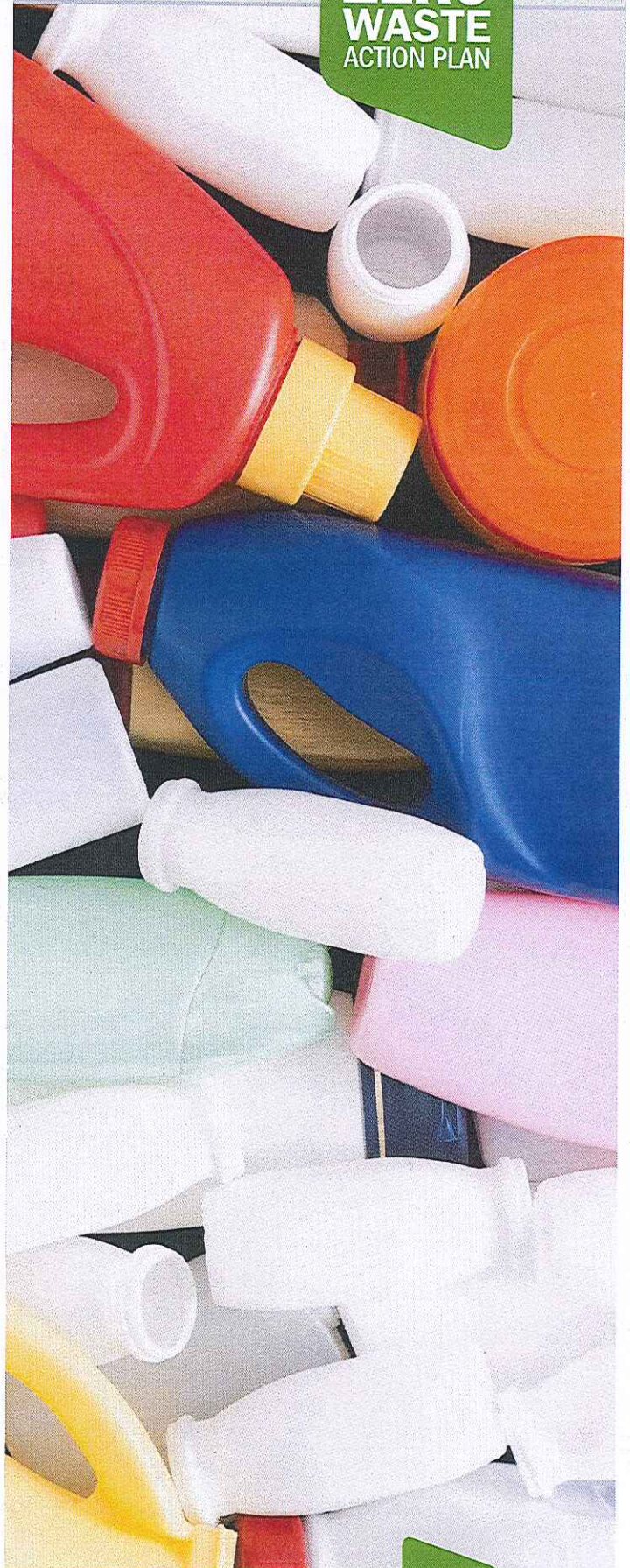
We will work with our neighbouring councils (arc21) to share landfill allowances so we can achieve biodegradable waste targets and avoid any fines.

2013

We will send some of our black bin waste to a treatment facility which will:

- sort it,
- remove any recyclables,
- shred the remaining waste, and
- turn the shredded waste into a fuel.

Although this will help us significantly reduce the amount of waste going to landfill and help us meet our future biodegradable waste targets it does cost more than traditional recycling. By recycling at home you will help us avoid these additional waste costs.



4. Develop new recycling campaigns and community based recycling initiatives

1.5% recycling rate increase

2012 - 2014

We will introduce a new, educational and advisory campaign, which will be based on Belfast specific research. The messages will contain a strong call to action, be engaging, and encourage residents to participate in kerbside schemes and in the city's recycling drive.

To help in this task we will meet with community, ethnic, youth and older people's groups, as well as elected representatives to develop tailored campaigns on a localised basis to increase the amount of recyclables collected from particular areas.

We will establish partnerships with community groups, volunteers and social enterprises to increase recycling rates.

We will run a food waste campaign to encourage more residents to use their kitchen caddies and compost their food as only half of households currently use this service.



5. Increase recyclables collected from existing waste collections

0.5% recycling rate increase

We will examine our existing collection services and put in place different treatment options to increase recycling and composting.

2012

We will recycle items from our household bulky waste collection service. This service will provide around 1,000 tonnes of quality recyclables each year.

We will also use our recycling campaigns and associated community based recycling initiatives to encourage residents to make the most of their recycling schemes.

6. Collect recyclables from the cityscape (such as markets, events and litter bins)

0.4% recycling rate increase

2012

We will improve the recycling facilities at the various events organised by the council throughout the city, such as the Continental Market, outdoor concerts and sporting events.

We currently collect waste from over 2,000 litter bins across the city. This general waste will be treated to remove the recyclables and the remaining waste will be turned into a fuel for industry. This will reduce the amount of waste ending up in landfill.

We will improve our own internal waste arrangements by rolling out an in-house blue bin and food waste collection scheme for Belfast City Council premises.

7. Give you more room to recycle in your blue bins and “slim” black bins

0.4% recycling rate increase

2012

We will complete the upgrade of blue bins, replacing smaller 140 litre bins, with standard 240 litre bins. This will increase recycling capacity for residents and allow us to broaden the range of materials we collect.

2013

Once we have completed both the blue bin upgrade and ensured every household has a food waste collection service we will reduce the standard size of the black household bins we provide.

Business Recycling

Extend business recycling services

2% recycling rate increase

We run a commercial recycling service in the city centre. This scheme collects approximately 500 tonnes of recyclables per year from over 550 customers.

We also help businesses in the city become more environmentally aware and to take actions which will not only benefit the environment but will also provide them with a return on investment.

2013

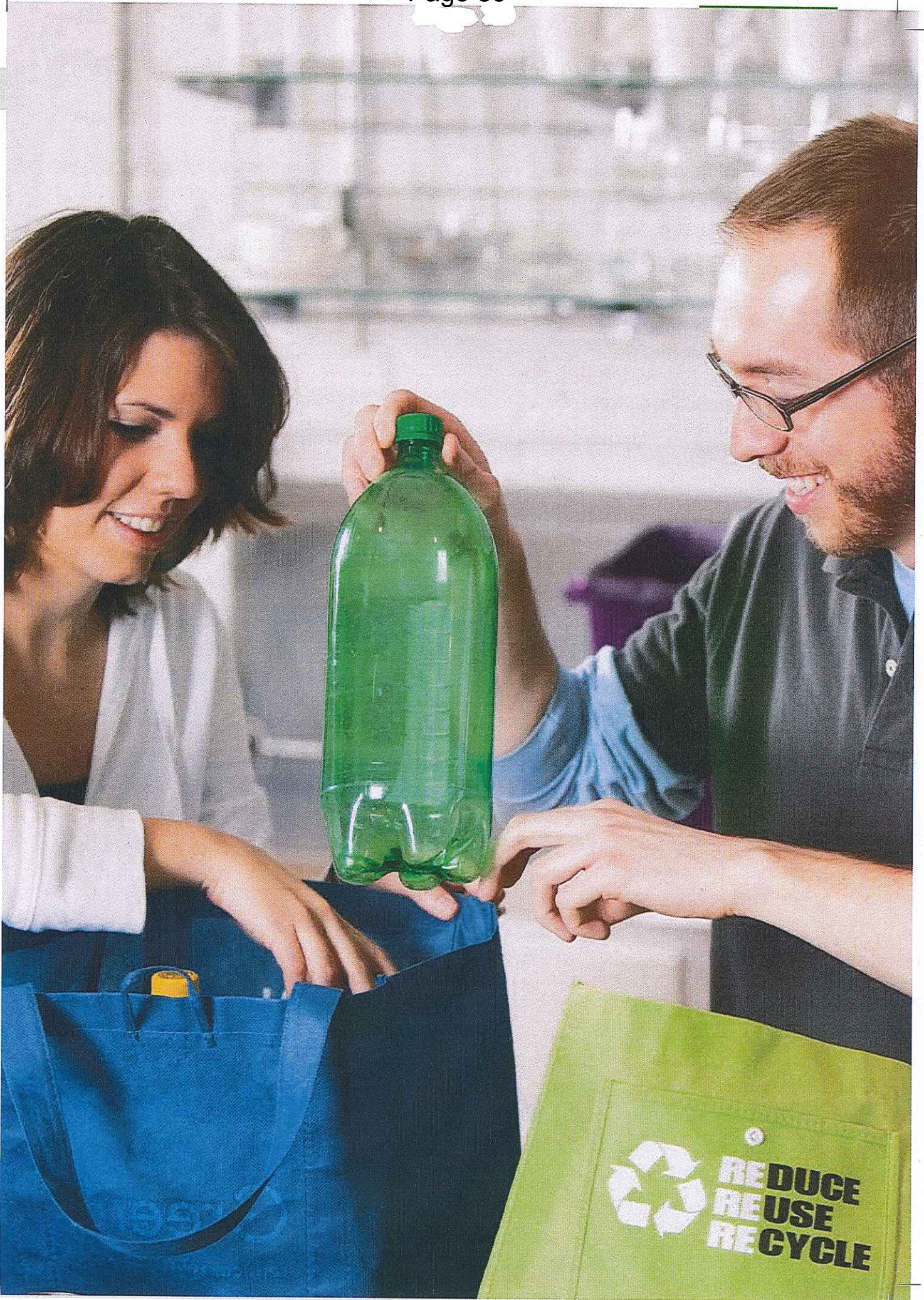
We will extend the commercial recycling service both in terms of geography and the range of materials accepted to include items such as glass, food waste and plastics.



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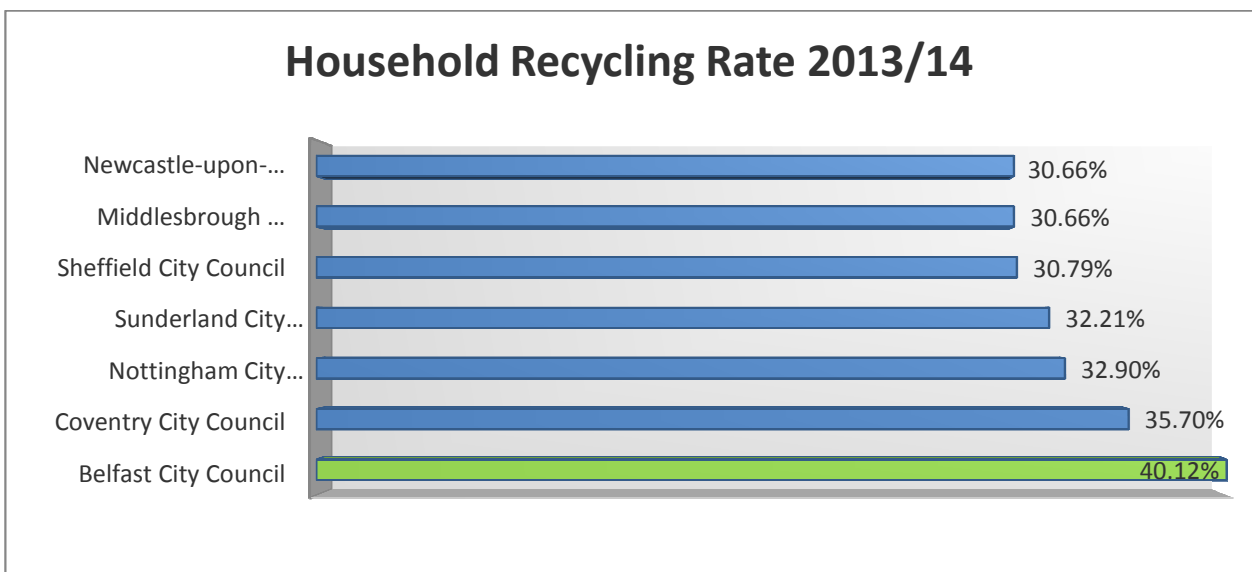
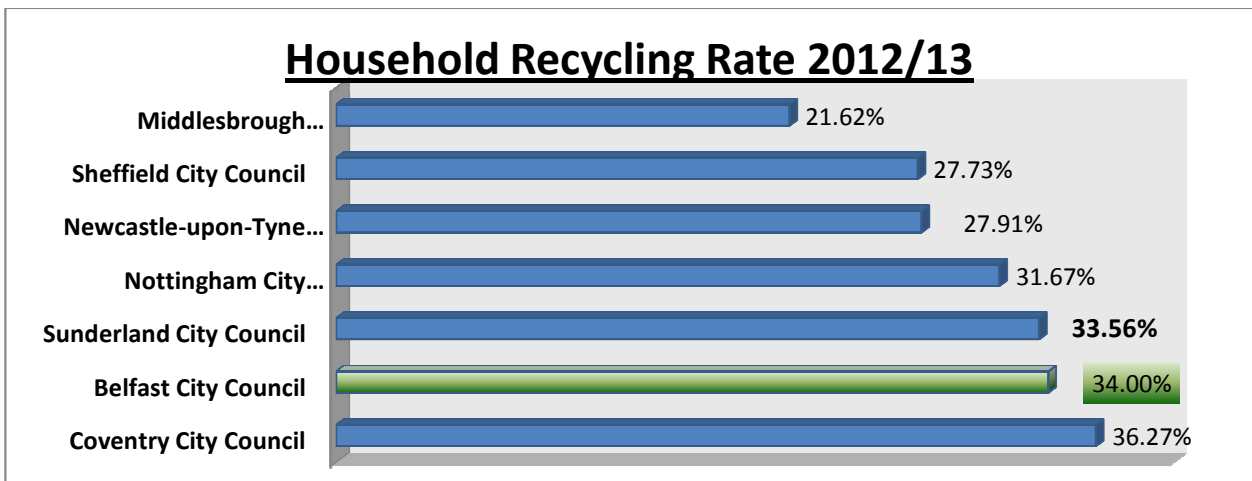
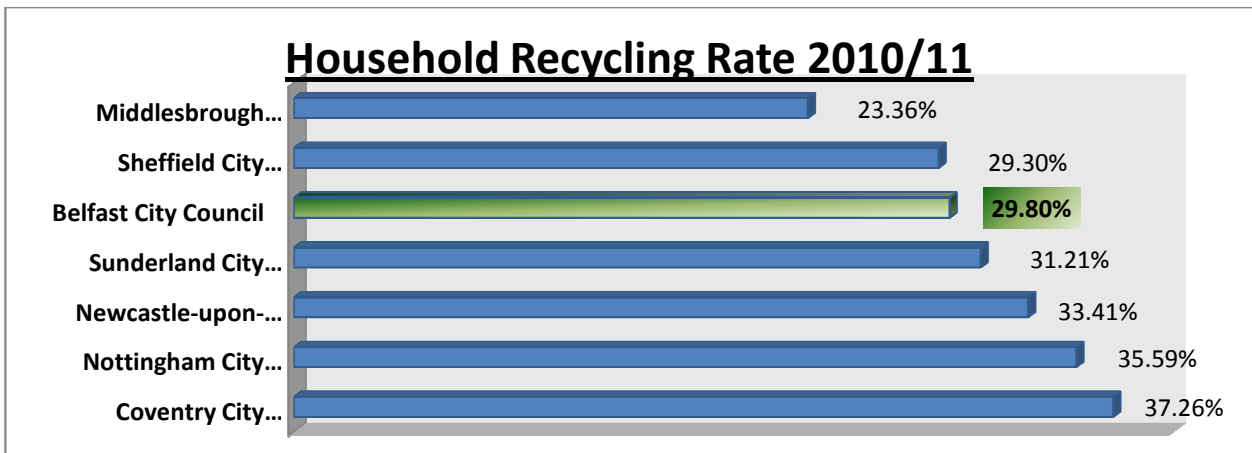
Key area of work	2012	2013	2014	Total
1 Improve kerbside recycling collection services <ul style="list-style-type: none"> • Special recycling collections for apartments and housing estates • New food waste collection for inner-city households • Collect glass from households using blue bins 	0.2%	2.5% 2.5%	2.5%	7.7%
2 Improve recycling centre provisions <ul style="list-style-type: none"> • Remove recyclables from general waste skips • Increase the range of materials we can accept at recycling centres • Open new household recycling centre at Springvale Industrial Estate 	3% 0.5%		2%	5.5%
3 Use a materials sorting facility to extract items which could have been recycled at home <ul style="list-style-type: none"> • Send some general waste to treatment facility or share allowances to meet biodegradable waste targets • Join with other neighbouring councils to send general waste to treatment facility 		2.5%		2.5%
4 Develop new recycling campaigns and community based recycling initiatives <ul style="list-style-type: none"> • Call to action, localised, tailored campaigns • food waste campaign 	0.5%	0.5%	0.5%	1.5%
5 Increase recyclables collected from existing waste collections <ul style="list-style-type: none"> • Recycle items collected from household bulky waste collection service 	0.5%			0.5%
6 Collect recyclables from cityscape <ul style="list-style-type: none"> • Collect recyclables from street litter bins • Collect recyclables from city events • Roll out blue bin and food waste collection scheme for Belfast City Council premises* 	0.10% 0.10% 0.20%			0.4%
7 Increase blue bin capacity and "slim" black bins <ul style="list-style-type: none"> • Upgrade blue bins to 240L bins • Slim black bins 	0.20%	0.20%		0.4%
* Extend business recycling services <ul style="list-style-type: none"> • Increase the range of materials we can accept in business recycling collections 	1%	1%		2%
Total projected household recycling rate	37.1%	45.3%	50.3%	

*Contributes to municipal recycling rate rather than household rate.



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2012 - 2015

Benchmarking the City's Recycling Rate



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ZWAP Key Area 4: Develop new recycling campaigns and community based recycling initiatives

The Waste Management Education and Promotions staff are divided into two teams, Resource Education and Promotion Officers (REPOs) and Resource Advisors (RAs).

Resource Advisors (RA)

The majority of the work carried out by the Resource Advisors is based around doorstep canvassing to encourage greater participation in kerbside schemes, promote new recycling initiatives reduce contamination and improve quality of material.

During the introduction of a new recycling scheme, such as the roll out of the new kerbside box scheme in 2013, the RAs canvassed the areas involved before the new recycling boxes arrived and then focused follow up canvassing to areas of low participation. They also canvassed apartments and re-canvassed blocks that were experiencing problems.

Ongoing work is targeted on areas with issues such as low participation or high contamination.

Activity	2012/13	2013/14	2014/15 (Q4 estimated)
Contamination visits	1,366	404	12
Chip Reading*	20,240	15	0
Assessments	253	103	205
Deliveries	14,326	797	1,716
General canvassing	34,328	459	0
Blue bin upgrade	9,367	0	0
Inner city roll out	0	106,000	1,551
Inner city poor performing	0	20,100	49,925
Inner city service issue	0	0	4,152
Overfilled bin education	0	0	33,957
Brown bin campaign	0	11,159	0
Glass rollout	0	11,000	11,000
Bin orders	546	1,853	588
LGR Door knock	0	0	25,000
Total Actions	80,426	151,890	128,106

* Electronic tagging of recycling bins - linking a recycling bin to a specific address

The table below shows the results of canvassing work carried out in poor performing areas with recycling boxes in September 2014.

Analysis of Participation of Poor Performing 3 Box Areas

	Kg per hh				3 month	
Bryson Route	Before	Oct	Nov	Dec	Average	Change
R3 Tues	1.46	1.46	1.55	1.7	1.57	0.11
R4 Weds	1.6	1.62	1.69	1.64	1.65	0.05
R4 Fri	1.64	1.64	2.14	1.85	1.88	0.25
R5 Mon	2	2	2	1.98	1.99	-0.01
R5 Thurs	1.38	1.38	1.34	1.23	1.32	-0.06
R6 Fri	1.18	1.18	1.53	1.65	1.45	0.27
R7 Weds	1.62	1.75	1.71	1.81	1.76	0.14
R8 Thurs	1.42	1.42	1.16	1.19	1.26	-0.16
R7 Fri	1.29	1.29	1.62	1.39	1.43	0.14
R11 Weds	1.3	1.3	1.39	1.35	1.35	0.05

Of the 10 areas targeted, 7 saw increases in the average amount recycle per household. Three saw reductions, but these areas all included significant numbers of student residents which may account for the reductions.

Resource Education and Promotions Officer (REPO)

The REPO work includes:

- giving talks and presentations to community groups
- organising waste awareness events and recycling campaigns (e.g. European Week of Waste Reduction, Waste Week etc.)
- producing articles for social media and print media
- attending resident's groups and community forums
working with community groups and other organisations to promote recycling

The majority of their work is also targeted on areas with traditionally lower participation and harder to engage community groups. They work in parallel to the RAs during any major recycling campaign for example during the kerbside box roll-out in 2013 the REPOS focussed their community information events in the target areas.

Activity	2012/13	2013/14	2014/15 (Q4 estimated)
Education visits	766	845	700
Number of public involved	24,775	16,001	16,420

Example Campaigns:

Recycling Box Campaign: The Education and Promotions team worked to support the roll out of the new inner city recycling scheme working in parallel to their RA colleagues. Activities included attending events, shopping centre road shows, info stands in a range of locations including libraries, community centres and supermarkets and visits to resident's groups. Included in the visits is work with apartments to facilitate the introduction of bespoke recycling schemes by additional staff.

The success of the introduction of the inner city two box recycling scheme and subsequent increase to the recycling rate for Belfast would not have been achieved without the work of this team.

This combined education programme was awarded Gold for 'Best Integrated Communications Campaign' by the Chartered Institution of Public Relations and the overall scheme and contributed to the service winning the 'Best Local Authority Recycling Initiative' category at the Awards for Excellence in Recycling and Waste Management.

More Recycling Here: Signage on refuse collection vehicles to promote the financial savings linked to recycling and how the money can be spent improving services elsewhere in the city. This replaced the previous 'Fresher, Cleaner, Greener' campaign promoting food recycling.

Community Fun Days: In 2014 we ran our first community fun day in Ardoyne Community Centre. This one day event had a recycling theme, although this was not obvious from the publicity material. The idea is to use smaller, localised events within hard to reach communities rather than hold large scale events in a central location. 109 local residents attended and participated in a range of activities including furniture up-cycling, a cookery demo on reducing food waste, junk art, book swap and recycled games. Following on from the success of this event, we intend to run more of these in communities across Belfast in 2015/16.

Annual Campaigns and Events

Spring Fair, Malone House: April. Information stand and children's activity

National Compost Week: May. Focused promotion of brown bins and food waste collections. Give away of free bags of compost at Recycling Centres.

National Recycling Week: June. Week of promotion at various locations over the years including City Hall lawn and shopping centres. For several years this incorporated the Waste Fair, a recycling event for schools held in four parks around the city. Themes have included 'The Waste Games' and 'Grow Your Own' (including construction of a greenhouse from reused plastic bottles)

Summer Events: July/August. Attending a range of events including summer fun days in parks and Rose Week.

Autumn Fair, Botanic Gardens: September. Information stand and children's activity

European Week for Waste Reduction: November. Various campaigns and events at a range of locations each year. For example sewing workshops, reuse events, collections of coats and bras for charities, cookery demonstrations aimed at reducing food waste, family events and screening environmentally themed movies.

Christmas Campaign, Shopping Centres: December. Activities to promote recycling at Christmas.

Zero Waste Community Grant, 2012/13 and 2013/14

Over three rounds of funding, £101,647 was allocated to 13 community projects including recycling events, community education campaigns to hand tool collections. It is intended that these projects will be assessed in 2015/16 to determine their contribution to the Reduce, Reuse, Recycle message.

Additional Activities

Keep Northern Ireland Beautiful/Eco-Schools: To counterbalance the reduction in school visits made by the REPO team, the funding provided to Eco-Schools was increased (circa £20k per annum includes Eco-Schools and annual schools competition). This additional work has resulted in the number of schools registered for the Eco-Schools programme increasing from 59% at the start of the campaign (Mar 2012) to 100% by March 2014.

Schools Competition: BEES (Belfast Environmentally Efficient Schools 2012/13 and 13/14 and the 'Wheelie Big Challenge 2014/15) Keep Northern Ireland Beautiful has also funded for three years to run a schools competition on our behalf. Over three years it has run, the focus has been increasingly on practical projects run by the school to make them more environmentally friendly by reducing waste and increasing recycling. It also dovetails into the Eco-Schools accreditation process. The final judging takes place in City Hall at an event in June each year, where schools who have achieved Eco-Schools Green Flag awards are also celebrated. This more inclusive, practical, team competition replaced our previous competition, 'Youth Speak' which focused on an individual's public speaking skills.

Bring Home Boxes: Aimed at reducing food waste, the Bring Home Box is currently available in 49 restaurants in Belfast. If customers cannot finish their meal they have the option of taking the leftovers

home for later consumption. The boxes are distributed to restaurants free of charge along with supporting information on food safety and menu inserts.

Examples of 'City Matters' articles

Green

Local groups work towards zero waste

The Zero Waste Community Grant has provided local groups with a round £135,000 of funding for recycling projects over the past two years. The grant funds community organisations to run projects and events to:

- divert waste from landfill,
- increase awareness, and
- increase the use of our recycling facilities.

Here are some examples:

Tools Recycling Project

Tools for Solidarity collect and refurbish unwanted hand tools and sewing machines to help improve the lives of some of the poorest people in the world. Local volunteers, many with learning or physical disabilities, carry out the work. Toolkits and sewing machines are then sent to partner organisations in Tanzania and Uganda. They estimate the project will have diverted 20 tonnes from landfill.



i To find out more visit www.toolsforsolidarity.com

Archway Recycling Community Awareness Scheme

Staff, volunteers and young people from the youth club delivered leaflets and arranged recycling workshops for local residents to raise awareness of the box recycling scheme. The project involved 2,200 people and helped increase the amount of recycling in the area.

Belfast Bin Smart

The Lower Malone Residents Association has used their funding to develop a smartphone app to tell residents of bin and recycling collection days and other services, like the free bulky waste collection. It's especially aimed at students in south Belfast who may be new to the city and are unaware of what recycling facilities they should have and collection days.

Download the free app at www.belfastbinsmart.com

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City Matters
September - November 2014

The 10 cities project



We're taking part in an exciting two year Love Food, Hate Waste project to reduce the amount of food wasted by residents. The project is being launched this month and nine other cities in the UK will join us in hosting events, workshops and demonstrations on how to reduce food waste and save money. For more information visit www.lovefoodhatewaste.com

Food waste? What food waste?

We all produce food waste, but sometimes we just don't realise it.

What is food waste?

There are three types of food waste. All three can be recycled using your food waste collection at home.

Avoidable

In the UK and Northern Ireland we throw away 13 billion portions of fruit and vegetables every year. Most avoidable food waste is fresh, bought with good intentions, but allowed to go off. The average family with children throws away around £60 of food every month. Reducing the amount of food wasted will save you money.

Possibly avoidable

These are things like apple peel and the 'heel' of the loaf that some people eat and others don't.

Unavoidable

This is food waste that can't be eaten or avoided, no matter how careful you are and includes egg shells, tea bags, bones, orange peel and fruit stones.

Proper food storage

Along with checking the 'use by' dates on food, learning how to store food appropriately will help it stay fresher for longer and will reduce the amount you waste. For example most fruit and vegetables will last up to two weeks longer if stored in the fridge. Most packaging will provide storage instructions, including if the food can be frozen.



i To find out more about how to store food, plan portion sizes or to access hundreds of recipe ideas visit www.lovefoodhatewaste.com

Food waste bags

As well as using your red tag, you can collect food waste bags at any of our Recycling Centres and at the Consumer Advice Centre in Wellington Place.

What goes where?

We have several different recycling schemes currently operating in the city. You will either have recycling bins or recycling boxes, depending on where you live.

There are some differences in the materials that each scheme accepts. If you live in an apartment block, you should have a communal collection.

For more information go to www.belfastcity.gov.uk/bins

Here's a quick reminder of what goes where.



(Brown in Belfast and residents joining from Castlereagh and Lisburn, green for residents joining from North Down)



Compost bin

Garden waste - including grass, leaves, twigs, weeds, flowers (no soil)

Green food bin

Food waste - all raw and cooked food waste (no liquids)

Shredded paper

Takeaway pizza boxes (torn up)

Red recycling box

Cardboard (must be clean and dry)

Glass bottles and jars (rinsed out)

Clothes (in a separate bag)

Batteries (in a separate bag)

Hand tools

Black recycling box

Food and drinks cans (rinsed out)

Paper

Aerosols

Washed cartons (Tetra Pak™)

Foil (clean and in a separate bag)

Plastic bottles, pots, tubs and trays

Recycling bin

Cardboard (must be clean and dry)

Food and drinks cans (rinsed out)

Aerosols

Washed cartons (Tetra Pak™)

Foil (clean and crumpled into a ball)

Plastic bottles (lids can be attached)

The range of materials accepted may increase over the coming year.

Recycling information for new residents

If you live in Lisburn, Castlereagh or North Down, and are joining Belfast City Council boundary in April, our team of resource advisors will be visiting you to tell you about any changes to your recycling service. They'll be calling at your door to provide information and to answer any questions you might have about recycling.

Our Waste Education Team can also visit adult community groups, church groups and parents' groups to give talks, set up information stands and answer questions. To arrange a visit to your group call 0800 032 8100 or email wasteeducation@belfastcity.gov.uk

Some of these changes are listed below:

- The week your compost bin is emptied will change. Your recycling bin will be emptied one week and your compost bin and landfill bin will be emptied on the same day the following week.
- If you are currently in Castlereagh and have recycling boxes, you will be changing to our recycling bin service.
- Your bin collection day may also change, but you will be fully informed of any changes before they happen.



Example of 'Recycle More Here' campaign signage on Refuse Collection Vehicles



and as a 'City Matters' advert



Canvassing



Using Social Media


 **Belfast City Council**
February 21

Going for a long soak after a hard week? Remember all your empty toiletries can be recycled!

Plastic bottles and aerosols can go in your black recycling box or blue bin, and all toilet roll tubes can be recycled in your red recycling boxes or blue bin: <http://www.belfastcity.gov.uk/bins-recycling/bins/whatgoesinmybins.aspx>



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<https://www.facebook.com/#!/belfastcitycouncil>

Talks, presentations and demonstrations for Community Groups



Promoting Recycling Centres Campaign



Information Stands for the public





Belfast City Council

Report to:	Health & Environmental Services
Subject:	Update on NILAS and Customer Service Standards
Date:	4th March, 2015
Reporting Officer:	Tim Walker, Head of Waste Management, ext 3311
Contact Officer:	Cormac Quinn, Business Manager, ext 3338

1	Relevant Background Information
1.1	On 3rd September 2014, the Committee adopted the full year update for Waste Management for the Recycling and Customer Service Standards for 2013-2014. This report details the half year position in regards to NILAS and the customer service standards for 2014/2015.
1.2	As Members may be aware, the end-of-year NI Landfill Allowance Scheme (NILAS) figures are subject to external verification by the Dept of the Environment (DOE) and this is not provided until the final figures have been audited and verified which is generally several months after the end of the financial year.
1.3	The recycling rate is not covered in this quarterly report as this is covered under the accompanying report "the Review of the "Towards Zero Waste" Action Plan which concludes this year.
1.4	Furthermore, this report does not include LGR issues and new targets. This will be assessed in the first quarter of 2015 and a new report will be collated with the new targets inclusive of the new areas.

2	Key Issues
	<u>NILAS Update</u>
2.1	The procurement of the arc21 Residual Waste Treatment Project continues and, in order to provide some stability for the forecasting of the NILAS update, the current treatment/disposal arrangements for residual waste are being assumed to continue in future years (i.e. approx 60% of all residual waste will be treated and 40% will be landfilled). The future forecast for Belfast under these conditions, excluding LGR impacts is displayed in the appendices (see Appendix 1).
2.2	As previously reported to Committee, for 2013/2014 the Council landfilled within its allowances. It is worth noting that in this year, if no treatment/disposal arrangements had been in place, the Council would have exceeded its allowances by almost 10,000T. In the absence of any residual waste treatment operation or transfer protocol being used going forward, it is likely that the Council would breach its NILAS allowance by this degree which could result in the DOE applying financial penalties of around £1.5M per annum.

2.3	For 2014/2015, the Service has continued to actively manage the treatment/disposal balance in order to achieve both NILAS compliance and remain within the Service's budget. Adopting this approach, the Service expects to meet its NILAS requirements and be under the maximum permissible level.
	<u>Customer Service Standards</u>
2.4	Members are asked to note that Waste Management Customer Service Standards continue to have a strong performance in 2014/15. All standards are either broadly acceptable or meet/exceed target. Those Standards which have not exceeded the target are the subject of regular contract meetings and monitoring by contract officers such as, on occasion bring bank access issues and staff availability have impacted adversely on meeting the target. In this instance, the access issues are addressed as soon as possible and the bottle banks are emptied promptly and are available for use again within one day of an issue being discovered. (see Appendix 2).

3	Resource Implications
3.1	<u>Financial</u> There are no financial implications associated with this report.
3.2	<u>Human Resources</u> There are no human resource implications associated with this report.
3.3	<u>Asset and Other Implications</u> No other implications associated with this report.

4	Equality and Good Relations Implications
4.1	There are no equality and Good Relations Implications associated with this report.

5	Recommendations
6.1	Members are asked to note the Report

6	Decision Tracking
N/A	

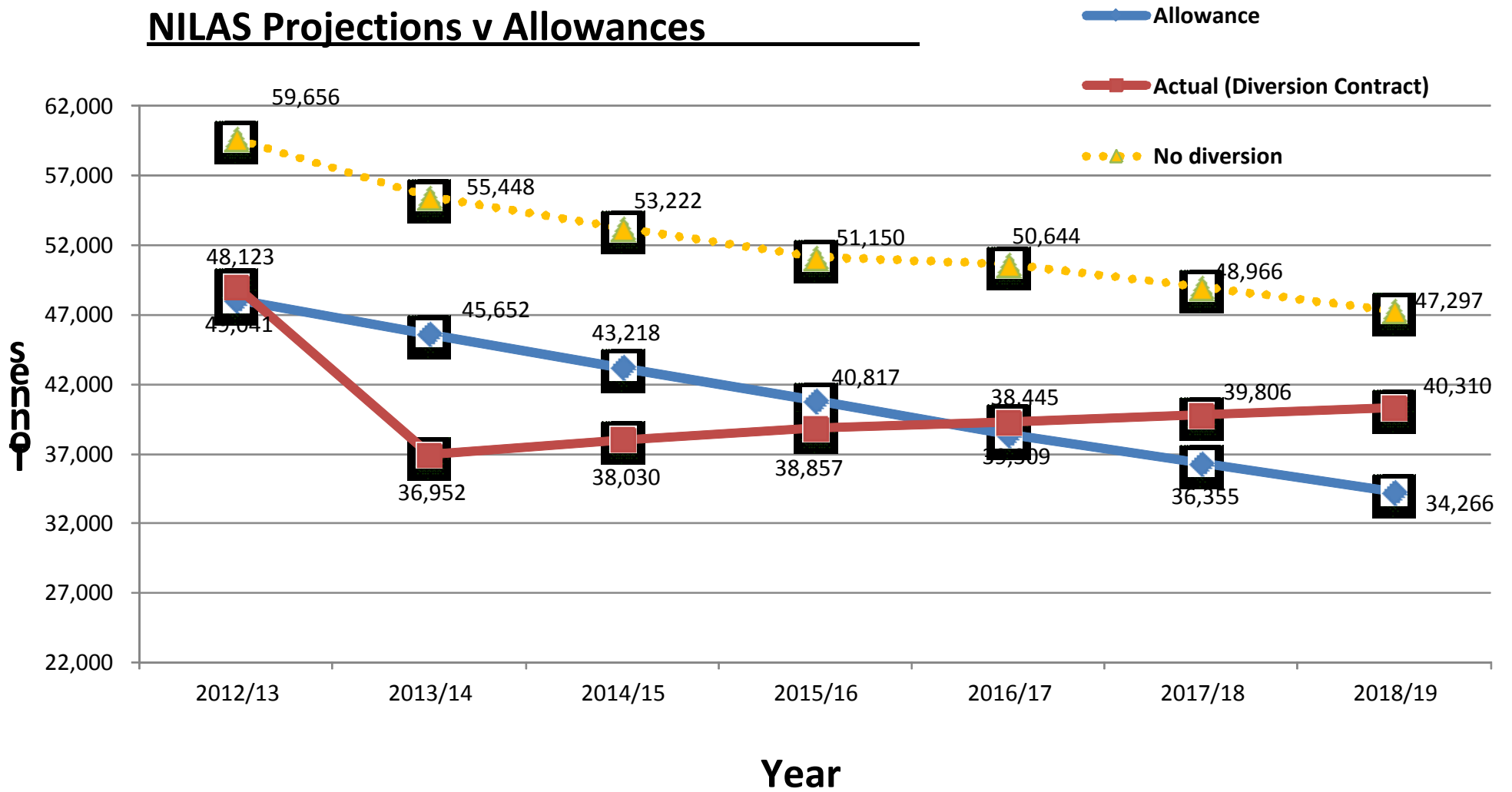
7	Key to Abbreviations
	DOE – Dept of the Environment NILAS – NI Landfill Allowances Scheme

8	Documents Attached
	Appendix 1 NILAS forecasts Appendix 2 Customer Service Standards

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NILAS Projections

NILAS Projections v Allowances







Customer Service Standards

Summary Customer Service Standards - Monitoring

% against target		Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
No	Buying a Bin												
1	Delivery of purchased bin within 5 working days	100	100	100	100	100	100	100	100	100	100	100	100
	Public Toilets												
2	provide public toilets which meet standard of BTA	100	100	100	100	100	100	100	100	100	100	100	100
	Household Recycling Centres												
3	Ensure centres stay open at least 90% of time	100	100	100	100	100	100	100	100	100	100	100	100
	Bring Banks												
4	Ensure min. 95% of time that glass can be deposited at site	92	99	92	92	95	90	95	95	95	95	95	90
	Waste Mgt. Helpline & Support Services												
5	Respond to min. 90% calls within 15 seconds	100	100	100	100	100	100	100	100	100	100	90	90
6	Acknowledge written enquiries within 5 working days	100	100	100	100	100	100	100	100	100	100	100	100
	Abandoned Vehicles**												
7	Respond to reported abandoned vehicles within two working days	90	90	100	90	100	100	75	100	90	75	80	100
	Asbestos												
8	Collect asbestos within 30 days of request	100	100	100	100	100	100	100	100	100	100	100	100
	Household Waste Assessments												
9	Conduct an assessment within 10 working days of request	100	100	100	100	100	100	100	100	100	100	100	100

**It should be noted that the actual amount of abandon vehicles reported each month are very small, ranging from a maximum of 8 to a minimum of 2 in any given month.

Key	
	meeting or exceeding target
	marginally below target but acceptable
	Below target and requiring action
	NA No occurrence

**It should be noted that the actual amount of abandon vehicles reported each month are very small, ranging from a maximum of 8 to a minimum of 2 in any given month.