



30 October 2024

Committee Chair: Councillor V McWilliam

Committee Vice-Chair: Councillor A McAuley

Committee Members: Aldermen - P Bradley, L Clarke, J McGrath and J Smyth

Councillors – J Burbank, R Foster, J Gilmour, AM Logue, E McLaughlin, H Magill, M Ní Chonghaile, M Stewart and S Ward

Dear Member

MEETING OF THE OPERATIONS COMMITTEE

A meeting of the Operations Committee will be held in the **Round Tower Chamber, Antrim Civic Centre on Monday 4 November 2024 at 6.30 pm.**

You are requested to attend.

Yours sincerely

A handwritten signature in black ink, appearing to read "Richard Baker".

Richard Baker, GM MSc
Chief Executive, Antrim & Newtownabbey Borough Council

PLEASE NOTE: Refreshments will be available in the Café from 5.20pm

For any queries please contact Member Services:
Tel: 028 9448 1301

memberservices@antrimandnewtownabbey.gov.uk

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**REPORT ON BUSINESS TO BE CONSIDERED AT THE
OPERATIONS COMMITTEE MEETING ON
MONDAY 4 NOVEMBER 2024**

3 PRESENTATION

3.1 PK/GEN/218 GEO ENERGY NI

1. Purpose

The purpose of this presentation is to provide Members with an overview of the Energy Strategy Action Plan 2022 and objections on the Path to Net Zero Energy.

2. Introduction

Members are advised that Sharon Clements, Department for the Economy and Rob Raine, Geological Survey of Northern Ireland will make a short presentation (**enclosed**) on Geoenergy NI.

3. Recommendation

It is recommended that the presentation be noted.

Agreed and Approved by: Matt McDowell, Director of Parks and Leisure Operations

4 ITEMS FOR DECISION

4.1 EH/EHS/LR/00, EL/053 ENTERTAINMENT LICENCE - FIRST BALLYEASTON PRESBYTERIAN CHURCH

1. Purpose

The purpose of the report is to seek Members' approval for an Occasional Entertainments Licence for 1st Ballyeaston Presbyterian Church Hall, 1 Lower Ballyboley Road, Ballyeaston.

2. Introduction

An application has been received for the grant of an Entertainments Licence (occasional licence) for the following area.

Licensee	Location of Premises	Type(s) and hours of entertainment	File Number	New Application or Renewal
Mr Robert Hill	1 Lower Ballyboley Road, Ballyeaston, Ballyclare	Singing, Music, Dancing or Entertainment of a like kind Number of persons No greater than 290	EL053	New Application

In line with the Council Protocol for the hearing of Entertainments Licence applications, approved in December 2016, the application must be considered at the Operations Committee meeting.

The Committee can decide the following:

- a) Grant the licence;
- b) Grant the licence with specific additional terms, conditions and restrictions;
- c) Refuse the licence;
- d) Defer an application for further consideration or to obtain further information.

If the Committee makes a decision against an Officer's recommendation, then Members must state their reasons for doing so. In such circumstances, a recorded vote will be taken.

3. Main Report

An application has been received for the grant of an Entertainments Licence for the above named premises. Members are asked to note that this premises previously held an Entertainments Licence up to March 2023 and the Licence

was not renewed as the premises was no longer hosting live entertainment. The applicant has advised that they wish to hold live entertainment in the premises again.

The operating hours for the premises as detailed below;

Monday to Saturday 12:00 to 00:00

Following a review of the Entertainment Licence policy, Committee approval is now required in advance of granting the licence on an annual basis.

4. Summary

Mr Hill has submitted an application for an occasional Entertainments Licence for 1st Ballyeaston Presbyterian Church Hall, 1 Lower Ballyboley Road, Ballyeaston.

Officers have reviewed the application and are content to recommend approval. As per the Council protocol for reviewing Entertainments Licence applications, a decision by Members is required regarding the approval of the licence.

5. Recommendation

It is recommended that an Entertainments Licence (Occasional Licence) be granted to the applicant, Mr. Hill for 1st Ballyeaston Presbyterian Church Hall, Ballyboley Road, Ballyeaston with the following conditions;

- (a) That all relevant licensing requirements are met**
- (b) That statutory consultees have no objections to approval**

Prepared by: Kelly Squance, Environmental Health Officer

Agreed by: Colin Kelly, Head of Environmental Health and Wellbeing

Approved by: Michael Laverty, Director of Sustainability

4.2 EH/EHS/LR/001, EL/125 ENTERTAINMENT LICENCE - TEMPLEPATRICK PRESBYTERIAN CHURCH

1. Purpose

The purpose of the report is to seek Members' approval for an Occasional Entertainments Licence for Templepatrick Presbyterian Church Hall, 750 Antrim Road, Templepatrick, BT39 0AP

2. Introduction

An application has been received for the grant of an Entertainments Licence (occasional licence) for the following area.

Licensee	Location of Premises	Type(s) and hours of entertainment	File Number	New Application or Renewal
Mr David McMullan	750 Antrim Road, Templepatrick, BT39 0AP	Singing, Music, Dancing or Entertainment of a like kind Theatrical performance Number of persons No greater than 420	EL125	New Application

In line with the Council Protocol for the hearing of Entertainments Licence applications, approved in December 2016, the application must be considered at the Operations Committee meeting.

The Committee can decide the following:

- a) Grant the licence;
- b) Grant the licence with specific additional terms, conditions and restrictions;
- c) Refuse the licence;
- d) Defer an application for further consideration or to obtain further information.

If the Committee makes a decision against an Officer's recommendation, then Members must state their reasons for doing so. In such circumstances, a recorded vote will be taken.

3. Main Report

An application has been received for the Grant of an Entertainments Licence for the above named premises. Members are asked to note that this premises previously held an Entertainments Licence up to February 2024 and the Licence was not renewed as the premises was no longer hosting live

entertainment. The applicant has advised that they wish to hold live entertainment in the premises again.

The operating hours for the event are as detailed below;

Monday to Saturday 10:00am – 11.00pm

Following a review of the Entertainment Licence policy, Council approval is now required in advance of granting the licence on an annual basis.

4. Summary

Mr McMullan has submitted an application for an occasional entertainments licence for Templepatrick Presbyterian Church Hall, 750 Antrim Road, Templepatrick, BT39 0AP.

Officers have reviewed the application and are content to recommend approval. As per Council protocol for reviewing entertainments license applications, a decision by Members is required regarding the approval of the licence.

5. Recommendation

It is recommended that an Entertainments Licence (Occasional Licence) be granted to the applicant, Mr McMullan, Templepatrick Presbyterian Church Hall, 750 Antrim Road, Templepatrick, BT39 0AP with the following conditions;

- (a) That all relevant licensing requirements are met**
- (b) That statutory consultees have no objections to approval**

Prepared by: Jen McGrugan, Environmental Health Officer

Agreed by: Colin Kelly, Head of Environmental Health and Wellbeing

Approved by: Michael Laverty, Director of Sustainability

4.3 WM/037/VOL2 REFUSE AND RECYCLING PUBLIC HOLIDAY COLLECTIONS 2025/26

1. Purpose

The purpose of this report is to seek Members' approval on the proposed alternative refuse and kerbside recycling collection days for Public Holidays in 2025.

2. Background

As in previous years, Council works with our Contractors to agree alternative collection dates for refuse and kerbside recycling across the Borough.

3. Key Issues

The arrangements for refuse and kerbside recycling collections for Public Holidays up to and including August 2025 are set out below for consideration. The proposed alternative collection days for 2025 are:

Public Holiday	Legacy Antrim Households	Legacy Newtownabbey Households
St. Patrick's Day Monday 17 March 2025	No change 17 March 2025 (Monday)	No change 17 March 2025 (Monday)
Good Friday Friday 18 April 2025	No collection required	No change Friday 18 April 2025
Easter Monday Monday 21 April 2025	No service. Collections rescheduled for this day and each successive day of this week to the following day, through to Friday to catch up. 22 April 2025 (Tuesday)	No service. Collections rescheduled for this day and each successive day of this week to the following day, through to Saturday to catch up. 22 April 2025 (Tuesday)
Easter Tuesday Tuesday 22 April 2025	As above (Wednesday 23 April)	As above (Wednesday 23 April)
May Day Monday 5 May 2025	No change 5 May 2025 (Monday)	No change 5 May 2025 (Monday)
Spring Bank Holiday Monday 26 May 2025	No change 26 May 2025 (Monday)	No change 26 May 2025 (Monday)
Saturday 12 July 2025	No collection required Monday 14 July 2025 collection as normal	No collection required Monday 14 July 2025 collection as normal
Sunday 13 July 2025	No collection required Tuesday 15 July 2025 collection as normal	No collection required Tuesday 15 July 2025 collection as normal

Summer Bank Holiday Monday 25 August 2025	No change 25 August 2025 (Monday)	No change 25 August 2025 (Monday)
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**At present, Legacy Antrim collections are Monday-Thursday, legacy Newtownabbey collections are Monday-Friday.*

No alternative collection arrangements are included for December 2025 as the waste harmonisation project may have implications for this. A further report will be brought to Members when these have been agreed.

In order to simplify the communication message from Council to the public regarding alternative collection dates, all affected bin collections, in both legacy Antrim and Newtownabbey, will be moved to the next available collection day until catch up is achieved on a free day e.g. Friday or Saturday.

For information, the previously agreed arrangements for the 2024 Christmas holiday period are detailed in the table below.

Public Holiday	Legacy Antrim Households	Legacy Newtownabbey Households
APPROVED November 2023		
Christmas Day Wednesday 25 December 2024	No Service. Collections rescheduled for this day and each successive day of this week to later in the week, through to Friday to catch up. 27 December 2024 (Friday)	No Service. Collections rescheduled for this day and each successive day of this week to later in the week. 27 December 2024 (Friday)
Boxing Day Thursday 26 December 2024	As above (Saturday)	As above (Saturday)
Friday 27 December 2024	No collection required	As above (Monday)
Monday 30 December 2024	No change 30 December 2024 (Monday)	As above (Tuesday)
Tuesday 31 December 2024	No change 31 December 2024 (Tuesday)	As above (Thursday)
New Year's Day Wednesday 01	No service. Collections	No service. Collections rescheduled for this

January 2025	rescheduled for this day and each successive day of this week to the following day, through to Friday 3 January 2025 to catch up. 2 January 2025 (Thursday)	day and each successive day of this week to the following day, through to Saturday 11 January 2025 to catch up 3 January 2025 (Friday)
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Residents in the Borough will be advised of these alternate arrangements via the usual means of the Borough Life, bin stickers and leaflets, social media, and via Council's website.

4. Recommendation

It is recommended that the collection arrangements for refuse and recycling bin collections for Public Holidays up to and including May 2025, as set out above, be approved.

Prepared by: Rebecca Clulow, Climate, Waste and Sustainability Officer.

Agreed by: Lynsey Daly, Head of Waste Strategy and Sustainability

Approved by: Michael Laverty, Director of Sustainability

4.4 PK/CEM/CR/006 CREMATION SOCIETY OF GREAT BRITAIN 150TH ANNIVERSARY TREE PLANTING

1. Purpose

This report seeks approval for the planting of a tree at Council's crematorium to celebrate the 150th anniversary of The Cremation Society of Great Britain.

2. Introduction/Background

Founded in 1874, The Cremation Society is a registered charity and a pioneer of cremation in Great Britain, establishing the first public crematorium. Over the years, it has supported cremation facilities nationwide and advocated for legislative progress. To mark its 150th anniversary, The Society is organising commemorative tree plantings at select crematoria, including Antrim and Newtownabbey Crematorium, the most recent facility in Northern Ireland, and has requested permission to plant a tree with a commemorative plaque.

3. Key Considerations

The Society proposes a native tree, beneficial to wildlife, that can thrive for 150 years. The Crematorium Manager recommends an Irish Yew, well-suited to the soil and environmental conditions.

4. Financial Position/Implication

The Cremation Society will fund the tree and plaque, but has requested that the Crematorium manage the ground preparation, planting, and landscaping. These costs will be covered within the existing horticultural budget.

5. Recommendation

It is recommended that approval be granted for a tree to be planted at Council's crematorium to celebrate the 150th anniversary of The Cremation Society of Great Britain.

Prepared by: Jim Parker, Crematorium Manager

Agreed by: Paul Mawhinney, Head of Parks Operations

Approved by: Matt McDowell, Director of Parks and Leisure Operations

4.5 WM/WM/037/VOL2 TEMPORARY FESTIVE RECYCLING CENTRE ARRANGEMENTS

1. Purpose

The purpose of this report is to seek approval for the arrangements for temporary Recycling Centres over the Christmas period.

2. Background

Members will be aware that residents using O'Neill Road, Bruslee and Crumlin Recycling Centres have been provided with additional waste disposal capacity over the festive period with bin lorries in previous years. This is for the disposal of residual household waste as is usually located at the Valley, Sixmile and Crumlin Leisure Centres.

3. Previous Decision of Council

Last year's usage of the additional waste disposal locations has been analysed and information provided in the table below.

Waste Tonnes 2023

Date	Satellite Site	Tonnage	HRC Site	Tonnage
27/12/2023	Valley LC	6.36	O'Neill Road HRC	25.58
28/12/2023 – 30/12/2023	Valley LC	8.26	O'Neill Road HRC	61.64
27/12/2023	Crumlin LC	0.5	Crumlin HRC	8.96
27/12/2023	Sixmile LC	1.0	Bruslee HRC	13.32

Based on this information, the following revised arrangements are proposed to provide extra waste disposal capacity during the days after Christmas when site usage is at its highest:

- a) that similar to Christmas 2023, an additional temporary waste recycling facility is put in place at the Valley Leisure Centre carpark in order to reduce traffic congestion at O'Neill Road and wider area on Friday 27, Saturday 28 and Monday 30 December from 9am - 4pm;

4. Key Issues

There are extremely high levels of usage at the O'Neill Road Recycling Centre during the festive period and as a result, the additional capacity will be maintained for three days.

It is not felt that the additional resources for Bruslee and Crumlin Recycling Centres will be required as demonstrated by last year's usage, although Officers will monitor the sites and will deploy containers if required. Newpark

and Craigmore Recycling Centres are expected to be able to manage the additional usage.

5. Financial Implications

The proposed additional services can be delivered using existing Council staff although one extra collection vehicle will be required for the operation, at a cost of £1,000, subject to availability.

While all waste collected at the additional sites will be transferred to a materials recycling facility, where as much waste as possible will be removed for recycling or recovery, Council does achieve better recycling rates when the waste is collected at the Recycling Centres and therefore use of the additional sites will be kept to a minimum.

6. Recommendation

It is recommended that the arrangements for Temporary Recycling Centres as set out above be approved.

Prepared by: Darren Purdy, Head of Waste Operations

Approved by: Michael Laverty, Director of Sustainability

4.6 WM/WG/002 WINTER OPERATIONS AND MOU WITH THE DEPARTMENT FOR INFRASTRUCTURE

1. Purpose

The purpose of this report is to update Members on the Winter Operations Plan 2024/25 and to seek approval for the Memorandum of Understanding with the Department for Infrastructure.

2. Background

Winter Operations Plan

From November to April, Council maintains a Winter Operations Plan to assist staff in delivering Council services as safely and efficiently as possible during the winter months. The Plan also includes provision for gritting services at all Council facilities and designated areas like town centres and car parks, the delivery of the waste collection services during adverse weather, and snow clearance operations.

3. Key Issues

The Winter Operations Plan is reviewed on an annual basis in order to improve the delivery of the service. A copy of the updated Plan is **enclosed** for Members' information and includes Appendix 2 that outlines the areas which will be gritted and when this will occur.

Following the decision last month, the gritting of the designated areas in the towns and villages will be carried out by a specialist contractor following a procurement exercise.

The Plan outlines the notification procedure for gritting operations, which will commence if the designated officer or specialist contractor believes there is a strong possibility of ice occurring based on Met Office warnings and media weather reports.

The procedure takes into account micro climatic differences across the Borough, for example, areas may be gritted in Glengormley due to sub-zero temperatures but there will be no requirement to do so in Crumlin as the temperature is above freezing.

The Plan aims to have Council facilities gritted before staff arrive at work, and the main town centres to be serviced before shops and businesses open at 9am, although Members should be aware that gritting operations cannot take place during periods of heavy rain or snow and are dependent on available resources.

The Plan also addresses the possible impact of adverse weather on the waste collection services. In the event of severe weather, road conditions will be assessed and operations revised to reflect the increased risks to staff and public safety.

Community Winter Resilience Kits

The Council also has three Community Winter Resilience Kits, including salt spreader, salt, grit box, snow shovels, ice grippers, gloves, and hi-vis vests for each DEA. The contact details of the community groups or individuals will be kept on a database in case resources need to be shared across the Borough if ice coverage is patchy. Community groups or individuals receiving the Kits will also be supplied with health and safety guidance notes.

Community Grit Piles

It is proposed to maintain the community grit piles this winter and a list of the locations is included in the Plan. Grit will be supplied in the event of prolonged periods of adverse weather.

Memorandum of Understanding Clearing Busy Town Centre Footways and Pedestrian Areas of Snow and Ice

Since the formation of the Council, an Agreement has been in place with Department for Infrastructure (DfI) Roads for clearing busy town centre footways and pedestrian areas of snow and ice during periods of heavy snowfall or prolonged adverse weather.

This Agreement, in the form of a Memorandum of Understanding, is renewed every three years. The Department has recently requested that Council considers a further three year commitment. The MoU is **enclosed** for Members' information.

The MoU provides an agreed framework to formalise the level of service to be provided and defines each organisation's duties and obligations in delivering the service. Points in the MoU to note are:

- DfI Roads provides Council with the salt/grit mix free of charge;
- Council will receive an annual Service Fee of £2,358;
- DfI Roads extends the indemnity offered to Council and its agents.

4. Financial Implications

The implementation of the Council Winter Operation Plan does have a financial impact with the provision of spreading equipment and grit/salt, and the staffing resources. In addition, there will be costs due to the use of the specialist contractor to deliver the requirements of the Plan in the towns and villages. The final cost is dependent on the severity of the winter but it's envisaged to be in the region of £30,000-£40,000. As stated above, there will be a small financial receipt, £2,358, from DfI if Council approves the terms of the MOU.

5. **Recommendation**

It is recommended that:

- (a) the Winter Operations Plan be noted; and**
- (b) the renewal of the partnering arrangements with Department for Infrastructure Roads be approved for the removal of snow and ice as set out in the Memorandum of Understanding for the next three years.**

Prepared by: Gillian McGrath, PA to the Director of Sustainability

Approved by: Michael Laverty, Director of Sustainability and Matt McDowell,
Director of Parks & Leisure Operations

5 ITEMS FOR NOTING

5.1 EH/PHWB/005 KEEP WARM AND WELL EVENT

1. Purpose

The purpose of this report is to advise Members of the seven Keep Warm and Well events held throughout the Borough by Environmental Health, which offered residents advice on staying safe and warm during winter.

2. Introduction

Winter can be a difficult time for many residents due to rising energy costs, increased health risks, and physical injuries from slips and falls. To support residents during this season, the Environmental Health section hosted free Keep Warm and Well events. These events allowed residents to consult directly with experts who offered one-on-one support on issues like benefit advice, energy efficiency, home security, accident prevention, and age-friendly information.

3. Key Issues

In partnership with Community Advice, the Antrim and Newtownabbey Policing and Community Safety Partnership (PCSP) and our Leisure Team, seven events were held across the Borough. Attendees received personalised advice, free health checks, and had the chance to review the PCSP action plan.

A total of 255 residents attended, and the feedback was overwhelmingly positive, with 100% of participants finding the event beneficial and 98% expressing high satisfaction with the staff's helpfulness.

One attendee shared the following comment:

"Each stand was very informative, and it was useful to learn about the services the Council offers, such as home safety and age-friendly information."

In addition to promoting the events through Council's website, they were advertised in local newspapers and on social media. Residents can also access energy-saving advice via Council's website, including an Energy Saving Booklet and videos offering tips on reducing energy costs during the winter months:

<https://antrimandnewtownabbey.gov.uk/residents/residents-community-information/cost-of-living/energy-efficiency/>

4. Summary

During September seven Keep Warm and Well events were held with 255 people attending. The events focused on advice and support to help through the winter months, with 100% of the attendees finding the events beneficial.

5. Recommendation

It is recommended that the report be noted.

Prepared by: James O'Kane, Health and Wellbeing Manager

Agreed by: Colin Kelly, Head of Environmental Health and Wellbeing

Approved by: Michael Laverty, Director of Sustainability

5.2 EH/EHS/CP/004 TEST PURCHASE

1. Purpose

The purpose of this report is to inform Members about the results of test purchasing activities conducted concerning the sale of age-restricted products like cigarettes and tobacco.

2. Background

Members are reminded that Councils in Northern Ireland have a statutory duty to enforce the legislation relating to the sale of certain age-restricted products such as cigarettes and tobacco products. Under the Health and Personal Social Services (Northern Ireland) Order 1978, it is illegal to sell cigarettes or tobacco to anyone under 18. Since 1 February 2022, it is also an offence to sell nicotine inhaling products (e-cigarettes and e-liquids) to anyone under 18 as set out in the Health (Miscellaneous Provisions) Act 2016.

The Public Health Agency fund the employment of Tobacco Control Officers (TCOs) who work on behalf of District Councils in Northern Ireland to promote compliance with tobacco control legislation and to provide advice on compliance.

TCOs must conduct at least 70 visits annually to retailers, including test purchases, to ensure compliance with age-restricted sale legislation. In April 2024, advisory letters were sent to 141 retailers, and TCOs conducted 177 advisory visits from January to April 2024. A previous test exercise was conducted in April 2024 and was reported to Members in June 2024.

3. Key Issues

In August 2024, a further test purchase exercise was conducted by TCO's on fourteen retailers, accompanied by a young person aged under 18 years, who attempted to purchase either tobacco products or nicotine inhaling products. Eight premises complied fully, while four sold a nicotine inhaling product (vapes) and two sold tobacco products (cigarettes) to a person under the age of 18.

The six retailers that failed were informed and agreed to provide additional staff training on age-restricted sales. Each retailer received a written warning. One staff member who asked for Identification but still sold a vape to a person under 18, was served a fixed penalty fine of £250, reduced to £187.50 if paid within 14 days. The fine has been paid at the reduced rate.

4. Summary

This was the second phase of planned test purchase exercises for 2024/2025, to be conducted on 70 retailers. On this occasion, six written warnings were issued to the owners of the retail shops and one fixed penalty issued to a person who sold a vape to a person under the age of 18.

5. Recommendation

It is recommended that the report be noted.

Prepared by: Gareth Thompson, Environmental Health Manager (Health & Safety, Consumer Protection, Tobacco Control)

Agreed by: Colin Kelly, Head of Environmental Health and Wellbeing

Approved by: Michael Laverty, Director of Sustainability

5.3 L/LEI/SD/018 HEALTH INTERVENTION ACTION PLAN – UPDATE

1. Purpose

The purpose of this report is to provide a Quarter 2 update on Council's Health Intervention Action Plan for 2024-25

2. Introduction/Background

Members are advised that Council approved the Health Intervention Action Plan (2022-27) in November 2022 and a copy is enclosed for Members' reference. The plan is designed to increase regular and sustainable participation in exercise across all age groups, with the wider aim of tackling wider health issues in vulnerable and inactive groups.

3. Results in Quarter 2 - 2024/25

Officers develop and coordinate delivery of a range Council led programmes, as well as working in collaboration with relevant partner organisations, to facilitate the effective delivery of the Action Plan. During Quarter 2, a total of 5,391 participated in these programmes, 7% below the quarterly target but 5% ahead of the cumulative target, with a detailed breakdown as follows:

Programmes	24/25 Annual Target	Q2 Target	Q2 Actual	YTD Total
Physical Activity Referral Scheme (PARS)	200	50	37 completers	62 completers
Move More Cancer Rehabilitation and Rehabilitation Programme	150	38	49	59
Age Friendly (Live Long, Fall's Prevention, Walking Netball, Aqua Fit and Nordic Walking)	20,000	5,000	4,772	10,160
Exercise for Mental Health Programme	900	225	453	817
Pulmonary Maintenance Programme	800	200	105	273
Cardiac Rehabilitation and	600	150	135	445

Maintenance Programmes				
Programmes for People with a Disability	400	100	161	208
Veterans (New)	60	15	8	8

4. Funding

Breakdown of external funding confirmed for 2024-25 to assist in the delivery of programmes:

Programme	Funded by	Total
Physical Activity Referral Schemes (PARS)	PHA	£31,461
Walking Football Programme	NHSCT	£1,890
Falls Prevention Steady and Strong Programme – due Q3	NHSCT	£1,850
Move More (Cancer Rehabilitation Programme)	Macmillan	£5,000
	Total	£40,201

5. New Developments

Officers have engaged with Veteran Groups in the Antrim and Newtownabbey areas. In October 2024, a group of 8 Army Veterans are now on a programme in Antrim Forum, with another group in Newtownabbey scheduled to start in November 2024.

Officers aim to work towards the development of two new specialised programmes in 2024/25: Drug & Alcohol Addiction and Active Pregnancy.

6. Recommendation

It is recommended that the report be noted.

Prepared by: Conor McCallion, Leisure Development Manager

Agreed by: Deaglan O'Hagan, Head of Leisure Operations

Approved by: Matt McDowell, Director Parks and Leisure Operations

5.4 L/GEN/070 NET PROMOTER SCORE – QUARTER 2 2024/25 RESULTS

1. Purpose

The purpose of this report is to provide a quarter 2 update on the Net Promoter Score for Council's Leisure Centres.

2. Introduction

To collect customer feedback and assess satisfaction, the Council's Leisure Section uses digital software to calculate a Net Promoter Score (NPS). This score is derived from randomly sampling customers who visit the leisure centres and asking them to rate the facilities on a scale of 1 to 10.

Additionally, a follow-up question asks for the reasons behind their rating, providing valuable insights for management to consider and address.

3. Quarter 2 Results

Key results for the quarter 2, 1 July 2024 to 30 September 2024:

- Total survey requests: 3,659
- Total responses: 767
- Response rate: 21%
- NPS: 66
- "Staff," "Facilities," and "Courtesy" consistently remain the top three areas mentioned by customers;
- "Staff" and "Courtesy" receive the most positive feedback scores;
- Ballyearl remains the highest scoring Centre with a score of 76

Performance is monitored daily, monthly, and quarterly, with the current 12 month rolling score is currently 63, against an annual target of 65 however, the current rolling three month score is at 68 showing an improved trend.

The NPS performance is significantly higher than the UK leisure industry average of 34.

4. Recommendation

It is recommended that the report be noted.

Prepared by: Conor McCallion, Leisure Development Manager

Agreed by: Deaglan O'Hagan, Head of Leisure Operations

Approved by: Matt McDowell, Director Parks and Leisure Operations

5.5 FI/FIN/004 BUDGET REPORT – QUARTER 2 APRIL 2024 TO SEPTEMBER 2024

1. Purpose

The purpose of this report is to provide financial performance information at period 6 (April 2024 – September 2024) for Parks & Leisure and Sustainability.

2. Background

As agreed, quarterly budget reports will be presented to the relevant Committee or Working Group. All financial reports will be available to all Members.

3. Summary

Budget reports for Parks and Leisure and Sustainability for Quarter 2 April 2024 to September 2024 are **enclosed** for Members' information.

At present the Parks and Leisure budget is in a favourable position of £531,850 (9.7%). This favourable position is largely due to:

- Leisure income favourable by £223,000;
- Crematorium income favourable by £95,000

The Sustainability budget is in an adverse position of £934,634 (8.3%) and this is due to:

- Collected waste arisings above predicted levels;
- Lack of budgetary provision for green waste collected at the Recycling Centres;
- Higher than predicted repairs and maintenance costs at the Recycling Centres and Environmental Services Depot;
- Delay in the award of the Interim Residual Waste Treatment Contract.

The overall financial position of the Council will be presented to the Policy and Governance Committee.

4. Recommendation

It is recommended that the report be noted.

Prepared by: John Balmer, Deputy Director of Finance

Approved by: Sandra Cole, Director of Finance and Governance