



27 September 2023

Committee Chair: Councillor J Burbank

Committee Vice-Chair: Councillor V McWilliam

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

Councillors - R Foster, J Gilmour, AM Logue, H Magill,
A McAuley, E McLaughlin, M Ní Chonghaile,
L O'Hagan, L Smyth and M Stewart

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 2 October 2023 at 6.30 pm.**

You are requested to attend.

Yours sincerely

A handwritten signature in black ink that reads "Jacqui Dixon".

Jacqui Dixon, MBE BSc MBA

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

A G E N D A

1 APOLOGIES

2 DECLARATIONS OF INTEREST

3 INTRODUCTION OF NEW STAFF

4 ITEM FOR DECISION

- 4.1 Draft response to Consultation on the draft Producer Responsibility Obligations (Packaging and Packaging Waste) Regulations [2024]

5 ITEMS FOR NOTING

- 5.1 Multi Agency Hoarding Protocol Training
- 5.2 Scheme of Emergency Financial Assistance Podcast for Members
- 5.3 Tobacco Test Purchase Exercise - April and August 2023
- 5.4 Home Safety Event and Electric Blanket Swap
- 5.5 Winter Woollies
- 5.6 Leisure Net Promoter Score
- 5.7 APSE Awards 2023
- 5.8 Review of Vehicle Overloading Policy & Operating Procedures
- 5.9 Review of Vehicle Replacement Policy

6 ITEMS IN CONFIDENCE

- 6.1 Arc21 Joint Committee Papers
- 6.2 Short Term Energy Action Plan - More Sustainable Action Update

7 ANY OTHER RELEVANT BUSINESS

**REPORT ON BUSINESS TO BE CONSIDERED AT THE
OPERATIONS COMMITTEE MEETING ON
MONDAY 2 OCTOBER 2023**

4 ITEM FOR DECISION

4.1 WM/WM/040 DRAFT RESPONSE TO CONSULTATION ON THE DRAFT PRODUCER RESPONSIBILITY OBLIGATIONS (PACKAGING AND PACKAGING WASTE) REGULATIONS [2024]

The Department of Agriculture, Environment and Rural Affairs (DAERA), in partnership with Department for Environment Food and Rural Affairs (DEFRA), Welsh Government and Scottish Government have released draft Producer Responsibility Obligations Regulations, for consultation. These regulations implement the changes from previous consultation exercises for the introduction of Extended Producer Responsibility (EPR).

Whilst a 12 month deferral of the implementation of EPR for packaging payments has been put in place, the devolved administrations are seeking views on the draft text to ensure that the draft Regulations achieve the policy intentions of creating clear and operationally feasible obligations.

The government are seeking views mainly on:

- The clarity on the definitions of the responsibilities placed on producers, exporters, reprocessors, compliance schemes, the Scheme Administrator, and the regulators, the key considerations for local authorities and the identification of any points of ambiguity;
- If the draft Regulations are clear and whether the Regulations create obvious and understandable obligations to the Council;
- The feasibility of the operational processes required to meet the obligations as set out in the draft Regulations as they apply to the Council;
- The completeness of the draft Regulations as the basis for the implementation of EPR for packaging as per the confirmed policy intent, and;
- Any unintended consequences of the draft Regulations as a whole.

The draft consultation can be found here [Extended Producer Responsibility for Packaging \(defra.gov.uk\)](https://www.defra.gov.uk/extended-producer-responsibility-for-packaging). The response is due on 9 October 2023.

Sections of the consultation that are most relevant to local authorities include:

- **Provision of recycling information and labelling (Refer: draft Regulations Part 2, Chapter 2).** The draft Regulations introduce a single, UK-wide approach to packaging labelling. Producers that are brand owners' packer/fillers and importers must label primary and shipment packaging using the appropriate 'Recycle Now' mark and wording (Recycle or Do Not Recycle). This will provide consumers with clear and consistent information on what packaging they can and cannot recycle.

- **Scheme Administrator calculation of producer disposal and administration fees (Refer: draft Regulations, Part 6, Chapter 2).** The Scheme Administrator will be required to calculate producer fees based on the amount and type of household packaging the producer has supplied and its cost of disposal, together with scheme administrator rates included. The Scheme Administrator is responsible for calculating producer disposal fees which will cover local authority household packaging waste and binned packaging waste disposal costs, and Scheme Administrator public information costs.
- **Scheme Administrator's calculation of disposal costs and scheme administrator costs to be recovered from producers (Refer: draft Regulations, Part 6, Chapter 3 (disposal costs), Chapter 4 (Scheme Administrator costs) and Chapter 5 (payments to relevant authorities).** The draft regulations do not place any direct obligations on local authorities as primary powers do not allow for this. However, the draft Regulations limit payments to local authorities to the costs of "efficient" and "effective" packaging waste management services, protecting producers from excessive and unfair costs. The Scheme Administrator (SA) must assess local authority costs in managing household packaging waste from Year 1.

Due to the technical and legal nature of the draft regulations, Council has drafted a response in line with the LARAC policy team who represent local authorities in all four devolved administrations. A copy of the draft response is enclosed.

RECOMMENDATION: that the draft response to the Consultation on the Draft Producer Responsibility Obligations (Packaging and Packaging Waste) Regulations [2024] be approved.

Prepared by: Lynsey Daly, Head of Waste Strategy & Sustainability

Approved by: Michael Laverty, Director of Sustainability

5 ITEMS FOR NOTING

5.1 EH/PHWB/015 MULTI AGENCY HOARDING PROTOCOL TRAINING

Members are reminded that the Antrim and Newtownabbey Multi-Agency Support Hub is a partnership of statutory services working together to enhance the well-being of vulnerable individuals. This partnership is chaired by and administered through the Antrim and Newtownabbey Policing and Community Safety Partnership.

Environmental Health represent Council on the Antrim and Newtownabbey Multi-Agency Support Hub and has noted the prevalence of hoarding cases throughout the Hub's activities. Consequently, Environmental Health within the Support Hub have worked collaboratively to create Northern Ireland's sole multi agency Hoarding Protocol. Additionally, Environmental Health have established a working partnership with 'Respect my Stuff', business that supports and improves the safety and quality of life of individuals dealing with hoarding tendencies or living in extreme cluttered environments.

To ensure the effective implementation of the Hoarding Protocol, a multi-agency training day is organised for the 25 October 2023, at Mossley Mill. Invitations to attend this event have been extended to all representative organisations from the Antrim and Newtownabbey Multi-Agency Support Hub. Furthermore, invitations are also being shared with the Regional Multi-Agency Support Hub steering group and to the other ten Councils within Northern Ireland.

Mr Jack Moore, Director of Respect my Stuff, will lead the training on hoarding, providing insights into the motivations behind hoarding behaviours. Local level representatives from Environmental Health and other Support Hub partners will also present anonymised case studies, to demonstrate how the protocol will work in practice in real life situations.

This event marks the official launch of the Multi-Agency Hoarding Protocol and it is hoped that through the Regional Multi-Agency Support Hub, this Protocol will be adopted on a regional scale. This Protocol aims to significantly 'Make a Difference' by improving responses to and interventions for hoarding cases throughout the Borough, making a tangible difference in addressing the issue.

RECOMMENDATION: that the report be noted.

Prepared by: Alison Briggs, Deputy Head of Environmental Health – Health and Wellbeing

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

Approved by: Michael Laverty, Director of Sustainability

5.2 EH/GEN/010 SCHEME OF EMERGENCY FINANCIAL ASSISTANCE PODCAST FOR MEMBERS

Members are reminded of the Scheme of Emergency Financial Assistance (SEFA), which is activated by the Minister for the Department of Communities (DfC) in response to instances of flooding.

Frequently, residents reach out to Members seeking information about the eligibility criteria for making a claim under this scheme when their homes have been affected by flooding.

To provide assistance on when flood damage to homes falls within the scheme's criteria, an informative podcast has been created by Environmental Health for Members. You can access the podcast using Fluix at the following location:

Members Information/Emergency Information and Contacts/Scheme of Emergency Financial Assistance Podcast-Sept 23

As outlined in the podcast, adherence to the scheme's criteria is essential for DfC to reimburse Council expenditure incurred when responding to the needs of householders.

The immediate payment of £1,000 to eligible householders who have suffered severe inconvenience is aimed at swiftly aiding the recovery process after a flooding incident. The monies are initially paid by Council and then reimbursed by DfC but only if the scheme criteria is met.

For further details on The Scheme of Emergency Financial Assistance, please contact the Environmental Health section or visit:

<https://antrimandnewtownabbey.gov.uk/residents/residents-community-information/community-advice/extreme-weather/flooding/>.

RECOMMENDATION: that the report be noted.

Prepared by: Helen Harper, Deputy Head of Environmental Health - Environment

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

Approved by: Michael Laverty, Director of Sustainability

5.3 EH/EHS/CP/004 TOBACCO TEST PURCHASE EXERCISE - APRIL AND AUGUST 2023

Members are reminded that local authorities 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. The Health and Personal Social Services (Northern Ireland) Order 1978 makes it an offence to supply cigarettes or tobacco products to any person under the age of 18.

From 1 February 2022, in Northern Ireland, it became an offence under The Health (Miscellaneous Provisions) Act (Northern Ireland) 2016 to sell nicotine inhaling products to persons under the age of 18. A 'nicotine inhaling product' means a nicotine inhaling device (used to inhale nicotine through a mouth piece), nicotine cartridge (contains nicotine and forms part of a nicotine inhaling device) or nicotine refill substance (generally known as e-liquid). Nicotine inhaling devices are commonly referred to as 'e-cigarettes' and the law covers both disposable and rechargeable types. Nicotine inhaling products would include vapes although some vapes do not include tobacco.

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

Throughout the year, TCO's in each Council area are required to carry out a minimum of 50 visits to retailers of tobacco/vaping products, including test purchases, to verify compliance with age restricted sale legislation. These test purchasing exercises, conducted in April and August of this year, were also used as an opportunity assess compliance with the new regulations which introduced an age limit of 18 for the purchase of nicotine inhaling products.

An advisory letter explaining the requirements for both sets of regulations was sent to 276 premises early in 2023. Prior to the test purchase visits, two Tobacco Control Officers also conducted advisory visits to 225 businesses that sold age restricted products, to assist business owners in complying with the regulations.

The test purchasing exercises were conducted over two days, one in April and one in August. The TCO's visited 30 retailers in the Borough, accompanied by a young person aged under 18 years who attempted to purchase either tobacco products or nicotine inhaling products.

	Tobacco Retailers visited	Nicotine Inhaling Product Retailers visited	Result of test purchase	Follow up action
Test Purchase	13	17	All retailers passed – no sales or displays.	Letters to retailers, advising the result as a 'Pass'.

The test purchase exercises were the first two in a series of planned test purchase exercises to be carried out in 2023/2024, during which at least 50 premises in total will undergo test purchasing for age restricted products.

A Tobacco Awareness Programme which is an interactive programme developed by Mid and East Antrim Council on behalf of the Council and Causeway Coast and Glens Council, has been made assessable to both major and independent tobacco retailers across the Borough. Retailers can utilise this programme to monitor staff awareness and their understanding of the practical aspects relating to preventing of sales of age restricted products to those under the age of 18.

RECOMMENDATION: that the report be noted.

Prepared by: Christina McErlean, Deputy Head of Environmental Health – Commercial

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

Approved by: Michael Laverty, Director of Sustainability

5.4 EH/PHWB/002 HOME SAFETY EVENT AND ELECTRIC BLANKET SWAP

Members are reminded that a Home Accident Prevention Officer works within Environmental Health and one of their key roles is to reduce the number of home accidents.

As winter approaches, many households will turn to electric blankets for night-time warmth. However, in the United Kingdom the Fire Service estimates that unsafe electric blankets cause over 5,000 home fires each year (fireservice.co.uk).

Electric Blankets can pose safety risks that if unchecked increase the likelihood of fires. The Northern Ireland Fire and Rescue Service recommends replacing electric blankets once they reach 10 years old and staying vigilant for the following danger signs:

- Scorch marks or discolouration areas on the fabric.
- Worn or frayed fabric, or visible wires.
- Damage to the power cable between the plug and the blanket's controller or between the control and the blanket.
- A buzzing sound or scorching odour when switched on.
- Damage or overheating where the electrical cable connects to the blanket.

The Home Accident Prevention Officer has planned two Home Safety and Electric Blanket Swap Events. One in The Old Museum Space, Mossley Mill on Thursday 30th November and the other in The Steeple Suite, Antrim Civic Centre on Friday 1st December. Each event can accommodate up to 100 people, and a booking system will be established so that residents can book a thirty-minute slot. For those who cannot attend in person, arrangements can be made for a home visit by the Home Safety Prevention Officer.

The events will offers residents an opportunity to replace older or a potentially faulty electric blanket for a safer alternatives such as rechargeable hot water bottle and dispose of their old ones. During the events, residents can also enquire about Home Accident Prevention Assessments and explore the range of equipment available from Environmental Health such as CO monitors, touch lamps and hand grabbers.

The events will have representations from Community Advice Antrim and Newtownabbey, the Police and Community Safety Partnership and Northern Ireland Fire and Rescue Service to provide residents with free one to one advice and support on topics such as, income maximisation and debit advice, household energy efficiency and grants, home security and crime reduction.

Promotion of the events will occur through the Council's social media, website and direct outreach to community groups. They will also be featured included in the Antrim and Newtownabbey Age Friendly newsletter which will be issued at the beginning of November 2023.

Evaluation on both events will be completed and will be used when planning future events.

RECOMMENDATION: that the report be noted.

Prepared by: Alison Briggs, Deputy Head of Environmental Health – Health and Wellbeing

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

Approved by: Michael Laverty, Director of Sustainability

5.5 EH/PHWB/012 WINTER WOOLLIES

Members are advised that the Environmental Health will be launching the Winter Woollies initiative 2023 following its successful run in 2022. Last year, the initiative saw the donation of nearly 600 individual items, all of which were distributed to and warmly received by households in need across the Borough.

The Winter Woollies initiative aims to encourage experienced or novice crafters to knit items that can provide warmth during the winter season. These items encompass a wide range, from hats, scarfs and blankets in various sizes suitable for babies, toddlers, and older residents alike. Those interested in contributing can donate their handcrafted items to Council.

The Mayor will personally choose his favourite Winter Woollies items, and the chosen creators will receive gift vouchers for local crafting shops. Each "Winter Woolly" item donated will be passed on to a resident in need of warmth during the winter months. The distribution of donations will be coordinated by the Health and Wellbeing team in collaboration with the Northern Health and Social Care Trust, ensuring that items reach the right recipients. Donors are encouraged to include a friendly message with their contributions, which will be passed along to the anonymous recipients.

For convenient drop-off, entries and donations can be left at designated boxes in the Council's Civic Buildings including Antrim Civic Centre and at Mossley Mill. Individuals or groups unable to visit these locations, can arrange for item collection directly with Environmental Health.

Winter Woollies will be promoted through Council's social media channels, engagement with local Knit & Natter groups at libraries across the Borough, and collaboration with various community groups. Additionally, information leaflets on Winter Woollies will be distributed to interested groups.

Donations will be accepted from the 2 October to the 17 November 2023, with the Mayor's selection of his favourites taking place week commencing the 20 November 2023.

Participants will be advised that the Council will not be responsible for the cost of the materials used and entries cannot be returned.

RECOMMENDATION: that the report be noted.

Prepared by: Alison Briggs, Deputy Head of Environmental Health – Health and Wellbeing

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

Approved by: Michael Laverty, Director of Sustainability

5.6 L/GEN/070 LEISURE NET PROMOTER SCORE

Members are reminded that Council's Leisure Service utilises a digital customer engagement system, which continually measures customer satisfaction through a Net Promoter Score (NPS), and also utilises the customer feedback gained from the system to continually improve service delivery.

From its inception in 2018, the NPS performance across leisure has been well above the UK leisure industry average of 34, and continues to improve year on year.

Year	NPS
2018	59
2019	52
2020	62
2021	62
2022	64
2023 (1 st quarter)	63
2023 (2 nd quarter)	69 to date

For the second quarter in 2023, the current rolling score for leisure is 69 up 6 points from Quarter 1, with all centres demonstrating an upward trend.

Centre	NPS	Responses	Promoters	Passives	Detractors	Percent Promoters	Percent Passives	Percent Detractors	Trend
Ballyearl Arts & Leisure	85	65	57	6	2	88	9	3	18%
Sixmile Leisure Centre	71	107	84	15	8	79	14	7	16%
Valley Leisure Centre	68	257	196	40	21	76	16	8	30%
Antrim Forum	66	239	179	38	22	75	16	9	12%
Crumlin Leisure Centre	63	48	37	4	7	77	8	15	9%

RECOMMENDATION: 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 & Leisure Operations

5.7 L/LEI/001 APSE AWARDS 2023

Members are reminded that Council was shortlisted for the Best Service Team: Sports, Leisure and Cultural Service in the 2023 APSE Awards, having been previous finalists in both 2018 and 2019.

Elected Members and Officers attended the Awards Ceremony on Thursday 14 September 2023 at the Titanic Belfast, where the Council was announced as the winner in the category.

APSE is a networking community that assists local authorities who are striving to improve their frontline services. The APSE Service Awards uniquely recognises the profound contribution of local council frontline services to local communities and local people.

RECOMMENDATION: that the report be noted.

Prepared by: Vicki Kyles, Personal Assistant to Director of Parks and Leisure Operations

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

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

5.8 WM/FM/001 REVIEW OF VEHICLE OVERLOADING POLICY & OPERATING PROCEDURES

As Council has a legal obligation to ensure that its vehicles are not operated beyond their permissible operating limits, this policy provides guidance to Council employees on the processes and responsibilities to be followed to ensure legal compliance and their personal and vehicle safety.

The Vehicle Overloading Policy and Procedure (enclosed) and The Standard Operating Procedures for Vehicle Trailer Overloading (enclosed) have been reviewed and updated in accordance with Council's agreed Policy Framework and schedule. The Policy and Procedure, which covers the management of vehicle overloading, was last updated in December 2020.

RECOMMENDATION: that the Vehicle Overloading Policy and Procedure review be noted.

Prepared by: Lynda Gregg, Transport & Contracts Manager

Approved by: Michael Laverty, Director of Sustainability

5.9 WM/FM/010 REVIEW OF VEHICLE REPLACEMENT POLICY

This Policy outlines the expectations and responsibilities regarding the management of vehicle replacements within Council and assists operational departments to ensure they have efficient and effective vehicles available to deliver their required services.

The Vehicle Replacement Policy (enclosed) has been reviewed and updated in accordance with Council's agreed Policy Framework and schedule. The Policy, which covers the management of vehicle replacements of Council's fleet, was last updated in December 2020.

RECOMMENDATION: that the Vehicle Replacement Policy review be noted.

Prepared by: Lynda Gregg, Transport & Contracts Manager

Approved by: Michael Laverty, Director of Sustainability