



29 January 2020

Committee Chair: Alderman J McGrath

Committee Vice-Chair: Councillor M Cooper

Committee Members: Aldermen – T Burns and M Girvan
Councillors – J Archibald, A Bennington, R Foster, J Gilmour,
N Kelly, R Kinnear, A Logue, N McClelland, J Montgomery,
S Ross and R Swann

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 3 February 2020 at 6.30pm.**

You are requested to attend.

Yours sincerely

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

Jacqui Dixon, BSc MBA
Chief Executive, Antrim & Newtownabbey Borough Council

For any queries please contact Member Services:

Tel: 028 9034 0098 / 028 9448 1301 memberservices@antrimandnewtownabbey.gov.uk

A G E N D A

1 APOLOGIES

2 DECLARATIONS OF INTEREST

3 ITEMS FOR DECISION

3.1 Mary Peters Trust – Request for Assistance

3.2 Grass Management

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**REPORT ON BUSINESS TO BE CONSIDERED AT THE
OPERATIONS COMMITTEE MEETING ON
MONDAY 3 FEBRUARY 2020**

3 ITEMS FOR DECISION

3.1 L/LEI/2 MARY PETERS TRUST – REQUEST FOR ASSISTANCE 2020/21

Correspondence has been again received this year from the Mary Peters Trust requesting financial support for its sporting awards to upcoming athletes (enclosed). The Trust provides encouragement and financial support to young sports men and women from across Northern Ireland in a range of sporting disciplines including: Gymnastics, Hockey, Soccer, Triathlon, Cycling, Basketball, Boxing, Fencing, Golf, Taekwondo, Athletics, Weight-lifting and Yachting.

Council support for the last 3 financial years had been £2,000 per annum. A list of those athletes from the Borough who have received support is set out in the letter.

The Mayor had agreed to host a reception for the Mary Peters Trust grant recipients and Mary Peters would be invited to attend.

RECOMMENDATION: that a contribution of £2,000 be made to support the work of the Mary Peters Trust within the Borough for 2020/2021.

Prepared by: Matt McDowell, Head of Leisure

Approved by: Geraldine Girvan, Director of Operations

3.2 PK/GEN/035/VOL2 GRASS MANAGEMENT SUB GROUP

The minutes of the most recent meeting of the Grass Management Sub Group, which took place on 6 January 2020, are enclosed.

In summary, Members were updated on:

- Roundabout improvement proposals for the next phase of six roundabouts
- Seasonal planting plans
- Proposals for living Christmas trees
- Proposal to develop a rose garden at the green at Hazelbank
- Proposed development of a Memorial Garden at Sixmile Cemetery
- Judges for the Best Kept Garden Competition 2020
- Town and Villages Action Plan deferral until next Grass Management Sub Group meeting
- Ballyclare District Historical Association request
- Provision of solar benches pilot

RECOMMENDATION: that the minutes of the Grass Management Sub group of 6 January 2020 and the recommendations therein are approved.

Prepared by: Ivor McMullan, Head of Parks

Approved by: Geraldine Girvan, Director of Operations

4 ITEMS FOR INFORMATION

4.1 L/LEI/501 QUEST ACCREDITATION

Members are reminded that one of the Operational Improvement Indicators for the Leisure Service in 2019/20 was that all six Leisure Centres achieve Quest accreditation. Quest is a quality assurance scheme for leisure facilities throughout the UK, supported by Sport England, Sport Wales, Sport Scotland, and Sport Northern Ireland as well as organisations and professional bodies such as CIMPSA, ukactive, Chief Leisure Officer's Association, and SPORTA. It is a Continuous Improvement Tool designed to measure how effective organisations are at providing customer service.

In 2019, Antrim Forum and Crumlin Leisure Centre retained their existing accreditation, with Allen Park, Ballyearl, and Sixmile Leisure Centres achieving their first accreditation that year. In January 2020, the Valley Leisure Centre also achieved Quest accreditation for the first time in its operation. In addition to the achievement of Quest, the Valley Leisure Centre has also seen a significant improvement in operational performance in recent years across all metrics. This is best illustrated by the increase in usage of 33% between 2017/18 to 2018/19 and an increase in membership from circa 1,200 members to close to 3,000 since the inception of the More Membership Scheme in October 2017.

The Quest success has been possible because of the hard work and commitment of leisure staff across all centres. The Valley's success in achieving Quest has been complemented by its most recent mystery shopper score, December 2019, with a 20% year on year increase having been achieved. In line with other 5 centres, the Mayor has agreed to host a reception for staff at the Valley.

Members may wish to note that in addition to the improvements which Quest brings to Council's leisure centres, feedback from customers is regarded as one of the most valuable management tools for all Centre Managers. As well as comment cards which are available in all six centres, the Listen 360 customer loyalty software provides very valuable information from customers, whereby a random selection of daily users are emailed seeking their views on their experience within the respective centre. Furthermore, there are bi-annual mystery shopper visits, with Council's info@ email address also providing an additional channel for customers to give feedback. To communicate feedback effectively from centre managers to leisure customers, Officers are currently developing a digital display solution which will include a 'You said... We did' section.

With all six Leisure Centres now accredited, it is proposed that all centres progress to 'Quest Plus' which involves a more extensive assessment over a two year period with an assessment in Year 1 and a review in Year 2.

RECOMMENDATION: that the report be noted.

Prepared by: Matt McDowell, Head of Leisure

Approved by: Geraldine Girvan, Director of Operations

4.2 WM/COMMS/01 WASTE MANAGEMENT PROMOTIONS UPDATE REPORT Q3 2019-2020

A range of awareness and promotional activities continue to be undertaken to increase public participation in Council's recycling and environmental schemes. This includes a variety of educational information/awareness sessions to schools and various groups - youth, seniors, church and community on a variety of topics including waste reduction, reuse, recycling, plastics, litter and Fairtrade.

An update on activities in the last quarter (Oct – Dec 2019) is set out below and images of the events and samples of the awareness messages are **enclosed**.

Education/Awareness sessions – Schools, Community Groups and Events

During the quarter, over 700 people were involved either in events, information sessions or fun days through schools, community groups, events, fun days, WI talks.

Schools, community and other groups are contacted each year in advance of the various campaigns which Council runs e.g. compost awareness week and recycle week. They are offered the opportunity for staff to come out to provide information/awareness sessions to pupils or group members.

In this quarter education/awareness sessions provided for churches and other groups were:

Newtownabbey Methodist Mission BB
Carnmoney Presbyterian Church BB
Church of the Ascension, Cloughfern Brownies
Randalstown Beaver Scouts Troup
Ballyhenry Women's Group – Ballyhenry Presbyterian Church
Templepatrick Horticultural Society
Ballyclare Women's Institute

In the same period education/awareness sessions were also provided in the following schools:

Ballynure Primary School
Doagh Primary School
Greystone Primary School
St Joseph's Primary School Crumlin
Hill Croft Special School
St James Primary School Newtownabbey
Mossley Nursery School
Templepatrick Primary School
St Bernards Primary School
Parkhall Primary School
Tildarg Primary School
Antrim Primary School
Rathcoole Primary School
Ashgrove Nursery School
Round Tower Integrated Primary School
Riverside Special School

Sixmile Integrated Primary School
Edmund Rice College
The Thompson Primary School
Abbotts Cross Primary School
Ballycraigy Primary School
Carnmoney Primary School
Crumlin Integrated Primary School
Loanends Primary School

Some activities were carried out in partnership with NI Water and the arc21 Education vehicle was also used during the period. Topics covered were recycling, litter, reuse, Fairtrade and correct water use. Further education/awareness sessions and/or visits from the waste education bus can be booked through the Waste Education and Awareness Officer.

Social Media and Press

In the run up to Christmas, it was particularly busy from a waste communications perspective with social media posts, press releases and Borough Life articles including:

- waste reduction and Christmas Recycling messages advertised in bus shelters and on billboards throughout the Borough
- food and plastic communications via social media and billboards
- dedicated food waste videos highlighting Christmas food waste or the composting process were on social media channels and appeared in local cinemas over the three busy Christmas weeks.

[https://antrimandnewtownabbey.gov.uk/residents/bins-recycling/what-can-be-recycled/irecyclerright-\(1\)/](https://antrimandnewtownabbey.gov.uk/residents/bins-recycling/what-can-be-recycled/irecyclerright-(1)/)

All posts, videos and articles were designed to reach the maximum number of residents to help to increase the collection of recyclables and food waste, over the busy Christmas period.

European Week for Waste Reduction (EWWR)

The annual European Week for Waste Reduction (EWWR) was marked by a focus on the ability to reduce waste. Officers developed a week of events and promotions, including the Repair Café launch, Refillution promotion (for water bottles and coffee cups) and the launch of the Wheelie Big challenge.

The highlight of the week was the dedicated Waste Reduction Event held at Antrim Castle Gardens. The event covered various aspects of waste prevention, waste reduction, self-sufficiency, reuse, repair, donation to charities, repurposing, upcycling and recycling. There was a selection of stalls representing organisations including charities, Fareshare, NI Nappy Library, Habitat for Humanity, Repair Café, Men's Shed, Friends of Antrim Castle Gardens and Purple Earth shop, along with Northern Ireland Water and the arc21 Education Officer.

The event attracted over 200 people and feedback from the stall holders was positive with some indicating how useful it was to be able to make connections with other charities and volunteers and the ability to promote and sell products to help in reduction of waste. Generally, the importance of Council supporting the issue of waste reduction was very well received.

Introduction of Recycling

Officers have started the rollout of recycling and composting kerbside collection services to non-standard housing such as sheltered accommodations, multiple occupancy premises and folds. Individual premises have customised operational arrangements in place and have received educational leaflets and talks to assist in successful implementation. Officers are continuing to roll out these services to any areas who currently have no means to recycle. If Members be aware of such areas, they can discuss with officers or provide details through the waste management email address, waste@antrimandnewtownabbey.gov.uk.

RECOMMENDATION: that the report be noted.

Prepared by: Lynsey Daly, Waste Strategy and Contracts Manager

Agreed by: Michael Lavery, Head of Waste Management

Approved by: Geraldine Girvan, Director of Operations

4.3 PK/GEN/107 DEPARTMENT OF AGRICULTURE, ENVIRONMENT AND RURAL AFFAIRS (DAERA): ENVIRONMENTAL CHALLENGE COMPETITION – CALL FOR FURTHER EXPRESSIONS OF INTEREST

Background

Members are reminded that further to the call from the Department of Agriculture, Environment and Rural Affairs (DAERA) call for applications to an Environmental Challenge Competition, applications for four Council projects were successful:

- Threemilewater Park (Phase 1) – towards new woodland trail scheme
- New Mossley Active Route – towards local linkage with Newtownabbey Way
- Rea's Wood – formalising access to the shoreline
- Crumlin Glen – widening of footbridge over river

These projects are currently being progressed and funding is to be spent by end of March 2020.

Further Call for Expressions of Interest

DAERA has now invited submission of further Expressions of Interest for outdoor recreation capital schemes. The request came at short notice with a closing date of 17th January 2020, not permitting Officers in sufficient time to report to Committee. Therefore, a small number of projects were submitted - as this is an Expression of Interest only, should DAERA launch this capital funding programme a report on proposed projects will be brought to Committee as appropriate.

Project Title	Estimated Total Cost*
Threemilewater Park – Phase 2	£250,000
Valley Park Accessibility Trails – Phase 2	£40,000
Rea's Wood Improved Access – Phase 2	£30,000
Crumlin Glen – riverbank restoration and path surfacing	£50,000
Gideon's Green – Bird Reserve (fencing, improved access and bank works)	£50,000

**it is anticipated that DAERA will fund up to 50% of total project costs*

RECOMMENDATION: that the report be noted.

Prepared by: Elaine Upton, Countryside Officer

Agreed by: Ivor McMullan, Head of Parks

Approved by: Geraldine Girvan, Director of Operations