

letsrecycle.com Submission

Civic Amenity site of the Year 2010

Picture 1 – Image of Ormeau Recycling Centre

Ormeau Recycling Centre which opened back in 2007 is one of 4 new state of the art recycling centres that the Council's Waste Management section has developed to meet the challenges of effectively and efficiently manage our city's waste.

The site incorporates a split level design which provides a safer environment and easier access for users depositing their waste by eliminating the need for steps to load containers.

The site is equipped with a Pak Mat machine which is designed to increase the waste capacity of the containers on site by rolling over and crushing materials. This reduces the number of containers needing collection; making the site more environmentally efficient.

Staff and Customer Care

Providing high standards of customer care is the backbone to the success of Ormeau.

The site operates with two teams made up with three Recycling Operatives and a Supervisor working on a shift pattern to provide a service to the public seven day's week.

At weekends, additional support is provided by two part time staff.

In line with the Councils customer service charter the site operates with knowledgeable proficient recycling centre staff who are available to give advice, guidance and physical assistance on site when required.

Staff ensure that Ormeau is a welcoming site and that it is maintained to very high standards. This is highlighted in compliments received from members of the public.

"I would like to pass on my compliments to the staff employed at Ormeau... every time we visit we are greeted with offers of help...they are consistently helpful and polite" Jan-10

"I am emailing you to let you know how pleased I am with the quality of service at Ormeau...the facility is extremely well maintained... all the staff are extremely pleasant and helpful" Feb -10

Promoting Awareness

The facility since opening has been steadily increasing its recycling rate and is currently recycling 65 – 70 % of the waste it receives. It also segregates around 30 waste materials for recycling.

Communication is an integral aspect to promoting greater awareness of Reuse, Reduce and Recycle and staff take every opportunity to engage with the public.

The site has also successfully facilitated work experience placements from local schools.

[Picture 2 – Image of school children](#)

Staff like making a difference by actively promoting reuse. An example of this is recovering old bikes. These are stored and collected for repair through various local community workshops.

Staff are also keen to promote their green credentials and have created their own small vegetable patch on site by reusing items brought into the site. An old fish tank is now a mini green house for growing tomatoes; an old washing machine drum is used to grow wild flowers.

[Picture 3- Image of staff](#)

[Picture 4 – Image of flowers in old washing machine drums](#)

A Safer Site

Health & Safety and Environmental management is paramount to the everyday site operations at Ormeau. Along with the Waste management Service Ormeau has successfully attained OHSAS 18001 (Nov 2008) and ISO 14001 (Jan 2009) and with the efforts from competent (NVQ 2, COTC 4 TSH) staff ensure that the site complies with these accreditations.

[Picture 5 - Image of staff with OHSAS18001 certificate](#)

Nomination for CA Site of the Year 2010
Belfast City Council- Ormeau Recycling Centre



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