



## 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
	<b><u>NILAS Update</u></b>
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	<p>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.</p> <p><b><u>Customer Service Standards</u></b></p>
2.4	<p>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).</p>

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

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

<b>5</b>	<b>Recommendations</b>
6.1	Members are asked to note the Report

<b>6</b>	<b>Decision Tracking</b>
N/A	

<b>7</b>	<b>Key to Abbreviations</b>
<p>DOE – Dept of the Environment NILAS – NI Landfill Allowances Scheme</p>	

<b>8</b>	<b>Documents Attached</b>
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Appendix 1 NILAS forecasts

Appendix 2 Customer Service Standards

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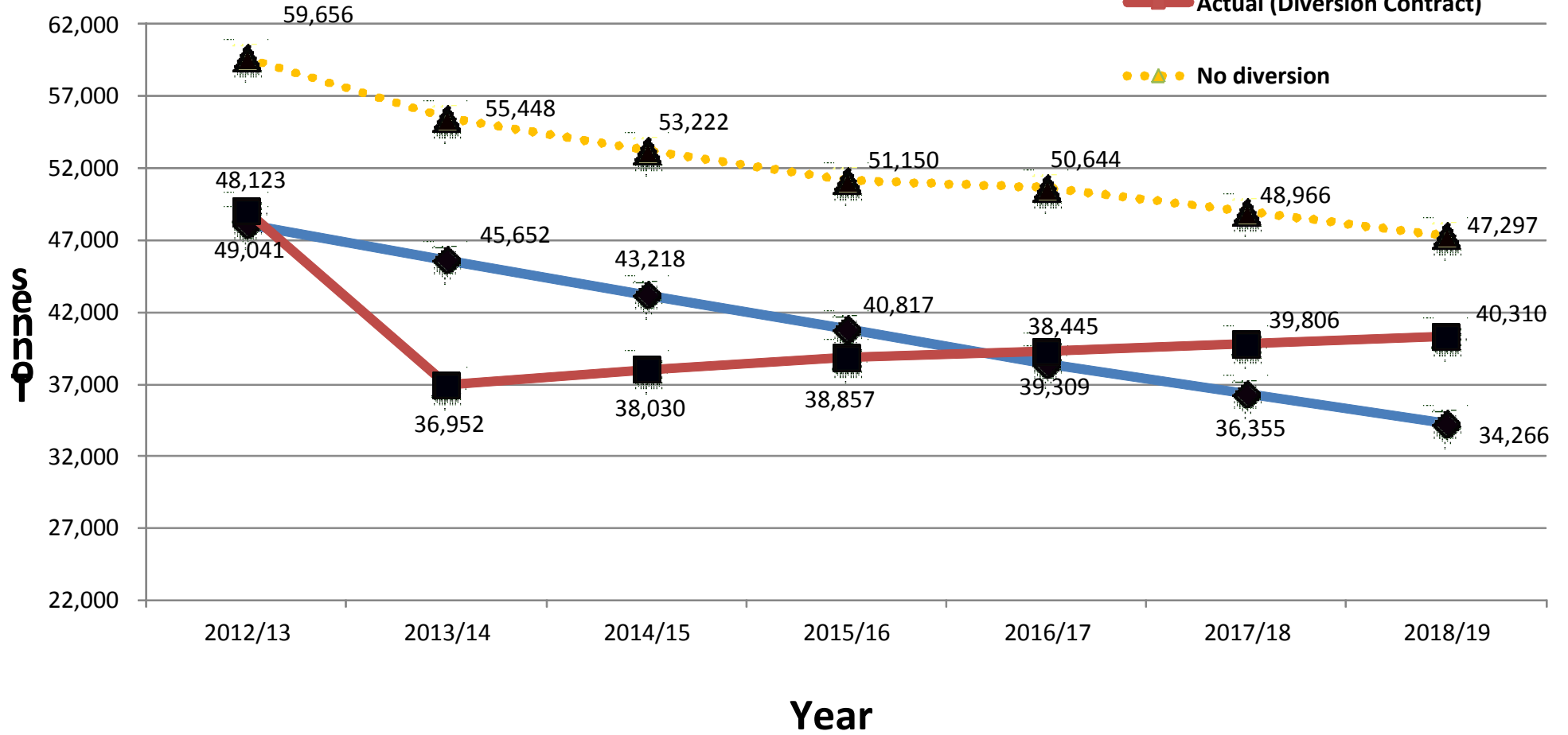
NILAS Projections

**NILAS Projections v Allowances**

Allowance

Actual (Diversion Contract)





No diversion



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
<b>No</b>	<b>Buying a Bin</b>												
1	Delivery of purchased bin within 5 working days	100	100	100	100	100	100	100	100	100	100	100	100
	<b>Public Toilets</b>												
2	provide public toilets which meet standard of BTA	100	100	100	100	100	100	100	100	100	100	100	100
	<b>Household Recycling Centres</b>												
3	Ensure centres stay open at least 90% of time	100	100	100	100	100	100	100	100	100	100	100	100
	<b>Bring Banks</b>												
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
	<b>Waste Mgt. Helpline &amp; Support Services</b>												
5	Respond to min. 90% calls within 15 seconds	100	100	100	100	100	100	95	95	90	90	90	90
6	Acknowledge written enquiries within 5 working days	100	100	100	100	100	100	100	100	100	100	100	100
	<b>Abandoned Vehicles**</b>												
7	Respond to reported abandoned vehicles within two working days	90	90	100	90	100	100	75	100	90	75	80	100
	<b>Asbestos</b>												
8	Collect asbestos within 30 days of request	100	100	100	100	100	100	100	100	100	100	100	100
	<b>Household Waste Assessments</b>												
9	Conduct an assessment within 10 working days of request	100	100	100	100	100	100	100	100	100	100	100	100

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 abandoned vehicles reported each month are very small, ranging from a maximum of 8 to a minimum of 2 in any given month.