

**Contracts and operations update**

**SUMMARY**

This report provides an update on the Authority's various waste treatment arrangements and procurements.

**RECOMMENDATION(S)** The Authority is asked to:

- 1) Note the information within this report.

**1. Introduction**

This report provides an update on WLWA's existing contracts and operations for managing west London's waste. This conforms to key strategic outcomes in the new draft joint strategy (JMWMS) 'Effective and efficient operations focused on where we want to be in the future', 'better transport', 'carbon neutral by 2030', and 'collaborative models in the sub-region and pan-London'.

**2. West London Residual Waste Services contract**

The contract operated well over the Christmas period, with minimal disruption to Boroughs and strong stock management at the sites despite the challenges of high staff absence and reduced train services. At the time of writing, waste levels are high at the transfer stations as the extra waste created over Christmas arrives at the sites. This has led to some minor delays. Staffing levels are resilient and there is no reported disruption related to staff sickness from elevated Covid levels.

The programme of improvement works is also progressing, with waste compactor upgrades and additional weighbridges in place at Transport Avenue and in progress at Victoria Road. A new bulking building at Victoria Road is expected to be completed in the Spring, which will bring additional capacity and reduce turnaround times.

The contract continues to perform well against its KPIs, with landfill diversion at 99.9% (target 96.1%) and recycling of residual waste at 5.6% (target 2.1%).

**3. Viridor residual waste contract (Lakeside)**

The contract is operating well, and strong interface management with the above Suez-run contract helped to control waste flows well across the Christmas period, particularly when trains weren't running on the Bank Holidays.

**4. Food waste contract**

The quantities of food waste managed under this contract have increased by around 9% compared to last year due in part to Hillingdon collecting food separately from garden waste since May this year. The contract continues to operate well.

**5. Green waste contracts**

These contracts are:

- CountryStyle Recycling Ltd contract
- West London Composting Ltd contract

The contracts are operating well. Although demand is generally low at this time of year, Christmas tree recycling results in a short-term increase. All Boroughs offer Christmas tree collection services, which are generally operated by garden waste crews. In the event of staff shortages, garden waste collections will be reduced first, which could impact this service, however at the time of writing, Borough collections are running as normal.

Both green waste contracts will expire on 30 April and procurement documents will be issued to the market shortly. An appointment recommendation will be brought to the Authority ahead of its meeting on 25 March.

## **6. Transport contracts**

The transport contracts are:

- For transporting non-recyclable waste from HRRCs and Dry Mixed Recycling (DMR) collected by Ealing, provided by J Shorten & Sons
- For the removal of segregated materials from the HRRC sites in roll-on roll-off containers, provided by Suez transport.

Both contracts are running well, and continue to deliver a high quality service. No issues have been reported over the Christmas period or subsequently.

Both transport contracts will expire on 31 May this year and the procurement process is underway. An appointment recommendation will be brought to the Authority ahead of its meeting on 25 March.

## **7. Dry Recyclables**

This contract covers the sorting of Ealing Council's dry mixed recyclables from Greenford depot (Ealing) at Viridor's MRF at Crayford. The contract began in June 2020. Other Boroughs are able to join this contract at a later date.

Crayford MRF was divested from Viridor Ltd to N+P Group on 31<sup>st</sup> December 2021. The contractor is continuing to deliver high levels of service as it manages high volumes of recycling post-Christmas.

## **8. Waste Data Flow**

Waste Data Flow is the online system used by WLWA and the Boroughs to fulfil their statutory duty of reporting waste performance figures. WLWA's data system now has sufficient data and functionality for WLWA to automatically populate Waste Data Flow on behalf of Boroughs. It currently does this for Harrow, Hounslow and Richmond, and it is estimated that the automated process is saving each Authority approximately £4,000 each per year in staff time.

## **9. Borough Transfer Stations and HRRCs**

The HRRC booking system, which is operated by Pentagull for Brent, Ealing, Hounslow and Richmond, (introduced in May) continues to perform at a high standard, resulting in positive user feedback. Work is ongoing to analyse the service use data that the system produces, and feed this into HRRC and kerbside collection improvement projects.

WLWA officers and contractors continue to support Richmond's site by auditing health and safety and environmental compliance and rolling out an action plan and training plan. A new weighbridge system has also been introduced. Further joint improvement work is planned around increasing recycling and diversion, and site systems/processes.

A new CCTV system is being procured jointly for Abbey Road, Hounslow's Space Way site and the access roads at the rail linked transfer stations.

WLWA is working with Borough Environment Directors and Heads of Service to develop a west London-wide HRRC Improvement Programme, including funding, as described in the Draft Budget Report.

## 10. Abbey Road HRRC and WTS

Abbey Road HRRC and WTS is managed by WLWA, and the HRRC is run on behalf of Brent.

Staffing levels are good and the booking system has been adjusted to allow cyclists and pedestrians to book slots. The site falls within the ULEZ area, and monitoring is underway to determine the impact of ULEZ restrictions on site usage.

## 11. Health and Safety Implications

The Health and Safety Action Plan was presented at the last meeting. Since then, Covid-19 risk assessments have been updated in relation to the changing situation.

We are currently in the process of tendering for a new Health & Safety Advisor as current contractual arrangements expire at the end of January 2022.

## 12. Financial Implications

The impacts of the pandemic have led to changes in resident behaviours and therefore changes in waste flows. The Finance Report shows the impact of the changes on the Authority's budget.

## 13. Staffing Implications

None.

## 14. Legal Implications

Any specific legal issues are described in the body of this report.

**15. Joint Waste Management Strategy Implication** - The contracts mentioned in this report meet the Authority's Joint Waste Management Strategy policies, as described in Section 1.

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