

## Operations Update

### SUMMARY

This report provides an update on the Authority's operations.

### RECOMMENDATION(S)

The Authority is asked to note the information within this report.

- 1. Introduction** – This report sets out day to day operations and business plan activities being undertaken by the Operations Team. The role of the team is to ensure the day to day running of WLWA's contracts and the operation of the waste transfer station and Household Re-use and Recycling Centre (HRRC) in Brent in line with the Authority's values of leadership, efficiency, partnership and good communications.
- 2. Twyford WTS and HRRC** – The recycling rate for the HRRC currently stands at 44%. This is an increase from 10% in April 2017.
- 3.** The new Site Manager was appointed in December and began working for the Authority in early January.
- 4.** The project initiation meeting for the structural repair works was held in December. An outline timeline was discussed and it is hoped that procurement of contractors to undertake the works will begin in late February.
- 5. Re-use** – a new trial separating small bric-a-brac style items brought to site is now underway in partnership with Ealing based charity, Furnish. Items will be made available for resale in their shop in Ruislip Manor and to Ealing residents as part of the social fund provision operated by Furnish. The first collection resulted in 240kg of mixed items including mirrors, side tables and kitchen items being sent for re-use.
- 6. Health and Safety Action Plan update** – Work is continuing. The timeline for the structural works project has changed the status of action F (Capital works from the on-going items section) from green to amber as the capital works are going to be linked in to the works required following the fire damage.
- 7. Risk** – Changes to processes and procedures on site will need careful management and monitoring of risks, including updates risk assessments and safe working procedures. The plan, do, check, act methodology will be implemented.
- 8. Financial Implications** – Spend for the 2017/18 actions is in line with the budget provision.
- 9. Staffing implications** – Changes to processes and procedures on site will need careful management and monitoring of staff capability, training requirements and competencies.
- 10. Health and Safety Implications** – Changes to processes and procedures on site will need careful management and monitoring of risks, including updates risk assessments and safe working procedures management and monitoring of staff capability, training requirements and competencies.
- 11. Legal implications** - There are no legal issues arising from this report.

12. **Impact on Joint Municipal Waste Management Strategy** – Operations activities are in line with the following policies:

Policy 5: West London Waste Authority and its constituent Boroughs will reduce biodegradable municipal waste landfilled with regard to the Landfill Allowance Trading Scheme.

Policy 6: West London Waste Authority and constituent Boroughs will seek a residual waste management solution in accordance with the waste hierarchy, that presents value for money and that offers reliability in the long term.

Policy 7: The WLWA and constituent boroughs will seek to provide waste management services that offer good value. That provide customer satisfaction and that meet and exceed legislative requirements.

Policy 8: The WLWA and constituent boroughs will work together to achieve the aims of this strategy and are committed to share equitably the costs and rewards of achieving its aims.

Background Papers	None
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## Appendix 1 - Health and Safety Action Plan 2017/18 quarter 3 update

Ref	Action	Responsible person(s)	Target timescale	Status	Updates
1	Introduce a new schedule of quarterly review of H&S at senior management team meetings and integrate these with Authority reporting.	Senior Contracts Manager	September 2017	Green	Meetings have been set until Summer 2018
2	Improve the existing document library for H&S and introduce a schedule for review and update that spreads the work throughout the year.	Operations Manager	September 2017	Green	Documents have been moved to a shared location and a timetable for review drafted.
3	Work with all contractors to build a formal schedule of H&S monitoring in to contracts and operations.	Senior Contracts Manager	February 2018	Green	Health and Safety is a standard item on the contract meetings with both Lakeside and Suez.
4	Complete an unscheduled HSE style visit and inspection at both Twyford WTS & HRRC and the corporate offices	H&S Advisor	Random date within the year	Green	The audit at Twyford took place at the beginning of August. A report has been issued and follow up actions will be taken. The inspection at Twyford and both inspection/audit of the Hounslow Office are taking place in January.
5	Complete procurement for companies to undertake: <ul style="list-style-type: none"> <li>▪ Training for site drivers to ensure continued competency</li> <li>▪ Manual handling training</li> <li>▪ Banksman training</li> <li>▪ On-going water risk assessment and legionella testing</li> <li>▪ The 5 year periodic fixed wiring testing</li> </ul>	Operations Manager	July 2017  July 2017 July 2017 July 2017  September 2017	Green	<ul style="list-style-type: none"> <li>▪ Driver training has taken place for the mobile plant</li> <li>▪ Dates have yet to be booked for the chosen manual handling provider.</li> <li>▪ The banksman training took place in September.</li> <li>▪ A new legionella risk assessment and all testing for 2017/18 has now taken place.</li> </ul>
6	In light of the new guidance regarding fires at waste sites undertake a review of arrangements at Twyford WTS and HRRC	Operations Manager	August 2017	Green	Further evidence about waste fires is due to be published early next year following recent testing by the WISH Forum. This will add to existing knowledge and may feed in to further actions, in addition to the ones prosed to the quarterly H&S meeting.
7	Undertake a full review of driving needs	Assistant Site	Begin June	Green	Proposals have been received for alternative

Ref	Action	Responsible person(s)	Target timescale	Status	Updates
	(including training & licensing), plant safety and maintenance at Twyford WTS and HRRC	Manager	2017 and complete by February 2018		vehicles options. Further work is needed before a final decision is made.

### On-going/regular items

Ref	Item	Responsible person(s)	Status	Update
A	Risk assessment reviews	All Supervisors and Managers	Green	A programme of risk assessment reviews has begun with the site staff and trade union representative.
B	Health surveillance	Head of Finance and Performance	Green	This will take place in January 2018.
C	Drug and alcohol testing	Head of Finance and Performance	Green	To be arranged for a random date and time sampling the workforce. Staff have no warning of the taking place.
D	Driving licence testing	Head of Finance and Performance	Green	This is due to take place in the Autumn.
E	Regular maintenance - Organise for small works as identified by site inspections and other monitoring/testing on site as well as changes that may be identified during risk assessment and review	Assistant Site Manager	Green	A new company is currently being procured.
F	Capital works	Operations Manager	Amber	A programme of works has been identified. A company to oversee the work has been procured, as has a company to design the technical specifications. Repairs to the concrete on the ramp at Twyford are now complete.  A timetable for all works is not yet in place.
G	Routine testing This includes: <ul style="list-style-type: none"> <li>▪ Legionella testing every 3 months</li> <li>▪ Dust monitoring as appropriate</li> </ul>	Assistant Site Manager	Green	<ul style="list-style-type: none"> <li>▪ Legionella testing – a programme has been established, testing is up to date.</li> <li>▪ LOLER testing is undertaken by WLWA's insurance company</li> </ul>

Ref	Item	Responsible person(s)	Status	Update
	<ul style="list-style-type: none"> <li>▪ Vibration testing as appropriate</li> <li>▪ Lifting Operations Lifting Equipment Regulation (LOLER) testing</li> <li>▪ Obtain portable appliance testing quotes for testing in November 2017</li> </ul>			<ul style="list-style-type: none"> <li>▪ PAT was completed in December 2017.</li> </ul>
H	Site inspections	Assistant Site Manager	Green	Daily visual inspection to check the site condition for safety and operational purposes.