

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. Food waste and green waste** – The contracts operated by BioCollectors, West London Composting and CountryStyle continue to deliver the level of service expected.
- 3. Transport** – The service provided by J Shorten & Sons to transport general waste from the HRRC's to the waste transfer stations (WTS) continues to be excellent. It was reported at the last meeting that the contract for transporting waste and recycling in roll on roll off vehicles was being delivered by a sub-contractor on Suez's behalf, since October Suez have been delivering this service themselves.
- 4. Out of Hours services** – The amount of waste being delivered between 16.30 and 21.00 at the WTS has increased significantly over the past couple of years. The volumes had been impacting on daily operations so the Authority has negotiated a change and at the beginning of October these wastes began to be delivered to a new location in Hayes. At the same time weekend opening of the WTS moved from Transport Avenue to Victoria Road. These changes back to the original weekend opening have resulted in lower bulky waste levels at Transport Avenue and shorter waits for articulated vehicles tipping HRRC waste.
- 5. Twyford WTS and HRRC** – The recycling rate (in accordance with the National Indicator 192 definition) for the HRRC for the year to date (October 2018) is 38%. This is 1% less than the same period in 2017/18. The HRRC has a recovery rate of 62%, in 2017/18 the recovery rate was 64%. However, residual waste has reduced by 8%.
- 6. A review of the trade waste income for the first 6 months of 2017/18 and 2018/19** has shown that the trade waste price reduction that was approved for this financial year has been successful. There has been an increase in ad-hoc trade waste customers resulting in a 55% increase in tonnage and 32% increase in income. There has also been a 61% increase in clean separated cardboard delivered to site.
- 7. The best practice procedures for duty of care** have been in place since 1st October with all deliveries of waste accompanied by a waste transfer note and more regular checks of waste carriers licenses in place. This change has also been made at the HRRC's in Ealing and Richmond-upon-Thames.

8. Customers at the site will also have noticed a number of other changes to the site including new footpaths running from the site gate to the trade waste area, the meet and greet cabin is now in a more convenient location and there are 2 lanes of entry to help non-paying HRRC customers access the site more quickly and not queue behind vehicles needing to be weighed on entry.
9. A small fire occurred on site on Saturday 27 October. The staff on site dealt with the 6 mattresses on fire quickly and efficiently using the knowledge gained on their fire awareness and fire warden training without the need to call the fire brigade. The fire was reported to the Environment Agency as per permit rules and there was no disruption to the site users.
10. **West London HRRC's** – Further research is being undertaken for models of service delivery that will deliver savings across west London. All boroughs have been encouraged to put forward ideas.
11. Officers will also be looking at the data for waste sent for disposal, recycling and re-use at all the HRRC's to produce comparative recycling and disposal rates for all sites in west London to help ensure best value and identify potential efficiencies.
12. **Health and Safety** – On 12 November 2018 the quarterly Health and Safety meeting was held at the Abbey Road WTS with WLWA H&S adviser from Hounslow, the Site Manager currently seconded from Suez, WLWA Operations Manager and 2 staff representatives. Appendix 1 shows the progress made against the actions agreed in WLWA's annual health and safety action plan. Good progress is being made.
13. **Risk** – There are no risks associated with this report.
14. **Financial Implications** – There are no risks associated with this report.
15. **Staffing implications** – There are no staffing implications associated with this report.
16. **Health and Safety Implications** – There are no health and safety implications associated with this report.
17. **Legal implications** - There are no legal issues arising from this report.
18. **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	
Contact Officers	Sarah Ellis, Operations Manager sarahellis@westlondonwaste.gov.uk	01895 545517

Emma Beal, Managing Director

01895 545515

emmabeal@westlondonwaste.gov.uk

Appendix 1 - Health and Safety Action Plan 2018/19 quarter 2 update

Ref	Action	Responsible person(s)	Target timescale	Status	Update
1	Review all H&S policies including the main policy statement and intent document.	Senior Contracts Manager	March 2019	Green	On schedule.
2	Develop a procedure for ensuring all staff are aware of current policies, consulted on policy changes and made aware of any agreed and implemented changes.	Senior Contracts Manager	March 2019	Green	On schedule.
3	Introduce H&S checks to the procedure vetting new suppliers, where appropriate	Head of Finance and Performance	March 2019	Green	On schedule.
4	Development of detailed H&S systems for the new office location	Head of Finance and Performance	March 2019	Green	Certificates have been received following the refurbishment to confirm there is no asbestos on site and the electrical periodic testing is up to date. A contractor has been engaged, and a fire risk assessment has been completed, workstation risk assessment is planned and PAT is current.
5	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	On schedule.
6	Complete the works to repair the fire damage at the Abbey Road waste transfer station and implement all fire risk assessment recommendations.	Site Manager	March 2019	Green	Schedules of works have been received and officers are currently seeking quotes for the work.
7	Develop a new emergency plan for the Abbey Road site	Site Manager	July 2018	Green	The emergency plan includes actions for fire, medical emergencies and environmental incidences. A new filing system is in place and these link in with the new risk assessments and safe working procedures.
8	Encourage shared best practice between all the HRRC and WTS	Operations Manager	March 2019	Green	Work is ongoing.

On-going/regular items

Ref	Item	Responsible person(s)	Status	Update
A	Deliver training as per the training matrix	Line Managers	Green	WTS - Two staff have completed first aid courses with another due to complete a refresher in September. Fire awareness, IOSH Managing Safely, reversing safety and manual handling training were all completed within the last 12 months.
B	Risk assessment reviews	All Supervisors and Managers	Green	Almost 40 risk assessments have been updated in 2018 and are now in use on the site. These are working documents and will be updated as often as necessary.
C	Health surveillance	Head of Finance and Performance	Green	Scheduled for quarter 4.
D	Drug and alcohol testing	Head of Finance and Performance	Green	Random date within the year to be chosen.
E	Driving licence testing	Head of Finance and Performance	Green	Scheduled for quarter 4.
G	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	Site Manager	Green	A number of items have been addressed so far this year: <ul style="list-style-type: none"> ▪ New footpaths have been created from the site gate to the third weighbridge area ▪ A new fuel bowser is in use ▪ A new fire hose has been installed
H	Routine testing This includes: <ul style="list-style-type: none"> ▪ Legionella testing every 3 months ▪ Dust monitoring as appropriate ▪ Vibration testing as appropriate ▪ Lifting Operations Lifting Equipment Regulation (LOLER) testing ▪ Fire equipment 	Site Manager	Green	Testing is following the schedule as planned.
I	Site inspections	Site Manager	Green	A new site inspection sheet is now in place with daily, weekly and monthly checks.