

## 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, green waste and transport contracts** – All contracts continue to deliver the level of service expected.
- 3. Christmas** – The clear up period for Christmas has been well managed at the waste transfer station and there have been no issues affecting boroughs ability to deliver waste. Following lessons learned in previous years Suez introduced a daily waste tracker for the waste transfer stations. The tracker, which was shared daily, identified any times throughout the period where material at the sites would be high and allowed alternatives to be put in place in advance. Also, the trains have proven to be more reliable this year than in previous years with no cancelled trains due to over-running works or driver shortage.
- 4. Twyford WTS and HRRC** – Due to a problem with the weighbridge software over the Christmas period the latest data is not available. Full details will be provided at the March 2019 meeting. A project is underway to update the software on site, this links to the wider data project mentioned in the projects report and the data review in paragraph 5 below.
- 5. West London HRRC's** – Officers will 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.
- 6. Health and Safety** – Internal audit have recently audited the Authority for Health and Safety and given it a reasonable assurance level. The full results have been reported to the January audit committee. The headlines from the report are:
  - Policies and procedures need to be updated. This need had already been identified by the Authority with deadlines and action owners assigned. The report recommended the updated documentation needs to be formally approved and communicated to all staff.
  - Health and safety roles and responsibilities are clearly defined in the majority of job descriptions. The report recommends considering the continuity of H&S representatives when representatives are off on long-term sick and recruiting more staff H&S representatives.

- The report has recommended the development of quarterly KPIs to enable effective analysis of trends and performance so that H&S risks can be proactively managed.
- Induction checklists were found but these need updating.
- The training needs for Twyford staff are well monitored, though the training matrix had some minor discrepancies.
- An emergency plan was in place and clearly displayed at Twyford.
- Substantial assurance was given to the incident reporting process for Twyford.
- Oversight and monitoring of incident statistics could be improved with the recording of near miss reports.
- A strong system of occupational health monitoring is in place.

7. **Risk** – There are no risks associated with this report.

8. **Financial Implications** – There are no risks associated with this report.

9. **Staffing implications** – There are no staffing implications associated with this report.

10. **Health and Safety Implications** – There are no health and safety implications associated with this report.

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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