

**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 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 communication.
- 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. The Suez transport contract for the movement of other materials from HRRC sites is working well, the Authority and Suez are currently working on several efficiency improvement projects around increasing load weights from all sites and changing working practices to reduce waiting times for loading.
- 4. Twyford WTS and HRRC** – The seconded Site Manager continues to implement improvements at the site including completion of the traffic management improvements with speed bumps in place, re-lining of walkways and new parking lines on the HRRC.
- 5.** These pictures show the site following all the improvements works including new walkways, white lining, fencing etc.





6. The recycling rate (in accordance with the National Indicator 192 definition) for the HRRC for the year to date (February 2019) is 36%. This is 3% less than the same period in 2017/18. The HRRC has a recovery rate of 51%, in 2017/18 the recovery rate was 54%. The residual waste has reduced by 17% and recyclables by 25%.
7. **West London HRRC's** – A new best practice group has been created to share learning across all sites. The first meetings will be focused on health and safety.
8. The HRRC sites have been visited to review the recording of materials in and out to understand the flows of waste through the fixed cost levy.
9. **Health and Safety** – Appendix 1 shows the progress made against the actions agreed in WLWA's annual health and safety action plan. Good progress is being made.
10. **Risk** – There are no risks associated with this report.
11. **Financial Implications** – There are no risks associated with this report.
12. **Staffing implications** – There are no staffing implications associated with this report.
13. **Health and Safety Implications** – There are no health and safety implications associated with this report.
14. **Legal implications** - There are no legal issues arising from this report.
15. **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 2018/19 quarter 4 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	An external consultant has been appointed to undertake this work.
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	This links to the work being undertaken by the consultant reviewing the policies.
3	Introduce H&S checks to the procedure vetting new suppliers, where appropriate	Head of Finance and Performance	March 2019	Green	<p>Complete - appropriate suppliers are principally those involved in transport, disposal and processing. The procurement bidding process includes a requirement for appropriate new suppliers to provide details of their health and safety arrangements. These are reviewed to ensure their adequacy as part of the bid evaluation and selection of supplier. Subsequently records are retained for the winning bid / contract.</p> <p>For new suppliers, where they provide services that are applicable to this process, they will be asked to provide information regarding health and safety.</p>
4	Development of detailed H&S systems for the new office location	Head of Finance and Performance	March 2019	Green	Complete - specialist office refurbishment and fit-out contractors with detailed knowledge of health and safety requirements were appointed to ensure implementation of appropriate H&S systems at the new office location. Subsequently a full workplace assessment was undertaken by an independent safety consultant resulting in only limited actions. These have all been implemented. Procedures have also been put in

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					place and training provided to all staff.
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	Abbey Road – an inspection has been carried out by Suez’s corporate health and safety team. The H&S audit also took place and conducted an inspection.
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	Amber	The contractor for the works has now been appointed. The first meeting to set out the timetable and order of works is scheduled for the end of March.
7	Develop a new emergency plan for the Abbey Road site	Site Manager	July 2018	Green	The plan is now complete and displayed on the noticeboard at site.
8	Encourage shared best practice between all the HRRC and WTS	Operations Manager	March 2019	Green	<p>The February site user group meetings for Victoria Road and Transport Avenue introduced a new procedure for infringements of site rules and reporting back of these to the boroughs involved. Feedback will also be given on property damage incidents.</p> <p>A new HRRC best practice meeting has been set up to share information about related issues, practices, procedures etc. The first meeting will be in May.</p>

## On-going/regular items

Ref	Item	Responsible person(s)	Status	Update
A	Deliver training as per the training matrix	Line Managers	Green	Training is up to date. Another member of staff has now completed First Aid training.
B	Risk assessment reviews	All Supervisors and Managers	Green	Staff were given toolbox talks on the revised risk assessments in February/beginning of March.
C	Health surveillance	Head of Finance and Performance	Green	Completed February 2019
D	Drug and alcohol testing	Head of Finance and Performance	Green	Completed February 2019
E	Driving licence testing	Head of Finance and Performance	Green	Approx. 50% of employees have supplied insurance and licence details. Remainder will be chased over the coming month
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	Small works on site are currently up to date.
H	Routine testing This includes: <ul style="list-style-type: none"> <li>▪ Legionella testing every 3 months</li> <li>▪ Dust monitoring as appropriate</li> <li>▪ Vibration testing as appropriate</li> <li>▪ Lifting Operations Lifting Equipment Regulation (LOLER) testing</li> <li>▪ Fire equipment</li> </ul>	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.