

NORTH LONDON WASTE AUTHORITY	
REPORT TITLE: OPERATIONS UPDATE	
REPORT OF: HEAD OF OPERATIONS	
FOR SUBMISSION TO: AUTHORITY MEETING	DATE: 22 June 2017
SUMMARY OF REPORT: This report provides information relating to the development of the Authority's operational services.	
RECOMMENDATION: The Authority is recommended to note this report.	
<p>Signed by: _____ Head of Operations</p> <p>Date: 12 June 2017</p>	

1. INTRODUCTION

- 1.1. This report is to advise Members of operational matters that have occurred since the end of the 2016/17 year covered by the Annual Report. It addresses the implementation date for standardising hours across the RRCs, information relating to the Waste Electrical and Electronic Equipment (WEEE) kerbside collection system as well as an update on other operational matters.

2. STANDARDISING HOURS AT RRCs

- 2.1. At the April meeting of the Authority, Members approved delegated authority to the Head of Operations, in consultation with the Chair and the Legal Adviser to take the necessary steps to implement the new standardised hours for RRCs.
- 2.2. It was stated in the briefing note attached as Appendix 1 to the April Operations Update report that LWL was in consultation with its employees regarding the changes to hours and their terms and conditions. These discussions have now concluded and the changes to opening hours at those RRCs referenced in the report will be effective from 3 July 2017.
- 2.3. Officers will now finalise the communications plan and begin advising residents via signage and leaflets at the relevant RRCs, newspaper advertising, social media and new printed guides of the changes for the RRC network.

3. WEEE KERBSIDE COLLECTIONS[

- 3.1 One of the provisions within the Authority's WEEE Services Contract is for a kerbside collection service to be provided free of charge to residents of north London. The Authority's current contractor is European Recycling Platform (ERP), which took over the contract from DHL Envirosolutions at the beginning of the year.
- 3.2 There was an interruption of some two weeks to the collection service at the end of May due to issues within ERP's sub-contracting arrangements. Nevertheless, ERP's call-centre continued and residents were advised of likely delays.
- 3.3 Officers met with ERP, and subsequent to this meeting ERP appointed a new sub contractor and the service recommenced on 5 June 2017. ERP is now working on clearing the backlog of collection requests, and officers will be monitoring average waiting times for residents (from call to collection) to ensure the backlog is cleared as soon as possible.
- 3.4 Members should be aware that when the Authority went out to tender, prospective contractors were invited to include optional, additional services in their bids as a way of providing additional value to the Authority (bearing in mind that all services under this contract are free of charge to the Authority, being funded by WEEE producers instead). As far as officers are aware NLWA is the only authority in the country to have this contractual benefit. Whilst the current contract can be extended until the end of December 2018 it is very unlikely that any future bidders will include a kerbside collection service for WEEE in their submission and it may

be that at this point the kerbside collection service ends. Work will commence later this year on the development of the next WEEE services contract.

4. GENERAL OPERATIONAL SERVICES UPDATE

- 4.1 Recent issues with the train service from the Hendon Transfer Station have placed increased waste storage pressures at this site resulting in borough deliveries of mixed dry recyclables having to be diverted on two occasions (the second occasion was for a period of five days). The sub contract for the train service is through LondonWaste Ltd's contract with FCC and although this latest incident appears to relate to a breakdown of the train itself, officers have asked LWL to raise concerns about the service to FCC.
- 4.2 A review of the signage displayed at those RRCs controlled by the Authority has been undertaken and where appropriate signs will be changed so that a consistent message is given to residents using those RRCs. The design work is largely complete and the installations are expected to start following the standardising of opening hours mentioned above.
- 4.3 LondonWaste Ltd has been asked to develop an on-line booking system for use by those residents wishing to use a van to dispose of their own household waste at the RRCs. This will then replace the current phone and paper recording system and provide easier access for residents wishing to book a visit in a van and better controls to ensure it is only legitimate residents that use this facility. As soon as both NLWA officers and LWL are content with the system, it will be incorporated into the NLWA website and flagged to the constituent borough councils so that any necessary changes can be made to their websites.
- 4.4 A requirement of the main waste contract is for LondonWaste Ltd to provide bagged compost for sale at the RRCs. Following a review LWL concluded that the sale of the compost presents a number of issues primarily around cash handling and safety of staff. From the beginning of June LWL has committed to providing the bagged compost free of charge (limited to two bags per resident) at the RRCs.

5. RELOCATION OF HENDON RAIL TRANSFER STATION

- 5.1 The planning inspector appointed to consider LB Barnet's application for a compulsory purchase order (CPO) to acquire the Authority's rail transfer station (as part of the much wider regeneration of the Brent Cross / Cricklewood area) has announced that the planning inquiry will commence on 5 September 2017.
- 5.2 Authority officers continue to work with Barnet colleagues on a proposed replacement road transfer station. This work is without prejudice to the Authority's right to pursue its objection to the granting of the CPO.

6. LEE VALLEY HEAT NETWORK

- 6.1 Negotiations for a heat supply agreement and associated property agreements are nearing completion. Various terms are being finalised, and respective timetables and construction works are being verified for LVHN and those associated with the North London Heat and Power Project.

7. COMMENTS OF THE FINANCIAL ADVISER

- 7.1 As reported in April, the changes to RRC opening hours are estimated at approximately £39k per annum. These will be factored into a full review of RRC costs to be included in the second review of finances in September.
- 7.2 The budget for the review of RRC signage was included in the 2016/17 programme and the remaining £36k has been carried forwards into the current financial year as part of the first budget review.

8. COMMENTS OF THE LEGAL ADVISER

- 8.1 The Legal Adviser has been consulted and has no comments to add.

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