

ITEM 5

PAPER NO. WRWA 843

WESTERN RIVERSIDE WASTE AUTHORITY

MEETING	21st November 2017
REPORT AUTHOR/DATE	General Manager <i>(Enquiries to Mark Broxup - Tel. 020 8871 2788)</i>
SUBJECT	Report outlining progress with operations and other matters since the previous meeting of the Authority
CONTENTS	Page 1 Executive Summary Pages 1- 4 Items reported on Page 5 Recommendations Appendix A HWRC User Satisfaction survey results Appendix B Draft Complaints Procedure Appendix C Draft Data Protection policy
	Open - circulation of this paper is not restricted.
BACKGROUND PAPERS	None

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EXECUTIVE SUMMARY

1. This paper brings Members up to date on operational and other matters which, in themselves, do not warrant production of a separate paper. The majority of these matters are for Members' information, but where approval is sought this is referred to in the report. The specific matters covered in this report are:-
 - a) Operations
 - b) Performance of the Solar Photovoltaic Panels at the MRF
 - c) China's Ban on Imports of Certain Waste Materials
 - d) WRWA/Rework Funding Application to WEEE fund
 - e) Groundwork/Cory/Smart Solutions – Back to Work training
 - f) HWRC Survey
 - g) Authority Complaints Procedure and Data Handling Policy
 - h) Constituent Council New Recycling Initiatives
 - i) Items costing between £5,000 and £30,000

OPERATIONS

Transfer Stations/ Materials Recycling Facility (MRF)

2. There has been no major disruption in service to the main Transfer Stations' operations since the last Authority meeting.
3. On 13th September 2017, Wandsworth's planning department wrote to Cory confirming that they had been granted planning approval to install a replacement fire suppression water tank (6.1 metres in diameter by 9.67 metres high) at Smugglers Way. The new tank is necessary in order to increase the water capacity to supply two new water cannons to be mounted over the main reception bunker in the Material Recycling Facility. At the time of writing the water tank is being installed and it is hoped that the new fire suppression system will be commissioned by the end of November 2017.

The Performance of the Solar Photovoltaic Panels at the MRF

4. At the Authority meeting on 7th February 2012, (Paper No. WRWA 704) Members authorised the installation of photovoltaic panels on the Materials Recycling Facility's roof. The installation was carried out in June 2012, at a cost of £84,700, and it was estimated that it would take approximately eight years (96 months) to recover the cost of the works, with the income generated from the Government's Feed in Tariff (FIT) and the remaining income coming from the supply of electricity to Cory or the National Grid.

5. As at the end of September 2017, a total of £54,198 of income has been generated within a period of 63 months. This is an average monthly income of £860 and will require a further 35 months of income to fully recover the installation costs. This will mean that the original estimate of eight years will be slightly exceeded by two to three months.
6. A display unit was mounted in the MRF Education Room that shows how many kWh are being generated; a running total of the amount of energy generated and the weight of CO2 saved since installation stood at 118,566kg (nearly 119 tonnes) as at 1st November 2017.

CHINA'S BAN ON IMPORTS OF CERTAIN WASTE MATERIALS

7. On 18th July 2017, China notified the World Trade Organisation that it would ban imports of 24 categories of recyclables and waste by the end of 2017, as part of its Environmental campaign to reduce the amounts of “dirty waste and hazardous waste” that have been found mixed with the recycling material exported to China.
8. The proposed ban applies to several plastic resins (including Polyethylene (PET), Polyethylene (PE), Polyvinyl Chloride (PVC), Polystyrene (PS), and “other” plastics), textiles, and unsorted mixed paper. Currently there is a great deal of uncertainty around the exact specifications of what will be banned.
9. Cory, who are responsible for the sale of the recycling materials under the Waste Management Services Agreement, have reported that the ban has not affected their ability to sell any recycling materials to date, but report a significant drop in the prices being paid for cardboard and mixed paper. There have been no rejected loads from the re-processors which is a key indicator that the market has dropped and, to Cory's knowledge, there has been no stockpiling of material at any of the re-processors sites.

FUNDING APPLICATION – WEEE LOCAL PROJECT FUND

10. On 29th September 2017, a funding application for £34,860 was submitted to the Waste Electrical and Electronic Equipment (WEEE) local project fund, administered by the Department for Environment, Food and Rural Affairs (DEFRA), as a joint partnership application between the Authority, Cory and Rework. The funding requested is to establish a “Spare Parts” scheme at Smugglers Way as part of the Rework project. Rework will collect reusable parts from large domestic appliances (that are not in a suitable condition to be reused as whole appliances) delivered to the HWRC, sort and catalogue them and then put them up for resale using the internet.

11. On 9th November 2017, the Authority received confirmation from DEFRA that it had been successfully awarded £25,000 after the Authority had verified that the scheme could be downsized accordingly.
12. The funding will help to pay for additional staff, the development of a new database and storage racking. It is estimated that the project will generate eight tonnes of reused spare parts a year.

GROUNDWORK AND SMART SOLUTIONS – JOINT TRAINING PROGRAMME

13. In July 2017, Groundwork, the charity that operates Rework and Smart Solutions, Cory's sub contractor, who recruit and manage the staff who work in the MRF, commenced a joint training programme for local unemployed people. The programme aims to give training, support and advice to help the participants get back into the workplace. Since the programme began, four participants have been recruited in permanent positions at the Smugglers Way site.

HOUSEHOLD WASTE AND RECYCLING CENTRE (HWRC) SURVEY

14. A Household Waste and Recycling Centre User Satisfaction survey commenced on 4th September 2017. The questions asked remained largely the same as those asked during the survey carried out in September 2014, with the exception of the following additional question; "The Authority is keen to adopt a more proactive approach in getting residents to reuse and recycle the waste they deliver to the Centre. What is your view about this idea?" Paper No WRWA 842 elsewhere on this agenda presents a proposal concerning the Authority adopting a more proactive approach. A summary of the results, which show that overall the customer satisfaction is excellent, is attached as an Appendix to this report.

AUTHORITY COMPLAINTS PROCEDURE AND DATA PROTECTION POLICY

15. The Authority's Complaints procedure has been reviewed in order to ensure that it is in harmony with the current staff structure of the Authority. The proposed revised procedure and website notice is attached as Appendix B to this report.
16. Officers have also attached as Appendix C to this report, the Authority's draft policy on the secure handling of information as required by the Data Protection Act 1998.

17. The Authority is recommended to adopt the proposed procedure and policy as set out in Appendices B and C with immediate effect and to instruct the Clerk to distribute them to the relevant Authority employees as soon as possible.

CONSTITUENT COUNCIL NEW RECYCLING INITIATIVES

18. At the meeting of the Authority on 22nd September 2010 (Paper No. WRWA 669A) Members instructed the Clerk to write to each of the constituent councils to inform them that, in future, should they wish to make arrangements themselves to recycle any significant tonnage of waste then, in accordance with Section 48 of the Environment Protection Act 1990, they must, as soon as reasonably practicable, notify the Authority in writing. The Authority will then approve or object to any such proposal at its next available meeting. The Clerk wrote to the constituent councils, as instructed, on 27th October 2010.

19. At the last meeting it was reported that Kensington and Chelsea plan to operate a food waste pilot, collecting from 1,700 single occupancy homes in the South of the borough. The pilot's start date has been pushed back to the beginning of February 2018, so as to avoid any overlap with the Christmas tree collection service.

COMMENTS OF THE TREASURER

20. The Authority invested in the installation of the Solar Photovoltaic Panels in June 2012, and receives all income generated by them which helps to reduce the Levy costs to constituent councils.

21. Any income generated from the sale of recycling materials is passed onto the boroughs. Further information about these income levels is outlined in the Forecast report elsewhere on this agenda.

22. The grant received by the WEEE local project fund will be specifically used to undertake the project work outlined in paragraph 10. All expenditure will need to be accounted for in grant returns submitted to Defra.

ITEMS COSTING BETWEEN £5,000 AND £30,000

23. There have been no items of expenditure that have been authorised by officers under delegated powers that fall within the band range of £5,000 to £30,000 since the last Authority meeting.

RECOMMENDATIONS

24. Members are asked to:

- a) adopt the proposed procedure and policy at set out in Appendices B and C with immediate effect and to instruct the Clerk to distribute them to the relevant Authority employees as soon as possible; and
- b) otherwise receive this report as information.

Mark Broxup
General Manager

Western Riverside Waste Authority
Smugglers Way
Wandsworth
SW18 1JS

13th November 2017

WRWA Smugglers Way HWRC

User satisfaction survey
2017

Executive summary

Background

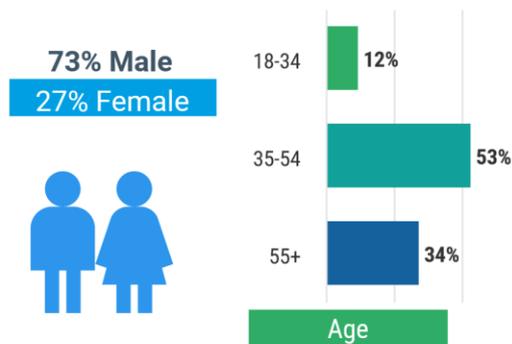
Western Riverside Waste Authority (WRWA) is a waste disposal authority region covering four London boroughs: Hammersmith and Fulham, Lambeth, Wandsworth and Kensington and Chelsea.

The Authority commissioned MEL Research to assess the level of usage and satisfaction with the service they provide at the Smugglers Way Household Waste Recycling Centre (HWRC).

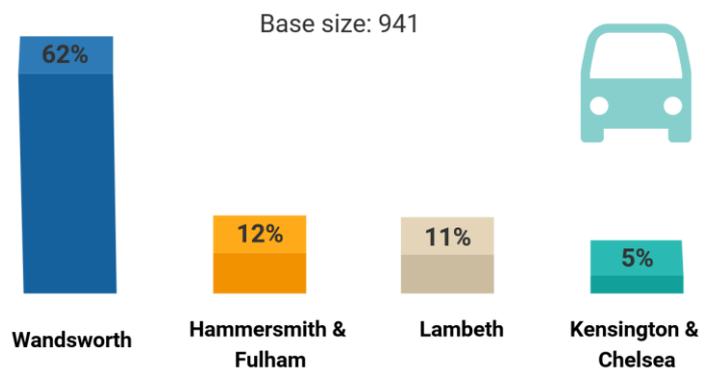
The objective of the project was to gather information on site usage, site satisfaction levels, where users came from to visit the centre and what would encourage residents to recycle and reuse more of their waste at the centre.

The field work took place from the 4th – 10th September 2017, which included weekdays and weekends to get views from a range of users. Overall 941 surveys were completed during this period.

Users engaged with: 941



Where users have travelled from



Visiting the HWRC

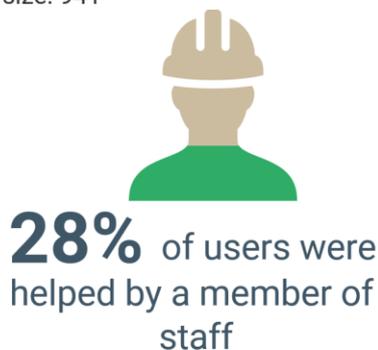
51% visited at least once a month



Base size: 939

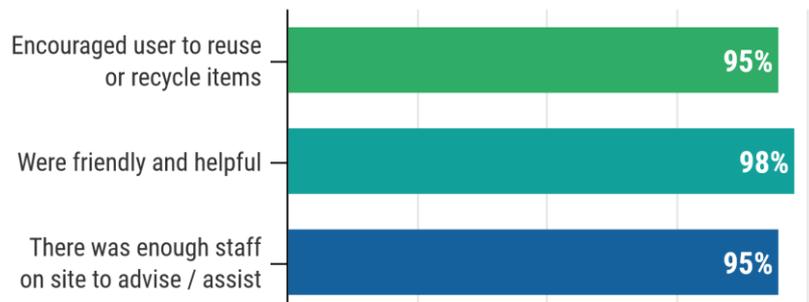
Site staff

Base size: 941

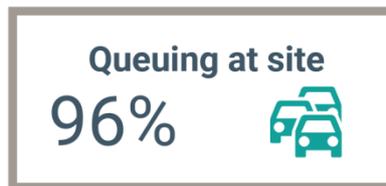
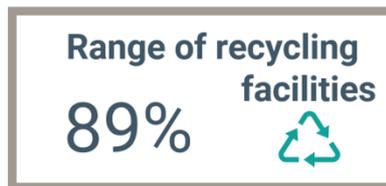
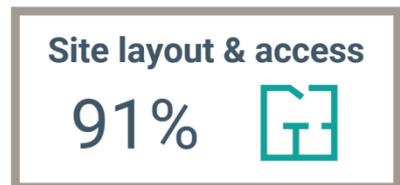
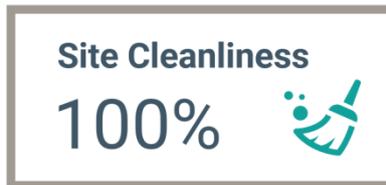
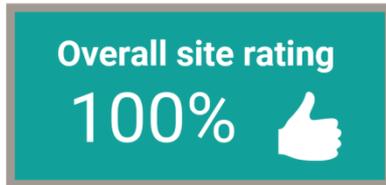


Experience of site staff

Base size: 259



Key Performance Indicators Base: 940 - 941



Level of support

Base: 891

96%



of users support the council proactively getting residents to reuse and recycle

Preferred communications methods

Base: 930

39%

WRWA website



27%

Council website

COMPLAINTS PROCEDURE

1. The Authority has a positive approach to the receipt of complaints as they are considered a valuable source of information and a means of ensuring that services are kept efficient and effective. Copies of the complaints procedure and complaint forms are to be held at the Authority's Administration Office, Weighbridges, Smugglers Way Household Waste and Recycling Centre and Cory's Transfer Station Offices.
2. All complaints shall be forwarded immediately to the Executive Officer at the Authority's Administration Office. The Executive Officer will then:
 - 2.1. allocate each complaint with a Complaint Number and an officer to investigate the complaint: and
 - 2.2. issue a "complaint received" letter or email within 3 working days of the complaint being received. This will include an outline of the complaint, the name of the officer who will be investigating the complaint and confirmation that the complainant will receive a response, in writing, within ten working days. In cases where the complainant wishes to remain anonymous, "complaint received" letters will be sent to the Deputy General Manager (GM) who will then act as the complainant.
3. Complaints will generally be actioned by the Principal Administration and Finance Officer or the Operations Manager, with all letters being approved by the Deputy General Manager (DGM) or, in his/her absence, the General Manager (GM) before despatch. At the same time, the DGM, or GM in his/her absence, will decide what action is necessary to seek to avoid recurrence of the complaint and give any instructions accordingly.
4. A note should be made of any subsequent personal or telephone communications relating to the original complaint. The Executive Officer will monitor the progress of all complaints and collate all correspondence.
5. All complaints and any subsequent correspondence will be responded to in writing within ten working days of receipt or, in exceptional cases, a written reply will be sent within the same timescale, giving an indication of progress and the likely date for a full reply.
6. All Authority responses will include an outline of the complaint, details of the responding officer's investigation and decision including any proposed remedy

(where applicable) and details on how the complainant can pursue the complaint further if necessary.

7. If the complainant is still dissatisfied with the Authority's response, they can ask for a review of the decision. Such requests will be acknowledged within three working days and the General Manager will re-examine the circumstances of the complaint and the responses made to it. If the General Manager has prior knowledge of the investigation, the review will be conducted by another senior Authority officer.
8. Within 15 working days, the General Manager or senior Authority officer will prepare a final Authority response, informing the complainant of the outcome of the review and including all the relevant information or, in exceptional cases, a written reply will be sent within the same timescale, giving an indication of progress and the likely date for a full reply.
9. If the complainant is still dissatisfied with the Authority's response, they can ask for a review of the decision by the Authority's Clerk.
10. More serious or ongoing complaints will be dealt with directly by the Deputy General Manager or General Manager.
11. When the complaints procedure has been completed, all paperwork relating to the complaint will be filed. Copies of all complaints relating to services provided by the Authority's contractors will be sent to the contractor electronically.
12. A complaint is any clear expression of dissatisfaction in connection with an Authority service or policy, but policy issues raised by Constituent Borough Officers (or any other representatives of public bodies that have waste management responsibilities) and contractual issues raised by the Authority's Contractors shall generally NOT be recorded as a complaint for the purposes of this Procedure.
13. The Authority's Contractors will forward to the Authority all complaints received by them regarding the Services.
14. Authority officers dealing with complaints will, where appropriate, liaise closely with the Contractor in investigating the complaint.

Reporting to Members

15. The Authority's Annual Report and Accounts shall include a summary of complaints received and actioned for the previous financial year.

WEBSITE NOTICE

HOW TO COMPLAIN TO THE AUTHORITY

1. The Authority's aim is to provide first-class waste management services, but sometimes things go wrong. If they do, you have the right to complain. We have a positive attitude to the receipt of complaints or more general comments and believe there is always room to improve. If we have performed unsatisfactorily, or if you wish to comment on the facilities, we welcome your participation because putting mistakes right can help the Authority provide better, more efficient services.
2. This is a step-by-step guide to your rights if you want to complain about the services provided by Western Riverside Waste Authority, or its contractors. Such complaints can include, amongst other things, issues of policy, the management of facilities, the environmental impact of the Authority's operations, and the behaviour of staff.

Your right to complain

3. Everyone has the right to lodge a formal complaint if the issue cannot be satisfactorily resolved informally. Any customer or group – or someone acting for them – is entitled to complain in person, by e-mail, by letter or by telephone.

Making a complaint

4. If you are unhappy with a service provided by the Authority or a member of its staff (or its contractor's staff), usually the best solution is to talk to the person with whom you have had contact, either in person or on the telephone. They – or their manager – may be able to resolve the problem there and then.
5. If this approach fails to resolve the complaint, your views will be noted by the person receiving the complaint, who will explain the action that will be taken as a result of your complaint. By operating a complaints procedure and responding positively to criticism the Authority works towards improving the services it provides.
6. An initial complaint can be made in person, online, on the phone or in writing using the details below:

- By completion on an online “Complaints, Suggestions and Compliments” form which can be found at <http://wrwa.gov.uk/waste-authority/contact-us>
 - By telephone - 020 8871 2788
 - By email – info@wrwa.gov.uk
 - By written correspondence to:-
 - Ms Frances Devane
 - Executive Officer
 - Western Riverside Waste Authority
 - Smugglers Way
 - Wandsworth
 - LONDON SW18 1JS
7. To assist the investigation of your complaint you should (where relevant) include details of dates, time and locations, together with your contact details (anonymous complaints will be investigated in the same manner set out below with feedback being sent to a senior Authority officer as if he/she were the complainant).
8. We will acknowledge your communication within three working days and appoint an Authority officer to investigate. The Authority officer will have had no previous involvement with the complaint and will begin a formal investigation as soon as reasonably practicable.
9. Once we have received your complaint (by whichever means detailed in paragraph 6 above), we will respond in writing, usually within ten working days. Our response will:
- outline the complaint
 - include any relevant information
 - notify you of the investigating officer’s decision
 - advise you of any proposed remedy
 - inform you of your right to pursue your complaint through other avenues
10. If we cannot achieve resolution within the ten day target, a written reply will be sent within the same timescale, giving an indication of progress and the likely date for a full reply.

Still unhappy?

11. If you are still dissatisfied with the Authority’s response, you can ask for a review of the decision. Your request will be acknowledged within three working days and

a Senior Authority Officer will re-examine the circumstances of your complaint and the responses made to it.

12. Within 15 working days, the Senior Officer should be able to prepare a final Authority response, informing you of the outcome of the review and including all the relevant information. If not, the Senior Officer will inform you of progress and when the final outcome is likely.

What if your complaint is upheld?

13. If your complaint is found to be justified, there are a number of remedies open to the Authority. They would normally fall into the following categories:

- an explanation
- a written apology
- remedial action
- review of procedures or policies

Complaint turned down? / Unfair treatment?

14. Following the Authority's review, you may still think your complaint is justified or that you have been treated unfairly. You have the right to complain to the Authority's Clerk and ask for an investigation. In these circumstances you should write to:

Clerk to the Western Riverside Waste Authority
Western Riverside Administration Office
Smugglers Way
LONDON SW18 1JS.

15. The Clerk will only investigate your complaint if you have received a complaint response, followed by a review of that response.

16. You will be informed of your options for pursuing the complaint further by the Clerk if appropriate.

Western Riverside Waste Authority

DATA PROTECTION POLICY

The Data Protection Act protects an individual's privacy and ensures that personal data is processed responsibly and in accordance with the law. Personal data refers to information that can be used to identify an individual.

The Data Protection principles

The Authority will make sure that all personal data is processed in line with the eight data protection principles. These principles ensure that personal data shall be: -

1. Processed fairly and lawfully
2. Processed for specified purposes
3. Adequate, relevant and not excessive in relation to the purposes for which they are held.
4. Accurate and where necessary kept up to date
5. Retained for no longer than necessary
6. Processed in accordance with the rights of Data Subjects under the Act
7. Kept secure
8. Not transferred to other countries without adequate protection.

In addition to this Policy Statement, the Authority has also developed a Disclosure and Barring Service Check Policy Statement for job applicant's and existing members of staff who are applying for, or are employed in, a position where a Check is required. The Policy Statement is attached as an Appendix to this Statement.

Western Riverside Waste Authority

JOBS WHERE A DISCLOSURE AND BARRING SERVICE CHECK IS REQUIRED: THE AUTHORITY POLICY

Preamble

General

All individuals or organisations using the Disclosure and Barring Service DBS (previously known as the CRB) to help assess the suitability of applicants for positions of trust or for existing employees to continue in those positions and who are recipients of disclosure information must comply fully with the Disclosure and Barring Service's Code of Practice.

Scope of the Policy

The following Policy Statement sets out the Authority's expression of these requirements. It is in three parts. The first deals with checks to be made at the recruitment stage. Secondly the position of current employees undergoing checks is outlined. The third section deals with the safekeeping of records.

Communicating the Policy and the provisions of the DBS Code of Practice

The Authority will make every subject of a DBS Disclosure (both job applicants and existing members of staff) aware of the existence of the DBS Code of Practice and make a copy available on request.

Dealing with queries

On reading this policy a job applicant or member of staff who is to undergo a DBS check may want to raise a query or concern. They should do this by getting in touch with the Authority's Executive Officer.

Policy Review

In accordance with good practice, the provisions of this Policy will be kept under review.

Part One: Recruitment

As an organisation using the Disclosure and Barring Service (DBS) to assess applicants' suitability for positions of trust, the Authority complies fully with the DBS Code of Practice. As such, it undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a check on the basis of conviction or other information revealed by that process. This commitment is in accordance with the principles of its long held policy of equality of opportunity in employment.

A DBS check is only requested after a thorough assessment has indicated that one is both proportionate and relevant to the job concerned. For those jobs where a DBS check is required it will be stated in the job advertisement that a DBS check will be requested in the event of the individual being offered an appointment.

Where a DBS check is to form part of the recruitment process, all applicants will be informed of the need to provide details of their criminal record at an early stage of the application process. The Authority guarantees that this information is only to be seen by those who need to see it as part of the recruitment process.

The Authority will take steps to provide suitable training for all those staff who are involved in the recruitment process. It will enable them to identify and assess the relevance and circumstances of offences. Appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974 will also be provided.

The Authority policy is that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the job being applied for could lead to withdrawal of a conditional offer of employment or dismissal without notice if employment has already commenced.

The Authority undertakes to discuss any appropriate matter revealed in a DBS check with the person seeking the position before withdrawing a conditional offer of employment. Having a criminal record will not necessarily bar that person from working for the Authority. This will depend on the nature of the position and the circumstances and background of the offences.

Part Two: Arrangements for DBS checks in respect of current Authority Staff

The Authority is concerned to ensure the highest standards in its care of children, young people and vulnerable groups. Accordingly, to support its aims in this connection, the

Authority will ensure that all employees occupying a post requiring a DBS check will undertake a DBS Check every 3 years.

Making the checks

The staff concerned will be notified that a Disclosure check is to be made. At the same time they will be invited to discuss any concerns or questions that they may have with an appropriate person (usually a line manager or HR officer).

Any matters of potential concern that are revealed in a DBS check will, initially, be discussed with the member of staff concerned prior to any decision being taken as to any possible further action.

Subsequently, if it is considered that the disclosure may call into question the fitness of that member of staff to remain in employment, or indicates that some other action may be required, the findings of the DBS check will normally form the basis of a disciplinary investigation and the employee shall be informed accordingly. Suspension on normal pay may follow while the investigation proceeds. Any decision to suspend will be dependent on the nature and potential seriousness of the circumstances.

Part Three: Secure Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information

General Principles

The Authority complies fully with the Disclosure and Barring Service's (DBS) Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act and other relevant legislation concerning the safe handling, use, storage, retention and disposal of Disclosure information. The details are set out below.

Storage and Access

Information revealed in a DBS check will never be printed off to be kept on an applicant's or member of staff's personal file; it is always kept online and secure. Access will be strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling and Usage

In accordance with Section 124 of the Police Act 1997, information is only passed to those who are authorised to receive it in the course of their duties. The Authority maintains records of all those to whom information has been revealed. The Authority

recognises that it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Information is only used for the specific purpose for which it was requested.

Retention

The Authority will neither retain DBS certificates nor a record of DBS information for longer than is required. In general this will be no later than six months after the date on which recruitment or other relevant decisions are made. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

Disposal

The Authority will ensure that all records are destroyed after the 6 month date has been reached. The Authority will not print off and retain any other image of a DBS check Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, the Authority may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and a record of all those to whom Disclosures or Disclosure Information has been revealed.