

**NORTH LONDON WASTE AUTHORITY**

**REPORT TITLE:** SERVICES UPDATE

**REPORT OF:** HEAD OF STRATEGY AND SERVICES

**FOR SUBMISSION TO:** AUTHORITY MEETING

**DATE:** 11 FEBRUARY 2021

**SUMMARY OF REPORT:**

This report informs Members about the latest operational activities and associated issues dealt with by the Strategy and Services team of the Authority.

**RECOMMENDATIONS:**

The Authority is recommended to:

- A. Note tonnage performance in the current year.
- B. Note the operational update provided since the last report to the Authority on 3 December 2020.

**SIGNED:**



Head of Strategy and Services

**DATE:** 1 February 2020

## 1. BACKGROUND

- 1.1. This report provides Members with an update of the main operational matters that have arisen since the Authority meeting held on 3 December 2020. In addition, it details the latest available validated tonnage information from municipal waste collected by the seven constituent London Boroughs of Barnet, Camden, Enfield, Hackney, Haringey, Islington and Waltham Forest.
- 1.2. The North London Waste Authority (NLWA) has a statutory responsibility for providing municipal waste disposal services for the seven constituent borough councils and has powers to arrange for the reuse, recycling and composting of municipal waste and to operate Reuse a Recycling Centres (RRCs).

## 2. PERFORMANCE OVERVIEW

- 2.1. The unusual circumstances on 2020/21 have had significant effects as between types of waste. Trends have also varied as north London has gone through different degrees of coronavirus controls over time.
- 2.2. Overall, total tonnages managed by NLWA have been broadly as forecast for 2020/21 – the table below shows that residual waste and recycling (excluding reuse and recycling centres) is forecast to amount to 731,093 tonnes for 2020/21 against a budget of 733,133 tonnes. This forecast is based on 8 months of actual data in the year.

However, the closure and reduced operating arrangements for businesses and closure of facilities such as schools and leisure centres for parts of the year mean that the “chargeable” waste element is expected to be 28% below budgeted levels (93,007 tonnes against a budgeted tonnage of 129,045). By contrast household waste from kerbside collections is expected to be 33,999 tonnes above forecast (6.6% higher than expected). This has reflected residents spending increased time at home.

|   | Full Year Tonnage Figures |   |  |                    |
|---|---------------------------|---|--|--------------------|
| <b>Overall</b>                                  | Budget<br>2020/21         | September<br>Authority<br>Meeting<br>Forecast | December<br>Authority<br>meeting<br>Forecast | Latest<br>Forecast |
| Menu Priced Based Levy (household & core costs) | 604,088                   | 635,090                                       | 642,852                                      | 638,087            |
| Non-household waste - S52(9) EPA                | 106,302                   | 90,900  | 77,415                                       | 77,718             |
| Chargeable household waste - S52(9) EPA         | 22,743                    | 18,596  | 14,983                                       | 15,289             |
| Overall   | 733,133                   | 744,586                                       | 735,251                                      | 731,093            |

Table 4a

- 2.3. The chart below (4b) shows 2020 tonnages against 2019 tonnages for household residual waste. Domestic waste has been higher than 2019 during periods of strongest “lockdown” controls, ie between March and June and since November. When controls have been lighter tonnage has been slightly below 2019, likely reflecting the fact that people were less restricted to their house, initiatives such as eat out to help out (162 million meals claimed for nationally) were in place, and also that there were fewer visitors. The most recent tonnage information for December has shown an increase in tonnage of 14.52% compared to 2019.

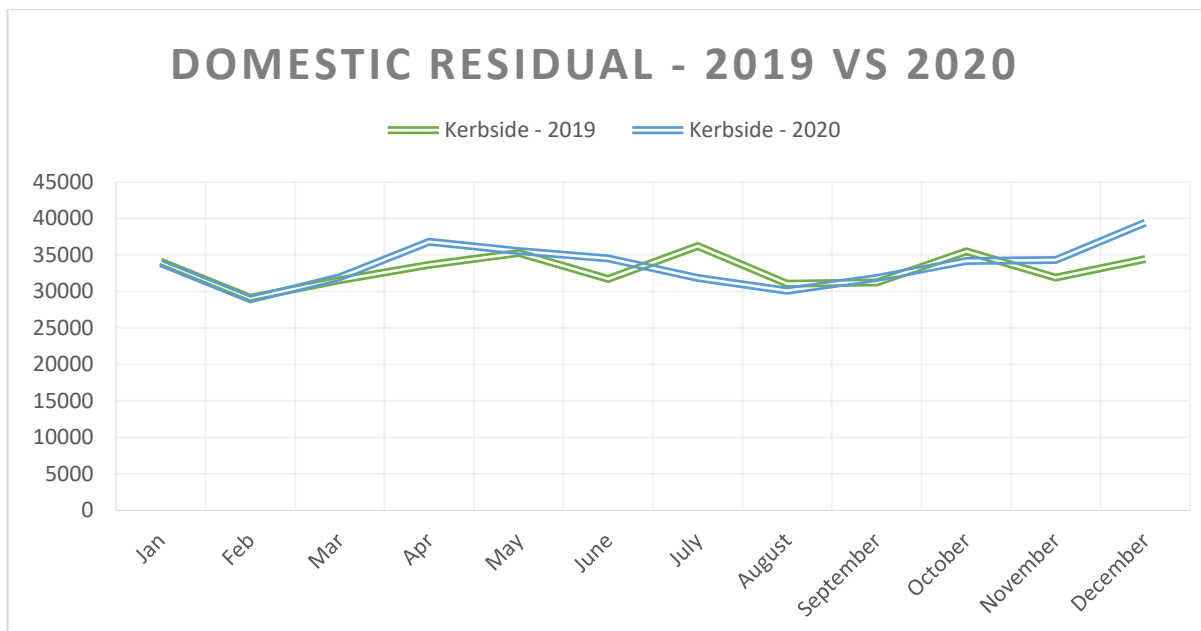


Table 4b

2.4. Between March and May, there was a reduction in the tonnage of 'Other Residual' waste comprising mainly Bulky Waste, Street Cleaning, Horticultural Waste (Parks Grounds Waste) and Chargeable Waste. This decrease was in part the result of business continuity measures introduced by Boroughs that reduced or stopped some non-essential services and deployed these resources to cover essential services. As the first lockdown measures were eased in May and many services returned to normal, we saw an increase in 'Other Residual' waste particularly through the summer months. From late September 'Other Residual' has followed the traditional seasonal pattern albeit it is circa 700t higher when compared to 2019. This is shown in chart 4c.

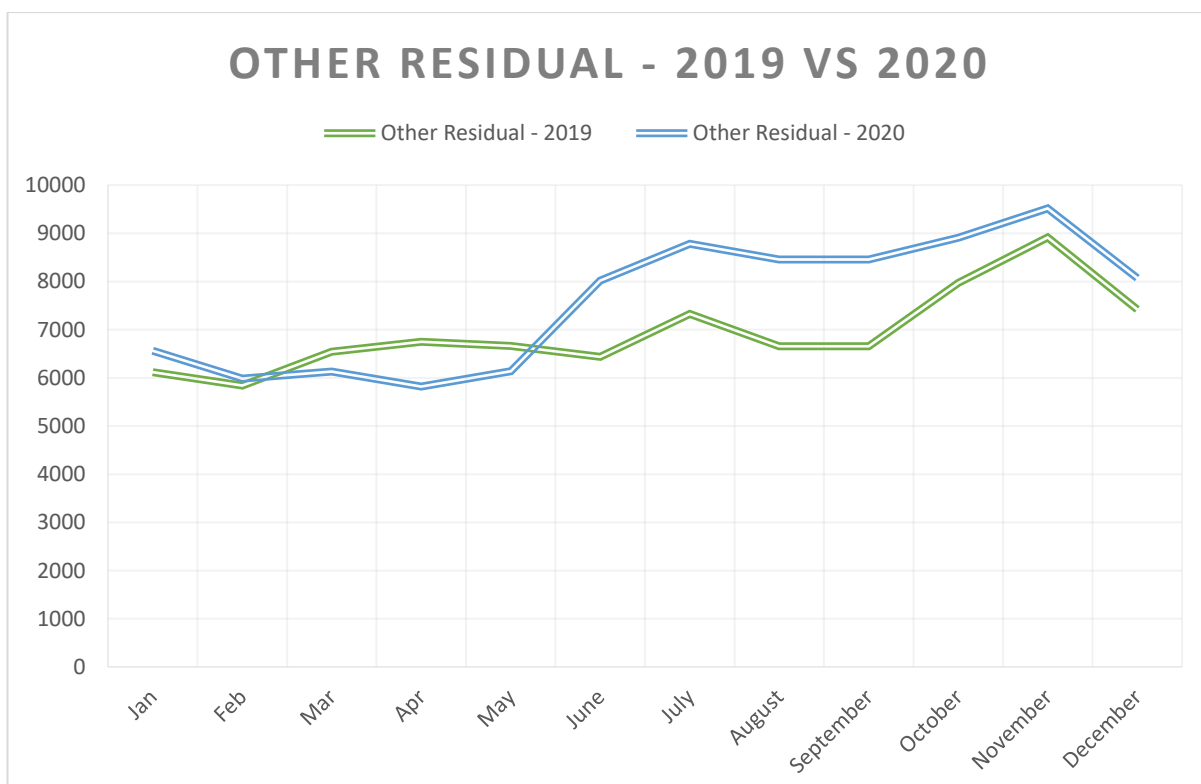


Table 4c

2.5. The table (4d) below shows full year waste volumes for a series of specific waste streams. Of note is that Fly Tipping increased by 29% comparing 2020 with 2019.

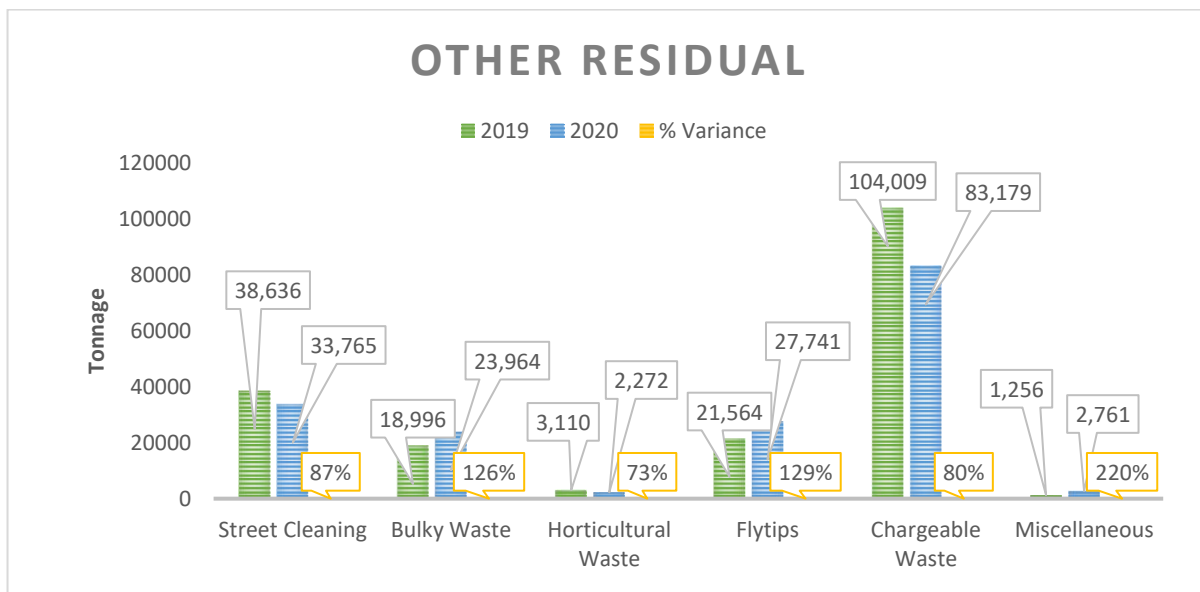


Table 4d

2.6. The chart below (4e) sets out the tonnage performance of Dry Mixed Recycling (DMR) and Organic Waste streams in 2020 compared with 2019. Biodegradable Waste (mixed food and green waste) has increased by 5% or 746t; Food Waste has seen a bigger increase in both percentage 29% and tonnage 1,725t. A major factor in the increased tonnage is thought to be the Covid-19 restrictions which encouraged residents to stay home. As previously mentioned, several boroughs also diverted resources from non-essential services for periods to bolster waste collection services.

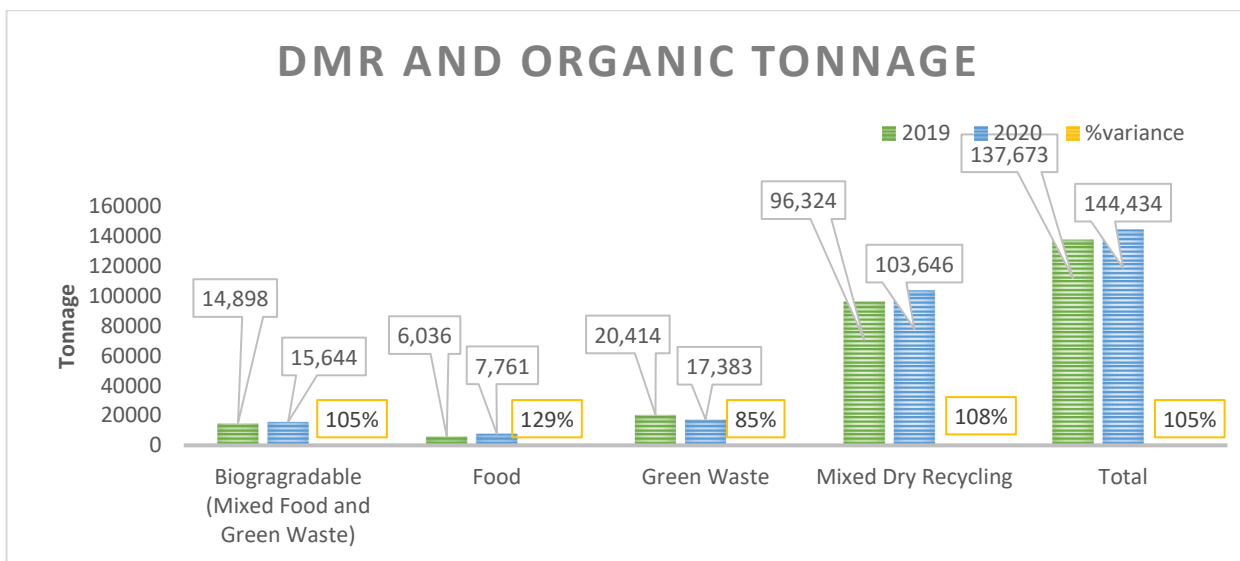


Table 4e

### 3. MATERIALS RECOVERY FACILITY (MRF) SERVICES

3.1. The Services Update report to the 3 December Authority meeting advised that officers were investigating discrepancies in data on DMR tonnages at the Hornsey Street transfer station. The

investigation has now been completed. This identified that when LondonEnergy Ltd (LEL) bulk together MDR for transport to Biffa facilities, the staff at the transfer station carry out a visual inspection and extract obvious contamination. This is removed from the MDR and added to residual waste managed at Hornsey Street (which is taken to the energy centre). However, LEL were not weighing and recording the waste transferred from recycling to residual. As a result, waste tonnages leaving Hornsey Street were under-reported potentially by some 3,000 tonnes per year. New operating procedures have therefore been put in place. These use new load weight sensors on yellow plant. This will support identifying and accurately attributing the percentage and tonnage of contamination correctly removed by LEL before materials are transferred to the Biffa recovery facility in Edmonton.

3.2. NLWA officers are in discussions with officers from Camden and Islington, the two Boroughs that deliver significant tonnages into Hornsey Street, in regard to both the cost and recycling rate implications that may arise from the incorrect classification and apportionment of rejected materials during the current year and the implications for the new year starting in April 2021. A more detailed update and consultation with Members is planned for the Member Recycling Working Group on 11 February. Any comments from the Members Recycling Group will be reported verbally at the Authority meeting on the 11 February.

#### 4. COMMODITY PRICES

4.1. The table below (4f) sets out the movement in commodity prices during the previous calendar year.

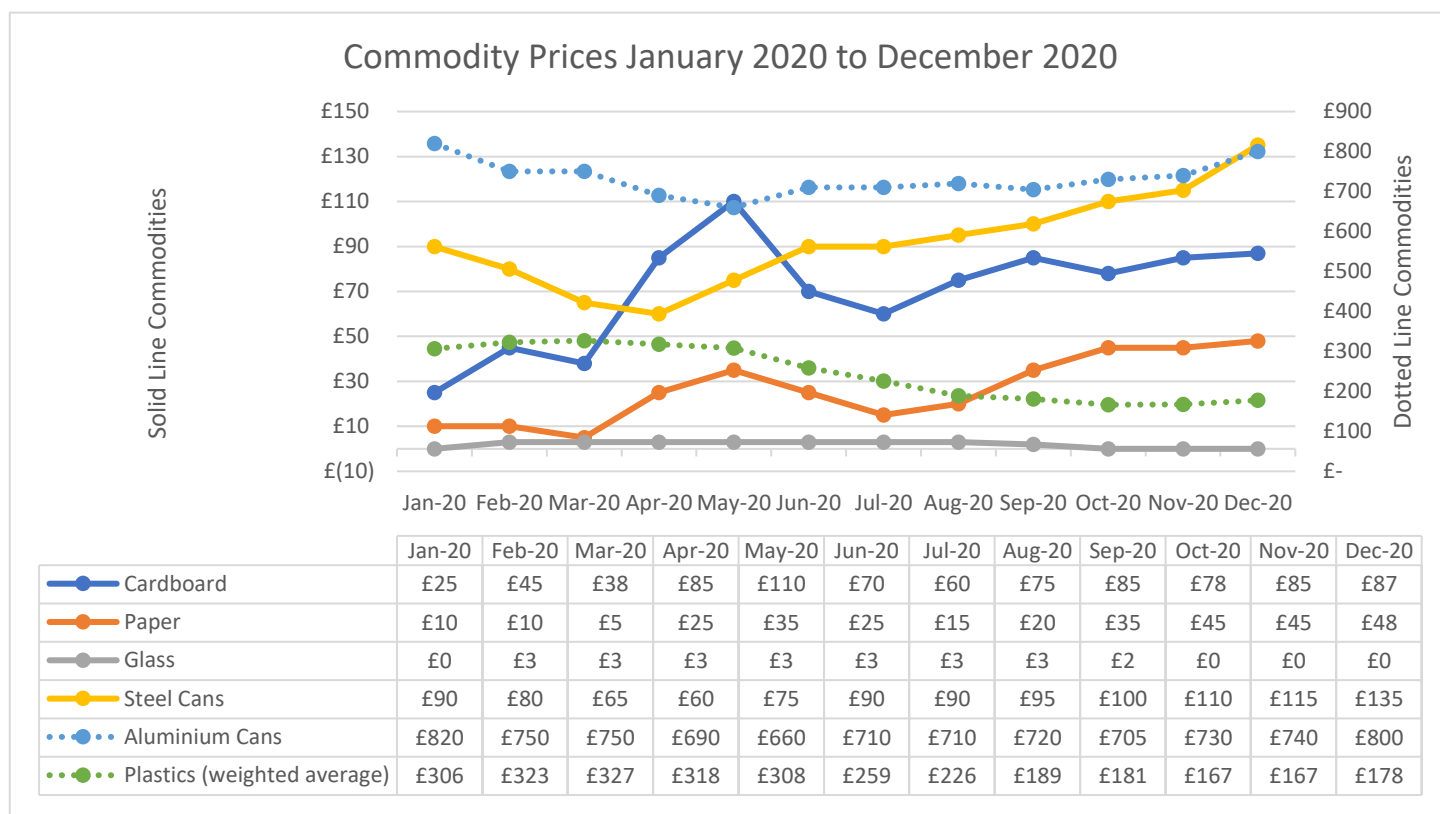


Table 4f – Recyclate commodity prices January 2020 to December 2020

4.2. The table above is shown in pounds sterling. Many commodities trade internationally in US dollars. The pound has appreciated against the dollar by around 5% between October 2020 and January 2021. This dampens income from dollar based commodities.

4.3. Table 4f shows the latest commodity price information, which can be summarised as follows:

- 4.3.1. Metals and fibre markets values continued to rise. Since paper and cardboard equates to approximately 45% of NLWA Dry Mixed Recycling (DMR), the uplift in fibre prices reflects strongly in the income received by the Authority.
- 4.3.2. Conversely, the prices of plastics and glass reduced during the last quarter. Whilst glass is the next largest fraction of the Authority's DMR at around 25% of constituent materials, the relative value is low so this change in prices will not have a substantial impact on overall income.
- 4.3.3. The overall impact of these price changes is estimated at £7 per tonne of DMR delivered, or approximately £200,000 additional income during Quarter 4 2020/21.

## 5. WEMBLEY TRANSFER STATION

- 5.1. The lease for the Wembley Transfer Station was successfully signed on 28 November 2020. In addition, the authority obtained permission for LEL to operate the facility on a temporary basis, while a formal application to transfer and alter the permit is sought, during the spring of 2021.
- 5.2. Officers have worked closely with colleagues at LEL and LB Camden and their contractor Veolia to enable the tipping of Camden waste which began in the first week of January 2021. In addition, frequent meetings were held with colleagues from LB Barnet and their operational staff to accept Barnet Waste into the new Wembley facility by 31 March at the latest. However, in the interest of business continuity, LB Barnet will begin to deliver waste to Wembley in a phased transfer from mid-February.
- 5.3. Positive feedback on the new tipping arrangements at Wembley was provided to the LEL site team by Veolia drivers and to Authority officers by Veolia and members of the LB Camden management. No operating issues have been identified at the Wembley site since it began to accept waste.
- 5.4. This paper records with appreciation the commitment and professionalism of the LEL mobilisation team and colleagues from LB Camden and Veolia in initiating the services at the new transfer station during a period of tight coronavirus restrictions.
- 5.5. Officers are liaising with LB Barnet colleagues and representatives to prepare for the surrender of the lease on the Hendon Transfer Station in April 2021. Significant progress has been made.

## 6. FLEET OPERATORS RECOGNITION SCHEME (FORS)

- 6.1. LEL have recently been audited by FORS for their transportation operations and have been reaccredited to the FORS Gold Standard with the certificate valid from 20 December 2020 through to 19 December 2021. A copy of the certificate has been added to **Appendix 1**.

## 7. SERVICES AND CORONAVIRUS UPDATE

- 7.1. Due to rising coronavirus cases in London and the South East of England, the government introduced tier 4 restrictions on 20 December 2020 to reduce the rate of infection.
- 7.2. Following a review by LEL's senior leadership team with NLWA officers, it was decided that the reuse and recycling centres (RRC's) service would continue to operate with the existing COVID safe protocols to protect both staff and public users of the sites. The protocols included, residents unloading their vehicles to ensure social distancing and the closure of the Kings Rd reuse shop.

7.3. On the 1<sup>st</sup> of February, LondonEnergy Ltd (LEL) in conjunction with Officers agreed to temporarily close Summers Lane RRC. The decision was taken after all eight (8) London Energy Ltd employees based at the RRC tested positive for Covid-19 during routine lateral flow tests. All residents that visited the site in the preceding days were written to informing them of the outbreak with advice from Public Health England. Those residents that booked appointments for the 1 to the 4 of February (the expected reopening date) where provide alternative appointments at an RRC of their choice.

7.4. It is planned that LEL operated RRC's will remain open to residents on a booked appointment basis, there remains sufficient capacity at every RRC with the number of appointments outstripping demand. The table below (4g) provides a snapshot of the typical number of slots and their take-up during the week. On Saturday the take up is slightly higher approaching 80% of slots being booked.

| Summers Lane              | 21st           | South Access              | 21st          | Western Road              | 21st           | Kings Road                | 21st          | Regis Road                | 21st          | Hornsey Street            | 21st          |
|---------------------------|----------------|---------------------------|---------------|---------------------------|----------------|---------------------------|---------------|---------------------------|---------------|---------------------------|---------------|
| 9:00-10:00                | 50/120         | 9:00-10:00                | 10/55         | 9:00-10:00                | 16/60          | 9:00-10:00                | 3/25          | 9:00-10:00                | 12/40         | 9:00-10:00                | 7/45          |
| 10:00-11:00               | 50/120         | 10:00-11:00               | 16/55         | 10:00-11:00               | 24/60          | 10:00-11:00               | 3/25          | 10:00-11:00               | 19/40         | 10:00-11:00               | 11/45         |
| 11:00-12:00               | 53/120         | 11:00-12:00               | 13/55         | 11:00-12:00               | 19/60          | 11:00-12:00               | 8/25          | 11:00-12:00               | 10/40         | 11:00-12:00               | 13/45         |
| 12:00-13:00               | 33/120         | 12:00-13:00               | 8/55          | 12:00-13:00               | 22/60          | 12:00-13:00               | 6/25          | 12:00-13:00               | 10/40         | 12:00-13:00               | 13/45         |
| 13:00-14:00               | 40/120         | 13:00-14:00               | 7/55          | 13:00-14:00               | 13/60          | 13:00-14:00               | 6/25          | 13:00-14:00               | 12/40         | 13:00-14:00               | 12/45         |
| 14:00-15:00               | 47/120         | 14:00-15:00               | 8/55          | 14:00-15:00               | 14/60          | 14:00-15:00               | 10/25         | 14:00-15:00               | 12/40         | 14:00-15:00               | 9/45          |
| 15:00-16:00               | 34/60          | 15:00-16:00               | 7/30          | 15:00-16:00               | 11/30          | 15:00-16:00               | 3/10          | 15:00-16:00               | 15/20         | 15:00-16:00               | 15/25         |
| <b>Vehicle's</b>          | <b>307/780</b> | <b>Vehicle's</b>          | <b>69/360</b> | <b>Vehicle's</b>          | <b>119/390</b> | <b>Vehicle's</b>          | <b>38/160</b> | <b>Vehicle's</b>          | <b>90/260</b> | <b>Vehicle's</b>          | <b>80/295</b> |
| <b>Booking Percentage</b> | <b>39%</b>     | <b>Booking Percentage</b> | <b>19%</b>    | <b>Booking Percentage</b> | <b>31%</b>     | <b>Booking Percentage</b> | <b>24%</b>    | <b>Booking Percentage</b> | <b>35%</b>    | <b>Booking Percentage</b> | <b>27%</b>    |

Table 4g

7.5. LEL have continued to monitor staff absences daily and reimposed restrictions on employees' ability to take leave in key operational areas, in order to mitigate against the possibility of higher staff absences. While total absences did reach 13% of the workforce in early January this had reduced to 5% by the 31 January, however the situation is still v volatile. LEL have continued to operate all transfer and disposal services safely and effectively during this period of uncertainty.

7.6. LEL in conjunction with officers have continued to review Business Continuity and <sup>1</sup>service degradation plans to ensure appropriate mitigations are in place. The degradation plan has also been shared with borough officers and compared to Borough plans to identify potential cumulative impacts.

7.7. Officers have increased borough liaison meetings to weekly, to help manage the rise in Covid-19 cases and the impacts this has on service delivery. The meetings allow each attendee to update on their borough's absence levels, changes to services because of absences, and discuss matters of shared interest or concern on the impacts of Covid-19.

## 8. CORONAVIRUS LATERAL FLOW TESTING

8.1. In response to the introduction of lateral flow test centres and large-scale lateral flow testing in Schools. The Boroughs requested that NLWA provide a safe disposal route for this material collected by the Boroughs. This has been provided through LEL. This is in conformity with the

<sup>1</sup> Service Degradation Plans - provide a staged approach to the reduction in services from 'fully operational' down to a 'Minimum/Critical only service'.



Environment Agency's (EA's) Regulatory Position Statement on this issue. Dialogue is being maintained with the EA.

## 9. ECO PARK TRAFFIC MANAGEMENT

- 9.1. 2021 will see increased construction at the EcoPark as the EcoPark South project gets underway. As Taylor Woodrow developed plans for construction traffic for delivery of this contract it was important to review their proposals against capacity needed for operational traffic and consider whether any mitigating measures need to be undertaken.
- 9.2. The Authority's project and operational teams, along with LEL have commissioned and reviewed traffic modelling information. This has enabled potential implications for traffic to be assessed and mitigations identified.
- 9.3. The modelling work concluded that diversion of traffic related to ongoing waste operations was not necessary to avoid significant problems. This has been reported to borough officers. The increased traffic will mean some greater pressure on the road system within the EcoPark and increased turnaround times may occasionally occur – our assessment shows this could happen on a handful of occasions per year. Modelling indicates that there would be no impact on nearby public roads. There will be continued liaison with borough officers to ensure that any impacts on waste services are closely monitored and quickly addressed.
- 9.4. Although diversion of traffic is not necessary, there will be a change to routing of vehicles as a result of temporary relocation of weighbridges. At present all borough vehicles enter and leave the EcoPark via the same entrance at the south of the site, onto Advent Way. From 1 March, borough vehicles will enter via the same route but will leave the EcoPark from the new northern access which joints to Ardra Road (See graphic below). This should not have material operational consequences, and in some cases will improve arrangements for deliveries. We will keep members updated as these changes are implemented.



## 10. COMMENTS OF THE LEGAL ADVISER

- 10.1. The Legal Adviser has been consulted in the preparation of this report and comments have been included.



11. COMMENTS OF THE FINANCIAL ADVISER

11.1. The Financial Adviser has been consulted in the preparation of this report and comments have been incorporated.

**List of documents used:**

WasteDataFlow - national web-based waste data reporting system

Available at <http://www.wastedataflow.org/>

Our Waste, Our Resources: A Strategy for England, HM Government, 18 December 2018, Available at:

<https://www.gov.uk/Government/publications/resources-and-waste-strategy-for-england>

Letsrecycle Website: -Trade website

Available at: [www.letsrecycle.com](http://www.letsrecycle.com)

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**FORS**  
FLEET OPERATOR  
RECOGNITION SCHEME

# FORS Gold

## LondonEnergy Ltd

has been assessed and has met the Gold level requirements of the Fleet Operator Recognition Scheme (FORS).

Single Operating Centre Accreditation applies to the following location only: N18 3AG

This certificate is valid from 20/12/2020 to 19/12/2021 and remains valid as long as FORS requirements continue to be maintained.

John Hix  
on behalf of the Fleet Operator Recognition Scheme

FORS ID : 000205