

ST HELENS BOROUGH COUNCIL

## Schedule of Progress towards the Implementation of Agreed Action Plans – Part 2

| 1.  | Financial Year – 2020/21  |                                    |   |  |  |
|-----|---|------------------------------------|---|--|--|
| 1.2 | Waste Management Contract Investigation Report – Published November 2020  |                                    |   |  |  |
|     | Recommendation  | Responsible Officer                | Action  | Status   |  |
|     | Seek a practical proposal from Veolia to provide<br>MRWA with assurances around management of<br>recyclable materials in future, and how they can<br>demonstrate all recyclable material is appropriately<br>managed. | Assistant Director -<br>Operations | Write to Veolia to seek<br>appropriate assurances.  | A letter was sent to Veolia<br>followed up by a meeting with<br>senior management, during<br>which measures to provide<br>necessary assurances were<br>discussed and agreed. |  |
|     | Random checks of recyclable material disposal points<br>to be included in the checklist for future compliance<br>visits.  | Assistant Director -<br>Operations | Incorporate checks into<br>Compliance Officer checksheets<br>for routine compliance visits. | Checks have been<br>incorporated into routine<br>visits and are now being<br>undertaken.   |  |

| Ask Veolia to provide actual weight data for trade<br>recycling area disposals rather than the assumed<br>weights per material and per van. | Assistant Director -<br>Operations | Discuss provision of trade waste<br>service (and provision of data)<br>post-covid prior to reinstatement<br>of trade waste area. | Trade recycling operations<br>currently suspended. Matter<br>of provision of trade weight<br>data to be reviewed prior to<br>reinstatement of operation.  |
|---|------------------------------------|--|---|
| Review use of CCTV, and MRWA's access to it.  | Assistant Director –<br>Operations | Request MRWA access to Bidston<br>CCTV   | Veolia have agreed MRWA<br>access on an 'as requested'<br>basis (which will be<br>progressed when the trade<br>area returns to operation).  |
| Consider including routine monitoring of area under<br>MRWA's own operations compliance monitoring<br>programme.                            | Assistant Director -<br>Operations | Incorporate random checks into<br>Compliance Officer checksheets<br>for routine compliance visits.                               | Checks will be undertaken<br>once trade recycling area<br>returns to operation.   |
| Veolia will be asked to state how they will evidence in<br>future that trade inputs are always kept entirely<br>separate.                   | Assistant Director -<br>Operations | Appropriate measures to be<br>discussed and agreed with Veolia.  | <ul> <li>Meeting held with Veolia</li> <li>where following actions were</li> <li>agreed and are now</li> <li>implemented: <ul> <li>Spot-check inspections</li> <li>recorded in daily log.</li> </ul> </li> <li>Veolia to provide MRWA <ul> <li>with mass balance data</li> <li>monthly.</li> </ul> </li> <li>Incorporate random <ul> <li>checks into Compliance</li> <li>Officer checksheets for</li> <li>routine compliance visits.</li> </ul> </li> </ul> |

| Inspection of trade and residual disposals will be   | Assistant Director - | Incorporate random checks into     | Checks incorporated into        |
|--|----------------------|------------------------------------|---------------------------------|
| carried out in the routine compliance monitoring     | Operations           | Compliance Officer checksheets     | routine visits and are now      |
| check sheets.  |                      | for routine compliance visits.     | being undertaken.               |
| Practical measures will be sought from Veolia that   | Assistant Director - | Incorporate random checks into     | Checks will be undertaken       |
| they can put in place to provide MRWA assurances     | Operations           | Compliance Officer checksheets     | once trade recycling area       |
| that HWRC rubble is not in any way transferred or    |                      | for routine compliance visits.     | returns to operation.           |
| mixed into the trade waste scheme rubble and vice    |                      |                                    |                                 |
| versa.   |                      | Request access to Bidston CCTV.    | CCTV access was requested       |
|  |                      |                                    | and agreed with Veolia.         |
|  |                      |                                    | MRWA have access on an 'as      |
|  |                      |                                    | requested' basis, which will be |
|  |                      |                                    | progressed when trade area      |
|  |                      |                                    | returns to operations.          |
| Random inspections of the HWRC and trade areas will  | Assistant Director - | Incorporate random checks into     | Checks will be undertaken       |
| be carried out by MRWA during routine compliance     | Operations           | Compliance Officer checksheets     | once trade recycling area       |
| visits.  |                      | for routine compliance visits.     | returns to operation.           |
| Consideration will be given to options for improving | Assistant Director – | Discussions to be held with Veolia | CCTV monitoring will be         |
| CCTV monitoring practices and recording.             | Operations           | at an appropriate time.            | reviewed once trade recycling   |
|  |                      |                                    | area returns to operation.      |
| Discussions will be held with Wirral Council to      | Assistant Director - | Discussion to be held with Wirral  | Matter discussed with Wirral    |
| establish if dialogue between themselves and Biffa   | Operations           | Council                            | Council. Agreed that matter     |
| could be encouraged to highlight any perceived       |                      |                                    | will be included as an agenda   |
| operational discrepancies as and when they arise.    |                      |                                    | item for routine Wirral/Biffa   |
|  |                      |                                    | ops meeting.                    |

| Consider how an improved operational                   | Assistant Director – | Discuss approach with Veolia,    | Ongoing dialogue with Veolia  |
|--|----------------------|----------------------------------|-------------------------------|
| understanding could be developed between Veolia        | Operations           | encourage routine reporting of   | undertaken as a routine e.g., |
| and MRWA to report on changes to routine practices     |                      | operational changes.             | contract operations meetings, |
| when they arise.                                       |                      |                                  | daily visits etc.             |
|  |                      | Incorporate random checks into   |                               |
|  |                      | Compliance Officer checksheets   | Checks incorporated into      |
|  |                      | for routine compliance visits.   | routine visits and now being  |
|  |                      |                                  | undertaken.                   |
| Veolia will be asked to provide practical evidence and | Assistant Director - | Write to Veolia to seek evidence | Letters sent and follow-up    |
| routine assurances that all materials have been        | Operations           | and appropriate assurances.      | meeting subsequently held     |
| appropriately handled.                                 |                      |                                  | with Veolia where actions     |
|  |                      |                                  | listed were agreed and are    |
|  |                      |                                  | now implemented:              |
|  |                      |                                  | - Spot-check inspections      |
|  |                      |                                  | recorded in daily log.        |
|  |                      |                                  | - Veolia to provide MRWA      |
|  |                      |                                  | with mass balance data        |
|  |                      |                                  | monthly                       |
| MRF materials output will be monitored during          | Assistant Director - | Incorporate random checks into   | Checks incorporated into      |
| routine compliance visits.                             | Operations           | Compliance Officer checksheets   | routine visits and now being  |
|  |                      | for routine compliance visits.   | undertaken.                   |
|  |                      |                                  |                               |