



ENVECO

NW ENVIRONMENTAL SERVICES



Paul Preston Environmental Enforcement and Operations Compliance Manager

At the Household Waste Recycling
Centre



WHO ARE

ENVECO

NW ENVIRONMENTAL SERVICES



✓ A wholly owned Blackpool Council Company since July 2019

✓ Delivering Environmental Services to the residents of Blackpool



BRISTOL AVENUE HOUSEHOLD WASTE RECYCLING CENTRE

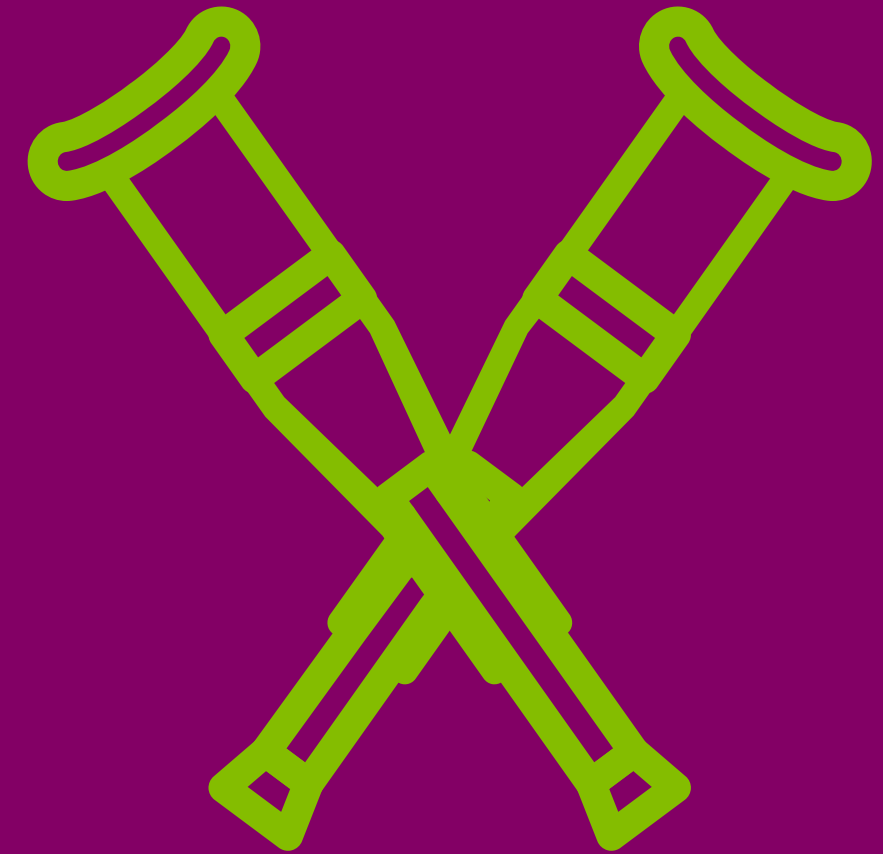
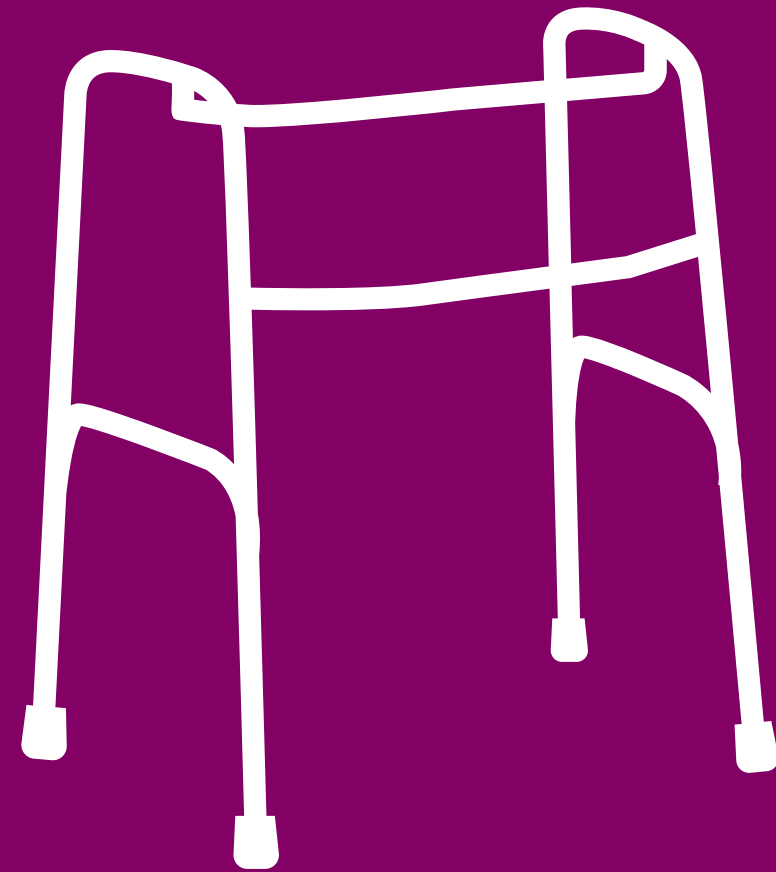
- Opened in June 1929 as the Refuse Disposal Plant
- Environmental Permit issued by the Environment Agency
- The site has approximately 180,000 visits per year or 500 visits per day
- Opens 7 days a week except Christmas Day, Boxing Day and New Years Day



THE HWRC ENABLES THE RESIDENTS OF BLACKPOOL TO RECYCLE A WIDE RANGE OF ITEMS AND MATERIALS INCLUDING:



THE REUSE HUB



A HWRC OPERATIVES ROLE

- **Postcode check**
- **Advice about separating waste and correct streaming**
- **Customer assistance (lifting and carrying)**
- **Flagging up commercial waste, trades personal waste and other permit breaches**



HWRC STAFFING

- **15 permanent staff including a Manager, a Supervisor, a Driver, Operatives, and Admin**
- **1 employee with a physical disability**
- **3 employees with a learning disability including, 1 female front-line HWRC Operative**
- **20% of employees at the HWRC have a learning disability**



ADULTS IN PAID EMPLOYMENT

5.1% of adults with a learning disability known to their local authority in England are in paid work (NHS Digital, 2021).



In England a higher proportion of men with a learning disability known to their local authority (6.2%) are in paid employment than women with a learning disability known to their local authority (4.8%).

LINKS WITH PROJECT SEARCH



DFN
Project | SEARCH

- **12-month work placement for students - aged 16 to 24 with an Education, Health and Care Plan**
- **The aim is for students to gain paid employment of 16+ hours per week**
- **Students undertake classroom and office activities**
- **Unpaid work placements of 12 weeks and 30 hours per week**
- **Student supported by a special education teacher, job coach, and family**
- **Employer supported by Project Search job coach during work placement and whenever needed if the student obtains paid employment with them**

PROJECT SEARCH AND MORE

- **The HWRC supports 3 or 4 Project Search students each year**
- **It is a privilege to see a young person grow in confidence and independence**
- **The Household Waste Recycling Centre offers work experience to Year 11 students from the local Special Educational Needs School**
- **Placements are available to young people completing the Princes Trust programme**
- **ENVECO supports 4 weeks of up to 16 hours per week of unpaid work placements for the Chance2Shine programme**
- **The Chance2Shine programme is aimed at, individuals who have been out of the workplace due to life events e.g. childcare needs, family difficulties, drug and or alcohol dependencies**

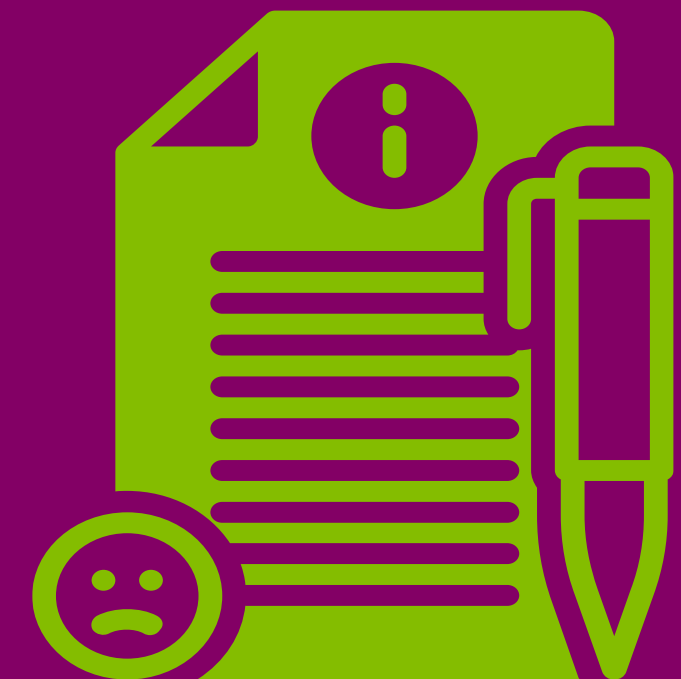
WHY DOES HAVING STAFF WITH A LEARNING DISABILITY WORK FOR US?

- Contained site so a greater level of support and supervision can be provided if required
- Buy-in from all staff – Colleagues, Supervisor and Manager
- There is a great team spirit on site!



WHAT GOES WRONG?

- **Grey areas – Use of discretion with certain waste streams**
- **Aggressive and entitled customers lead to some misunderstandings about staff behaviours**
- **Frustrations and an inability to explain what has occurred when an incident takes place**
- **A slight increase in the number of complaints**



HOW DO WE MAKE IT WORK ON A DAILY BASIS?

- **Regular communication and support**
- **Toolbox Talks and reinforced messaging**
- **Buddy system**
- **Safe working audits to check working practices**
- **Assistance with reading and understanding risk assessments, safe systems of work, and key messages**
- **Realistic expectations**
- **Patience and understanding**



BENEFITS

- **Rewarding to see the individual grow in confidence and ability - It could be your son or daughter needing the opportunity**
- **Staff enjoy working because we foster an all-inclusive team spirit**
- **Sickness and staff turnover levels are really low, as staff enjoy working within the team**
- **“I enjoy having the staff as members of my team”**
- **Every day is a different experience for them and me!**





ANY

QUESTIONS?



www.enveconw.co.uk