

**WIRRAL COUNCIL
ENVIRONMENT & REGULATION SERVICE**

**BIFFA / WIRRAL PARTNERING BOARD MEETING
14th JULY 2014
Biffa Depot**

Present: Roger Edwards Simon Crook Mark Smith

[REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED]

Cllr Bernie Mooney (Cabinet Member for Environment & Sustainability)

Apologies: [REDACTED]

ACTION

1. MINUTES/ACTION LOG FROM LAST MEETING 26 MARCH 2014

Agreed.

Action Log

39. Risk & Benefits Realisation Plan

[REDACTED] noted this had been picked up as part of the annual report. [REDACTED] to circulate copy of revised plan to all Board members.

New 52

40. Biffa TV Message Screen

On-going. Liaison is discussing producing a partnership message for this key Biffa communication tool. [REDACTED] to consider passing on compliments the Council receive about Biffa crews for display on the screen.

47. C1 Missed Bins

To be picked up as part of the work-stream.

49. First Contact Stats

RE advised he hadn't managed to get anything specific on this as different Authorities have different levels of what they call "first contact". RE still to consider and take further. [REDACTED] noted she is particularly interested in missed bins.

50. Transitional Money

[REDACTED] still to look at what is left and to consider most effective way of utilizing remaining funds (or to hand back) (this was subject to the extension decision).

Completed Actions – 41/14, 46/14, 47/14, 48/14

2. ANNUAL REVIEW

[REDACTED] presented the Annual Review and highlighted contract performance stats and key achievements over the past year including the introduction of the Waste Investigation Unit.

Noted garden waste has now exceeded last year's figure and hope to get to 40,000 properties. RE queried about incentives for signing up however [REDACTED] noted we have to be very careful as the £5 reduction online has raised objections by some residents and opposition members and that [REDACTED] is exploring alternative cost effective payment mechanisms. However, [REDACTED] advised we can market to people who signed up last year who have not signed up this year and there are around 3,000 who have not re-signed.

Street Cleansing

Noted the significant change in service last year for the £1m saving which involved a real partnership approach. Jointly huge changes were made yet we are still achieving over 96% of streets being cleansed to acceptable standards. The Entry Investigation Team has been introduced and 28 FPNs have been issued as a result of this. Back to the floor day went down really well with the crews – both [REDACTED] and [REDACTED] took part.

Report by Client

[REDACTED] updated on the KPIs - generally the stats are as good as last year or better and bearing in mind the recent changes to the way we do things this is very good performance - a good example of this is the overflowing litter bins. [REDACTED] advised contamination levels for recycling are better than the other Merseyside Authorities.

Noted monitoring levels of contamination is mandatory now. RE advised Biffa are running a few open days in London and Midlands on MRF Code of Practice and also the new statutory TEEP assessments. RE will circulate dates to [REDACTED]. TEEP is a new statutory obligation and by January 2015 have to do an assessment of all the waste collections.

Log 53

[REDACTED] highlighted the new work-streams we will be focusing on this year:

- Contamination
- Managing Customer Contact (mainly missed bins).
- Alleyway Dumping
- Trade Waste Service – to see if we can increase our income. ([REDACTED] advised this does not look like it will have the viability we thought it might. RE noted if you go into the commercial environment you need to act in a commercial way which is difficult for a Council).

RE advised Biffa are doing a trial in other parts of the country with the British Heart Foundation as they run a lot of shops across the UK - Biffa take all the bulky waste. RE noted once the trial is completed he is hopeful they can roll it out nationally.

3. CONTRACT PERFORMANCE OVERVIEW

[REDACTED] advised no issues which need to be escalated to Board.

KPI Q4 Update

[REDACTED] noted achieved 97% in Q4. [REDACTED] noted still in the process how to take forward for the end of the financial year. [REDACTED] for noting the indicator now includes graffiti scores including detritus and litter. The target increased from 92% to 93% as trying to make the indicator as challenging as possible. [REDACTED] noted Q1 performance for 2014/15 is good.

MS noted the gateway performance indicator is a key performance outcome in the Council's Corporate Plan and Directorate Plan. [REDACTED] noted the amount of good work Biffa have done to get the Gateways up to standard.

[REDACTED] asked about Biffa supporting the New Brightoners in moving their waste and [REDACTED] advised his team are in contact with the New Brightoners. RE advised Biffa are starting to work with local groups and looking at developing this further as part of the £1m saving was to put a lot of responsibility back into the community.

[REDACTED] noted the Love Wirral campaign is progressing extremely well.

4. 2014/15 WORKSTREAM PRIORITIES

Contamination

RE noted because of the MRF Code of Conduct she is looking at identifying a trial where we need to be stricter about not emptying bins with contamination in. MS will work further on this in Liaison and hopes to involve the MRWA too. RE noted quality levels will have to improve because if it is not heavily contaminated the crew will empty it as they know the chances are they will get sent back for a missed bin if they don't. If we want crews not to take lightly contaminated bins we are going to have to stop sending them back for a miss. A re-education process will have to take place as currently people think what they put into their grey bins is ok. RE noted approximately 70% of the residents actually get it wrong to some degree.

Managing Down Demand

Ongoing. MS noted this is of importance as the Council is doing a lot of work to reduce customer contact. MS and RE are leading on this and MS is currently doing some analysis of the figures.

Alleyway Dumping

MS presentation covered this.

Trade Waste

MS already discussed.

5. CONTRACTUAL GOVERNANCE

Health & Safety

This was covered in MS presentation.

Risk Management

Red - Reclassification of Street Sweepings as none household

This will lower our recycling performance as the Government wants to reclassify them. MS stated there will be some workshops to discuss what our future recycling targets are going to be. We need to set a challenging target. RE it is an education piece of work again around waste diversion and household waste – i.e. if you do not produce the waste in the first place you do not have to recycle it.

Amber - Vehicle Accidents

We have brought score down from 15 to 10. There will be a campaign to go on the side of vehicles advising public to slow down around the vehicles.

Finance

MS noted as part of the contract Biffa supply bulk bins to some multi-occupancy properties and some of these management companies have never paid Biffa for the rental of the bins. MS is aware Biffa have lost quite a lot of income from this. MS advised we are at a position now where going to have to write to around 40 properties. MS is drafting a letter to go to all the residents that are affected along the lines that your management company is not paying rental and Biffa have the right to take the bins away. RE noted this is quite a debt now.

6. PARTNERSHIP DEVELOPMENT

Contract Extension Proposal Update

MS have written a Cabinet report setting out the case for the extension recommending giving authority to KA to finalise and negotiate the deal and report back to Cabinet. MS noted a key issue was around VFM and being able to demonstrate this. MS advised we are recommending to Cabinet that the VFM case is there and recommend

that they accept and go through the final negotiation for the extension. It is hoped this report will go to Cabinet in July.

7. AOB

Possible Industrial Action Update

RE updated that Biffa offered pay settlement to the workforce of 1.8% in line with RPI - the request from workforce was 6%. RE advised the workforce have decided to ballot for industrial action before any decision made. RE is working hard to resolve this situation. The industrial action is planned for Fri 18 July.

8. DATE OF NEXT MEETING

16 October 2014 at 10 am in conference room 2, Cheshire Lines, subsequently changed to 9.30am, 21 October at Wallasey Town Hall.

ACTION LOG – 14 JULY 2014

	<i>Actions from 17 December 2013</i>	
40	All to think about how we can make best use of potential messages for the Biffa TV screen. Liaison to consider.	Liaison
	<i>New Actions from 26 March 2014</i>	
49	RE to obtain some first contact stats from other contracts for [REDACTED]	RE
50	Look at what transitional money is left to buy sweeper vehicles.	[REDACTED]
51	MS to send RE [REDACTED] comments about the contract novation to which RE will get a Biffa legal response.	MS
	<i>New Actions from 14 July 2104</i>	
52	[REDACTED] to circulate revised Benefits Realisation Plan	[REDACTED]
53	RE to circulate dates for the Open Days Biffa are running re MRF Code of Practice and also TEEP Assessments	RE