

**WIRRAL COUNCIL
ENVIRONMENT & REGULATION SERVICE**

**BIFFA / WIRRAL PARTNERING BOARD MEETING
21st OCTOBER 2014
Wallasey Town Hall**

Present: Roger Edwards Simon Crook Mark Smith

Apologies: [REDACTED]

ACTION

1. MINUTES/ACTION LOG FROM LAST MEETING 14 JULY 2014

Agreed.

Action Log

40 Biffa TV Message Screen

This is still outstanding. Suggested a good topic would be the WIU and fixed penalties. [REDACTED] will ask [REDACTED] to work with Biffa to put something together before Christmas. Also it might be worthwhile to get Cllr Mooney to record a message.

49. First Contact Stats – Missed Bin Stats

RE had been previously actioned to get some benchmarking data on first contacts with other Councils Biffa have contracts with. RE has done a little bit of research however it is proving confusing how the benchmarking works between authorities as everybody calculates missed bins differently. [REDACTED] agreed they can be quite different at different authorities. RE suggested Biffa have a suitable project manager who he will pass this task to. Agreed to close action and RE will follow up. [REDACTED] suggested looking at the list of Biffa contracts and find out who is an APSE member, as Wirral were to join APSE performance networks in December.

50. Look at what transitional money is left to buy sweeper vehicles

[REDACTED] noted the amount left is about £117,000 and she will discuss with [REDACTED] about the best use of this money. MS noted although this money had been earmarked for transitional arrangements, if there was an appropriate use for it we would need a strong business case for its use due to the financial pressure the Council is under. [REDACTED] noted it would have the most benefit if Members decide to accept budget option around FPNs as we could then use some of that money to enhance comms. [REDACTED] noted as the pavement sweeper is working well and asked how much more added value could be obtained from having another one? Also we need to keep a watch as Council put money back into alleyways but this was time related. It was important to track the benefits of the Good Neighbour Campaign and additional cleansing so that outcomes can be measured and inform the Council's future decision to retain or remove the additional cleansing / enforcement resources. MS to check whether the transitional funds can still be used.

52. Revised Benefits Realisation Plan

[REDACTED] still to circulate. MS stated the importance of tracking Benefits Plan as you go along – and to have a record of when these change as a result of negotiations around break clauses and extensions. We would need to be able to track back from an audit point of view to show how it has evolved overtime.

2. CONTRACT PERFORMANCE OVERVIEW

MS queried if there are any operational issues from Liaison that need to come to the Board. Board agreed to add TEEP as a work-stream as this is an important priority. The TEEP assessment needs to be completed before end of January. [redacted] noted we are doing the TEEP assessments in-house. [redacted] to provide information on carbon usage to inform the "Environmental" aspect of the assessment.

RE noted a recent CIWM workshop with EA. EA are the enforcing agency for TEEP and they suggested they will be concentrating their resources more to commercial contracts. [redacted] noted glass could be an issue for us but that is for the MWRA to give us information on.

KPI Q1/2 Update

[redacted] presented. The KPIs are all performing well. [redacted] has picked out some key KPI's to demonstrate improvements.

C1 Missed Bins – slight rise since last quarter but nothing drastic.

C1a Garden Waste Miss – no real change since last quarter.

S1 Street Cleansing – Doing well. [redacted] noted Biffa are working smarter to accommodate the saving. [redacted] noted a second local disposal point set up for leaf fall this year using Parks people at Ivy Farm and Eastham was significantly helping free up resource.

D1b Tonnage due to Non-Conformance Contamination – This should ideally be shown over a longer time period e.g. the last 3 years and represents the amount of contamination coming into the MRF. [redacted] stated this info will be used in the TEEP assessment showing we are improving due to work from us and MWRA. [redacted] noted we are performing better than the other districts in Merseyside. [redacted] suggested over the next few years we should start looking at the green bins and what recycling is in there that should be going into the grey in order to drive performance and "sweat our assets".

RE noted if Biffa were to reduce contamination rate by 1% of everything that goes into the MRF this is very tough and there is a piece of work going on internally at Biffa on that and hope will be able to share some information with Council once completed.

LEQ Street Cleansing (Corporate Indicator) - This quarter come in at 97.6% incorporating graffiti. SC noted achieving this figure has taken a lot of work from both sides following huge amounts of change.

MS summed up overall the performance shows some sound and encouraging figures and puts the contract in a good place.

3. 2014/15 WORKSTREAM PRIORITIES

Contamination

[redacted] referred to a copy of the presentation [redacted] and [redacted] are using for a workshop on contamination. This will focus on heavy contamination which gives the MWRA operational issues and how to make sure we are performing properly and getting them reported on PDA. Once on the PDA will we can focus on the other small elements of contamination. This workshop was scheduled for August but we had to postpone it. Once we've had workshop we can make a decision on how to move forward with this and set up a series of training sessions for all crews. This is involving the crews in the way we go forward with

contamination. [redacted] advised Shotton have said we can take the workforce around their paper reprocessing plant to show the damage contamination causes to the paper stream. [redacted] suggested sending some ARPOs and some of the Biffa crews to give an understanding of the impact of contamination. SC noted if this is launched to the crews pre-Christmas then post-Christmas is usually when you get a spike in the contamination and may cause issues. [redacted] proposed hold workshop before Christmas and then launch in New Year after the January spike.

Managing Down Demand – Missed Collections

[redacted] have been looking at all the missed bin calls we had in for 2010-14 and the breakdown of unjustified (which was about half) to give an idea of the proportion of calls coming in. The 3 main reasons for unjustified bins are: bin not out, entry work and access issues. Disputes occur where resident is told the PDA said bin not out and they disagree. [redacted] wants to look at the dispute figures and drill down i.e. is it the resident at fault, is it the crew not using the PDA properly etc. When a resident does not agree with PDA data this causes a lot of work in the back office. There could be an education issue here reminding residents that 7am is the time rounds start and the crews can come to roads at different times each week.

If we do some re-training around contamination to show the importance of the PDA and show the impact of not using the PDA correctly that should be beneficial. RE noted if we do not have confidence in the PDA data then everything else becomes difficult.

[redacted] has looked at apps for bin collections and whether we could use them to remind people when their collections are by sending out alerts. [redacted] noted every Council she has spoken to that has the app thinks they are good, but this was reviewed by Wirral IT earlier in the year and considered to be low priority, compared to moving the website more smart phone friendly. RE will link some of this to first contact work.

Alleyway Dumping

[redacted] advised had over 600 referrals for the Waste Investigate Unit (WIU) and issued 168 FPNs to mainly the Seacombe/Birkenhead areas. [redacted] noted we need to do some work around where issuing the FPNs. 5 court cases regarding litter have gone well with the offenders being fined and this information is on the Council website. [redacted] hoping to do full leaflet drop to relevant properties to say what we are doing and what success we have had. Currently drafting up a second leaflet to get out before Christmas to all terraced properties to highlight the good work we have been doing.

[redacted] noted some new anti-social behaviour laws which are coming out and she is looking if we can go down this route with landlords. [redacted] going to be looking at the licensing scheme and if we can make that work for us by adding in further conditions (Selective Licensing scheme). MS noted when speak to Senior Members of the Council enforcement is now an issue they are behind it. Noted 260 good neighbourhood packs have gone out to a variety of areas.

Trade Waste

[redacted] did initial piece of work looking at feasibility around this with conclusion it would not be worthwhile to pursue further. [redacted] to prepare a briefing note to formally close off this as a work-stream.

4. CONTRACT GOVERNANCE

Health & Safety

● advised now gone 18 months at the depot without a lost time accident. Cllr Mooney is going to be presenting a cheque to Claire House from Biffa as a result of this.

Risk Management

● reviewed risk register before last Liaison and it has been updated. A few things to be looked at including the Biffa Commercial Depot is no longer an option to use in the event of a shutdown of the depot.

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● noted Biffa are all set for winter weather. The downtime of the vehicles will be less than last year when it comes to changing the tyres. All the crews have their snow shoes.

Finance

All ok.

Benefits Plan

Already discussed.

5. PARTNERSHIP DEVELOPMENT

Meeting straight after this with Kevin Adderley to discuss Partnership Development.

6. AOB

360° Cameras

● advised Biffa have moved a vehicle with 360° camera on to the garden waste and it is out today.

SC noted Staffs Council have had these cameras on vehicles for 18 months now and still having issues with cars on pavements so they have painted hi-vis vests with a safety camera logo on the back and this seems to be having a positive effect.

LARAC Conference











● noted at the LARAC conference there were vending machines for bottles and cans designed for indoor places and Unilever was the sponsor behind these machines. ● to discuss placing the machines in secondary schools. The issue is the emptying of them and may come to Biffa for help on this.

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7. DATE OF NEXT MEETING

18 December 2014 at 10am, Biffa Depot.

ACTION LOG – 21 OCTOBER 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>Actions from 26 March 2014</i>	
50	Look at what transitional money is left to buy sweeper vehicles & MS to check corporately whether this money is still available for use.	 & MS
	<i>Actions from 14 July 2014</i>	
52	 to circulate revised Benefits Realisation Plan	
	<i>New Actions from 21 October 2014</i>	
54	 to provide information on carbon usage to inform the "Environmental" aspect of the assessment asap.	
55	RE will determine how Use of Apps on other Biffa contracts is helping with reducing "first contacts"	RE
56	 to prepare briefing note to formally close off Trade Waste as a work stream	
57	 to circulate updated Risk Register	
58	 to discuss with Unilever vending machines for cans/bottles in schools	