

**WIRRAL COUNCIL
ENVIRONMENT & REGULATION SERVICE**

**BIFFA / WIRRAL PARTNERING BOARD MEETING
18th DECEMBER 2014
BIFFA DEPOT**

Present: Roger Edwards Mark Smith [REDACTED]
[REDACTED] [REDACTED] [REDACTED]
[REDACTED]

Apologies: [REDACTED] [REDACTED]

ACTION

1. MINUTES/ACTION LOG FROM LAST MEETING 21 OCTOBER 2014

Agreed.

Action Log

40 Biffa TV Message Screen

This is ongoing. [REDACTED] going to produce a video for January.

50 Transitional Money

[REDACTED] advised there is £116k left and she would like to earmark some of that money to commission an outside agency like KBT (or similar) with littering experience as we are going to be rolling out fixed penalties for this. As a Council we need to look at an alternative approach as there will be lots of people who cannot afford to pay the fines. [REDACTED] idea is to run a course similar to the speed course the Police run and hopes to get that up and running from April for 12 months. MS noted would need to get Cabinet Member approval for this however can start by working up a provisional business case. RE noted if need support from Biffa from a practical point of view i.e. this is the impact on the crews etc. that would be no problem.

Log 59

55. Reducing first contacts with use of Apps

RE advised he has an employee looking at the upgrading and development of Springboard and the development of apps. RE advised he will invite him to one of these meetings next year. [REDACTED] advised the Council will not be doing a calendar drop next time, if people want a calendar they can download from website. Apps are a quick way of getting information out but [REDACTED] does appreciate it will not get to everyone.

58. Reverse Vending Machines for Schools

[REDACTED] still to work on this.

Completed Actions – 40, 52, 54.

2. CONTRACT PERFORMANCE OVERVIEW

[REDACTED] presented graphs and updated on the position for quarter 3.

Escalated Issues

[REDACTED] has put a business case to MS for the 360° cameras. [REDACTED] noted we these cameras ordered asap so [REDACTED] can get them on the vehicles by end of January. Biffa will assist with the procurement process. The cost of these cameras is £27,000 which MS noted he has the authority to authorize however will need to get Cabinet Member endorsement first.

Log 60

3. 2014/15 WORKSTREAM PRIORITIES

Contamination

● advised the workshop was held on 6 December with 2 loaders and 2 drivers attending and was a really positive event. Key points discussed were pda use, using stickers, they were very decisive about what they would like to see implemented to improve the service. ● next step is to pull this information together and create a training programme. RE noted it is important we do this on a joint basis as we have to be prepared as a group to stand behind the decisions taken by the crew. ● to update further at next partnering board.

Missed Collections

● have completed a piece of work with ● breaking down a lot of data in order to better understand the root causes of issues and what best to focus on to improve the service.

Alleyway Dumping

● advised the Waste Investigation Unit are doing a fantastic job. ● noted an incident where a disgruntled member of the public, because of his threatening behavior, was issued with an ASBO. Main issue is the Courts are only letting us take 5 cases a week. Legal services need to approach the courts to get more time to hear more cases. ● plans to do another leaflet drop after Christmas to highlight to the public the financial costs of failing to manage their waste responsibly, or through ignoring fixed penalty charges. ● next steps are to meet the selective licensing team. Birkenhead and Seacombe have been identified as a selective licensing areas which means we can prescribe to landlords what they must do re bins and as Birkenhead and Seacombe are where the most it is hoped this will have a significant impact over time.

Trade Waste

Closed - business case not viable.

Log 56

4. CONTRACT GOVERNANCE

Health & Safety

● advised Alison McGovern MP did a presentation as the crews have gone 2 years now with no accidents. ● advised on 10 March some operatives are going for a look around the Claire House facility. ● advised he signs are being put on the vehicles in January for the joint safety initiative re Agripa safety signs for 35 vehicles.

RE mentioned a fatality in Edinburgh within the company which acts as a powerful reminder.

● advised the FTA have brought out guidance on maintaining road worthiness of vehicles. It covered abolishment of the tax disc, setting up shared driver records and also use of mobile phones which was a main issue. If drivers are caught using a mobile phone in their own cars it can affect a ban on working on commercial vehicles also.

Risk Management

● circulated Risk Register after last meeting. ● are currently working on this. There are a handful of risks that are red although a lot of these are ones we have no control over i.e. legislation change, however, the ones we do ● are working through.

● mentioned the aim to reduce use of the call centre and move to online reporting and the need to look at business continuity in the event of loss of Council internet. ● is aware Biffa have a national call centre

and wonders if we could work up some contingency whereby Biffa can offer their Head Office to take calls on the rare occasion that the Council experiences IT problems that prevent the Council from operating the call centre or online facilities. [REDACTED] to add this to Risk Register. [REDACTED] hopes to have something in place by next Partnering Board.

Log 61

Finance

[REDACTED] noted in the offer Biffa made the Council there was mention about abolishing property uplift and queried if that kicks in from this year? RE advised it would not kick in from this year and would only kick in from the start of the extended contract term. RE would like to look at what the profile on the housing growth will be, where we may have capacity, may involve re-routing of some vehicles.

Log 62

Benefits Plan - Qualitative

[REDACTED] noted we closed a plan a while ago and set up a new one splitting out quantitative and qualitative benefits. All the benefits are ones we have carried from the original Plan. Agreed a Benefits Plan should be a much smaller number of high level benefits. A new Benefits Plan will be produced and agreed by 31 March 2015 to reflect the new expectations of the contract period 1/4/15 to 21/8/27.

Log 63

Benefit 20. Embrace the concept of Best Value in all service delivery

[REDACTED] noted this is the key focus going forward. [REDACTED] advised Wirral have just signed up to the APSE performance network for benchmarking. Wirral had previously been a member but pulled out because Biffa would not provide data for some of the elements. Now we have the contract until 2027 we need to be open and transparent so we can all work together to push costs down. [REDACTED] pointed out there is some data that Biffa have never given the Council which has prevented benchmarking with Merseyside colleagues and it was around staffing costs. RE stated in principle sharing information is fine what we need to do is look at what exactly you want from us.

Log 64

Benefits Plan - Quantitative

[REDACTED] still to update this.

Log 63

5. PARTNERSHIP DEVELOPMENT

Contract Extension

MS advised report went through Cabinet on 9 December and was approved. However the final process is to wait until "call in" expires. MS briefed the Leader of the Opposition on this item before it went to Cabinet.

MS noted main issue now is what are the key actions to get the extension in place by April. RE noted in terms of the actual offer there are a number of things which we agreed could be done with a 1 page variation that says existing contract remains, this is variation in terms of process. More detail will be needed when tidying up the contract i.e. future T&Cs.

Log 65 & 66

6. AOB

Policy & Performance Committee 3 February 2015

MS advised a report is being prepared on 'Review of Street Cleansing post Budget Option' for this committee and it would be appreciated if [REDACTED] could attend on the night.

MS advised [REDACTED] will be leaving Wirral mid-March as she has been successful in obtaining a new job at Trafford Council. Both MS and RE noted their appreciation of all the hard work [REDACTED] has carried out in her current role.

MS advised in terms of [REDACTED] replacement he is looking at a number of resource options and will update Biffa once some decisions have been made.

Transparency Code

This code is about being more transparent about what we publish for the public to see and waste collection is one of the things requiring more details including publishing a version of the contract. [REDACTED] are going to look at refreshing the contract, redacting certain bits and then send to Biffa to consider. Agreed a good idea would be a half day session with both parties to look at updating and modernizing the contract.

Log 67

Christmas Shutdown

[REDACTED] noted the Call Centre are not working from Christmas Eve right through to 5 January so that is 4 days where no-one can report missed bins via call centre but can use online forms which go straight through to Biffa.

7. DATE OF NEXT MEETING

To be held 10 March 2015 at 10am, Cheshire Lines Building

ACTION LOG – 18 DECEMBER 2014

<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.	[REDACTED] & MS
<i>Actions from 21 October 2014</i>		
55	RE will determine how Use of Apps on other Biffa contracts is helping with reducing "first contacts"	RE
56	[REDACTED] to prepare briefing note to formally close off Trade Waste as a work stream	[REDACTED]
57	[REDACTED] to circulate updated Risk Register	[REDACTED]
58	[REDACTED] to discuss with Unilever vending machines for cans/bottles in schools	[REDACTED]
<i>New Actions from 18 December 2014</i>		
59	[REDACTED] to work on business case for use of transitional money.	[REDACTED]
60	[REDACTED] to prepare report for Cabinet Member on the purchase of the £360° cameras for the bin wagons.	[REDACTED]
61	Biffa to work up an offer for contingency IT support in the event of Council losing internet access.	[REDACTED]
62	[REDACTED] to supply some projection of housing growth to Biffa.	[REDACTED]
63	New Benefits Plan to be produced by 31 March 2015 to reflect the new contract	[REDACTED]
64	[REDACTED] to write to RE highlight what benchmarking information it is she wants.	[REDACTED]

65	Council to draft up a VO to cover the contract extension and get to the Council early in the New Year.	
66	Once the formal "call in" process regarding the Cabinet report on contract extension is complete MS to write to Biffa advising this.	MS
67	Arrange a half-day session to look at updating the Contract so it can be published on website under the Transparency Code	