

**WIRRAL COUNCIL
ENVIRONMENT & REGULATION SERVICE**

**BIFFA / WIRRAL PARTNERING BOARD MEETING
10th MARCH 2015
CHESHIRE LINES**

Present: Simon Crook Mark Smith [REDACTED]
 [REDACTED] [REDACTED] [REDACTED]
 [REDACTED] [REDACTED]

Apologies: Roger Edwards, [REDACTED]

ACTION

1. INTRODUCTIONS

MS introduced [REDACTED] to Biffa colleagues. [REDACTED] is [REDACTED] replacement.

2. MINUTES/ACTION LOG FROM LAST MEETING 18 DECEMBER 2014

Agreed.

Action Log

50 Street Cleansing Transitional Money

MS advised there is £116,000 available. [REDACTED] is currently working on a briefing note recommending how that money could be used. MS has the authority to spend this money however he would get endorsement from Cllr BM first.

55 Use of Apps

SC advised Biffa are not using any apps across the business at the moment however they are about to sign an agreement with a company and will be monitoring the use of this on the Crawley Contract and if successful will then look at a wider use. SC also advised [REDACTED] Biffa Project IT Manager will attend future meeting of Board to do a presentation covering this sort of thing. MS noted the Council had a piece of work done where IT/PR colleagues were looking at where we go with apps. The result was the use of apps in general dropped away a little and corporate focus is to try and get the website as smartphone enabled as possible.

56. Trade Waste Work Stream

[REDACTED] has circulated briefing note formally closing this workstream.

57. Updated Risk Register

[REDACTED] advised this was circulated after the last meeting. [REDACTED] to re-circulate with the minutes and this will be the focus of discussion at next Board.

New Log 68

60. 360 degree cameras on bin wagons

[REDACTED] advised on track to be fitted by end of March.

61. Contingency IT Support if Council Call Centre IT fails

This was about how quick can we transfer to Biffa Call Centre should IT fail at Council end. Agreed to include more detail on this in the piece of work around contingency planning and business resilience.

New Log 68

64. Benchmarking Data

[REDACTED] advised some of the information required is deemed as commercially sensitive and there is a strong reluctance to share this information at the moment. MS felt we do need to be getting to a

stage where we have the money from this contract Biffa. [redacted] to send through what it is we are looking for

mechanism in place to demonstrate value for also safeguard the financial position of further details to [redacted] SC showing exactly

67. Contract under the Transparency Code [redacted] has started this piece of work. By the end of April we have to publish the contract on Council website. [redacted] noted his intention is to incorporate the VOs and [redacted] send to Biffa to redact the finance. [redacted] commented that there are inaccuracies in the contract in relation to execution on the ground [redacted] nothing of serious concern. MS noted as we are signing off a significant VO if there are any anomalies we need to resolve them before we publish.

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Completed Actions

50, 56, 57, 60, 61, 65, 66

New Log
69 & 70

2. CONTRACT PERFORMANCE OVERVIEW

[redacted] and [redacted] agreed no issues to escalate from Liaison meetings.

[redacted] gave an update on the performance figures for Quarter 3.

SC queried whether there had been any thought about the garden waste service passing to Biffa. MS advised if Biffa want to put an offer to the Council formally the Council is welcome to.

S1 Street Cleansing Inspection MS noted since last Board meeting there had been an item on P&P Committee reviewing the street cleansing budget option and how it had been implemented. [redacted] attended the Committee and the item was very well received by Members.

MS advised LEQ Street Cleansing will continue to be an indicator in the Council's Corporate Director's Plan with the target staying the same.

3. 2014/15 WORKSTREAM PRIORITIES

Noted Trade Waste is close to a piece of work.

Contamination

[redacted] and [redacted] updated on the work carried out. [redacted] advised the objective when started this work stream was to clarify the position and establish a baseline with the crews and what the crews felt were the operational problems. This has now led us to ideas on how we can generate further recycling and improve going forward with a clearly designed training programme for Biffa staff.

To sum up a whole series of issues under broader context of improving recycling have now been addressed with a series of follow on questions. Following the work from the workstream, for the coming year we need a new recycling improvement work stream so we can further pursue this emerging agenda. [redacted] will lead on this piece of work and it will be put forward as a key workstream for 2015/16.

Managing Down Demand

This workstream was to identify and analyse the first point of contact missed bin referrals and [redacted] looked at the "justified" reports i.e. the crews fault the bin was not tied.

This has been a successful workstream and we have put some actions in place resulting from the work. [redacted] some elements from these 2

workstreams for 2015/16 around customer contact with value for money.

SC advised Biffa have started managing the call centre on a number of their contracts. MS advised as part of the Council efficiency agenda resources have been scaled back in the call centre and if Biffa wanted to put a proposal to him around that he would make sure it was considered by the appropriate people in the Council.

AlleyWay Dumping

Good progress made on this as a piece of work. noted this is contained within project plan for 2015/16 with milestones and targets set.

Agreed workstreams for 2015/16:

- Recycling Improvement
- Customer Contact/consequences of channel shift agenda
- Renewing refuse vehicle fleet and vehicle spec

Agreed at the next Board meeting when Cllr Mooney will be in attendance for the Annual Review, we will recommend these key workstreams.

LEFT MEETING

4. CONTRACT GOVERNANCE

Health & Safety

advised no RIDDOR or RTI over 710 days which is nearly 2 years. Biffa will invite Cabinet Member to present cheque to charity at end of May.

advised Biffa have launched a programme called COPS 'Cars on Pavements'. This is about putting good practice together with every authority Biffa work with over the problem of cars driving on the pavement around the wagons.

Risk Management

Already discussed.

Benefits Plan

Already discussed.

Finance

SC raised an issue around the contract discount and the way this is applied. MS advised Council would expect discounts and adjustments to be applied in a uniform way throughout the contract and if Biffa want to do something other than that they would have to write to him formally.

noted an ongoing issue about the payment for the sweeper and that he had met with from Council Finance Dept, however advised Biffa are now waiving the money.

5. PARTNERSHIP DEVELOPMENT

Contract Extension VO

Aim to try and get signed off by end of the month. to conclude his review of the current contract to ensure there are no significant issues that might need further consideration. to liaise over the VO.

Discussion around the monitoring post in which MS referred to the Cabinet report which states to Members what they are getting for the

deal and we need to make sure there is a direct relation between the VO and this report.

MS we need to make sure what is in Cabinet report is reflected in the VO.

Log 72

Contract Monitoring Post

To be discussed further at meeting with [REDACTED].

6. AOB

Nil.

7. DATE OF NEXT MEETING

To be held 23 June at 9.30am at Biffa Depot.

ACTION LOG – 10 MARCH 2015

	<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"	SC
58	[REDACTED] to discuss with Unilever vending machines for cans/bottles in schools	[REDACTED]
	<i>Actions from 18 December 2014</i>	
59	[REDACTED] to work on business case for use of transitional money.	[REDACTED]
62	MS to liaise with David Ball to supply some projection of housing growth to Biffa.	MS
63	New Benefits Plan to be produced to reflect the new contract and draft to be circulated with minutes of 10 March 2015 Board	[REDACTED]
64	[REDACTED] to send to SC/[REDACTED] what benchmarking information is required.	[REDACTED]
	<i>New Actions from 10 March 2015</i>	
68	[REDACTED] to review approach to risk management/business continuity/contingency planning call centre closure at Board and circulate something to Board members in advance of the next meeting.	[REDACTED]
69	Transparency Code - [REDACTED] to go through the contract and review if issues that need resolving before contract is published and share with Board members.	[REDACTED]
70	[REDACTED] to ensure the final contract is published in accordance with the Transparency Code following agreement with Biffa.	[REDACTED]
71	[REDACTED] to set Board meeting dates so they reflect the performance reporting.	[REDACTED]
72	[REDACTED] to meet to ensure the VO and Cabinet report reflect each other and to discuss the Contract Monitoring Post	[REDACTED]