

## **Joint Waste and Recycling Committee**

Date	-	23 October 2020
Report of the	-	Contract Manager, Madeleine Gorman
Subject	-	Service Improvement Planning (Contract Year 2)

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### **Recommendation: It be RESOLVED: That:**

- 1) the Annual Report be accepted as an accurate analysis of performance and activity during Contract Year 1;
  - 2) officers be authorised to support delivery of the actions and activities proposed by Biffa in the Annual Service Improvement Plan;
  - 3) the distribution of stickers and associated local communication efforts to reinforce recycling messages be supported;
  - 4) officers be authorised to review bulky waste collection systems and improve customer satisfaction;
  - 5) officers be authorised to specify thicker pink plastic sacks;
  - 6) that electronic communications channels are prioritised (and consequently annual calendars will not be posted to all residents);
  - 7) it be noted Rother will consider proposals for improving the management of litter at Camber;
  - 8) officers be authorised to assess the feasibility and commercial benefits of a collaborative wheeled bin cleaning opportunity; and
  - 9) officers be authorised to invite and include Biffa in local climate change and carbon reduction forums.
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### **Report Author: Madeleine Gorman, Waste Partnership Manager**

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#### **Introduction**

1. The Biffa Annual Services Improvement Plan (ASIP) seeks to address how future improvements to the Services can be made. Based on consideration of service performance and operational information during the previous contract year, the ASIP provides a mechanism for all parties to the Contract to consider the priorities and resources available to drive future improvements. The ASIP is provided as Appendix 1 to this report.
2. The Partnering Board, which involves representatives from each Council and Biffa, has considered the Integrated Annual Report and ASIP 2020 presented by Biffa and the following matters require client consideration and/or involvement. The Joint Waste and Recycling Committee (JWRC) is asked to consider the recommendations as follows:

a) Recycling Stickers

East Sussex County Council (ESCC) will circulate a recycling information leaflet this Winter 2020 to promote correct use of the dry recycling system to all households. A sticker will accompany the leaflet and residents will be asked to apply the sticker to their recycling wheelie bin. These communications seek to reduce the number of incorrect items (contamination) being presented by residents in their bins and allow grey wheeled bins being used for recycling by residents in the Wealden area to be identified separately from grey bins being used for residual waste. The leaflet is being funded by ESCC and the sticker is being funded by Biffa.

Incurring nil cost for the partner councils, it is recommended that the JWRC acknowledge this activity and support local communication efforts to reinforce the recycling messages for residents.

b) Bulky Collection Booking Process

Bulky Collection services require review because operational issues are arising from the ability to book one collection slot for multiple bulky items which then leaves insufficient space on the vehicle to fulfil the remaining collection slots that day.

Biffa and the Councils need to cooperate with regard to online booking controls to improve the customer experience through greater reliability of service and reduce carbon footprint through improved logistical management. With nil cost impact, it is recommended that the JWRC acknowledge and support officer involvement in this activity.

c) Customer Satisfaction Survey Feedback

Two requested improvements were identified by residents during the Customer Satisfaction Survey and the JWRC is therefore asked to consider:

i. Increased thickness for Pink Recycling Sacks

Alternate (thicker) sacks have been sourced at similar cost so it is recommended that JWRC support the purchase of 30 microns sacks (minimum) for the remaining term of the Contract.

ii. Paper Calendars

Although valued by residents, at a total cost c£100k per annum to prepare, print and post paper calendars, it is recommended that the JWRC do not support the issue of paper calendars to residents.

d) Camber Sands

Biffa experiences at Camber during the summer holiday seasons of 2019 and 2020 has prompted consideration of waste (litter) containment and the various types of beach use(s) which result in particularly high volumes of uncontained litter. Uncontained litter poses an immediate risk of unacceptable marine pollution.

Proposals to deal with the volumes of litter being produced and control the impact of uncontained litter will be developed over the Winter period. This matter is identified in the Biffa ASIP but unlikely to require partnership wide consideration. The JWRC are therefore asked to note that this matter is being actioned but is specific to Rother.

e) Container Management

Significant cost is incurred by the each Council to fulfil residents demand for wheeled bins. It is proposed that a review of the policies and systems through which bins are provided could identify opportunities for service improvements and financial savings.

It is recommended that the JWRC authorise the Contract Manager to pursue benefits for all parties and complete any necessary changes to the Contract.

f) Wheeled Bin Cleaning

It is recommended that the JWRC authorise the Contract Manager to assess the feasibility and benefits of a collaborative business opportunity utilising an existing Biffa asset to provide a new service for residents. It is further recommended that the Lead Director be authorised to conclude this matter and if appropriate, make any contractual commitment(s) considered necessary to protect each Councils' legal and financial positions.

g) Sustainability Joint Working Group

Biffa are committed to several activities which will reduce the carbon impact of the services being delivered through the Joint Waste Contract and they are keen to support each Councils' carbon reduction declarations and aspirations towards being carbon neutral by 2030. The carbon impact of waste collection and street cleaning activities is significant so it is recommended that the JWRC support Biffa's inclusion in the appropriate working group(s) and forums that are being established to enable the changes that are required to ultimately achieve carbon neutral operations.

Madeleine Gorman  
Joint Waste Contract Manager

**Risk Assessment Statement**

No risks arise from the recommendations of this report.