

SUBJECT:	Biffa Annual Report 2015/16
REPORT OF:	Portfolio Holder for the Environment Cllr Luisa Sullivan
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WARD/S AFFECTED	All wards

1. Purpose of Report

- 1.1 To inform Members of the progress of the Council's contract with Biffa Municipal Ltd in 2015/16 as recommended by an Internal Audit.

RECOMMENDATION

Members are asked to note the content of this report.

2. Executive Summary

- 2.1 The contract for waste and recycling collections and street cleaning is the largest held by South Bucks DC and was subject to an internal audit in February 2016.
- 2.2 The auditor set the following brief:
- Up to date policies/procedures are in place and accessible, which are compliant with current legislation.
 - To review the controls in place for the Waste Collection Service.
 - Appropriate, accurate and complete records for the Waste Collection Service are maintained.
 - Monitoring and management of the Waste Collection Service is appropriate and fit for purpose.
- 2.3 There are four potential outcomes of an internal audit; namely no assurance, limited assurance, reasonable assurance and substantial assurance. The latter of these was achieved.
- 2.4 The auditor can make four different recommendations for change; namely urgent, important, routine and operational. Two routine recommendations were made and these are included in the key findings from the auditor as follows:
- The Waste Collection Service at South Bucks council is working well with BIFFA providing a very good service which has received complementary recognition.
 - The Governance of the service would be enhanced by a regular report to Members on how the service is performing year on year.

- The Policies and Procedures for the waste Collection Service should be reviewed on a regular basis, say every two years, to confirm they are still current.

2.4 The little used policies referred to have since been updated and this is the first report, which the auditor recommended be presented to Members annually, to satisfy the above recommendation.

3. Reasons for Recommendations

3.1 As above.

4. Content of Report

4.1 The abovementioned contract with Biffa Municipal Ltd began originally with Verdant Group Plc on 1st November 2007 and has since been extended with Biffa, whose investors purchased Verdant, until 31st October 2021.

4.2 Communication and partnership working to overcome day to day and longer term challenges has always underpinned the contract. Representatives ranging from Members to Operatives from SBDC and Biffa work together and meet regularly at all levels; in Partnership Improvement Board, Operations, Supervisors and Safety Improvement Team meetings and as such no major problems or issues have arisen during the contract period that could not be resolved.

4.3 Key facts from the contract are as follows:

Service Requests:

7,363 justified contract instructions were sent to Biffa during 2015/16 (an unjustified request would be for example, a request to return to a property where the crew had already reported a bin as not being out). A detailed breakdown is reviewed at Operations and Performance Improvement Board Meetings, but can broadly be categorised as follows:

- 1,755 refuse related requests;
- 2,570 recycling or garden waste related requests;
- 1,075 street cleansing related requests;
- 1,963 General/information/other requests.

Defaults:

Contractual resolution times for all service requests are pre-programmed into the Uniform system and monitored each week to see if any have been passed. Biffa are then given the opportunity to resolve them quickly and to date it has not been necessary to issue any defaults.

Complaints:

A complaint is considered as such when it is dealt with in line with our 3-stage procedure. In 2015/16 we dealt with twenty three Stage 1, two stage 2 and

two stage 3 complaints and recorded 13 compliments. This included 1 premature complaint to the Ombudsman that had not been through our complaints process and was resolved at Stage 1. It is worth noting that a majority of the complaints relate to one specific week where we had a brief issue with our garden waste collection crew. Seventeen of the above complaints alone were recorded in February 2016.

Garden Waste Service:

Officers envisaged during the design phase that 7,000 customers would be interested in taking part in the service. In 2015/16 which was the 2nd year of the service, 7,648 customers signed up, an increase from 6,476 the previous year. In order to cope with the extra customers one of the old refuse collection vehicles was retained and refurbished for use during the busiest 6 months of the year.

Performance Indicators and other targets:

During the year the following targets have been monitored:

<u>Percentage of household waste sent for disposal</u>					
13/14 Target	66%	14/15 Target	55%	15/16 Target	50%
13/14 Result	66.61%	14/15 Result	48.50%	15/16 Result	47.23%

<u>Percentage of household waste sent for reuse, recycling and composting</u>					
13/14 Target	34%	14/15 Target	45%	15/16 Target	50%
13/14 Result	33.81%	14/15 Result	51.3%	15/16 Result	52.77%

<u>Missed household collections per month</u>					
13/14 Target	75/125*	14/15 Target	125	15/16 Target	125/100*
13/14 Result	99.4	14/15 Result	154.8	15/16 Result	89.3

**Target changed part way through year in agreement with Portfolio Holder.*

<u>Average time taken to remove fly tips in days</u>					
13/14 Target	2	14/15 Target	2	15/16 Target	2
13/14 Result	2.25	14/15 Result	3.07	15/16 Result	2.2

The tables above show that aside from the time taken to remove flytips that targets have been met. It is worth noting that unlike everywhere else, we have for many years been counting weekends when calculating the time taken to remove flytips and from 2016/17 this will change to working days only for consistency.

NI195 was for many years the national performance indicator used to measure levels of litter, detritus, graffiti and fly posting. When this indicator was abandoned, we in Bucks continued with a slightly modified version which reflected the nature of the County better. We have now replaced this with a new inspection regime which better meets our needs and commenced this

system in April 2015. Therefore any comparison with previous years' data should be treated with caution.

At least 200 assessments are included in the data and the results indicate the percentage of roads inspected that were below standard for litter and detritus. This is not a PI so no target has been set. The previous target for detritus was 8% so the general aim is to stay below this. The results for last financial year are as follows:

Quarter 1: 8%

Quarter 2: 15%

Quarter 3: 6%

Quarter 4: 7%

During Quarter 2 replacement of our aged street cleansing fleet was well overdue and Biffa were struggling to keep them on the road. The new fleet ordered at the beginning of the calendar year were delivered in Q3.

Health and Safety:

Biffa were awarded 5 stars by the British Safety Council in 2015/16 and routine visits by the HSE have been highly satisfactory and have not lead to any interventions.

During 2015/16 there was 1 RIDDOR reportable incident on our contract. All hazards and near misses reported by the Operatives are investigated and monitored and health and safety remains a top priority.

Budget Monitoring:

The total net revenue budget for the service was £2.993m in 2015/16 and the service was delivered within budget.

- 4.4 Members will be aware that a comprehensive service change took place in February 2014 and although service changes in flats have continued into the 2015/16 financial year, no other major changes have taken place.
- 4.5 The refuse and recycling fleet was replaced in February/March 2014, but the replacement of the street cleansing fleet was delayed until 2015/16, partly to concentrate on the service roll out and partly due to the long lead in times for some of the specialist vehicles. The grab vehicle was refurbished rather than replaced because it is not used full time. Cosmetic repairs to this vehicle may be required in 2016/17. SBDC now owns the entire fleet, with Biffa operating, maintaining and insuring them on our behalf.
- 4.6 Although the contract has on the whole gone well, there are a few challenges that have needed to be overcome in the 2015/16 year:
- Two different Business Managers were at the helm of the Biffa contract in 2015/16 (or three if you look at the calendar year 2015). This has lead to some instability, although not enough to affect services. However general staff turnover, including of the

Supervisors who play a crucial role in managing the Operatives, has been low.

- A general increase in litter over the past few years has been noted both anecdotally and via our own monitoring. This is largely attributable to the Beaconsfield MSA and enquiries as to what legal action can be taken have so far not been fruitful.
- Suppliers have been a little unreliable with regards to manufacture and delivery dates which has made stock control difficult.

5. Consultation

Not Applicable.

6. Options

6.1 Members are asked to note the content of this report.

7. Corporate Implications

7.1 There are no corporate implications arising from this report.

7.2 There are no legal issues identified at this time.

8. Links to Council Policy Objectives

This matter is related to the following local and national policy objectives:

- The current Joint Waste Management Strategy for Bucks policies, including “securing a long-term strategy for the management of wastes for which the member authorities are collectively responsible”.
- The Council’s recycling/composting target of 60% by 2025 as part of the Joint Waste Management Strategy for Bucks. The national target of 45% by 2015 and 50% by 2020. There are no longer District specific targets.

9. Next Step

The service and contract will continue to be monitored and an updated report will be presented to Members this time next year.

<p>Background Papers:</p>	<p>Contract Documents Covalent and other service monitoring and reporting documents.</p>
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