

**Minutes of Waste Management Partnership Board held on 17th June 2015,  
commenced at 15.15 p.m. concluded 16.30**

**Present: EFDC**

Councillor W Breare-Hall - Environment Portfolio Holder,  
Chairman of the Partnership Board  
D Macnab – Director of Neighbourhoods  
Q Durrani – Assistant Director (Technical)  
D Marsh – Waste and Recycling Manager  
S Stavrou – Deputy Leader  
G Chipp – Chief Executive (Guest)  
M Syme – Executive Assistant to Chief Executive (Minutes)

**Biffa**

P Dickson – Director  
S Crook

**Apologies: B Tombs  
C Halfpenny**

W Breare-Hall opened the meeting and thanked those present for attending following a very difficult few weeks. He appreciates that everyone has been working very hard to put things right. He confirmed his belief in the partnership and emphasised that we need good and open communication. He asked that the discussion is frank and honest as everyone needs to know of any problems and at this time we do not need a blame culture.

**Terms of Reference of the Partnership Board**

No change required at this time.

**Update on 4 day Collection**

P Dickson acknowledged that Biffa have experienced more problems than anticipated and have allocated extra resource to manage missed collections. Things are improving following this and Biffa reported 100% of rounds were completed yesterday.

W Breare-Hall believes there is a mismatch of information. P Dickson clarified that they have completed their scheduled routes 100% but that's not saying there were no missed bins. D Macnab clarified the 100% = 80% of cut down rounds plus 20% allocated to new collection streams were completed. Biffa confirmed that there are still missed bins but streets in the rounds have largely been completed.

Q Durrani believes that there are 29 missed bins as at 12 noon today but it was agreed that this will be clarified at the end of this meeting. G Chipp added that he knows of 44 missed bins and these need to be in the equation. Q Durrani will try to validate and qualify the data which he hopes will help Biffa to eliminate multiple missed collections going forward.

P Dickson stated that the new revised schedules are not yet on the system. He added that yesterday Biffa completed their rounds noting that they have deliberately over resourced at the moment to stabilise the rounds. At the moment they are

working from a paper system to ensure the round information is correct before they load the information onto Whitespace. Collections will hopefully be fully electronic tomorrow. The system will be run in parallel tomorrow (paper and electronic).

D Macnab asked if the operatives are confident with using the IT. P Dickson responded stating that further training has been given and he believes that most operatives do understand it, especially the younger ones.

G Chipp asked – overall is this 4 day service going to work? P Dickson responded, yes, at the moment they are over resourced in iron out any problems. Today is the most difficult day today but is a good test. In the medium term they will take on the rural areas which may involve some street changing days but this will be further down the line once things have settled down.

Drivers working longer hours do not have leeway to work overtime. S Stavrou added that there does not appear to be any contingency for flexibility within the day. Biffa agreed that this was the case at the moment but there will be flexibility once the operatives are familiar with the new vehicles and rounds.

W Breare-Hall asked why some new routes are being put in now and not 5 weeks ago. Biffa responded that they had experienced some technical issues outside their control and new regulations introducing new safety features on the hoists had impacted efficiency whilst the crews got used to the new vehicles.

G Chipp raised the matter of the new schedules being reviewed by EFDC before implementation. Biffa responded that they would welcome the new schedules being looked at by EFDC.

Q Durrani asked how different are the challenges with this contract to other contracts managed by Biffa? Biffa responded that on other contracts they had often had longer to familiarise themselves with the rounds. On this contract they had only had 6 months before the 4 day collections were introduced. Some crews are now finishing rounds early which prove that the 4 day week can work.

W Breare-Hall asked how much larger are the new vehicles. Biffa responded that they are not much larger; they are still 8 wheelers so access shouldn't be more of a problem. Some are rear axle steering which helps.

D Macnab stated that collection includes small electrical item etc. and it has been reported that these items are not being collected but dropped back into the gardens / onto the bins etc. Biffa agreed that these should be collected.

It was asked when the missed bins backlog will be cleared. This should be completed by Friday if the current rate of improvement continues. A hot property list is being produced. It was stressed that missed bins need to be dealt with promptly.

Are assisted collections constantly reminded to the crews? Yes, assisted collections are flagged within Whitespace.

Have Julie / Laura visited each others teams yet? It was agreed that they should meet soon.

It is important that Biffa and EFDC work together to reduce missed collections. A daily check is a high priority.

An FOI request has been received. However, specific timed rounds information is commercially sensitive and will not be distributed. However, an A – Z list of roads collected by day can be released.

### **Depot Relocation**

There is still some of Biffa's property at Langston Road, this needs to be removed. Additionally removal of wheeled bins from North Weald Airfield as planning permission ends on 23rd June 2015. EFDC need to know what is happening regarding this and when the bins are to be removed. Biffa were asked to give a realistic estimate as a planning extension may be required. David Marsh was asked to forward all emails regarding this to P Dixon.

Desks need to be relocated from Loughton to the office at Waltham Cross. Once communications are in place this can be done. Apparently there is a problem getting WiFi into Waltham Cross. Biffa will investigate this.

### **Any Other Business**

It was asked if street cleansing is suffering. D Marsh reported that there have been some problems but now key officers have returned from leave this should be addressed. However, we would like to keep in touch with the Supervisors concerned. We do communicate with Jemma and Mick Mahoney but there are other Supervisors that we struggle to contact.

EFDC also reported that we have missed two of our KPIs (key performance indicators) as the Street Cleansing Team has fallen behind with some work.

Biffa was asked about the freighter that crashed on the M25, the latest update is that the driver has a broken arm with whiplash and abrasions and is still in hospital. The vehicle was a hire vehicle and is with the Police. Contact details for the family were requested as EFDC's Chairman would like to send best wishes to them.

### **Date of Next Meeting**

Next meeting scheduled for Friday 19th June at 9.00 a.m. although it was agreed that a final decision on whether this meeting will be required will be made on Thursday afternoon (18th June).

Future meetings to be held monthly, dates TBA