



# Public Document Pack

Arun District Council  
Civic Centre  
Maltravers Road  
Littlehampton  
West Sussex  
BN17 5LF

Tel: (01903 737500)  
Fax: (01903) 730442  
DX: 57406 Littlehampton  
Minicom: 01903 732765

e-mail: [committees@arun.gov.uk](mailto:committees@arun.gov.uk)

Committee Manager Helen Burt (ext. 37614)

26 September 2024

## **ENVIRONMENT COMMITTEE**

A meeting of the Environment Committee was held in **Council Chamber, Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Thursday 19 September 2024 at 6.00 pm**.

Members: Councillors Wallsgrove (Chair), Worne (Vice-Chair), Blanchard-Cooper, Mrs Bower, Elkins, Greenway, Huntley, Madeley, May, Warr and Wiltshire

## **SUPPLEMENT PACK**

6. COMBINED CLEANSING SERVICES CONTRACT (Pages 1 - 30)  
OVERVIEW AND PERFORMANCE UPDATE

A copy of the presentation slides delivered at the meeting by representatives from Biffa.

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# Combined Cleansing Contract Briefing to Environment Committee

Steve Usher | Senior Business Manager

September 2024

Agenda Item 6

# Contents

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- Overview
- Safety, Wellbeing and Engagement
- Performance Summary
- Innovation and Added Value
- Social Value and Sustainability

Page 3 **Overview**

# Contract Overview



2005 Contract awarded to Verdant

2011 Verdant acquired by Biffa

2012, 2017, 2020, 2023 – contract extended

Current partnership runs to January 2026



# Contract Overview



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147 employees  
on Contract



130,000  
household  
collections per  
week



1,750 streets  
bin empties per  
week



Over 57,000  
tonnes of  
recycling and  
waste collected  
annually

# Collections



**Refuse**            **9 rounds + 2 narrow access**

**Recycling**        **5 rounds + 1 narrow access**

**Garden**            **4 rounds + 1 narrow access**

**Bulky**              **2 vehicles**

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77 drivers and operatives

23 vehicles including spares





# Street Cleansing



**3 Litter & Dog Bin rounds**

**3 Mechanical Sweeper rounds**

**4 Barrow & Car Park (on foot) beats**

**2 EPA (Flytip) rounds**

**2 Toilet Cleansing rounds**

**Street Washing operative**

41 drivers and operatives

14 vehicles including spares



## Streets – Summer Resource

**Biffa**



**April – September each year**

**10 operatives engaged in general street cleansing and attended toilet services**

**Extra driver to facilitate an additional litter  
bin round**

**Focussed on maintaining excellent standards  
of cleanliness on seafronts and in Arundel  
during peak visitor season**



# Biffa Corporate Strategy and Sustainability Goals



Why we exist beyond profit

Who we are and what drives us

How we deliver for our stakeholders

What we're striving to achieve

**Our Purpose**

To change the way people think about waste

**Our Vision**

To lead the way in UK sustainable waste management

**Our Sustainable Business Model**

- Collect
- Reduce
- Recycle
- Recover

**Our Values**

- We act as a team
- We make things happen
- We take pride in what we do
- We do the right thing

**Our Balanced Business Plan**

- Safer Together
- Value People
- Customer First
- Protect our Planet
- Grow Sustainably

**Our Sustainability Goals**

- Building a circular economy
- Tackling climate change
- Caring for our people, supporting our communities

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**Employee  
Safety,  
Wellbeing and  
Engagement**

# Safety & Wellbeing



At Biffa the safety and welfare of our people is our top priority. Here are just a few initiatives introduced on the Arun contract

## Safety Initiatives

- Better protective equipment and clothing
- Safer Together Essentials programme

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## Welfare Initiatives

- Wellbeing toolkit available to all employees through their own devices
- Trained Mental Health First Aider at the depot
- Women In Waste



**Wellbeing & Me**

# Control Centre – Safety Monitoring



Specialist Control Centre experts audit collection crews in real time using innovative CCTV camera technology fitted to vehicles, allowing them to monitor services closely and provide detailed reports which are then distributed to the Arun management and supervisory team.



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Completing crew safety and performance inspections



Ensuring services remain compliant



Ensuring services are delivered safely, whilst having the ability to identify and report infringements quickly



Empowering local management teams to deal with real issues as they occur, using data and camera footage to demonstrate standard failures

In the last 24 months:

**Lost Time Incidents (LTIs) reduced by 64% across contracts using the Control Centre.**

# Driving Recklessly on Pavements (DRoPs)



Every day our crews are put at risk by reckless and dangerous driving. Biffa collects evidence of such behaviour in Arun and submits reports to Sussex Police and Operation Crackdown.

We also work with industry nationally to raise awareness of this important issue.



# Employee Engagement

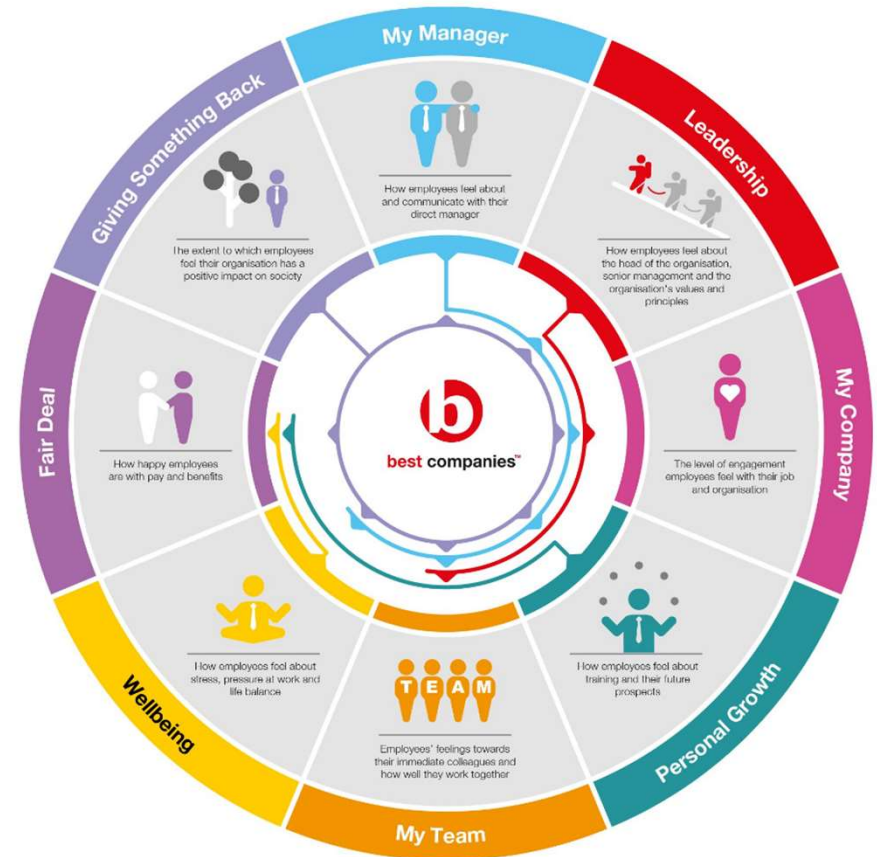


Your BCI Score: 643.0



Well done, your BCI score has reached the level of a **one to watch accreditation company**, meaning your employment group has demonstrated good levels of workplace engagement

[Find out more](#)





# Diamond Awards – Employee Recognition



Page 16  
**Performance  
Overview**

# Biffa Resident Satisfaction Survey 2024



How satisfied are you with the following services that Biffa provide on behalf of Arun District Council? 2,296 ⓘ

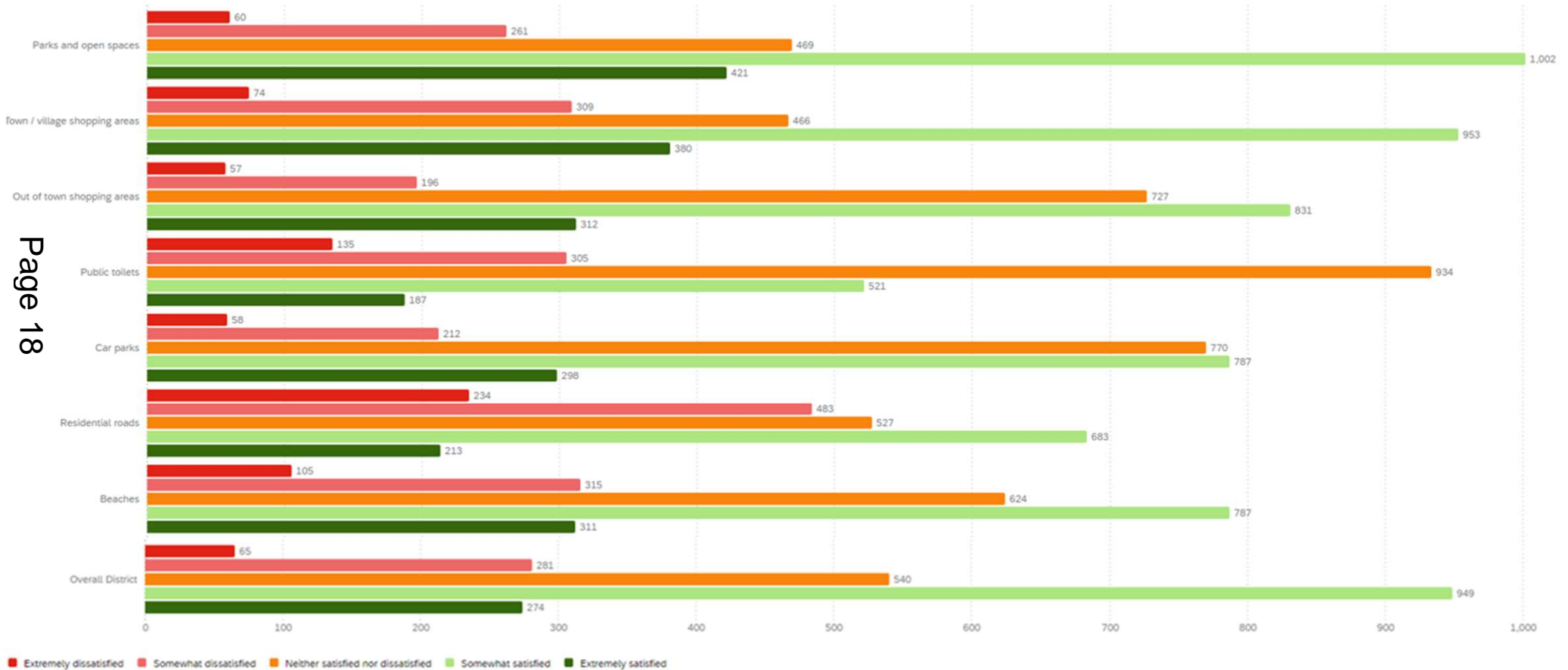


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# Biffa Resident Satisfaction Survey 2024



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# Missed Bin Performance 2024



We complete over 500,000 individual refuse and recycling collections each month in Arun. The number of missed collections has been steadily improving through 2024

## Innovation & Improvement

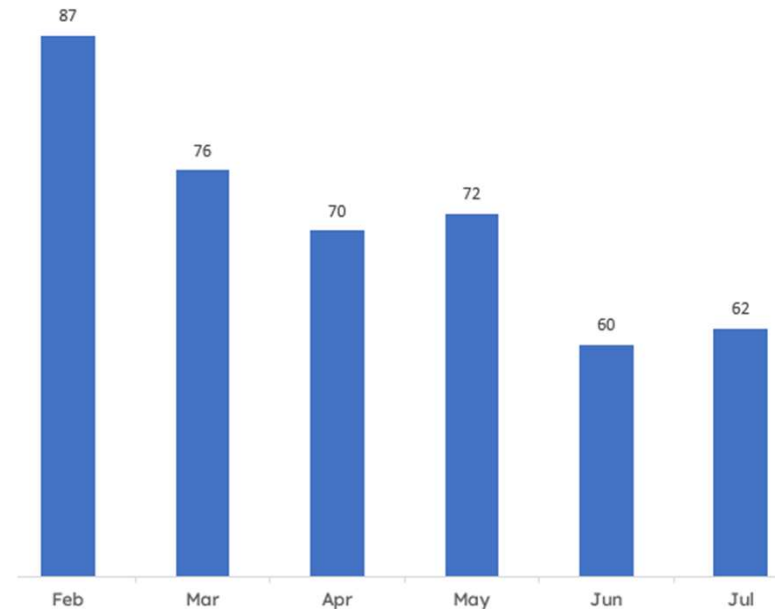
- Page 19
- In-Cab technology introduced in 2023 allows crews to report issues in real time
  - Data being used to identify trends in missed bins

## Added Value

- Enhanced resident satisfaction
- Partnership working between Arun and Biffa to further improve performance

## Missed Refuse & Recycling Bins | July 2024

# 62 per 100k Collections



**Delivering Improvement  
and Adding Value  
for Arun**

# Green Waste Club



The Green Waste Club has continued to show strong customer growth, providing residents with a convenient way to manage their garden waste.

## Innovation & Improvement

- Page 21
- Linking customer database to in-cab technology
  - Greater social media presence and enhanced website

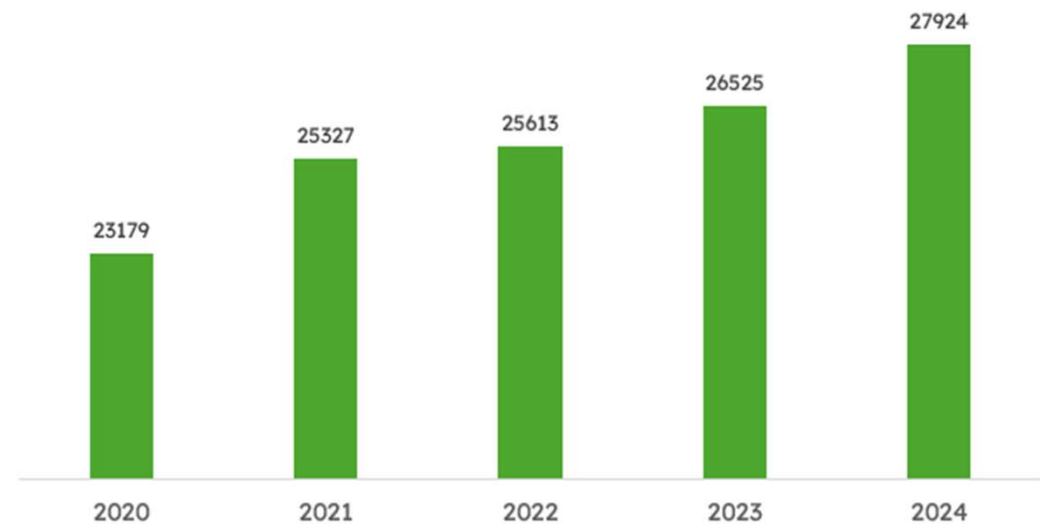
## Added Value

- Increasing recycling rates
- Easier for residents to do business with us

## Green Waste Club

**27924 subscribers**

**= 35% of residents**



# Bulky Waste Collections



We offer a convenient bulky waste collection service for Arun residents. Competitively priced, including discount for those over 65.

## Innovation & Improvement

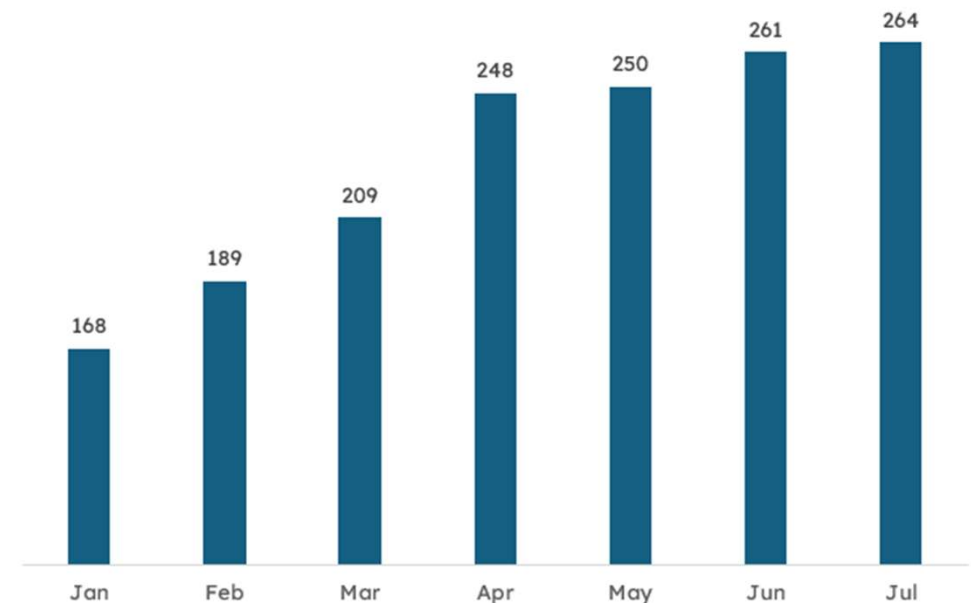
- Changes to call handling arrangements and ways for residents to contact us
- Focus on customer service from first contact to collection of items

## Added Value

- Supporting vulnerable residents
- Enhanced service reputation

## Bulky Waste | Number of Residents Served

# 57% increase





# Whitespace | In-Cab Technology



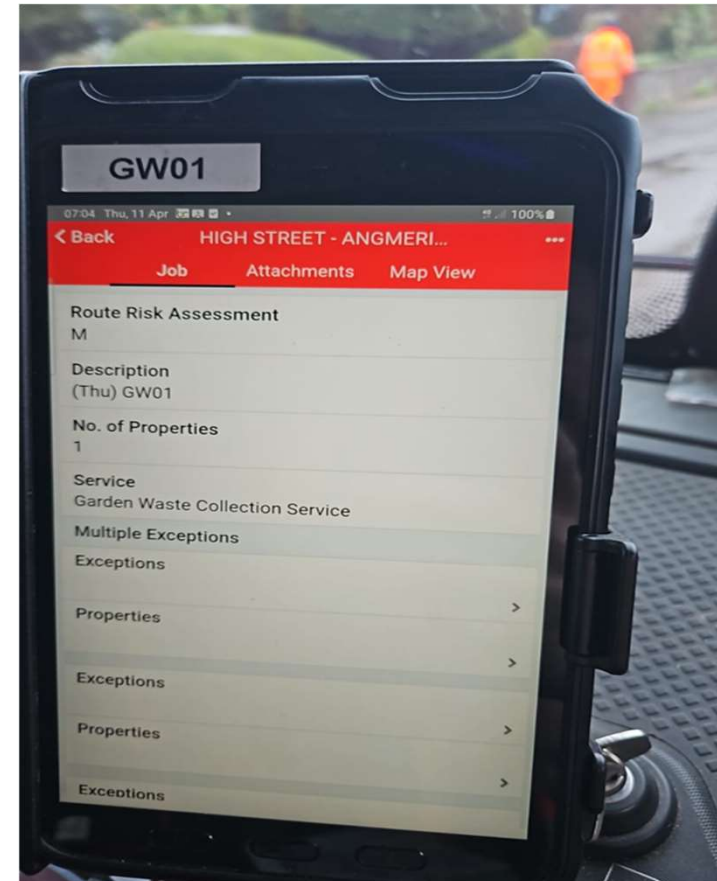
In 2023 we introduced in-cab devices to all our collection crews, and we are now rolling out to street cleansing services.

## Innovation & Improvement

- Crews confirm collections and report “exceptions” in real time, enabling the Council to quickly and accurately respond to residents’ queries

### Added Value

- Improving service quality for example by driving down missed bins
- Working in partnership with the Council to resolve disputes



# Depot Improvements



Biffa has committed to improving the infrastructure and facilities of the depot

- Increased vehicle workshop capacity to three bays
- Refurbished welfare facilities and introduction of dedicated female welfare facilities for the first time
- Refurbished office facilities
- Improved parking for current fleet of vehicles
- Safety improvements – walkways and barriers

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**Delivering  
Social Value and  
Sustainability  
for Arun**

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## Social Value –

# Employing from Marginalised Backgrounds

Nationally and locally, Biffa is committed to providing employment opportunities right across local communities.

We operate a number of initiatives and work with a range of stakeholders to ensure those from marginalised groups are given equal opportunities for employment.

This includes supporting armed forces veterans and prisoners on release.



# Sustainability – Electric Vehicles



Since 2023 we have replaced fossil fuel powered equipment with:

- Electric recycling collection vehicle
- 6 electric supervisor vans
- Electric leaf blowers

## Benefits

- Reduced CO2 emissions
- Improved local air quality
- Noise reduction

## Trialling and expanding Electric

- Electric road sweepers
- Increasing depot charging capacity for eRCVs



# Community Initiatives



We view ourselves as part of the local community and we have supported a number of local groups and causes.

Some of our support initiatives:

- Supplying litter picking equipment kits to Parish Councils and local groups
- Sponsoring local youth sports teams
- Supporting a homeless prevention charity with garden waste collections for their properties
- Donating wheeled bins to support a local clothing collection initiative





**Thank you**

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