

# Arun District Council

<b>REPORT TO:</b>	<b>Environment Committee 19 September 2024</b>
<b>SUBJECT:</b>	<b>Combined Cleansing Services Contract Performance Report</b>
<b>LEAD OFFICER:</b>	<b>Oli Handson, Environmental Services &amp; Strategy Manager</b>
<b>LEAD MEMBER:</b>	<b>Councillor Sue Wallsgrove</b>
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b> <b>‘Supporting our environment to support us’</b>  <u>Overall aims:</u>  A) To consider climate change, sustainability, biodiversity and the environment in everything the Council is responsible for and encourage its community and local businesses to do the same  B) Protect and enhance our natural environment  <u>How we will achieve this:</u>  2) Ensure that climate change and sustainability is at the heart of all Council services  <b>Corporate indicators</b>  1) The level of public satisfied or very satisfied with the overall quality of the council's services  2) The level of customer satisfaction with the cleanliness of the District  3) CP12 - Number of missed refuse and recycling collections per 100,000 within contractual target (80 target)	
<b>DIRECTORATE POLICY CONTEXT:</b>  To regularly monitor and review the performance of contracts.	
<b>FINANCIAL SUMMARY:</b>  There is an existing budget in place for the Combined Cleansing Services Contract. This report does not have any financial implications	

## 1. PURPOSE OF REPORT

- 1.1 To provide an overview of the Combined Cleansing Services Contract and inform Members of the Environment Committee of contract performance during 2024.

- 1.2 The Council's incumbent contractor Biffa will present slides further detailing their operations both locally and nationally.

## **2. RECOMMENDATIONS**

### **That the Environment Committee:**

- 2.1 Note the contents of the report and presentation provided by the Council's incumbent contractor Biffa.

## **3. EXECUTIVE SUMMARY**

- 3.1 This report will provide Members of the Environment Committee with an update in respect of the Council's Combined Cleansing Services Contract over the past twelve months and will include a presentation from the Council's incumbent contractor Biffa.

## **4. DETAIL**

- 4.1 The Combined Cleansing Services Contract provides waste collection & street cleansing services for the District. The current contract with Biffa is part way through a three-year extension which ends on the 31 January 2026.

- 4.2 The current contract provides:

- A weekly residual kerbside waste collection from sacks
- A fortnightly dry mixed recycling kerbside collection from a 240 litre bin
- A fortnightly subscriber based kerbside garden waste collection from a 240 litre bin and the administration of the subscriber service
- A fortnightly kerbside collection of small waste electrical items
- A pay to use bulky waste collection service
- Street cleansing services which include public toilet cleansing, street sweeping, litter picking and street litter bin and dog waste bin emptying

N.B -The Council operates a free to use subscriber based clinical waste collection service. This operates under a separate countywide framework contract and does not form part of the CCSC

### **4.3 Cleansing Service**

- 4.3.1 The contract is managed by the Cleansing Service. The Cleansing Operations Manager (Daniel Cox) has overall responsibility for liaising with Biffa over the day to day running of the contract, including agreeing variations to work.

- 4.3.2 Monitoring of contract standards and troubleshooting for street cleansing is predominantly undertaken by the two Street Scene Officers. The District is split in two (East/West) with each Inspector responsible for the proactive monitoring

of contract standards and to resolve and investigate all enquiries in relation to street cleansing, litter and fly tipping. The Inspectors also undertake monitoring at weekends in order to ensure standards are maintained during peak times.

4.3.3 Enforcement related issues such as fly tipping, breaches of applicable law by businesses are dealt with by a dedicated Street Scene Enforcement Officer

4.3.4 Senior Cleansing Service Officer, who working alongside the Projects Officer, oversee the day to day running of the service with Biffa including the resolution of service complaints. In addition, they co-ordinate the introduction of new services to the District, working on campaigns and education initiatives to improve recycling and inevitably make the District cleaner.

4.3.5 Street Scene Co-ordinator, who helps with day to day running of the service and liaises with Sussex Police over removal of abandoned vehicles.

#### 4.4 Contract Management

4.4.1 An audit undertaken by the Council's external auditors at Hampshire County Council in July 2023 for the contract determined that there was a sound system of governance, risk management and control in place for the contract.

4.4.2 The Council requires that the Contractor attends the following meetings with the Council to ensure smooth service delivery and effective management of the Contract. All meetings discuss Health and Safety issues on the contract.

- Monthly Contract Valuation Meeting to agree Contract payments and Contract performance.
- Monthly Contract Operations Review between the Cleansing Operations Manager at Arun and the Business and Operations Manager at Biffa. Resolve operational issues and plan joint initiatives/projects.
- Monthly Waste collections meeting;
- Monthly Street Scene Meeting
- A quarterly review of operations and strategic planning between the Group Head of Environment & Climate Change, Environmental Services & Strategy Manager, Cleansing Operations Manager and representatives from Biffa up to regional director level.

#### 4.5 Service and contract initiatives

##### 4.5.1 Whitespace

Whitespace, an in-cab technology solution provided by Biffa, enables real-time updates from the crew on work progress and allows for the easy recording of why a collection may have not been able to take place. This system has improved service efficiency and through enhanced integration with Council e-forms, has reduced customer contact into Arun Direct.

#### 4.5.2 Cloud 9 App

The Cloud 9 app was launched in Arun in July 2024 and has already got over 721 subscribers. It gives residents reminders on waste collection dates and streamlines reporting for waste-related issues quickly and easily. It helps improve communication between residents and the Council, reducing response times and supporting more effective service delivery. The app gives information about other Council Services such as Car Parks and Environmental Health and a way to download the latest news from the Council.

#### 4.5.3 Harwood Road Depot

The Harwood Road depot has been extended and upgraded to address future challenges, ensuring it can accommodate all vehicles, including those needed for the new food waste collection service. The enhancements have future-proofed the site and improved facilities for Biffa.

#### 4.6 Key Performance Indicators

4.6.1 CP12 Missed bins per 100,000 - The overall figure for 23/24 was 65.88/100,000, this is down from 103.64/100,000. It is within contract targets and shows the improvement made since introduction of Whitespace, as set out in point 4.5.1.

4.6.2 CP24 Recycling and Composting Rate - The overall recycling and composting rate for 23/24 is 42.92%. This is made up of a composting rate of 19.22% and dry recycling rate of 23.70%. Whilst the overall rate is similar there has been an increase in the amount composted, supported by increased subscriber numbers to the Green Waste Club.

### 5 **CONSULTATION**

#### 5.1 Arun Residents Survey 2023

5.1.1 Satisfaction levels for waste collection and recycling is high with over half of respondents very satisfied with the waste collection and recycling service, and 90% are satisfied overall. The closest Local Government Association (LGA) comparison satisfaction with waste collection is 78%, putting the service higher than the national average.

5.1.2 Cleanliness of the district showed 59% of respondents are satisfied with the cleanliness of the district. There were slight differences in satisfaction levels between the east and west sides of the district. To enhance perceptions, Biffa and the Council have established a collaborative working group and carried out targeted deep cleans across the district.

## 5.2 Biffa Customer Survey 2024

- 5.2.1 A survey was sent out to all members of the Garden Waste Club to understand levels of satisfaction with the service. 3843 responses were received. The outcomes from this survey will be included in the incumbent contractor, Biffa's presentation.

## 6 OPTIONS / ALTERNATIVES CONSIDERED

- 6.1 N/A

## 7 COMMENTS BY THE GROUP HEAD OF FINANCE/SECTION 151 OFFICER

- 7.1 None

## 8 RISK ASSESSMENT CONSIDERATIONS

- 8.1 Without continued monitoring of the contract by the Council and continued relations, there would be a higher risk of a contract failure. To mitigate these risks there is regular monitoring of contract performance, alongside operational and strategic meetings. Business continuity plans and operational risks for the contract/service are reviewed regularly through the Council's corporate processes and good governance.

## 9 COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

- 9.1 There are no direct legal implications associated with this report.

## 10 HUMAN RESOURCES IMPACT

- 10.1 None

## 11 HEALTH & SAFETY IMPACT

- 11.1 The management of Health Safety is in accordance with the contract specification. Details concerning the management of Health & Safety are covered in the presentation provided by Biffa

## 12 PROPERTY & ESTATES IMPACT

- 12.1 Biffa operate out of the Arun District Council owned Harwood Road depot under a lease which runs concurrently with the contract

### **13 EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

- 13.1 This report and its recommendations does not impact on those with identified protected characteristics under the Equalities Act

### **14 CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

- 14.1 This report will not directly impact emissions within the Council. Currently Biffa (within purchased goods and services) is the largest source of emissions for the Council, being responsible for the production of 6,852 tco2e of the total 18,007 tco2e in the 22-23 financial year. At this time nothing can be done further opportunities to actively reduce waste collection related emissions are limited, however work is being undertaken with Arun officers and Hampshire to start to introduce sustainability requirements into the waste contract renewal occurring in 2026. This will include actions that actively reduce emissions, such as transitioning more waste collection vehicles to electric, optimizing routes to ensure fuel efficiency is increased and as well as improving data collection, such as reporting contract specific emissions to the Council at the end of each financial year. It is hoped that a positive partnership between the Council and the appointed waste contractor will allow for the reduction of emissions as this will be essential in reaching the 2030 carbon neutral target.
- 14.2 Social value associated with this contract is delivered through a number of existing initiatives which will be detailed in Biffa's presentation.

### **15 CRIME AND DISORDER REDUCTION IMPACT**

- 15.1 None

### **16 HUMAN RIGHTS IMPACT**

- 16.1 None

### **17 FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

- 17.1 None

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#### **CONTACT OFFICER:**

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#### **BACKGROUND DOCUMENTS:**

None