



Combined Cleansing Contract Briefing to Environment Committee

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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



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**

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

ARUN
DISTRICT COUNCIL

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

**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

Welfare Initiatives

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



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.



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

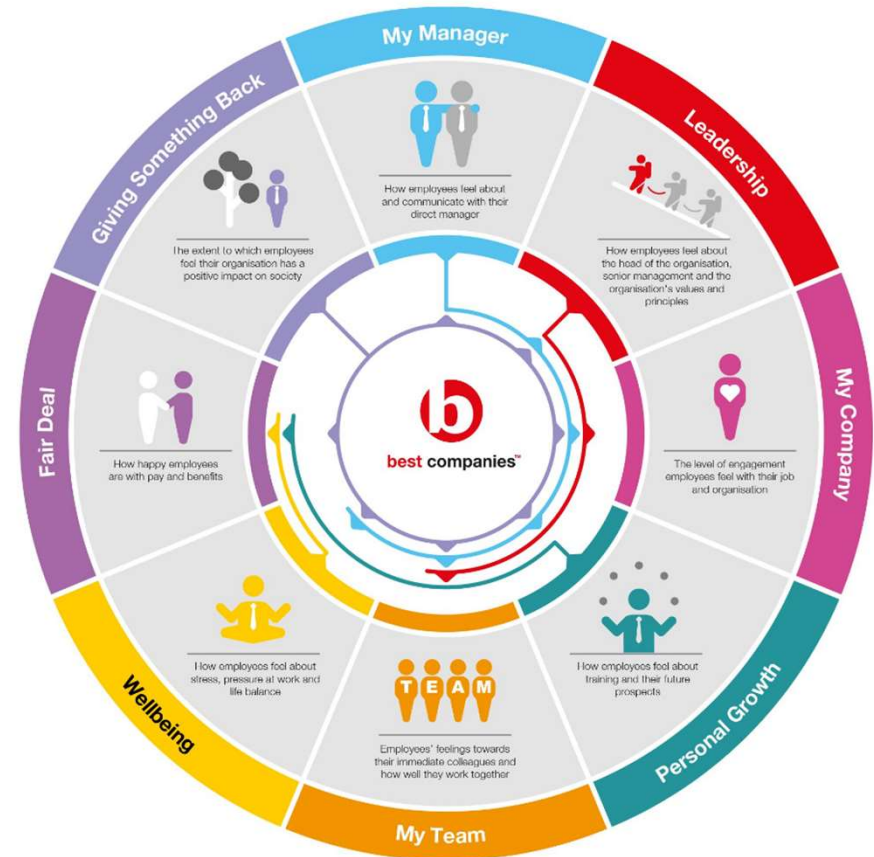


Your BCI Score: 643.0



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



Performance Overview

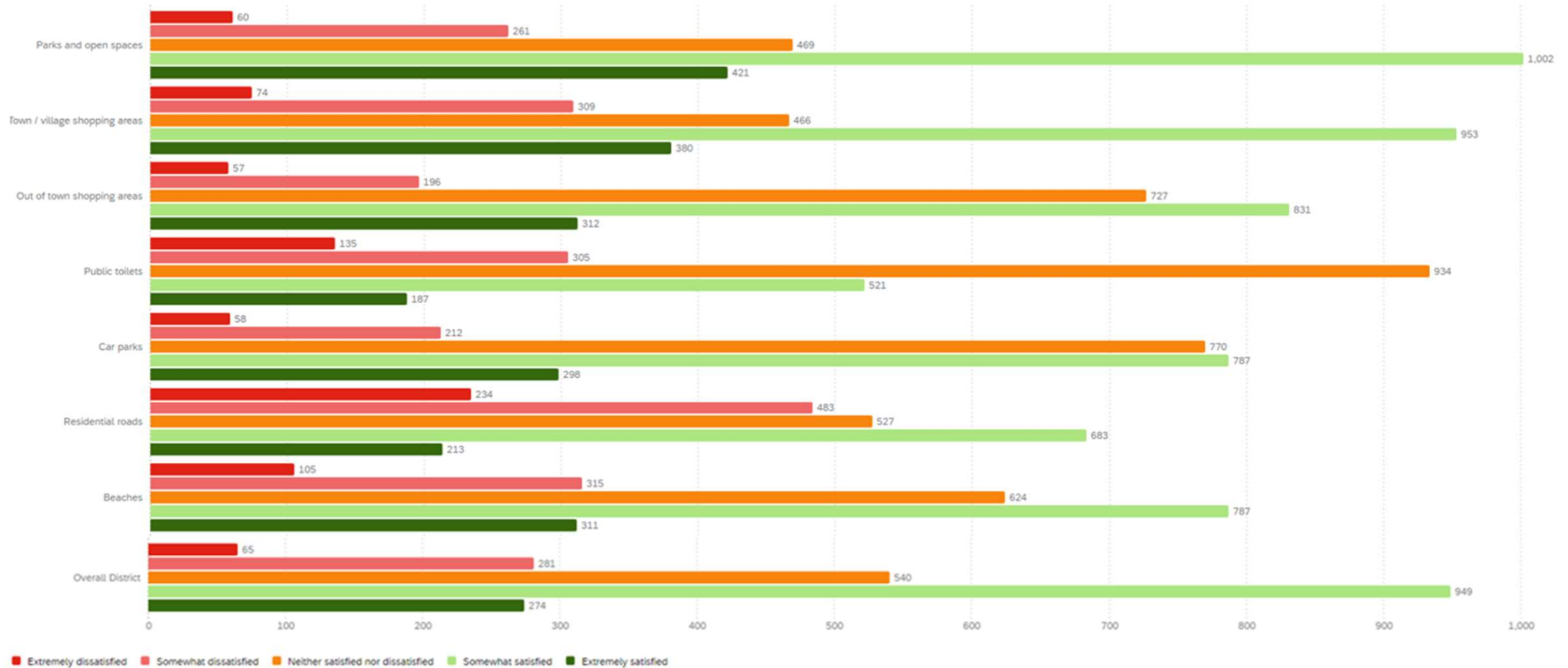
Biffa Resident Satisfaction Survey 2024



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



Biffa Resident Satisfaction Survey 2024



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

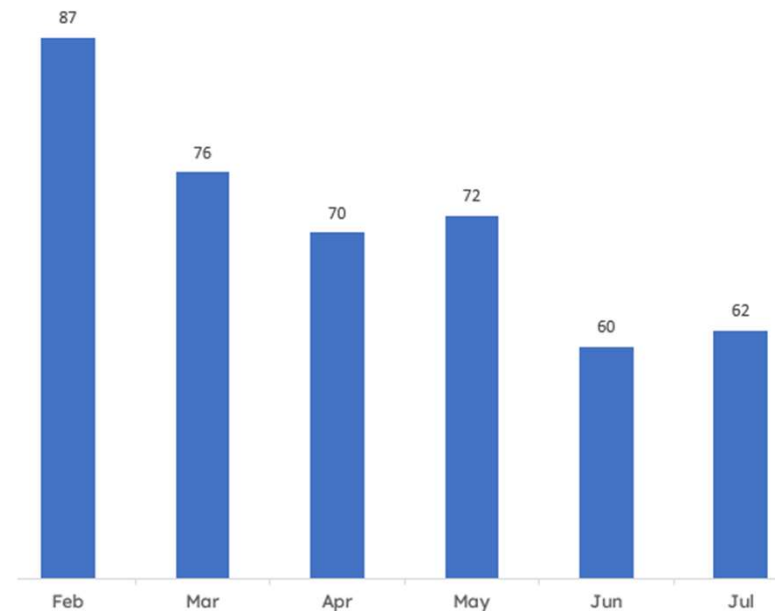
- In-Cab technology introduced in 2023 allows crews to report issues in real time
- Data being used to identify trends in missed bins

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

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

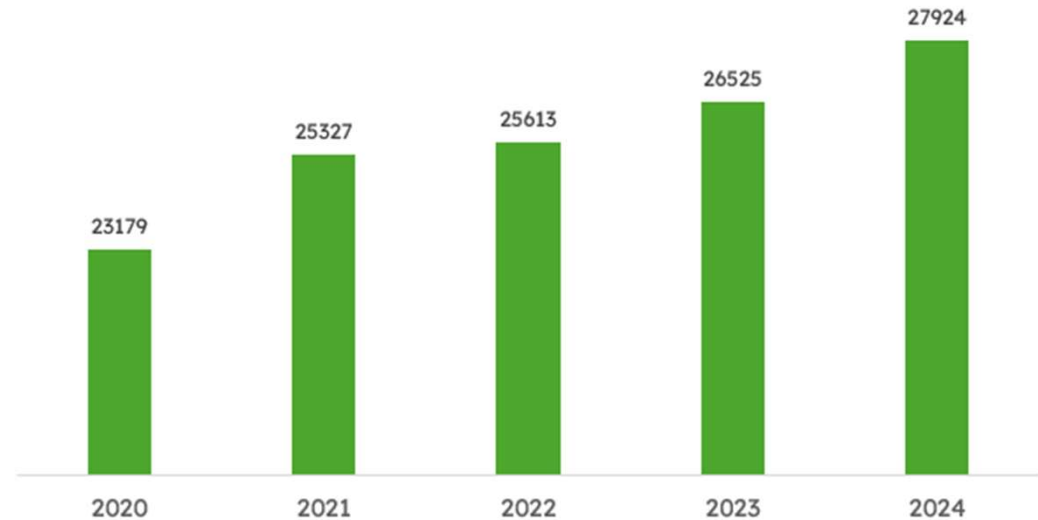
Added Value

- 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

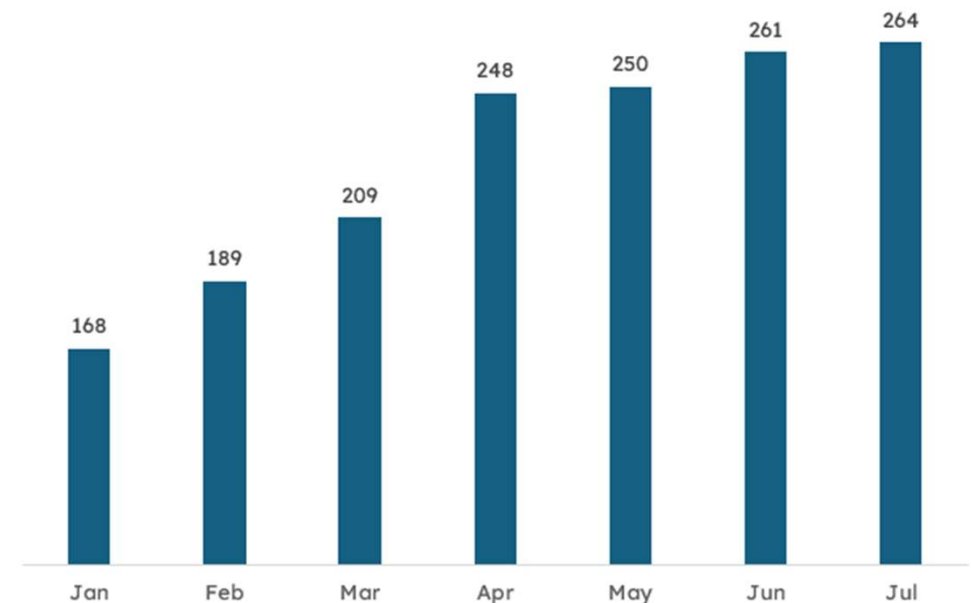
- Changes to call handling arrangements and ways for residents to contact us
- Focus on customer service from first contact to collection of items

Added Value

- Supporting vulnerable residents
- Enhanced service reputation

Bulky Waste | Number of Residents Served

57% increase



Whitespace | In-Cab Technology



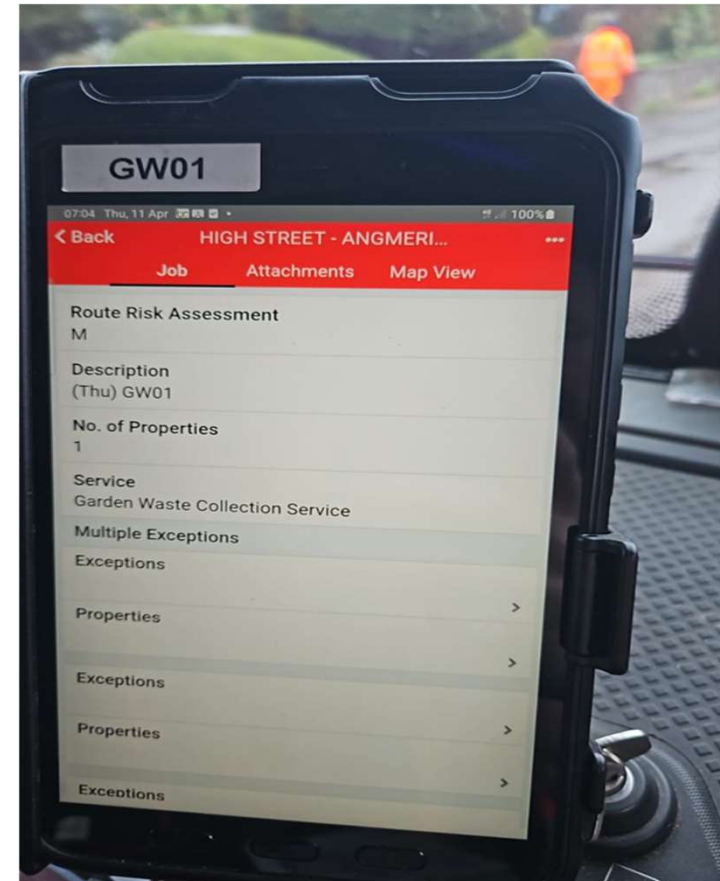
In 2023 we introduced in-cab devices to all our collection crews, and we are now rolling out to street cleansing services.

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

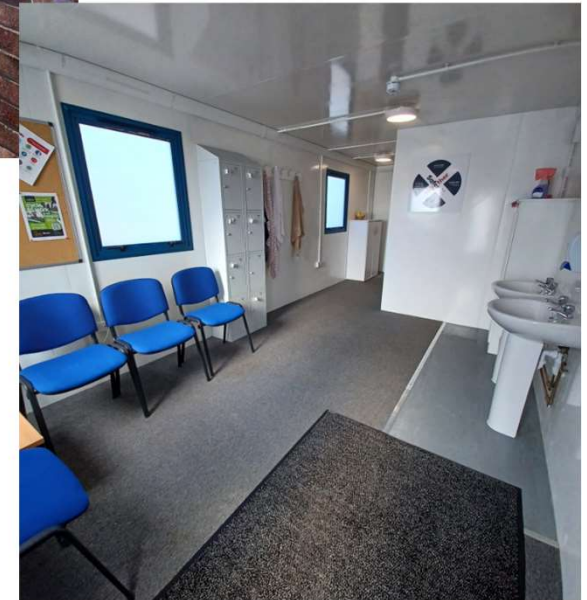


Depot Improvements



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



**Delivering
Social Value and
Sustainability
for Arun**

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

