



Sustainable Communities Overview and Scrutiny Committee

Date:	Tuesday, 29 January 2013
Time:	6.00 pm
Venue:	Committee Room 1 - Wallasey Town Hall

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SUPPLEMENTARY AGENDA

3. STREETSCENE ENVIRONMENT SERVICES CONTRACT - 6TH ANNUAL REVIEW (Pages 1 - 46)

Gary Robinson, Business Manager from Biffa will be in attendance and give a presentation to the Committee, 'Biffa Annual Report 2012'.

Appendices attached.

4. MINIMISE WASTE BY ENCOURAGING WASTE REDUCTION AND RECYCLING - PROGRESS UPDATE (Pages 47 - 62)

Revised appendix attached.

5. CORPORATE GOAL PROGRESS REPORT - 'HAVE HIGH STANDARDS OF ENVIRONMENTAL QUALITY ACROSS WIRRAL' (Pages 63 - 70)

Revised appendix attached.

20. ANY OTHER URGENT BUSINESS APPROVED BY THE CHAIR - HIGHWAYS AND TRAFFIC REPRESENTATION PANEL MINUTES (Pages 71 - 72)

Highways and Traffic Representation Panel minutes of the 21 January, 2013 meeting are attached.

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AGENDA ITEM 3

**STREETSCENE ENVIRONMENT SERVICES
CONTRACT
6TH ANNUAL REVIEW**

**APPENDIX 1
APPENDIX 2a
APPENDIX 2b**

**(Please note, contrary to the list in the report, there is
no Appendix 2c)**

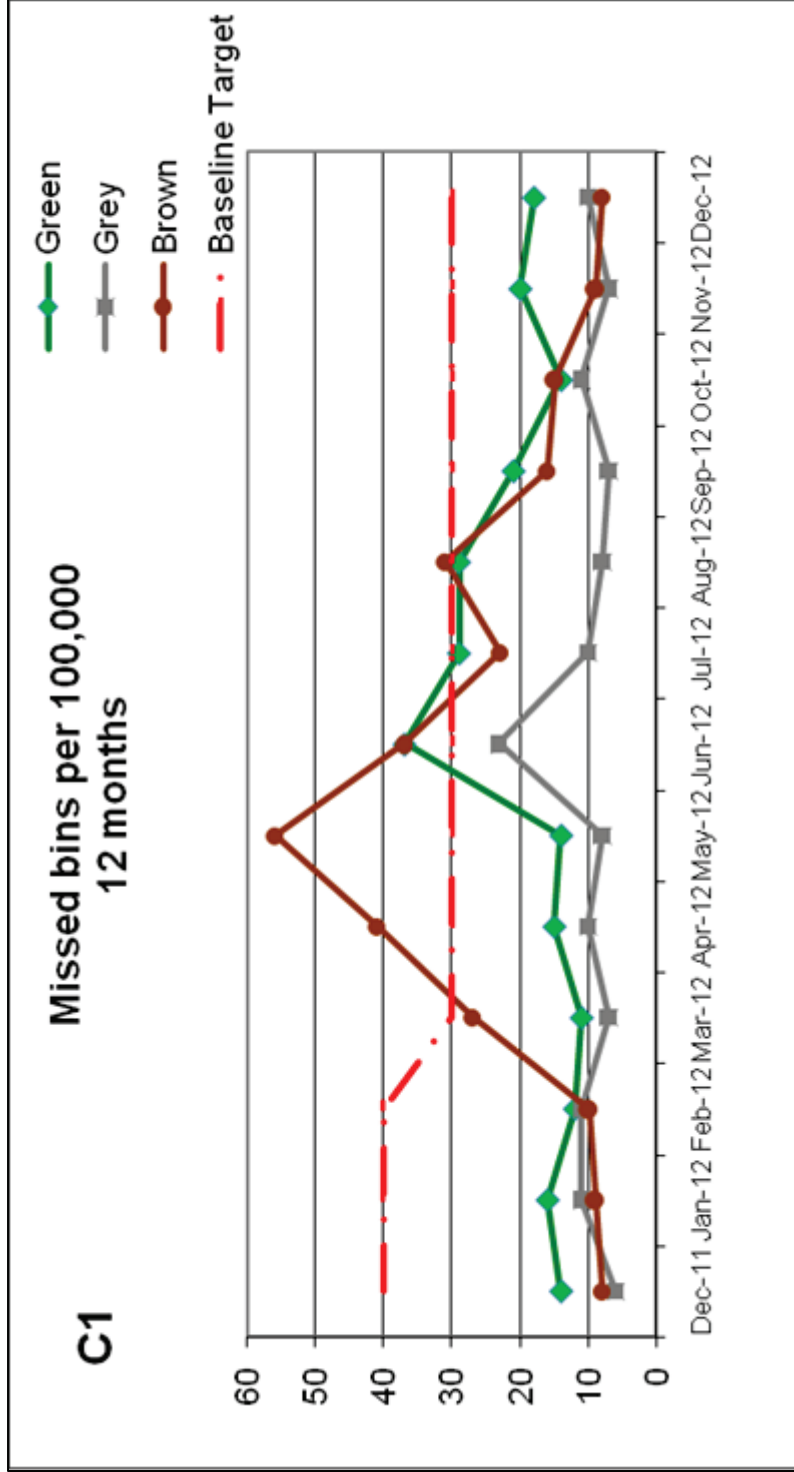
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Biffa Wirral KPI Report


2012

Appendix 1

Collection 1:

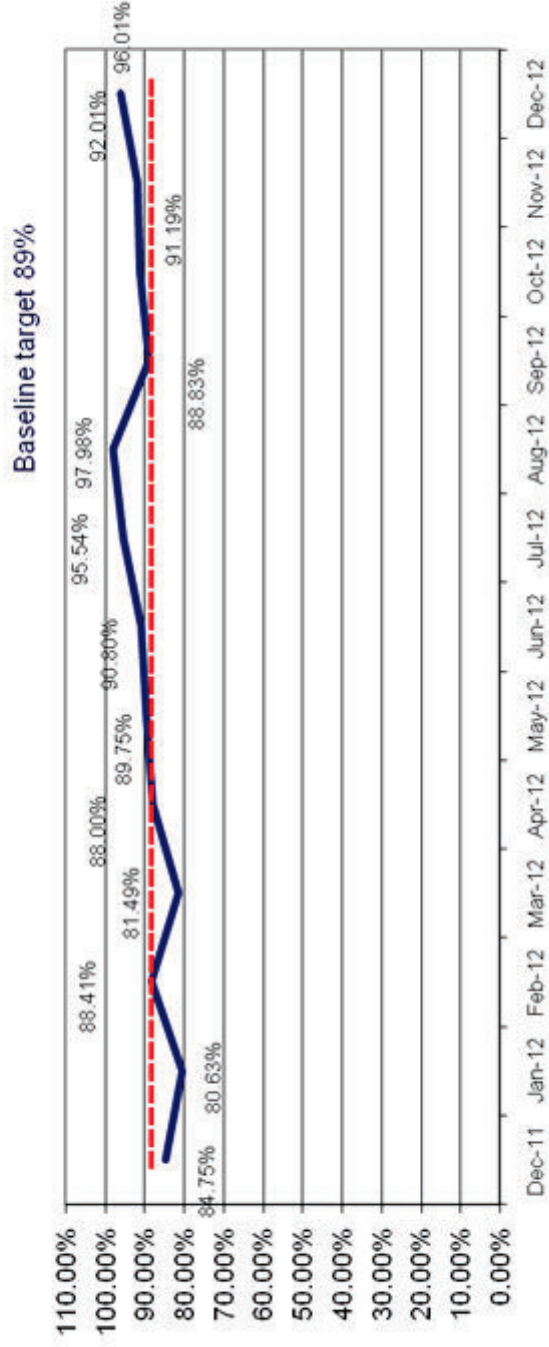


Averages:	*Green (2 bin project)	Grey	*Brown (round change mid year)
Year 2011	13	8	13
Year 2012	20	10	24
Change	53%	25%	84%

 Direction of travel

Collection 2:

C2 % Crew checks passed jointly by Biffa and WBC



Average score (high is good)

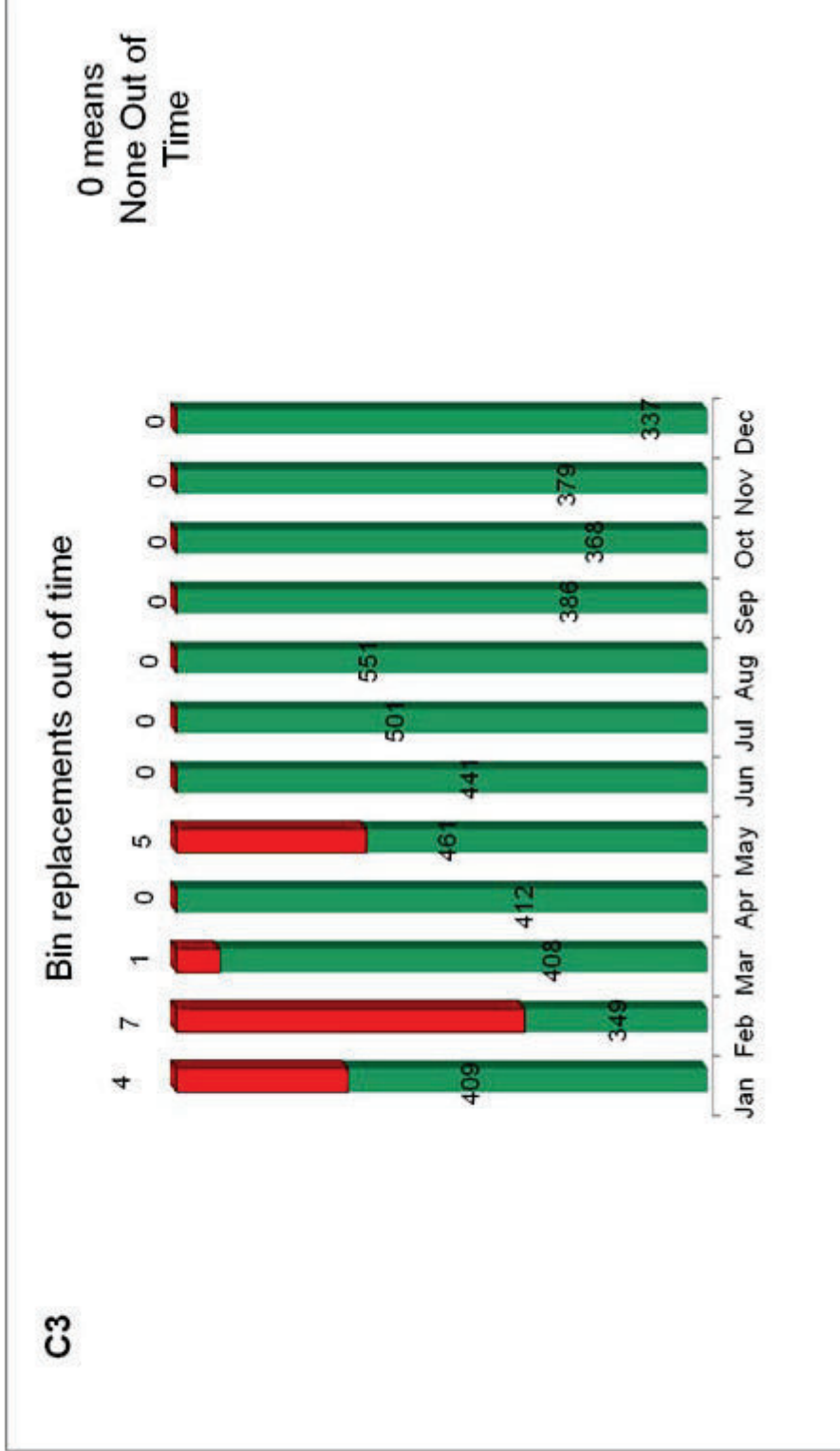
2011 : 92%

2012 : 96%

Direction of travel: 4% improvement

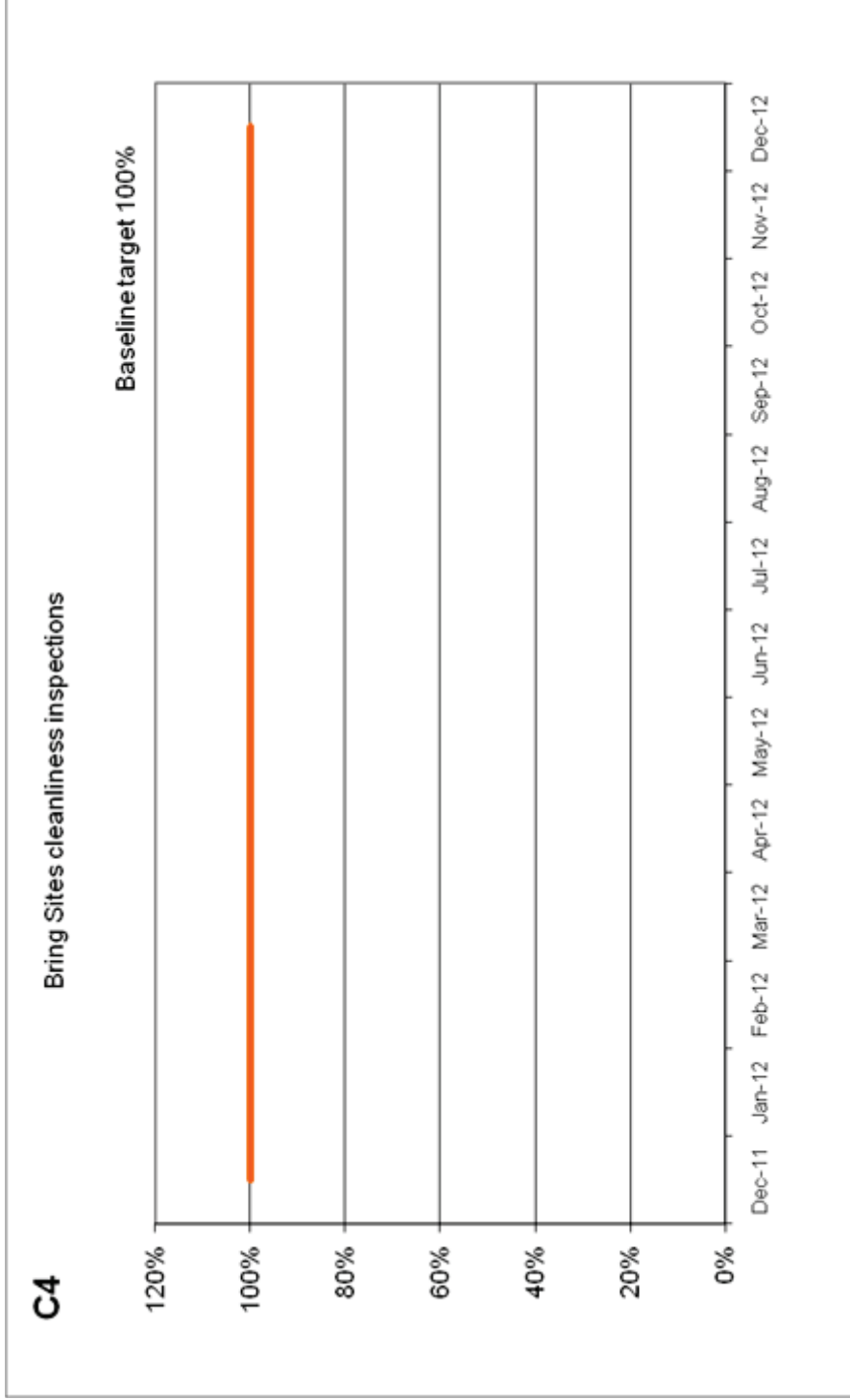


Collection 3:



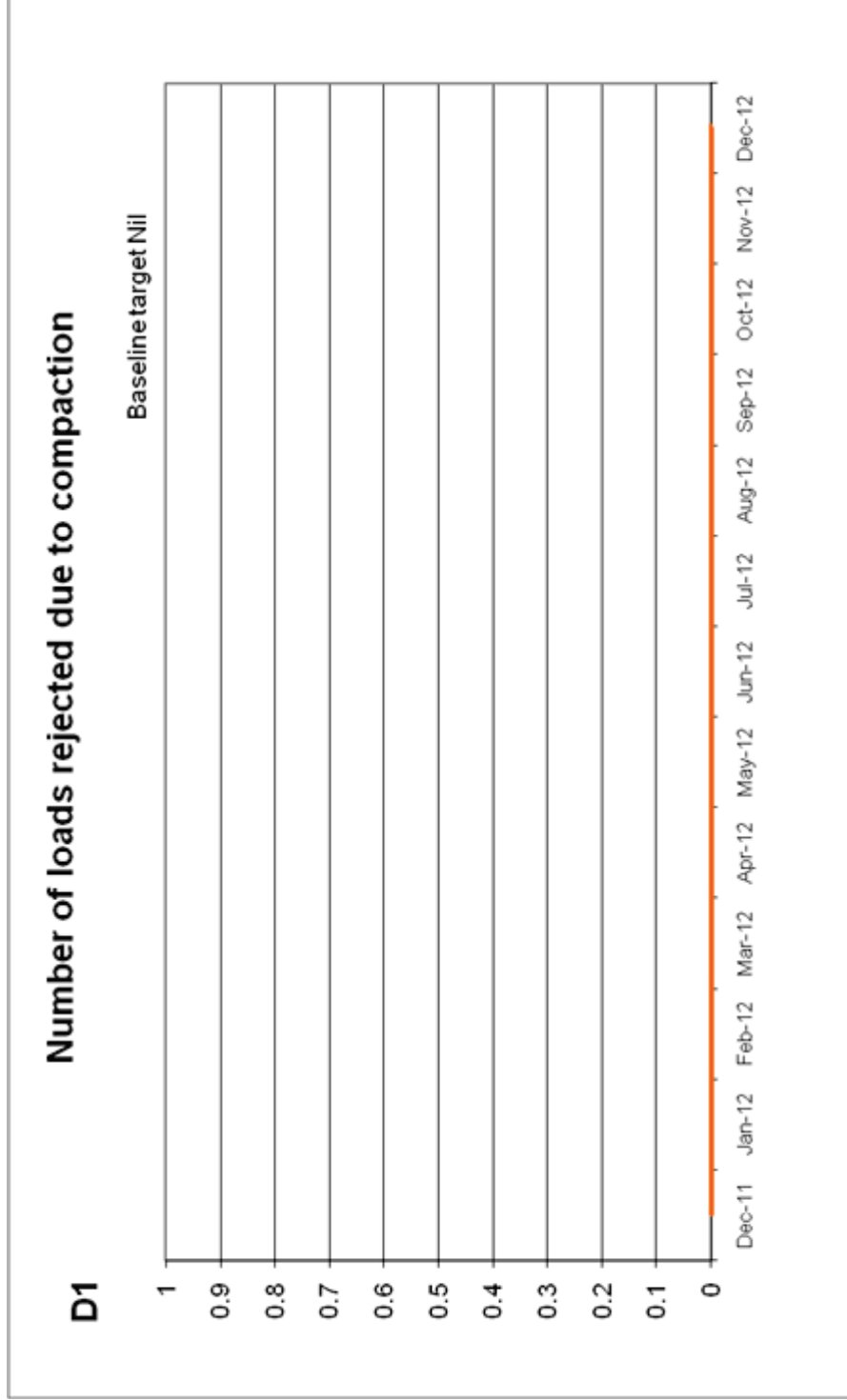
Direction of travel compared 2011 62% improvement ↑

Collection 4:



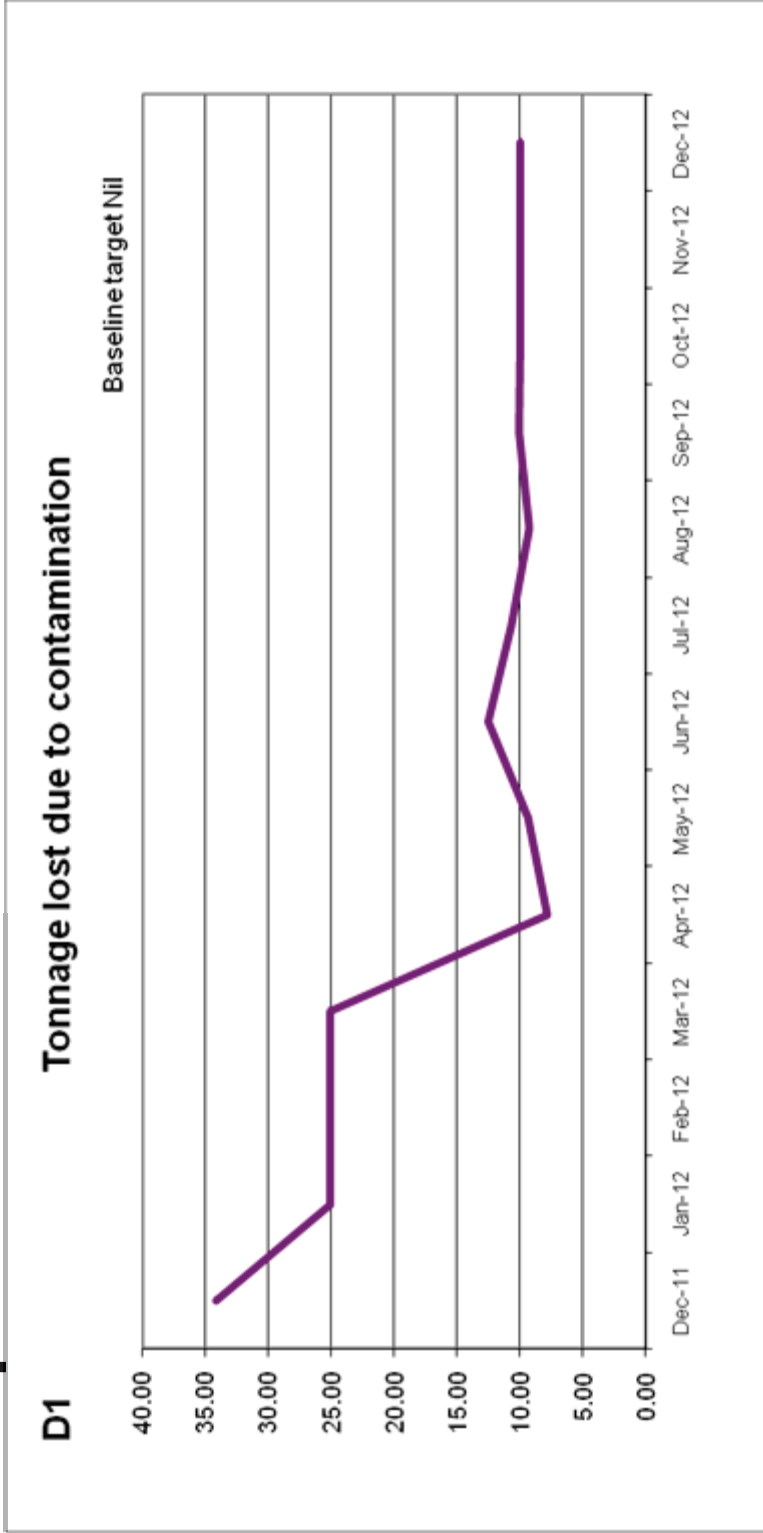
Direction of travel compared to 2011  (optimised)

Disposal 1a:



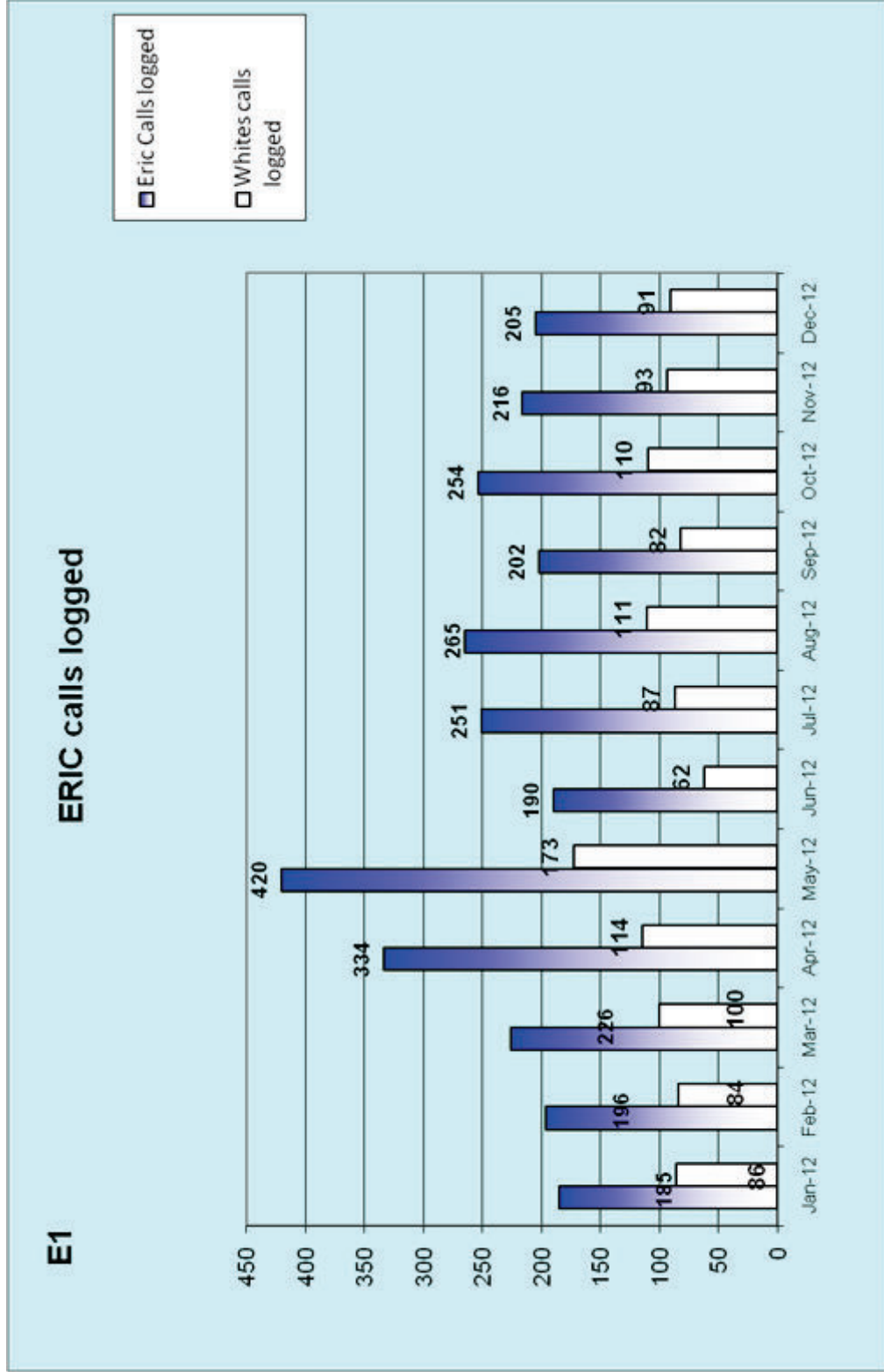
Direction of travel compared to 2011  (optimised)

Disposal 1b:



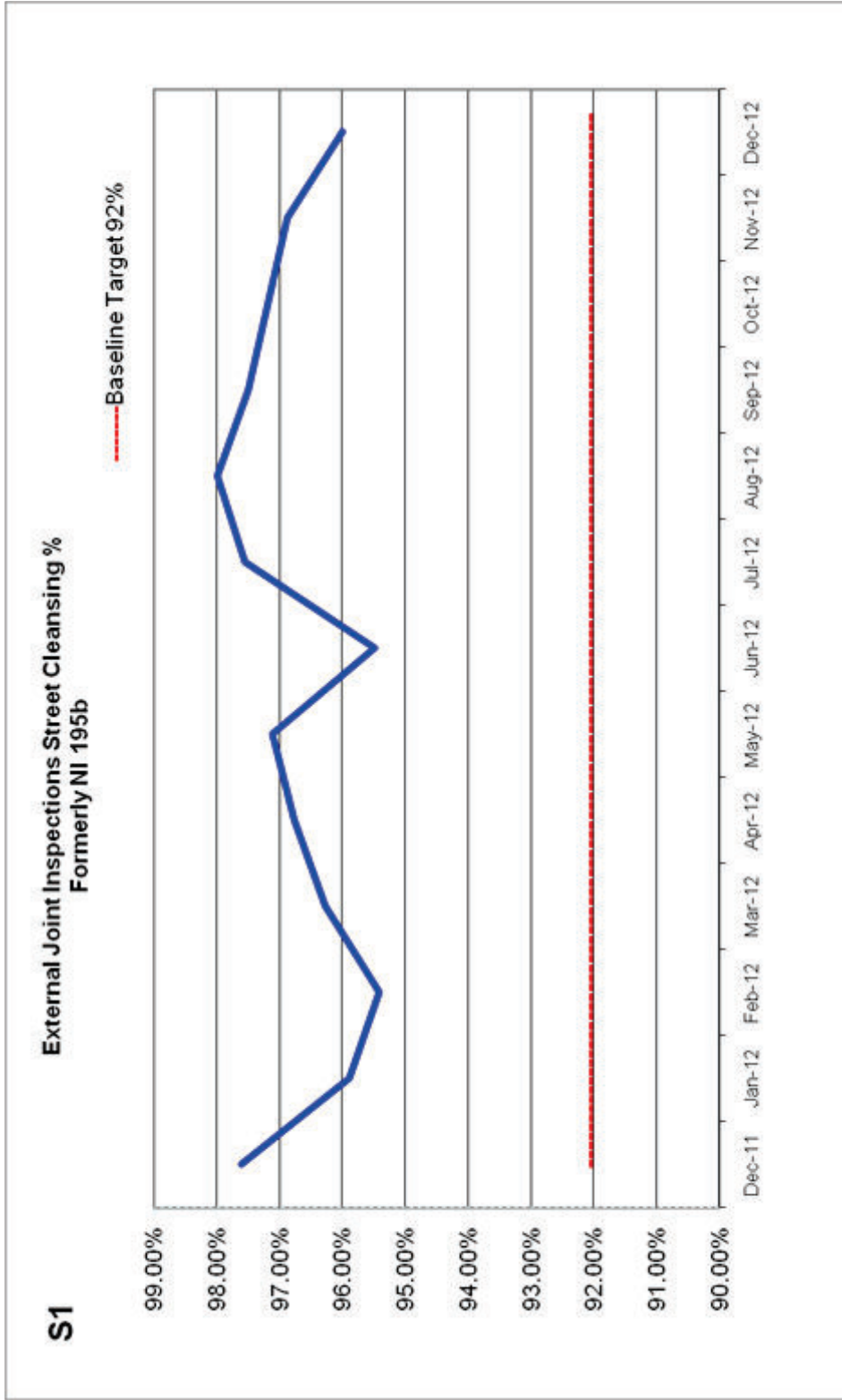
No annual comparison available due to changes in reporting.
To date the direction of travel is positive (lower is better) 

ERIC 1



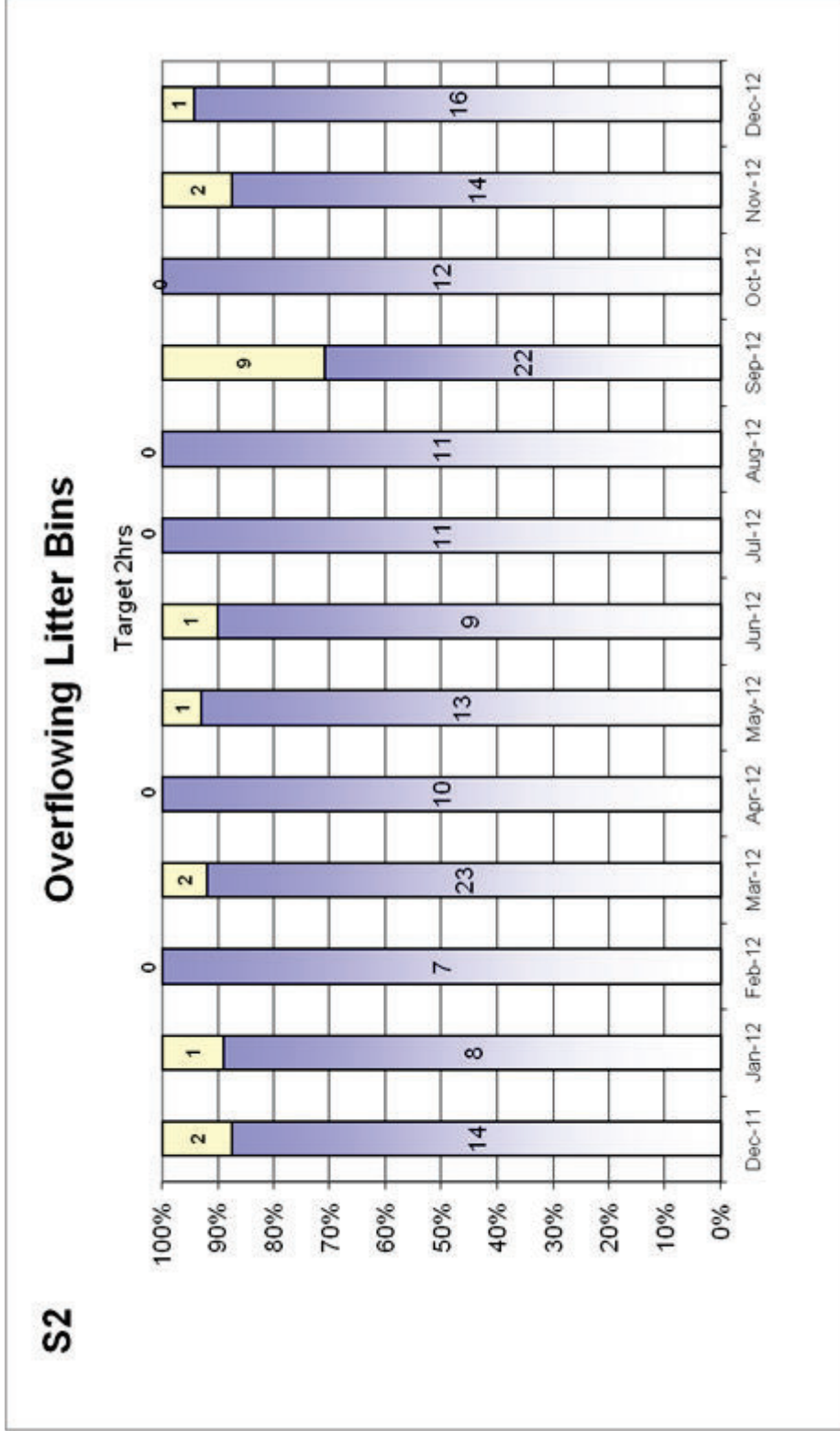
Direction of travel compared to 2011  (optimised)
No reported service failures reported in 2012

Streets 1:



Direction of travel compared to 2011: 0.87% increase 

Streets 2:



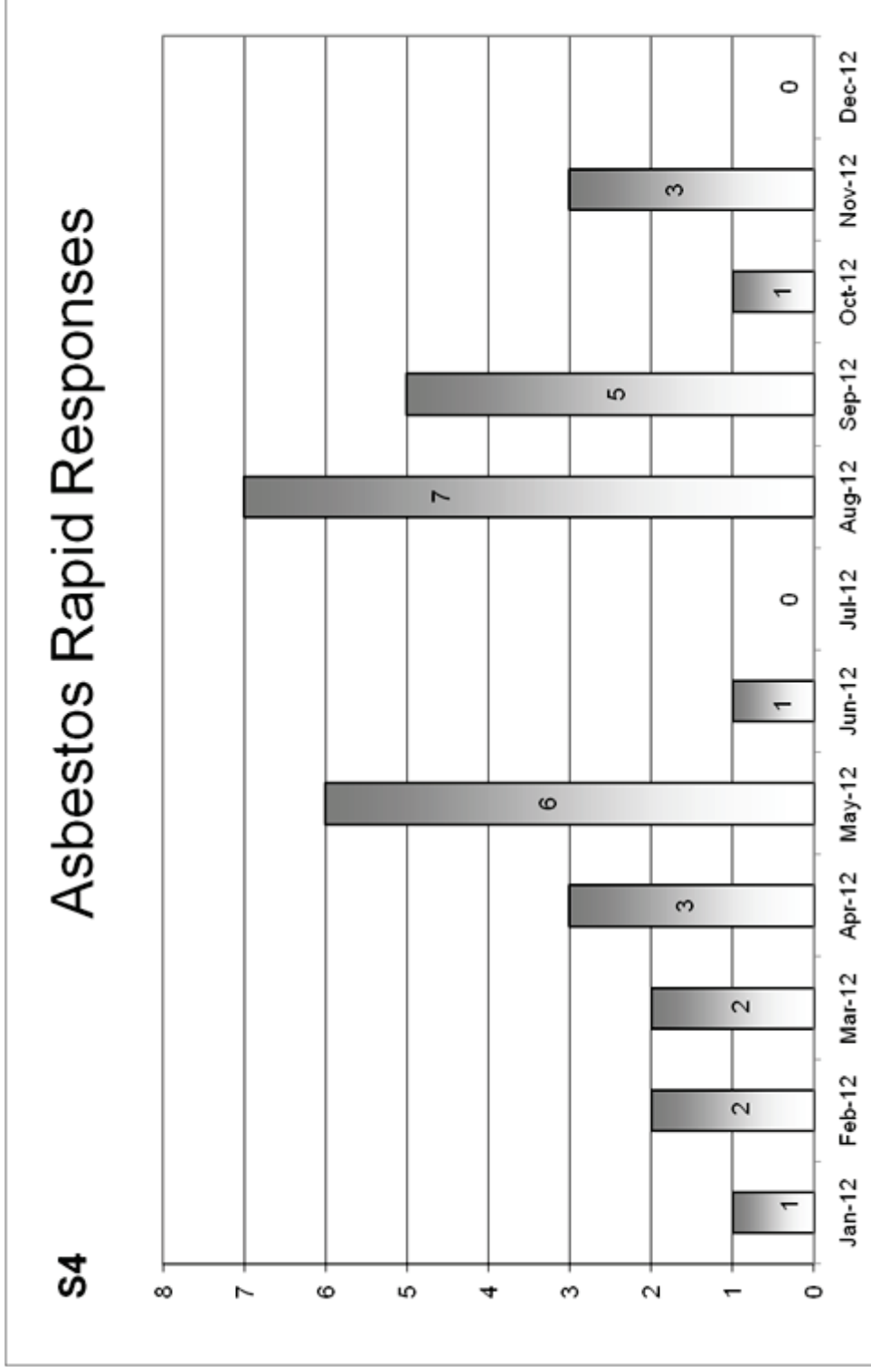
This KPI report is not available in the period December 2010 to December 2011 for comparison. Most 2012 service failures were results of Biffa reporting procedures – operationally almost all service requests were responded to in time.

Streets 3:

	Total Reported Current 12 month period	Missed Deadline Total
Fly Tip	928	5 = 0.5%
Rapid responses	153	8 = 5%
Dead Animals	238	18 = 7.5%

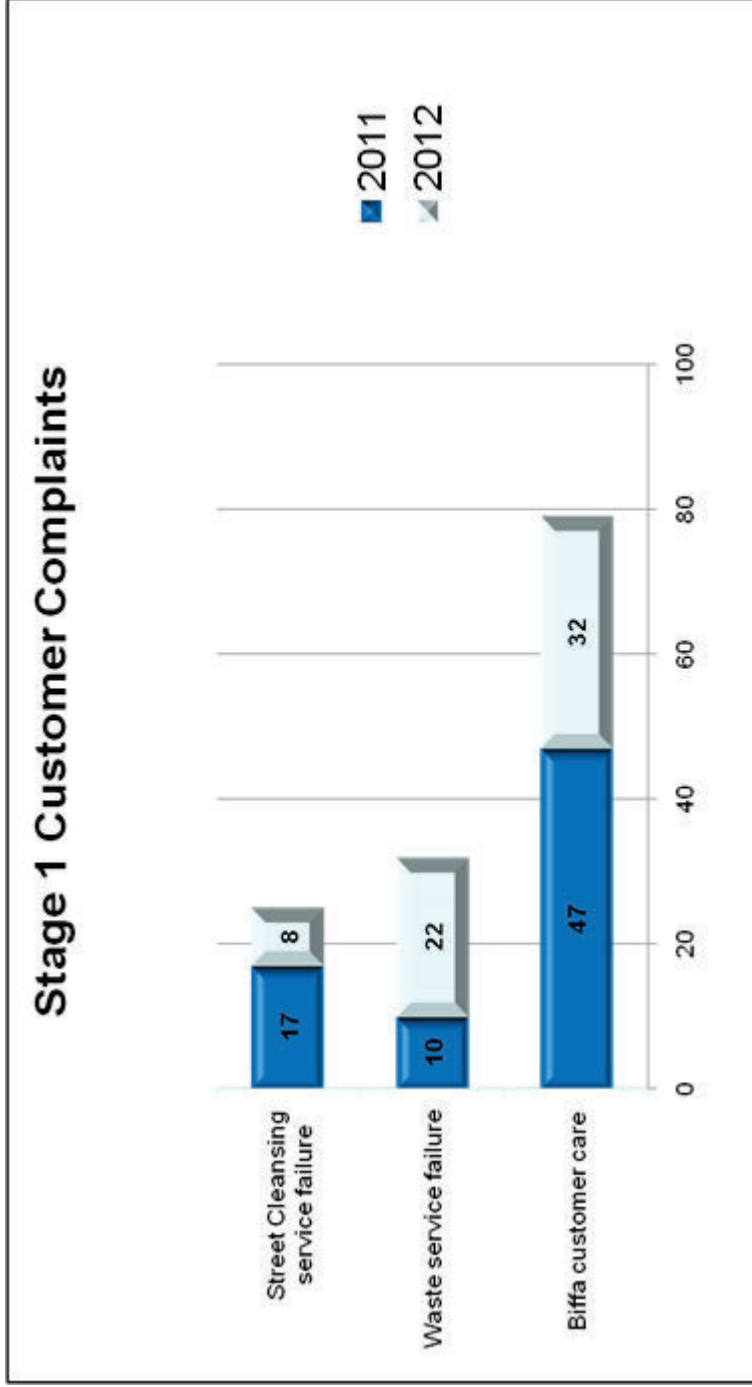
Total incidents were not reported in previous year so no direct comparison available.

Streets 4:



There was only one service failure within the period (Jan 12), out of a total of 31 service requests.

Customer 1:



Performance direction of travel: Lower is better

Street Cleansing 52% decrease 

Waste Service failure 120% increase 

Biffa Customer Care 32% decrease 

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Waste and Environmental Streetscene Services Contract

BENEFITS REALISATION (CLOSED)

For contract period August 2006 to August 2013

¹ The origins are:

- a) Procurement Process (identified through Project Board, Elected Member Groups, Project Team and Stakeholder/Soft Market Testing Meetings (PP).
- b) Gateway 4 Review (G4R).

¹ Red = Insufficient progress. Amber = Some progress made but additional focus/efforts required to fully achieve. Green = Desired benefit/outcome/gain realised or on track

No.	Desired Benefit/Outcome/ Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/ Outcome/Gain	Final Benefit Status
1 3 6 29 10 9	A reliable waste collection service. Residual Waste co-mingling recycling Garden Waste Assisted collections Bulky Waste Rapid Response replacement bin deliveries	Various Contract Clauses. Clause 6.11 Clause 7.2.3	1/3/6/29: KPI/WR 1 – Missed collections / 100k collections. 10. KPI/ WR2 (a) No of missed bulky household collections (outside 10 day SLA) 9. KPI/SC4 (h) No of responses out of time (2 hours +)	30/100,000 0 0% 0%	Average monthly score for residual waste collections per 100,000 properties in 2012: Green bins: 20/100,000 Grey Bins: 10/100,000 Brown bins: 10/100,000 Average number of responses in time: 2012: ERIC service requests: 0% failures Rapid responses: 5% out of time Fly tip removals: 0.5% out of time Dead Animal removal: 7.5% out of time Bin replacements: 0.34% out of time Asbestos removal: 3.2% out of time (1 incident)	PP G4R	G Benefit Realised – KPI suit to be included in new benefits plan post February 18th 2013

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain	Final Benefit Status
7	Satisfactory cleansing of jiggers, rear alleyways and entries.	New service required by Clause 7.11 in the Contract Document.	(a) No of complaints of unsatisfactory cleansing operations. (b) Daily Contract monitoring.	(a) Nil (b) Contract Inspection Performance level.	Biffa have been served a rectification notice (Dec 2012) due to reporting issues and unsatisfactory cleansing standards. Entries are not currently part of the "Streets 1" joint inspections. 2013 Partnership work stream to include setting new KPI (or inclusion of entries in Streets 1) and audit process for entry cleansing in 2013. Waste volumes over contract period to be assessed to determine operational barriers to achieving benefit	PP	A Benefit to be included in subsequent benefits plan. Partnering Board work stream focus for 2013/14
12	Provision of a Removal of Shopping Trolley Service.	New service required by inclusion of Clause 7.24 in the Contract Document (provisional item).	(a) Number of missed collections outside SLA.	Nil	No requests to date outside of normal working hours.	PP	G Not required due to successful supermarket strategies

No.	Desired Benefit/Outcome/ Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/ Outcome/Gain	Final Benefit Status
18	Easier access for the public to register complaints about the Service.	(a) Improvement to the CRM system.	No of services on CRM. Customer 1 (CR1) No of stage 1 complaints received regarding contract	All services to be included in CRM by August 2007. Cont improvement expected.	All services are now on CRM and Corporate IT progressing customer online reporting options. Bin replacement queries process improved to facilitate implementation of bin charging policy approved in 2009 leading to savings and income generation of 70K per annum Complaints monitored through DMT and broken down into type for appropriate action. Average 5 complaints per month 2012.	PP G4R	G Benefit Realised

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain	Final Benefit Status
24	To increase awareness of recycling in Schools and Communities.	<p>The provision and take-up of Streetscene education and awareness programmes.</p> <p>The provision of in- school recycling facilities.</p>	Local PI - number of participating schools.	<p>(a) 50% of schools by March 2008.</p> <p>(b) 95% of schools by 2009.</p> <p>(c) 95% of schools by 2010.</p>	<p>100% schools originally serviced joined new scheme implemented Sept 2008.</p> <p>Council introduced charges for residual waste collection in Nov 2012 to drive recycling performance.</p> <p>Council have funded a full time eco-school officer and associated budget to promote recycling and LEQ initiatives</p>	PP	<p style="text-align: center;">G</p> <p>Benefit realised</p>

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain	Final Benefit Status
28	The public to be satisfied that wheeled bins are returned to the agreed collection points after emptying.	All wheeled-bins are to be returned to the agreed collection point after emptying as per Clause 6.5.2 of the Contract.	Key PIs (a) GP1 formal complaints. (b) GP2 crew checks.	(a) Nil (b) Target for crew checks =89% pass rate.	Crew checks being carried out by Biffa under terms of self-monitoring contract. (96% pass rate average during 2012). New Joint audit process implemented in Dec 2011. Procedure implemented for managing complaints about bins not being returned correctly. Operational since August 2008.	PP	G Benefit Realised – KPI suit to be included in new benefits plan
30	All collections to be carried out without spillages or spillages to be cleared immediately by the bin crew.	Clause 6.18 in the Contract requires the Contractor to rectify complaints of spillages within two hours.	Key PIs (a) Customer 1: formal complaints. (b) GP2 crew checks.	(a) Nil complaints (b) Target for crew checks =89% pass rate.	Crew check procedure includes identification of spillages during the lifting process and to ensure proper tools are on board to deal with spillages. 2012: 96% pass rate	PP	G Benefit Realised – KPI suit to be included in new benefits plan

No.	Desired Benefit/Outcome/ Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/ Outcome/Gain	Final Benefit Status
33	Reduction in litter on highways	A formalised litter bin emptying specification is included in the new Contract to prevent spillages via clause 7.16.2	KPI Streets 1 KPI Streets 2 : Overflowing litter bins	92% pass rate (litter and detritus) based on NI195 method ology) Continu ous improve ment expecte d	No longer a national indicator but retained principals for local PI Joint inspections carried out 3 times per week by client team and Biffa on day of cleanse. 2012 Pass rate 96.66% 2012: 11% of responses out of time however mainly due to delays in admin procedures as opposed to operational failures	PP	<p style="text-align: center; color: green; font-size: 24px;">G</p> <p>Benefit Realised – KPI suit to be included in new benefits plan</p>

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain	Final Benefit Status
23	A reliable cleansing service for all traffic islands.	The Contractor has been made aware of this key area of the Street Cleansing Service via Client/Contractor meetings.	BV199(a) – detritus on main roads.	Year on year improvements.	Monitored as part of street cleansing audits Biffa made series of operational changes 20011/12 to realise this benefit	PP	<p data-bbox="1944 300 1989 347">G</p> <p data-bbox="1832 387 2042 419">Benefit Realised</p>

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain	Final Benefit Status
5	An increase in recycling levels to meet and where possible exceed all Government Recycling Targets.	Introduction of alternate weekly dry recycling collection service	NI192 % household waste recycled and composted NI193 % Municipal waste landfilled	08/09: 34%: 09/10: 35.5% 10/11: 37% 11/12: 38% 12/13: 40%	LAA Targets (NI 192): 08/09: 36.3% achieved 09/10: 36.21% achieved 10/11: 39% achieved 11/12: 40.6% predicted 12/13: 41.7% projected Two bin project jointly undertaken to reduce residual capacity of households who present additional unauthorised residual bins.	PP G4R	<p style="text-align: center; color: green; font-size: 24px;">G</p> <p>Benefit Realised – KPI suit to be included in new benefits plan</p>

No.	Desired Benefit/Outcome/ Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/ Outcome/Gain	Final Benefit Status
26	Continual reduction (year on year) in the amounts of waste deposited in landfill (tonnages).	Performance monitoring of service provision to ensure good quality services from Contractor.	NI191 kg/household/ year household waste sent to landfill	08/09: 636kg/h 09/10:631kg/hh 10/11: 626 kg/hh 11/12: 530kg/h 12/13: 510kg/h	Roll out of AWC's and ongoing improvement has drastically improved figure from 06/07. NI191 08/09: 592.34Kg 09/10: 577.69kg 10/11: 543.18kg 11/12 :527kg 12/13 : 500 kg/hh	PP	G Benefit Realised – KPI suit to be included in new benefits plan
32	Reduction in the amounts of residual waste presented at kerbside and increase capture of recyclables		See benefits 26 and 5			PP	G Benefit Realised

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain	Final Benefit Status
19	To promote the use of Environmental options within the Streetscene Operations Services in line with the Council's Environmental Policy.	This is a requirement under Method Statement 18 of the Contract Document.	Number and use of environmentally friendly processes, materials and products.	To be completed in year 2 of the contract	WRATE analysis to measure carbon impact on the Environmental Streetscene Services show a current carbon saving of 31000t of Carbon per annum from the baseline position at the start of the contract (2006 to 2010) Contractor to carry out further analysis by March 2014 to recalculate based on contract review operational changes.	PP	<p style="text-align: center;">G</p> <p style="text-align: center;">Benefit Realised</p>

No.	Desired Benefit/Outcome/ Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/ Outcome/Gain	Final Benefit Status
13	Joint management of key risks associated with the contract (where appropriate).	Monitoring function via partnering board standard agenda item from March 2013 onwards	N/A	N/A	2012 Risks / Projects managed by Partnering Board via work stream monitoring Departmental Risk Register highlights contractual risks Annual update to Sustainable Communities O and S Committee. Specific Partnership Risk Register agreed to be developed in response to Contract Review and Budget challenges 2013/14 onwards	PP GR4	G Benefit realised
16	Better joined up working between all Streetscene Services (including Grounds Maintenance).	Method Statement 7 required Biffa to provide details of improved joined up working.	Key issues include the linking of the Tranmere Pathfinder enforcement fly-tipping clearance work with the Contractor.	Continual Improvement.	Joint approach implemented for road closures Limited opportunities due to operational nature of separate services/ round structures etc.	PP	G Benefit realised

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain	Final Benefit Status
17	New partnering arrangements with local community groups and local residents to promote increased recycling and cleaner streets.	Method Statement 7 required Biffa to provide details of improved joined up working.	Identified resources to implement benefit.	Resource to be in place by March 2008.	<p>Joint funded Community Engagement Officer post is now in place. This post has been filled on a permanent basis, since April 2011 but has been vacant since March 2012, stalling progress noted below.</p> <p>Recruitment delayed due to spending freeze and current budget pressures.</p> <p>Citizens Charter to Beechwood and Ballantyne launched. Service area has won Nationally recognised awards from APSE and KBT for partnership working within the communities.</p> <p>Wirral Community Enviro-Champs network established.</p> <p>Frontline engagement team deployed to educate residents re recycling having positive impact on recycling quality.</p>	PP G4R	<p style="text-align: center;">A</p> <p>Benefit partially achieved but scope for much stronger community links : To be continued in new benefits plan post 2013</p>

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain	Final Benefit Status
31	Closer working relations with the Merseyside Recycling and Waste Authority (MRWA – formerly the Merseyside Waste Disposal Authority)	Linkages at officer and Member level where appropriate.	Attendance at SOWG meetings and sub group meetings	100% attendance	<p>100% attendance currently achieved</p> <p>Sub groups attended include: Performance Group, Operations group, Waste Awareness and Prevention group (Wirral Chair).</p> <p>Joint Merseyside Waste management Strategy developed ratified by all Merseyside Councils Nov 2012</p> <p>Wirral CEO resumed lead officer for LCR Waste and Environment to initiate high level discussions regarding partnership working.</p>	PP G4R	<p style="text-align: center;">G</p> <p>Benefit realised</p>

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain	Final Benefit Status
21	To obtain external funding by joint Client/Contractor initiatives.	Required within the general Contract specification.	"£'s" obtained in external funding year on year.	£50k/year	<p>Amber due to all previous funding sources being secured and utilised by the Council</p> <p>400K plus external funding secured between 06/07 and 11/12</p> <p>12/13 MRWA funding (around 20K) secured for various community engagement projects; 15K secured from NHS to subsidise the Sharps drop off service</p>	PP	<p style="text-align: center;">G</p> <p style="text-align: center;">Benefit realised</p>

No.	Desired Benefit/Outcome/ Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/ Outcome/Gain	Final Benefit Status
27	Effective communication between Contractor and Client in real time information in all service delivery which in turn will improve information to customers on service provision.	Requirement of Method Statement 14. Biffa agreed to set up and implement a 'real time' communication system and integration of the system into the Council's own Management Information System (MIS).	Percentage of crews provided with and trained for PDA's.	<p>Techno -logy to be in place and fully operational by August 2007.</p> <p>Full integration of Biffa Spring-board with CRM by December 2007.</p> <p>17</p>	<p>PDA technology being used by all waste collection crews but retraining / monitoring required to ensure proper usage. Call centre / 1-stop shops and client have been trained and have access to real time info from PDA's.</p> <p>Phase 1 Integration with CRM (to allow automatic closure and updating of missed bin task status) completed during 2010 completed 2010/11.</p> <p>Phase 2 expansion; to include Bin Deliveries, Street Cleansing and ERIC collections not completed due to re-prioritisation of Council IT projects. Bin deliveries completed Nov 2012. Biffa have produced an alternative solution to achieve some of the benefits of real time PDA information that was planned to be delivered through Phase 2.</p>	PP G4R	<p style="text-align: center;">G</p> <p style="text-align: center;">Benefit realised</p>

No.	Desired Benefit/Outcome/ Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/ Outcome/Gain	Final Benefit Status
37	Contract Default Procedure to be made explicit and client user-friendly.	Clause 4.47 details the new processes for action by the Client where appropriate.	Local Performance Indicator – Number of Default Notices and Rectification Notices served on the Contract each month.	This is a reactive Performance Indicator.	<p>08/09 £35,025.00 default recovery</p> <p>09/10 £650.00 default recovery</p> <p>10/11 and 11/12 no requirement for default penalties.</p> <p>12/13 Currently no requirement for default penalties, however 1 x Rectification Notice Served around Entry Cleansing standards/contractor reporting. Contractor in process of responding and reviewing operational/supervisory approach to this area of service delivery</p>	PP	<p style="text-align: center; color: green; font-size: 2em;">G</p> <p style="text-align: center;">Benefit realised</p>

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain	Final Benefit Status
38	Any default financial reductions (via liquidated damages) should be realistic and at real cost to the council	Default values have been increased by 70% from the old contract to correspond to the Council	There will be a periodic assessment of default costs to ensure these are reasonable	N/A	The stated financial deductions clauses were considered appropriate at the commencement of the contract. No liquidated damage claims have been claimed by the Council to date.	PP	<p style="text-align: center; color: green; font-size: 2em;">G</p> <p style="text-align: center;">Benefit realised</p>

BENEFITS TIMELINE: BENEFITS CLOSED prior to August 2013 (within 7-year initial contract period)

The following “benefit realisation” items have been closed because they had already been achieved prior to 2013 or no longer form part of the Streetscene contract (or considered not relevant):

BR ref	BR description	Origin	Reason for CLOSURE of Benefit	Date	Cross Ref to
2	Rapid introduction of an alternate weekly residual/dry recycle collection service.	PP G4R	Achieved	March 2011	n/a
4	The proper emptying of bring sites to be kept clean and tidy in between collections.	PP	Bring Site Service Ceased: Break Clause Review Saving. Biffa still responsible for cleansing bring site areas on Council land.	November 2012	n/a
8	Proper removal of graffiti and fly posters.	PP G4R	Provisional Service taken out of contract due to high cost. The Council now manages a separate full time graffiti removal contract	2008	n/a
11	Provision of a reliable clinical waste service.	PP	Provisional item not used: Council do not operate a doorstep collection service. Council part fund a pharmacy drop off service ran by the PCT	2006	n/a

BR ref	BR description	Origin	Reason for CLOSURE of Benefit	Date	Cross Ref to
14	Agreement by Client/Contractor of a full range of Performance Indicators to be used as a tool to facilitate continual service improvement.	PP GR4	Achieved. Key Performance Indicators were agreed by the Partnering Board at their meeting on 20.03.07. The KPIs are reported to the Partnering Board at their regular quarterly meetings and reviewed to reflect performance and priorities and service requirements	March 2007	
15	Provision and realisation of a new Partnering Agreement through the establishment of a new Partnering Board.	PP G4R	New outcome realised by the agreement being included in the Contract Document.	2006	n/a
22	New provision of a collection, treatment and disposal service for hazardous waste	PP	Achieved: Fluorescent tube service available to schools and offices All other hazardous waste assigned to MRWA but collected by contractor through agreed processes (Asbestos,	2006 Ongoing	n/a
25	A regular day waste/recycling collection service even during holiday periods	PP	Achieved: bank holiday collections except Xmas day, Boxing day and New Years day	2007	
34	A simplified Recycling Container Specification which the citizen is satisfied with.	PP	Roll out of co-mingled dry recycling service achieved Co-mingled organic collection ceased due to IVC failure and public dissatisfaction with regards to putting loose food waste in bins.	March 2011	n/a

BR ref	BR description	Origin	Reason for CLOSURE of Benefit	Date	Cross Ref to
35	Realisation of Capital Sums from the sale of land or building assets as a result of the implementation of the new Contract.	PP	Kelvinside Depot and Southend Depot now not in use. Savings on rental / lease of both depots realised from September 2007. Yard 2, 117 New Chester Road, Birkenhead, Southend Depot, was sold on 10/8/2007 for £91,000 Kelvinside currently leased to internal client	2007	n/a
36	Increase in income from recovered recycled materials.	PP	Method Statement 14 requires the Contractor to achieve the highest possible re-sale value from recovered materials via promotional activity, and high quality collection systems and staff training. This is not applicable as Council obliged to deliver all material to MRWA	2006	n/a
39	A re-profiled Client Structure.	PP G4R	Client re-organisation completed December 2007 Further restructure in 2008 to reflect benefits of a self-monitoring contract.	2008	n/a
40	A streamlined budget-setting process.	PP	Achieved but not quantified. New Contract streamlined budget setting/ monitoring process due to closure of accounts. Cost Centre Maintenance is minimised (one Contractor / transfer of employees Potential savings in finance budget costs and other service costs.	April 2007	n/a
41	Saving in Waste Disposal Levy.	PP	Achieved as a result of step changes in recycling performance brought about by operational changes prescribed in the contract. >£1M saving. No further step changes anticipated post 11/12 as a direct result of the implementation of the contract.	April 2010	n/a
42	Evaluation and possible re-assignment of the existing Paper Contract with Shotton.	PP	Not achieved as Shotton did not respond to Council requests. No longer applicable as MRF contractor now negotiate direct with Shotton for all grades of paper. Officers carried out full risk review and consider risk of challenge by Shotton to be low, and risk of success of challenge to be very low.	November 2011	n/a

Quantitative Benefits Realisation
Waste and Environmental Streetscene Services Contract: 2006-2013

BR ref	BR description	Benefit Origin	Target amount	Target Date	Progress	RAG Status	Benefit/ risk owner	Accumulative save to March 2013 £
20	Embrace the concept of Best Values in all Service Delivery	PP	Not specified	Not specified	Garden Waste procurement reducing fleet by 1 x RCV; Removal of street sweeper due to good performance; One off core payment reduction for advanced payments part funding of Community Engagement Officer, early realisation of bring site savings	Green	Not Specified	>1,200,000
21	To obtain external funding by joint client/contractor initiatives	PP	50K pa	life of contract	Average of 70K pa secured 2006-2013	Green	Contractor/ client joint	>430,000
35	Realisation of Capital Sums from sale of land or building assets as a result of implementation of new contract	PP	None Specified	None Specified	Kelvinside depot being leased by another Council Department and Southend Depot sold in 2007 for sum of 91K.	Green	Client	>90,000
37/38	Defaults arising from application of contract default procedure	PP	None Specified	None Specified	Defaults issued:06/07: £0; 07/08:£308,635; 08/09: £31,075; 09/10 £8150 10/11 £0 11/12: £0 12/13 £200	Green	Client	>300,000
							TOTAL SAVING TO DATE £	>2,000,000

Contractual Costs (Tracking)

N/A	Preferred bidder Prices realised through contract life	N/A	Tender price for tendered Core Services: £10,249,668 subject to property uplift plus RPI	End of contract period	Final contract price (inc property uplift plus RPI: £12,407,292. <i>Adjustment made in 2007 for bank holiday payments reported at time of award (May 8th ,2006 Cabinet) of £237Kpa and subject to RPI</i>	Green	Client	£0 variance to specified contractual prices reported in May 8th, 2006 Cabinet Report: Contract Award decision (Excludes VO's raised for addition/removal of services since that date). Additional £1,835,662 variance from Tender Price over 7 years for bank holiday payments
N/A	Cost of additional services required during contract term (excluding provisional items)	n/a	n/a	End of contract period	Bulk recycling round; Exclusion Round; Expansion of garden waste services; Hard to reach round recycling; Abandoned bin collections	Green	Client	Total cost to March 2013: £2,342,238

Waste and Environmental Streetscene Services Contract

BENEFITS REALISATION PART 2 (OPEN)

For contract period January 2013 to March 2017

The origins are:

- a) Procurement Process (identified through Project Board, Elected Member Groups, Project Team and Stakeholder/Soft Market Testing Meetings (PP).
- b) Gateway 4 Review (G4R). c) BCCR : Break Clause Contract Review July 2013

Red = Insufficient progress. Amber =Some progress made but additional focus/efforts required to fully achieve. Green = Desired benefit/outcome/gain realised or on track

QUALITATIVE BENEFITS: Part 2

The current KPI suit (**Appendix 1**) will remain unchanged as a result of the Break Clause Contract Review as no changes to contractual standards have been made. However, a number of budget saving proposals are currently being consulted on that may result in significant changes to agreed contractual standards, as well as introducing new pressures and risks that will need to be accounted for. A new Qualitative Benefits Plan for 2013-2017 and accompanying KPI suit will be produced in response to any agreed changes and implemented no later than August 2013 (End of first stage of the contract period). There will be a continuation of all relevant benefits from the BR1 plan (2006-2013) as well as any new identified benefits.

QUANTITATIVE BENEFITS: Part 2

Agreed savings arising from the Break Clause Contract Review in July 2013 are captured below, as well as relevant benefits from BR1 (2006-2013). In addition this revised plan will record variation orders and compliance with agreed contract prices.

Accumulative costs/ benefits will be taken from January 2013

Quantitative Benefits Realisation: Part 2

Waste and Environmental Streetscene Services Contract: 2013 -2017

BR ref	BR description	Benefit Origin	Target amount	Target Date	Progress	RAG Status	Benefit/ risk owner	Accumulative cost benefits £
BR2 (1)	Extension of original fleet life to March 2017 (Except narrow access vehicle	BCCR	£356,000 revenue saving	Aug-13	On track	Green	Contractor	0
BR2 (2)	Reduction in profit Margin on contract to 7.34%	BCCR	£350,000 revenue saving	Aug-13	On track	Green	Contractor	0

BR ref	BR description	Benefit Origin	Target amount	Target Date	Progress	RAG Status	Benefit/ risk owner	Accumulative cost benefits £
BR2 (3)	Improve AWC round efficiency by optimising existing fleet	BCCR	£200K revenue saving (100K per round)	Aug-13	Biffa investigating round optimisation software.	Green	Contractor / client joint	0
BR2 (4)	Removal of cans and paper bring site service due to full AWC roll out	BCCR	£142,000 revenue saving	Aug-13	Completed early November 2012, resulting in additional 50K saving up to Aug 13	Complete	Contractor/ client joint	approx 15K to date
BR2 (5)	Exclusion round removal due to 100 locations being moved to alternative rounds	BCCR	£95,560 revenue saving	Aug-13	Council in consultation with property management companies. Capital funds may be required to change over bin types. Partnership aiming for May removal of round	Green	Contractor/ client joint	0
BR2 (6)	Preferred bidder Prices not exceeded through contract life	BCCR	Tender price for tendered Core Services: £10,249,668 subject to property uplift plus RPI	End of contract period < or = to tendered price	on track	Green	Client	0

BR ref	BR description	Benefit Origin	Target amount	Target Date	Progress	RAG Status	Benefit/risk owner	Accumulative cost benefits £
BR2 (7)	Agreed cost of additional services required during contract term (excluding provisional items) not exceeded	BCCR	n/a	End of contract period	on track: Bulk recycling round; Exclusion Round; Expansion of garden waste services; Hard to reach round recycling;	Green	Client	0
BR2 (8)	Variation Orders produced for all service changes leading to variations to contract price and contracted standards	BCCR	100%	Mar-17	VO's signed and agreed for BR2: 1,2 and 5 above	Green	Client	n/a
BR1(20)	Embrace the concept of Best Values in all Service Delivery	PP	Not specified	Not specified	Charging mechanism introduced for school waste collection to drive recycling performance (free recycling) Target Income £180K pa from 2013/14	Green	Not Specified	0
BR1 (21)	To obtain external funding by joint client/contractor initiatives	PP	50K pa	life of contract	2013 funding opportunities being explored	Green	Contractor/client joint	0
BR1 (37/38)	Defaults arising from application of contract default procedure	PP	None Specified	None Specified		Green	Client	0

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AGENDA ITEM 4

MINIMISE WASTE BY ENCOURAGING WASTE REDUCTION AND RECYCLING – PROGRESS UPDATE

CORPORATE GOAL: Minimise waste by encouraging waste reduction and recycling (TS1)

Key Project/ Activity	Departmental Lead & Planned Performance Outcomes	Detailed Actions & Outputs	Lead Officer & Partners	Review Date/ Milestones	Progress to Date	On Target R.A.G.	Next Steps/ Corrective Actions
Increase recycling to 50% + by 2020 and minimise waste going to landfill in line with the Merseyside Joint Recycling and Waste Management Strategy	Tara Dumas Review bring site service leading to removal of Biffa containers at bring sites and an increase textile recycling within communities.	Remove Biffa paper and can containers from bring sites by March 2013 140K revenue saving	Recycling Officer/ Biffa Collections Manager	By March 2013	Containers removed w.b. 5th November. Variation issued to Biffa.	C	
		Increase the number of textile containers throughout the community, securing containers in at least 10 schools and 3 community centres by March 2013.	Eco Schools Officer and Recycling Manager	By March 2013	Council actively promoting opportunities to recycle textiles through Eco Schools and also through introducing schools to a private company that operate in Merseyside. 10 schools now working with a private company time.	G	Continue to monitor school activities around textile recycling through Eco Schools.

	Work with partners to collect new materials from the kerbside leading to an increase in recycling.	Plan and implement the collection of Waste Electronic Electrical Equipment (WEEE) and Batteries from the kerbside b/w	Recycling Manager / Biffa Regional Manager.	By January 2013	Planning work undertaken, this project is halted due to levy review not releasing a saving opportunity for any waste diverted back to Wirral Council	S	
		Work with partners to explore viability of offering kerbside textile recycling	Recycling Manager / MRWA	By March 2013	Knowsley reporting the trial progress through the Operations sub-Group	G	
		Work with partners to increase range of kerbside materials accepted in grey bin to include review of wax cartons, foil and rigid plastic.	Waste Service Manager / MRWA via SOWG escalation	Ongoing and S NOM update Sept 2012 O and S update Jan 2013	Ongoing formal discussions with MRWA	G	

	Review the exclusion collection service ensuring that maximum locations are switched from a weekly residual collection to a fortnightly residual collection.	Savings of approx 96Kpa tba by Sept 2013 onwards. Increased recycling performance at approx 2200 households	Recycling Manager	Establish the number of domestic multi occupancy locations on the exclusion round. By mid June 2012 Develop consultation approach towards management companies. By August 2012 implement consultation period from November 2012. Implement Operational change By March 2013 (compliant) By August 2013 (none compliant)	Consultation responses in by 21st December. Good response rate to date, site visits being undertaken. Project on track.	G	Tally up numbers of bins to be ordered, inform Cabinet and order bins.
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	Change the on street recycling bin collection service from an RCV function to street cleansing function.	Introduce a new collection methodology allowing a no cost collection of recyclable litter waste. Realise full savings potential of Bring Site resource (144K). Increase opportunity to recycle on the go litter (subject to capital funds available for purchase of split bins in future)	Recycling Manager.	By October 2012	A number of solutions have been attempted. Interim solution is Street cleansing crews are emptying, shorter term is to revert to sack in bins for probation team emptying.	G	Contact community businesses to empty the bins 'for the benefit of their communities'
	Enforce Waste Collection Policy to restrict residual waste capacity and drive pro-recycling behaviour / waste prevention	Increased recycling tonnage Increased efficiency of crews on green bin day rounds, leading to reduction in 2 x AWV round by August 2013 (saving 200k)	Recycling Officer	Go live date May 2012 Lessons learnt log August 2012 Review report (inc tonnage monitoring to O and S Sept/Jan	Lessons learned log completed in August regarding additional bin project. ARPO's change to active area working from October 2012. PDA procedure reviewed with recommendations presented to November liaison meeting .	G	Ongoing discussions with Biffa re; planning to reduce by two crews.

	Review our existing waste and recycling performance data to aid decision making targeting resources to increase recycling.	Review 2011/12 data for all our collection services and produce a table to show current performance and recommendations for progression incl. Schools recycling performance Multi Occ recycling performance (by site) AWC recycling performance (by round) Hard to reach recycling performance	Waste and Recycling Performance Officer.	Complete data set by August 2012. Aug/Sept 2012 Present the action plan to the Biffa liaison meeting.	Residual and recycling weight data being collated by Biffa for offices, multi occs and schools. The complete set of data is later than expected due to all the round restructures that have taken place to accommodate the operational changes.	A	Performance officer to confirm that the Council are happy with this data. Project being reported and monitored through the Biffa Wirral partnering meetings
	Develop the Waste and Recycling Communications Plan in conjunction with Press and PR.	Understand key points from WRAP research and local research into waste and recycling issues and develop the plan. Communications plan signed off by senior managers.	Recycling Manager. Waste Service Manager.	April – June 2012 July 2012	Recycling Manager attend WRAP Recycling Communications course and refreshed familiarity with research. Communications plan in place for 2 year period initially including a very detailed plan for year 1. This years communications plan has been reviewed in light of financial budget freeze.	C	

	Improve the quality of collected material ensuring that contamination is at 8% or below.	Continue to respond to PDA logs and educate residents via Assistant Recycling Project Officer visits.	Recycling Officer.	Ongoing	Good progress , within target for the last 6 months.	G	
		Ensure AWC collection crews receive toolbox talks for contamination procedures.	Biffa Collections Manager	By June 2012	All Alternate Week collection crews have received tool box talk and been issued with contamination guide.	C	Monitor through crews checks and Materials Analysis Facility percentage score.
		Monitor crews to ensure that lids are being lifted before emptying recycling bins.	Assistant Waste Contract Managers	Ongoing	Crew checks undertaken on 2 grey bin crews since April 2012, data therefore not good enough to monitor against.	G	
		Continue to contribute to quality control methodology around contamination to drive continuous improvement.	Recycling Manager	Ongoing	Wirral have raised concerns through the Operations Sub Group in 2011 regarding the methodology of the MAF calculation. Wirral have produced an internal report that raises the concerns. This report has not been presented to the MRWA. Wirral continue to successfully challenge or ask MRWA to justify	G	Need to be conscious that Wirral report into MAF has not been presented to the MRWA. Wirral's MAF score is still reasonably good, performing the best in Merseyside and within target for the last 4 months.

					MAF scores where we feel that there is an issue from time to time. MAF score has been within target for the last 6 months, great improvement.		
	Provide residents with information to encourage waste reduction and minimisation.	Promote home composting in line with the approach within the Waste and Recycling Communications Plan.	Recycling Manager/ Merseyside and Halton Waste Partnership (MHWP)	Refer to Waste and Recycling Communications Plan.	Two composting workshops undertaken. 237 bins sold through "Get Composting" promotion last year. Wirral is accounting for 44% of all bins sold in Merseyside through the "Get Composting" scheme. Public information display screens in one stop shops promoting composting during mid August to mid October as part of comms plan approach. Compost workshop press release during August generated applications, further promotion at events generated 10 applications.	G	More to be arranged for Spring 2013, using our own staff as the trainers.

		Promote Love Food Hate Waste (LFHW) in line with the Waste and Recycling Communications plan approach.	Recycling Manager/ Merseyside and Halton Waste Partnership (MHWP)	Refer to Waste and Recycling Communications Plan.	Web page, competition and vehicle signage promotion undertaken as well as media releases.	G	
		Launch Junk Mail / Unwanted leaflet reduction campaign in line with the Merseyside Waste Partnership approach.	Recycling Manager/ Merseyside and Halton Waste Partnership (MHWP)	11th June	300 leaflets with door stickers distributed to each one stop shop and library. 11,000 leaflets in total distributed. Website updated with campaign material.	G	Partnership Campaign Junk Mail vehicle signage campaign planned for 1st March – 31st May.
	Attend appropriate events to promote waste reduction and recycling	Attend Age Concern event and promote general recycling and waste services.	Recycling Manager	23 rd and 24 th May	Spoke to circa 20 attendees, Mainly about LFHW.	C	
		Attend the Wirral Food and Drink Festival promoting Love Food Hate Waste	Recycling Manager	26th and 27th May	Stall booked, partnership sponsored event.	C	

		Attend Eastham Incredible Edible community fun day and promote home composting.	Recycling Manager	July 2012	Attended on the 8th July. Signed 4 residents to compost workshops and gave away 3 compost bins.	C	Attending further event on the 19th August.
		Attend the 23rd June SWAP day and questionnaire residents regarding recognition of reuse organisations.	Recycling Manager	June 2012	Attended event, questionnaire not suited to this event.	C	
	Maximise communications budget through external funding opportunities	Submit Reward and Recognition funding application. If successful, implement the project plan. Consider Opportunities via Merseyside Waste Prevention fund.	Waste Service Manager Eco Schools Officer Recycling Manager	11th June. From Sep 2012 August -October 2012	Submission completed detailing an awareness raising behavioural change campaign fronted by a computer game aimed at Key Stage 2 and 3 children operating across Wirral schools. Bid unsuccessful.	C	

	Develop Proposal introducing garden waste subscription service.	Produce swot analysis for proposal to introduce garden waste charges to enable Members to consider savings option of approx £1m pa	Recycling Manager Waste and Recycling Performance Officer. Biffa Regional Manager	Report to Prepared for portfolio holder by September 2012	Draft budget option developed, currently being consulted on.	G	Ongoing work as part of the wider what really matters schedule of work.
	Tara Dumas/ Phil Black Review Section 46 enforcement and education procedure.	Review the current procedure in response to legislative change.	Enforcement Manager/ Waste Service Manager.	By March 2013.	Awaiting clear guidance from the Government.	G	Initiate meeting enforcement. Keep Elected Member updated
	Influencing Pro Recycling Behaviour. Undertake a behavioural change research project	Undertake 2 x attitudinal focus groups with residents and 1 x w/staff	Waste Service Manager.	01/05/2012 Submit MBA research dissertation Nov 2012	Completed successfully, information being used to develop communications approach.	C	
	Promote Wirral Tidy Business Standards ensuring an increase in waste legal compliance and Tidy Business Standard Awards.	Re design the Tidy Business Standards literature ensuring it is Wirralised. Newspaper advert and brief to Cllrs regarding the Tidy Business scheme. Receive new literature for the printers. Achieve West Kirby Tidy Business Town status ensuring that 186 businesses are visited by the Trade Waste Officer and aim for 85-90% sign up to Tidy Business Standards and 100% legal	Trade Waste Officer / Press and PR Officer	01/06/2012 01/08/2012 By Oct Nov -12	70% of businesses have been audited and have Duty of Care in place.	A	Ongoing issues with remaining businesses producing duty of care. Enforcement team helping with this. Aiming for an end of March completion to the project.

		compliance. West Kirby Business Awards and local media coverage.					
	Continue to drive the Eco Schools Campaign achieving a further ten Green Flag awards this year.	Coordinator meetings to disseminate latest news, recycling quiz and campaigns.	Eco Schools Officer	Ongoing	One held every half term. An average of 30 school representatives attend each meeting.	G	Next meeting is about waste minimisation, linking to European Waste Reduction Week.
		Grants offered to support eco school activity.	Eco Schools Officer	Ongoing	26 grants issued last year, 6 issued so far this year.	S	
		Training sessions for schools about how to start Eco Schools and how to go for green.	Eco Schools Officer	Ongoing	Going for Green training issued to all ten schools that are going for Green Flag status. 5 schools have applied, 5 more by the 1 st April.	G	
		Website updates with school news and award winners	Eco Schools Officer/Press and PR Officer.	Ongoing	Ongoing, Eco Convention award winners recently published on the website.	G	Flip book being created about the meadow project in New Brighton.
		Eco Schools Convention Event.	Eco Schools Officer	4th July 2012	270 people in attendance, 23 schools	C	Booked for 3rd July 2013.
		Wirral Schools Awards Issued to support Green Flag awards.	Eco Schools Officer	March – July 2012	Ten awards issued at the Eco Convention.	C	

		"What Lies Beneath" recycle lantern project with Veolia.	Eco Schools Officer	Sep – Dec 2012	Successful event undertaken on the 20th November	C	
		Eco Christmas Fairs (Aiming to target 10 schools and their families).	Eco Schools Officer	Nov – Dec 2012	No funding to undertake these	S	
		Achieve 10 new Green Flag Awards year.	Eco Schools Officer	By March 2013	19 Flags issued to date in Wirral, including 11 for 2011/12. 5 applied this financial year and will be issued by 1st November. Poulton Lancelyn, Lingham, Holy Spirit, Heygarth, St Georges	G	
	Ensure recycling is being undertaken by staff and visitors in Council	Include Recycling policy and messages within the new "Becoming a Green Employee intranet section".	Recycling Manager / Press and PR Officer	Jul 2012	Intranet page developed.	G	Planned news stories are being scheduled to promote the pages.
		Issue message to all building managers stating that additional recycling bins are available and to make sure that recycling bins are placed in positions suitable for general public use.		Aug 2012	Email message sent to Asset Management in July to forward to building managers.	G	

		Undertake third office recycling sample weigh to update on progress of meeting 40% office recycling target.		By September 2012	Commenced December 2012 as part of wider weighing exercise.	G	
	Support and contribute to Joint Merseyside and Halton Waste Partnership (MHWP) Waste Prevention Plan	Develop a Textile Forum on Merseyside to promote textile reuse and recycling.	MRWA/ MHWP	Ongoing	Work is progressing and information is being gathered on the movement of textiles through Cash for Clothes, Charity Shops, Bring sites and merchants to inform the route map being produced.	G	
		Love Food Hate Waste Communications and training.	MRWA/ MHWP	From May 2012	Partnership currently developing "pass on training". Event timetable produced Wirral Food and Drink Festival attended. Radio City Weekend Wake Up sponsorship-promoting LFHW messages around saving money and smarter shopping. Partnership vehicle signage campaign	G	

					commenced December. Partnership recipe card competition in development.		
		Development of Project Initiation Documents by the partnership.	MRWA/ MHWP	Ongoing	<p>"Where does our recycling go" PID in development by Knowsley. . PID developed for European Waste Week in November 2012 – high level communications campaign. European waste week project criteria launched 3rd Sep across the partnership, Waste reduction Agripa vehicle banners campaign PID in development by the MRWA.</p>	G	
	Take a pro-active approach in supporting the Merseyside Waste Partnership with the Waste Levy Review	To develop a waste levy mechanism proposal that supports the achievement of the 50% pooled recycling target through the fair incentivisation of recycling investment by all districts.	MWP Waste Services Manager Finance Officers	Ongoing	Review currently underway with district senior officers and treasurers.	G	

Key Questions:

1. Is there still an issue and, if so, what is the reason for the performance issue (including financial / staffing resource issues)?
2. What action will be taken in response?
3. When do you expect to see improvements?
4. What support / help will be required from DMT?

Status Red (R), Amber (A), Green(G), Complete (C), Suspended (S)	No. of projects
R	0
A	2
G	25
C	12
S	3

AGENDA ITEM 5

**CORPORATE GOAL PROGRESS REPORT
HAVE HIGH STANDARDS OF ENVIRONMENTAL QUALITY ACROSS WIRRAL**

TS2 HAVE HIGH STANDARDS OF ENVIRONMENTAL QUALITY ACROSS WIRRAL

Key Project/ Activity	Departmental Lead & Planned Performance Outcomes	Detailed Actions & Outputs	Lead Officer & Partners	Review Date/ Milestones	Progress To Date	On Target R.A.G	Next Steps/ Corrective Actions	EIA Dates
Delivering a reliable street cleansing and waste collection service	Tara Dumas Ensure all streets we are responsible for are on a cleansing schedule.	Biffa street cleansing database updated to include previously omitted locations. Meaningful reduction in core contract price charged to Wirral by Biffa.	Fergus Adams Assistant Contract Managers Biffa	Feb-13	Terry Hendy has updated the Audit database for street cleansing. Audits now running off updated records.	Green	Biffa to sign off new database	
	Tara Dumas Maximise work outputs of cleansing staff to improve cleanliness standard within existing resources	Continue quarterly 'Street Cleansing Forums' with representative group of Biffa frontline operatives.	Fergus Adams Biffa	Mar-13	Quarterly dates scheduled for 2012/13	Green	Continue meetings and action issues raised.	
		Biffa continuing with ongoing NVQ programme to further educate staff re. customer services etc.	Fergus Adams Biffa	Mar-13	A number of operatives have already passed the NVQ.	Green	To ascertain exact figures of staff already passed and targets from Biffa from completion.	

	<p>Tara Dumas Reduce number of complaints regarding service disruption due to seasonal weather patterns.</p>	<p>Continue to monitor street cleansing with a view to specific seasonal issues: - - Snow/ice - Leaf fall - High foot fall in summer.</p>	<p>Fergus Adams Biffa</p>	<p>Mar-13</p>	<p>Leaf fall review completed and implemented in 2011 Extra resource allocated to New Brighton May 2012</p>	<p>Green</p>	<p>Review 2012's leaf fall removal programme.</p>	
	<p>Tara Dumas To improve overall street cleanliness by focussing on particular work streams per year (2012/13 dog fouling)</p>	<p>Reducing Levels of Dog Fouling Present in Wirral</p>	<p>Fergus Adams Biffa</p>	<p>Update to O& S Committee January 2013</p>	<p>Biffa conducting initial investigation into methods used for removing dog fouling</p>	<p>Green</p>	<p>Prototype imminent at Biffa.</p>	
		<p>To increase awareness of the need to pick up dog waste in dog owners throughout Wirral (DOG LEADERS)</p>	<p>Fergus Adams Env Health Dog Fouling Enforcement Parks and Open Spaces Dog Wardens</p>	<p>Mar-13</p>	<p>Over 90 'Dog Leader' ambassadors signed up at 1st event in May. Planning of large event for Dog Leaders to attend in Summer 2012. 'Dog Lead' event completed on Saturday 22nd of September.</p>	<p>Green</p>	<p>Arrange further dog fouling steering group meeting following initial set of cost saving proposals at Cabinet Feb.</p>	
		<p>To reduce level of dog fouling across Wirral through direct enforcement</p>	<p>Michael Collins</p>	<p>Quarterly</p>	<p>So far in 2012/13 232 fixed penalties have been served by the dog fouling enforcement team. There has also been 1 prosecution</p>	<p>Green</p>	<p>There are no targets for the issue of fixed penalties or prosecutions.</p>	

	<p>Tara Dumas To maximise performance of the refuse collection and minimise contamination sent to the MRF</p>	<p>To devise new joint crew check sheets with Biffa.To commence new regime of checks.To agree associated KPI target.</p>	<p>Fergus Adams Biffa</p>	<p>Mar-13</p>	<p>Briefing note produced and shared. Crew check sheet agreed. Implementation date and review dates agreed. Joint crew checks commenced. New KPI agreed at 89% following review.</p>	<p>Green</p>	<p>3 month monitoring of "vehicles being left unattended" issue.</p>	
	<p>Tara Dumas 7-year break clause review of Biffa contract</p>	<p>Council decision of Environmental Streetscene service contract Establish savings package</p>	<p>Tara Dumas Biffa PWC Eunomia</p>	<p>-</p>	<p>Technical review complete (carried out by Eunomia). Initial report to Cabinet 21st June 2012 Break clause agreed</p>	<p>COMPLETE</p>		
<p>Reducing levels of fly-tipping through targeted environmental education and enforcement</p>	<p>Tara Dumas To improve cleanliness standards in Wirral's retail areas.</p>	<p>Trade Waste related fly-tipping to be addressed via continuing support for the 'Tidy Business Scheme'. <i>Detailed action plan held by Trade Waste Officer (Daniel Molyneux).</i></p>	<p>Fergus Adams Trade Waste Officer Wirral's business community Press and PR</p>	<p>Jan-13</p>	<p>Wirral specific 'Tidy Business Scheme' developed. Feasibility study carried out in West Kirby re. creation of England's first tidy business town. 16th July commence work on site in W. Kirby.</p>	<p>Green</p>	<p>March 2013 announce completion of W. Kirby project and organise relevant PR.April 2013 produce 'lessons learned' report and decide if another location will be addressed in 2013/14. If so where?</p>	

	<p>Rob Clifford To raise awareness of littering as an offence to engender compliance</p>	<p>To distribute 'Stubbies in key locations across Wirral. This should then be followed up by enforcement action with use of FPNs. Distribute wall mounted cigarette bins for businesses to ensure compliance.</p>	<p>Phil Black, Highways enforcement Trade Waste Officer Wirral's business community</p>	<p>October 2012 (closely linked to W. Kirby Tidy Business Town).</p>	<p>To date in 2012/13 - 64 litter FPNs have been issued, 51 of which have been paid. A further 9 potential cases are being investigated</p>	<p>Green</p>	<p>Engage in W. Kirby Tidy Business Town project. The are 14 planned litter patrols in 2012/13 in addition to ad-hoc enforcement by community patrol, dog wardens and environmental enforcement officers</p>	
	<p>Rob Clifford To maintain a NI196 level 2 standards</p>	<p>Continue use of covert cameras at fly tipping hotspots</p>	<p>Phil Black</p>	<p>Ongoing</p>	<p>There has been one current surveillance operation so far in 2012/13 (which is ongoing) this has provided evidence which is currently being investigated with a view to prosecution.</p>	<p>Green</p>	<p>We will seek to prosecute whenever sufficient evidence is available. It is planned to undertake at least 4 major operations per year subject to the proposed changes to RIPA regulations (in Autumn 2012) which may impact on the viability and timely delivery of operations in the future.</p>	

		Trial trade waste facility at Bidston TLS (recycling and residual waste). Monitor fly-tipping rates and materials due to ongoing confusion related to possible increases in land fill charges for construction waste.	MWDA/Veolia	2012/13	Scheme launched – feedback is low referrals/take up so far. Wirral specific promotion continual via Trade waste officer	Green	Continue to monitor.	
		Continue to train and retrain employees and external service providers to issue FPN's	Phil Black NSL	Ongoing	Approx 20 employees in NSL are trained to issue litter FPN's in addition to staff from Community patrol and dog warden teams.	Green	Ensure that training remains up to date with sufficient numbers empowered to deliver patrols and campaigns.	
		To carry out proactive inspections of waste disposal documents from businesses dealing with large quantities of tyres. (This is based on a marked increase in the dumping of tyres throughout Wirral).	Phil Black Fergus Adams Biffa	Continuing through 2012/13	The tyre initiative has been widened slightly to encompass not just business whose sole purpose is tyre related but also garages and workshops where tyres may be involved. We are checking for compliance with all of their duty of care obligations. To date 79 visits have been made, 24 advice letters, 2 notices to produce and 1 FPN have been issued.	Green	Continue to carry out inspections and update plan accordingly.	

To increase levels of Local Environmental Quality (LEQ) across a range of land classes throughout Wirral	<p>Tara Dumas To increase the level of cleanliness and LEQ across all locations across Borough, increasing the perception of safety and cleanliness.</p>	Environmental Improvements to Wirral's Off Road Cycle Paths. Improved cleansing standards with over 35km of cycle paths added to regular cleansing schedule. Possible research carried out into user's satisfaction with cycle paths following addition to schedule.	Fergus Adams Biffa Wirral's Cycling Officers			S		
	<p>Fergus Adams Increased partnership working in relation to graffiti removal. Expansion of shared services to other stakeholders.</p>	Expansion of Wirral's Graffiti Steering Group ensuring the land types addressed by Wirral's existing contract increase thus improving LEQ across Wirral.	Fergus Adams LCT Together Various stakeholders of Wirral	Proposed for 2012/13	Further avenues identified for external funding.	Green	Hold next meeting in February 2013.	

	Colin Clayton (not within Tech Serv)	To ensure all privately owned land and premises are not detracting from LEQ throughout Wirral.	Env Health	Continuing through 2012/13	Notices served by Env Health from April 1st 2012 - 31st December 2012: PDDPA (Prevention of Damage by Pests Act) 33 EPA Litter Clearance (Environmental Protection Act) 11 PHA (Public Health Act) 1936 Sec 83 3 EPA (Environmental Protection Act) 1990 Sec 80 20 Env. Protection Act 1990 (Noise) 13	Green	Continue with enforcement work, no targets as such.	
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1. Is there still an issue and, if so, what is the reason for the performance issue (including financial / staffing resource issues)?

What action will be taken in response?	Green	16
When do you expect to see improvements?	Amber	
What support / help will be required from DMT?	Red	
	Complete	1
	Suspended	1
	Total	18

HIGHWAYS AND TRAFFIC REPRESENTATION PANEL

Monday, 21 January 2013

Present:
Councillor S Williams (Chair)
(In place of D Elderton)
Councillors D Mitchell J Stapleton (In place
of J Williams)

5 APPOINTMENT OF CHAIR

On a motion by Councillor Mitchell, seconded by Councillor Stapleton, it was –

Resolved – That Councillor S Williams take the Chair for this meeting.

6 MEMBERS' CODE OF CONDUCT - DECLARATIONS OF INTEREST

No declarations of interest were received.

7 PETITION - REQUEST FOR BLIND SPOT MIRROR FERNDALE AVENUE, HILLBARK ROAD, FRANKBY

The Deputy Director of Technical Services reported upon a 30 signature petition that had been submitted by a resident of Ferndale Avenue requesting the installation of a 'blind spot' mirror at the junction of Hillbark Road with Ferndale Avenue, Frankby.

The report concluded that this road was already subject to a 30mph speed limit; the location currently had a very good accident record and that the erection of a mirror had the potential to contribute towards a traffic collision for the reasons set out within the report. The report recommended the Panel note the petition and that the Sustainable Communities Overview and Scrutiny Committee be informed that no further action should be taken to pursue the erection of a highway blind spot mirror on the highway at this location.

Mr P Barton, Technical Services, outlined the report and responded to questions from Members of the Panel.

Mr B Thompson, local resident made representations to Members of the Panel regarding his request for the installation of a highway "Blind Spot" mirror at the junction of Hillbark Road with Ferndale Avenue, Frankby.

Members considered all representations made orally and in writing.

Resolved- That:

- (1) **the petitioners' request for the installation of a highway " Blind Spot" mirror at the junction of Hillbark Road with Ferndale Avenue, Frankby be noted; and**
- (2) **it be recommended to the Sustainable Communities Overview and Scrutiny Committee that no further action is taken to pursue the erection of a highway blind spot mirror on the highway at this location.**

Following consideration of this item Councillor S Williams declared a personal interest in respect of this item, by virtue of him being a former colleague of Mr Thompson through a previous employment.

8 OBJECTIONS: LOCAL AREA FORUM SCHEME: PROPOSED PEDESTRIAN REFUGE, KINGS ROAD, BEBINGTON.

Further to Minute No.2 of the meeting held 13 September 2012. The Deputy Director of Technical Services reported upon objections received to the proposal to introduce a pedestrian refuge island on King's Road, Bebington near to it's junction with Bentfield Gardens.

Prior to consideration of that item in September 2012, the Deputy Director of Technical Services circulated a letter received that day from Cannon A Samuels, Vicar, Christ Church, Bebington raising concerns regarding the impact the proposals would have on traffic and parking. The Panel agreed that consideration of this item be deferred to allow Officers to investigate the points raised by Cannon Samuels.

The Deputy Director of Technical Services indicated that Officers had met with representatives of Christ Church on site to discuss the proposals in detail and as a result the Church representatives had provided written confirmation of their withdrawal of their objection. However, the two original objections received remained unresolved, details of which were detailed within the report along with the detailed responses.

Members considered all representations made in writing.

Resolved – That:

- (1) **the objections be noted; and**
- (2) **the proposed scheme consisting of a pedestrian refuge island with associated tactile crossing points as shown on attached Drawing No. 3576 be recommended to the Sustainable Communities Overview and Scrutiny Committee for approval and implementation.**