

Appendix G – Waste Collection

1. Waste Collection - overview

Your provider should offer a reliable and cost effective container and collection service, and should assist with operational issues such as container placement and access, to ensure an efficient service. Recycling services must be offered, or alternative recovery processes in order to reduce your reliance on landfill disposal and to take your waste management up the waste hierarchy. This should be supported by the supply of appropriate literature to allow the awareness amongst pupils and staff to be raised. Financial benefits should be available for source separation and presentation of recyclable waste streams. Documentation must be provided to comply with your Duty of Care provisions of the Environmental Protection Act 1990, and updates provided on any other relevant legislation such as pre-treatment, hazardous waste & WEEE. Any queries to your service provider should be responded to, and acted upon, in a timely manner.

2. Response rate

The total number of schools responding to this question is shown below in Table 1 from 2004/05 to 2009/10. It also shows how this figure equates to the total survey population.

Year	Number of responses	% of Leeds Schools
2004/05	-	-
2005/06	84	30.88%
2006/07	98	36.02%
2007/08	86	31.58%
2008/09	115	42.59%
2009/10	109	40.37%

Table 1: Total number of responses by year.

3. Service providers

Those service providers recording five or more responses are shown below in Table 2. The table lists the total responses for 2005/06, 2006/07, 2007/08, 2008/09 and 2009/10 and further breaks down the responses into primary, secondary and other phases for 2009/10.

Service Provider	2005/06	2006/07	2007/08	2008/09	2009/10			
		Total	Total	Total	Primary	Secondary	Other	Total
Biffa Waste Services Ltd	42	45	45	53	41	5	0	46
Veolia Environmental Services	42	51	37	49	38	2	1	41
Associated Waste Management (AWM)	-	-	-	5	13	3	0	16

Table 2: Total number of responses by service provider

Biffa Waste Services and Veolia Environmental Services both saw a slight decline in number of responses received and Associated Waste Management, Leeds City Council's corporate provider, saw an increase in responses received.

4. Performance level

The key performance level review is measurable on a scale of 1 = very good, 2 = good, 3 = highly satisfactory, 4 = satisfactory, 5 = unsatisfactory, 6 = poor and 7 = very poor. The mean performance level is shown in Table 3 below. The full list of unedited comments is listed in [Annex G](#)

Service Provider	2007/08		2008/09		2009/10		
	Avg	Performance Level	Avg	Performance Level	Avg	Performance Level	Change

Biffa Waste Services Ltd	3.02	Highly Satisfactory	3.03	Highly Satisfactory	3.41	Highly Satisfactory	Worse
Veolia Environmental Services	2.88	Highly Satisfactory	3.37	Highly Satisfactory	3.20	Highly Satisfactory	Better
Associated Waste Management (AWM)	-	-	1.6	Good	1.88	Good	Worse

Table 3: Performance level by cleaning service providers

Biffa Waste Services and AWM both saw their performance score worsen but remain highly satisfactory and good services. Veolia performance score has improved and remains highly satisfactory.

5. Service providers – value for money

Schools were asked to record whether or not the service provider was delivering value for money. The responses are listed below in Table 4. The table sub-divides the responses into primary and secondary phases.

Service Provider	Primary			Secondary			Total		
	Yes	No	No comment	Yes	No	No comment	Yes	No	No comment
Biffa Waste Services Ltd	15	13	13	2	2	1	17	15	14
Veolia Environmental Services	18	13	7	0	0	2	18	13	10
Associated Waste Management (AWM)	13	0	0	3	0	0	16	0	0

Table 4: Value for money by service providers

It is clear that schools believe that AWM do provide value for money but the results for Biffa and Veolia seem to suggest a more mixed response.

6. Service providers – improvement

Schools were asked to record how the service provider could improve their service delivery and what steps they were taking to ensure that this was taking place. Table 5 lists the response to this question.

Service Provider	Primary			Secondary			Total		
	Yes	No	No comment	Yes	No	No comment	Yes	No	No comment
Biffa Waste Services Ltd	20	10	11	3	0	2	23	10	13
Veolia Environmental Services	16	7	15	1	0	1	17	7	17
Associated Waste Management (AWM)	5	2	6	0	3	0	5	5	6

Table 5 : Expected improvement by service providers

There was a mixed response across all providers for this section. Free text responses indicated that schools would like to see better communication. It is fair to say that many schools are looking to or in the process of changing their waste provider.

A full unedited list of comments is available in [Annex G](#)

Annex G – Waste Collection

Biffa Waste Services Ltd

1. Please explain why you rate the service provider this way?

Positive responses

- They do not miss collections so are very reliable although I would appreciate liaison with a contracts manager. I am currently looking at the new costs of AWM.
- Usually no problem with frequency of collections. They will clear site on request if rubbish has accumulated. Have been able to negotiate prices each year so we have a good deal with them.
- Collection has generally been fine, but we have been charged for collections that have not taken place in the holidays. We went with Biffa as they were the only contractor offering recycling at the time; we are now in the process of changing to AWM.
- This is another area that will be looked at under the best value review next year. Biffa are again known to me as a service provider from my previous school and there were occasions when collections were charged in error.
- Bins always emptied.
- Always collect.
- No issues with service.
- Very reliable. Just waiting for ESPO contract. Speaking to colleagues, realise schools are paying different amounts.
- Normally emptied on time. Not charged for five skips on site for major bulk removal. Very difficult though to contact their a/c dept.
- Prompt and efficient but always chasing invoices despite the fact they are submitted as soon as they are received.
- Very reliable, leave compound tidy, replace eurobins to correct position within compound once emptied. Administration works very well in all areas. Cheaper firms available but unable to meet our collection time requirements. Biffa for both trade and recycled waste.
- Mostly things tick along but the crew that deals with can be awkward at times.
- Impressed with regular, consistent quality of service. Would like more options on recycling.
- Usually they are quite efficient only now and again they don't empty bins and we have to ring.
- Have some difficulties but currently OK. Don't always collect during holidays even though we have an agreement that they will.
- Prompt pick up, tidy, clean.

Negative responses

- Expensive. To be reviewed.
- Biffa have a very bureaucratic style. Effective service by some individuals is spoiled by over the top paperwork. Staff who come to school to empty bins are often rude and surly.
- We have recently found that although we pay for the separate collection of general and recycled waste, that both bins are being emptied into the same wagon. According to representatives of Biffa the waste in the wagons are then separated at the depot and Biffa stand the charge. We feel that this is not cost effective, a duplication of work and disheartening to our pupils. We are to review this situation and will consider an alternative provider if necessary.
- We spend time encouraging children and staff to sort waste but when the waste is collected it all goes in one lorry. The caretaker has stopped sorting waste as a result. Often the lorry drivers refuse to collect. On one occasion last month they stopped outside the school at 7.45 - no cars in car park and then drove away.
- I have just cancelled the Biffa contract from the 24th January. I have become increasingly dissatisfied with their pricing and service, particularly from the operatives who come on site. There has been quite a bit of damage caused to fencing, pathways and lawns through careless and inconsiderate driving. Since complaining about this to Biffa, waste bags have been thrown out of containers if they were slightly overfilled and containers have not been replaced in the compound. I feel this is a case of "throwing the rattle out of the pram" by some of the operatives, so they have now lost the contract and I would not recommend them to any other business. A

new contract with Premier Waste commences in January at a considerably reduced price. Interesting to note that Biffa contacted me to see "if they could match" Premier's quote.

- Not aware literature ever received for staff or pupils recycling. Not always come when due. Arrange for site clearance not happened. New bin arrived different date to what arranged.
- Frequent missed collections followed by incorrect invoicing. Very slow to produce credit notes whilst extremely quick to produce 'suspension of service letters'. We intend to go with AWM next year.
- Not controlled by school as PFI contract.
- Some issues re late payment so no waste collected (this is beyond our control as invoices have been submitted for payment).
- Biffa provide a reliable service but in the past have increased their prices mid year.
- Poor service, problems with accounts, completely unreasonable notice to quit contract. We have begun the very long notice of ending contract.
- Could improve their recording of bins emptied system - don't always match our records.
- Staff don't always remove extra bags which don't fit in the bins and will complain to site manager.
- We are currently benchmarking to evaluate this service. They are not always reliable but are with charging.
- Good service but too costly.
- Better price obtained - Going with new provider.
- Have had problems with collections in school holidays when invoices haven't been passed for payment due to school closure.

Veolia Environmental Services

1. Please explain why you rate the service provider this way?

Positive responses

- Flexible in number of collections eg not in holidays.
- Waste collected on time with no disruption to the school despite the fact that access is quite limited.
- Cost effective and efficient.
- They take the waste away. Stop increasing your charges!
- Reliable and good value for money.
- Currently superintendent looking at recycling opportunities.
- Large company with the ability to meet our needs and able to advise on all aspects of waste management.
- Seem reliable. Costs are rising constantly though.
- Had a few problems but did get rectified. Am changing to another supplier due to cost effectiveness.
- Any rubbish hitting floor is left. However collections are prompt and regular.
- Veolia are very accommodating re collection times to fit in with school requirements. However the cost in general for waste collection has increased considerably over recent years.
- No problems - value for money. Considering using AWM but reluctant to move when current service is good. Unsure about cost re weighing of bin.

Negative responses

- Having contacted the company in September to ask for one of our general waste bins to be changed for a recycling paper/cardboard bin we have not heard anything since.
- Expensive so looking to change next time we renew the contract.
- We will be changing our contract to AWM next year as they represent better value for money.
- Have given Veolia notice we are cancelling our contract with them.
- Offer more services for waste collection ie ICT equipment broken or redundant.
- Recently changed cardboard and paper collection day but did not inform school, but do maintain regular collection service.
- We are going to move to another provider shortly. Veolia have not responded to my requests for recycling facilities etc.

- Pick ups missed and gate left open after pick up on one occasion which left pupils at risk. On price comparison - more expensive than other suppliers - so switching supplier within the next two months.
- I understand that the collectors have changed - We now have 4 Veolia bins (2 paper / 2 ordinary) and 4 new bins - all the same - no sep of waste for eco/recycling - not using them yet. As usual a real mess and frustrating.

Associated Waste Management (AWM)

1. Please explain why you rate the service provider this way?

Positive responses

- Collect at agreed times, flexible if requested.
- Good service. Some issues with collections during holidays but overall highly satisfied.
- Occasionally miss collections and do not keep us informed.
- Very flexible and reactive. Has supported our recycling agenda.
- In the few months we have used AWM they have been competent. Their invoicing system is bizarre though with each separate sheet having a different invoice number. Previously we had used Biffa. Although the waste collection service was satisfactory, communicating with Biffa was virtually impossible. Any attempts to contact them regarding invoices or rates for example were ignored and eventually we would end up with legal letters and then phone calls from a particularly rude and aggressive person from their accounting department. It was a massive relief to finally terminate our contract with Biffa.
- On the whole satisfactory service is received. Currently have 3 general and 1 recycling bin but sometimes all tipped into same vehicle, so waste of time separating waste.
- Competitively priced and flexible - they also chose to empty bins at home time which caused havoc with traffic and H&S of parents carers and children. They now know not to come at these times.
- Come when they say!
- Very prompt, reliable and consistent. No problems.
- A vast improvement on our previous provider, Veolia!
- Bins are always collected on time.
- Reliable and efficient - queries get sorted.

Negative responses

- Driver not very amiable/friendly.