Report to Looe Town Council March 2018

Overflowing recycling bank Millpool
I have raised this issue with the Biffa Senior Managers again today and have been provided with an update regarding the emptying of the banks across Cornwall. However, specifically for my division I have been assured that the Millpool banks will be emptied tomorrow.

I first raised this on 6th February and again on 23rd February.

I'm told that there is only 1 vehicle capable of lifting the containers and it's been out of action for at least 2 months because a part has to come from Italy.

I have now made a formal complaint below.

"Thanks but this lack of collection from the Millpool recycling banks has been going on for 6 weeks now. You will recall I complained just before the Looe 10miler run towards the end of February. Hundreds of people were at this location as the race started by the banks and many commented adversely about the overflowing banks then.
I therefore wish to lodge a formal complaint about poor service.
I do appreciate James is trying to rectify the situation but a company of this size should have parts readily available and certainly more than one vehicle to serve the whole of Cornwall. I have had similar complaints about the Polruan banks as well.
We are trying to encourage recycling not make it more difficult.
Can you confirm the extent of trade waste being deposited please for future reference.
This is damaging to our reputation in Looe as I have had complaints from residents and our visitors about the unsightly mess.
I have copied to the portfolio holder and head of service for action as well."

Here is the response I received.
"As you have mentioned, this lack of Service was also an issue back in February and we will be formally raising this matter with Biffa, regarding the duties they are required to fulfil under the Contract."

"Additionally, as requested, Gina has today also raised a formal complaint against Biffa to record an additional performance default within the Contract Management process".