

to Councillor Chris Blakeley  
74 Grampian Way  
Moreton  
Wirral  
CH46 0PZ

date 4 February 2010

your ref  
my ref DG/le 363222  
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**please ask for Tara Dumas**

Dear Councillor Blakeley

### **WINSTON GROVE, MORETON**

With reference to your query regarding the alleged incident where Biffa emptied the contents of grey and green wheeled bins into the same waste collection vehicle, I would like to update you on the findings of our investigation.

Biffa have interviewed the crew in question and reported to me that they have admitted emptying both colour bins into the wagon. Despite receiving previous instructions by Biffa management that this is not permitted, the crew felt that they were "helping" due to the back-log of waste that had accumulated in this road as a result of the bad weather. No attempt was made by the crew to deny the incident and no pressure was placed on them to take both colour bins by the residents or supervisor team. Biffa have taken appropriate action to ensure the crew do not make the same mistake again. On recognising the severe consequences of their actions, the crew have also volunteered to undertake a 2 hour education programme with officers in my Waste and Recycling Team, in order to help them understand why recycling and correct management of waste is so important. Officers are preparing this programme in conjunction with Veolia, who operate the Materials Recovery Facility at Bidston.

Please pass on our sincere apologies to the residents of Winston Grove and reassure them of the steps we have taken to prevent this "human" error from occurring again.

Yours sincerely



On behalf of  
**DAVID GREEN, DIRECTOR**  
**TECHNICAL SERVICES**