

Vol
2

TRAFFORD BOROUGH COUNCIL

TRA 1362

AMEY LG LIMITED

PARTNERSHIP AGREEMENT

VOLUME 2 OF 9

Containing:

Schedule 2 – Specification - Part 1 – Environmental Services

Trafford Borough Council

Amey LG Limited



7 May 2015

Sch 2

SCHEDULE 2
SPECIFICATION
PART 1- ENVIRONMENTAL SERVICES

Part 1 (Environmental Services) of Schedule 2
(Specification)

Lot 1a



TRAFFORD
COUNCIL

Trafford Council
Trafford Town Hall
Talbot Road
Stretford
M32 0TH

Contents

1. PART 1: DEFINITIONS.....	3
2. PART 2: INTRODUCTION, OBJECTIVES AND SCOPE.....	12
3. PART 3: REPORTING REQUIREMENTS AND MANAGEMENT INFORMATION SYSTEM.....	16
4. PART 4: STAFF TRAINING AND HEALTH AND SAFETY	26
5. PART 5: CUSTOMER CARE AND CUSTOMER COMPLAINTS.....	30
6. PART 6: VEHICLES, PLANT AND EQUIPMENT.....	35
7. PART 7: REQUIREMENTS RELEVANT TO ALL ENVIRONMENTAL SERVICES	39
8. PART 8: WASTE COLLECTION SERVICE – REQUIREMENTS RELATING TO HOUSEHOLD WASTE COLLECTION SERVICE AND COMMERCIAL WASTE COLLECTION SERVICE	45
9. PART 9: HOUSEHOLD WASTE COLLECTION SERVICE – REQUIREMENTS RELATING ONLY TO HOUSEHOLD WASTE COLLECTION	49
10. PART 10: COMMERCIAL WASTE COLLECTION SERVICE - REQUIREMENTS RELATING ONLY TO COMMERCIAL WASTE COLLECTION	75
11. PART 11: GROUNDS MAINTENANCE SERVICE – REQUIREMENTS RELATING ONLY TO GROUNDS MAINTENANCE SERVICE.....	90
12. PART 12: STREET CLEANING SERVICE: REQUIREMENTS RELATING ONLY TO STREET CLEANING.....	125

1. **Part 1: Definitions**

In this Environmental Services Specification, words and expressions shall have the meaning given in Schedule 1 of this Agreement unless defined below:

Acceptance Criteria means the specifications and tolerances for certain Recyclable Materials and Composting Materials, as described in the appendices, which the Service Provider must meet in order to be able to tip Waste at the Delivery Sites

Amenity Grass means the areas of good quality turf where an above average finish is required. This type of grassed area requires fortnightly mowing

Assets and Equipment Register means the register of the Assets and other equipment used in the provision of the Environmental Services including details of their location and condition (and shall include such register as updated and/or amended from time to time in accordance with this Agreement)

Assisted Collection means Collections from those Householders who have requested assistance for Waste collection and who are on the Council's approved list for such assistance

Bio Waste means mixed food waste and garden waste that meets the Acceptance Criteria detailed in Appendix 4 (*Bio Waste Description*) of this Environmental Services Specification

Bowling Greens means areas of ornamental fine turf maintained for bowling on relevant Greenspace Sites

Bring Site means any location that is accessible by the public and is designated by the Council for the public to bring Recyclable Materials and deposit them into Containers within the Council Area

Bulky Waste means articles of Household Waste collected through the Household Bulky Waste Collection Service as defined in Section 4 of Schedule 1 of The Controlled Waste (England and Wales) Regulations 2012 and includes (without limitation):

- (a) any article of Waste which exceeds 25kg in weight; and
- (b) any article of Waste which does not fit or cannot be fitted into a receptacle for Household waste provided in accordance with Section 46 of the Environmental Protection Act 1990 or where no such receptacle is provided, a cylindrical Container 750mm in diameter and 1m in length.

Burial Authority means the burial authority which has statutory authority for the relevant grave

Cemetery Grave Plan means the plan of the relevant cemetery graves

Clinical Waste has the meaning given to it in Schedule 1 of The Controlled Waste (England and Wales) Regulations 2012

Collection means the activities of gathering and picking up Waste, loading Waste onto Collection Vehicles, hauling the Waste to Delivery Sites and tipping the Waste at Delivery Sites

Collection Day means the designated day of the week on which the relevant Environmental Services will normally be scheduled as set out in Part 9 of this Environmental Services Specification

Collection Point shall mean the point from which the Service Provider shall collect Waste however contained and the point to which the Service Provider shall return the relevant Container. The Collection Point shall be one of the following:

- (a) a point at which the boundary of the Household abuts the nearest public highway;
- (b) a point at which the boundary of the Household abuts a public or private footpath which links the Household to the nearest highway;
- (c) in respect of terraced Household sharing a common passage, a point immediately at the boundary of the passage nearest to the vehicle Collection route;
- (d) the point at where the Communal Bin is stored between Collections; or
- (e) the point agreed between the Service Provider and each Commercial Waste Customer;

or at any other point within or adjacent to the Household which is agreed by the Council as the Collection Point (as recorded on the round notes)

Collection Service Holiday means the following days: Christmas Day and New Year's Day (a total of two days) and any substitution thereof and any increase above the standard 8 public and bank holidays as determined by central Government

Collection Vehicles means the vehicles used by the Service Provider to fulfil all or any of the Waste Collection Services required under the Agreement, whether owed by or leased by the Council or the Service Provider

Co-mingled means the mixture of Recyclable Materials as specified in Appendix 3 (*Co-mingled Description*) of this Environmental Services Specification

Commercial Waste means waste from premises used wholly or mainly for the purposes of a trade or business or for the purpose of sport, recreation, education or entertainment

Commercial Waste Business means the provision of Commercial Waste Collection to Commercial Waste Customers by means of the Commercial Waste Collection Service

Commercial Waste Collection Service means the service for the Collection of Commercial Waste in the Council Area in accordance with Parts 8 and 10 of this Environmental Services Specification

Commercial Waste Customer means a user of the Commercial Waste Collection Service from time to time

Communal Bin means a Container that is allocated to more than one householders for the containment of Contract Waste

Communal Bin Households means Households that are allocated Communal Bins

Composting means the biological treatment of Waste where the decomposition and stabilisation of the Waste is achieved through microbial activity from an aerobic process

Composting Materials means material suitable to undergo Composting (including Bio Waste)

Contact Centre means the contact centre maintained and operated by the Service Provider in accordance with Part 5 of this Environmental Services Specification

Container means any sack, container, box or other type of container approved by the Council for holding Waste

Contract Waste means any waste which the Council has a duty to collect pursuant to section 45(1) of the Environmental Protection Act 1990 but excluding Clinical Waste (other than Clinical Waste from Households), and abandoned vehicles

Council's Policy means the Council's policy as set out in Appendix 12 (*Council's Recycling and Refuse Policy*) in relation to Recycling and Refuse Collection, as amended from time to time

Countryside Sites those sites listed in Appendix 8 (*Trafford Countryside Sites*)

Customer Satisfaction Survey means the survey undertaken in accordance with this Environmental Services Specification

Delivery Site means a location specified in Table 3 in Part 7 of this Environmental Services Specification or otherwise designated by the Authorised Officer to which Contract Waste shall be taken by the Service Provider

Duty of Care means the statutory duty of care imposed by section 34 of the Environmental Protection Act 1990

Elected Member means an elected Councillor of Trafford Council or Member of Parliament in each case from time to time

Environmental Services means the performance of all of the services to be provided by, and all other obligations of, the Service Provider in accordance with this Environmental Services Specification and the Environmental Services Special Conditions including those listed in paragraph 2.1.2 of this Environmental Services Specification

Exceptionally Inclement Weather means weather conditions of such a severe nature as to make delivery of some or all the Environmental Services unsafe to be delivered

Exhumation means the removal of the contents of a grave, authorised by the Council

Field Hedges means planted hedges along field perimeters typically, but not restricted, to maintenance by tractor flail

GMWDA means the Greater Manchester Waste Disposal Authority

Green Flag Award means the award which is the benchmark national standard for parks and green spaces in the United Kingdom

Greenspace means land that is partly or completely covered with grass, trees, shrubs, or other vegetation. Greenspace includes parks, but is not limited to, parks, community gardens, and cemeteries

Greenspace Sites means those sites listed in Appendix 11 (*Greenspace Sites*)

Grounds Maintenance Service means the service for grounds maintenance in the Council Area in accordance with Part 11 of this Environmental Services Specification

Hazardous means waste that is considered 'hazardous' under environmental legislation when it contains substances or has properties that might make it harmful to human health or the environment. This does not necessarily mean it is an immediate risk to human health, although some waste can be

Hedges means planted ornamental hedges designed to screen, shelter or compartmentalise sites

Herbaceous Borders means beds solely planted with herbaceous perennials such as lupins, astilbe and foxglove

Highway Verges means either large or small areas of grass found near to or adjacent to the highway

Highways Services Provider means the Service Provider in its capacity as provider of the Highways Services under this Agreement or any replacement provider of any of those services appointed by the Council (which may include the Council)

Household means a domestic property of any kind including any that are newly built and any other properties that are adapted or converted for domestic use during the Agreement Period or which are designated as such by the Authorised Officer (acting reasonably)

Household Waste means Waste presented by Householders

Household Waste Collection Service means the service in respect of Household waste in the Council Area in accordance with Parts 8 and 9 of this Environmental Services Specification

Householders means the Residents of Households

Interments means confining of a coffin or cremated remains to a prepared grave

Litter has the meaning given to it in paragraph 12 10.1 and any reference to "litter" shall mean Litter

Long Grass Regimes means the areas requiring minimal maintenance, designed to deter travellers or left to encourage wildlife

Management Information System and MIS means the electronic system to be maintained by the Service Provider in accordance with this Environmental Services Specification for collecting, maintaining and reporting all data in connection with the provision of the Environmental Services

Markets means a retail activity organised by the Council and undertaken on an area of land owned by the Council which is designated as a place where traders may undertake retail activities from stalls and shall include but not be limited to produce markets, fundraising stalls, flea markets, bric a brac markets and special markets (such as Christmas markets)

Missed Collection means any scheduled Collection not made by the Service Provider when the relevant Collection Vehicle passes the relevant Household and/or other premises and where the Service User had appropriately presented the correct Container

Monthly Report means the report to be provided by the Service Provider in accordance with paragraph 3.5 of Part 3 of this Environmental Services Specification

Naturalised Bulb Areas means areas of open space where bulbs are planted. These can be areas such as; parks, open spaces or Highway Verges

Offensive Graffiti means racial or offensive graffiti, which may be illegal or unauthorised and may contain some or all of the following elements:

- (a) offensive language;
- (b) language of a politically/racially/religiously insulting/inciting nature;
- (c) a hate statement;
- (d) an image which is graphically explicit; and/or
- (e) an image which is visually offensive or textually offensive by the message that it contains

Opening Times means the opening times of the Delivery Sites as set out in Table 3 in Part 7 of this Environmental Services Specification or as otherwise stipulated by the operators of the Delivery Sites

Ornamental Grassed Areas means the fine quality grass usually located in high profile areas, identified by the Council, to create a pleasing backdrop to buildings, flower beds etc

Païd Upkeep Graves means graves planted with seasonal bedding which is usually financed by parties outside of the Council

Passageway means a passage between buildings

Prompt Report means the report to be provided by the Service Provider in accordance with paragraph 3.2 of Part 3 of this Environmental Services Specification

Pulpables means the Recyclable Materials specified in Appendix 2 (*Description for Pulpables*) of this Environmental Services Specification

Recovery Operation means the act of extracting from Waste a material that would otherwise be disposed of which can be put to beneficial use

Rectifiable Complaint means a Customer Complaint resulting from the Service Provider failing to deliver part of the Environmental Services at the time required by this Agreement and where it is possible for the Service Provider to undertake those omitted services at a later time

Recyclable Materials means the Waste collected by the Service Provider in accordance with this Environmental Services Specification for Recycling and in compliance with the Acceptance Criteria

Recycled means Waste which:

- (a) has undergone a reprocessing Recovery Operation; and
- (b) is reprocessed in to a product, material or substance, whether for

its original or other purpose,
but Waste is not Recycled if it is used for fuel or for backfilling operations (and "Recycling", "recycling", "Recyclable", "Recycle" and "recycle" shall be construed accordingly)

Recycling Rate means the percentage of Household Waste that is sent for reuse, recycling or composting in accordance with the definition for National Indicator 192

Refuse means Waste that does not have further use and is destined for disposal or treatment rather than for Recycling, Re-use or Composting

Re-use means Contract Waste that has been separated because in the articles current form, or with minor repairs and cleansing the item will be sold or given to a person who shall gain benefit from the use of the article (provided that the Council's consent shall be required in relation to Re-use of any Waste other than Bulky Waste) (and "re-use", "re-used" and "Re-Used" shall be construed accordingly;

Residents means persons who reside in the Council Area and any reference to "resident" shall mean Resident

Residual Waste means Waste that is presented by Householders and/or Commercial Waste and/or Schedule 1 Waste, in each case which is not Recycled or Composted

RIDDOR means the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (or relevant successor legislation)

Rose Beds means any bed solely or partly planted with roses

Schedule I means Schedule I of the Controlled Waste (England and Wales) Regulations 2012

Schedule I Waste means certain types of waste set out in Section 4 of Schedule I of the Controlled Waste (England and Wales) Regulations 2012

Seasonal Floral Bedding means bedding plants such as marigolds, pansy and polyanthus that are planted in Spring or Autumn. Such plants will ordinarily feature in either flower beds, tubs or hanging baskets

Service Rules means the rules relating to the Waste Collection Services which apply to Service Users

Service User means a Householder or other legitimate user of the Environmental Services including businesses and other organisations, and any reference to "user" shall mean a Service user

Service User Satisfaction means measures of Service User satisfaction with the quality of the Environmental Services as determined by the measurement of KPIs and measured by the Service Provider

Shrub Beds (Naturalised) means shrub beds typically seen in open spaces or Countryside Sites where maintenance is limited. For example, pruning overhanging growth or pruning for security

Shrub Beds (Ornamental) means shrub beds often located in, but not limited to, parks, cemeteries or rest gardens

Shrub Beds (Volume) means beds that are typically large and may feature a mixture of species. Often located along the highway, around car parks or along field perimeters

Special Events means sporting, leisure, cultural and other special events held in the Council Area including but not limited to football and cricket matches, running events, concerts, fairs, carnivals and processions as notified to the Service Provider by the Council

Stage 2 Corporate Customer Complaint means a complaint to be dealt with in accordance with Stage 2 of the Customer Complaints Procedure

Street Cleansing Service means the service for street cleansing in the Council Area in accordance with Part 12 of this Environmental Services Specification

Supervising Officer means the person supervising the relevant burial

Traffic Signs Manual means the Traffic Signs Manual published by the Department for Transport, as amended from time to time

Trafford Partnership means Trafford's Local Strategic Partnership, a single body which brings together organisations including from across the public, private, voluntary, faith and community sectors and local Residents. Trafford's Local Strategic Partnership, a single body which brings together organisations including from across the public, private, voluntary, faith and community sectors and local Residents

Volume Grass means the areas of grass found on housing estates, recreation grounds and Highway Verges

Waste means any waste (including Recyclable Materials) which the Council has a duty to collect pursuant to section 45(1) of the Environmental Protection Act 1990 but excluding Clinical Waste (other than Clinical Waste from Households), abandoned vehicles

Waste Collection Services means the Household Waste Collection Services and the Commercial Waste Collection Service

WasteDataFlow means the web based system for municipal waste data reporting by UK local authorities to government

Waste Electrical and Electronic Equipment or WEEE has the meaning set out in the Waste Electrical and Electronic Equipment Regulations 2013

Weekly Report means the report to be provided by the Service Provider in accordance with paragraph 3.3 of Part 3 of this Environmental Services Specification

2. Part 2: Introduction, Objectives and Scope

2.1. INTRODUCTION

- 2.1.1. This Environmental Services Specification relates to the following services:
- (a) the Household Waste Collection Service;
 - (b) the Commercial Waste Collection Service;
 - (c) the Grounds Maintenance Service; and
 - (d) the Street Cleansing Service.
- 2.1.2. The Council faces a significant budget challenge over the next few years; substantial reductions in budgets have been achieved since 2010 and further unavoidable budget reductions will continue into the future. The Service Provider is expected to embrace this challenge and work with the Council to allow the Council to achieve its objectives.
- 2.1.3. The Council's overall intention through this Agreement is to deliver significant net budget gains ~~_____~~
~~_____~~ whilst continuing to provide the best possible level of Environmental Services to the Residents and businesses within the Council Area. It also seeks commercial development of Environmental Services to develop increased income for the Council where practicable and mutually beneficial.
- 2.1.4. The Service Provider shall be responsible for procuring the performance of the Environmental Services in accordance with the Agreement (including this Environmental Services Specification), and shall at its own cost provide or procure all necessary Personnel, equipment, Vehicles, plant, Equipment, and other resources necessary to do so regardless of any level of resources assumed.
- 2.1.5. The Council shall retain responsibility for approval of strategy and policy in relation to the Environmental Services, provided that the Service Provider shall provide such assistance and support as the Council may reasonably require in respect of such strategy and policy.
- 2.1.6. The Council shall not be liable in respect of any criminal proceedings that may result from any Service Failure.
- 2.1.7. Wherever this Environmental Services Specification includes an obligation on the Service Provider to take a particular action or perform a particular activity, and there is no time period stated in which the Service Provider must take such steps, the Service Provider shall be obliged to take the relevant steps promptly.

2.1.8. The Service Provider shall, consistent with Good Industry Practice, carry out the Environmental Services so as to minimise nuisance and environmental impact including (without limitation) the impact of:

- (a) light;
- (b) noise;
- (c) vermin and other pests;
- (d) Litter,
- (e) dust,
- (f) odour, and
- (g) traffic.

2.1.9 The Service Provider shall take all reasonable steps to ensure that the carbon emissions in relation to the performance of Environmental Services in each Agreement Year are reduced compared with the previous Agreement Year and shall monitor and annually review the carbon performance of the Environmental Services. The Service Provider shall include the results of such review in the Annual Report.

2.2. METHOD STATEMENTS

2.2.1. Without prejudice to Clause 7 of the Agreement, the Service Provider shall provide the Environmental Services in accordance with the Environmental Services Method Statements.

2.2.2. The Environmental Services Method Statements (which are included in Schedule 3 of this Agreement) applicable to all Environmental Services are:

- (a) Method Statement 1. Publicity, Notices, Service User Education and Awareness
- (b) Method Statement 2: Service User Care
- (c) Method Statement 3: Self-monitoring
- (d) Method Statement 4: Customer Satisfaction Survey
- (e) Method Statement 5: Communication and Data
- (f) Method Statement 6: Resource Table B (Waste Collection and Commercial Waste Collection); Table C (Grounds Maintenance and Street Cleaning): Front Line Operational Staff Resources
- (g) Method Statement 7. Resource Table D: Environmental Depot

- (h) Method Statement 8: Vehicle Maintenance
- (i) Method Statement 9: Mobilisation of Resources
- (j) Method Statement 10: Contingency and Back-up Arrangements
- (k) Method Statement 11: Service Delivery Health and Safety
- (l) Method Statement 12: Contact Centre Management

2.2.3. The Environmental Services Methods Statements applicable to the Waste Collection Services are:

- (a) Method Statement 13: Resource Tables A1 and A2: Vehicles
- (b) Method Statement 14: Collection Methodology
- (c) Method Statement 15: Bulky Waste Collection Methodology
- (d) Method Statement 16: Scheduling and Route Planning
- (e) Method Statement 17: Container Returns
- (f) Method Statement 18: Container Delivery
- (g) Method Statement 19: Avoiding and Rectifying Missed Collections
- (h) Method Statement 20: Spillage Avoidance and Cleaning
- (i) Method Statement 21: Restricted Access and Hard to Reach Properties
- (j) Method Statement 22: Contamination
- (k) Method Statement 23: Assisted Collections

2.2.4. The Environmental Services Methods Statements applicable to the Grounds Maintenance Service and the Street Cleansing Service are:

- (a) Method Statement 24: Grounds Maintenance General
- (b) Method Statement 25: Grass Maintenance
- (c) Method Statement 26: Grounds Maintenance Features
- (d) Method Statement 27: Countryside Management
- (e) Method Statement 28: Events
- (f) Method Statement 29: Cemetery and Crematorium Maintenance
- (g) Method Statement 30: Street Cleaning

2.3. ENVIRONMENTAL SERVICES SPECIFICATION

2.3.1. This Environmental Services Specification document comprises the following ten parts:

- (a) Part 1. Definitions,
- (b) Part 2 Introduction, Objectives and Scope;
- (c) Part 3 Reporting;
- (d) Part 4 Staff Training and Health and Safety;
- (e) Part 5 Customer Care and Complaints;
- (f) Part 6 Vehicles, Plant and Equipment;
- (g) Part 7 Requirements Relating to All Environmental Services;
- (h) Part 8: Waste Collection Service
- (i) Part 9: Household Waste Collection Service;
- (j) Part 10. Commercial Waste Collection Service;
- (k) Part 11. Grounds Maintenance Service;
- (l) Part 12. Street Cleansing Service; and
- (m) a number of Appendices.

3. Part 3: Reporting Requirements and Management Information System

3.1. SELF-MONITORING & REPORTING

3.1.1. Without prejudice to its obligations under Clause 34 of the Agreement, the Service Provider shall monitor its own performance against the requirements of this Environmental Services Specification and report to the Council on its performance of the Environmental Services in the Performance Reports.

3.1.2. In addition to providing the Monthly Report and Annual Report, the Service Provider shall, during the Service Period, provide the Council with Weekly Reports and Prompt Reports in accordance with this Environmental Services Specification.

3.2. PROMPT REPORTS

3.2.1. In addition to providing Performance Reports, the Service Provider shall report records that are identified as "Prompt Reports" (including those in Table 1 below) as soon as practically possible and in any case within one hour of the instance occurring unless otherwise stated in this Environmental Services Specification.

Table 1. Prompt Reports

<i>Initial Report</i>	<i>Intention Report</i>	<i>Council's Reply</i>
<i>Instances where the Service Provider can reasonably foresee that properties scheduled for Collection will not receive the Collection on the scheduled day</i>	<i>The Service Providers estimated time/date of rectification</i>	<i>Confirmation of the Service Providers actions which shall be submitted by the end of the Business Day and shall clearly detail whether aspects of the problem have been fully resolved or whether there are outstanding issues.</i>
<i>Accidents or incidents relating to the delivery of this Agreement affecting any Service Provider Staff or members of the public who require, or are likely to require, medical care, or where a RIDDOR report is likely to be necessary</i>	<i>What the Service Provider is doing to investigate the accident or incident</i>	<i>A full report on the accident or incident detailing investigation and actions to Council within 5 Business Days.</i>

<i>Instances where the Service Provider has damaged property</i>	<i>What the Service Provider is doing to investigate the accident or incident</i>	<i>A full report on the incident detailing investigation and actions to Council within 5 Business Days</i>
<i>Instances where a load is rejected from a Delivery Site</i>	<i>What the Service Provider is doing to investigate the incident and action taken to prevent further rejected loads</i>	<i>Not required</i>

3.3 WEEKLY REPORT

3.3.1. The Service Provider shall provide a Weekly Report every Monday (by 16.30) covering the previous week. In the event that a Monday is a Bank Holiday or Collection Service Holiday, the data shall be sent to the Council on the following Business Day.

3.3.2. The Service Provider shall implement and maintain an 'in cab' technology solution to provide real time data between Collection Vehicles and the Contact Centre, which is integrated with the CRM System. The information must be accessible to the Council in real-time and detail as a minimum for each Collection Point.

- (a) whether the Container has been presented;
- (b) for Recycling Containers, if the Container is contaminated;
- (c) if an Assisted Collection Service applies in relation to the Collection Point,
- (d) if the Household is entitled to additional capacity; and
- (e) confirmation that Containers presented have been emptied or any other reasons why a Container has not been emptied e.g too heavy.

3.3.3. Each Weekly Report shall include in respect of the relevant week:

- (a) all Prompt Reports;
- (b) for each Collection round per day.
 - i Vehicle registration, size, lift type and payload
 - ii number of properties

- iii. predominant Container size and type presented
 - iv. number of loaders and drivers
 - v. number of Vehicle tips and tipping locations used
 - vi. tonnage of Waste tipped per tip
 - vii. number of properties serviced and tonnage of Waste collected per loader
 - viii. actual start time, finish time and working hours
 - ix. actual properties serviced per hour
 - x. number of properties presenting Containers and number of properties not presenting Containers
- (c) number of properties that have not received a Container delivery within the specified time limits;
 - (d) upon request from the Council data recorded from the Collection Vehicles on board cameras;
 - (e) details, together with any supporting evidence, regarding any reported Missed Collection where the Service Provider's view is that no Collection was made because the Service User did not comply with the Council's Policy;
 - (f) details of any Service User comments, enquires or Customer Complaints that were directed to the Service Provider;
 - (g) brief details including the reason for any new Service Failures and proposals to remedy any that remain unrectified;
 - (h) details of action to remedy any Service Failures identified in a previous Weekly Report but unrectified in that day;
 - (i) identification of any other outstanding actions and the timetable for their completion; and
 - (j) weekly weighbridge data in a consolidated electronic form in a format to be agreed by the Council, describing all weighbridge tickets that were created in relation to Contract Waste in the previous week.

3.4. WEEKLY WEIGHBRIDGE TICKETS

- 3.4.1. The Service Provider shall retain paper copies of the weighbridge tickets and if requested by the Council shall allow the Council access to the paper copies and shall promptly provide copies to the Council if requested to do so.

3.5. MONTHLY REPORT

3.5.1. The Monthly Report shall include in respect of the relevant month (in addition to other matters specified in the Agreement) the information set out in paragraphs 3.5.2, 3.5.3 and 3.5.4 below.

3.5.2. In relation to all Environmental Services, the Monthly Report shall include in respect of the relevant month:

- (a) details of any health and safety incidents and accidents (including near misses);
- (b) all matters identified in this Environmental Services Specification as being required to be included in each Monthly Report,

3.5.3. In relation to the Household Waste Collection Services, the Monthly Report shall include in respect of the relevant month:

- (a) consolidated data on the tonnages of all Contract Waste that is delivered by each Collection Vehicle and crew to each Delivery Site, on each day and including the days and times of delivery as evidenced in the Weekly Reports, classified by:
 - i. Refuse;
 - ii. Pulpables;
 - iii. Co-mingled;
 - iv. any other Recyclable Materials collected from the kerbside,
 - v. Bio Waste;
 - vi. Bulky Waste;
 - vii. Re-use;
 - viii. Dry Recycling (split into Pulpables and Co-mingled) from Bring Sites;
- (b) the number of Containers delivered to specific locations and the stock levels of Containers at the end of the month;
- (c) the number of Containers the Service Provider has available for delivery to Service Users by size and type at commencement and end of month, number and type of Containers distributed, number and type of Containers returned to service, stock considered unfit for further use and sent for disposal;

- (d) number of wheeled Containers exchanged, by type, for larger/smaller Containers;
- (e) number of Containers bought by the Service Provider for this Agreement during the relevant period.
- (f) a summary of all Containers emptied at Bring Sites, together with approximate amounts of material collected;
- (g) a summary of all Containers emptied at Bring Sites, that were overflowing at the time of Collection;
- (h) a summary of instances where fly tipping (other than Recyclable Materials) was found present at Bring Sites at the time of servicing;
- (i) a summary of recycling Containers deliveries and repairs to existing Containers at Bring Sites;
- (j) number of Service Failures by type, area and crew;
- (k) number and details of authorised additional work undertaken and completed on behalf of the Council;
- (l) a summary of any accidents or incidents that Service Provider was required to report under a Prompt Report;
- (m) a summary of maintenance checks carried out and full details of repairs undertaken on Containers at Bring Site;
- (n) the amount of fuel consumed in the delivery of the Household Waste Collection Services and the Service Provider's estimate of the greenhouse gas emissions (CO2 equivalent) that have been emitted in the performance of the Household Waste Collection Services;
- (o) confirmation that all maintenance work has been carried out on Collection Vehicles and plant during the previous month;
- (p) summary statistics from the Weekly Reports for the whole month;
- (q) the performance level achieved against each Performance Indicator in respect of the Household Waste Collection Services;
- (r) a summary of all reported Missed Collections and other Service Failures by crew, day and service;
- (s) a detailed description of all Service Failures arising during the month, including the rectification periods;
- (t) upon request from the Council data recorded from the Collection Vehicles on board cameras;

- (u) upon request from the Council data recorded from the Collection Vehicles GPS tracker records,
- (v) if requested the Council is to have direct, and remote, access to the Service Provider's vehicle tracking system;
- (w) set-out and participation data;
- (x) the Service Provider's calculation of the Council's Recycling Rate for the month;
- (y) consolidated data describing the Service Provider's monitoring of properties/Service Users where there have been incidents of Service Failures for the month, including remedial action taken by the supervisor, with details of crew, day and reasons;
- (z) statistical information about the service in a format suitable for direct transfer onto the Government's WasteDataFlow system or an equivalent system (and the Service Provider shall be responsible for inputting such data directly into the WasteDataFlow system provided that the Service Provider allows the Council to access the system as required); and
- (aa) any other details that the Council may reasonably request.

3.5.4 In relation to the Commercial Waste Collection Services, the Monthly Report shall include in respect of the relevant month:

- (a) Consolidated data on the tonnages of all Contract Waste that are delivered by each Collection Vehicle and crew to each Delivery Site, on each day and including the days and times of delivery. To meet the requirements of this provision the Service Provider shall need to have made available all weighbridge tickets in compliance with the requirements of the Weekly Report, classified by:

- (i) Refuse,
- (ii) Pulpables;
- (iii) Co-mingled;
- (iv) Bio Waste,

and the Service Provider's reasonable estimate of how these tonnages should be allocated between Commercial Waste Collection Service Users, Council departments, Markets and Schedule I Service Users;

- (b) the number of Containers delivered to specific locations and the stock levels of Containers at the end of the period;

- (c) the number of Containers the Service Provider has available for delivery to the Council Service Users by size and type at commencement and end of month, number and type of Containers distributed, number and type of Containers returned to service, stock considered unfit for further use and sent for disposal;
- (d) number of wheeled Containers exchanged, by type, for larger/smaller Containers;
- (e) a summary of all Containers emptied, that were overflowing at the time of Collection;
- (f) number of Service Failures by type, area and crew;
- (g) number and details of authorised additional work undertaken and completed on behalf of the Council;
- (h) a summary of any accidents or incidents that Service Provider was required to report;
- (i) the amount of fuel consumed in the delivery of the Commercial Waste Collection Service and the Service Provider's estimate of the greenhouse gas emissions (CO₂ equivalent) that have been emitted in the performance of the Commercial Waste Collection Service;
- (j) details of maintenance work carried out on Collection Vehicles and plant during the previous month;
- (k) the performance level achieved for each of the areas of the Commercial Waste Collection Services;
- (l) a summary of all reported Missed Collections by crew, day and service;
- (m) a summary of all Service Failures by crew, day and service;
- (n) a detailed description of all Service Failures arising during the month, including the rectification periods;
- (o) upon request from the Council data recorded from the Collection Vehicles on board cameras;
- (p) upon request from the Council data recorded from the Collection Vehicles GPS tracker records;
- (q) if requested the Council is to have direct, and remote, access to the Service Providers Vehicle tracking system;
- (r) the number of new customers;
- (s) any other details that the Council may reasonably request; and

- (t) consolidated data describing the Supervisors' monitoring of Collection Points/Service Users including action taken where there have been incidents of Service Failures for the month with details of crew, day and reasons.

3.5.5. In addition to regular reporting, the Service Provider shall be responsible for making available to the Council evidence that the Waste Collection Services have been delivered in full during any given period. The Service Provider shall keep all monitoring records up-to-date and the Council shall have the right to inspect the Service Provider's records at any time, following the provision of reasonable notice

3.5.6. In addition to reporting to the Council, the Service Provider shall be responsible for inputting data on a monthly basis directly into the Government's WasteDataFlow system or equivalent system in a format and manner to be agreed with the Council.

3.6 ANNUAL REPORT

3.6.1. The Service Provider shall provide the Council with an Annual Report with the scope, format and content required by the Council, which shall include, in respect of the relevant Agreement Year.

- (a) all matters in relation to health and safety referred to in Part 4 of this Environmental Service Specification;
- (b) tonnage report;
- (c) annual fuel use report summarising the total fuel used in providing the Environmental Services, with sub-totals for each service line;
- (d) Waste Data Flow; and
- (e) all matters identified in this Environmental Services Specification as being required to be included in the Annual Report.

3.7. ANNUAL PROGRAMME

3.7.1. The Service Provider shall include in each Annual Programme:

- (a) proposals for improving the Environmental Services and delivering ongoing efficiencies for the following Agreement Year and the subsequent Agreement Year;
- (b) a detailed business plan in respect of the Commercial Waste Collection Service for the following Agreement Year, with a high level business plan for the subsequent two Agreement Years; and

- (c) any other information, plans or proposals as the Council may reasonably request upon reasonable notice pursuant to this Environmental Services Specification and the Environmental Services Special Conditions.

3.8. MANAGEMENT INFORMATION SYSTEM

3.8.1. The Service Provider shall (subject to paragraph 3.8.2), no later than twenty (20) Business Days prior to the Service Commencement Date, put in place and then maintain and update throughout the Service Period, a fully integrated electronic Management Information System (MIS) which shall:

- (a) (securely and with appropriate back up) store all the data required to be collected, kept, updated and maintained by the Service Provider in accordance with this Environmental Services Specification, including but not limited to:
 - i. the data referred to in paragraphs 3.2 to 3.6 above; and
 - ii. all data necessary to ensure that the Council can monitor the KPIs and PIs.
- (b) be available simultaneously to the Council, and to employees and contractors of the Council as designated by the Council from time to time via a secure on-line portal that provides access on a 24 hour a day, seven day a week basis and supports flexible working from remote locations, co-location and collaboration at any location;
- (c) be compatible with the Council's Customer Relationship Management system (CRM); and
- (d) be capable of generating reports in a form agreed by the Council on any aspect of the data contained within the MIS.

3.8.2. The Service Provider shall use all reasonable endeavours to ensure a fully compliant MIS is in place prior to the Service Commencement Date (or as soon as reasonably practicable), provided that:

- (a) the necessary elements of the MIS must be in place prior to the Service Commencement Date to allow the Service Provider to monitor and report against the KPIs in accordance with this Environmental Services Specification; and
- (b) the Service Provider shall procure that a fully compliant MIS is in place prior to commencement of the Second Agreement Year.

3.8.3. As part of the Annual Report, the Service Provider shall review the MIS (including the infrastructure, all the hardware, software, peripherals and

communications equipment required to provide the MIS) and report to the Council on the adequacy and performance of the MIS.

3.8.4 The Service Provider shall update and improve the MIS as necessary throughout the Service Period (including by way of software refresh and maintenance) and all infrastructure, hardware, software, communications equipment and peripherals, in each case in order to maintain or improve the functionality of the MIS.

3.8.5. To the extent that the MIS is the material cause of any fault in the Council's MIS, CRM or other ICT systems, the Service Provider shall indemnify the Council for any Losses incurred in rectifying any such fault

3.8.6. All data held in the MIS and/or the Database shall remain at all times the property of the Council.

3.8.7. Without prejudice to its obligations pursuant to Clause 66 (*Data Protection*), the Service Provider shall:

(a) maintain the security and integrity of the MIS and the data held within it and/or the Database; and

(b) ensure that access to the MIS and the data held within it and/or the Database is restricted to the Council, the Council's employees, the Service Provider, Personnel and authorised Council Related Parties.

3.8.8. The Service Provider shall provide:

(a) a common email system with common email address structure, address book and calendars for all Personnel; and

(b) shared electronic file storage for ease of data access and sharing.

3.8.9. The Service Provider shall within three months prior to the expiry or termination of the Agreement Period provide the Council with a plan to migrate all data held within the MIS and/or the Database to the Council or to a replacement service provider, or as the Council in its absolute discretion directs (**Data Migration Plan**).

3.8.10. The Council shall review the Data Migration Plan as part of any reviews of the Exit Plan.

3.8.11. The Service Provider shall, following approval of the Data Migration Plan, within one month prior to the expiry or termination (in whole or in part) of the Agreement Period complete the migration of the data held within the MIS and/or the Database in accordance with the Data Migration Plan.

4. **Part 4: Staff Training and Health and Safety**

4.1. **STAFF CONDUCT**

- 4.1.1. The Service Provider shall ensure that all Personnel behave in a professional manner and do not bring the Council into disrepute. If in the opinion of the Council, the conduct of any of the Personnel is unacceptable, whilst performing the Environmental Services, the Service Provider shall promptly investigate the matter and if appropriate, take appropriate disciplinary action against the Personnel concerned. As soon as practicable, the Service Provider shall submit a written report to the Council setting out the findings of its investigations and the details, where appropriate, of the disciplinary action taken.
- 4.1.2. The Service Provider is required to foster a working environment and culture where the Personnel show respect and responsibility for the people within the communities that they are operating in and where they act as ambassadors for the Council and take the opportunity to improve community relations.
- 4.1.3. The Service Provider shall ensure that Personnel shall at all times when engaged in provision of the Environmental Services:
- (a) are not permitted to remove, salvage, retain, pass on or sell any items of Contract Waste;
 - (b) are not permitted to accept any form of remuneration, tips or payment in kind from Service Users;
 - (c) wear a uniform as defined in the relevant Environmental Services Method Statement which is regularly laundered, clean, appropriate to their work and in a good condition and replaced when beyond serviceable or economic repair;
 - (d) wear a brightly coloured, high-visibility reflective vest when working on or adjacent to the highway with Trafford Council and the name of the Service Provider on the back and to a design that has the written approval of the Council;
 - (e) wear or carry an identification badge stating the wearer's name, job title, the Service Provider's name and Trafford Council;
 - (f) do not engage in harassment, discrimination or bullying; and
 - (g) are not permitted to smoke except in designated breaks and in a place where it is lawful to do so.
- 4.1.4. The Service Provider must ensure that all Personnel are at all times properly and sufficiently skilled and supervised with regard to:

- (a) the task or tasks that such Personnel are required to perform;
- (b) any relevant provisions of the Agreement;
- (c) promoting community involvement by being supportive to community groups, volunteers and other stakeholders or interested parties who wish to become engaged in Greenspace issues;
- (d) all rules, procedures and standards referred to in the Agreement and other documents relevant to the work that he or she is deployed to perform;
- (e) all relevant rules, procedures and statutory requirements concerning health and safety at work;
- (f) appropriate behaviour and conduct when advising members of the public engaged in potential anti-social behaviour including (but not limited to) dog fouling, fly-tipping, dropping Litter and vandalism,
- (g) acting proactively, promptly and positively to correct problems and issues as they arise and take pride in their work and produce high quality work;
- (h) fire risks, fire precautions and emergency action including evacuation procedures,
- (i) the need to maintain the highest standards of hygiene, demonstrating courtesy and consideration, being approachable and acting appropriately as front line ambassadors for the Council,
- (j) the need to recognise situations which may involve any actual or potential risk of personal injury to any person (including members of the public), and the need to make such situations safe; and
- (k) the need in the event of any emergency immediately to contact the Service Provider (and the Service Provider shall ensure that it shall forthwith notify the Council)

4.2. HEALTH AND SAFETY REPORTS

4.2.1 In undertaking the Environmental Services the Service Provider shall comply with Clause 70 of the Agreement.

4.2.2. The Service Provider shall maintain the Service Provider Health and Safety Manuals (being as at the Agreement Date, set out in Schedule 35 of this Agreement) in accordance with health and safety legislation, relevant guidance and industry best practice, review it at least annually and submit any material changes promptly to the Council for approval and promptly provide a copy to the Council for review as requested from time to time

- 4.2.3. The Service Provider shall keep detailed records of all health and safety incidents, near misses, accidents and investigations relating to the Environmental Services and report the same to the Council as part of the Monthly Report.
- 4.2.4. The Service Provider shall hold regular meetings (no less than every three months) with Personnel, trade unions and the Service Provider's supervisory Personnel to discuss health and safety matters relating to the Environmental Services and shall invite the Council to each meeting.
- 4.2.5. The Service Provider shall procure that Personnel are provided with adequate training in all relevant health and safety matters associated with the Environmental Services as part of an employee's induction, and thereafter provide refresher training at regular intervals or as and when necessary. Training records shall be maintained and available for review by the Council upon request.
- 4.2.6. Without prejudice to any other provision of this Agreement, the Service Provider shall design and throughout the Service Period maintain and keep in force management systems that are certified by a UKAS certified assessment body (or a body of similar standing) as covering the scope of activities detailed in this Environmental Services Specification and covering the local premises used for the delivery of the Services, and to the minimum following standards:
- (a) ISO 9001:2008;
 - (b) ISO 14001:2004; and
 - (c) OHSAS 18001.
- 4.2.7. The Service Provider shall permit the Council access to and inspection of all relevant records and information relating to the maintenance of the accreditation of management systems and be required to include the results of the annual accreditation inspections in the Annual Report.
- 4.2.8. The following information in relation to health and safety shall as a minimum be included in each Annual Report:
- (a) summary statistics relating to the delivery of the Environmental Services of all health and safety incidents, accidents, near misses and all RIDDOR reports for the period including identifying any trends since the Agreement commenced;
 - (b) commentary on the summary statistics trends;
 - (c) records of any Customer Complaints that have been made regarding the management of health and safety by any Personnel;

- (d) copies of any correspondence received from the Health and Safety Executive in relation to the Environmental Services;
- (e) copies of any correspondence received from the Service Provider's insurer in relation to the management of health and safety and in relation to the Environmental Services;
- (f) plans and schedules for managing health and safety tasks for the following twelve months in order that health and safety is improved;
- (g) commentary on whether all plans and schedules planned for the six months leading up to the report have been adhered to,
- (h) copies of all RIDDOR reports for the period;
- (i) risk assessments covering all risks identified for the Environmental Services and clearly demonstrating that all appropriate steps have been taken in relation to the mitigation of such risk,
- (j) evidence that all Collection rounds have been risk assessed within a reasonable time period,
- (k) safe working procedure documentation,
- (l) evidence of Service Provider Personnel training, in particular, related to mitigation procedures identified in risk assessments;
- (m) evidence that health and safety systems and practices are compliant with all relevant Legislation, guidance and industry best practice and that monitoring takes place to ensure that this is the case;
- (n) any other information, data, evidence and documentation that the Council may reasonably require to comply with the Council's obligations relating to health and safety of the Environmental Services,
- (o) a signed statement that it has been reviewed by the Service Provider;
- (p) copies of minutes of any meeting covering health and safety issues relating to the Environmental Services; and
- (q) copies of internal and/or external health and safety audit reports are provided.

5. Part 5: Customer Care and Customer Complaints

5.1. CUSTOMER CARE

- 5.1.1. The Service Provider shall ensure that all Personnel provide the highest possible standards of customer care for Service Users. The Service Provider shall encourage and train all Personnel to achieve the required standard of customer care and shall make available to the Council, promptly on request, details of its training programmes and details of training actually delivered to each member of Personnel.
- 5.1.2. The Service Provider shall ensure that the content, format and structure of any leaflets, correspondence or other written communication of any kind that is to be sent or distributed to Residents or others, shall be approved in writing by the Council prior to printing and shall, where appropriate include translations of the English language (into such languages as reasonably specified by the Council) and other additional aides to help members of the public access and understand the information contained therein.
- 5.1.3. The Service Provider shall keep appropriate records and include in each Weekly Report summaries showing the numbers, types and progress of each request for service and Customer Complaint received for the relevant month (including any outstanding from previous months). The Service Provider shall show evidence of learning points from any Customer Complaints, comments or compliments, where applicable, and how it intends to implement any improvements in procedures or service delivery identified. All such documents shall be kept and be available for inspection by the Council.

5.2. COMMUNICATIONS WITH SERVICE USERS

- 5.2.1. The Service Provider shall maintain and operate a Contact Centre which is capable of receiving telephone calls, postal queries, emails and other electronic communications from Residents of Trafford and other members of the public in relation to the Environmental Services between the hours of 08.00 and 19.00 each Business Day, and the Service Provider shall ensure all such communications are directed through the Contact Centre.
- 5.2.2. The Service Provider shall receive comments, enquiries and Customer Complaints from Service Users arising from any aspect of the Environmental Services through the Contact Centre.
- 5.2.3. The Service Provider shall permit the Council to access relevant information held in connection with any form of communication with Service Users. For the purposes of managing any required timescales detailed in this Environmental Services Specification or the Method Statements, the Council shall consider the time that the Service Provider receives the comment, enquiry or Customer Complaint to be the time it was recorded by the Council on the CRM System.

- 5.2.4. The Service Provider shall log all service requests, Customer Complaints or other enquiries whether from the Council, Service Users or third parties on the CRM System within one Business Day of receipt by the Service Provider.
- 5.2.5 The Service Provider shall be required to respond to all registered comments, enquiries and Customer Complaints that are registered on the CRM System by:
- (a) carrying out the appropriate operational response necessary to resolve the comment, enquiry or Customer Complaint;
 - (b) updating the CRM System in a prompt and accurate manner and to include reasonable explanatory information and evidence (including photographs, where appropriate);
 - (c) stating within the CRM System where the Service Provider believes Customer Complaints to be unjustified and providing appropriate evidence; and
 - (d) closing down individual cases of comment, enquiry or Customer Complaint once each of the steps set out in paragraphs 5.2.5 (a) – (c) have been taken
- 5.2.6. The Council may, from time to time register comments, enquiries and Customer Complaints with the Service Provider via email, verbally or otherwise and the Service Provider shall respond in the manner required to queries raised by Service Users
- 5.2.7. The Council will provide the Service Provider with a copy of the Council's Policy and the Service Provider shall be required to act in accordance with the same and promote the rules to Service Users.
- 5.2.8. Customer Complaints, enquiries and communications will generally be made to the Contact Centre However, if Service Users or members of the public attempt to direct enquires or Customer Complaints to the Service Provider's Personnel in any other manner, the Service Provider shall record such Customer Complaint, enquiry or communication on the CRM System as soon as reasonably practicable and respond to the Customer Complaint, enquiry or communication and record the details of the matter in the Weekly Report in the same manner as if it had been made to the Contact Centre.
- 5.2.9. The Service Provider shall act as the first point of contact for the Service Users for clarification enquiries about the Environmental Services. The Service Provider shall respond to all enquiries promptly in a courteous, respectful and professional manner To facilitate direct communication between the Council and the Service Provider, the Service Provider shall ensure that at least one member of Personnel shall be available for communications between the

Council and the Service Provider between 08.30 hours and 17.00 hours, on each Business Day.

- 5.2.10. The Service Provider shall acknowledge all enquiries from Service Users within 1 Business Day of receipt thereof and shall respond substantively within 3 Business Days of such acknowledgement. The Service Provider shall provide a telephone escalation mechanism to a more senior member of Personnel for call centre enquiries regarding Environmental Services during the operational hours of the Contact Centre. In addition, the Service Provider shall be required to provide scripting about the Environmental Services to the Contact Centre personnel and attend regular meetings with the Contact Centre personnel.
- 5.2.11. The Service Provider shall be required to promote the use of digital media, including website and smart phones to Service Users in order to substantially decrease the number of queries and Customer Complaints communicated by telephone or other non-digital means.
- 5.2.12. Promptly upon the Council's request from time to time the Service Provider shall provide an appropriate managerial member of Personnel to attend meetings with Elected Members to discuss the Environmental Services.

5.3. SERVICE USER CUSTOMER COMPLAINTS

- 5.3.1. In the event of a Customer Complaint the Service Provider shall respond in accordance with the Customer Complaints Procedure and this Environmental Services Specification.
- 5.3.2. In the event of a Customer Complaint the Service Provider shall promptly either rectify the situation or if it is a non-rectifiable Customer Complaint, investigate the matter and provide apologies or recompense as appropriate. All Customer Complaints and service requests shall be dealt with and, where possible, resolved by the Service Provider in a prompt, courteous and efficient manner.
- 5.3.3. Without prejudice any other provision of this Agreement, the Service Provider shall respond to the Council as follows:
 - (a) in respect of any Rectifiable Complaint registered with the Service Provider before 12.00 hours on a Business Day, the Service Provider shall rectify the Customer Complaint by the end of that Business Day;
 - (b) in respect of any Rectifiable Complaint registered with the Service Provider after 12.00 hours on a Business Day, the Service Provider shall rectify the Customer Complaint by the end of that Business Day or no later than 1200 hours of the following Business Day;
 - (c) any Customer Complaint that is not a Rectifiable Complaint shall be investigated by the Service Provider as soon as is reasonably possible

and in any case the Service Provider shall respond to the complainant by the end of the following Business Day with their intended actions to resolve the Customer Complaint; and

- (d) the Service Provider shall provide Personnel in each Collection Vehicle and each member of supervisory Personnel with a communications device that can receive data instructions plus a mobile telephone or radio to enable effective and regular communication whilst staff are conducting the Environmental Services, so as to allow Missed Collections, Customer Complaints, emergencies and other operational issues to be addressed quickly.

5.4. STAGE 2 CORPORATE CUSTOMER COMPLAINTS

5.4.1 The Council may require the Service Provider to treat any Customer Complaint that has been not properly resolved at Stage 1 of the Council's complaint process as a Stage 2 Corporate Customer Complaint. The types of Customer Complaint that will be treated as Stage 2 Corporate Customer Complaints are Customer Complaints that shall include but not be limited to:

- (a) where a Service User is complaining about repeated Service Failures;
- (b) where a Service User is complaining about the conduct of the Service Provider's Personnel; and
- (c) Customer Complaints relating to damage of property.

5.4.2. For any Stage 2 Corporate Customer Complaint the Service Provider shall:

- (a) promptly investigate the Customer Complaint and provide an acknowledgement to the complainant within 3 Business Days;
- (b) within 10 Business Days of receipt of the Customer Complaint, submit a draft letter to the Council for approval which will detail the steps the Service Provider has taken and further steps it intends to take to resolve the Customer Complaint. The letter shall be drafted by the Service Provider as a response from both the Service Provider and the Council to the Service User and shall be signed by the Service Provider. The quality and suitability of the response shall be subject to the Council's prior written approval; and
- (c) ensure that all Customer Complaints from Elected Members and the public are responded to substantively and appropriately within 20 Business Days.

5.4.3. The Service Provider shall keep a log of any such Customer Complaints and the actions taken to resolve them and update the CRM System

5.4.4. The Service Provider shall treat all enquiries or Customer Complaints from Elected Members, the Chief Executive and Council Directors as a Stage 2 Corporate Customer Complaint and promptly investigate and respond to the enquiry or Customer Complaint.

5.5. CUSTOMER SATISFACTION SURVEY

5.5.1. On each anniversary of the Service Commencement Date the Service Provider shall complete a Customer Satisfaction Survey of randomly selected Households across the Council Area and shall include questions aimed to assess satisfaction across all elements and aspects of the Environmental Services, and shall include responses from at least 200 Service Users. Selection and survey methodologies shall, each year, be proposed by the Service Provider but shall be subject to the approval of the Council.

5.5.2. The results of each Customer Satisfaction Survey shall be summarised in a brief report by the Service Provider and included within the Annual Report.

6. **Part 6: Vehicles, Plant and Equipment**

6.1. **VEHICLES, PLANT AND EQUIPMENT**

6.1.1. The Service Provider shall ensure that it has sufficient front-line and reserve/spare Vehicles, Equipment and plant available at all times as necessary to provide the Environmental Services.

6.1.2. The Service Provider shall ensure that all Vehicles, plant and Equipment used in connection with the Environmental Services.

- (a) are operated with the minimum level of noise and emission of dust and fumes and other pollutants,
- (b) are fit for the purpose of undertaking the Environmental Services;
- (c) are specified, operated and maintained in accordance with Good Industry Practice and in a manner that minimises the possibility of the loss of any Waste or leakage of liquids to the environment;
- (d) shall be painted in a colour and bear signwriting, insignia, livery or otherwise as agreed in writing with the Council;
- (e) only incorporate advertising which has been approved in writing and in advance of any such advertising by the Council; and
- (f) are driven in a safe manner in accordance with Good Industry Practice and traffic regulations.

6.1.3 The Service Provider must ensure that all Vehicles are maintained in a roadworthy condition and comply with all relevant Legislation, including the acquisition by the Service Provider of a goods vehicle operator's licence where necessary

6.1.4 The Service Provider shall at all times be fully responsible for the operator's license and payment of all licensing fees, taxes and insurance required in connection with or arising out of the possession or use of all Vehicles, plant and Equipment.

6.1.5. The Service Provider shall be responsible for the security of all Vehicles, plant and other equipment and parts used in the provision of the Environmental Services and the Council shall not be liable in the event of any loss or damage to such unless and to the extent caused by the Council.

6.1.6 The Council shall be entitled to serve written notice upon the Service Provider a notice requiring the Service Provider to remedy any failure to operate or maintain Vehicles and Equipment in accordance with the Agreement ("Rectification Notice") The Rectification Notice shall identify the Vehicle,

Equipment and/or plant and shall specify the action to be taken by the Service Provider. The Council may require the identified Vehicle, Equipment and/or plant to be removed from use until such time as the Rectification Notice has been complied with to the Council's satisfaction.

- 6.1.7. In the Annual Report, the Service Provider shall provide the Council with details of the total mileage/hours covered by the whole of their Vehicles and plant in the performance of the Environmental Services during the relevant Agreement Year, together with the total fuel consumed on a service by service basis for the Waste Collection Service, the Street Cleansing Service and the Grounds Maintenance Service.
- 6.1.8. The Service Provider shall ensure that all Vehicles and plant that are used pursuant to this Agreement for more than 20 consecutive days per annum are fitted with a GPS tracking device that enables the Service Provider and the Council to locate the Vehicle or plant in real time. The Service Provider shall provide the Council with authorised remote access to the live data.
- 6.1.9. All incidents resulting in Vehicles causing any damage shall be reported to the Council by the end of the day in which the damage was caused and the Service Provider shall promptly provide such photographic evidence and/or written reports as requested by the Council.
- 6.1.10. The Service Provider shall repair or reinstate any damage to kerbstone, road surfaces or soft landscapes caused by any Vehicle used in the provision of Environmental Services, failing which the Council may undertake the repairs or reinstatement works itself and deducting the costs of doing so from monies owed by the Council to the Service Provider.
- 6.1.11. The Service Provider shall ensure that all Collection Vehicles that are used in connection with the Environmental Services for more than 20 consecutive days per annum are fitted with 360 degree video surveillance cameras that view the vehicles position when moving and the loading activities and that records all images across the entire Business Day that can be replayed by the Service Provider or Council. Such vehicles shall be fitted with appropriate signage that is clearly visible to members of the public advising such that CCTV is in operation. The Service Provider shall ensure that all CCTV use in the provision of Environmental Services is in accordance with all relevant Legislation.
- 6.1.12. The Service Provider shall be responsible for notifying the Council as soon as is reasonably possible in advance of changes to the Collection Vehicles used within the Environmental Services in order that the Council may register them with the GMWDA. The Service Provider shall deliver the Environmental Services with regard to the fact that only Vehicles registered with the Delivery Site Operators shall be permitted to dispose of Waste using the Council's administration codes and tip at the Delivery Sites. Registered Vehicles are

required to display an approved, 'laminated', sign indicating the type of Contract Waste being transported, in the windscreen of the vehicle whilst proceeding over the weighbridge. Vehicles failing to display the 'laminated' sign will not be permitted to dispose of Waste. The Council shall not make any payments for any additional costs incurred due to the Service Providers failure to adhere to these provisions.

- 6.1.13. The Service Provider shall provide an Assets and Equipment Register to the Council no later than twenty (20) Business Days prior to the Service Commencement Date which contains details of all Vehicles and plant used or proposed to be used to deliver the Environmental Services for more than twenty (20) Business Days per year.
- 6.1.14. The Service Provider shall keep the Assets and Equipment Register up to date at all times, and shall report:
- (a) details of any new, replacement or retired Vehicles or plant in the next Monthly Report following the change; and
 - (b) shall submit a revised Assets and Equipment Register as part of each Annual Report.
- 6.1.15. The Asset and Equipment Register shall include all assets that shall be to be used to deliver the Environmental Services and shall encompass the planned date where an asset shall begin being used and the planned dates in which assets shall cease to be used to deliver the Environmental Services.
- 6.1.16. The Assets and Equipment Register shall contain as a minimum the following information regarding each Vehicle that shall be used to deliver the Environmental Services:
- (a) its registration number and, if used, fleet identification number,
 - (b) a description of the type of Vehicle and its intended use;
 - (c) its gross vehicle weight;
 - (d) its tare weight;
 - (e) the name of the manufacturer of the chassis cab, its model, and the chassis cab's serial number;
 - (f) the name of the manufacturer(s) of all fitted coachworks and any mechanical lifting devices, including model identification and serial numbers;
 - (g) the date of manufacture of the chassis;
 - (h) the date of manufacture of its body works and coach building;

- (i) the mileage it has completed (to be updated in the register annually);
- (j) the safe working loads of any fitted mechanical lifting devices;
- (k) the colour of the cab and bodyworks;
- (l) the name and contact details of its owner;
- (m) if the owner is not the Service Provider, details of the terms of any hire or lease agreement;
- (n) its routine maintenance schedule; and
- (o) a confirmation of its condition and fitness for purpose for the round(s)/tasks for which it is being used.

6.1.17. The Assets and Equipment Register shall contain as a minimum the following information regarding each item of Equipment (other than Vehicles) with a value greater than £500 that shall be used to deliver the Environmental Services:

- (a) an identification number;
- (b) a description of the type of equipment and its intended use;
- (c) the name of its manufacturer, its model, and serial number;
- (d) the date of manufacture;
- (e) the safe working loads of any fitted mechanical lifting devices;
- (f) the operating hours that it has completed (to be updated in the register annually);
- (g) the name and contact details of its owner;
- (h) if the owner is not the Service Provider, details of the term of any hire or lease agreement;
- (i) its routine maintenance schedule; and
- (j) a confirmation of its condition and fitness for purpose for the tasks for which it is being used.

7. Part 7: Requirements Relevant to all Environmental Services

The requirements set out in this Part 7 are applicable to all Environmental Services.

7.1 OVERARCHING REQUIREMENTS

7.1 1. The Service Provider must provide a standard of service delivery that utilises innovation and best practice to deliver satisfaction for Service Users and businesses within the Council Area, and complies with the following key requirements:

- (a) value for money from day one of the Agreement;
- (b) on-going efficiency savings and income growth that improve the value of the Agreement to the Council year on year,
- (c) standards detailed in this Environmental Services Specification; and
- (d) the Service Provider and Council having a clear and up to date understanding of Service User Satisfaction with the Environmental Services; and

7.2 PARTNERSHIP

7.2 1. Without prejudice to its obligations under this Agreement, the Service Provider agrees to work in partnership with the Council to:

- (a) form a relationship based on teamwork and good faith, including key Council and Service Provider stakeholders;
- (b) develop a co-operative working relationship to promote common goals and objectives;
- (c) ensure the provision of a high quality Environmental Service and continuous improvement;
- (d) deliver a high Recycling and Composting performance,
- (e) maximise Service User satisfaction;
- (f) meet the aims of the Trafford Partnership as they relate to Environmental Services;
- (g) establish a flagship relationship for other local authorities to emulate; and
- (h) ensure that value for money is achieved.

7.3. DEVELOPING A SINGLE SERVICE

7.3.1. The Service Provider shall ensure a "Single Service" ethos is reflected across all Environmental Services to deliver a clean and green Council Area. Key attributes to delivering the Environmental Services shall include, but shall not be limited to, ensuring the workforce is integrated across the Waste Collection Service, Street Cleansing Service and the Grounds Maintenance Service, with a common culture which is reflective of the standards of service required by this Agreement, and efficiently utilising all resources available to the Service Provider.

Passageway Clearance

7.3.2. The Service Provider shall ensure that the manner in which Passageway cleaning is addressed provides Service Users with a seamless service takes advantage of the practical efficiencies made available by having a single Service Provider provide all the Environmental Services

7.3.3. The Service Provider shall maintain the cleanliness of all Passageways that have a Container Collection service, to the standard as defined by the relevant Performance Indicators relating to the Street Cleansing Service.

7.3.4. The Service Provider shall ensure the cleanliness of all Passageways by taking positive actions and making accommodating arrangements regarding the Waste Collection Service. The Service Provider shall gather, record and present to the Council all relevant evidence of any lack of compliance by Service Users with the Council's Policy.

7.3.5. Where the Service Provider notices specific evidence in Waste left in Passageways that it believes should not be disturbed or other exceptional reasons, the Service Provider must seek the prior permission of the Council to leave the waste in situation.

Linkages with Enforcement activities

7.3.6. The Service Provider shall promptly provide such assistance as required by the Council to the Council's internal departments which deal with enforcement measures in dealing with a range of environmental issues (including but not limited to dog fouling, littering, fly-tipping, etc.). This shall include, but shall not be limited to, educating and raising the awareness of Service Users to promote a shared responsibility for the environment and a respect for local neighbourhoods.

7.3.7. The Service Provider shall not be required to enforce environmental regulations, but instead the Service Provider shall adhere to the overall partnership principle which relies upon a much greater engagement with members of the public and partners through a larger and wider network of Personnel, partner agencies and local groups will be required to positively

engage and challenge anti-social behaviour when it sees it and to encourage members of the public to be responsible

7.4. LITTERING, LOSS OF WASTE TO THE ENVIRONMENT

7.4.1. The Service Provider shall ensure that spillage of Waste occurring whilst the Service Provider's Personnel are undertaking any of the Environmental Services is minimised. The Service Provider must ensure that spillages are rectified promptly and properly and cleared before any Personnel and Vehicle leaves the location where the spillage occurred. This includes ensuring that.

- (a) the immediate area around any Litter Container is cleared of all spillage and excess Recyclable Material and Waste;
- (b) any spillage from any of the Vehicles is cleared immediately and area is made safe;
- (c) any spill or loss of fuel oils or any liquids arising from the Service Providers' actions is treated and cleared in an appropriate manner that ensures that the safety and integrity of any surface in the area is maintained and made safe,
- (d) any damage resulting from such a spill or loss shall be made good by the Service Provider at its own expense; and
- (e) the Service Provider shall indemnify the Council in full in respect of any Losses, claims or damages arising from such spills or losses.

7.5. DELIVERY SITES

7.5.1. The Service Provider shall deliver.

- (a) all Contract Waste; and
- (b) Commercial Waste which is Residual Waste;

directly to Delivery Sites in accordance with the table below (except Service Provider's Re-use in respect of which the Service Provider shall make its own arrangements), using Collection Vehicles on the day such Waste is collected. The Service Provider shall not be permitted to bulk up or tip Contract Waste (except Service Provider's Re-Use) at any facility other than a Delivery Site and/or Environmental Depot.

7.5.2. The Council will meet any costs levied by the GMWDA for the disposal of Contract Waste (except in respect of the Service Provider's Re-use) and shall be entitled to receive any income paid by the GMWDA when Contract Waste is delivered to a Delivery Site in accordance with this Environmental Services Specification.

7.5.3. The Council may alter the Delivery Sites or the amount or type of Contract Waste that may be delivered into any Delivery Site at any time during the Agreement Period. The Service Provider shall take account of the Opening Times in the delivery of the Environmental Services and shall note that Collection Vehicles will need to have departed the Sites by the times required by the operators of the Delivery Sites closing.

Table 3. Locations for Delivery Sites

Location	Waste Type	Facility	Restrictions	Opening Times
Longley Lane MBT Plant, Sharston, M22 4RQ	Refuse, Bulky Waste	MBT	80% of Refuse	07:00 to 18:00 Monday to Sunday inclusive. Closed Christmas and New Year's day.
Cobden Street MBT, Salford, M6 6NA	Refuse, Bulky Waste	MBT	20% of Refuse	Bank Holiday working is subject to agreement with Greater Manchester GMWDA
Longley Lane MRF, Sharston, M22 4RQ	Pulpables	MRF	No restrictions	07:00 to 18:00 Monday to Friday inclusive; 0700 to 1300 on Bank and Public Holidays and Saturdays; Closed Christmas and New Year's day.
	Co-mingled	MRF	No restrictions	
Cobden Street MBT, Salford, M6 6NA	Pulpables	MRF	No restrictions	Monday to Sunday inclusive 07:00 – 18:00 Closed Christmas Day and New Year's Day
	Co-mingled	MRF	No restrictions	

Nash Road, Trafford Park, M17 1SX	Bio Waste	IVC	No restrictions	Monday to Friday inclusive 07.00 - 18.00 and Saturday 07.00 till 13.00 (If the Delivery Site is pre-notified of deliveries) Closed Christmas Day and New Year's Day
-----------------------------------	-----------	-----	-----------------	---

- 7.5.4. The Council may direct any amounts of Contract Waste to any Delivery Sites from time to time and with any reasonable notice to fulfil the operational needs and requirements of the Delivery Site operators. The Service Provider shall comply with all reasonable requests to direct Contract Waste or re-direct Contract Waste.
- 7.5.5. The Service Provider shall retain and store all documentation necessary to certify that all Contract Waste is being disposed of at the Delivery Sites. The Service Provider shall provide to the Council, as part of the Weekly and Monthly Reports, consolidated information, in an agreed format, detailing all Waste and Recyclable Materials delivered to the Delivery Sites.
- 7.5.6. The Service Provider must comply with Delivery Site rules and any reasonable operational and safety related requests and directions made by the Delivery Site operator present at the Delivery Sites.
- 7.5.7. The Council shall not be responsible for any delay caused at any of the Delivery Sites (including due to any variation in Opening Times) and the Service Provider shall not be able to claim any additional costs from the Council arising from such delay.
- 7.5.8. The Service Provider shall ensure that all Contract Waste is weighed using a weighbridge which is regularly checked for accuracy in accordance with Good Industry Practice and relevant Legislation.
- 7.5.9. Contract Waste that is Service Provider's Re-use shall not be delivered to the Delivery Sites and shall remain in the Service Providers ownership until it has been lawfully transferred to another party by the Service Provider.

7.6. ENVIRONMENTAL DEPOT

7.6.1. The Service Provider shall comply with the terms of the Environmental Depot Lease.

7.6.2. The Service Provider shall:

- (a) manage the storage, procurement and issuing of all consumables required for the delivery of the Environmental Services;
- (b) be responsible for the safe operation of the Environmental Depot including storage and loading of materials from external suppliers' plant; and
- (c) manage all health, safety and fire issues, yard security, facilities management, workplace transport and all other requirements, including liaison with other authorised depot users, Residents and businesses.

8. **Part 8: Waste Collection Service – Requirements Relating to Household Waste Collection Service and Commercial Waste Collection Service**

8.1. **INTRODUCTION**

8.1.1. This part 8 of the Environmental Services Specification details the required standards for the provision of the Household Waste Collection Service and the Commercial Waste Collection Service.

8.1.2. All Waste Collection Services shall be completed to the reasonable satisfaction of the Council.

8.2. **MANUAL HANDLING, HANDLING OF WASTE AND CONTAINERS AND SHORTCUTTING PRACTICES**

8.2.1. The Service Provider shall use all reasonable endeavours to perform the Environmental Services so that the Collection and handling of Waste and Containers does not give cause for Customer Complaints. The Service Provider shall take all reasonable steps to address the causes of any Customer Complaint in accordance with part 5 above

8.2.2 The Service Provider shall handle all Containers with due care and in a manner which is safe, controlled and compliant with Good Industry Practice and without causing:

- (a) damage to private and/or public property; or
- (b) spillage of the Container content or Waste to escape to the environment

8.2.3 The Service Provider shall not, and shall procure that Personnel shall not:

- (a) work ahead of the Collection Vehicle, pulling out Containers or bagged Waste ('advancing'), so that the Collection Vehicle is out of sight,
- (b) manually remove bagged Waste from Containers (other than in the normal operation to load the material directly into the Collection Vehicle) or decant Waste from one Container to another, whether same material or not;
- (c) deposit Waste in another Service User's Container,
- (d) use a slave Container to collect Waste, except for the Collection of Bio Waste from Bio Waste caddies, or
- (e) throw, slide or drag (except where wheels are used) Containers.

8.2.4 The Service Provider shall ensure Personnel keep to recognised paths and ensure that all gates and doors are properly closed and secured or left "as found" on leaving each property The Service Provider shall ensure that Personnel do not use any unauthorised "short cuts" between properties or

across gardens, hedges, walls, etc. or any unauthorised access points to Collection Points or other areas used for the storage of Waste. The Service Provider shall close all Container lids after they have been emptied.

8.3. MISSED COLLECTIONS

- 8.3.1. Notwithstanding any other provisions of this Agreement, where the Council or Service User reports an instance of any Collection being missed, regardless of whether the Service User had appropriately presented the correct Container at the scheduled time of Collection then the Service Provider shall return to the property where the Missed Collection occurred on the same Business Day if reported before 12.00 hours, or return to the property where the Missed Collection occurred by 12.00 hours on the next Business Day, if reported after 12.00 hours and complete the Collection.

8.4. RETURNING CONTAINERS TO COLLECTION POINTS

- 8.4.1. After emptying, the Containers shall be returned, with any fitted lid closed, and if any locking mechanism is fitted then locked, according to the following requirements;

- (a) be as close as possible to the Collection Point but so that the Containers do not cause an obstruction to the highway or the reasonable use of roadways, footpaths or driveways; and
- (b) where the Collection Point was a kerbside Collection Point, where possible the Containers to be returned to a secure location within the curtilage of the Service User's property.

- 8.4.2. Where the Service Provider is notified that a Container has not been returned correctly the Service Provider shall make arrangements for the Container to be returned to the correct position as soon as reasonably practicable after such notification.

- 8.4.3. The Service Provider shall maintain Method Statements stating their proposed working methods for the manual handling of Containers and the procedures for returning Containers to the Collection Point. These procedures shall be subject to approval by the Council.

8.5. ACCESS ISSUES

- 8.5.1. The Service Provider shall ensure that it has custody of all appropriate keys, security fobs, security codes and equipment for the opening and closing of locked gates, Container stores, barriers and drop bollards for car parks etc., at all times during the Service Period. The Service Provider, in providing the Waste Collection Services, shall open, close and lock all gates, doors, barriers, drop bollards etc. as required and shall ensure that all the relevant Personnel

have the appropriate keys to do so. All such keys and equipment shall be kept in a secure manner. The Service Provider should immediately report any access problems (parked vehicles, lost keys, broken locks etc.) to the Council, and take all reasonable steps to rectify the situation and gain access to provide the Collection service).

- 8.5.2. The Service Provider is to take into account that there are a number of weight restrictions, narrow access streets and lanes across the Council Area. Streets are also used by the public for parking, which may on occasion result in difficulty for the Service Provider in carrying out Waste Collection Services. The Service Provider shall provide Collection Vehicles that can access such areas to deliver the Waste Collection Services.
- 8.5.3. The Service Provider shall undertake such surveys as it deems necessary to ascertain the extent of access issues and inspections.
- 8.5.4. There are a number of access ways where Collection Points are located along private roads, driveways or tracks. The Service Provider shall use appropriate Collection Vehicles for these Collections having regard to width, gradient, alignment and quality of the roads. The Service Provider shall risk assess the use of the roads. Where the Service Provider determines that it is either unsafe or permission has not been granted it will notify the Council and contact and advise Residents of the Council's requirements, and any alternatives, to effect safe Collections.
- 8.5.5. When any construction or maintenance work is carried out on a part of any street or road, or access is restricted due to temporary road closures or other obstructions, the Service Provider shall still be required to make every reasonable attempt to perform and carry out the Waste Collection Services on the normal Collection Day. The Service Provider is responsible for making alternative access or Collection arrangements
- 8.5.6. In event that access cannot be gained to any road, highway or group of properties to provide the services on the day of Collection, the Service Provider shall use all reasonable endeavours to provide the Waste Collection Services to all affected properties on the Collection Day. In all situations Collections are to be made from all such affected properties within 2 Business Days of the Collection Day. The Council is to be advised on a daily basis by 1600 hours if Collections have not been completed. Failure to comply shall be considered as a Missed Collection per affected property
- 8.5.7. Unless the Service Provider obtains the permission of the Council (not to be unreasonably withheld) to vary the Collection Day for access reasons, any Collections not undertaken on the normal Collection Day due to access problems shall be deemed Missed Collections. The Service Provider shall

produce notices, letters or leaflets to inform and explain to Householders any necessary temporary Collection Day changes.

- 8.5.8. Paragraphs 8.5.9 to 8.5.11 shall apply in respect of the Household Waste Collection Services only.
- 8.5.9. With the landowner/developer's prior consent, and approval by the Council, the Service Provider shall service Households in any new developments once any properties are occupied, notwithstanding that the roads in the development may not yet appear in the Register of Adopted Highways. The Council will advise the Service Provider of any roads and properties to which this applies.
- 8.5.10. The Service Provider should be aware that some of the Bring Sites are sited on public car parks which may cause difficulties when emptying and returning the Containers. The Service Provider shall familiarise itself with the problems that could be expected and take such measures necessary to eliminate the problems.
- 8.5.11. In some locations such as housing estates, properties are separated from the public highway by areas such as village greens or other public open spaces. There are also certain Households situated on land attached to schools and other non-residential premises. In these circumstances Collection Points may not be the edge of the public highway and the Service Provider shall make allowance for this in its method of working to ensure that it fulfils its obligation to collect Waste from all Households.

9. Part 9: Household Waste Collection Service – Requirements Relating Only to Household Waste Collection

9.1. PUBLICITY, NOTICES, SERVICE USER EDUCATION AND AWARENESS

- 9.1.1. The Service Provider shall design, produce and deliver all notices relating to the Household Waste Collection Services and other means for communicating to Service Users the Service Rules including the scheduled days of Collections and an annual Collection Day calendar which shall highlight the days that each Household shall receive a Collection, and identify the Waste to be collected in line with the Collection service frequency, and highlight days where Collections are not the normal pattern due to a Collection Service Holiday. The Service Provider shall provide Collection Day calendars to all Households in the same format and quality as those issued by the Council prior to the Agreement Date (which shall include, without limitation, a requirement for the calendar to be magnetic)
- 9.1.2. Where the Service Provider alters the standard day of Collection that any Household receives the Service Provider shall ensure that the Householder receives a letter, at least fourteen days before the change, detailing the changes that are proposed and when the new scheduled Collection Day shall be, and providing a replacement calendar.
- 9.1.3. Where there is a need for communicating to Service Users because the Council has specified a change to the rules relating to the Environmental Services then the Service Provider shall be responsible for promptly designing, producing and delivering any associated notices required by the Council (in such form as the Council requires)
- 9.1.4. The GMWDA delivers some elements of waste education and Recycling to Service Users within the Council Area and the Service Provider shall ensure that any communications produced by the Service Provider in connection with this Agreement do not contradict or undermine the GMWDA communication efforts. The Service Provider shall attend relevant meetings and forum with the GMWDA and participate in waste related campaigns across the Greater Manchester conurbation as often as is required by the Council.
- 9.1.5. Throughout the Service Period the Service Provider shall deliver a waste education communications campaign which shall promote scheme participation, waste minimisation and awareness of the Service Rules to the Council's satisfaction. This will include attendance at such community events and meetings as necessary to enhance the service reputation.
- 9.1.6. Throughout the Service Period the Service Provider shall be required to work with 'Friends Groups' and community groups in delivering campaigns and

engaging support from local communities to assist and improve service delivery as required by the Council.

- 9.1.7. The Service Provider is to provide such as assistance as is required by the Council and work in liaison with the Council in identifying campaigns, communications, promotions and the targeting of low performing areas and communities of Trafford.
- 9.1.8. All copies of proposed communication media must comply with the Council's standard communication guidelines as notified by the Council. All copies of proposed communication and media must be sent to the Council at critical points of design and prior to release for the Council's approval which will not be unreasonably withheld.
- 9.1.9. The Service Provider is encouraged to actively seek the sponsorship of promotional materials and advertisements from third parties throughout the Service Period. Any such proposals shall be subject to the Council's approval and any income generated shall be subject to the Gain Share Mechanism.
- 9.1.10. The Service Provider shall provide all Collection round data, including digital mapping (for example showing the location of Collection Vehicles and the timing of rounds) to the Council to allow Service Users to self-serve and use digital means to access Collection data in order to significantly decrease the number of queries received by the Council and the Service Provider.
- 9.1.11. The Service Provider shall draft responses to press enquiries in relation to the Environmental Services and provide these to the Council in order to meet press and media deadlines as required by the Council.
- 9.1.12. The Service Provider shall be required to provide information and text for the Council's website and promptly upload content agreed by the Council.
- 9.1.13. Throughout the Service Period the Service Provider shall seek external funding which may be utilised to support communication campaigns and utilise this funding in the delivery of campaigns.

9.2. PARTICIPATION MONITORING

- 9.2.1. The Service Provider shall be required to monitor participation rates in the Household Waste Collection Service through the use of real time data reporting. The information must be gathered and recorded electronically using 'in cab' technology but must be presented to the Council in a format acceptable to the Council as frequently as the Council may reasonably require.

9.3. OPERATIONAL HOURS

- 9.3.1. The Service Provider shall only carry out Collections between the hours of 6.30 – 18.30 Monday to Saturday.

- 9.3.2. In exceptional circumstances such as during or after an Emergency the Council may (at its absolute discretion) give permission to extend operational hours.
- 9.3.3. The Service Provider shall notify the Council if any Collections have not been completed on the scheduled day. In such circumstances the Service Provider shall make such Missed Collections by 12.00 hours on the next Business Day.
- 9.3.4. The Service Provider shall exercise special care whilst operating on or near school premises and other high-risk areas, such as within the grounds of residential homes. The Service Provider shall not schedule the delivery of the Environmental Services, or permit Environmental Services to be conducted within close proximity of schools during periods when children are arriving or departing, this will normally be accepted as being 0815-0915 hours and 1400-1530 hours on week days.
- 9.3.5. The Service Provider shall be required to liaise with the GMWDA on availability of Delivery Sites should any changes be required, particularly when services are delayed due to bank holidays.

9.4 COLLECTION SERVICE HOLIDAYS

- 9.4.1. The Service Provider shall treat all Bank and Public Holidays except Christmas Day and New Year's Day as normal working days and deliver the specified Environmental Services as per the agreed service calendars.
- 9.4.2. The Service Provider shall not be required to collect Bio Waste for the 14 calendar days during the full week on which the 25th December falls and the full week following but is required to provide additional Refuse Collections so that all Households receive a weekly Refuse Collection to include 25th of December and 1st January. The Service Provider shall be required to notify all properties in the December of each year of these changes to Collections through a sticker on the Container or other suitable method approved by the Council. The Service Provider shall be responsible for the costs of the design, production and distribution (and all associated costs) of stickers.
- 9.4.3. Where the normal schedule of work is disrupted due to a Collection Service Holiday, the Service Provider shall commence Collections with the work that was missed during the Collection Service Holiday and shall delay each subsequent days' normal Collection schedule by the number of Bank and Public Holidays missed and shall use the Saturdays as Business Days to return the cycle back to the standard routine. No additional payment shall be made for catching up due to Collection Service Holidays.
- 9.4.4. In the event that the central government create a new Bank or Public Holiday so that there are more than eight Bank and Public Holidays per annum then the additional day(s) shall be treated as a Collection Service Holiday and the Service Provider shall be entitled to an additional payment agreed with the

Council one month in advance for the work that is delivered on the following Saturday to catch up.

- 9.4.5. The period following a delay in service will result in above average tonnages of Waste being put out for Collection. The Service Provider shall make allowances for the necessary resources to complete the work during these periods.

9.5. COLLECTION DAYS

- 9.5.1. For every Household, Collections of Refuse, Pulpables, Co-mingled, and Bio Waste shall be conducted on the same day of the week as each other.
- 9.5.2. The Service Provider shall schedule Collections so that, as far as is reasonably practical, the tonnages of Contract Waste delivered to each Delivery Site are reasonably consistent from week to week.
- 9.5.3. The Service Provider may submit to the Council a request to change the Collection Day of properties. Any request shall clearly specify the proposed changes and the rationale behind the request. The Council will consider any such request for day changes and will respond to the Service Provider's request within one month of receipt. Permission for day changes within the first twelve months following the Service Commencement Date will not be unreasonably withheld. Request for day changes that are made for the period after twelve months for the Service Commencement Date shall be granted solely at the discretion of the Council.
- 9.5.4. Except where permission is given by the Council, the Service Provider may not make changes to Collection Days and/or Collection Frequency.

9.6. ASSISTED COLLECTIONS

- 9.6.1. Householders that have difficulties in utilising the Waste Collection Services because they are elderly, disabled or otherwise incapacitated shall be eligible to receive Assisted Collections. A list of Households receiving Assisted Collections shall be made available prior to the Service Commencement Date.
- 9.6.2. Throughout the Service Period, the Service Provider shall be required to manage, administer and update the Assisted Collection list in compliance with the Council's Policy. The Service Provider shall be required to process and authorise or reject all requests and maintain records on the CRM System and advise the Service User of its decision within five (5) Business Days of receiving an application for Assisted Collection.
- 9.6.3. The Service Provider shall establish and operate a system to receive applications for Assisted Collections and may make reasonable checks relating to the capacity of the Householders. The Service Provider shall then place all

applicants on the Assisted Collections list unless it reasonably believes the relevant Householders are not eligible for Assisted Collections

9.6.4. The Service Provider shall collect, from Households on the Assisted Collection list, on the normal scheduled Collection Day. The Contract Waste shall be collected from within the property boundary from a Collection Point close to the house - usually by the front or back door Containers must be returned to such Collection Point.

9.7. SUPERVISION

9.7.1. The Service Provider shall provide a named officer, ("Contract Manager") with the necessary qualifications skills and experience that were detailed in the Method Statements. The Contract Manager shall work exclusively for this Agreement and shall have no other paid duties. The Contract Manager shall be available for communication with the Council during the hours of the Council Business Day. The only exception to this requirement shall be for Collection Service Holidays, during periods of sickness and annual leave.

9.7.2. In the event of the Contract Manager being temporarily absent, the Service Provider shall ensure that a suitably qualified and named Supervisor shall be available to cover the Contract Manager's duties in full, and the Council is consulted in advance of planned absences.

9.7.3. The Contract Manager and supervisory Personnel are to be employed exclusively to this Agreement. No secondments, courses or extended absences (more than ten (10) consecutive Business Days) shall be allowed without prior consultation with and approval by the Council.

9.7.4 The Service Provider shall provide a sufficient number of named Supervisors, in addition to the Contract Manager, to ensure that Personnel are at all times adequately supervised and properly perform their duties to meet the Council's requirements.

9.7.5 The Contract Manager or a Supervisor shall be required to assist third parties and Service Users with waste related problems such as Containers left out on the highway or Container storage concerns and maintain records of all customer contact on the CRM System.

9.7.6. The Council shall be notified in advance, where practicable, when a supervisor is absent due to leave, sickness, training The Council shall be advised when they return to work.

9.7.7. To facilitate direct communication between the Service Provider and the Council, the Service Provider shall ensure that at least one member of supervisory Personnel shall be available for communications between the Council and the Service Provider between 06 30 hours and 20.00 hours, on

each Business Day and where stipulated by the Council shall be available on a mobile phone from 05.30 to 22.00 hours on every week day.

9.8. OWNERSHIP OF CONTAINERS

- 9.8.1. All Containers currently used in the delivery of the Waste Collection Services are the property of the Council and will continue to be used in the performance of the Service where appropriate.
- 9.8.2. The specification for Containers is detailed in Appendix 9 (*Additional Waste Specifications*).
- 9.8.3. On entering into service use, all new and replacement Containers shall become owned by the Council except single use sacks which are to be treated as Contract Waste once used.
- 9.8.4. All Households, when initially registered for council tax shall be entitled to and provided (by the Service Provider) with a full set of Waste and Recycling Containers, whether as individual properties or communal facilities and the Service Provider shall be required to administer the charge to the Service User. In the event that the Service User does not pay the administration charge in respect of Waste and Recycling Containers, in advance and when demanded to make payment by the Service Provider, the Service Provider shall not be required to deliver the Containers to the Household. The Service Provider shall remit all sums received from householders to the Council, or alternatively the Council may deduct relevant amounts from the Monthly Payment.

9.9. CARE

- 9.9.1. Notwithstanding any other provisions of this Environmental Services Specification, the Service Provider shall adopt working procedures and practices that avoid Containers being damaged or becoming unfit for purpose.

9.10. REPLACEMENTS, NEW AND ADDITIONAL CONTAINERS

- 9.10.1. During the Agreement Period, the Service Provider shall, at its own cost, procure, administer and facilitate the ordering of and purchase of:
- (a) all Containers for any new properties built in the Council Area ("New Containers");
 - (b) replacement Containers to replace those that have become lost or damaged where in the Council's opinion continued use is not appropriate and/or it is economically unjustifiable to repair the Container ("Replacement Containers"); and

(c) Containers as required to accommodate Service User requests for changes and additions to Waste Container provision at flat complexes ("Additional Containers"),

and the Service Provider shall ensure that any such changes and additions to the provision of Container capacity shall be in line with the Council's Policy.

9.10.2. The Service Provider shall use reasonable endeavours to obtain the best price for the size and type of Container when procuring and purchasing New Containers, Replacement Containers and Additional Containers.

9.10.3. The Council's Policy requires Householders to pay an administration and delivery charge for Replacement Containers. The Service Provider shall be required to administer the charge to the Service User. In the event that the Service User does not pay the administration charge in respect of Replacement Containers, in advance and when demanded to make payment by the Service Provider, the Service Provider shall not be required to deliver the Containers to the Household. The Service Provider shall remit all sums received from householders to the Council, or alternatively the Council may deduct relevant amounts from the Monthly Payment.

9.10.4. The Service Provider shall be required to set up a system in accordance with the Council's Policy to receive, respond to and approve or reject appeals from Service Users that appeal the application of such administration and delivery charges. The Service Provider shall be required to exercise judgement in their decision making and maintain records on the CRM System

9.11. DELIVERY

9.11.1 The Service Provider shall deliver all replacement, new and additional Containers to Service Users within five Business Days of receipt of payment for such Containers. The Service Provider shall inform the Service User in advance of the delivery date and time, (a.m. or p.m.).

9.11.2 The Service Provider shall ensure:

- (a) that the delivery of the Container is made to the front door of the Service User's property and left within the property boundary;
- (b) that a sticker bearing the property number/name is placed neatly on the side of the Container;
- (c) that a card indicating the delivery has been made giving date, time and CRM/order number is posted through the Service User's letter box;
- (d) that a corresponding card duplicate or counterfoil with the details is retained by the Service Provider as proof of Container delivery to the Service User,

- (e) the relevant CRM System instruction relating to deliveries is updated on the day of delivery to indicate the time and date on which the Container was delivered and the name of the operative who delivered it.

9.11.3. The Service Provider shall deliver such quantities of black plastic single use bags to Households as instructed by the Council from time to time. The bags should be left in a place that is clear to the Service User and not causing an obstruction. Deliveries of such are to be made within 5 Business Days of the Council's instruction.

9.12. RETRIEVAL, REPAIR AND REFURBISHMENT OF CONTAINERS

9.12.1. The Service Provider should identify the location of all contaminated or abandoned Containers and promptly bring these to the attention of the Council. Upon instruction from the Council the Service Provider shall collect any contaminated or abandoned Container, whether it contains Waste or not, and take them to its own premises for cleaning and storage ("Retrieval Service"). The Service Provider shall ensure that the Retrieval Services occurs on the next scheduled Collection Day or within 5 days of the Service Provider's receipt of the Council's instruction, whichever is earlier.

9.12.2. The Service Provider shall maintain adequate stocks of Containers at its own premises in a sufficient quantity to ensure that all sizes, colours and types of Containers used in the delivery of the service are available at all times for delivery to Service Users.

9.12.3. The Service Provider is required to re-use Containers collected via the Retrieval Service where practicable. The Service Provider shall ensure that all Containers collected via the Retrieval Service that are to be re-used shall be thoroughly degreased, cleansed and disinfected by the Service Provider and then stored at the Service Provider's premises ready for redistribution or repair.

9.12.4. The Service Provider shall make arrangements for;

- (a) the cleaning and refurbishment of all Containers prior to returning the Container into service;
- (b) four-wheeled Containers to be thoroughly cleaned, repainted/transferred in appropriate livery.

9.12.5. The Service Provider may choose to maintain a level of spare part stock to enable local repairs to be initiated, these must be of an approved nature and suitable for purpose.

9.12.6. The Service Provider shall provide and maintain a system of stock control for all Containers delivered, collected and stored. Container stock control updates

should be made available to the Council via the Monthly Report, and at any other time upon the reasonable request of the Council. The Service Provider shall promptly notify the Council when stock levels fall below levels required to perform the Waste Collection Service and take all necessary steps to replenish stocks.

9.13. REFUSE COLLECTIONS FROM HOUSEHOLDS

9.13.1 Refuse Collections shall be provided to all Households throughout the Council Area as defined under the provisions of the Environmental Protection Act 1990, as amended, and the Controlled Waste (England and Wales) Regulations 2012, as amended

9.13.2. Households other than those that are Communal Bin Households shall receive a Refuse Collection once every fortnight.

9.13.3. The standard Container for Refuse provided for use by Households shall be a 140 litre wheeled Container ("Standard Refuse Container"). Households with special circumstances as described in 9.13.4 may be issued with a different size Container as identified by the Council. The Service Provider shall provide the Environmental Services regardless of the size and number of wheeled Containers issued.

9.13.4. Households with the following circumstances may be issued with a larger wheeled Container than a standard Container:

(a) Households with five persons or more permanently residing at a property may request and the Service Provider shall promptly provide, a larger Container. The Service Provider shall ensure that requests for larger Containers by Service Users are made via the Contact Centre and that the Service User is required to complete a short application form including information about their Recycling habits to ensure they are making maximum use of their Recycling service;

(b) a Household generating a significant quantity of non-Hazardous medical Waste, due to medical conditions of an individual within the Household, may request a larger Container. The Service Provider shall ensure that requests are made by the Service User via the Contact Centre and the Service User and that the Service User is required to complete a short application form including information about their Recycling habits to ensure they are making maximum use of their Recycling service;

9.13.5. The Service Provider shall be responsible for.

(a) the management, administration and application of a system for assessment of completed applications for larger Refuse Containers in accordance with Council's Policy;

- (b) the delivery and exchange of an existing standard Container for a larger Container where the Household meets the criteria for a larger Container;
 - (c) where necessary, the completion of an audit of Waste generated from a property ("a Waste Audit"); and
 - (d) ensuring that only one Container shall be left with the Householder.
- 9.13.6. If it is determined by the Service Provider that the Householder has a Container too large for the Service User's entitlement the Service Provider is to collect and remove the existing Container from the Service User's property and at the same time replace it with a standard Container.
- 9.13.7. The Service Provider shall make any exchanges and replacements due to capacity requests of determination of incorrect Container capacity:
- (a) within 5 Business Days of identifying the issue or approval of application for increased Container capacity; and
 - (b) as part of the Service Provider's Container delivery schedule.
- 9.13.8. The Service Provider shall ensure that all records of exchanges and/or replacements of Refuse Containers due to capacity, are kept and input onto the CRM System.
- 9.13.9. The Service Provider shall only collect Refuse presented in sacks:
- (a) from properties which the Council has notified to the Service Provider as receiving such services;
 - (b) where the property is without wheeled Container provision; and
 - (c) where the Waste is presented in the refuse sacks with the Council logo as supplied by the Service Provider.
- 9.13.10. The Service Provider shall assist with the enforcement of the Service Rules for Householders with the aim of reducing Residual Waste and increasing Re-use and Recycling or otherwise improving the Waste Collection Services.
- 9.13.11. The Service Provider shall not permit Personnel to, unless instructed by the Council, empty Containers or collect sacks put out for Refuse Collections that contain Bulky Waste, building wastes, or WEEE where the Container is full to the extent that the lid is not close to closed and/or it is unsafe to do so.
- 9.13.12. Where Refuse has been placed at the side or on top of the wheeled Container, and then in the case the side Waste should be left in situ and undisturbed for later examination by the Council.

9.13.13. The Service Provider's Personnel shall record and report all instances where Waste is not collected due to the application of the Service Rules, and record where Householders have not complied sufficiently with Service Rules. This record shall include the address, details of non-compliance including, where appropriate, a digital photograph and confirmation of whether non-compliant Waste has not been collected. These records shall be passed to the Council by the Service Provider as soon as possible on the day on which they occur and be included in Prompt Reports.

9.13.14. In all instances where Waste is not collected due to application of the Service Rules the Service Provider shall leave a card, notice or sticker with the Householder which informs the Householder of the reason why the Waste was not collected and what steps should be taken to rectify the situation.

9.13.15. The Service Provider shall not empty Containers that are specified for Recyclable Materials or Bio Waste into Collection Vehicles collecting Refuse unless the Container is so contaminated as to render the contents practically un-Recyclable.

9.14. COMMUNAL BIN REFUSE COLLECTIONS

9.14.1. The Service Provider shall collect Refuse from approved locations designated for Communal Refuse Waste Collections.

9.14.2. Collections from Communal Refuse Collection sites will take place at least fortnightly unless otherwise directed by the Council.

9.14.3. Notwithstanding the requirements of paragraph 9.14.2 the Service Provider shall ensure scheduled Collections from Bring Sites and Communal Bin Sites are at a frequency so as to ensure that no one Container for Refuse is allowed to become full or overflowed.

9.14.4. The Service Provider's Personnel may be required to use keys, security fobs or codes to access property grounds, Container storage areas and Container rooms. In all instances gates and doors are to be left closed and secured after the Containers have been emptied and returned to the Collection Point.

9.14.5. Where Communal Bins are filled by means of a chute, the Service Provider shall ensure that Personnel place the baffle plate in the closed position prior to removing the Container. On return of the Container following emptying, the Container is to be positioned beneath the chute and the baffle plate is to be returned to the open position. Any spillages as a result of the emptying service are to be removed immediately.

9.14.6. All bagged and loose Waste (excluding Bulky Waste) in or adjacent to the Container storage area shall be collected and removed. The Service Provider shall notify the Council of locations for Communal Residual Waste Collections.

where extra Waste left outside of Containers is collected by the Service Provider and Bulky Waste is left uncollected and shall then instigate remedial action with the site owners or manager. Any spillages surrounding the Communal Containers that occur at the time of Collection, whether inside or outside of a Container room must be removed immediately.

9.14.7. The Service Provider shall report to the Council (as part of Prompt Reports) incidences of regularly 'overflowing' Containers and shall instigate remedial action with the site owners or manager.

9.14.8. The Service Provider will consider the suitability of current methods of Refuse collection and may propose further communal Container locations. The locations suggested by the Service Provider must be approved by the Council prior to any changes being undertaken.

9.15. PULPABLES COLLECTIONS FROM HOUSEHOLDS, COMMUNAL BIN HOUSEHOLDS AND BRING SITES

9.15.1. The Collection of Pulpables shall be provided to all Households throughout the Council Area.

9.15.2. The predominant Container for Pulpables presented from Households shall be one blue 240 litre wheeled Container ("Standard Pulpable Container"). However a number of Households will use and present blue 140 litre wheeled Containers ("Small Pulpable Container"), and/or blue 360 litre wheeled Containers ("Large Pulpable Container"). In a very small number of cases Households may have more than one wheeled Container ("Multiple Containers") and the Service Provider shall ensure that all Containers are emptied by the Service Provider as part of the scheduled Collection Day.

9.15.3. The Service Provider shall collect the Recyclable Materials as Pulpables for Recycling according to the material specification detailed in Appendix 2 (*Description for Pulpables*).

9.15.4. Households that are not Communal Bin Households shall receive a Collection of Pulpables at least once every four weeks.

9.15.5. In all cases the Service Provider shall keep the Pulpables separate from any other Contract Waste.

9.15.6. Before commencing Collections of Pulpables the Service Provider shall ensure that the Collection Vehicle has been emptied of any other Waste and if any material other than Pulpables had been collected in the preceding collection then the Service Provider shall ensure the chamber(s) have been fully washed out.

- 9.15.7. The Service Provider shall be responsible for minimising the contamination that is present in Pulpables in order that the material meets the Acceptance Criteria. Where a Pulpables load is rejected by a treatment facility, and the Council, acting reasonably, determines that the rejection is due to the Service Provider failing in its obligations under this Agreement then the Service Provider shall be responsible for all additional costs incurred in transportation, disposal and loss of any income as a result of the rejected material.
- 9.15.8. The Service Provider shall ensure that the driver of the Collection Vehicle delivering Pulpables material to the Delivery Site makes a visual appraisal of the discharged load prior to departing the facility. If it is considered that the load may be rejected, or is advised by a member of the transfer site personnel that it is contaminated to an unacceptable level, the driver is to notify the Service Provider immediately. The Service Provider shall investigate all such instances of rejection and shall be required to visit the Delivery Site to ascertain if the load is contaminated and agree the quantity of contamination with the site management. Any contaminated loads must be reported to the Council as part of the Weekly Report.
- 9.15.9. Any dispute about whether the contamination limit for a load has been exceeded shall be referred to the Council for resolution and final decision
- 9.15.10. Any Pulpables set out for Collection in addition to those contained in the specified Containers and that are acceptable for Collection through the Pulpables Collection service shall be collected by the Service Provider as part of the scheduled Collection
- 9.15.11. Where incorrect materials are set out for Collection by Households alongside Pulpables, the Service Provider shall make all reasonable efforts to separate the Pulpables from the other materials and collect them as part of the scheduled Collection. The incorrect materials shall be left uncollected and a sticker applied to the Container or items and/or a notification card / letter shall be posted through the door of the relevant property. The Service Provider shall ensure Personnel record the details of such incidents, that the Council is to be advised at the end of the Business Day and that the uncollected materials must be left contained and in a manner which does not allow them to escape into the environment
- 9.15.12. Where incorrect materials are set out for Collection from Households alongside Pulpables and the Service Provider determines that the level of contamination, or the nature of the Container, make it impractical to separate the Pulpables from the incorrect material, both the contaminants and Pulpables shall be left uncollected and a notification sticker, tag, card or letter, requesting the Service User to remove the incorrect materials from the Container, shall be posted through the door of the relevant Service User's property. Such notification

method is to be supplied by the Service Provider and is subject to prior approval by the Council.

9.16. COMMUNAL BIN PULPABLES AND BRING SITE PULPABLES COLLECTIONS

- 9.16.1. The Service Provider shall provide the Collection of Pulpables from Communal Bin Households throughout the Council Area from Containers designated for Pulpables Collections. The Containers shall be suitable wheeled Containers, some being two wheeled Containers ranging from 240 and 360 litre capacity and some being 4 wheeled Containers ranging from 820 and 1100 litre capacity. The number of Containers at each Collection Point will vary dependant on the number of Households using the Communal Bins and the volume of Pulpables material generated.
- 9.16.2. The Service Provider shall provide the Collection of Pulpables from Bring Sites throughout the Council Area using 1100 litre wheeled Containers. The number of Containers placed at each Bring Site will vary dependant on volume of Pulpables generated at each Site.
- 9.16.3. The Service Provider shall empty all Containers for Pulpables from all Communal Bin sites, unless otherwise directed by the Council, at least every 4 weeks or at least the same frequency as the standard Household Collections, whichever is shorter.
- 9.16.4. Where there is a space limitation on the number of Containers that can be sited for Pulpables the Service Provider shall collect Pulpables more frequently than once every four weeks as directed by the Council.
- 9.16.5. The Service Provider should consider the suitability of current methods of Pulpable Collection and may propose further Communal Bin locations. The locations suggested by the Service Provider must be approved by the Council prior to any changes being undertaken.
- 9.16.6. Notwithstanding the requirements of paragraph 9.16.3 the Service Provider shall ensure scheduled Collections from Bring Sites and Communal Bin Sites are at a frequency not less than every 4 weeks and so as to ensure that no one Container for Pulpables is allowed to become full or overflowing.
- 9.16.7. In the event that the Service Provider becomes aware of or is notified that any Containers for Pulpables from either Brings Sites or Communal Bin Sites being full or overflowing, the Service Provider is to empty the Container, and all other Pulpables Containers on the site by 1600 hours on the same Business Day if identified/notified before 1200 hours; or by 1200 hours on the following Business Day if identified/notified after 1200 hours.
- 9.16.8. Prior to emptying the contents of all Pulpables Containers the Service Provider shall inspect the contents of the Container and determine whether the contents

of the Container is likely to meet the Acceptance Criteria and if contrary materials are found shall take the following actions:

- (a) where there is an appropriate Container located at the Collection Point for the contrary materials, the Service Provider shall use all reasonable endeavours to separate the contrary materials from the Pulpables. The container, once the incorrect materials have been removed, shall be emptied and a report of the problem made in the next Weekly Report;
- (b) where the Service Provider determines that the level of contrary materials or the nature of the Container make it impractical to separate the Pulpables from the incorrect materials, or there is not an appropriate Container for the contrary materials, the Container shall be left un-emptied and clearly labelled as contaminated. The Service Provider shall arrange a Collection of the material by a Refuse Collection crew on either the same day as the Container was scheduled for the Pulpables Collection or at the latest the following Business Day. A report of the problem shall be made in the next Weekly Report

9.16.9. Where the contents of Pulpables Containers are collected as Refuse in compliance with paragraph 9.16.8 (b) then the Service Provider shall be permitted to deliver the Pulpables and contaminants to Refuse Waste Delivery Sites at no additional cost to the Service Provider provided that the provisions applicable to contamination as contained in this Environmental Services Specification have been fully complied with in the month before the occurrence. Where the requirements of these provisions have not been complied with in the month before the occurrence then the Council may recover the additional disposal costs associated with this occurrence from the Service Provider.

9.16.10. Where Recyclable Materials that are acceptable as Pulpables are left deposited in bags and other receptacles at the side of Communal Bins or Bring Site Containers the Service Provider shall collect these Recyclable Materials after removing from the bag/Container, if it is not collectable as Pulpables e.g. plastic bags/boxes.

9.16.11. The Service Provider shall tidy around the Containers on the day of Collection to ensure that any Litter or spillages resulting from the services is cleared and bagged

9.16.12. The Service Provider shall immediately report to the Council (as a Prompt Report) all incidents of fly tipping of materials that are not Recyclable Materials adjacent to the Recycling site to the Council and the Service Provider shall arrange for the removal of such fly tipped material. In the event that fly tipped material is identified at a Bring Site, the Service Provider is to remove the fly tipped material on the site by 1600 hours on the same Business Day if

identified/notified before 1200 hours; or by 1200 hours on the following Business Day if identified/notified after 1200 hours.

9.16.13. Each Bring Site has a number of blue 1100 litre wheeled Containers allocated to Pulpables Collections, some of which are sited in lockable, metal framed units. Standard keys shall be provided to the Service Provider by the Council; however in the event of loss, replacements shall be provided by the Council at the Service Provider's cost.

9.16.14. The Service Provider shall be responsible for maintaining the existing signage and framed units and providing any new or replacement signage and frames on the existing sites if instructed by the Council.

9.16.15. Access to Bring Sites and certain Bring Site Containers may sometimes be restricted due to opening hours, holidays, car parking or other access issues and the Service Provider should take this into account when scheduling Collections. The Service Provider should note that substantial additional Collections will normally be required during the Christmas and New Year period and immediately thereafter, and the Service Provider should allow for such in their programme of work. The Council may require the Service Provider to deliver and service additional Pulpables Containers to some, or all, Bring Sites to compensate for the potential increased use and at peak times such as the Christmas/New Year period.

9.16.16. If any Bring Site Container is temporarily inaccessible due to parking or an Emergency, the Service Provider shall reschedule a Collection to take place as soon as possible and in any event within 24 hours of the original programmed Collection, or if this is not possible, as soon as is practicably possible. The Council is to be advised when disruptions to the Collection service take place and be updated on a daily basis until such time as the service is provided and will decide if the delay is avoidable/reasonable, its decision shall be final.

9.16.17. If required, the Service Provider shall be required to install, relocate, or withdraw Bring Site Containers and Bring Sites as directed by the Council.

9.16.18. The Service Provider shall ensure that the full complement of the authorised numbers of Bring Site Containers is maintained at each Bring Site at all times and that any loss, damaged or unserviceable Containers are replaced by the Service Provider on the same day as the damage was identified.

9.17. CO-MINGLED COLLECTIONS FROM HOUSEHOLDS

9.17.1. The Service Provider shall collect Co-mingled materials using methodology to meet the requirements of The Waste (England and Wales) Regulations 2011 and The Waste (England and Wales) (Amendment) Regulations 2012 as amended or replaced from time to time, all Households throughout the Council Area.

- 9.17.2 The predominant Container for Co-mingled materials presented from Households will be one black 240 litre wheeled Container. However a number of Households will use and present black 140 litre wheeled Containers, and/ or black 360 litre wheeled Containers. In a very small number of cases Household may have more than one black wheeled Container and the Service Provider must ensure that all Containers are emptied as part of the scheduled day of Collection. The Service Provider shall collect Recyclable Materials as Co-mingled for Recycling according to the material specification detailed in Appendix 3 (*Co-mingled Description*).
- 9 17.3 Households that are not Communal Bin Households shall receive a Collection of Co-mingled at a minimum of once every four weeks.
- 9 17.4 In all cases the Service Provider shall collect the Co-mingled materials using methodologies that keep the Co-mingled materials separate from any other Contract Waste or materials.
- 9 17.5. Before commencing Collections of Co-mingled material the Service Provider shall ensure that the Collection Vehicle has been emptied of any other Waste and if any material other than Co-mingled had been collected in the preceding Collection then the Service Provider shall ensure the chamber(s) have been fully washed out
- 9.17.6. The Service Provider shall be responsible for taking all reasonable steps for minimising the contamination that is present in Co-mingled material in order that the material meets the Acceptance Criteria of treatment facilities (see Appendix 3 (*Co-mingled Description*) for tolerance levels of contrary materials) including by requiring the Collection crews to undertake a visual inspection of the black Container contents, by lifting the lid and viewing the contents. Where a Co-mingled load is rejected by a treatment facility, and the Council, acting reasonably, determines that the rejection is due to the Service Provider failing in its obligations under this Agreement then the Service Provider shall be responsible for all additional costs incurred in transportation, disposal and loss of income of the rejected material
- 9.17.7. The Service Provider shall ensure that the driver of the Collection Vehicle delivering Co-mingled material to the disposal point makes a visual appraisal of the discharged load prior to departing the facility. If the driver considers the load may be rejected, or is advised by a member of the transfer site Personnel that it is contaminated to an unacceptable level. The driver is to notify the Service Provider immediately and the Service Provider will investigate such instances Where possible any such incident should be supported by photographic evidence. The Service Provider shall be required to visit the Delivery Site to ascertain if the load is contaminated and agree the quantity of contamination

with the site management. Any contaminated loads must be reported to the Council as part of the Weekly Report.

9.17.8. Any dispute about whether the contamination limit for a load has been exceeded shall be referred to the Council for resolution and final decision.

9.17.9. Any Co-mingled material set out for Collection in addition to those contained in the specified Containers and that are acceptable for Collection through the comingled service shall be collected by the Service Provider as part of the scheduled Collection.

9.17.10. Where incorrect materials are set out for Collection by Households alongside Co-mingled materials the Service Provider shall make all reasonable efforts to separate the Co-mingled material from the other materials and collect them as part of the scheduled Collection. The incorrect materials shall be left uncollected and a sticker applied to the Container or items and/or a notification card / letter shall be posted through the door of the relevant property. The Service Provider's Personnel shall record the details and the Council is to be advised at the end of the Business Day. The uncollected materials must be left contained and in a manner which does not allow them to escape into the environment.

9.17.11. Where incorrect materials are set out for Collection by Households alongside Co-mingled materials and the Service Provider determines that the level of contamination or the nature of the Container make it impractical to separate the Co-mingled materials from the incorrect material, both the contaminants and Co-mingled materials shall be left uncollected, and a notification sticker, tag, card or letter, requesting the Service User to remove the incorrect materials from the Container shall be posted through the door of the relevant Service User's property. Such notification method is to be supplied by the Service Provider and subject to prior approval by the Council.

9.18. COMMUNAL BIN AND BRING SITE CO-MINGLED COLLECTIONS

9.18.1. The Service Provider shall provide the Collection of Co-mingled materials from Communal Bin Households throughout the Council Area from black Containers designated for Co-mingled Collections. The Containers shall be wheeled Containers some being 240 or 360 litre capacity, and some being 820 and 1100m litre capacity. The number of Containers at each Collection Point will vary dependant on the number of Households using the Communal Bins and the volume of Co-mingled material generated.

9.18.2. The Service Provider shall provide the Collection of Co-mingled material from Bring Sites throughout the Council Area from black 1100 litre wheeled Containers. The number of Containers placed at each site will vary dependant on volume of Co-mingled material generally disposed of at the site.

- 9.18.3. The Service Provider shall empty all Containers for Co-mingled materials from all Communal sites at least every 4 weeks, unless otherwise directed by the Council and Bring Site Containers on at least the same frequency as the standard Household Collections, whichever is shorter.
- 9.18.4. There are a number of Communal Bin Sites where there is a space limitation on the number of Containers that can be sited for Co-mingled materials and therefore the Service Provider shall be required to collect Co-mingled materials more frequently than once every four weeks
- 9.18.5. The Service Provider should consider the suitability of current methods of Co-mingled Collection and may propose further Communal Bin locations. The locations suggested by the Service Provider must be approved by the Council prior to any changes being undertaken.
- 9.18.6 Notwithstanding the requirements of paragraph 9.18.5 the Service Provider shall schedule Collections from Bring Sites and Communal Bin Sites at a frequency not more than 4 weekly so as to ensure that no one Container for Co-mingled material is allowed to become full or overflowing. The Service Provider shall provide a detailed programme of work indicating their anticipated Collection schedule to achieve this, which must be approved by the Council.
- 9.18.7. In the event that the Service Provider becomes aware of or is notified of any Container for Co-mingled materials from Bring Sites or Communal Bin Sites being full or overflowing the Service Provider is to empty the Container, and all other Co-mingled materials Containers on the site by 1600 hours, on the same day, if identified/notified before 1200 hours; or by 1200 hours on the following Business Day if identified/notified after 1200 hours.
- 9.18.8. Prior to emptying the contents of all Co-mingled materials Containers the Service Provider shall inspect the contents of the Container and determine whether the contents of the Container is likely to meet the Acceptance Criteria and if contrary materials are found shall take the following actions.
- (a) where there is an appropriate Container located at the Collection Point for the contrary materials, the Service Provider shall make all reasonable endeavours to separate the contrary materials from the Co-mingled materials. The Container, once the incorrect materials have been removed, shall be emptied and a report of the problem made in the next Weekly Report.
 - (b) where the Service Provider determines that the level of contrary materials or the nature of the Container make it impractical to separate the Co-mingled materials from the incorrect materials, or there is not an appropriate Container for the contrary materials, the Container shall be left un-emptied and clearly labelled as contaminated The Service Provider

shall arrange a Collection of the material by Refuse Collection Personnel on either the same day as the Container was scheduled for the Co-mingled materials Collection or at the latest the following Business Day. A report of the problem shall be made in the next Weekly Report to the Council.

- 9.18.9. Where the contents of Co-mingled materials Containers is collected as Refuse in compliance with paragraph 9.18.8 (b) then the Service Provider shall be permitted to deliver the contaminated Co-mingled materials and contaminants to Refuse Waste Delivery Sites at no cost to the Service Provider providing that the provisions applicable to contamination have been fully complied with in the month before the occurrence.
- 9.18.10. Where Recyclable Materials that are acceptable as Co-mingled material are left deposited in bags and other receptacles at the side of Communal Bins or Bring Site Containers then the Service Provider shall collect these Recyclable Materials after removing from the bag/Container, if it is not collectable as Co-mingled or Pulpables.
- 9.18.11. The Service Provider shall tidy around the Containers on the day of Collection and ensure that any Litter or spillages resultant from the services is cleared and bagged as part of the service. The Service Provider shall immediately report (as a Prompt Report) all incidents of fly tipping of materials that are not Recyclable Materials adjacent to the Recycling site to the Council and shall arrange for the removal of fly tipped material. In the event that fly tipped material is identified at a Bring Site, the Service Provider is to remove the fly tipped material on the site by 1600 hours on the same Business Day if identified/notified before 1200 hours; or by 1200 hours on the following Business Day if identified/notified after 1200 hours.
- 9.18.12. Each Bring Site has a number of black 1100 litre wheeled Containers allocated for Collection of Co-mingled collections, some of which are sited in lockable, metal framed units. Standard keys shall be provided by the Council; however in event of loss replacements shall be provided at a recharge.
- 9.18.13. The Service Provider shall be responsible for maintaining the existing signage and framed units and providing any new or replacement signage and frames on the existing sites if instructed by the Council.
- 9.18.14. Access to Bring Sites and certain Bring Site Containers may sometimes be restricted due to opening hours, holidays, car parking or other access issues and the Service Provider should take this into account when scheduling Collections. The Service Provider should note that substantial additional Collections will normally be required during the Christmas and New Year period and immediately thereafter, and the Service Provider should allow for such in their programme of work. The Council may require the Service Provider to

deliver and service additional Co-mingled material Containers to some, or all, Bring Sites to compensate for the potential increased use and at peak times such as the Christmas/New Year period.

9.18.15. If any Bring Site Container is temporarily inaccessible due to parking or an Emergency, the Service Provider shall reschedule a Collection to take place as soon as possible and in any event within 24 hours of the original programmed Collection, or if this is not possible, as soon as is practicably possible. The Council is to be advised when disruptions to the Collection Service occur and is to be updated on a daily basis from the date at which the Collection Service becomes disrupted until such time as the Collection Service is resumed.

9.18.16. If required, the Service Provider shall be required to assist in the installation, relocation, or withdrawal of Bring Site Containers and Bring Sites as directed by the Council.

9.18.17. The Service Provider shall ensure that the full complement of the authorised numbers of Bring Site Containers is maintained at each Bring Site at all times and that any loss, damaged or unserviceable Containers are reported to the Council (as a Prompt Report) on the same day as the damage was identified

9.19. BIO WASTE COLLECTIONS FROM HOUSEHOLDS

9.19.1 The Collection of Bio Waste shall be provided by the Service Provider to all Households throughout the Council Area.

9.19.2. The predominant Container for Bio Waste presented from Households will be one green 240 litre wheeled Container ("Green Container"). However a number of Households will use and present green 140 litre wheeled Container, or in the case of designated terraced properties, a 23 litre green external caddy ("Bio Waste Caddy"). In a number of cases some Households may have more than one green wheeled Container and these are to be emptied by the Service Provider as part of the scheduled Collection

9.19.3. All Households are provided with a 7 Litre Kitchen caddy and a supply of compostable liners for internal use to store food waste prior to transferral to a green Container or external caddy The Service Provider is required to provide all Households with replacement compostable liners on the Council's request.

9.19.4. The Householder may request replacement compostable liners to be provided by the Service Provider. The Service Provider shall ensure that this is done by tying a liner to the handle of the Green Container or Bio Waste Caddy. The Service Provider shall provide a replacement pack of liners using the Collection Personnel, by leaving it in a secure but identifiable place within the boundary of the Service User's property as part of the service. Requests may also be received by the Service Provider through other communication channels and the CRM System. Irrespective of the method of communication from the

householder, the Service Provider shall make provision for the delivery of a pack of compostable liners to the property before or on the next Collection Day.

- 9.19.5. Bio Waste that is set out for Collection in the 7 litre internal caddy shall be collected by the Service Provider as part of the scheduled Collection. The Service Provider shall collect Bio Waste according to the material specification detailed in Appendix 4 (*Bio Waste Description*).
- 9.19.6. All Households, including Communal Bin Households, shall receive a Collection of Bio Waste at a minimum of once per week.
- 9.19.7. In all cases the Service Provider shall collect the Bio Waste using methodologies that keep the Bio Waste separate from any other Contract Waste.
- 9.19.8. Before commencing Collections of Bio Waste the Service Provider shall ensure that the Collection Vehicle has been emptied of any other Waste and if any material other than Bio Waste had been collected in the preceding Collection then the Service Provider shall ensure the chamber(s) have been fully washed out.
- 9.19.9. The Service Provider shall be responsible for minimising the contamination that is present in Bio Waste in order that the material meets the Acceptance Criteria by requiring Collection Personnel to undertake a visual inspection of the green Container contents, some of which may be contained in compostable liners, by lifting the lid and viewing the contents. Where a Bio Waste load is rejected by a treatment facility, and the Council, acting reasonably, determines that the rejection is due to the Service Provider failing in its obligations under this Agreement then the Service Provider shall be responsible for all additional costs incurred in transportation and disposal of the rejected material.
- 9.19.10. The Service Provider shall ensure that the driver of the Collection Vehicle delivering Bio Waste to the disposal point makes a visual appraisal of the discharged load prior to departing the facility. If it is considered that the load may be rejected, or is advised by a member of the site Personnel that is contaminated to an unsatisfactory level, the driver is to notify the Service Provider, who will advise the Council. Where possible any such incident should be supported by photographic evidence. The Service Provider shall be required to visit the Delivery Site to ascertain if the load is contaminated and agree the quantity of contamination with the site management. Any contaminated loads must be reported to the Council as part of the Weekly Report.
- 9.19.11. Any dispute about whether the contamination limit for a load has been exceeded shall be referred to the Council for resolution and final decision.
- 9.19.12. Where unacceptable materials are set out for Collection by Households alongside or within the Container or Bio Waste Caddy green Container causing

the Service Provider to determine that the level of contamination is unacceptable, the green Container shall be left uncollected and a notification sticker, tag, card or letter, requesting the Service User to either remove the contaminants from the Container or Bio Waste Caddy shall be posted through the Service User's door of the relevant property. Such notification method is to be supplied by the Service Provider and subject to approval by the Council.

9.20. COMMUNAL BIN BIO WASTE COLLECTIONS

9.20.1. The Service Provider shall provide the Collection of Bio Waste from Communal Bin Households throughout the Council Area from green 240L wheeled Containers. A small number of communal sites may use green 140 litre wheeled Containers. The number of Containers at each Collection Point will vary dependant on the number of Households using the Communal Bins and the volume of Bio Waste material generated.

9.20.2 The Service Provider shall empty Bio Waste from all Communal Containers at least at the same frequency as the standard Household Collections. Any site identified by the Service Provider which would benefit from additional green wheeled Containers shall be promptly provided with a Container by the Service Provider.

9.20.3. Notwithstanding the requirements of paragraph 9.20 2, the Service Provider shall empty any Communal Bin Container that is full, overflowing, or likely to overflow, as directed by the Council by the end of the Business Day if reported before 12 00, or by midday the following Business Day if reported after 12.00.

9.20.4. Prior to emptying the contents of Bio Waste Containers the Service Provider shall inspect the contents of the Container and determine whether the contents of the Container is likely to meet the Acceptance Criteria and if contrary materials are found shall take the following actions:-

(a) where the Service Provider determines that level of contrary materials or the nature of the Container make it likely that the collected load shall be rejected then the Container shall be left uncollected and the Container shall be clearly labelled as contaminated. The Service Provider shall arrange a Collection of the material by a Refuse Collection crew on either the same day as the Container was scheduled for the Bio Waste Collection or at the latest the following Business Day. A report of the problem shall be made in the next Weekly Report to the Council.

(b) where the content of Bio Waste Containers is collected as Refuse in compliance with this provision then the Service Provider shall be permitted to deliver the contaminated Recyclable Materials and contaminants to Refuse Waste Delivery Sites at no cost to the Service Provider providing that the requirements of the provisions applicable to contamination have

been fully complied with in the month before the occurrence. Where the requirements of these provisions has not been complied with in the month before the occurrence then the Council may recover the additional disposal costs associated with this occurrence from the Service Provider as a debt.

9.20.5. Where Bio Waste is left deposited in bags and other receptacles at the side of Communal Bins then the Service Provider shall collect this Bio Waste after removing from the bag/Container.

9.20.6. The Service Provider shall tidy around the Containers on the day of Collection and ensure that any Litter or spillages resultant from the services is cleared and bagged as part of the service.

9.21. OTHER NON-HOUSEHOLD WASTE COLLECTIONS

9.21.1. Where instructed by the Council, the Service Provider shall supply a Pulpables Collections, Co-mingled Collections and Bio Waste Collections and any associated Container delivery, maintenance and Collection services for the following premises which produce Schedule I Waste:

- (a) places of religious worship;
- (b) charity shops and premises occupied by a charity and wholly or mainly used for charitable purposes;
- (c) parish halls and other premises used for public meetings;
- (d) schools or other educational establishments;
- (e) residential hostels, residential homes or premises forming part of a university, school or other educational establishment or forming part of a hospital or nursing home;
- (f) domestic properties or caravans used for the provision of self-catering holiday accommodation where not business rated;
- (g) Waste from caravans that do not have a licence or planning permission to be used for human habitation; and
- (h) camp sites, where not business rated, other than from any domestic property on that site.

9.21.2. The servicing rules for these premises shall be the same as for Communal Bin Collections.

9.22. DIRECTED COLLECTIONS

9.22.1. The Service Provider shall perform ad hoc Collection of Waste from domestic, commercial or Council-owned premises, or from any other premises, at the request of the Council (provided that the Council shall provide an estimate of the approximate volume and type of Waste to be Collected).

9.22.2. This Waste may include (without limitation).

- (a) Household Waste in large quantities,
- (b) Household Waste (except Clinical Waste and Asbestos) described in The Controlled Waste (England and Wales) Regulations 2012, as amended;
- (c) Waste from premises having no Waste Collection Agreement with the Council; or
- (d) Recyclables from educational establishments.

9 23. BULKY WASTE COLLECTION

9.23.1. The Service Provider shall provide a service for the Collection of Bulky Waste from domestic premises

9.23.2. Requests for the Bulky Waste service ("Bulky Waste Service") shall be made directly to the Service Provider which shall be responsible for collecting the appropriate fee and shall arrange a suitable Collection date with the Bulky Waste Service User.

9.23.3. The Council shall be entitled to alter charges that shall be levied to the Bulky Waste Service User at any time during the Agreement Period. The Service Provider shall remit all sums received from householders or other Service Users to the Council, or alternatively the Council may deduct relevant amounts from the Monthly Payment.

9 23 4 All Bulky Waste Collections are to be made within five Business Days of the request being made by the Service User. Collections shall be made within normal business hours. The Service Provider shall schedule Collections from specific areas on specific days of the week and shall communicate this to the Council, so that bookings can be made for the correct day of the week.

9.23.5. The Bulky Waste Service User shall be required to place the item/items at an agreed point on their property on the day of Collection and make access available from 0630 hours on the appointed day. The Bulky Waste Service shall be carried out irrespective of the distance from the storage point to where the Bulky Waste can be loaded into the Vehicle, site conditions, handling problems, mode of storage, access problems or weather conditions (except Exceptionally Inclement Weather). Certain special Collections will involve the Collection of Bulky Waste from inside properties. In these cases the Service Provider shall be required to make appropriate arrangements for access and have the

Resident or representative in attendance. The Service Provider shall be liable for any damage to the Householder's property that is a result of the Service Provider's Personnel negligence and they may not request Householders to complete any documents that attempt to limit this liability.

- 9.23.6. Where the Service Provider attempts to make a Collection, but is unable to do so through no fault of the Service Provider, e.g. no access/items too heavy, the Service Provider is to post a card or letter through the Bulky Waste Service User's door of the property to explain why the Collection was not made and shall notify the Council via the Weekly Report.
- 9.23.7. The Service Provider is required to establish a system to increase the amount of Bulky Waste Re-used. At the time of Collection the Service Provider shall assess all Bulky Waste Items as to whether they may be reasonably considered to be suitable for Re-use. If any item may be suitable for Re-use the Service Provider shall handle such item so that it does not become damaged, dirty or damp and shall keep the item separate from other Contract Waste.
- 9.23.8. All Bulky Waste separated for Re-use shall become Service Provider's Waste. The Service Provider shall make arrangements for a third party Re-use provider and shall provide the details of that provider to the Council. The Service Provider shall not send Re-use Bulky Waste to any third party unless the third party has been approved as a third party Re-use provider by the Council which shall not be unreasonably withheld.

10. Part 10: Commercial Waste Collection Service - Requirements Relating Only to Commercial Waste Collection

10.1. COMMERCIAL WASTE COLLECTION SERVICE & SCHEDULE 1 REFUSE COLLECTION SERVICES

10.1.1. The Service Provider shall provide a Commercial Waste Collection Service in accordance with this Part 10 of this Environmental Services Specification comprising:

- (a) the Collection of Waste from those commercial premises, Markets, Council departments from which the Council has an obligation from time to time to collect Commercial Waste, and
- (b) a Refuse Collection service from premises which produce Schedule 1 Waste wishing to use the Environmental Services

10.1.2. In providing the Commercial Waste Collection Service, the Service Provider shall:

- (a) collect Commercial Refuse Waste sacks;
- (b) regularly empty Containers (ranging from 240-litre to 1100-litre capacity);
- (c) collect Commercial Refuse Waste and Bulky items as one-off Collections as part of a requested service. Such waste may be contained in boxes or sacks and may include (without limitation) printed material in bulk, office furniture, fridges, display equipment and shop fittings Collections are to undertaken within 5 Business Days of the Commercial Waste Customer request for the Collection and the Service Provider must provide for the making of appointments with customers to facilitate Collections should it be required; and
- (d) at all times comply with the terms of any contract between the Council and a Commercial Waste Customer

10.2. COMMERCIAL RELATIONSHIP

10.2.1. The Service Provider shall undertake Collection of Commercial Waste from all Commercial Waste Customers, being:

- (a) those customers notified by the Council to the Service Provider no later than ten (10) Business Days following the Service Commencement Date (as may be updated by the Council prior to the Service Commencement Date); and

- (b) any new Commercial Waste Customers who wish to enter into a contract for the Commercial Waste Collection Service from time to time during the Service Period.
- 10.2.2. The Service Provider shall be responsible for issuing appropriate instructions and documentation (including the form of contract) to each Commercial Waste Customer, using the Council letterhead, and ensuring the Commercial Waste Customers sign documents as required.
- 10.2.3. Collections shall be undertaken by the Service Provider from Commercial Waste Customers at the frequency notified by the Council no later than ten (10) Business Days prior to the Service Commencement Date in relation to existing customers at the Service Commencement Date, and at the frequency agreed between the Service Provider and each new customer, subject to the requirements of this Environmental Services Specification. Collections shall be from Containers as authorised by the Council.
- 10.2.4. The Service Provider shall be responsible for diligently collecting charges owed by Commercial Waste Customers, and for collecting unpaid debts and invoking enforcement procedures as necessary.
- 10.2.5. The Service Provider shall use all reasonable endeavours to promote the Commercial Waste Collection Service within the Council Area and shall directly source new potential Commercial Waste Customers.
- 10.2.6. Any requests received by the Council from new potential customers shall be passed to the Service Provider. The Service Provider shall be responsible for contacting the potential customer and facilitate the formation of a contractual arrangement using a contract format and contracting procedure prescribed by the Council. The Collection of Commercial Waste is to commence and to terminate with effect from the date notified by and agreed with the Commercial Waste Customer. The Service Provider shall advise the Commercial Waste Customer of the day of Collection prior to commencement of the Commercial Waste Collection Service to that Commercial Waste Customer.
- 10.2.7. Payment for the Commercial Waste Collection Service shall be collected by the Service Provider from Commercial Waste Customers. The Service Provider shall reimburse the Council on a monthly basis (or other period as agreed by the Council) for the payment by the Council of charges made by the GMWDA in relation to disposal of Commercial Waste collected during the previous month.
- 10.2.8. Commercial Waste, Schedule I Waste and Market Waste which comprises Residual Waste may be co-collected on the same round, and Recycled Waste from Commercial Waste Customers may be co-collected on the same round as Household Waste, and in each case the percentage split of these Waste streams on a Vehicle must be notified to the Council. Unless prior permission is

granted by the Council, no other Waste that is not Contract Waste may be collected on the same Collection rounds.

10.2.9 The Service Provider may co-collect Recycled Waste from Commercial Waste Customers on the same collection round as Household Waste, in which case the percentage split of these Waste streams on a Vehicle must be notified to the Council

10.2.10. The Service Provider shall ensure that all information on Commercial Waste Collections remains confidential (subject to the other provisions of this Agreement) and the Service Provider warrants that it shall not use any such information gained or supplied in connection with this Agreement to encourage or entice Commercial Waste Customers away from the Council provided Commercial Waste Collection Service.

10.3. PUBLICITY, NOTICES, & PROMOTION OF THE COMMERCIAL WASTE SERVICE

10.3.1. The Service Provider shall be responsible for the design and production and delivery of all notices relating to the Commercial Waste Collection Services and other means for communicating to Commercial Waste Customers the Service Rules including the scheduled days of Collections and where Collections are not the normal pattern due to a Collection Service Holiday. Where the Service Provider alters the standard Day of Collection that any Commercial Waste Customer receives, the Service Provider shall ensure that the Commercial Waste Customer receives a letter (though the letterbox and not left in a Container), at least seven days before the change, detailing the changes that are proposed and when the new scheduled Collection Day shall be.

10.3.2. All copies of proposed communication media must comply with the Council's standard communication guidelines

10.3.3 All copies of proposed communication media must be sent to the Council at critical points of design and prior to release for the Councils approval which will not be unreasonably withheld

10.3.4. The Service Provider shall design, produce and distribute stickers, labels, tags and or calling cards to inform Commercial Waste Customers of reasons why the Collection of materials has not been conducted (e.g. over-full Container)

10.3.5. The Service Provider shall be expected to market and expand the Commercial Waste Collection Service.

10.4. GENERAL

10.4.1. The Service Provider shall ensure that all relevant paperwork relating to the Collection of Commercial Waste, such as the Duty of Care waste transfer notes, are signed by the customer and are current.

10.5. OPERATIONAL HOURS

10.5.1. The Service Provider shall agree with the Council the operational hours during which Commercial Waste and Schedule 1 Refuse shall be collected, including operational hours where there is a requirement to catch up following a Collection Service Holiday or a service disruption.

10.5.2. The Collection of Commercial Waste from Markets shall be undertaken by the Service Provider on one evening per week and each Saturday.

10.5.3. If it becomes apparent that any Collections will not or have not been completed on the scheduled day then the Service Provider shall notify the Council and the Commercial Waste Customers that the Collection shall be late and shall notify them of the intended time and date of the rescheduled Collection. Where Commercial Waste Customers have provided access to Containers at the Collection Point and the Service Provider has failed to collect on the scheduled day of Collection this shall constitute a Missed Collection.

10.5.4. The Service Provider shall exercise special care whilst operating on or near school premises and other high-risk areas, such as within the grounds of residential homes. The Service Provider shall not schedule the delivery of Environmental Services, or permit Environmental Services to be conducted within close proximity of schools during periods when children are arriving or departing, this will normally be accepted as being 0815-0915 hours and 1400-1530 hours on week days.

10.6. COLLECTION SERVICE HOLIDAYS

10.6.1. The Service Provider shall treat all Bank and Public Holidays except Christmas Day and New Years' Day as Business Days and deliver the Commercial Waste Collection Services on such days.

10.6.2. The period following a delay in service, will result in above average tonnages of Waste being put out for Collection. The Service Provider shall make allowances for the necessary resources to complete the work during these periods.

10.7. COLLECTION SCHEDULE

10.7.1. Each Commercial Waste Customer shall receive Collections on a frequency that they have requested and that the Council has agreed with the Service Provider.

10.7.2. The Collection schedule may be changed by the Service Provider if it is requested by the Commercial Waste Customer and agreed with the Council.

The Service Provider shall alter the schedule within 24 hours of receipt of the request and the Service Provider shall notify the Commercial Waste Customer of the new schedule for Collections as soon as possible and at least 24 hours before the change commences.

- 10.7.3. Each week, the Service Provider must ensure relevant Personnel have an up to date list (format to be approved by the Council) indicating all commercial premises from which a Collection is due that week and the type of Collection. The list is to show the number and type of Container to be serviced and the location of the Collection Point. In event that the type or number of Containers on site is at variance, that side waste is regularly presented or that the premises has been vacated or change of ownership or use, the Council is to be notified.
- 10.7.4. The Service Provider shall monitor the use of the Commercial Waste Collection Services and in particular the fullness of the Containers. In the event that the Service Provider notes that a Commercial Waste Customer may have insufficient frequency of Collection, or capacity/number of Containers, they shall contact the Commercial Waste Customer and request that the Collection frequency is increased or size of the Container increased.
- 10.7.5. The Service Provider shall not alter the Collection schedule without the prior permission of the Council. The Service Provider may request the Council to grant permission to and alter the schedule of Collections and where this maintains the quality of service and delivers operational efficiencies this permission will not be unreasonably withheld.

10.8 ACCESS ISSUES

- 10.8.1 The Service Provider shall ensure that it has custody of all appropriate keys, security fobs, security codes and equipment for the opening and closing of locked gates, Container stores, barriers and drop bollards for car parks etc., at all times during the Service Period. The Service Provider, as part of the Commercial Waste Collection Service, shall open, close and lock all gates, doors, barriers, drop bollards etc as required and shall ensure that all Personnel have the appropriate keys to do so. All such keys and equipment shall be kept in a secure manner. The Service Provider should immediately report (as a Prompt Report) any access problems (parked vehicles, lost keys, broken locks etc.) to the Council, and take all reasonable steps to rectify the situation and gain access to provide the Commercial Waste Collection Service.
- 10.8.2. The Service Provider shall take into account that there are a number of weight restrictions, narrow access streets and lanes across the Council Area. Streets are also used by the public for parking, which may on occasion result in difficulty for the Service Provider in carrying out Commercial Waste Collection Services. The Service Provider shall provide Collection Vehicles that can access such areas to deliver the Commercial Waste Collection Services. The

Commercial Waste Collection Services shall be completed in accordance with this Environmental Services Specification using such methods, equipment, labour, etc. as are necessary to complete the Service in the appropriate timescale.

- 10.8.3. The Service Provider shall undertake such surveys as are necessary to ascertain the extent of access issues across the Council Area but shall not be relieved in respect of any non-performance or partial performance of any Commercial Waste Collection Service due to the extent of access issues.
- 10.8.4. Collection Points may be located along private roads, driveways or tracks. The Service Provider shall use appropriate Collection Vehicles for these Collections having regard to width, gradient, alignment and quality of the roads. The Service Provider shall risk assess the use of the roads. Where the Service Provider determines that it is either unsafe or permission has not been granted it will promptly notify the Council. The Service Provider shall advise Residents of the Council's requirements, and any alternatives, to effect safe Collections.
- 10.8.5. When any construction or maintenance work is carried out on a part of any street or access is restricted due to temporary road closures or obstructions, the Service Provider shall still be required to use all reasonable endeavours to perform and carry out the Commercial Waste Collection Services on the normal Collection Day. The Service Provider is responsible for making alternative access or Collection arrangements.
- 10.8.6. In event that access cannot be gained to any road, highway or group of properties to provide the services on the day of Collection, the Service Provider shall make further attempts to provide the Commercial Waste Collection Service to all affected properties on the named day for Collection. The Council is to be notified on the same day no later than 1700 hours. In all such situations Collections are to be made from all affected properties within 2 Business Days of the normal Collection. The Council is to be advised on a daily basis by 1600 hours whether Collections have been completed. Failure to comply shall be considered as a Missed Collection per affected property.
- 10.8.7. Unless the Service Provider obtains the permission of the Council to vary the Collection Day for access reasons, any Collections not undertaken on the normal Collection Day due to access problems shall be deemed Missed Collections. This permission will not be unreasonably withheld. The Service Provider shall produce and deliver notices, letters or leaflets to inform Commercial Waste Customers of any necessary temporary Collection Day changes.

10.9. SUPERVISION

- 10.9.1. The Service Provider shall provide a named Contract Manager with the necessary qualifications skills and experience as set out in the Method Statements. The only exception to this requirement shall be for Collection Service Holidays, during periods of sickness and annual leave.
- 10.9.2. In the event of the Contract Manager being temporarily absent, the Service Provider shall ensure that a suitably qualified and named Supervisor shall be available to cover the Contract Manager's duties in full, and the Council is consulted in advance of planned absences
- 10.9.3. The Service Provider shall provide a sufficient number of named Supervisors, in addition to the Contract Manager to ensure that the Staff are at all times adequately supervised and properly perform their duties to meet the Council's requirements
- 10.9.4. The Council shall be notified in advance, where practicable, when a supervisor is absent from the Agreement due to leave, sickness, training. The Council shall be advised when they return to the Agreement
- 10.9.5. To facilitate direct communication between the Service Provider and the Council, the Service Provider shall ensure that at least one member of supervisory Personnel shall be available for communications between the Council and the Service Provider between 06.30 hours and 20.00 hours, on each Business Day and where stipulated by the Council shall be available on a mobile phone from 05.30 to 22.00 hours on every week day.
- 10.9.6. To facilitate direct communication between the Service Provider and the Council, the Service Provider shall provide the Council, as a component of the Weekly Report, the working schedule, roles, contact details and availability of Supervisory and Managerial Staff for the following week. If during the course of the week these plans change then the Service Provider shall promptly notify, as a Prompt Report, the Council or the new plans.

10.10 OWNERSHIP OF CONTAINERS

- 10.10.1. All Containers currently used in the delivery of the Commercial Waste Collection Services and Schedule I Refuse Collections, with the exception of single use Commercial Waste sacks, are the property of the Council and should continue to be used in the performance of the Commercial Waste Collection Service where appropriate. The Service Provider shall fund the provision of new and replacement Containers as required for Commercial Waste Customers to contain Contract Waste. The Service Provider shall be responsible for the procurement, administration and ordering of all Containers, bags and Containers, including all new and replacement Containers.

10.10.2. On entering into service use, all new and replacement Containers shall become owned by the Council except single use sacks which are to be treated as Contract Waste once used.

10.11. CARE

10.11.1. Notwithstanding any other provisions of this Environmental Services Specification, the Service Provider shall adopt working procedures and practices that avoid Containers being damaged or becoming unfit for purpose as a result of his actions.

10.12. REPLACEMENTS

10.12.1. The Service Provider shall purchase Containers for all new Commercial Waste Customers at its own cost. The Service Provider shall use its best endeavours to obtain the best price for the size and type of Container.

10.12.2. The Service Provider shall purchase new Containers to replace those that have become lost or damaged at its own cost. The Service Provider shall use its best endeavours to obtain the best price for the size and type of Container.

10.13. DELIVERY

10.13.1. The Service Provider shall deliver all replacement and new Containers (except the pre-paid Commercial Waste Sacks) within five Business Days of the issue of a request for a Container. This Service shall be undertaken without additional payment.

10.13.2. Certain Commercial Waste Customers receive Commercial Waste Sacks. The Service Provider shall deliver sacks to such Commercial Waste Customers, upon the Council or Commercial Waste Customer's request.

10.13.3. The Service Provider shall inform the Commercial Waste Customer in advance of the delivery date and time, (a.m. or p.m.) of the Container delivery. Alternatively a named day system of deliveries may be used.

10.13.4. The delivery of the Commercial Waste Container is to be a location at the property, as defined by the Council and left within the property boundary. A card indicating the delivery has been made giving date, time and CRM/order number must be posted through the letter box. A corresponding duplicate or counterfoil with the details shall be retained by the Service Provider as proof of delivery.

10.13.5. The Service Provider is to ensure that the relevant CRM System instruction relating to deliveries is updated on the day of delivery to indicate the time, date and name of the operative who carried out the delivery.

10.14. COLLECTION OF CONTAINERS

10.14.1. Upon instruction from the Council the Service Provider shall collect any Commercial Waste Container, whether it contains Waste or not, and take them to their Environmental Depot for cleaning and storage. Collection will normally take place on the next Collection Day or within 5 days of receiving the instruction, whichever is shorter.

10.15. REPAIR AND REFURBISHMENT AND STORAGE

10.15.1. The Service Provider shall maintain the stocks of Containers at its own premises in a sufficient quantity to ensure that all sizes, colours and types of Containers used in the delivery of the service are available at all times for delivery to Commercial Waste Customers.

10.15.2 The Service Provider is encouraged to Re-use Containers collected from Commercial Waste Customers where practicable. Containers collected from Commercial Waste Customers that are to be Re-used shall be thoroughly degreased, cleansed and disinfected by the Service Provider and then stored at the Service Provider's premises for redistribution or repair.

10.15.3. The Service Provider shall make arrangements for the cleaning and refurbishment of all Containers prior to returning to service. Four-wheeled Containers are to be thoroughly cleaned, repainted/transferred in appropriate livery. The Service Provider may choose to maintain a level of spare part stock to enable local repairs to be initiated, these must be of an approved nature and suitable for purpose.

10.15.4. The Service Provider shall provide and maintain a system of stock control for all Containers delivered, collected and stored. Container stock control updates should be included in the Monthly Report, and on request. The Service Provider shall promptly notify the Council when stock levels fall below levels required to perform the Commercial Waste Collection Service and replenish stocks accordingly.

10.16. REFUSE COLLECTIONS

10.16.1. The Service Provider shall provide Refuse Collections to all Commercial Waste Customers, Schedule I Customers, Markets and Council Departments throughout the Council Area.

10.16.2. The Service Provider shall only collect Refuse presented in sacks from properties which are agreed with the Council as receiving such services and where the property is without wheeled Container provision and where the Waste is presented only in the Council's branded Refuse sacks.

10.16.3. The Service Provider shall not permit Personnel, unless instructed by the Council, to empty Containers or collect sacks put out for Refuse Collections that:

- (a) contain Bulky Waste, building wastes, WEEE or where the Container is full to the extent that the lid is not close to closed and/or it is unsafe to do so; or
- (b) where Refuse has been placed at the side or on top of the wheeled Container, and then in the case the side waste should be left in situ and undisturbed for later examination by the Council's enforcement officers.

10.16.4. The Service Provider shall promptly record and report all instances where Waste is not collected due to the application of the Service Rules, and record where Commercial Waste Customers have not complied sufficiently with Service Rules. This record shall include the address, details of non-compliance including, where appropriate, a digital photograph and confirmation of whether non-compliant Waste has not been collected. These records shall be passed to the Council as soon as possible on the day on which they occur as a Prompt Report.

10.16.5. In all instances where Waste is not collected due to application of the Service Rules the Service Provider shall leave a card, notice or sticker with the Commercial Waste Customer which informs the Commercial Waste Customer of the reason why the Waste was not collected and what steps should be taken to rectify the situation.

10.16.6. The Service Provider shall not empty Containers that are specified for Recyclable Materials or Bio Waste into Collection Vehicles collecting Refuse unless the Container is so contaminated as to render the contents practically un-Recyclable.

10.16.7. Once Commercial Waste Containers are emptied they should be returned to the point of Collection.

10.16.8. The Service Provider shall report to the Council (as a Prompt Report) incidences of regularly 'overflowing' Containers and steps the Service Provider is taken to address this issue. The Service Provider should consider whether the service provision is sufficient and will seek to instigate remedial action with the Commercial Waste Customers.

10.17. PULPABLES COLLECTIONS

10.17.1. Upon request, the Service Provider shall collect Pulpables from wheeled Containers for Commercial Waste Customers, Council departments and Markets throughout the Council Area.

10.17.2. The Service Provider shall collect the Recyclable Materials as Pulpables for Recycling according to the material specification detailed in Appendix 2 (*Description for Pulpables*).

- 10.17.3 In all cases the Service Provider shall collect the Pulpables using methodologies that keep the Pulpables separate from any other Contract Waste.
- 10.17.4. Before commencing Collections of Pulpables the Service Provider shall ensure that the Collection Vehicle has been emptied of any other Waste and if any material other than Pulpables had been collected in the preceding Collection then the Service Provider shall ensure the chamber(s) have been fully washed out.
- 10.17.5. The Service Provider shall be responsible for minimising the contamination that is present in Pulpables in order that the material meets the Acceptance Criteria of treatment facilities by requiring collection crews to undertake a visual inspection of the blue Container contents by lifting and viewing the contents. Where a Pulpable load is rejected by a treatment facility, and the Council, acting reasonably, determines that the rejection is due to the Service Provider failing in his obligations under this Agreement then the Service Provider shall be responsible for all additional costs incurred in transportation, disposal and loss of any income as a result of the rejected material.
- 10.17.6. The Service Provider shall ensure that the driver of the Collection Vehicle delivering Pulpables material to the Delivery Site makes a visual appraisal of the discharged load prior to departing the facility. If he considers the load may be rejected, or is advised by a member of the transfer site Personnel that it is contaminated to an unacceptable level, the driver is to notify the Service Provider immediately, who will advise the Service Provider's supervisory staff and the Council. Where possible any such incident should be supported by photographic evidence.
- 10 17.7. Any dispute about whether the contamination limit for a load has been exceeded shall be referred to the Council for resolution and final decision
- 10 17 8. Prior to emptying the contents of all Pulpables Containers the Service Provider shall inspect the contents of the Container and determine whether the contents of the Container are likely to meet the Acceptance Criteria and if contrary materials are found the Service Provider shall take the following actions:-
- (a) where there is an appropriate Container located at the Collection Point for the contrary materials the Service Provider shall make all reasonable endeavours to separate the contrary materials from the Pulpables. The Container, once the incorrect materials have been removed, shall be emptied and a report of the problem made in the next Weekly Report;
 - (b) where the Service Provider determines that level of contrary materials or the nature of the Container make it impractical to separate the Pulpables from the incorrect materials, or there is not an appropriate Container for

the contrary materials the Container shall be left un-emptied and clearly labelled as contaminated. The Service Provider shall arrange a Collection of the material by a Refuse Collection crew on either the same day as the Container was scheduled for the Pulpables Collection or at the latest the following Business Day. A report of the problem shall be made by the Service Provider in the next Weekly Report; and

- (c) where the contents of Pulpables Containers are collected as Refuse in compliance with this provision then the Service Provider shall be permitted to deliver the contaminated Pulpables and contaminants to Refuse Waste Delivery Sites. This shall be accepted at no cost to the Service Provider provide that the requirements of the provisions applicable to contamination have been fully complied with in the two weeks before the occurrence. Where the requirements of these provisions has not been complied with in the two weeks before the occurrence then the Council may recover the additional disposal costs associated with this occurrence from the Service Provider.

10.18. CO-MINGLED COLLECTIONS

- 10.18.1. Upon request, the Collection of Co-mingled material from wheeled Containers shall be provided by the Service Provider to Commercial Waste Customers, Council departments and Markets throughout the Council Area.
- 10.18.2. The Service Provider shall collect the Recyclable Materials as Co-mingled for Recycling according to the material specification detailed in Appendix 3 (*Co-mingled Description*).
- 10.18.3. In all cases the Service Provider shall collect the Co-mingled material using methodologies that keep the Pulpables separate from any other Contract Waste.
- 10.18.4. Before commencing Collections of Co-mingled material the Service Provider shall ensure that the Collection Vehicle has been emptied of any other Waste and if any material other than Pulpables had been collected in the preceding Collection then the Service Provider shall ensure the chamber(s) have been fully washed out.
- 10.18.5. The Service Provider shall be responsible for minimising the contamination that is present in Co-mingled material in order that the material meets the Acceptance Criteria by requiring Collection crews to undertake a visual inspection of the black Container contents by lifting and viewing the contents. Where a Co-mingled load is rejected by a treatment facility, and the Council, acting reasonably, determines that the rejection is due to the Service Provider failing in his obligations under this Agreement then the Service Provider shall

be responsible for all additional costs incurred in transportation, disposal and loss of any income as a result of the rejected material.

10.18.6. The Service Provider shall ensure that the driver of the Collection Vehicle delivering Co-mingled material to the Delivery Site makes a visual appraisal of the discharged load prior to departing the facility. If he considers the load may be rejected, or is advised by a member of the transfer site Personnel that it is contaminated to an unacceptable level. The driver is to notify the Service Provider immediately, who will advise the Service Provider's Supervisor and the Council. Where possible any such incident should be supported by photographic evidence.

10.18.7. Any dispute about whether the contamination limit for a load has been exceeded shall be referred to the Council for resolution and final decision.

10.18.8. Prior to emptying the contents of all Co-mingled Containers the Service Provider shall inspect the contents of the Container and determine whether the contents of the Container is likely to meet the Acceptance Criteria detailed in Appendix 3 (*Co-mingled Description*) and if contrary materials are found the Service Provider shall take the following actions:

- (a) where there is an appropriate Container located at the Collection Point for the contrary materials the Service Provider shall use all reasonable endeavours to separate the contrary materials from the Co-mingled. The Container, once the contrary materials have been removed, shall be emptied and a report of the problem made in the next Weekly Report;
- (b) where the Service Provider determines that the level of contrary material or the nature of the Container make it impractical to separate the Co-mingled from the contrary materials, or there is not an appropriate Container for the contrary materials the Container shall be left un-emptied and clearly labelled as contaminated. The Service Provider shall arrange a Collection of the material by a Refuse Collection crew on either the same day as the Container was scheduled for the Co-mingled Collection or at the latest the following Business Day. A report of the problem shall be made in the next Weekly Report;
- (c) where the contents of Co-mingled Containers are collected as Refuse in compliance with this provision then The Service Provider shall be permitted to deliver the contaminated Co-mingled and contaminants to Delivery Sites. This shall be accepted at no cost to the Service Provider providing that the requirements of the provisions applicable to contamination have been fully complied with in the two weeks before the occurrence. Where the requirements of these provisions has not been complied with in the two weeks before the occurrence then the Council may recover the additional disposal costs associated with this occurrence.

10.19. BIO WASTE COLLECTIONS

- 10.19.1. Upon request from Commercial Waste Customers, the Collection of Bio Waste from wheeled Containers shall be provided by the Service Provider to Commercial Waste Collection Services Users, Council departments and Markets throughout the Council Area.
- 10.19.2. The Service Provider shall collect the Bio Waste for Composting according to the material specification detailed in Appendix 4 (*Bio Waste Description*).
- 10.19.3. In all cases the Service Provider shall keep the Bio Waste separate from any other Contract Waste.
- 10.19.4. Before commencing Collections of Bio Waste the Service Provider shall ensure that the Collection Vehicle has been emptied of any other Waste and if any material other than Bio Waste had been collected in the preceding Collection then the Service Provider shall ensure the chamber(s) have been fully washed out.
- 10.19.5. The Service Provider shall be responsible for minimising the contamination that is present in Bio Waste in order that the material meets the Acceptance Criteria by requiring Collection crews to undertake a visual inspection of the Container contents, which may be contained in approved compostable liners, by lifting and viewing the contents. Where a Bio Waste load is rejected by a treatment facility, and the Council, acting reasonably, determines that the rejection is due to the Service Provider failing in his obligations under this Agreement then the Service Provider shall be responsible for all additional costs incurred in transportation, disposal and loss of any income as a result of the rejected material.
- 10.19.6. The Service Provider shall ensure that the driver of the Collection Vehicle delivering Bio Waste material to the Delivery Site makes a visual appraisal of the discharged load prior to departing the facility. If he considers the load may be rejected, or is advised by a member of the transfer site Personnel that it is contaminated to an unacceptable level. The driver is to notify the Service Provider immediately, who will advise the Service Provider's supervisor and the Council. Where possible any such incident should be supported by photographic evidence.
- 10.19.7. Any dispute about whether the contamination limit for a load has been exceeded shall be referred to the Council for resolution and final decision.
- 10.19.8. Prior to emptying the contents of all Bio Waste Containers the Service Provider shall inspect the contents of the Container and determine whether the contents of the Container is likely to meet the Acceptance Criteria detailed in Appendix 4 (*Bio Waste Description*) and if contrary materials are found the Service Provider shall take the following action:

- (a) where there is an appropriate Container located at the Collection Point for the contrary materials the Service Provider shall use all reasonable endeavours to separate the contrary materials from the Bio Waste. The container, once the incorrect materials have been removed, shall be emptied and a report of the problem made in the next Weekly Report;
- (b) where the Service Provider determines that level of contrary materials or the nature of the Container make it impractical to separate the Bio Waste from the contrary materials, or there is not an appropriate Container for the contrary materials the Container shall be left un-emptied and clearly labelled as contaminated. The Service Provider shall arrange a Collection of the material by a Refuse Collection crew on either the same day as the Container was scheduled for the Bio Waste Collection or at the latest the following Business Day. A report of the problem shall be made in the next Weekly Report;
- (c) where the contents of Bio Waste Containers are collected as Refuse in compliance with this provision then the Service Provider shall be permitted to deliver the contaminated Bio Waste and contaminants to Refuse Waste Delivery Sites. This shall be accepted at no cost to the Service Provider providing that the requirements of the provisions applicable to contamination have been fully complied with in the two weeks before the occurrence. Where the requirements of these provisions has not been complied with in the two weeks before the occurrence then the Council may recover the additional disposal costs associated with this occurrence.

11. **Part 11: Grounds Maintenance Service – Requirements Relating Only to Grounds Maintenance Service**

11.1. **INTRODUCTION**

- 11.1.1. The Service Provider shall be responsible for the management of the Council's public parks, amenity Greenspaces, recreation/sports grounds, countryside, children's playgrounds, linear Greenspace routes and allotment sites set out in Appendix 11 (*Greenspace Sites*) ("**Greenspace Sites**") in accordance with the requirements of this Part 11.
- 11.1.2. The Service Provider shall perform its obligations in respect of the Greenspace Sites such that on the earlier of Termination or Expiry of this Agreement, the Greenspace Sites are at a standard commensurate with the standards the Greenspace Sites should be had the Service Provider complied in full with its obligations under this Agreement (as amended from time to time).
- 11.1.3. The Service Provider shall be required to provide high quality maintenance to the Greenspace Sites due to their heritage value, nature/biodiversity, local Resident involvement, sports and games facilities etc. These sites are rated as highly important by Trafford Residents and visitors, and are used extensively for events and activities by families, footballers, bowlers, dog-walkers, community groups, etc.
- 11.1.4. The Service Provider shall be required to generate / respond to initiatives, which bring the parks to life, ensuring Services Users' expectations of high levels and standards of support are maintained.
- 11.1.5. The Service Provider shall be required to:
- (a) achieve the Green Flag Award in accordance with the Target Service Level in respect of KPI Number 11 in relation to Environmental Services; and
 - (b) use best endeavours to achieve in respect of Green Flag Award status Flixton House and Gardens; Hullard Park; Worthington Park; Walkden Gardens; Denzell Gardens; and The Devisdale and Victoria Park.
- 11.1.6. The Service Provider shall maintain good working relationships with Friends and Community Groups (currently over 30 groups).
- 11.1.7. The Service Provider shall ensure the vital role of engagement with Friends and Community Groups and act as the link to the Council, supporting improvement schemes to Greenspaces with minimum impact to maintenance. The Service Provider shall assist community groups through the sourcing of external funding streams, coordination of voluntary activities, management of events, including

Green Flag Award and In Bloom initiatives and providing technical assistance. In addition, the Service Provider shall ensure that members of the public, Elected Members and Council Officers are responded to and consulted with on matters pertaining to development projects promptly and improvement schemes.

11.1.8. The Service Provider shall promptly and diligently co-ordinate all requests from the Council for strategic direction and capital commitment in advance and supported by detailed business plans. Where it is deemed by the Council that capital expenditure is necessary due to lack of maintenance by the Service Provider the total cost of reinstatement (including capital expenditure) to the prescribed level will be at the Service Provider's cost.

11.1.9. The Service Provider shall maintain the Trans Pennine national multi user recreational route (known as the "Trans Pennine Trail" and identified on www.transpenninetrail.org.uk) to at least the standard or the same at the Service Commencement Date.

11.2 CONTRACT STANDARD

11.2.1. The Service Provider shall ensure that all work within the parks and open spaces shall be carried out with minimal levels of inconvenience to Service Users and shall ensure that all debris is cleared from paths and walkways as soon as practical.

11.3 UNDERPINNING VALUES AND PRINCIPLES

11.3.1. The Service Provider shall provide a high quality Grounds Maintenance Service including the employment of an adequate number of suitably trained and skilled Personnel. The Service Provider shall ensure Personnel carrying out the Grounds Maintenance Service:

- (a) deliver maintenance regimes with professionalism and pride, and produce high quality work;
- (b) work in the spirit of partnership with other Council Personnel delivering services in the public realm, and with communities who wish to become engaged in parks and Greenspace improvements;
- (c) are approachable and act as front line ambassadors for the Council;
- (d) act proactively, promptly and positively to rectify problems, such as access, vandalism and safety issues as detailed within this Environmental Services Specification; and
- (e) promote and support the strategic objectives of the Council, and the aims and objectives of all relevant strategies and service delivery plans.

11.4. REQUIRED OBJECTIVES OF THE GROUNDS MAINTENANCE SERVICE:

The Service Provider shall achieve the following objectives:

- (a) a high performance service evidencing continuous improvement of service delivery and developing the full potential of the Council's Greenspaces through effective partnerships, joint working and community involvement;
- (b) act proactively, promptly and positively to evidence and promptly remedy problems, relating to, horticultural maintenance, fly-tipping, littering and full Litter Containers, as soon as they become aware of them; contributing to increased customer satisfaction;
- (c) ensures the outdoor environment of the Council is valued, nurtured and enhanced for the benefit and enjoyment of all for now and in the future; and
- (d) ensure a clean, safe, well presented, welcoming environment for Service Users and visitors of the Council Area.

11.5. HOURS OF WORKING

11.5.1. The permitted hours of working for the Grounds Maintenance Service are between 6 a.m. and 10 p.m. daily, 7 days a week. Park maintenance shall be carried out between 7 a.m. and 8 p.m. The Service Provider shall obtain the Council's prior written consent to work outside these hours, and any such works must be undertaken so as not to cause nuisance, (noise or otherwise), to local Residents.

11.6. ACCESS

11.6.1. The Service Provider, in the provision services shall enjoy the same rights of access as the Council to deliver Grounds Maintenance Service.

11.6.2. The Service Provider shall use the recognised access to all locations.

11.6.3. The Service Provider shall not carry out the Grounds Maintenance Service in a way which is unsafe or could give rise to nuisance or damage or inconvenience members of the public or Residents.

11.6.4. Where access to any location is blocked or prevented by any obstruction, the Service Provider shall maintain the Grounds Maintenance Service by gaining access as soon as practical.

11.7. SIGNAGE

11.7.1. The Service Provider shall ensure all signs relating to, Greenspaces Sites are both clearly visible and clean at all times. Any moss, dirt and graffiti should be removed promptly and maintained to high standards.

11.7.2. Inappropriate and out-of-date signs and notices should be removed within one Business Day of the Service Provider becoming aware of the same, and replaced by the Service Provider at the Service Provider's expense, or otherwise as directed by the Council.

11.8. FOOTPATHS

11.8.1. The Service Provider shall ensure paths are clean, tidy and free from Litter, debris, weeds and dog fouling.

11.8.2. The Service Provider shall ensure main paths that are well used and form arterial routes through parks and open spaces are inspected daily to ensure they are safe and clean and any repairs carried out immediately. Vegetation maintenance / encroachment along Public rights of way are to be undertaken in consultation with the Council.

11.8.3. During periods of snow and ice, the Service Provider shall ensure all reasonable precautions are taken to make sure the site is safe and main paths are useable and treated.

11.8.4. The Service Provider shall ensure all gullies are inspected, safe, free from debris and maintained in good working order at all times. The Service Provider shall ensure missing gully covers are replaced and immediately made safe.

11.8.5. The Service Provider shall ensure footpaths are fit for their designated purpose. The Service Provider shall report in the next Weekly Report those areas prone to flooding, with surface coat problems, potholes to the Council and take any immediate interim action as is necessary and/or as directed by the Council.

11.9. BUILDINGS

11.9.1. The Service Provider shall keep all buildings identified in Appendix 11 (*Greenspace Sites*) in the Greenspace Sites (except for public toilets) clean, tidy, and safe condition, and maintain and repair them as necessary to ensure they are fit for purpose throughout the Service Period. Building issues identified by the Service Provider (and the steps to be taken by the Service Provider to remedy them) should be reported to the Council in the next Weekly Report.

11.10. GRAFFITI AND FLY-POSTING

11.10.1. The Service Provider shall remove all graffiti or other defacement from any Council owned or leased surface or feature within 20 Business Days of being reported to the Service Provider. Any graffiti deemed to be offensive by the Council or Service Users should be removed or concealed within one hour of such notification.

11.10.2. The Service Provider shall ensure that all racial and Offensive Graffiti is photographed prior to removal and reported to the Council (as a Prompt Report) along with details of the date and time discovered.

11.10.3. On a monthly basis or more frequently if requested by the Council, the Service Provider must provide digital photographs showing the locations of the graffiti/fly-posting prior to work and subsequent to its removal, and also inform the Council of tags that the Service Provider observes frequently whilst performing the Grounds Maintenance Service.

11.10.4. The Service Provider shall remove or obliterate all fly-posting and restore any damaged surfaces.

11.11. LITTER

11.11.1. The Service Provider shall maintain all locations in a Litter free condition, (equivalent to Grade A, in the Code of Practice for Litter and Refuse), with all Containers available for use and not overflowing.

11.12. LEAF CLEARANCE AND COMPOSTING SITES

11.12.1. The Service Provider shall ensure leaf and tree Litter is removed from paths, ornamental lawn, flower beds, sports playing areas etc. in order to prevent slip hazards, damage to fine turf or plants or interference of play. Special attention should be given to fine turf areas, equipped play grounds, tennis courts etc. The Service Provider shall be liable for the costs and repair of re-instatement caused by failure to remove such and shall indemnify the Council against any claims for loss or damage caused by the failure to remove such..

11.12.2. The Service Provider shall ensure designated Composting sites within parks are located out of sight of customers and maintained in neat and tidy condition and are free from any offensive smells. All Composting materials used by the Service Provider must comply with all relevant Legislation. Any Composting materials that do not meet with current Legislation should be removed from site by the Service Provider.

11.12.3. Any Composting sites within Parks, Open Spaces and Cemeteries must be in agreement with the Council.

11.13. ANTI-SOCIAL BEHAVIOUR AND VANDALISM

11.13.1. Persistent problems with anti-social behaviour should be reported to the Council as part of the Weekly Reports. The Service Provider should address minor incidents and problems as and when observed and when safe to do so.

11.13.2. Serious incidents shall be reported immediately to Greater Manchester Police and the Council informed as soon as possible thereafter (as a Prompt Report).

11.13.3. The Service Provider shall ensure all Greenspace Sites remain free from dog fouling to allow visitors to enjoy all facilities without fear of contamination.

11.13.4. The Service Provider shall remove contamination, empty the Container used for dog fouling in the Greenspace Sites and communicate the Council's aims and objectives to dog owners

11.13.5. The Service Provider shall liaise with the Council relating to anti-social behaviour and subsequent compliance with the Council's environment strategy (as amended). The Service Provider's Personnel should be trained in awareness in identifying and challenging anti-social behaviour and recording such incidents.

11.13.6. The Service Provider shall report all incidents, observations, or suggestions, which could contribute to the continuous improvements of the Grounds Maintenance Service as part of the Monthly Reports.

11.14. PARKS FURNITURE

11.14.1. The Service Provider shall ensure all parks furniture in the Greenspace Sites is clean, tidy and maintained in a condition fit for its purpose and to maximise its longevity. If equipment is not fit for purpose or beyond repair it is removed, replacement may be funded via the Council's capital funding, if funds permit, to be determined by the Council at its sole discretion.

11.14.2. The Service Provider shall ensure all appropriate signage is erected and measures taken to prevent freshly painted furniture being used by members of the public.

11.15. LOCKING / UNLOCKING PARKS, CEMETERIES, CREMATORIUMS AND OTHER FACILITIES

11.15.1. The Service Provider shall ensure all parks, cemeteries, crematoriums and other facilities in the Greenspace Sites are accessible during the relevant stated opening hours.

11.15.2. The Service Provider shall open and lock the gates within the parks, cemeteries and crematoriums in the Greenspace Sites which require gates to be locked and unlocked as listed in Appendix 7 (*Site Locking Times*). All such gates shall be locked and unlocked at the appropriate times and any missing locks shall be replaced.

11.15.3. The Service Provider must secure all gates in the Greenspace Sites immediately after use on every occasion.

11.16 ORNAMENTAL LANDSCAPE FEATURES

11.16.1. The Service Provider shall provide regular and appropriate maintenance within the landscape features in the Greenspace Sites. The Service Provider should provide on-the-spot judgements based on the professional expertise and recognised good practice. These features include, but are not limited to, the following, and any fundamental changes to the nature of the landscape features which must not be made without prior approval by the Council:

- (a) floral bedding;
- (b) Rose Beds (parks only);
- (c) Shrub Beds (Volume);
- (d) Shrub Beds (Naturalised);
- (e) Shrub Beds (Ornamental);
- (f) ornamental garden features (see site-specific details) including:
 - (i) rockeries;
 - (ii) walled gardens;
 - (iii) climbing plants;
 - (iv) annual borders;
 - (v) Herbaceous Borders;
 - (vi) ornamental ponds; and
 - (vii) containers.

11.17. SEASONAL FLORAL BEDDING

11.17.1. The Service Provider shall prepare ornamental feature beds to provide floral colour for two seasonal schemes (spring and summer) and the Service Provider shall ensure:

- (a) completed beds comply with specified design to provide uniform display over full area of the bed;
- (b) varieties of plants to be used, including bulbs, are true to type, healthy, free of pest and disease, and in prime condition at the time of planting;
- (c) beds are well prepared, with a well-structured fertilised soil in good condition, to good horticultural standards, to produce good display and plant vigour throughout the season; and
- (d) beds are maintained to a high horticultural standard throughout the year, and be aesthetically pleasing, free from Litter, weeds, pest and disease.

11.18. ROSE BEDS

11.18.1 The Service Provider shall maintain the Rose Beds in parks which have been created to provide a traditional high quality summer display of colour and fragrance. The Service Provider shall treat these with careful and considerate maintenance regimes as the Council recognises that they are important design features, which contribute significantly to the character and beauty of the Council parks often reflecting a particular era. The Service Provider should ensure,

- (a) uniform plant coverage of the bed area;
- (b) healthy plants free from pest, disease and herbicide damage;
- (c) maximum flowering encouraged by deadheading;
- (d) maintenance to a high horticultural standard throughout the year aesthetically pleasing, free from Litter, debris, leaves and weeds;
- (e) good soil condition and husbandry, which is achieved by the addition of appropriate organic material and fertiliser; and
- (f) plants which are pruned to good horticultural practice, to enhance and promote healthy flowering and general plant vigour.

11.19. SHRUB BEDS (VOLUME)

11.19.1. The Service Provider shall ensure proper maintenance of these landscape design features to increase their attractiveness and maximise their longevity. These are distributed throughout the Council in locations such as; housing estates, highway features and school sites. They contribute greatly to the character and appearance of the local area, providing structure, colour, form, and texture to the landscape. This in turn makes the area attractive for Residents and visitors of the Council Area and helps to attract business and inward investment. The Service Provider shall ensure:

- (a) uniform plant cover at all times,
- (b) removal of dead / diseased material;
- (c) pruning as required to eliminate nuisance, overhanging and intrusive growth;
- (d) pruning as required by species for health, growth, vigour and flowering - It is anticipated that annual pruning shall be required for the following species:
 - (i) buddleia;

- (ii) cornus;
 - (iii) forsythia;
 - (iv) willow;
 - (v) species and shrub roses; and
- (e) pruning for security - it is sometimes necessary to prune shrubs out of specification due to Police or Council request on any public site.

11.19.2. The Service Provider shall ensure beds are maintained throughout the year are to be aesthetically pleasing, free from Litter, weeds, pest and disease, including debris and self-seeded saplings.

11.20. SHRUB BEDS (ORNAMENTAL)

11.20.1. The Service Provider shall maintain beds, (normally situated in parks or high-profile sites), to provide structure and to form a landscape design to provide seasonal interest and displays of texture, colour and fragrance. The Service Provider should ensure they are dynamically managed to ensure maximum ornamental year-round display and plant interest and provide major horticultural features in their environment.

11.20.2. The Service Provider shall maintain shrub beds to ensure:

- (a) uniform plant cover at all times;
- (b) removal of dead / diseased material;
- (c) pruning as required to eliminate nuisance, overhanging and intrusive growth;
- (d) pruning as required by species for health, growth, vigour and flowering in accordance with good horticultural practice. It is anticipated that annual pruning is required for the following species:
 - (i) buddleia
 - (ii) cornus
 - (iii) forsythia
 - (iv) willow
 - (v) shrub Roses
- (e) these beds are aesthetically pleasing and free from Litter, weeds, pest, and disease, including debris and self-seeded saplings;
- (f) cultivated or mulched soil surface – fresh soil tilth; weed and Litter free;

- (g) pruning for security – It is sometimes necessary to prune shrubs out of specification due to Police or Council request on any public site

11.21. SHRUB BEDS (NATURALISED)

11.21.1. The Service Provider shall maintain these beds to give a semi-natural / natural effect, encouraging:

- (a) wildlife via natural urban habitat;
- (b) natural leaf-fall to be retained;
- (c) an aesthetically pleasing and safe environment free from Litter, debris, noxious weeds, and actively managed to encourage desired planting (which may include wild flowers and naturalised bulbs);
- (d) pruning for security – the Service Provider should prune shrubs out of specification where necessary due to police or Council request on any public site.

11.22. HERBACEOUS BORDERS

11.22.1. The Service Provider shall maintain Herbaceous Borders to a high standard to provide a seasonal display of colours textures and fragrances.

11.22.2 The Service Provider should ensure borders are maintained to be free of weed and Litter Plants should be dead-headed and cut back as required

11.22.3. The Service Provider should agree any end of season plant division shall be with the Council, Greenspace Development Officers or any associated community groups.

Grassed Areas

11.23. CLASSIFICATION

11.23.1. All grassed areas have been classified as follows and any fundamental changes to the nature of grassed areas must be in prior approval by the Council:

- (a) Ornamental Grassed Areas;
- (b) Amenity Grass;
- (c) Long Grass Regime;
- (d) sports,
- (e) Bowling Greens / Golf (including Pitch and Putt);
- (f) volume grass, Highway Verges etc.;

11.24. ORNAMENTAL GRASSED AREAS

11.24.1. Ornamental Grassed Areas of fine quality turf are normally situated in high profile areas adjacent to features such as flowerbeds, buildings, rose gardens etc. to provide an aesthetically pleasing backdrop. It is expected that these areas would require a weekly mowing regime. These areas shall be maintained by the Service Provider to provide:

- (a) grass is no longer than 35mm;
- (b) grass is no shorter than 15mm;
- (c) uniform cut including perimeter edges and obstacles;
- (d) striped finish where appropriate;
- (e) clean, free of grass clippings, Litter and debris;
- (f) green healthy looking sward, free from unsightly weeds, moss and bare patches;
- (g) paths and surrounds free of grass clippings;
- (h) edges to beds are maintained to provide neat, tidy and aesthetically pleasing perimeter, sympathetic to site's design.

11.25. AMENITY GRASS

11.25.1. These are areas of good turf usually situated in parks and gardens, where an above-average quality finish is required. It is expected that these areas would require a mowing regime of every 10 days. These shall be maintained by the Service Provider to provide:

- (a) appearance of healthy sward.
- (b) no unsightly weeds, Litter, debris, clippings and bare patches.
- (c) to provide a welcoming and useable area for general parks use, including informal games and picnics.
- (d) height of grass is maintained between 25 and 65mm.
- (e) all areas uniformly cut including perimeter edges and obstacles.
- (f) paths and surrounds free of grass clippings.
- (g) edges to beds maintained to provide neat, tidy and aesthetically pleasing perimeter, sympathetic to site's design.

11.26. LONG GRASS REGIMES

11.26.1. Cut and Not Clear

- (a) Long grass areas shall be maintained by the Service Provider for minimum housekeeping or to deter fly tipping, illegal occupation etc. and to prevent regeneration to shrub land and to ensure;
- (b) all herbage is reduced to not less than 180mm and no longer than 600mm;
- (c) all fly tipping is notified to the Council and removed from area on the Council's request.

11.27. RURAL ROAD VERGES

11.27.1. Rural roadside verges shall be maintained by the Service Provider to fit the character of the surrounding countryside.

11.27.2. The Service Provider shall keep rural roadside verges in good order by ensuring that safety, hygiene, and nature conservation needs are dealt with effectively and sensitively and shall

- (a) maintain grass height between 100mm and 600mm to allow highway access to have clear sight line at all times;
- (b) Litter pick all verges prior to mowing;
- (c) familiarise themselves with the location of manhole covers and other concealed obstacles prior to mowing;
- (d) report (as a Prompt Report) all fly tipping and debris and remove the same prior to cutting; and
- (e) maintain all road channels free of grass and related debris at all times.

11.28. VOLUME GRASS, HIGHWAY VERGES ETC.

11.28.1. This type of turf is found on housing estates, Highway Verges, recreation grounds etc.; and represents the majority of grassed areas throughout the Council borough. The Council considers these areas crucial to the image, appearance and success of the Council and therefore the Service Provider shall ensure that these areas are properly maintained.

11.28.2. The Service Provider shall ensure all equipment is suitable for the grass cutting operation carried out and is only used in compliance with the manufacturer's recommendations and relevant.

11.28.3. During periods when ground conditions are so wet as to prevent grass cutting occurring without causing damage to the grass, the Service Provider shall cease grass cutting operations and promptly inform the Council. The Service

Provider shall resume work as soon as ground conditions allow, undertaking whatever works are necessary and using appropriate machinery for the length of grass to promptly bring the grass area or areas to the required standard. When cutting resumes all grass arisings shall be collected and removed from site by the Service Provider.

11.28.4. Should the Service Provider cause any damage to the grass or ground levels areas during mowing operations, the area shall be reinstated within 48 hours. If ground or weather conditions are not suitable, reinstatement shall be completed as soon as practical.

11.28.5. During drought conditions it may be necessary to raise the height of cut or suspend mowing entirely. This must be communicated to the Council in advance by the Service Provider. Normal mowing is to resume as soon as practical.

11.28.6. At all times, the Service Provider shall ensure the following:

- (a) a neat appearance of all grass uniformly cut, including perimeter edges and obstacles;
- (b) the removal and disposal of any Litter prior to mowing. Any other obstructions are removed and repositioned after mowing if necessary;
- (c) grassed areas are free of all unsightly Litter debris, and clumps of grass clippings;
- (d) grass height is maintained between 25-85 mm;
- (e) paths and surrounding edges are free of clippings at all times and swept immediately after mowing;
- (f) edges to beds are maintained to provide neat, tidy and aesthetically pleasing perimeter, sympathetic to the site's design and purpose; and
- (g) use of herbicide for grass edging and obstacle bases is permissible by agreement, but in compliance with neat and slightly appearance.

11.29. HEDGES

11.29.1. The Service Provider shall ensure that Field Hedges and Hedges within Greenspace Sites and Countryside Sites are maintained to suit their purpose, be aesthetically pleasing, and cause no problems to Service Users.

11.29.2. Ornamental Hedges

- (a) Ornamental Hedges should cut back to the designated size with any extension growth no longer than 300mm. The top of the hedge should be maintained to be level and even.

- (b) The profile of ornamental Hedges should be maintained so it is narrower at the top compared with the base, to encourage uniform, compact growth, well-furnished to the base and to prevent damage from snow and be uniformly cut along its length.
- (c) Any dead or diseased plant material should be removed from ornamental Hedges and gaps in the hedge are replenished and protected to ensure continuous cover in a timely fashion.
- (d) The ornamental Hedge and base should be maintained to be free of Litter, debris, clippings and weeds.
- (e) Due consideration should be given to bird nesting and nature conservation issues in the management of ornamental Hedges and hedgerows

11.29 3 Field Hedges

- (a) Field Hedges should be kept to designated size with any extension growth no longer than 600mm. The top of the Field Hedge should be maintained to ensure it is level.
- (b) The profile of Field Hedges should be maintained so it is narrower at the top compared with the base, to encourage uniform, compact growth, well-furnished to the base and to prevent damage from snow.
- (c) Any dead or diseased plant material should be removed from Field Hedges and gaps in the Field Hedge replenished and protected to ensure continuous cover in a timely fashion.
- (d) The Field Hedge and base should be maintained to be free of Litter, debris, clippings and weeds
- (e) Due consideration should be given to bird nesting and nature conservation issues in the management of Field Hedges and hedgerows.

11.30. NATURALISED BULB AREAS

11.30.1. Naturalised Bulb Areas in grass are provided to give seasonal impact, colour and interest. They are much loved by the public, and require both careful and knowledgeable maintenance This is to ensure that they do not degenerate over time. The Service Provider shall allow plants to complete their growth cycle before mowing takes place. The Service Provider shall, in respect of Naturalised Bulb Areas:

- (a) undertake the first cut at least six weeks following the completion of flowering but no more than eight weeks.
- (b) remove all clippings from site.

- (c) ensure the area reverts to the regime of the surrounding grass.

11.31. SPORTS REQUIREMENTS

11.31.1. Trafford Leisure Trust ("TLT") is responsible for sport pitch markings and changing room maintenance. The Service Provider shall communicate directly with TLT or subsequent providers to ensure there is no conflict in service delivery. The Service Provider shall cut the grass in these areas which incorporate sporting facilities to this Environmental Services Specification below:

- (a) sports fields / soccer and mini soccer surfaces shall be maintained to the maintenance standards required of volume grass to a grass height of 30mm;
- (b) rugby pitches maintained to similar standard but grass height cut to 30mm – 60mm during playing season; and
- (c) during the growing season (as stipulated by TLT or the Council), the playing surface should be maintained to provide a uniform green, healthy sward consistent with the requirements of the sport.

11.32. BOWLING GREENS

11.32.1. The Service Provider shall ensure, in respect of each of the Council's Bowling Greens:

- (a) the grass sward should be maintained in a healthy, uniform, weed and disease free condition. The grass should be evenly cut, striped across the whole of the surface and no higher than 5mm during the playing season;
- (b) grass height should be maintained so it is no longer than 10mm outside of the playing season;
- (c) surface should be even and free draining, with no minor defects, which affect the playability of the green. This includes the avoidance of worm casts from the surface of the green;
- (d) the edges of the green should be trimmed neatly to be no longer than 10mm;
- (e) a channel should be maintained around the perimeter of the green with a surface of freshly raked non-staining soft sand that is free from Litter, debris leaves and weeds;
- (f) where channel boards are provided they should be in a neat and tidy condition, free of rot, painted annually, and properly aligned in the channel;

- (g) an annual maintenance programme is delivered for Bowling Greens, which should include aeration, scarification, solid tining, top dressing, moss and worm cast control, spring and autumn fertilising, lawn sanding and treatment to prevent and cure fungal diseases. In addition the plan should include hollow tining 4 greens annually on a rolling programme and a copy shall be shared with both the Council and the Service Users as directed by the Council, and
- (h) four Bowling Greens are made available for winter bowling between November and March. The Council will inform the Service Provider of these designated greens to enable them to complete a basic maintenance prior to the start of the winter bowling period.

11.33. PITCH AND PUTT

11.33.1. The Pitch and Putt facility is capable of generating income and the Service Provider must ensure all effort is made to develop this facility into a cost-neutral asset.

11.33.2. The Service Provider shall maintain the Pitch and Putt facility as follows:

- (a) the general grass areas surrounding the facility should be maintained to amenity standard;
- (b) the rough areas adjacent to the fairways should be maintained to no higher than 45mm;
- (c) all fairways and tees should be maintained to ornamental grass standard,
- (d) the greens should be maintained in a healthy, uniform, weed and disease free condition,
- (e) the putting greens should be evenly cut across the whole of the surface and no higher than 5mm during the playing season;
- (f) grass height should be maintained to no longer than 10mm outside of the playing season;
- (g) surface should be maintained to be even and free draining, with no minor defects, which affect the playability of the green;
- (h) this includes the avoidance of worm casts from the surface of the green;
- (i) the holes should be re-cut and moved on a regular basis to avoid undue wear and tear;
- (j) course furniture including tee markers, directional markers and flags are maintained in good condition and available at all times during playing hours;

- (k) bunkers should be maintained with an evenly raked surface, which consists of soft, non-staining sand to a depth of 50mm, free from Litter, debris, dog fouling and weeds; and
- (l) maintenance of golf greens mirror that of Bowling Greens in as much as scarification, aeration, hollow and solid tining, top dressing, lawn sanding, seasonal fertilising and treatment of fungal diseases is carried out throughout the year. In addition hollow tining four greens annually on a rolling programme and replenish six bunkers of sand annually. The remaining bunkers shall be topped up with sand as required and edges reformed.

11.34. TENNIS

11.34.1. In respect of the Council's tennis courts, the Service Provider shall ensure:

- (a) throughout the year, the court and surrounds should be maintained to provide a well-drained, level-surface, fit for play and free from Litter, debris, weeds and moss;
- (b) the area should be clearly marked in accordance with the rules of the game; and
- (c) tennis posts and nets should be maintained to be in good working order and set at the correct playing height and damaged posts and nets replaced. The surround fencing should be maintained to be safe and in good repair.

Playground Maintenance

In respect of the Council's playgrounds, the Service Provider shall ensure:

- 11.34.2. good maintenance and vigilant inspection of playgrounds to ensure a safe and rewarding experience for the children who use them;
- 11.34.3. the equipment is kept free from graffiti and the play area maintained to ensure it is free from Litter, weeds, moss, debris, glass and dog fouling;
- 11.34.4. that a record of a daily inspection in accordance is undertaken all current and future legislation, for each playground, noting any defects and actions taken to make the play area safe; and
- 11.34.5. any safety hazard identified through scheduled inspections must be resolved or the equipment or area be taken out of public use immediately. Any defective play equipment reported to the Service Provider must be inspected within one hour of notification and made safe or taken out of public use as soon as reasonably practicable following such inspection. When a piece of equipment or an area is taken out of public use, appropriate signage or barriers are to be

put in place and a photographic record made supporting the time and date of the action taken. The Service Provider shall immediately inform the Council (as a Prompt Report) and follow up with the relevant reports;

11.34.6. bark safety surfaces are maintained to a depth of 300mm with the Bark conforming to BS EN1176; 1177 and BS4790, it should be evenly distributed, raked, un-compacted to allow maximum impact absorption and free from Litter, debris, glass, weeds and dog fouling and the Service Provider shall top-up bark surfacing on an annual basis; and

11.34.7. on an annual basis, painted surfaces on play equipment should be repainted and any deterioration treated. These works may form part of a rolling program that ensures all play equipment is repainted when required.

11.34.8. The Service Provider shall undertake weekly inspections of all Council play equipment to check for structural safety and promptly carry out remedial works to meet standards set by the Royal Society for the Prevention of Accidents.

11.34.9. The Service Provider shall facilitate annual inspections of all Council play equipment by a ROSPA qualified inspector and promptly carry out remedial works to meet standards set by the Royal Society for the Prevention of Accidents.

Hard Surfaces

11.34.10 Hard surfaces include, but are not limited to, areas such as car parks, tennis courts, multi-sports areas. The Service Provider shall maintain these to be fit for use at all times.

11.34.11 Non-grassed areas (e.g. Tarmac, Paved and Cinder) within the curtilage of the sites should be maintained by the Service Provider to provide safe, clean weed and Litter and leaf-free surfaces.

11.34.12 The edges of grassed areas should be maintained by the Service Provider to ensure they do not overgrow or encroach by more than 50mm.

11.34.13 The edges of ornamental and sports hard surfaces should be maintained by the Service Provider to ensure they do not overgrow or encroach by more than 25mm.

11.34.14. Gullies and drainage systems should be maintained by the Service Provider in good working order.

11.34.15. Fence lines should be maintained by the Service Provider to be free from weeds including self-sown trees and weeds.

Ponds and Water Features

- 11.34.16. The Service Provider shall ensure that all water areas/features are kept clean and free from Litter, leaves and other debris. The Service Provider shall maintain inlets, outlets, water pumps etc.
- (a) Removal of vegetation shall be carried out by the Service Provider in winter. Generally, pond management takes place between October and January.
 - (b) When clearing out vegetation the Service Provider shall not remove more than one-third of any species in one year. Removed vegetation is left on the side by the Service Provider for at least two days to allow any creatures to return to the pond.

Countryside / Nature Development

11.35. GENERAL REQUIREMENTS FOR NATURE DEVELOPMENT

- 11.35.1. The Natural Environment and Rural Communities Act 2006 ("NERC Act") provides that 'Every public authority must, in exercising its functions, have regard, so far as is consistent with the proper exercise of those functions, to the purpose of conserving biodiversity'. The Service Provider shall support the Council in meeting its duties under the NERC Act.
- 11.35.2. The ecological value of urban Greenspace varies significantly according to its type and the way it is managed. The Service Provider shall ensure that it is, on all sites, to be aware of the importance of effective habitat management and achieving a balance between recreational use of public Greenspace and its valuable contribution to biodiversity.
- 11.35.3. When maintaining Trafford's Greenspace, the Service Provider shall operate appropriate management regimes for designated and identified sites or parts of sites (this will include the Mersey Valley, Bollin Valley, Trans Pennine Trail and other linear Countryside Sites as well as individual woodland areas, small nature conservation sites and natural areas within formal parks, some of these sites shall be formally designated Sites of Biological Importance(SBI's) or Local Nature Conservation Sites(LNCS's),in addition to a general duty of care for habitats and wildlife. All areas should be managed by the Service Provider to conserve and enhance Greenspace networks to support a wider variety of habitat and species. The Service Provider and their staff shall:
- (a) carry out the most appropriate management regime depending on the sites location, Service User groups and environmental quality;
 - (b) value, protect and increase the diversity and quantity of flora and fauna;
 - (c) ensure that habitats are not disturbed or damaged;

- (d) avoid fragmentation and isolation of habitats; and
- (e) develop relationships and partnerships with owners and Service User groups of Greenspace to encourage best practice management and understanding of nature conservation.

11.35.4. On sites identified by the Council, the Service Provider shall:

- (a) use less intense maintenance practices where appropriate such as differential mowing, leaving leaves under hedgerows and woodland edges and reducing the area of short sward Amenity Grass;
- (b) use organic means of pest control;
- (c) use native species of trees and shrubs and plants where possible;
- (d) allow fallen leaves to remain on soil to provide humus;
- (e) when raking up leaves leave them in a sheltered corner to encourage wildlife and ensure site is kept free of Litter and fly-tipping;
- (f) ensure all pathways and mown or streamed and not impeded by overhanging vegetation;
- (g) ensure paths are well maintained and safe, free of pot holes and obstacles; and
- (h) put up and maintain bird boxes and bat boxes.

11.35.5. The Council's Countryside Sites are detailed in Appendix 8 (*Trafford Countryside Sites*)

Hedgerow Management for Wildlife

11.35.6. The Service Provider shall ensure:

- (a) hedge trimming shall take place from January to the end of February to avoid disturbance to bird's nests, which are present from March to August,
- (b) from September through to December berries are present on shrubs such as Hawthorn, Elder, Holly and hedgerows containing these species are important food sources for wintering birds and animals. Therefore, trimming shall not be carried out during this time on species, which provide winter food or shelter;
- (c) Field Hedges and hedgerows shall be trimmed on a two to three-year rotation, rather than annually, to ensure that thick nesting cover is available and to boost berry crop and populations of over wintering insects;

- (d) trimming all hedges on any one site in the same year is avoided if possible;
- (e) the base of hedges and trees in designated and identified areas should not be subjected to chemical treatment so that ground flora can develop unhindered thereby increasing the plant diversity of the hedgerow; and
- (f) ditches are maintained for amphibians to breed.

11.36. TREES AND SHRUBS

11.36.1. Any direct contact with the public on site shall be handled tactfully by the Service Provider and referred to the Council Tree Unit if necessary.

11.36.2. Whenever work is carried out by the Service Provider on trees owned by the Council, this must be in accordance with good arboriculture practice (in particular, British Standards for Tree Works (BS 3998)) and all current health and safety regulations. Any pruning undertaken by the Service Provider must not be detrimental to the general health, shape and character of the tree concerned.

- (a) In areas identified by the Council, the Service Provider shall allow blocks of rough grassland to develop around patch planted trees to create biodiversity banks
- (b) In areas identified by the Council, the Service Provider shall leave deadwood as habitat piles in sheltered corners that will not be disturbed.
- (c) On sites identified by the Council, dead and dying trees shall be retained by the Service Provider where they are not a hazard to support important insect communities, hole-nesting birds and provide bat roosts.

11.37. PONDS, DITCHES AND WATER FEATURES

11.37.1. The Service Provider shall manage the ponds and water features and maintain bank side vegetation.

- (a) The Service Provider shall ensure that all water areas are kept clean from Litter, leaves and other debris.
- (b) The Service Provider shall only use Department for Environment, Food and Rural Affairs (DEFRA) approved chemicals around ponds or waterways.
- (c) The Service Provider shall remove vegetation between October and January.
- (d) When clearing out vegetation the Service Provider shall not remove more than one-third of any species in one year. Removed vegetation needs to

be left on the side for at least two days to allow any creatures to return to the pond.

11.38. GRASSLANDS WITH HIGH NATURE CONSERVATION VALUE

11.38.1. Large areas, which constitute the remnants of semi-natural species rich grassland shall be managed by the Service Provider under Environmental Stewardship Agreements with DEFRA. Grassland areas on other wildlife sites are maintained to provide a mosaic of habitats.

11.38.2. The Service Provider shall manage meadows and other large areas of species rich grasslands to preserve and enhance species diversity. This shall be achieved through a combination of hay cuts and, where appropriate, grazing with cattle.

11.38.3. The Service Provider shall manage the areas of rough and long grassland identified in site management plans including an annual 'hay cut'. Subsequent to the annual removal of hay crops the Service Provider shall cut areas of long grass to meet the volume grass specifications (excluding the use of herbicides on path edges) up until the first week in April. The Service Provider shall then leave the grass to grow until the end of July or as otherwise stated in the site management plan. The grass shall then be cut by the Service Provider to meet volume grass specifications for the rest of the season. Spot weed control shall be used where necessary to control unwanted vegetation. Fertiliser shall be applied to these areas

11.38.4 Short grass areas on wildlife sites shall be managed by the Service Provider to meet the volume grass specifications excluding the use of herbicides on path edges.

11.38.5. Paths shall be mown by the Service Provider to a height of 50mm to allow easy access to grounds maintenance and Service Users.

11.39. DESIGNATED PLANTATIONS AND WILDLIFE SITES

11.39.1. Except where it is required that paths and site lines are kept clear, the Service Provider shall not cut back trees and shrubs on designated plantations and wildlife sites annually

11.39.2. Shrubs shall be thinned by the Service Provider where necessary and coppiced periodically in order to maintain vigour and control size. Dead wood shall not be removed by the Service Provider from trees unless it constitutes a real risk to health and safety

11.39.3. Shrubs on wildlife sites shall be coppiced by the Service Provider on a ten year rotation, or upon direction of the Council, with no more than 50% of shrubs on any one site being coppiced in any one year.

11.39.4. The Service Provider shall keep the shrub block free from weed for the first three years following coppicing. Unless approved by the Council in writing, the Service Provider shall not use herbicides on these sites.

11.39.5. In identified areas, the Service Provider shall retain dead and dying trees as habitat piles in sheltered corners that will not be disturbed.

11.39.6. On identified sites, the Service Provider shall retain dead and dying trees where they are not a hazard to support important insect communities, hole-nesting birds and provide bat roosts.

Cemetery and Crematorium Maintenance

11.40. GENERAL REQUIREMENTS FOR CEMETERY MAINTENANCE

11.40.1. The Service Provider shall carry out all cemetery and crematorium duties in accordance with the procedures outlined below and familiarise themselves with the relevant legislation relating to burials and cemetery grounds.

11.40.2. The Service Provider and their Personnel shall be suitably dressed and exhibit a caring and reverent attitude, showing respect at all times to both mourners and Personnel employed by funeral directors and others visiting the cemetery or crematorium.

11.40.3. The Service Provider shall ensure enforcement of The Local Authorities Cemeteries Order 1977, as amended, for all cemeteries and the crematorium within the Agreement area and shall ensure:-

- (a) that no person wilfully create any disturbance;
- (b) that no person commit any nuisance;
- (c) that no person wilfully interfere with any burial taking place;
- (d) that no person wilfully interfere with any grave or vault, any tombstone or memorial, or any flowers or plants on any such matter;
- (e) that no person play any games or sport;
- (f) that no children under the age of 14 are permitted entry unless accompanied by an adult;
- (g) that all vehicles entering the cemetery or crematorium, drive at not more than 5 mph and on such routes, and wait at such places as may be designated by the Council;
- (h) that vehicles are not allowed on any grass verges;
- (i) that dogs (except Guide Dogs) are not permitted entry;

- (j) that riding or walking of horses, unless part of a funeral cortege, are not permitted;
- (k) that the playing of any musical instrument(s), without the prior consent of the Council, is not allowed; and
- (l) that use of any photographic equipment is not permitted, without the prior consent of the Council.

11.40.4 The Service Provider shall open sites between 8.00 am and 4.30 pm, Monday to Friday, in the Winter and 8.00am to 7.00pm in the Summer, as required by the Council. The Service Provider shall open sites between 9:00 am and 4:30pm at weekends and Bank Holidays (including Christmas Day). The Service Provider shall open the Book of Remembrance at weekends and the pages turned for that day's entries. Cemetery locations are Stretford Cemetery, Urmston Cemetery, Hale Cemetery, Sale Cemetery, Altrincham (Dunham) Crematorium.

11.40.5. In addition to excavation of graves and cremation plots, the Service Provider shall carry out other maintenance duties and shall also be available to answer any general enquiries from visitors to the cemetery or crematorium.

11.40.6. The Service Provider shall receive at least 48 hours of advanced notification of any Interment (this period being reduced to four hours in the case of Muslim Interments). The Service Provider shall commence excavation works to graves and cremation plots at least 12 hours (or four hours in the case of Muslim Interments) prior to the scheduled funeral time. In carrying out Interments, The Service Provider shall ensure that all of the requirements set out below are met between 9.00 am and 3.00 pm, Monday to Friday.

11.40.7. On certain occasions, The Service Provider may be instructed to, and shall carry out, Interments outside the prescribed hours; this may include evenings and weekends

11.40.8. The Service Provider shall ensure that no burial takes place, no cremated remains are scattered and no memorials are placed in a cemetery or crematorium and no additional inscriptions made on any memorial, without the permission of the Council.

11.40.9 The Service Provider shall ensure no body is buried in a grave in such a manner that any part of the coffin is less than three ft below the level of the ground level of any adjoining grave, provided that the Burial Authority may, where they consider the soil to be of suitable character, permit a coffin made of perishable materials to be placed not less than two feet below the level of any ground adjoining the grave

11.40.10. The Service Provider shall ensure there is no burial in a grave unless the coffin is effectively separated from any coffin interred in the grave on a previous occasion by means of a layer of earth not less than 6 inches thick.

11.40.11. When any grave is reopened for that purpose of making another burial therein, the Service Provider shall ensure no person disturbs any human remains interred therein or remove therein from any soil.

11.40.12. The Service Provider shall be responsible for the Collection and verification of the above Certificates and their prompt delivery to the appropriate Officer.

11.41. EXCAVATION OF GRAVES

11.41.1. The Council shall locate and verify the grave required to be dug with the Service Provider.

11.41.2. Excavations are carried out to dimensions shall be supplied by the Council.

11.41.3. The Service Provider shall ensure that gravediggers are present in the cemetery and crematoriums for all Interments.

11.41.4. Before carrying out any excavation, the Council and the Service Provider shall examine adjacent memorials to ensure that they are in a safe condition and there is sufficient room for the excavated soil and space for the coffin, bearers and mourners.

11.41.5. Upon instruction by the Council, the Service Provider shall remove any memorial as necessary and replace it as soon as it is safe to do so once the Interment is complete.

11.41.6. The Service Provider shall ensure any memorial adjacent to the excavation is protected during excavation and backfilling operations with boards and tarpaulins. Should any memorial in the process of excavation or backfilling operations become soiled, the Service Provider shall clean it immediately upon completion of that operation.

11.41.7. The Service Provider shall ensure that mats, webbing, planks and grave tidy boards are prepared at the graveside for Interments and ensure that all these items are kept in good condition and are replaced as required by the Council.

11.41.8. After being instructed as to the position of the correct grave to be excavated by the Council, the Service Provider shall cut and lift turves from the grave space to the correct size of the grave. The Service Provider shall ensure the turves are of regular size, shape and thickness of between 15-25mm.

11 41.9 After cutting, the Service Provider shall remove them to a storage place and maintain them prior to their being relayed. The maintenance includes, but is not limited to, watering during periods of dry weather.

11 41.10 Alternatively, the Service Provider may dispose of the turves, replacing them with others when required. If turves are to be imported from any area, the Service Provider shall ensure they are free of weeds and made up of grasses of equal quality to the native turves.

11 41 11. Upon removal of the turf, the Service Provider shall excavate the grave to the dimensions specified. In carrying out this work, the Service Provider shall take steps to ensure that no adjoining or underlying remains are disturbed and during the excavation, and ensure that the grave is adequately shored in accordance with the relevant Legislation with all tools, equipment and materials to be supplied. Spoil resulting from excavation is stored in a grave tidy for the duration of the works, the size of which shall not exceed 2.4m x 1.2m x 1m. Having completed the excavation, the grave is to be shaped by the Service Provider to produce a regular and uniform opening.

11.41 12. Throughout the excavation of the grave, the Service Provider ensure that two members of Personnel are in attendance, one to act as banksman to assist as required in the event of any accident. Having completed the excavation, the grave is to be covered with boards, roped off and signed to remove any danger to persons entering the cemetery. This task shall be undertaken on each and every occasion where a grave is to be left open.

11.42. INTERMENTS

11.42.1. Prior to the arrival of the cortege, the following tasks shall be undertaken by the Service Provider:

- (a) the grave is fully prepared no less than 30 minutes prior to the arrival of the cortege at the cemetery and is emptied of any water that has collected within it during or after excavation; and
- (b) the base of the grave if there is standing water, is then to be covered with a layer of wood shavings or straw provided by the Service Provider. The layer of wood shavings, or other approved material, is of sufficient depth to mask any water that may collect prior to the cortege leaving the site.

11 42.2. The grave surround is fitted with a raised platform, provided by the Service Provider, to give a firm footing for the mourners. The platform and the grave side walls shall be draped with grass matting to within 45cm of the bottom

11 42.3. The matting shall be arranged so that the sides of the grave, the surrounds, the spoil and grave tidy are completely covered. The Service Provider shall ensure grass matting is secured as required and is neatly and tidily arranged.

- 11.42.4. The grave area shall be cleared of plant, machinery and equipment, debris, tools or Litter, leaving the site in a tidy and presentable condition in readiness for the funeral cortege. the Service Provider shall ensure lowering webbing is placed in position and a container of dry, finely sifted, stone free friable soil are placed at the graveside for sprinkling on the coffin.
- 11.42.5. During the burial, the Service Provider shall ensure that one responsible member of Personnel is present at the cemetery to direct the Undertaker to the grave space and to provide any assistance that may be required. The Service Provider shall make themselves available to deal with any situation relating to Interments that may arise and inform their Line Manager immediately of any difficulties before, during or following the Interment.
- 11.42.6. During the burial proceedings, any Personnel not directly required shall remain at a respectful distance from the mourners and no mechanical operations are undertaken within the hearing of the mourners.
- 11.42.7. Immediately after the cortege has left the cemetery or crematorium, the webbing shall be removed and the grass matting cleared from the area and the grave is backfilled.
- 11.42.8. During backfilling, the Service Provider shall ensure the soil is not allowed to fall directly onto the coffin in such a manner that it may cause damage. During the backfilling, the soil is to be firmed up down to the bottom of the first set of shoring. The first shoring panel shall then be removed. This procedure is to be repeated until all shoring has been removed.
- 11.42.9. The surface of the grave shall finally be mounded to produce a uniform and smooth curved area across the grave and not exceeding the dimensions of the grave or exceeding 30cm in height.
- 11.42.10. To prevent damage to coffins, the first 30cm must be backfilled by hand and thereafter only machinery shall be allowed upon the written approval by the Council.
- 11.42.11. After mounding the grave, floral tributes shall be carried from the laying area and carefully placed on the grave in an attractive manner.
- 11.42.12. When all tasks associated with the grave are complete, the surplus soil shall be removed from the site to the Service Provider's tip or local Recycling facility.
- 11.42.13. Any memorial that has been soiled during excavations is thoroughly cleaned with water and detergent as approved by the Council. All webbing, grass matting, grave tidy and other equipment shall be cleaned and returned to the Service Provider's store. Floral tributes shall then be removed from the grave for disposal as agreed with Council.

11.42.14. Any memorials damaged during excavations are immediately reported to the Council (as a Prompt Report) and repaired / replaced by a monumental mason at the Service Provider's own expense.

11.42.15. Any damage to surrounding areas or graves caused as a result of the grave digging operation is immediately reported (as a Prompt Report) to the Council and reinstated at the Service Provider's own cost and within a period of five Business Days. In the event of adverse ground conditions, these works are carried out within a time period agreed with Council.

11.42.16. The Service Provider shall maintain the grave to make good settlement of the soil. The Service Provider shall bring sufficient soil to the grave as and when required. The grave is maintained to a level with the surrounding area in its final state and no mounding is permitted, except in the case of Muslim graves where a maximum height of 150mm is allowed.

11.42.17. The Service Provider shall set in place a six monthly programme of grave reinstatement ensuring that within six months of the date of a burial, the grave shall be dug to a depth of 15cm to produce a fine tilth and raked level. Turf should then be laid on the grave so that the original surface is restored.

11 42 18. The edges of the grave shall be cut as required to ensure that the laid and existing turf are neatly adjoined and level. The Service Provider shall maintain the grave from thereon in accordance with the maintenance procedures listed.

11 42 19. The Service Provider, for the purpose of reopening graves, shall carry out excavations by hand.

11 43 MISCELLANEOUS REQUIREMENTS

11 43 1. The Service Provider shall liaise with the Council in all matters relating to changes the Cemetery Service.

11.43 2 The Service Provider shall carry out depth checks as requested by the Council.

11.43.3. The Service Provider shall respond immediately to any request as the cemetery service is "demand led"

11 44. BURIAL OF CREMATED REMAINS

11 44 1. The Service Provider shall prepare and reinstate sites for the burial of cremated remains as instructed by the Council. In carrying out this work, the Service Provider shall undertake the following.

11 44 2. On receipt of instructions from the Council, the Service Provider shall prepare the site in the position required. The Service Provider shall excavate a hole 45cm² and 75cm in depth, the hole to be both square and with vertical sides, with a flat and level base.

11.44.3. The turf shall be removed in accordance with the terms and conditions relating to burial. In the event of water collecting in the hole, this should be then removed and the base covered with wood shavings or straw. Having completed the excavation, the Service Provider shall leave the site clean and tidy.

11.44.4. After the Interment of the remains, the Service Provider shall immediately reinstate the site, filling and treading soil to leave the surface of the site level and flush with adjoining turf levels.

11.44.5. Turf that has been removed shall be re-laid in such a manner that it abuts turf adjacent to the excavation. The Service Provider shall remove a memorial prior to excavation and replace after backfilling, as required by the Council. Any memorials damaged during excavations are immediately reported to the Council (as a Prompt Report) and subsequently replaced or repaired by a monumental mason.

11.45. SCATTERING OF CREMATED REMAINS

11.45.1. Upon receipt of an instruction from the Council, the Service Provider shall remove one turf 30cm x 30cm x 50cm from the designated grave. Where the grave is not lawned, a hole 30cm x 30cm x 50cm shall be excavated. The Service Provider shall then scatter ashes in the area of the removed turf or excavation. After the mourners have left the cemetery, the turf shall be relayed or hole backfilled and the site left in a clean and tidy condition.

11.46. FUNERAL PROCEDURE

11.46.1. When the funeral cortege enters the cemetery gates, the responsibility of the funeral director ceases and that of the Burial Authority begins.

11.46.2. The Service Provider shall lead the cortege through the cemetery to a point as near the graveside as possible. The funeral procession will then reform and be led to the grave which shall be prepared by the Service Provider.

11.46.3. At the conclusion of the graveside service, nothing is touched until the mourners have left the cemetery. The grave shall be filled in by the Service Provider according to grave filling operations stated above.

11.47. GRAVE NOT LARGE ENOUGH TO TAKE COFFIN

(a) Should the coffin not enter the grave, the Service Provider must not, in any circumstances, become involved in a dispute as to whose fault it is. The Service Provider shall immediately contact the Council before appropriate action is taken to rectify the situation.

(b) The Service Provider shall handle the situation sensitively and request mourners to remain in their cars whilst remedial action is taken. After the

Council has been informed, the Service Provider will investigate the cause and write to all concerned.

- (c) In such instances, the Service Provider and Council will meet to evaluate procedures with a view to preventing a recurrence.

11.48. BURIAL IN THE WRONG GRAVE

11.48.1. Before Committal

- (a) In the event that mourners express doubt as to whether the correct grave has been prepared, the Service Provider must stop the burial taking place until the Council has been notified (which the Service Provider shall do immediately).
- (b) Whilst the Council is making the necessary administrative checks, the Service Provider shall check the cemetery grave plan and make a physical check on the ground. If the Council is satisfied, the burial may then proceed
- (c) Should the mourners be correct and the wrong grave has been prepared, the Service Provider or Supervising Officer shall apologise and delay the burial until the correct grave is prepared.

11.49. AFTER COMMITTAL

- (a) If the committal has taken place, the Service Provider shall leave all in place, including the webbing tapes round the coffin, place 150mm of soil mixed with lime over the coffin whilst the Council applies to the appropriate authority to carry out an Exhumation.
- (b) In both instances, the Service Provider, and Council will meet to evaluate procedures with a view to preventing a recurrence. If it is determined that the fault lies with the Service Provider, the Service Provider shall be liable for any redress including claims for compensation, resulting from their error.

11.50. MAINTENANCE PROCEDURES

Paid Upkeep Graves

11 50.1 There are, within the cemeteries, designated graves that the Service Provider shall be required to bed out with seasonal bedding as follows.

11 50.2 Summer bedding plants are planted during early June and removed during the first week in October.

11 50.3. Spring bedding plants are planted in early October and removed in May.

11.50.4. The plot shall be fertilised prior to planting, be kept weed free and watered when necessary.

11.50.5. Some cemeteries have war graves and the maintenance of these is supported by the Commonwealth War Graves Commission.

11.51. OTHER AREAS

11.51.1. All other open areas including shrub beds, Rose Beds, Seasonal Floral Bedding and Herbaceous Borders, Hedges, Field Hedges, ornamental lawns and other grass areas, shall be maintained to the Green Flag Award Standard.

11.51.2. The Service Provider is responsible for Litter and leaf clearance along with keeping paths swept and clear of weeds, moss, snow and ice in-season.

11.51.3. The Service Provider shall ensure all waste Containers are emptied to the Service Provider's tip or local Recycling facility at a frequency whereby such Containers do not overflow onto surrounding areas or the contents as such become a hazard to health, i.e. rotting vegetation, etc.

11.51.4. All full memorials shall be treated by way of an approved herbicide, being applied annually in March around the outer edge to a width not exceeding 50mm.

11.52. EXHUMATION

11.52.1. The Service Provider may occasionally be required to carry out Exhumations, as instructed by the Council. In such situations the Service Provider shall be required to meet with the Council and the Council to discuss the operation. In doing so, the Service Provider shall be required to produce a risk assessment and method statement which will comply with the following tasks and conditions and followed by the Service Provider.

11.52.2. Removal of remains shall take place in accordance with the conditions of the "Licence" issued by the Ministry of Justice or a "Faculty" issued by the Diocesan Authority within the time limits specified or a warrant from the Coroner for the District. Any further conditions set out by the Environmental Health Officer are also to be adhered to.

11.52.3. Prior to the excavation for the purpose of Exhumation, the Service Provider shall erect a 2m barrier all around the excavation in order to prevent members of the public overlooking the operation.

11.52.4. Excavation and removal of memorials is undertaken in accordance with the terms and conditions relating to burials, the Service Provider protecting graves, cutting turf and using shoring as appropriate.

- 11.52.5. As excavation approaches the coffin, copious amounts of disinfectant and fresh ground lime, supplied by the Service Provider shall be applied to the soil. Excavation should stop 6" above the coffin and the grave covered securely until Exhumation is to be completed.
- 11.52.6. Excavation shall then proceed around the coffin to allow the placement of sufficient ropes to allow the coffin to be lifted from the grave. At this point, boards shall be laid on top of the exposed coffin and 45cm of earth replaced over the boards to protect the coffin until removal. The open grave must be covered with boards and tins, to make the grave secure
- 11.52.7. The above procedure shall be carried out by the Service provider on the day prior to the Exhumation.
- 11.52.8 The final excavation and lifting of the coffin is carried out before the cemetery is open to members of the public and shall only proceed when the Council and other Officers as may be required are present.
- 11.52.9. In the event that the remains to be exhumed are lying beneath other coffins, these shall be removed, covered with sheets and placed by the side of the grave, within the area protected by the screens. Before removing these coffins, they should be liberally treated with lime and disinfectant. In removing these coffins, the Service Provider shall take sufficient steps to be able to identify the coffin's original position within the grave
- 11.52.10. The lifting of any coffin from the grave shall be undertaken by the Service Provider using sufficient labour and equipment as may be required.
- 11.52.11. The coffin to be exhumed shall be cleared of all excess soil and then liberally disinfected and treated with lime before being placed in the container provided. The container should then be sealed, all surplus soil being removed from the outer surfaces of the container and the surface being disinfected as directed by the Council. The coffin is then transported to the bier or hearse by the Service Provider.
- 11.52.12. Having removed the coffin, other coffins should be replaced in their correct order, with a minimum of 15cm of consolidated soil between each one.
- 11.52.13. The Service Provider shall ensure the grave is made good in accordance with the terms and conditions relating to burial.
- 11.52.14. During the Exhumation, the Service Provider shall take steps to ensure that all of their Personnel are adequately provided with protective clothing, masks, goggles and other items as might be appropriate to the tasks being undertaken.

11.52.15. The Service Provider shall thoroughly disinfect all sheets, ropes, hand tools and other items of equipment that have been in contact with coffins prior to removal from site for storage.

11.52.16. In the event that it proves to be impossible to remove the coffin intact, the Service Provider shall remove the remains by hand, sieving all soil from in and around the coffin to retrieve all fragments of human remains and coffin, which shall be placed in the new shell. When the Supervising Officer is satisfied that all remains and pieces of coffin have been recovered, the new coffin shall be packed with charcoal and sealed and the nameplate affixed.

11.53. MAINTENANCE OF HEADSTONE BORDERS / GRAVE CHANNELS

11.53.1. The Service Provider shall maintain headstone borders and grave channels ensuring that all weed and Litter is removed. Care shall be taken not to disturb the roots of desirable planted material.

11.53.2. The edges of grass areas that abut headstone borders shall be kept neatly trimmed

11.54. PRUNING OPERATIONS

11.54.1. All Herbaceous Borders and Rose Beds shall be maintained in accordance with paragraphs 11.54.2 and 11.54.3.

11.54.2. The Service Provider shall report (as part of the Weekly Reports) any overgrown Shrubs, roses and other material planted by visitors, to the Council who will subsequently advise on their maintenance. Such shrubs shall only be tended if they become overgrown, unsightly or dangerous. Overgrown shall mean growing above the height of surrounding memorials or of a width such that it obscures surrounding memorials or obstructs grass areas or maintenance operations.

11.54.3. The Service Provider, when instructed by the Council, shall remove such growth as is necessary to restore plants to a size and shape that alleviates these problems.

Events

11.55. INTRODUCTION

11.55.1. Support may include but is not restricted to, delivering resources and equipment, Litter picking and post event clean up and reinstatement.

11.55.2. The Service Provider shall liaise with the Council and attend all event planning and event appraisal meetings. The Service Provider shall also support external organisations such as the Emergency Services, and any event management provider and community representatives in planning for the event.

11.55.3 Events that are subject to an event payment to the Council which includes itemised payment for identified Service Provider functions will be reimbursed by item. Events not covered by an event payment by the event organiser must be scheduled in for pre and post cleaning and preparation by the Service Provider.

11.56. REINSTATEMENT

11.56.1. When large scale events are held, a bond is required from the event organiser to cover reinstatement costs. Reinstatement includes bringing the area or park back to the condition it was in prior to the event. Therefore the Service Provider shall ensure that any such costs will include removing any Litter or graffiti, reinstatement of grass or path surfaces, replacement of damaged furniture etc. The Service Provider shall collect 'before and after' evidence before negotiating clean-up costs with the event organiser. The potential costs are currently based on the Council's estimate of the reinstatements (on an hourly rate). This cost is then placed in the bond value which is agreed in advance of any event in collaboration with the events team in communications. Any such bond payment shall be made to the Council.

War Memorials and Remembrance Sunday

11.56.2. The Service Provider shall keep all war memorials in the Council Area well maintained at all times. This will include keeping any shrub, rose and flower beds weed free, grass cut within the specified standards for amenity lawns, hard surfaces swept and the area free of Litter, graffiti and autumn leaf fall.

11.56.3 The Service Provider shall attend any pre-Remembrance Sunday planning meetings as required by the Council and will have Personnel available to attend on the day. The Service Provider shall ensure that all Personnel in attendance are smart in appearance.

11.56.4 In the period prior to Remembrance Sunday and on the morning of the event, the Service Provider shall ensure that all cenotaphs are in a pristine condition. Particular attention should be paid to ensure paths are free of leaves, Litter, faeces, graffiti, overhanging growth and any ice. The War Memorial on Chester Road in Stretford is accessed via Gorsehill Park. The Service Provider shall therefore ensure the route through the park from Talbot Road is in the above condition.

11.56.5. Some sites may require chairs, a tray of fresh turf, artificial grass or other items delivering to site prior to the Service and the Service Provider shall provide assistance in delivering and setting these out as required, including delivering approximately 80 chairs (and setting out the same) at St Margaret's Gardens, Altrincham on the morning of the event.

11.56.6. The Service Provider shall liaise with the appropriate British Legion representative prior to removing Poppy wreaths. In the meantime, the Service Provider shall ensure that the cenotaph remains in a tidy condition at all times.

12. Part 12: Street Cleansing Service: Requirements Relating Only to the Street Cleansing Service

12.1 INTRODUCTION

12.1 1. The Service Provider is responsible for the cleaning of all public rights of way, Passageways, central reservations, bollard islands, the Council car parks and Recycling sites in the Council Area

12.2. UNDERPINNING VALUES AND PRINCIPLES

12.2.1. The Service Provider shall provide a high quality Street Cleansing Service employing professionally trained and skilled Personnel to:

- (a) deliver maintenance regimes with professionalism and pride, and produce high quality work;
- (b) work in the spirit of partnership with other Personnel delivering services in the public realm, and with communities who wish to become engaged in street scene issues;
- (c) be approachable and act as front line ambassadors for the Council,
- (d) act proactively, promptly and positively to correct problems, such as fly-tipping, littering and full Litter Containers, as soon as they become aware of them; and
- (e) promote and support the strategic objectives of the Council, and the aims and objectives of all relevant strategies and Service Plans.

12.3. OBJECTIVES OF THE STREET CLEANSING SERVICE:

12.3.1. The Service Provider shall provide a value for money and high performance service which will:

- (a) provide an evidence based reduction in the amount of Litter arising, leaf fall and increased Recycling and Re-use, so reducing the Council's waste disposal levy;
- (b) proactively, promptly and positively correct problems, such as fly-tipping, littering and full Litter Containers, as soon as they become aware, evidencing an increase in customer satisfaction,
- (c) provide a clean, safe, well presented, welcoming environment for Service Users and visitors of the Council borough; and
- (d) proactively address problems of anti-social behaviour such as vandalism and graffiti evidencing an increase to customer satisfaction

12.4. CLEANLINESS TARGETS IN TRAFFORD

- 12.4.1. The Council requires a minimum of 80% of Council land and highways in the Council to achieve cleanliness target of Grade B or above (predominantly free of Litter and detritus), using NI195 as a basis for monitoring performance.
- 12.4.2. If the standard of cleanliness falls below grade B it must be restored to Grade A within a timescale to be agreed with the Council, so far as is practicable, in accordance with Code of Practice for Litter and Refuse guidelines:
- 12.4.3. The Service Provider shall:
- (a) cleanse city centres routinely several times a day, 364 days a year; and
 - (b) empty all town and village centre Litter Containers a minimum of once a day and in conjunction with events in the Council as required by the Council and then maintain to a high standard.
- 12.4.4. The Service Provider shall undertake collection of data on locations, types and size of fly-tipping incidents, to provide data for NI 196 (fly-tipping) to DEFRA, via the Environment Agency "Flycapture" database as required by the Council.
- 12.4.5. The Service Provider shall react promptly to emergency and Hazardous situations to make safe/cleanse, such as diesel and oil spillages, animal carcasses, needles and syringes.
- 12.4.6. The Service Provider shall perform the Street Cleansing Service within the guidelines as set out in the Code of Practice for Litter and Refuse ("Litter Code").
- 12.4.7. If the Street Cleansing Service is not performed in accordance with this Agreement, the Service Provider shall remedy such failure within the period set out Code of Practice for Litter and Refuse or as follows whichever is soonest:
- (a) work specified for three, five or seven days a week is remedied on the same day;
 - (b) work specified for once a week is remedied within 24 hours;
 - (c) work specified for once every two weeks is remedied within 48 hours.

The Service Provider must work co-operatively with event organisers both internal and external to ensure cleanliness standards in relation to pre-event, event and post-event.

12.5. GENERAL DESCRIPTION OF THE SERVICES

- 12.5.1. The Street Cleansing Service described in this Environmental Services Specification includes: -

- (a) cleaning and Litter picking of streets and the environment of the Council Area at all times throughout the Service Period,
- (b) cleaning highways;
- (c) provision of rapid response teams to carry out ad hoc and scheduled street cleaning services, including fly-tipping removal and removal of dead animals;
- (d) scheduled cleaning of retail shop fronts, town centres, including the emptying and cleaning of Litter Containers;
- (e) a graffiti and fly-posting removal service;
- (f) any other services e.g. chewing gum removal, treatment of spillages, collection of leaf fall, cleaning of areas under bridges, subway cleaning service, mechanical sweeping, supporting and delivering events, including cleaning operations; and
- (g) a weed growth and unwanted vegetation control service for all hard surfaces described in a) and b) above,

as required by the Council.

12.6. HOURS OF WORKING

12.6.1. The permitted hours of working for street and environment cleaning may be carried out between 6 a.m. and 10 p.m. Only in exceptional circumstances shall working outside these hours be permitted and then only with the prior written instruction or permission of the Council. When works are carried out outside the permitted hours care must be taken not to cause nuisance, (noise or otherwise), to local Residents.

12.7. ACCESS

12.7.1 The Service Provider, when acting as the Council's agent, shall enjoy the same rights of access as the Council when delivering the Street Cleansing Service .

12.7.2 The Service Provider shall use the recognised access to all locations. Methods of work which would impair safe working arrangements or give rise to nuisance or damage or inconvenience members of the public or Residents is unacceptable, e.g. crossing private grassed areas, with machinery or vehicles, or taking short cuts over walls or fences, etc.

12.7.3. Where access to any location is blocked or prevented by any obstruction, the Service Provider shall maintain the Street Cleansing Service, by gaining access as soon as practical, other than in exceptional circumstances (such as extreme weather, localised flooding etc.) In the event of exceptional circumstances the

Service Provider shall immediately notify the Council and confirm the details either electronically or in writing.

12.8. RECYCLING

12.8.1. The Council requires that, where practical those items of Litter that may be Recycled shall be separated at the time of cleaning where a manual cleaning service is undertaken. This will typically be paper, cans, plastic and any other item identified by the Council.

12.9. CLEANING FREQUENCY

12.9.1. The Service Provider shall be responsible at all times for ensuring that the standards of cleanliness throughout the Council Area meet the grade A or grade B standards as set out in the Code of Practice for Litter and Refuse (as published by Defra and amended or replaced from time to time) and summarised below.

12.10. STANDARDS TO BE MEASURED

12.10.1. For the purposes of this Environmental Services Specification, "Litter" means anything that is dropped, thrown, left or deposited that causes detriment in a public place and includes (without limitation):

- (a) synthetic materials, often associated with smoking, eating and drinking, that are improperly discarded by members of the public or are spilt during waste management operations;
- (b) dog, bird and other animal faeces; and
- (c) detritus including dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials.

12.10.2. For the purposes of measuring the level of Litter the following categories shall apply under this Environmental Services Specification:

- (a) Grade A: No Litter or waste
- (b) Grade B: Predominantly free of Litter and waste apart from some small items
- (c) Grade C: Widespread distribution of Litter and/or Refuse with minor accumulations
- (d) Grade D: Heavily affected by Litter and/or waste with significant accumulations

12.10.3 For the purposes of measuring the level of detritus the following categories shall apply under this Environmental Services Specification.

- (a) Grade A: No detritus
- (b) Grade B: Predominantly free of detritus except for some light scattering
- (c) Grade C: Widespread distribution of detritus with minor accumulations
- (d) Grade D: Heavily affected by detritus with significant accumulations

12.11. SHOPPING AND OTHER TROLLEYS

12.11.1 The Service Provider shall operate a shopping and other trolley collection scheme to promptly remove trolleys from the highway and/or Council adopted land.

12.12. TEMPORARY STORAGE OF MATERIALS COLLECTED

12.12.1. Where the Service Provider chooses to operate a manual cleaning system whereby the labourer operates away from the Collection Vehicle Personnel may temporarily store at the roadside or other convenient site, Litter and other arisings collected in plastic sacks or other suitable containers secured to prevent Litter provided that collection of all Litter and arisings takes place on the same Business Day.

12.13. CARE OF PROPERTY

12.13.1. Grids and manhole covers are often located in pedestrian areas and the Service Provider shall ensure that vehicles take care when cleaning paths in the vicinity of such features. Any grid or manhole covers damaged by the Service Provider shall be replaced at the Service Provider's expense.

12.14. CO-ORDINATION WITH OTHER SERVICES

12.14.1. The Service Provider shall use their best endeavours to co-ordinate and schedule street cleaning to follow the Waste Collection Services.

12.14.2. The Service Provider shall liaise with Council's gulley emptying service providers to alleviate any problems identified within gulley emptying operations (e.g. blocked gulley / missing grid covers).

12.14.3. The Service Provider shall remove all items of dumped waste evident during the scheduled cleaning and provide a responsive service to meet the requirements of the Litter Code and in accordance with agreed annual performance targets.

12.14.4. The Service Provider shall use its best endeavours to co-ordinate and schedule street cleaning prior to and post large events, such as concerts, football matches etc. The Service Provider shall be required to attend pre or post event co-ordination meetings as required by the Council.

12.14.5. The Service Provider shall liaise with the Council's internal environmental improvement unit in relation to anti-social behaviour and subsequent compliance with the Council's environment strategy. The Service Provider shall ensure all Personnel are trained in awareness in identifying and challenging anti-social behaviour and recording such incidents.

12.15. MECHANICAL SWEEPING

12.15.1. The Service Provider shall sweep the channels and full carriageway of all kerbed streets and paved or metalled surfaces. All detritus and Litter shall be collected and disposed of.

12.15.2. Debris from cleaning operations shall not be permitted into any highway or footpath gully or pipe. Any evidence of this happening shall entail the cleaning of the gully or pipe. This shall be undertaken within 24 hours of notification by the Council.

12.15.3. Sweeping may be undertaken by mechanical means, provided it is to the approval of the Council, except in difficult areas, such as cul-de-sacs, turning areas, lay-bys and around parked vehicles, where alternative methods may be necessary, including manual sweeping. Such alternative methods shall be carried out at the same time as the remainder of the street is mechanically swept.

12.15.4. The Service Provider's attention is drawn to the additional care required at and adjacent to drainage gullies which may be either set back from the carriageway with a short intermediate drainage channel, or of the kerb-inlet type. The Service Provider shall ensure that debris is not allowed to obstruct the entrance to such gullies as a result of its operations and that all debris is removed from the gully entrance and/or the drainage channel.

12.15.5. All areas around central reservations, traffic islands, roundabouts and the fast lane of dual carriageways shall be swept by either mechanical or other means, in accordance with Chapter 8 of the Traffic Signs Manual and in consultation with the Council.

12.15.6. The sweeping of the off-side channel of one-way streets shall be planned to take into account the type of machine used, traffic flows and road layout. The Service Provider shall comply with any additional requirements of Chapter 8 of the Traffic Signs Manual and the Council's statutory obligations as a highways authority.

12.15.7. The cleaning of highway channels by the Service Provider shall include the simultaneous collection and removal of detritus adjacent to and on traffic islands, lane separation islands, roundabouts, mini-roundabouts, central reservations, under safety fences and barriers, etc

12.15.8 Where the Service Provider chooses to utilise mechanical sweeping of the cycleways the full width shall be swept in at least two separate operations, to ensure that the vehicle does not fully obstruct the cycleway. In so doing, the vehicle width must not exceed 1.6 metres and must be equipped to ensure that no damage is caused to the cycleway.

12.15.9. Mechanical sweeping arisings shall be disposed of at the licensed sites by the Service Provider specified within paragraph 12 therein.

12.15.10. Where the Service Provider chooses to utilise mechanical sweeping of any highway and areas that are regularly lined with parked vehicles that prevent a mechanical sweeper or hand sweeper from achieving the required standards the following courses of action shall be taken by the Service Provider.

- (a) cleanse by an alternative suitable method;
- (b) investigate and ascertain when parking is at a minimum and carry out works at that time provided it is within the permitted operational hours ;
- (c) erect "No Parking" signs and road cones at least 12 hours before works are to commence. All signs and cones and methods of placing comply with Chapter 8 of the Traffic Signs Manual, and with paragraph 23 of the Control of Pollution Act or other relevant Legislation;
- (d) inform all the adjacent Residents by letter of the date for sweeping and request no parking; or
- (e) any combination of the above, as appropriate in the circumstances.

12.15 11. Any water required and used for carrying out the services shall be obtained in an approved manner supplied by the appropriate water company. The Service Provider shall be responsible (at its own cost) for making its own arrangements with the appropriate water company for obtaining water for the works and it complies with all local conditions regarding the use of water. The Service Provider shall agree with that water company the location of all hydrants from which mains water may be abstracted for the works, together with abstraction methods and receiving apparatus drawn-off any hydrant No additional payment shall be made to the Service Provider for the work.

12.16. SEASONAL / OPERATIONAL CONDITIONS AND SEASONAL VARIATIONS

12.16.1. The Council will determine (at its sole discretion) if weather on any particular day or part day is so exceptionally adverse as to make work impracticable, then

normal cleaning and other service requirements shall be suspended. The Service Provider shall be required to resume work as soon as ground conditions allow, undertaking whatever works are necessary and using appropriate machinery to bring areas to the specified standard.

12.16.2. During periods when the performance of the Street Cleansing Service has been suspended, the Council may require the Service Provider to provide all or part of the labour force and vehicles to assist in snow clearing, flood abatement or other operations. Should the Council use the entire Service Provider's cleaning labour force and vehicles, the Service Provider shall receive the full rate of payment as if normal cleaning service were being performed.

12.16.3. During the annual leaf fall and grass cutting periods or any other periods where seasonal variations in workload occur, the cleaning services and standards described in this Environmental Services Specification shall not be relaxed or reduced in any way. The Service Provider shall be required to organise their resources to achieve the specified standard of performance and if necessary to employ the extra labour and plant.

12.16.4. All grass cuttings arising from verge mowing or the mowing of other grassed areas lying upon 'metalled' or paved areas within the street or environment, during the normal specified and scheduled cleaning and mechanical sweeping operations, shall be manually swept back onto the adjacent grassed areas where practical or (where not practical) removed by manual or mechanical sweeping, as necessary.

12.16.5. The Service Provider shall note where highways work is being undertaken or has recently been completed on road surfaces and shall not mechanically sweep over these areas, but instead shall complete the services using alternative means to be agreed with the Council.

12.16.6. The Service Provider shall Recycle leaves and other organic matter collected, as far as it is practicable to do so. Disposal arrangements shall be made in consultation with the Council.

12.17. ADDITIONAL CLEANING SERVICES

12.17.1. The Service Provider shall report (as part of the Weekly Reports) all highway related defects to the Council, such as, but not limited to, the following; potholes, damaged streetlights, street name plates or other street furniture, blocked or damaged gullies, missing gully, drain or utility company covers, damaged verges, graffiti and persistent anti-social behaviour.

12.17.2. The Service Provider shall apply the means to remove the clearance of potential fly-tipping/side-waste, work of an urgent nature, Special Events and any other work as directed by the Council.

12.18. EMERGENCY SERVICES

12.18.1 The Service Provider shall make available appropriate Personnel to undertake an emergency cleaning service to deal with road accidents, highway spillages; clearance of broken glass, collection of dead animals; removal of noxious waste; removal of Offensive Graffiti and all other matters which requires urgent attention, or where Litter is required to be cleaned outside of the normal working hours. The Service Provider shall provide this service within one hour of notification by the Council irrespective of the time of day

12.18.2. Dead animals shall be collected in a Refuse Container as may be necessary which is securely tied and taken to a licensed Delivery Site. The Service Provider shall make every effort to check any dead animals for owner details

12.19. SPECIAL EVENTS

12.19.1. The Service Provider shall provide an additional street and environmental cleaning service before, during and after Special Events as required by the Council from time to time and in accordance with the provisions of this paragraph 12 19.

12 19 2. In relation to Special Events the Service Provider shall:

- (a) clean the affected streets and areas;
- (b) provide, empty and clean additional Litter Containers as required;
- (c) actively assist in the promotion of the Council's Recycling scheme;
- (d) provide clean containers and vehicles for the storage of dry Recyclable Material, and
- (e) provide for the separate collection of Recyclable Material,

all as directed by the Council and in accordance with the Litter Code (within the Code of Practice for Litter and Refuse).

12.19.3. The Service Provider shall attend post and pre-meetings in preparation for Special Events as required by the Council.

12.20. WAR MEMORIALS AND REMEMBRANCE SUNDAY

12.20.1. There are a number of War Memorials located throughout the Council Area and the Service Provider shall keep these well maintained at all times. This will include keeping any hard surfaces swept and the area free of Litter, weeds, graffiti and autumn leaf fall.

12.20.2. The Service Provider shall attend any pre-Remembrance Sunday planning meetings and will have Personnel available to attend on the day. The Service Provider shall ensure that all Personnel in attendance are smart in appearance.

12.20.3. In the period prior to Remembrance Sunday and on the morning of the event, the Service Provider shall ensure that all cenotaphs are in a pristine condition. Particular attention shall be paid to ensure paths are free of leaves, Litter, faeces, graffiti, overhanging growth and any ice. The War Memorial on Chester Road in Stretford is accessed via Gorsehill Park. The Service Provider shall therefore ensure the route through Gorse Hill Park from Talbot Road is also in pristine condition as described above.

12.20.4. The Service Provider shall liaise with the appropriate British Legion representative, as directed by the Council, prior to removing any Poppy wreaths. In the meantime, the Service Provider shall ensure that the cenotaph remains in a tidy condition. This is especially necessary after periods of windy weather.

12.21. SUPPORTING VOLUNTARY CLEANING

12.21.1. From time-to-time voluntary groups or local organisations may wish to carry out or support area "clean-ups" for environmental, community or charity fund-raising reasons. Any work carried out shall be considered as additional to any work specified and no deduction shall be made from the Service Provider's Schedule of Works. However, the Service Provider shall recognise the contribution such activity makes to their duties and assist in planning any such activity and collect and transport any Waste collected to the Delivery Site at their own expense, and make available, free of charge plastic sacks or similar, for the storage and collection of the Waste.

12.21.2. The Service Provider shall be required to work with community groups, town centres groups or partnerships, which includes attendance at meetings as required by the Council.

12.22. LITTER BINS

12.22.1. Throughout the Service Period the Service Provider shall be responsible for the repair, maintenance, replacement, re-site and renewal of existing Litter Containers. The Service Provider shall increase the number of Litter Containers by approximately 10-25 in each year of this Agreement to support the Council's environmental strategy as required by the Council.

12.22.2. All Litter Containers shall be completely emptied by the Service Provider and Container liners should be replaced where necessary, during every cleaning operation. The Service Provider shall ensure that, where provided, Litter Containers with integral Recyclable Material compartments have the contents

kept separate on the Collection Vehicle. Recyclables shall be delivered to a designated site.

12.22.3. All residual Litter, including chewing gum and smoking related Litter shall be removed from Litter Containers and the contents disposed of at the approved Delivery Sites.

12.22.4. The Service Provider shall keep all Litter Containers in a graffiti-free and clean condition by washing and disinfecting. In addition the Service Provider shall ensure that all doors, hinges etc. on Litter Containers are maintained and kept in good working order.

12.22.5 Any Litter surrounding a Litter Container shall be swept up, removed and disposed of after the Litter Container has been emptied and replaced in its normal position.

12.22.6 The Service Provider shall provide and fix plastic liners to Containers, if required.

12.22.7. When repairing or renewing Litter Containers the Service Provider shall ensure that the Litter Container is safe and does not interfere with any related item of street furniture e.g. inspection hatches on lamp columns.

12.22.8. The Service Provider shall endeavour to prevent the misuse of Litter Containers by Householders or traders. Any domestic, garden waste or Commercial Waste shall be searched for evidence of the person who placed it in or adjacent to the Container.

12.22.9. Where such evidence provides an address, the Service Provider shall post standard letters to those addresses asking them to refrain from this practice.

12.22.10. The Service Provider is required to maximise the resource of Litter Containers, through replacement, replenishment or relocation in relation to demand

12.23. GRAFFITI AND FLY-POSTING REMOVAL

12.23.1. The Service Provider shall be required to provide all necessary operatives, vehicles, plant and materials to remove any form of graffiti and fly-posting.

12.23.2 Any graffiti or other defacement shall be removed from any Council owned or leased surface or feature within 20 Business Days of being discovered. Any Offensive Graffiti shall be removed or concealed within one hour of notification.

12.23.3 The Service Provider is required to remove or obliterate graffiti or fly-Posting as required by the Council and restore any damaged surfaces. This will include (but not be limited to) the removal of graffiti on all surfaces as required by the Council

12.23.4. The Service shall be performed either on or adjacent to a public highway, subways, underpasses, on or within the Council's owned property, on or within any privately owned property or within any public open space within the Council borough.

12.23.5. The Service Provider shall support the Council in providing information to other agencies, including Transport for Greater Manchester (TfGM) and telecommunications companies, of incidents of graffiti for them to undertake removal. The Service Provider shall not remove graffiti from bus shelters unless instructed to do so by TfGM. In this event, this shall be undertaken within 24 hours of receiving a request to do so. The Service Provider shall be responsible for contacting TfGM, United Utilities and other relevant service providers.

12.23.6. The Council may instruct the Service Provider to remove / conceal certain graffiti and /or fly-posting as an emergency, including without limitation racist or offensive material anywhere within the area, within one hour of receipt of an instruction for emergency service.

12.23.7. The Service Provider shall retain digital photographs showing the locations of the graffiti/fly-posting prior to work and subsequent to its removal and this should identify and monitor tags that are observed. These shall be provided by the Service Provider on the request of the Council. The Service Provider shall identify and implement a suitable method of removing graffiti without damaging the underlying surface. The use of high-pressure water equipment, mechanical and/or chemical methods may be acceptable.

12.23.8. It is essential that the Service Provider uses environmentally-sustainable materials when carrying out the service and ensures its actions do not damage the environment.

12.23.9. In the event that the Council instructs the Service Provider to perform the Street Cleansing Service on or within private property, the Service Provider shall ensure the private property owner signs a consent form before carrying out any Service; subsequent recovery of charges shall be in agreement with the Council.

12.23.10. The Service Provider shall not discharge products used in the performance of the service into an open drain or watercourse, and the Service Provider shall make suitable arrangements for the containment and removal of waste products, which shall be in approval with the Council.

12.23.11. When requested by the Council, the Service Provider shall apply a suitable protective coating to the required surface after graffiti and fly-posting removal.

12.23.12. The Service Provider shall ensure that any permanent protective coating will:

- (a) provide an impervious coating to an otherwise porous surface,
- (b) be colourless and transparent, or be a perfect colour match to the surface affected;
- (c) be resistant to proprietary cleaning materials and methods; and
- (d) be shown to have a guarantee that is considered reasonable.

12.24. ILLEGAL SIGNS

12.24.1. When instructed, the Service Provider shall remove any illegally erected signs, within four working hours of being instructed by the Council, between the hours of 07 00hrs and 19.00hrs, seven days a week

APPENDIX 1: METHOD STATEMENTS

INTRODUCTION

The Service Provider shall provide and maintain the Method Statements relating to the Environmental Services in accordance with this Appendix 1, provided that the Service Provider shall not amend the Method Statements without the Council's prior written consent.

METHOD STATEMENTS APPLICABLE TO ALL ENVIRONMENTAL SERVICES

Monitoring And Communications

Method Statement 1: Publicity, Notices, Service User Education and Awareness

Please provide a detailed Method Statement setting out how you will deliver Service User communications and education activity. In particular, the Method Statement shall address:

- (a) your intended approach to the design and production and delivery of all notices relating to the Environmental Services and other means for communicating to Households, the Service Rules including the scheduled days of collections and an annual Collection Day calendar as well as information regarding service changes affecting Households;
- (b) how you intend to work in liaison with the Council in identifying and delivering campaigns, communications, promotions and the targeting of lower performing areas and communities;
- (c) proposals for an annual Waste Education Campaign and including any proposals for external sponsorship of communications material;
- (d) your approach (including examples) to the design, production and distribution of letters, stickers, labels, tags and or calling cards used to inform Service Users of reasons why the collection of materials has not been conducted and including actions to be taken by the Service User to address/correct the situation;
- (e) how you intend to respond to requests for replacement or additional collection calendars and associated service information; and
- (f) how you intend to use digital and social media to engage with Service Users.

Method Statement 2. Service User Care

Please provide a detailed Method Statement setting out how you will ensure that a high level of Service User care is delivered by the Service Provider's Staff. In particular, the Method Statement shall address.

- (a) how you will ensure that operational Personnel adhere to this Environmental Services Specification with regard to issues such as.
 - I. responding to Service Users' comments, enquiries and Customer Complaints, including the use of the CRM System,
 - II. responding to Service Users' complaints,
 - III. responding to Stage 2 Corporate Customer Complaints; and
 - IV. any other issues that can have a significant impact on Service Users' perception of the Environmental Services.
- (b) how you will ensure that operational Personnel are well presented (including details of Personnel uniforms) and courteous in their interaction with Service Users and other organisations

Method Statement 3 Self-monitoring

The Council will operate a lean client function and self-monitoring of the Agreement is an integral part of having a lean client. The Council will require assurance that service delivery is under robust, real time control by the Service Provider. Please provide a detailed Method Statement setting out:

- (a) how you propose to monitor and supervise the Environmental Services;
- (b) the data management systems you propose using;
- (c) how you will ensure that the Environmental Services are monitored in line with the requirements of this Environmental Services Specification; and
- (d) the management systems that you will employ in this area and the Personnel that shall be utilised.

Method Statement 4: Customer Satisfaction Survey

Please provide a detailed Method Statement setting out:

- (a) how you propose to carry out a Customer Satisfaction Survey including:
 - (i) the selection methodology to be used to select the sample of customers who shall be surveyed;
 - (ii) the survey methodology to be used, and
 - (iii) how results shall be analysed and presented to the Council.

Method Statement 5: Communication and Data

Please provide a detailed Method Statement setting out your vision for utilising communications technology to enhance the Service User experience. Please clearly describe the communications systems you propose to use:

- (a) to communicate with the Council in the course of delivering the Environmental Services, including the use of real time reporting technology which shall be integrated with the Council's CRM System; and
- (b) to enable operational communications between your management, administrators, supervisors and operatives in the course of delivering the Environmental Services;
- (c) to enable Service Users to self-serve and assist themselves in complying with service requirements;
- (d) to incorporate new technology to improve the Service User experience during the lifetime of this Agreement; and
- (e) to improve Service efficiency without a detrimental impact on service quality.

Resources

Method Statement 6: Resource Table B and C: Front Line Operational Staff

Resources

Please complete the tables (Table B (for Waste Collection and Commercial Waste Collection), and Table C (for Grounds Maintenance and Street Cleaning), with the spreadsheet 'Lot 1a Resource Tables for Method Statements 6, 7, & 8 - Call for Final Tender' and return this file with your submissions. Please ensure the 'important notes for completion' listed in the MS Excel template are read. You may provide notes to accompany the other Resource Tables explaining any assumptions or providing relevant additional information about the resources that shall be deployed.

Please complete Table B (for Waste Collection and Commercial Waste Collection), and Table C (for Grounds Maintenance and Street Cleaning) detailing the numbers of front line operational Service Provider's Staff allocated to each Collection Service. Please note:

- (a) the numbers should exclude management and supervisory and business support resources;
- (b) cover Personnel should be indicated separately in the appropriate row; and

- (c) employed and temporary Personnel should be separately identified in the appropriate columns. (Temporary Personnel are those hired via a temping agency, Personnel with a fixed-term Agreement of employment with the Service Provider and those in permanent employment both count as Personnel).

Please ensure that FTE figures supplied relate to Personnel intended to be employed on this Agreement specifically.

Method Statement 7: Resource Table D: Environmental Depot

Please complete Table D to specify the Environmental Depot facilities that shall be used for carrying out the Environmental Services specified.

For each site listed in Table D please detail in accompanying notes:

- (a) any risks which may affect their availability and your proposals for mitigating those risks;
- (b) if not a site offered up by the Council, whether the proposed sites have already been secured for use in this Agreement and, if so, what mechanism has been used to secure it (e.g. whether you own the site, have an option to acquire etc.),
- (c) the current status of any planning permission, waste permits or goods vehicle operator's licence that shall be required for the intended use of the site as part of the Agreement, including any restrictions on operating hours and/or numbers of vehicle movements;
- (d) the facilities that would be required in order to use the site in the way envisaged in this submission, and how you plan to ensure that these are in place in advance of the start of the Agreement. This information should cover all aspects of site infrastructure, such as office accommodation (including number of office Staff to be accommodated), weighbridges, fuel stores, materials bulking facilities (including which materials to be bulked) etc.
- (e) if you intend to use an interim solution for Environmental Depot provision before the final facilities are ready, please detail:
 - (i) the location, size and proposed use of each interim site;
 - (ii) the planning permissions, goods vehicle operator's licences and environmental permits present on the sites;
 - (iii) a detailed project plan setting out how and when the transition to the final sites shall be made,

- (iv) details of the key risks associated with the transition to the final sites to be used and your approach to mitigating any impact of these risks;
- (v) confirmation that secure storage facilities shall be available for Recycling and waste containers, and that internal storage arrangements shall be provided for storage of consumable stock - Refuse bags, compostable liners and service literature.

Method Statement 8: Vehicle Maintenance

Please provide a detailed Method Statement giving full details of the arrangements that shall be made for vehicle maintenance, including:

- (a) details of fleet inspection and maintenance routines;
- (b) any additional maintenance, repair and inspections that shall be employed to ensure that all vehicles are fully compliant with all legal requirements;
- (c) details of staffing levels at each workshop, where applicable;
- (d) details of recruitment and training practices to ensure adequate skills and experience of fitters/mechanics;
- (e) details of workshop locations, where applicable;
- (f) details of planned use of vehicle maintenance Service Providers, where applicable; and
- (g) on-round breakdown provisions.

Method Statement 9: Mobilisation of Resources

Please provide a detailed Method Statement setting out:

- (a) the arrangements to manage the transition/mobilisation period in terms of management activities and approach;
- (b) how recruitment and crew training shall be conducted;
- (c) how the Environmental Services shall be delivered so as to ensure that all required resources shall be available at the commencement of the Environmental Services;
- (d) how Missed Collections during the first weeks of the Agreement (associated with new Personnel and unfamiliar rounds) shall be minimised.
- (e) how any Collection Day changes shall be managed;

Method Statement 10: Contingency and Back-up Arrangements

Please provide a detailed Method Statement in the form of a Business Continuity Plan setting out full details of contingency and back up arrangements in the event of vehicle breakdowns, Personnel shortages; industrial disputes; site closures; Exceptionally Inclement Weather; fuel shortages; emergencies etc., including details of:

- (a) employed and agency Personnel cover provisions;
- (b) internal and hire spare vehicle provision; and
- (c) other depots and/or Delivery Sites; and
- (d) refuelling facilities and arrangements.

Service Delivery Health And Safety

The Council has a duty to ensure that the procurement process results in the Environmental Services being delivered within a safe working system. The questions in this paragraph are intended to allow the Council to assess whether bidders have adequately considered whether the operational systems proposed in the Method Statements shall be delivered within a safe working system and ensure that bidders demonstrate that they have adequately considered these issues.

Method Statement 11: Service Delivery Health and Safety

Please provide a detailed Method Statement setting out how you intend to deliver safe working systems to ensure that all health and safety requirements are met or exceeded. This shall cover all activities including those:

- (a) associated with the Street Cleansing Service, Grounds Maintenance and Waste Collection Service (including Container delivery/maintenance, Container returns, Missed Collections, Litter avoidance and cleaning, restricted access, contamination, Assisted Collections, mobilisation and service roll-out); and
- (b) at the Environmental Depot and vehicle maintenance workshops

In particular, please provide details of the following:

- (a) the safe working systems that shall be used and how these safe working systems shall be tailored during mobilisation and how they shall be enforced throughout the period of the Agreement;
- (b) the Risk Assessments which underpin these safe working systems (including how and at what frequency Risk Assessments shall be reviewed and how changes shall be communicated to crews;

- (c) how incidents and near-misses shall be recorded and notified to the Council; and
- (d) an indication of the frequency of retraining and familiarisation of Personnel with Risk Assessments and Health & safety matters.

Method Statement 12: Contact Centre Management

Please provide a detailed Method Statement setting out the method proposed for management of the Contact Centre including:

- (a) Targets for answering calls and reporting methodology;
- (b) Responding to customers comments and complaints;
- (c) Contingency and business continuity arrangements; and
- (d) Managing calls containing multiple enquiries across different service areas

METHOD STATEMENTS APPLICABLE WASTE COLLECTION AND COMMERCIAL WASTE COLLECTION

Resources

Please complete the tables (Table A1, A2), within the spreadsheet 'Lot 1a Resource Tables for Method Statements 6, 7, & 8 - Call for Final Tender' and return this file with your submissions. Please ensure the 'Important notes for completion' listed in the MS Excel template are read.

Method Statement 13. Resource Tables A1 and A2: Vehicles

Please complete Table A1 setting out details of all the Collection Vehicles to be used for each of the following parts of the Environmental Services during the Agreement

- (a) the Collection of Refuse, Pulpables Dry Recycling, Co-mingled Dry Recycling and Bio Waste from Kerbside properties;
- (b) the Collection of Refuse, Pulpables Dry Recycling, Co-mingled Dry Recycling and Bio Waste from Communal Bin properties;
- (c) the Collection of Bulky Waste from Households;
- (d) the Collection of Pulpables Dry Recycling as a separate stream and Co-mingled Dry Recycling as a separate stream from Bring Sites;
- (e) the collection of Pulpables Dry Recycling as a separate stream and Co-mingled Dry Recycling as a separate stream and Bio Waste as a separate stream from certain schools, charities and other Schedule I Properties.
- (f) delivery/collection and exchange of Containers, including bags and compostable liners.
- (g) Commercial Waste Refuse collections,
- (h) the collection of Refuse from certain schools, charities and other Schedule I Properties; and
- (i) delivery, collection and exchange of Commercial Waste Containers.

Please complete Table A2 to show details of all multiple-compartment Collection Vehicles (such as split back RCVs) and non-compacting vehicles (such as caged tippers or food waste tippers) that are to be used for:

- (a) the Collection of Refuse, Pulpables Dry Recycling, Co-mingled Dry Recycling and Bio Waste from Kerbside properties;
- (b) the Collection of Refuse, Pulpables Dry Recycling, Co-mingled Dry Recycling and Bio Waste from Communal Bin properties,

- (c) the Collection of Bulky Waste from Households;
- (d) the Collection of Pulpables Dry Recycling as a separate stream and Co-mingled Dry Recycling as a separate stream from Bring Sites;
- (e) the collection of Pulpables Dry Recycling as a separate stream and Co-mingled Dry Recycling as a separate stream and Bio Waste as a separate stream from certain schools, charities and other Schedule I Properties.
- (f) delivery/collection and exchange of Containers, including bags and compostable liners.
- (g) Commercial Waste Refuse collections; and
- (h) The collection of Refuse from certain schools, charities and other Schedule I Properties.
- (i) delivery, collection and exchange of Commercial Waste Containers.

Please note, the Collection Vehicles listed in Table A2 should be a sub-set of those listed in Table A1 and include additional details relating to the volume of compartments for various Materials.

Service Delivery Method

Method Statement 14: Collection Methodology

Please provide a detailed Method Statement setting out the proposed approach to providing the Collections (insofar as this is not covered by other Method Statements in this paragraph). In particular please detail:-

Domestic Waste

- (a) how the services shall be delivered for the first three months of the Agreement to ensure a smooth transition;
- (b) for the remainder of the Agreement:
 - (i) How Refuse, Dry Recycling (Pulpables and Co-mingled) and Bio Waste shall be collected, including details of which materials shall be collected on each pass;
 - (ii) The operational hours during which Environmental Services shall be delivered; and

Please provide full details of your approach for all Household services i.e.:

- (c) the Collection of Refuse, Pulpables Dry Recycling, Co-mingled Dry Recycling and Bio Waste from Kerbside properties;

- (d) the Collection of Refuse, Pulpables Dry Recycling, Co-mingled Dry Recycling and Bio Waste from Communal Bin properties;
- (e) the Collection of Pulpables Dry Recycling as a separate stream and Co-mingled Dry Recycling as a separate stream from Bring Sites;
- (f) the collection of Pulpables Dry Recycling as a separate stream and Co-mingled Dry Recycling as a separate stream and Bio Waste as a separate stream from certain schools, charities and other Schedule I Properties – including how the establishment shall be notified of Collection Days and any changes.

Commercial Waste

- (a) how all waste streams shall be collected and loaded;
- (b) the operational hours during which Environmental Services shall be delivered, and
- (c) the method of notifying Service Users of Collection Days and arrangements.

Method Statement 15: Bulky Waste Collection Methodology

Please provide a detailed Method Statement setting out the proposed approach to providing the Collection of Bulky Waste from Households. This should include:

- (a) proposals relating to Re-use;
- (b) proposals relating to Recycling of items not suitable for Re-use;
- (c) arrangements for any Sub-Service Providers, including third sector organisations; and
- (d) proposals intended to deliver a positive corporate social responsibility benefit.

Method Statement 16: Scheduling and Route Planning

Please provide a detailed Method Statement setting out the proposed approach to scheduling and route planning. This should include.

- (a) the proposed methodology for determining the Collection Day for Service Users;
- (b) proposals relating to conducting Collections in certain zones;
- (c) the methodology for optimising the Collection Rounds,

- (d) the number of Households that will require a change to the current Collection Day.
- (e) the average number of properties/Households to be serviced by collection crews per day for each service.
- (f) the round commencement times and normal operating times indicating any 'shift' overlaps.
- (g) the mechanism by which the service scheduling and route planning shall be continuously monitored to ensure efficient service delivery

Method Statement 17: Container Returns

Please provide a detailed Method Statement setting out:

- (a) the methodology to be used in returning Containers to Service Users in order to minimise Customer Complaints and the loss/damage of Containers and how performance shall be monitored. Please include photographs or diagrams clearly demonstrating your proposed method of presentation. Please ensure that the proposed methodologies encompass the variety of housing types that exist in the Council;
- (b) how any Households with more than one (Grey) Residual Waste Container shall be responded to and reported to the Council; and
- (c) the methodology to be used for the removal of any Containers from Service Users where requested by the Council.

Method Statement 18: Container Delivery

Please provide a detailed Method Statement setting out the maintenance and delivery procedure for all Containers. In particular, the Method Statement shall address:

- (a) how you will ensure that new or replacement Containers are delivered within the times specified in this Environmental Services Specification;
- (b) how the routine collection and delivery of Containers (i.e. not for new service roll-outs) shall be integrated with other elements of the Environmental Services;
- (c) how you will ensure that redundant Containers are collected within the times specified in this Environmental Services Specification;
- (d) how you will provide for maintenance, refurbishment and repair of broken or damaged containers prior to returning to service;

- (e) container stock control procedures including replenishment of stock and stock considered not suitable for return to service; and
- (f) how notifications shall be made to Service Users that the Recycling or waste container has been delivered.

Method Statement 19: Avoiding and Rectifying Missed Collections

Please provide a detailed Method Statement detailing the methodology to be used to minimise the number of Missed Collections and rectify any that do occur, including:

- (a) what procedures shall be adopted to minimise Missed Collections
- (b) the process by which Missed Collections shall be identified;
- (c) how Missed Collections and rectification actions shall be communicated to crews;
- (d) what procedures shall be adopted to deal with instances of repeated Missed Collections from the same property;
- (e) timescales for rectification indicating the arrangements for confirming the collection has been made and all records, notifications have been fully updated for referral by the Council in line with the requirements of this Environmental Services Specification.

Method Statement 20: Spillage Avoidance and Cleaning

Please provide a detailed Method Statement detailing the methodology for spillage avoidance whilst undertaking collection Services. Please include details of.

- (a) proposed rectification procedures for cleaning spillage; and
- (b) how the design of the proposed Collection Vehicles will minimise loss of Waste to the environment.

Method Statement 21. Restricted Access and Hard to Reach Properties

Please provide a detailed Method Statement detailing the proposed approach to gaining access to difficult, narrow and obstructed areas and streets, including due to long lines of parked cars, to enable the Service to operate smoothly. This should include how you will mitigate any issues in service delivery to hard-to-reach properties.

Method Statement 22: Contamination

Please provide a detailed Method Statement describing the methodology to be used for identifying and addressing contrary materials in material set out for Collection.

Method Statement 23: Assisted Collections

Please provide a detailed Method Statement setting out the methodology proposed for the provision of Assisted Collections, including minimising the number of Missed Collections amongst Assisted Collections. This should include details and timescales for how crews shall be notified and new or cancelled Assisted Collections recorded.

METHOD STATEMENTS RELATING TO GROUNDS MAINTENANCE SERVICE AND STREET CLEANSING SERVICE

Service Delivery Method

Method Statement 24: Grounds Maintenance General

Please provide a detailed Method Statement setting out the intended practices and methodologies in delivering the required specifications in Grounds maintenance. With particular details on.

- (a) Graffiti and fly-posting
- (b) Litter
- (c) Leaf clearance and composting sites
- (d) Anti-social behaviour and vandalism
- (e) Parks furniture
- (f) Locking / unlocking parks, cemeteries, crematoriums and other facilities
60
- (g) ornamental landscape features
- (h) Seasonal Floral Bedding
- (i) Rose Beds
- (j) Shrub Beds (Volume)
- (k) Shrub Beds (Ornamental)
- (l) Shrub Beds (Naturalised)
- (m) Herbaceous Borders

Method Statement 25: Grass Maintenance

Please provide a detailed Method Statement setting out the intended practices and methodologies in delivering the required specifications in the maintenance of grassed areas. With particular details and additional features:

- (a) Grassed Areas
- (b) Ornamental Grassed Areas
- (c) Amenity Grass
- (d) Long Grass Regimes

- (e) Rural Road Verges
- (f) Volume Grass, Highway Verges etc.

Method Statement 26: Grounds Maintenance Features

Please provide a detailed Method Statement setting out the intended practices and methodologies in delivering the required specifications. With particular details on.

- (a) Hedge
- (b) Naturalised Bulb Areas
- (c) Sports requirements
- (d) Bowling Greens
- (e) Pitch and putt
- (f) Tennis
- (g) Playground maintenance
- (h) Hard surfaces
- (i) Ponds and water features

Method Statement 27: Countryside Management

Please provide a detailed Method Statement setting out the intended practices and methodologies in delivering the required specifications. With particular details on.

- (a) Countryside / nature development
- (b) General requirements for nature development
- (c) Hedgerow management for wildlife
- (d) Trees and shrubs
- (e) Ponds, ditches and water features
- (f) Grasslands with high nature conservation value
- (g) Designated plantations and wildlife sites

Method Statement 28: Events

Please provide a detailed Method Statement setting out the intended practices and methodologies in delivering the required specifications for events.

Method Statement 29: Cemetery and Crematorium Maintenance

Please provide a detailed Method Statement setting out the intended practices and methodologies in delivering the required specifications. With particular details on:

- (a) Excavation of graves
- (b) Interments
- (c) Burial of cremated remains
- (d) Scattering of cremated remains
- (e) Burial in the wrong grave
- (f) After committal
- (g) Maintenance procedures
- (h) Exhumation
- (i) Maintenance Of Headstone Borders / Grave Channels

Method Statement 30: Street Cleaning

Please provide a detailed Method Statement setting out the intended practices and methodologies to deliver the required specifications. With particular details on.

- (a) Recycling
- (b) Cleansing frequency
- (c) Temporary storage of materials collected
- (d) Co-ordination with other services
- (e) Mechanical sweeping 1
- (f) Seasonal / operational conditions and seasonal variations
- (g) Additional cleansing services
- (h) Emergency services
- (i) Civil emergencies
- (j) Special Events
- (k) Supporting voluntary cleansing

(l) Litter Containers

(m) Graffiti and fly-posting removal

Business Case 1

Please provide a Business case for how to make Pitch and Putt a cost-neutral service as detailed in this Environmental Services Specification.

APPENDIX 2: DESCRIPTION FOR PULPABLES

The following materials are considered Recyclable Materials and acceptable Recyclable Materials in Pulpables:

- (a) Newspapers,
- (b) Pamphlets;
- (c) Magazines,
- (d) Card (for example, cereal and soap powder boxes etc.);
- (e) Cardboard;
- (f) Uncontaminated food packaging,
- (g) Wrapping paper;
- (h) Greetings cards,
- (i) Telephone directories,
- (j) Stationary;
- (k) Envelopes;
- (l) Liquid food cartons (for example, tetra pak) (must not include separately collected materials)

The table below details the tolerance limits for contrary materials that may be contained in Pulpables above which the load may be rejected:

Table 4. Tolerance Limit (Pulpables)

Contaminant Material (Pulpables)	Limit %	Unwanted Materials	Limit %
Sharps	0	Film Wrapped magazines and card	0.5
Glass and Ceramics	0	Cardboard with Polystyrene and straps mixed	0.5
Plastic bags and film	0.2	Grease proof Papers	0.5
All rigid Plastic	0.2	Wet strength Papers	0.5
Bio-degradable and degradable plastics	0.2	TOTAL LIMIT OF ABOVE MATERIALS	1.0%
Metals excluding staples and pins	0.1		
Sand paper and building materials	0.5		
Bitumised union papers (tar paper)	0.1		
Wood	0.2		
String/strapping	0.1		
Textiles/shoes	0		
Other general Household Refuse	1.5		
Hazardous Waste	0		
Aluminium Foil	0.1		

Contaminant Material (Pulpables)	Limit %	Unwanted Materials	Limit %
Steel and Aluminium Cans	0.1		
TOTAL LIMIT OF ABOVE MATERIALS	2.0%		
TOTAL LIMIT OF CONTAMINANT MATERIALS (MIXED PAPER AND CARD) AND/OR UNWANTED MATERIALS	3.0%		

APPENDIX 3: CO-MINGLED DESCRIPTION

The following materials are considered Recyclable Materials and acceptable Recyclable Materials in Co-mingled:

- (a) HDPE, PET and PVC plastic bottles;
- (b) Steel cans,
- (c) Aluminium cans;
- (d) Aluminium foil;
- (e) Glass.

The table below details the tolerance limits for contrary materials that may be contained in Co-mingled above which the load may be rejected.

Table 5- Tolerance Limit (Co-Mingled)

Contaminant Material (Co-mingled)	Limit %	Unwanted Materials	Limit %
Sharps	0	Yoghurt pots	0.5
Ceramics	0	Plastic film	0.1
Plastic bags	0.2	Ice cream tubs	0.5
Plastic wrapping	0.2	Margarine containers	0.5
Poly and waxed lined (for example, milk cartons)	0	Oil or pesticide containers	0
Bio-degradable and degradable plastics	0	Polyamide bottles	0.5
Juice/food cartons	0		
Metals excluding staples and pins	0.1		
Plastic laminates	0.1		
Sand and building materials	2.5		
Bituminised union papers (for example, tar paper)	0.1		
Wood	0		
String/strapping	0.01		
Textiles/shoes	0		
Other general Household Refuse	2.5		
Hazardous Waste	0		
TOTAL LIMIT OF ABOVE MATERIAL	5%	TOTAL LIMIT OF ABOVE MATERIAL	5%
TOTAL RECYCLATE CONTAMINATION AND/OR UNWANTED MATERIALS	5%		

APPENDIX 4: BIO WASTE DESCRIPTION

The following materials are considered Composting Materials and acceptable Recyclable Materials in Bio Waste:

- (a) All botanical waste;
- (b) Cut flowers;
- (c) Household plants and associated soils;
- (d) All putrescible food wastes including foods of animal origin, bones and cooked foods.

The table below details the tolerance limits for contrary materials that may be contained in Bio Waste above which the load may be rejected:

Table 5: Tolerance Limit (Bio Waste)

Contaminant Material (Bio Waste)	Maximum Proportion of Bio Waste Load (by weight) %
Paper	5
Card	5
Plastic	0.05
Textiles	1
Metals	1
Glass	0
Nappies	0
Household Hazardous Waste	0
Hardcore, concrete, rock etc.	2.5
Trees, branches and stumps in excess of 100mm	any occurrence

APPENDIX 5: GREENSPACE SCORING AND CRITERIA EXAMPLE

GREENSPACE INSPECTION			
Date Site			
Area	Criteria		
Entrances	Welcoming, clean, safe	10	
Hedges	Not overgrown, evenly cut, debris cleared	10	
Grass Volume	Within specification; evenly cut; Litter not mown. Strimming of obstacles.	10	
Grass Ornamental	Appropriately cut, reformed, edged off, sprayed etc. Strimming of obstacles and fence lines.	10	
Infrastructure	Condition of all furniture, paths, fencing and buildings including cleanliness, structure etc.;	10	
Litter and Litter Bins	Maintenance of Containers, grassed areas, hedge bottoms, play areas etc. – all openly visible Litter.	10	
Graffiti	Amount and content	10	
Shrub beds	Appropriate pruning, weeding. Feeling of security. Weed and Litter content.	10	
Rose Beds	Weeding, appropriate pruning, spraying and mulching.	10	

CREMATORIUM and CEMETERY INSPECTION

.....Cemetery / Crematorium Date.....

Entrances		
Litter Containers		
Grassed Areas		
Memorial / Woodland Gardens		
Grave tops and channels		
Flower beds		
Shrub Beds		
Rose Beds		
Infrastructure, Signage, Paths and Gates		
Hedges		
Epicormic Growth		
Trees		

Additional Comments

APPENDIX 6: LITTER GRADING AND DETRITUS GRADING

Litter Grading

Litter includes mainly synthetic materials, often associated with smoking, eating and drinking, that are improperly discarded and left by members of the public; or is spilt during waste management operations. Litter may also include putrescible or Clinical Waste, or faeces such as dog, bird and other animal faeces.

Detritus Grading

Detritus comprises dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials. Detritus includes leaf and blossom falls when they have substantially lost their structure and have become mushy or fragmented.

Grade A is clean

- no Litter or Refuse		- no detritus present	
-----------------------	--	-----------------------	--

Grade B is light

- predominantly free of Litter except		- predominantly free of detritus for some small items; except for some small items.	
---------------------------------------	---	---	---

Grade C is significant

<p>- widespread distribution of Litter.</p>		<p>- widespread distribution of detritus, with minor accumulations.</p>	
---	---	---	---

Grade D is heavy

<p>- Heavy litter, with significant accumulations.</p>		<p>- Heavy detritus, with significant accumulations.</p>	
--	--	--	--

APPENDIX 7: SITE LOCKING TIMES

(Information Schedule 16) Sites which require Locking

Location	Address	No. Gates	Locking Times	Time Unlocked	Comments
Altrincham Crematorium	Whitehouse Lane, Dunham/Masssey, WA14 5RH	1 Gate	7:00pm Summer	Gates unlocked by Personnel	
Urmston Cemetery	Queens Road Urmston M41 9HF	1 Gates		1 Gate permanently locked	
Sale Cemetery	Marsland Road Sale M33 7UN	2 Gates	4.00pm Winter	1 Gate permanently locked	
Stretford Cemetery	Elme Road Stretford M32 8HX	2 Gates			
Hale Cemetery	Hale Road Hale Altrincham WA15 8DF	1 Gate			
Woodheys Park	Kenmore Road Sale	5 Gates	Dusk	Woodland gate to be opened at 4.00am	Includes Building
Flixton Park	Flixton Road Urmston	1 Gate	7.30pm Summer; 4.30pm rest of the year	Gates unlocked by Personnel	
Walkden Gardens	Marsland Road / Derbyshire Road Sale	1 Gate	7.30pm Summer; 4.00pm rest of the year		

Notes

All cemeteries and Walkden gardens are open when Personnel arrive at 7.15. They are locked at 7 in the summer and 4 in the winter, unless stated above.

APPENDIX 8. TRAFFORD COUNTRYSIDE SITES

Trafford Countryside Sites. (Designated and identified sites for nature conservation)				
Site name	MP	Habitat type	Designation	Location or Cluster
Coroners Wood	y	Woodland Mature, Woodland Plantation	SBI C	Carrington
Sunny Bank Wood	y	Woodland Plantation, Rough Meadow		Bolin Valley *
Rossmill	y	Woodland Ancient	SBI B	Bolin Valley *
River Mersey Flixton to Sale	y	Naturalised River Banks	SBI B	Urmston and Ashton *
Broad Ees Dole	y	Wetland, Seasonally controlled wetland, Marsh, Woodland	LNR	Sale Water Park *
The Devisdale	y	Wildflower meadow, Rough Meadow, Woodland, Pond	LNC	Bowdon
Firs Plantation	y	Woodland Mature	LNC	Central Mersey Valley *
Meadows and Wetland at Sale Water Park	y	Wildflower Meadow, Marsh, Coppice	LNC	Sale Water Park*
Priory Gardens	y	Rough meadow, woodland plantation, woodland , pond	LNC	Sale Water Park*
Granary Way Copse	y	Woodland	LNC	Brooklands
Wood at coppice avenue		Woodland Mature	LNC	Sale
Wood East of Jacksons Bank		Woodland Ancient	SBI B	Bowdon
Coppice at Crossford Bridge		Woodland		Sale
Copse at Greenway Close		Woodland		Sale

Dainfield Road Copse		Woodland		Sale
Woodheys Wood	y	Woodland Plantation, Woodland mature, Orchard	Local Park	Broadheath
Timperley Old Hall Moat		Orchard, Pond. Woodland Mature, Hedgerow	Archaeology site	
Wood at Lowton Road (Sapling Grove)	y	Woodland mature		Sale
Wood at New Hall Road				
Broomwood		Woodland Mature	LNC	Timperley
Fairywell Wood				
Kentmere Road		Ponds, rough meadow, Hedgerow	Countryside	Timperley
Hullard Park		Wildflower Meadow, Hedgerow	Local Park	Old Trafford
Longford Park		Wildflower meadow, Cornfield Meadow, Hedgerow, pond Orchard	Borough Park	Stretford
Moss Park		Wildflower meadow	Local Park	Gorsehill
Worthington Park		Wet meadow, Woodland	Town Park	Sale
King George v Pool		Lake, Woodland mature, Wildflower meadow, Hedgerow. Orchard	Local Park	Altrincham
Stamford Park		Pond, Mature Woodland.	Town Park	Altrincham
Kingsway Park		Wet Meadow, Wildflower meadow	Local Park	Davyhulme
Lostock Park		Wildflower meadow	Local Park	Gorsehill
John Leigh Park		Wildflower meadow	Local Park	Altrincham
Brooks Drive		Hedgerow, Wildflower meadow	Linear park	Timperley
Flixton Park		Wildflower meadow, Hedgerow	Local Park	Flixton

Victoria Park		Wildflower meadow, Wet meadow	Town Park	Stretford
Walkden Gardens		Wildflower Meadow	Gardens	Sale
Hale Croft Park		Wildflower Meadow, Ponds	Local Park	Hale
Davyhulme Park		Ponds, Orchard	Town Park	Urmston
Woodsend Park		Wildflower meadow, Orchard, Hedgerow	Local Park	Broadheath
Old Hall Road		Wildflower Meadow	Countryside	Sale Water Park *
Green Hill	y	Rough meadow, woodland plantation, wildflower meadow	Countryside	Wellacre Country Park *
Wellacre	y	Woodland Plantation, Rough Meadow	Countryside	Wellacre Country Park *
Urmston Meadows	y	Ponds and Ditches, Rough Meadow, wildflower meadow, Woodland Plantation	Countryside	Urmston and Ashton *
Cob Kirn Woods	y	Rough meadow, woodland plantation	Countryside	Urmston and Ashton *
Torbay Road	y	Woodland Plantation, rough Meadow, Pond.	Countryside	Urmston and Ashton *
Lesley Road	y	Rough Meadow.	Countryside	Central Mersey Valley *
Bradley Lane	y	Woodland Plantation, Rough Meadow	Countryside	Central Mersey Valley *
Hawthorn Lane	y	Wetland, Rough Meadow	Countryside	Central Mersey Valley *
Stretford Ees	y	Woodland Plantation	Countryside	Central Mersey Valley *
Sale Water Park	y	Rough meadow, Woodland Plantation, Hedgerow.	Countryside	Sale Water Park *
Turn moss	y	Woodland Plantation	Countryside	Central Mersey Valley *
Queens Field Urmston	y	Woodland Plantation	Countryside	Urmston and Ashton *

College Walk		Orchard		Sale
Dainwell Park		Orchard		Sale
Ashton Park		Orchard	Local Park	Sale
Larkhill Park		Orchard	Local Park	Timperley
Newton Park		Orchard	Local Park	Timperley
Broomwood Park		Orchard	Local Park	Timperley
Elmwood entrance to Carrington Moss		Orchard		Sale
Little Banky Wood		Woodland Plantation	Countryside	Urmston and Ashton *
Banky Meadow	y	Woodland Plantation, River Edge, Rough Meadow.	Countryside	Urmston and Ashton *
* Please refer to management schedules for Countryside Sites.				

APPENDIX 9: ADDITIONAL WASTE SPECIFICATIONS

TRAFFORD COUNCIL COMPOSTABLE LINER SPECIFICATION

- Product: Compostable Liner with vest type handles and gusset. Conforming to BS EN13432 and 7P0051
- Size: **400 x 440mm** (to fit Coral 7 litre caddy or similar)
- 400mm is the width of the bag when opened and 440 mm the length of the bag including handles.
- Length of handles is to be 120mm.
- Gauge: 16- 18 microns
- Colour: Light green
- Print Dark green running print on one side
- Stamp indicating date of manufacture
- Last bag message printed in red on last five liners.)
- Text. **FOR MORE BAGS TIE TO HANDLE OF GREEN BIN**
- Packaging. Individual rolls of 52 liners packed in clear PE outer bag.
- Each carton to display Country of origin
-

SPECIFICATION FOR WHEELED BINS

Trafford use wheeled Containers for all services as indicated below:-

Use	Colour	Capacity
Household Residual Waste	Grey	140, 240, 360
Mixed Pulpable Recycling	Blue	140, 240, 360 modified with lock
Comingled Recycling	Black	140, 240, 360 modified with lock
Bio Waste (food/garden)	Green	140, 240 (see also 23 litre caddy)
Commercial Waste	Grey Body/Blue Lid	240, 360
Commercial Bio Waste	Grey Body/Green Lid	240

All Wheeled Containers are to conform at least to the European Standard EN840-1-5-6 and be constructed of UV stabilised HDPE. Internal surfaces are to have a smooth and impervious surface to assist in cleaning. The body is to be of a robust construction which is shock resistant and reinforced at strategic points for added strength.

Suitable and agreed 'Hot Seal' messages are to be embossed on the lid and body of each Container. The Council crest is to be shown on the front facing of the body of the Container.

Notes

360 litre Recycle Containers

The 360 litre Containers, designated for Pulpables and Co-mingled Recyclable Material, are to be fitted with a suitable and integral locking mechanism to the lid to restrict access in an effort to reduce or minimise depositing of large or incorrect material. Keys to be retained by collection crews only.

The lid is to have a suitably constructed aperture fitted with nylon brush/comb arrangement. The aperture is to be of a design and dimension to allow Recyclable Material to be deposited in the Container by Residents

Commercial Wheeled Bins

The 240 and 360 litre wheeled Containers are to have standard grey bodies fitted with blue lids showing a 'hot seal' message indicating Commercial Waste.

For the limited number of commercial bio waste wheeled Containers the body is to be standard grey with green lid showing the food and garden waste hot seal message.

SPECIFICATION FOR EURO CONTAINERS

Trafford utilise Euro containers in a variety of roles including the containment of waste and Recycling at domestic premises, (primarily flats/multi occupation), commercial properties and neighbourhood Recycling Bring Sites. The sizes used are as follows:-

- 1280 litre selected flat complexes
- 1100 litre Residual Waste & Recycling at domestic flats, schools, neighbourhood recycle sites. Residual Waste at commercial premises.

- 820 litre Residual Waste & Recycling at domestic flats.
- 770 litre Commercial Residual Waste
- 660-litre Commercial Residual Waste

The majority of current stock has been provided through procurement channels from Taylors, however alternative suppliers could be considered provided that the basic specifications and requirements are complied with.

Euro Container Requirements General

Construction All containers are to be of formed galvanised metal which has been 'hot' dipped and compliant with BS EN ISO 1461:1999 and constructed to meet standard of EN 840.

Lids Plastic Moulded fitted lids as follows:-

- Domestic and commercial Residual Waste standard flat black
- All Recycling containers :-
 - Pulpable single portal with comb or rubber flap – black lid
 - Co mingled twin portals with comb covers – black lid

Lid Locks Fitted to commercial Residual Waste Containers and all Recycling containers

Wheels 4 castor wheels, 2 front facing wheels to have foot operated locking system.

Lift Bar Standard full length comb compliant with EN 15

Drainage All to be fitted with drainage point and twist operated plug.

Livery

All containers are to be spray painted in the accepted Trafford livery which identifies the container use:-

- Grey - All domestic Residual Waste Containers
- Blue - All Pulpables Recycling Containers
- Black - All Co-mingled Recycling Containers
- Black (flat lid) - All Commercial Waste Containers

Logo

All containers are to have logos agreed by the Council. Recycle containers are to have a visual banner type panel depicting, pictorially, the accepted materials. Household Residual Waste containers are to display a basic message identifying the contents are for disposal only. Commercial Waste logos are to be in 'gold' lettering with Trafford logo and contact details

SPECIFICATION FOR FOOD CADDIES

Trafford Council provide caddies to domestic properties within the Borough. 2 sizes are available as follows:-

- 7 litre kitchen caddy supplied to all domestic properties for use within the property in conjunction with compostable liners.
- 23 litre external caddy are an alternative to wheeled Containers where properties unsuited for wheeled Containers, e.g. terraced properties

The Council currently uses 'Coral' products, however suitable alternatives may be considered provided they meet the minimum basic requirements, capacity and durability laid out below. In the case of alternative 7 litre units being proposed, consideration must be given to the compostable liner requirements given in that specification.

7 Litre Kitchen Caddy

The 7 litre kitchen caddy is provided, and available, to **all** domestic properties throughout the Borough, including flats, and is intended for internal use only. The caddy is used in conjunction with compostable liners meeting the specification given. Any alternative to current caddy design must take into account the specification of the compostable liners described in our specification.

The caddy is to be a 'full' rigid body construction with fitted hinged lid and vent arrangement to allow the contents to 'breathe'. A handle arrangement is to be provided, either as an integral part of the body construction or separate fitting.

All surfaces are to have a smooth finish to allow effective cleaning, and are to be impervious. The unit should be dishwasher proof, for the convenience of Residents.

The unit is to be silver grey in colour to meet with Councils adopted livery. No 'hot seal' or embossed message or logos are required on the body of the caddy. A discrete identification embossed message, 'Trafford Council food waste', is required on the lid to reflect ownership and use.

23 Litre External Caddies

The 23 litre is intended for use where the use of wheeled Containers is impractical, unsuitable or not necessary, e.g. terraced properties or properties without gardens. The caddy is intended to provide a suitable alternative to a wheeled Container which allows Residents to participate in the separation of food waste for collection.

The caddy must be of a rigid construction which is robust and hard wearing and UV stabilised. The unit is to have a hinged lid which fits flush to the body and can be secured/locked into position to prevent spillages during storage or movement. All surfaces are to be smooth and easily washed using traditional methods.

A handle arrangement, which is ergonomically designed for ease of use by both Residents and collection crews, is to be available either as an integrated arrangement or separate attachment.

The unit is to be a dark green body and lid. The Trafford crest is to be 'hot sealed'/embossed centrally on the front face of the caddy with the wording 'FOOD WASTE' below it. No 'hot seal' message is required on the lid of the unit.

Fluorescent tabs/strips are to be placed in the centre of the front and sides of the body just below the rim of the lid fitting.

SPECIFICATION FOR WASTE SACKS

The waste collection services in Trafford are primarily carried out using wheeled Containers, however there is a requirement to provide sacks to meet specific requests at some domestic properties, schools and a small number of commercial premises. Trafford have a requirement for 2 separate plastic sacks as follows:-

- Black general waste sacks – for use at isolated properties and premises where wheeled Containers are unsuitable.
- Blue waste sacks - for distribution to commercial properties on request

Polythene Refuse Sacks

Colour	Black
Dimensions	460mm * 760mm * 865mm with gusset
Density	27 microns
Printing	Not necessary
Estimated Annual Qty	160000 to be provided in boxes/rolls of 200 sacks
Use	Domestic Household Waste and Schools on request

Polythene Refuse Sacks

Colour	Blue
Dimensions	460mm * 760mm * 865mm with gusset
Density	50 microns
Printing	Not necessary
Estimated Annual Qty	6000 to be provided in boxes/rolls of 100 sacks
Use	Commercial Waste supplied on request

APPENDIX 10: Greenspace Buildings

LOCATION	ADDRESS	AREA	BUILDING
Stamford Park	Stamford Park Road	Altrincham	Mess Room Building
Woodheys Park	Kenmore Road	Sale	Pitch & Putt Pavilion
Hullard Park	Northumberland Road	Stretford	Mess Room Building
Longford Park	Cromwell Road	Stretford	Mess Room Building
Turn Moss	Turn Moss Road	Stretford	Mess Room Building
Flixton Park	Flixton Road	Urmston	The Barn

APPENDIX 11: GREENSPACE SITES

See enclosed document entitled 'Environmental Services – Lot 1a – Appendix 11 – GM Sites'

APPENDIX 12: COUNCIL'S RECYCLING AND REFUSE POLICY

See enclosed document entitled 'Environmental Services – Lot 1a – Appendix 12 – Recycling and Refuse Service Policies Incorporating the Implementation of Weekly Food and Garden Waste Collections'

**RECYCLING AND REFUSE SERVICE POLICIES INCORPORATING
THE IMPLEMENTATION OF WEEKLY FOOD AND GARDEN WASTE
COLLECTIONS**

September 2012

Introduction

The purpose of this document is to outline the Council's recycling and refuse service policies to incorporate the new weekly food and garden waste collection service.

From April 2013, the Council will be implementing a weekly food and garden waste collection service. This will involve the distribution of a kitchen caddy and an initial supply of caddy liners to households in the borough. In addition, 23 Litre external caddies will be provided to properties identified by the waste management service as more suited to external caddies than green bins e.g. groups of terraced properties.

Policy 1 - The standard recycling and refuse service for individual properties

Wherever operationally possible Trafford Council's preferred method of storage and collection for individual properties for both recycling and refuse is a wheeled bin.

- The standard service for the collection of food and garden waste will be a weekly collection using 240 litre green wheeled bins. However, some properties may be provided with 140 litre green wheeled bins at the householders request. For those properties identified by the waste management service as more suited to caddies than bins, one 23 Litre external caddy will be provided e.g. terraced properties
- All properties will be provided with a 7Litre Kitchen caddy for internal use to store food waste. In addition, each household will receive an initial supply of 50 compostable liners for use with the kitchen caddy.
- The standard service for the collection of paper & card (pulpable) material will be a 4 weekly collection using 240 litre blue wheeled bins. Some properties may be provided with 140 litre blue bins at the householders request
- The standard service for the collection of glass bottles/jars, cans and plastic bottles (dry recyclable) material will be a 4 weekly collection using 240 litre black wheeled bins. Some properties may be provided with 140 litre black bins at the householders request
- The standard service for residual waste will be a fortnightly collection using 140 litre grey wheeled bin, one bin per household. Provision has been made for households which meet the Council's criteria for an increased capacity grey bin (See policy 11). Residual waste is classified as waste that cannot be recycled or composted through the standard collection service.

Policy 2 - Multi occupied properties/flats

- Where it is operationally possible Trafford Council's preferred method of storage and collection for properties in multiple occupation (e.g. flats) will be communal containers. The Council will provide sufficient containers for all residents, using either wheeled bins or euro containers, to allow residents to both recycle waste and dispose of residual waste. In some instances e.g. where space may be limited, it may be necessary for a Council Officer to visit the property to assess and agree suitable recycling and refuse collection arrangements with the

residents.

- Communal bins will be collected from, and returned to, the designated bin site by the collection crews
- The Council will endeavour to provide recycling facilities for food/garden waste, paper/card and glass, cans and plastic bottles to all multi-occupancy properties subject to space limitations. A corresponding reduction in residual waste capacity may be required to accommodate these recycling facilities

Policy 3 - The placement and collection of wheeled bins and external caddies

Wheeled Bins

- All wheeled bins are to be presented for collection at the edge of the property on the day of collection. This will normally be at the front of the property, however in terraced properties this may be at the rear or side gates.
- Wheeled bins must be presented on the day of collection by 6.30am. Apart from those residents receiving assisted collections (see policy 15) wheeled bins that are not presented at the time of collection will not be emptied. Bins should be taken back onto the property as soon after collection as practicably possible and, at the latest, the day following collection.
- After emptying, with the exception of assisted collections, the refuse collector will return the wheeled bin to the collection point. The bins will be left in a position which does not cause an obstruction to pedestrian or vehicular movement.
- Wheeled bins must remain on the property apart from when they are emptied on the day of collection. The householder has responsibility for keeping the wheeled bins safe while they are on the property and to protect them from misuse.

External Caddies

- External caddies should be presented at the front of a terraced property, not the rear, on the day of collection by 6.30am. Caddies not presented will not be emptied. Caddies should be taken back into the property as soon after collection as practicably possible and, at the latest, the day following collection. The householder has responsibility for keeping the wheeled bins safe while they are on the property and to protect them from misuse.

Policy 4 - Appeals procedure for householders objecting to the allocation of wheeled bins and size of bins

- On receipt of an objection to the allocation, or size of wheeled bin, a member of the waste management team will initially visit the objector. The officer will consider the situation, provide advice and guidance and make a judgement as to the suitability of the service offered. Where the objector is dissatisfied with the decision, the Waste Manager will review the case and make a judgement as to the suitability of the service offered.

- All complaints will be addressed in line with the Council's Corporate complaints policy.

Policy 5 - Failure to present authorised waste receptacle

- The Council will collect refuse and recycling from households only if it is presented for collection in the approved containers which meet the Councils specification. For avoidance of doubt, approved waste receptacles are:
 - The standard container for the collection of food and garden waste will be a 140 litre or 240 litre green wheeled bins. For properties identified by the waste management service as more suited to caddies than bins e.g. groups of terraced properties, one 23 Litre external caddy will be provided.
 - The standard container for the collection of paper & card (pulpable) material will be a 140 litre, 240 litre blue wheeled bins. For multiple occupation premises (flats), 360 litre wheeled bins or euro containers may be used.
 - The standard container for the collection of glass bottles/jars, cans and plastic bottles (dry recyclable) material will be a 140 or 240 litre black wheeled bins. For multiple occupation premises (flats), 360 litre wheeled bins or euro containers may be used.
 - The standard container for residual waste will be a 140 litre grey wheeled bin, one bin per household, additional capacity may be provided on request if criteria are met. See policy 11.

All properties will be expected to use the above containers unless the authority grants an exemption (see policy 13).

Should a householder present waste in a container which does not meet the Councils specification and standard, it will not be emptied and the householder will be advised (see policy 9).

Policy 6 - Refusal of bins

- A householder who declines to have recycling containers and/or a caddy will not be offered an additional or larger grey bin.

Policy 7 - Excess waste

- All waste and recycling wheeled bins/caddies must be presented with closed lids. If a wheeled bin/caddy is presented with the lid raised but can be safely emptied, it will be emptied but the householder will be notified of the problem and asked to present the container with the lid closed in future. If a container is repeatedly presented with the lid raised, and the householder has previously been notified of the problem, it will not be emptied until the next scheduled

collection (providing the problem has been resolved).

- Waste presented outside a wheeled bin will not be taken by the refuse crews. In the first four weeks following the introduction of the weekly food waste collections, the householder will be notified through a yellow sticker placed on the bin indicating that 'excess waste will not normally be taken, however on this occasion Trafford Council will remove the waste'
- After the first four weeks of collection the following procedure will apply:
 - Waste presented outside a wheeled bin will not be taken by the refuse crews and a red sticker will be placed on the bin. A letter will be sent to the resident informing them how to manage their waste on the new recycling and refuse service, including a copy of the service information leaflet
 - If the resident continues to place waste outside of the wheeled bin on the next scheduled collection day, it will not be collected by the collection crews. The Environmental Enforcement team will be advised and may place an envirocrime sticker onto the side waste and issue a section 46 notice to the resident which is formal notification of the methods of managing their waste. Evidence may be taken by the enforcement team
 - If the resident continues to place waste outside of the wheeled bin on the next scheduled collection day it will not be taken by the collection crews and the Environmental Enforcement team may issue a fixed penalty notice to the resident. Evidence may be taken by the enforcement team

Policy 8 - Provision of waste and recycling containers to new properties

- At new properties, the initial provision of the recycling and residual containers will be chargeable to the householder or the developer in accordance with the Council's fees and charges

Policy 9 - Identification of wheeled bins/external caddies

- Wheeled bins/external caddies approved by the Council will be emptied. Council supplied containers will be clearly identified as such with the words "Trafford Council" or other similar identification marks. Waste containers provided by the resident will only be emptied if it meets the colour, size and quality specifications required by the Council and its collection contractor, to allow the container to be identified and emptied safely.
- Council provided Wheeled bin lids will have an identifying feature to allow the visually impaired to distinguish between residual and recycling wheeled bins

Policy 10 - Prohibition of items from all wheeled bins/external caddies

- The following items are prohibited from all wheeled bins/external caddies. hazardous waste, liquids including paint and oil, rubble, stone, soil, hot ashes or heavy metal items. If any bin is too heavy to be moved safely by the collection

operative or lifted by the collection vehicle, the bin will be left at the point of presentation and the collection operatives will place a sticker on the bin with an indication as to why the wheeled bin was not emptied.

Policy 11 - Requests for additional capacity residual wheeled bins

- Large families of five persons or more permanently residing at a property may request additional capacity. Requests must be made via the contact centre, Access Trafford, and the householder will be required to complete a short application form including information about their recycling habits to ensure they are making maximum use of their recycling service. Requests will be reviewed regularly and at least every two years, to ensure householders still qualify for the service. If the householder is entitled to increased capacity, they will have the grey bin exchanged for a larger size. Only one grey bin will be left on-site.
- A household generating a significant quantity of non hazardous medical waste, due to medical conditions of an individual within the household, may request additional residual capacity. Requests must be made via the contact centre, Access Trafford, and the householder will be required to complete a short application form including information about their recycling habits to ensure they are making maximum use of their recycling service. Requests will be reviewed regularly and at least every two years, to ensure householders still qualify for the service. If the householder is entitled to increased capacity, they will have the grey bin exchanged for a larger size. Only one grey bin will be left on site.
- Following a review of the householders status the larger capacity grey wheeled bin may be exchanged for the standard sized 140 Litre grey wheeled bin if the household no longer meets the Councils criteria, or if the completed review questionnaire is not received by the Council.
- Additional capacity provided may be in the form of an additional recycling container or a larger capacity residual wheeled bin at the discretion of Trafford Council's waste management team. This additional capacity will be provided free of charge to the householder. The wheeled bins provided to meet additional residual capacity may be refurbished containers which have been cleaned.

Policy 12 – Requests for additional capacity recycling bins

- If a householder requests a larger or an additional recycling wheeled bin because they are utilising the recycling bin to its full capacity, a larger or additional bin will be provided.
- If a householder requests an additional external caddy, they will initially be offered a 140 litre green wheeled bin. Additional caddies will be provided by the Waste Management Service when it is deemed the most appropriate form of collection of food waste.

Policy 13 - Locations unsuitable for standard sized wheeled bins

- For operational reasons, certain properties will not receive a wheeled bin service for the following reasons: very steep hills, narrow lanes, remote location, and

difficult location to access Such properties will remain on sack collections for residual waste Recycling services may not be provided however collection of food waste will be made using external caddies

- Properties with no possible storage area for the standard sized wheeled bins e.g. no front or rear garden/yard will either remain on sack collections or be provided with smaller capacity wheeled bins at the discretion of the council for residual waste Recycling services may not be provided however collection of food waste will be made using external caddies
- Where there is no suitable point at the edge of the property to present wheeled bins for collection, the householder will be offered a sack collection If the householder chooses to have wheeled bins and to present them at the edge of the highway, it will be at the householder's own risk The householder should seek advice from the Council or his/her own legal advisor about legislation relating to the highway The householder should also be aware of the increased risk of theft or vandalism to wheeled bins left on the highway for longer than necessary. Recycling services may not be provided however collection of food waste will be made using external caddies
- Wheeled bins will not normally be offered to properties where the wheeled bins must be brought up or down flights of steps or up or down steep paths/drives to be emptied. Should a householder wish to have a wheeled bin in such circumstances, the situation at each property will be considered on its own merits Food collection service will be provided using external caddies.
- Where in the Council's opinion a property is so isolated or inaccessible (for example, a considerable distance from the public highway along a track or a driveway), the property will remain on a sack collection Sacks will be collected from the curtilage (boundary) of the dwelling nearest the access road. Recycling services may not be provided however collection of food waste will be made using external caddies.

Policy 14 – Replacement containers

- Residents requesting a replacement grey bin due to the bin being lost, stolen or damaged will be charged £25 per bin in 2013/14 Payment is to cover administration and delivery and the bin itself remains the property of Trafford Council. The charges will be reviewed annually and published as part of the Council's Fees and Charges
- If the damage is proven to be the fault of the refuse collection crews or vehicles as part of the collection process then no charge will apply However, this will be at the discretion of the Council Collection operatives have a duty to report any damage to bins caused during collections
- Residents receiving Council Tax Benefit, (excluding Single Persons Reduction) or Housing Benefit will be charged a subsidised rate of £10 per replacement grey bin in 2013/14 The charges will be reviewed annually and published as part of the Council's Fees and Charges Residents will be required to provide proof of this benefit e.g. an award letter

- The administration and delivery charge is compulsory and cannot be waived by a resident offering to collect the bin from the depot. Residents are not permitted to collect wheelie bins for operational and health and safety reasons.
- Payment must be made at the time of request and bins will not be supplied prior to the receipt of payment. This payment is non refundable.
- To promote the re-use of materials and reduce costs, recycling and refuse bins issued as replacements may be reconditioned, used bins that have been cleaned and repaired to a suitable standard for safe use and emptying.
- To encourage recycling, the Council will replace damaged or stolen recycling bins (and caddies) free of charge. Compostable liners will be provided to householders on request up to a maximum of 150 per year.

Policy 15 - Assisted collections

- An assisted collection service may be provided on request to people with disabilities and people with mobility problems, where there is no one else in the household over 16 able to take the wheeled bin or sack to the edge of the property. A district nurse, health visitor, care-worker, social worker or housing warden may be required to validate requests for an assisted collection. Requests must be made in writing and will be reviewed regularly and at least every two years.
- Where an assisted collection is provided, the collection crew will collect the refuse/recycling (wheeled bin/ sack or external caddy) from the normal point of storage. After emptying the wheeled bin, the collection crew will return it to the normal point of collection.

Policy 16 - Sack Collections

- This service is only available where in the council's opinion a property is isolated or inaccessible (see policy 13). The standard service for households that remain on sack collections will allow a maximum of three residual sacks per week to be collected from the property. Sacks will need to be placed at the edge of the property for collection. Households that remain on sack collections will receive replacement sacks following each collection on a 1 for 1 basis up to a maximum of two sacks. Recycling services may not be provided however collection of food waste will be made using external caddies.

Policy 17 - Green bins and external caddies

- The type of material allowed in the green bin is green garden material and food waste. Garden material consists of the following: garden plants, weeds, hedge trimmings, small branches, leaves, grass cuttings, bark, houseplants and compost. Bedding from vegetarian pets, e.g. rabbits, guinea pigs, is also allowed. Food waste consists of the following: fish, solid dairy products, bread, meat, fruit, vegetables and solid food leftovers/scraps.

- Garden waste is to be placed loose in the bin. Food waste may be placed loose in the bin or in compostable bags conforming to composting standard BS EN13432. Bags that conform to this standard should display the 'looped seedling' logo. The Council will provide an initial supply of 50 compostable liners to each household on commencement of the service and provide free replacement liners on request up to a total of 150 liners per year per household. Plastic bags are not acceptable.
- External caddies provided to properties identified by Waste Management should be predominantly used for food waste. Small amounts of light weight garden waste are also allowed in the caddy.
- The contents of the green bin and external caddies will be inspected before emptying. If any material other than garden/food waste is present in the bin/caddy, the container will be left at the point of presentation with a label indicating why it was not emptied. If repeated contamination occurs, the Council may remove the container from the property and no additional residual capacity will be offered.
- A householder may decline to have a green bin or external caddy. However, garden material and food waste is not allowed in the residual bin and no additional residual capacity will be offered.

Policy 18 - Paper/card (blue) wheeled bins

- The type of material allowed in the paper/card wheeled bin is paper and card based materials. Paper consists of the following: junk mail, catalogues, brochures, office paper, magazines, pamphlets, newspapers and telephone directories. Cardboard, envelopes and drinks cartons are also acceptable.
- Paper and card material should be placed loose into the blue bin, the use of plastic bags is not acceptable.
- The contents of the paper/card bin will be inspected before emptying. If anything other than paper/card material is present, the bin may be left at the point of presentation with an indication as to why the wheeled bin was not emptied. If repeated contamination occurs, the Council may remove the paper/card bin from the property and no additional residual capacity will be offered.
- A householder may decline to have a paper/card bin. However, paper and card is not allowed in the residual bin and no additional residual capacity will be offered.

Policy 19 - Glass, cans and plastic bottle (black) wheeled bin

- The types of material allowed in the Glass, cans and plastic bottle wheeled bin is glass bottles and jars, food and drink cans, and plastic bottles. No windows, mirrors, Pyrex, light bulbs, crockery or plastic food containers are allowed.
- Glass, cans and plastic bottles should be placed loose into the black bin. The use of plastic bags is not acceptable.

- The contents of the glass, cans and plastic bottles wheeled bin will be inspected before emptying. If anything other than glass, cans and plastic bottles are present, the bin may be left at the point of presentation with an indication as to why the wheeled bin was not emptied. If repeated contamination occurs, the Council may remove the bin from the property and no additional residual capacity will be offered.
- A householder may decline to have a black bin. However, glass, cans and plastic bottle material is not allowed in the residual bin and no additional residual capacity will be offered.

Policy 20 – Contamination of wheeled bins and external caddies

- Recycling crews will be instructed to lift the lids of each recycling bin and caddy to check for contamination prior to emptying.
- Recyclable material must be of an appropriate quality (no contamination or incorrect materials) to avoid loads being rejected at the Materials Recycling Facility or Composting Plant. Information about the acceptable materials will be provided to the householder at the start of the service and will be repeated regularly. Further information is published on the Councils web site.
- Where a small amount of contamination is present in the black or blue wheeled bins e.g. a can in a paper/card bin, the collection crew may collect the recyclables and may inform the resident.
- As food/garden waste is composted, any contamination is not acceptable and contaminated food/garden waste containers will not be emptied.
- In the first four weeks of the weekly food waste collections, where contamination occurs the container will not be emptied, and a yellow sticker placed on the bin to inform the householder. If the householder contacts the Council to advise that the contamination has been removed, the Council will endeavour to empty the container before the next scheduled collection.
- After the first four weeks of collection, where contamination occurs the container will not be emptied, and a sticker placed on the container to inform the householder. The householder will be advised to remove the contamination from the wheeled bin/external caddy prior to the next scheduled collection. If the householder contacts the Council to state that they have removed the contamination, the Council will empty the container on the next scheduled collection.
- Where incidents of contamination are of a persistent nature (e.g. more than two collections), a letter may be sent to the householder and/or they may receive a visit from an officer to reinforce to the householder what should and should not be placed in the recycling bins. Should the householder fail to remove the contamination, the Council may remove the wheeled bin/external caddy. A charge may be made for the container to be returned. See policy 14.

Policy 21 – Abandoned bins

- When the Council is notified, or identifies abandoned bins, the waste management team will arrange for their removal within 10 working days.
- Abandoned bins will, where possible, be cleaned and repaired and re-issued to other householders requesting replacement bins See Policy 14
- If abandoned bins are not suitable for repair, they will be recycled

Policy 22 - Bin numbering

- Bins will not be numbered by the Council. Householders are encouraged to place their house number/name on the bin to allow them to easily identify their bin and enable crews return the correct bins to the property

Policy 23 – Communication of recycling/refuse collections

- The Council will utilise a combination of methods to communicate service changes and important service information. This will include press releases, information on the Council website, use of social media, information delivered direct to householders e.g. leaflets through the letterbox and stickers on bins. The actual methods used will depend on the type of information being conveyed to householders

(7) GM Sites

Description	Area M2	Object type
8-10 Daresbury Ave Open Space		Open Space
Amersham/Welwyn/Wycombe Close Open Space		Open Space
Apsley Grove Open Space	500	Open Space
Barrington Road/Hazel Road Rest Garden	1200	Open Space
Barrington Road/Stamford Street Rest Gar	600	Open Space
Bow Green Road Open Space	5200	Open Space
Braemar Drive Open Space		Open Space
Briarfield Road Rest Garden	1200	Open Space
Briggs Close Open Space(Land To Rear Of)	3000	Open Space
Buck Lane Open Space	1400	Open Space
Burnside Open Space(Off Marfield Road)	4500	Open Space
Chapel Road/Cross Street Open Space		Open Space
Chorlton Rd Open Spaces	600	Open Space
Christchurch Road Open Space	1600	Open Space
Church Road/The Grove Open Space		Open Space
Church Street/Woodlands Road Rest Garden	800	Open Space
Clifton Avenue/Linden Avenue Open Space	1000	Open Space
Dalton Gardens Open Space		Open Space
Davyhulme Road/Woodhouse Road Open Space		Open Space
De Quincey Park	9200	Open Space
Dover Park Playing Fields	50,000	Open Space
Dunster Drive Open Space	100	Open Space
Epping Drive Estate Open Spaces		Open Space
Fairywell Brook Open Space - Rear Of Red	5100	Open Space
Firsway Open Space	21,000	Open Space
Flixton Rd/Irlam Rd Open Space		Open Space
Former 11-17 Mayors Road Open Space		Open Space
Former 30 Brook Road Open Space		Open Space
Former 51-61 Roseneath Road Open Space		Open Space
Friars Road Open Space		Open Space
Gawsworth Road/Baguley Brook Open Space	50,600	Open Space
Green Courts Open Spaces	6900	Open Space
Green Walk/Dunham Road Open Space	1350	Open Space
Heyes Lane Open Space(Adjacent 86-86a)	850	Open Space
Kingsway/Mitford Street Rest Garden	100	Open Space
Land To Rear Of 15-17 Fairbourne Drive	1800	Open Space
Lingfield Avenue Open Space(Land To Rear	2000	Open Space
Lock Lane Open Space		Open Space
Lyndhurst Drive Open Space	600	Open Space
Manor Road Open Space & Car Park Beds	400	Open Space
Medway Crescent/Swale Drive Open Space	3000	Open Space
Navigation Road/Grosvenor Road Rest Gard	400	Open Space
Newgate Road Open Spaces		Open Space
Norman Rd Open Space(Rear Of 33-47 Medwa		Open Space
North Parade Open Space(Derbyshire Road	900	Open Space
Northenden Road/Norris Road Open Space		Open Space
Oakdene Road/Rossett Ave Open Space	500	Open Space

Oakfield Road/Moss Lane Rest Garden	500	Open Space
Old Hall Road/Bertram Street Footpath		Open Space
Oldfield Road/Manchester Road Rest Garde	700	Open Space
Park Road/Moss Lane Rest Garden	500	Open Space
Primrose Bank Open Space,Off Brickkiln R	2400	Open Space
Redesmere Park Open Space		Open Space
Sale West Estate Playgrounds & Open Spac	11,000	Open Space
Sandwell Drive Open Space		Open Space
Shaw View Playing Field		Open Space
Sibson Road Open Space	2500	Open Space
Springfield Road/School Road Corner Verg		Open Space
St Georges Church,Off Church Street	1800	Open Space
Stockport Road/Woodlands Road Open Space		Open Space
The Mount/Church Street Corner Garden	500	Open Space
Tofnes Road Open Space	2000	Open Space
Walton Road Open Space(Side Of No 137)		Open Space
Wellington Road Footpath(Side Of School)		Open Space
Westinghouse Industrial Estate Shrubbery		Open Space
Westinghouse Industrial Estate Shrubbery		Open Space
Woodsend Circle Open Spaces		Open Space
Woodstock Road Community Park	11,800	Park
King George V Pool		Park
Newton Park		Park
Riddings Acre	1500	Park

