

# Draft



## EAST CAMBRIDGESHIRE DISTRICT COUNCIL: SERVICE SPECIFICATION - WASTE SERVICE

### PARTS

- (i) Domestic Waste Collection Service
- (ii) Dry Recyclable Waste Collection Service
- (iii) Garden Waste Collection Service
- (iv) Bulky Household Waste Collection Service
- (v) Clinical Waste Collection Service
- (vi) Provision and Management of Bring Sites
- (vii) Trade Waste Collection Service
- (viii) Annual Communications Strategy

### Document Change Control

The following is the document control for the revisions to this document.

Version Number	Date of Issue	Author (s)	Brief Description of Change
0.1	12/05/17	Alistair Merrick	First Draft

**PART (I) – DOMESTIC WASTE COLLECTION SERVICE**

**1. DEFINITIONS**

- 1.1 For the purposes of this Service Specification, the following terms shall have the following meanings:

<b>Terms</b>	<b>Meaning</b>
<b>“Authority’s Call Centre”</b>	Means the corporate call centre provided by the Authority for the residents of the East Cambridgeshire.
<b>“Domestic Property”</b>	Means a property that is a building or self-contained part of a building which is used wholly for the purposes of living accommodation.
<b>"Domestic Waste"</b>	Means waste from a Domestic Property that results solely from residential activities in that property.
<b>"Domestic Waste Collection Service"</b>	Means the collection and disposal of Domestic Waste from all individual Domestic Properties within East Cambridgeshire.
<b>“Assisted Collections List”</b>	Means Domestic Properties where the Waste Service is required to collect waste from the point of storage (i.e. the place where the waste is normally kept by the occupier) and return the waste container to the normal point of storage after emptying.
<b>“Missed Domestic Collection”</b>	Means a bin or sack that has been reported to the Authority’s Call Centre and/or the Council’s Waste Team in Operations as not having been emptied on the designated day of collection in accordance with this Part (i) of this Service Specification.

**2. DOMESTIC REFUSE COLLECTION SERVICE**

- 2.1. The Waste Service shall deploy resource to deliver the specified Key Result Areas and Outputs as detailed below:

<b>Key Result Areas</b>	<b>Outputs</b>
Management, administration and operation of a Domestic Waste Collection Service	<ul style="list-style-type: none"> <li>• Provide sufficient numbers of trained and qualified staff to successfully carry out the Domestic Waste Collection Service.</li> <li>• Provide sufficient transport resources to carry out collection and haulage of all Domestic Waste collected to final disposal points.</li> </ul>
Increase customer satisfaction levels in respect of the Domestic Waste Collection Service.	<ul style="list-style-type: none"> <li>• Achievement of set satisfaction levels for the Financial Year - in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.</li> </ul>
Establish the number and	<ul style="list-style-type: none"> <li>• Establish the number and location of disabled</li> </ul>

## Schedule X: Service Specification - Waste Service

Key Result Areas	Outputs
location of disabled people or residents with mobility restrictions who are incapable of presenting their waste containers for collection.	people and residents with mobility restrictions to develop a service delivery plan to provide an equitable service.
Review and update the Assisted Collections List on a monthly frequency.	<ul style="list-style-type: none"> <li>An up to date Assisted Collections List to be presented to the Authority for approval by 31 December each year.</li> </ul>

- 2.2. The Waste Service shall be required to collect all Domestic Waste by means of 60 litre black refuse sacks ('refuse sacks'), supplemented by large capacity bins, and paper/plastic sacks from all Domestic Properties within the boundaries of the East Cambridgeshire or neighbouring local authorities on a weekly basis and deliver the collected Domestic Waste to approved disposal points as agreed with the Director - Operations (ECDC).
- 2.3. The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and be aware of all relevant codes of practice, Guidance and statutory instruments relating to the delivery of the Domestic Waste Collection Service.
- 2.4. The Waste Service shall ensure that all staff employed by the Waste Service in the provision of the Domestic Waste Collection Service are always properly and sufficiently qualified, experienced and instructed regarding:
- The task or tasks such person must perform;
  - All relevant provisions of this Service Specification;
  - All relevant Law relating to the provision of the Domestic Waste Collection Service;
  - The need to maintain the highest standards of courtesy and consideration;
  - The need to carry out their duties in an orderly manner as may be practicable;
  - All relevant Health and Safety procedures.
- 2.5. The Waste Service shall not commence the Domestic Waste Collection Service prior to 07.00hrs or extend the operation beyond 18.00hrs without the consent of the Director - Operations (ECDC).
- 2.6. The Waste Service shall not collect Domestic Waste on Saturdays or Sundays unless approved by the Director - Operations (ECDC).
- 2.7. The Waste Service shall provide the Domestic Waste Collection Service on each day of each Financial Year; it will not be required to collect Domestic Waste on 25 December, 26 December and 1 January each year.
- 2.8. The Waste Service shall collect Domestic Waste from each Domestic Property on a designated day each week.

## **Schedule X: Service Specification - Waste Service**

- 2.9. The Waste Service is required to collect all refuse sacks, large capacity bins, paper and plastic sacks positioned by residents on the boundary of their property with the highway (i.e. boundary of premise nearest to or on the highway) and to return any empty containers to their original location without creating unnecessary obstruction.
- 2.10. The Waste Service shall maintain and update in accordance with the Council's policies, the Assisted Collections List where the Waste Service is required to collect the wheeled bin, large capacity bins, paper and plastic from the point of storage (i.e. the place where the refuse sacks, large capacity bin, paper or plastic sack is normally kept by the occupier) and to return any waste containers to the normal point of storage after emptying.
- 2.11. The Waste Service shall collect Domestic Waste from communal bin cupboards, compounds or designated waste storage areas for flats or similar developments.
- 2.12. The Waste Service shall only remove Domestic Waste contained within the refuse sacks, large capacity bin, paper and plastic sack where the lids of the bins shall be sufficiently closed such as to meet safety standards.
- 2.13. If the Waste Service judges that a refuse sack or waste container contains non-domestic or heavy garden refuse and the emptying of the refuse sack or waste container may cause damage to the vehicle(s) or loss of the container etc., the Waste Service shall notify the resident of the reasons why the refuse sack or waste container was not emptied at the time of collection. The Waste Service shall specify the action to be taken by the occupier to ensure that the extraneous materials are removed in order that the container can be emptied at the next normal collection.
- 2.14. For Domestic Properties receiving collections via refuse sacks, the Waste Service shall deliver to each such property using this system of collection, sufficient quantities of refuse sacks to store domestic refuse normally produced at that property between each scheduled collection visit.
- 2.15. The Waste Service shall leave refuse sacks referred to in paragraph 2.14 in a secure and convenient place for the occupier, but not push through or leave bags in letterbox openings.
- 2.16. The Waste Service shall ensure collection of Domestic Waste takes place within eight hours of refuse being pulled out to the highway by residents of the Domestic Properties.
- 2.17. The Waste Service shall collect reported Missed Domestic Collections within 48 hours of the business day as follows:
- Reported before 15.00 on a Monday – to be collected by 15.00 on the following Tuesday;
  - Reported before 15.00 on a Tuesday – to be collected by 15.00 on the following Wednesday;
  - Reported before 15.00 on a Wednesday – to be collected by 15.00 on the following Thursday;
  - Reported before 15.00 on a Thursday – to be collected by 15.00 on the following Friday;
  - Reported before 15.00 on a Friday – to be collected by 15.00 on the following Monday.
- 2.18. The Waste Service shall maintain records and provide regular reports in relation to Missed Domestic Collections to the Director - Operations (ECDC).

## **Schedule X: Service Specification - Waste Service**

- 2.19 The Director - Operations (ECDC) in consultation with the Member Champion for Waste shall set a tolerance in respect of Missed Domestic Collections for each Financial Year. This tolerance is the percentage of bins to be collected as part of the Domestic Waste Collection Service which may be Missed Domestic Collections before remedial action and performance management measures will be implemented by the Director - Operations (ECDC).
- 2.20. The Waste Service shall manage, maintain and update a system and data base for the replacement of damaged or lost containers for providing the Domestic Waste Collection Service.
- 2.21. The Waste Service shall remove any spillage arising during the collection of Domestic Waste immediately.
- 2.22 The Waste Service shall ensure the Domestic Service complements other Services provided by the Waste Service.

## PART (II) – DRY RECYCLABLE WASTE COLLECTION SERVICE

### 1. DEFINITIONS

- 1.1 For the purposes of this Part (II) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
<b>“Authority’s Call Centre”</b>	Has the meaning given to it in Part (i) of this Service Specification.
<b>“Domestic Property”</b>	Has the meaning given to it in Part (i) of this Specification Document.
<b>"Dry Recyclable Waste"</b>	Means Domestic Waste (as the same is defined in Part (i) of this Service Specification) from a Domestic Property that is suitable for recycling, to include newspapers and magazines, glass bottles and jars, ferrous and non – ferrous cans.
<b>"Dry Recyclable Waste Collection Service"</b>	Means the collection and disposal of Dry Recyclable Waste from individual Domestic Properties.
<b>“Assisted Collections List”</b>	Has the meaning given to it in Part (i) of this Service Specification.
<b>“Missed Recycling Bin”</b>	Means a bin that has been reported to the Call Centre and/or the Help Council’s Waste Team as not having been emptied on the designated fortnightly day of collection in accordance with this Part (ii) of this Service Specification.

### 2. DRY RECYCLABLE COLLECTION SERVICE

- 2.1 The Waste Service shall deploy resource as to deliver specified Key Result Areas and Outputs are detailed below:

Key Result Areas	Outputs
Management, administration and operation of a Dry Recyclable Waste Collection Service	<ul style="list-style-type: none"> <li>• Provide sufficient numbers of trained and qualified staff to successfully carry out the Dry Recyclable Waste Collection Service.</li> <li>• Sufficient transport resources to carry out collection and haulage of Dry Recyclable Waste collected and delivered to final disposal points.</li> </ul>
Increase Dry Recycling Rates	<p>Achieve the following rates:</p> <ul style="list-style-type: none"> <li>• 2018/19 – X%;</li> </ul>

## Service Specification - Waste Service (ii)

Key Result Areas	Outputs
	<ul style="list-style-type: none"> <li>2019/20 – X%.</li> <li>2020/21 – X%</li> </ul>
Increase customer satisfaction levels in respect of recycling	<ul style="list-style-type: none"> <li>Achieve the levels set out in the adopted Annual Service Plan – Customer Satisfaction with the Waste Service – in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.</li> </ul>
Raise profile of recycling in Authority services through provision of appropriate facilities	<ul style="list-style-type: none"> <li>Contribution to overall increase in Recycling Rate – in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.</li> </ul>
Establish number and location of disabled or residents with mobility restrictions who are incapable of presenting their waste containers for collection.	<ul style="list-style-type: none"> <li>Establish number and location to develop plan to provide an equitable service.</li> </ul>
Review the Assisted Collections List and update on a monthly frequency	<ul style="list-style-type: none"> <li>An up to date Assisted Collections List to be presented to the Authority for approval by 31 March each year.</li> </ul>

- 2.2 The Waste Service shall be required to separate and collect Dry Recyclable Waste presented in 140/240 litre blue wheeled bins from Domestic Properties within the boundaries of East Cambridgeshire or neighbouring local authorities and deliver the collected Dry Recyclable Waste to approved disposal points as agreed with the Director - Operations (ECDC).
- 2.3 The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and be aware of all relevant codes of practice, Guidance and statutory instruments relating to the delivery of the Dry Recyclable Waste Collection Service.
- 2.4 The Waste Service shall ensure that all staff employed by the Waste Service in the provision of the Dry Recyclable Waste Collection Service are always properly and sufficiently qualified, experienced and instructed regarding:
- The task or tasks such person must perform;
  - All relevant provisions of this Service Specification;
  - All relevant Law relating to the provision of the Dry Recyclable Waste Collection Service;
  - The need to maintain the highest standards of courtesy and consideration;
  - The need to carry out their duties in an orderly manner as may be practicable;

- All relevant Health and Safety procedures.
- 2.5 The Waste Service shall not commence the Dry Recyclable Waste Collection Service prior to 07.00hrs or extend the operation beyond 18.00hrs without the consent of the Director - Operations (ECDC).
- 2.6 The Waste Service shall not collect Dry Recyclable Waste on Saturdays or Sundays unless approved by the Director - Operations (ECDC).
- 2.7 The Waste Service will provide the Dry Recyclable Waste Collection Service on each day of the Contract Year; it shall not be required to collect Dry Recyclable Waste on 25 December, 26 December and 1 January each year.
- 2.8 The Waste Service shall collect Dry Recyclable Waste from each Domestic Property taking part in the scheme on the same day each fortnight.
- 2.9 The Waste Service is required to empty all 140/240 litre blue wheeled bins positioned by residents on the boundary of their property (i.e. edge of premise nearest to the point of emptying) or on the highway and to return empty containers to their original location, without creating unnecessary obstruction.
- 2.10 The Waste Service shall maintain and update in accordance with the Council's policies, the Assisted Collections List where the Waste Service is required to collect the 240-litre blue wheeled bins from the point of storage (i.e. the place where the blue wheeled bin is normally kept by the occupier) and to return the waste container to the normal point of storage after emptying.
- 2.11 If the Waste Service judges that the Dry Waste Recyclable Bin contains non-recyclable materials then the Waste Service shall notify the resident of the reasons why the container was not emptied at the time of collection. The Waste Service shall specify the action to be taken by the occupier to ensure the non-recyclable materials are removed in order that the container can be emptied at the next collection.
- 2.12 The Waste Service shall ensure collection of Dry Recyclable Waste takes place within eight hours of refuse being placed on the highway by the residents of the Domestic Properties.
- 2.13 The Waste Service shall collect reported Missed Recycling Bins as follows:
- Reported before 15.00 on a Monday – to be collected by 15.00 on the following Tuesday;
  - Reported before 15.00 on a Tuesday – to be collected by 15.00 on the following Wednesday;
  - Reported before 15.00 on a Thursday – to be collected by 15.00 on the following Friday;
  - Reported before 15.00 on a Friday – to be collected by 15.00 on the following Monday;
  - Reported before 15.00 on a Monday – to be collected by 15.00 on the following Tuesday.



## **Service Specification - Waste Service (ii)**

- 2.14 The Waste Service shall maintain records and provide regular reports in relation to Missed Recycling bins to the Director - Operations (ECDC).
- 2.15 The Director - Operations (ECDC) in consultation with the Member Champion for Waste shall agree a tolerance in respect of Missed Recycling Bins for each Financial Year. This tolerance is the percentage of bins to be collected as part of the Domestic Waste Collection Service which may be Missed Recycling Bins before remedial action and performance management measures will be implemented by the Director - Operations (ECDC).
- 2.16 The Waste Service shall manage, maintain and update a system and data base for the delivery of new, the replacement of damaged or lost 140/240 litre blue wheeled bins for providing the Dry Recyclable Waste Collection Service. This will include the provision and delivery of a leaflet detailing collection details and approved materials for collection.
- 2.17 The Waste Service shall remove any spillage arising during the operation immediately.
- 2.18 The Waste Service shall operate a monitoring system for the measurement of the Dry Recyclables Collection Service to confirm daily the tonnage of each material collected per round.
- 2.19 The Waste Service shall ensure the Dry Recyclable Waste Collection Service complements other Services provided by the Waste Service.

## PART (III) - GARDEN WASTE COLLECTION SERVICE

### 1. DEFINITIONS

- 1.1 For the purposes of this Part (III) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
<b>“Director - Operations (ECDC)’s Call Centre”</b>	Has the meaning given to it in Part (i) of this Service Specification.
<b>“Domestic Property”</b>	Has the meaning given to it in Part (i) of this Service Specification.
<b>"Domestic Waste"</b>	Has the meaning given to it in Part (i) of this Service Specification.
<b>"Garden Waste"</b>	Means Domestic Waste from a Domestic Property that is suitable for composing, to include, grass cuttings, hedge trimmings, leaves, twigs, cut flowers, plants, weeds, bark, woody green waste up to six inches in diameter and windfall.
<b>"Garden Waste Collection Service"</b>	Means the collection and disposal of Garden Waste from individual Domestic Properties.
<b>“Assisted Collections List”</b>	Has the meaning given to it in Part (i) of this Service Specification.
<b>“Missed Garden Bins”</b>	Means a bin that has been reported to the Director - Operations (ECDC)’s Call Centre and/or the Council’s Waste Team as not having been emptied on the designated weekly day of collection in accordance with this Part (iii) of this Service Specification.

### 2. GARDEN WASTE COLLECTION SERVICE

- 2.1. The Waste Service shall deploy resource to deliver service specified Key Result Areas and Outputs as the same are detailed below:

Key Result Areas	Outputs
Management, administration and operation of a Garden Waste Collection Service	<ul style="list-style-type: none"> <li>Sufficient numbers of trained and qualified staff to successfully carry out the Garden Waste Collection Service.</li> <li>Sufficient transport resources to carry out collection and haulage of Garden Waste to final disposal points.</li> </ul>
Increase composting rates	Achieve the following rates:

### Service Specification - Waste Service (iii)

Key Result Areas	Outputs
	<ul style="list-style-type: none"> <li>• 2018/19 - X%;</li> <li>• 2019/20 – X%.</li> <li>• 2020/21 – X%</li> </ul>
Increase customer satisfaction levels in respect of recycling	<ul style="list-style-type: none"> <li>• Achieve the levels set out in the adopted Annual Service Plan – Customer Satisfaction with the Waste Service – in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.</li> </ul>
Raise profile of recycling in Director - Operations (ECDC) services through provision of appropriate facilities	<ul style="list-style-type: none"> <li>• Contribution to overall increase in Recycling Rate – in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.</li> </ul>
Establish number and location of disabled residents or residents with mobility restrictions who are incapable of presenting their waste containers for collection.	<ul style="list-style-type: none"> <li>• Establish number and location to develop plan to provide an equitable service.</li> </ul>
Review the Assisted Collections List and update on a monthly frequency	<ul style="list-style-type: none"> <li>• An up to date Assisted Collections List to be presented to the Director - Operations (ECDC) for approval by 31 March each year.</li> </ul>

- 2.2. The Waste Service shall be required to collect Garden Waste presented in 240 litre green wheeled bins from Domestic Properties within the boundaries of East Cambridgeshire or neighbouring local authorities on a fortnightly basis and deliver the collected Garden Waste to approved disposal points as agreed with the Director - Operations (ECDC).
- 2.3. The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and be aware of all relevant codes of practice, Guidance and statutory instruments relating to the delivery of the Garden Waste Collection Service.
- 2.4. The Waste Service shall ensure that all staff employed by the Waste Service in the provision of the Garden Waste Collection Service are always properly and sufficiently qualified, experienced and instructed regarding:
- The task or tasks such person must perform;
  - All relevant provisions of this Service Specification;
  - All relevant Law relating to the provision of the Garden Waste Collection Service;
  - The need to maintain the highest standards of courtesy and consideration;

- The need to carry out their duties in an orderly manner as may be practicable;
  - All relevant Health and Safety procedures.
- 2.5. The Waste Service shall not commence the Garden Waste Collection Service prior to 07.00hrs or extend the operation beyond 18.00hrs without the consent of the Director - Operations (ECDC).
- 2.6. The Waste Service shall not collect Garden Waste on Saturdays or Sundays unless approved by the Director - Operations (ECDC).
- 2.7. The Waste Service will provide the Garden Waste Collection Service on each day of the Contract Year; it will not be required to collect Garden Waste 25 December, 26 December and 1 January each year.
- 2.8. The Waste Service shall collect Garden Waste from each Domestic Property taking part in the scheme on the same day each fortnight.
- 2.9. The Waste Service is required to empty all 240 litres wheeled bins positioned by residents on the boundary of their property (i.e. edge of premise nearest to the point of emptying) or on the highway and to return empty containers to their original location, without creating unnecessary obstruction.
- 2.10. The Waste Service shall maintain and update in accordance with the Council's policies, the Assisted Collections List where the Waste Service is required to collect the 240-litre green wheeled bins from the point of storage (i.e. the place where the 240-litre green wheeled bin is normally kept by the occupier) and to return the waste container to the normal point of storage after emptying.
- 2.11. If the Waste Service judges that the Garden Waste bin contains contaminated or non-recyclable materials then the Waste Service shall notify the resident of the reasons why the container was not emptied at the time of collection. The Waste Service shall specify the action to be taken by the occupier to ensure the contaminated or non-recyclable materials are removed in order that the container can be emptied at the next collection.
- 2.12. The Waste Service shall ensure collection of Garden Waste takes place within eight hours of waste being pulled out to the highway by the residents of the Domestic Properties.
- 2.13. The Waste Service shall collect reported Missed Garden Bins as follows:
- Reported before 15.00 on a Monday – to be collected by 15.00 on the following Tuesday;
  - Reported before 15.00 on a Tuesday – to be collected by 15.00 on the following Wednesday;
  - Reported before 15.00 on a Wednesday – to be collected by 15.00 on the following Thursday;
  - Reported before 15.00 on a Thursday – to be collected by 15.00 on the following Friday;

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- Reported before 15.00 on a Friday – to be collected by 15.00 on the following Monday.
- 2.14. The Waste Service shall maintain records and provide regular reports in relation to Missed Garden Bins to the Director - Operations (ECDC).
- 2.15 The Director - Operations (ECDC) in consultation with the Member Champion for Waste shall agree a tolerance in respect of Missed Garden Bins for each Contract Year. This tolerance is the percentage of bins to be collected as part of the Domestic Waste Collection Service which may be Missed Garden Bins before remedial action and performance management measures will be implemented by the Director - Operations (ECDC).
- 2.16 The Waste Service shall manage, maintain and update a system and data base for the delivery of new, the replacement of damaged or lost containers for providing the Garden Waste Collection Service. This will include the provision and delivery of a leaflet detailing collection details and approved materials for collection.
- 2.17 The Waste Service shall remove any spillage arising during the operation immediately.
- 2.18 The Waste Service shall provide a monitoring system for the measurement of the Garden Waste Collection Service to confirm daily tonnage of material collected per round.
- 2.19 The Waste Service shall ensure the Garden Waste Collection Service complements other Services provided by the Waste Service.

## PART (IV) - BULKY HOUSEHOLD WASTE COLLECTION SERVICE

### 1. DEFINITIONS

- 1.1 For the purposes of this Part (IV) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
<b>“Director - Operations (ECDC)’s Call Centre”</b>	Has the meaning given to it in Part (i) of this Service Specification.
<b>"Bulky Household Waste"</b>	Means large and/or extraneous items from Domestic Properties (as the same are defined in Part (i) of this Service Specification), (including, without limitation, furniture, kitchen items and other household items) but it excludes builder’s rubble, construction material, garden waste or house clearances.
<b>"Bulky Household Waste Collection Service"</b>	Means the special collection and disposal of Bulky Household Waste from individual Domestic Properties following the residents of such properties having pre-booked the service.
<b>“Domestic Properties”</b>	Has the meaning given to it in Part (i) of this Service Specification.

### 2. BULKY HOUSEHOLD WASTE COLLECTION SERVICE

- 2.1. The Waste Service shall deploy such resources as to deliver the Key Result Area and Outputs as the same are detailed below:

Key Result Areas	Outputs
Management, administration and operation of a Bulky Household Waste Collection Service	<ul style="list-style-type: none"> <li>• Provide sufficient numbers of trained and qualified staff to successfully carry out the Bulky Household Waste Collection Service.</li> <li>• Provide sufficient transport resources to carry out collection and haulage of Bulky Household Waste collected to final disposal points.</li> </ul>

- 2.2. The Waste Service shall be required to collect and dispose of Bulky Household Waste from individual Domestic Properties within the boundaries of East Cambridgeshire after the residents have pre-booked and paid for the Bulky Household Waste Collection Service. Requests for such service will be made through the Call Centre and payments will be made by the residents to the Waste Service.
- 2.3. The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and be aware of all relevant codes of practice, Guidance and statutory instruments relating to the delivery of the Bulky Household Waste Collection Service.

- 2.4. The Waste Service shall ensure that all staff employed by the Waste Service in the provision of the Bulky Household Waste Collection Service are always properly and sufficiently qualified, experienced and instructed regarding:
- The task or tasks such person must perform;
  - All relevant provisions of this Service Specification;
  - All relevant Law relating to the provision of the Bulky Household Waste Collection Service;
  - The need to maintain the highest standards of courtesy and consideration;
  - The need to carry out their duties in an orderly manner as may be practicable;
  - All relevant Health and Safety procedures.
- 2.5. The Waste Service shall develop and operate a computerised administration system for managing the Bulky Household Waste Collection Service requests received from the Call Centre.
- 2.6. Within 10 (ten) Business Days of receiving a service request from the Call Centre the Waste Service shall provide the customer with a specific calendar date on which the collection of their Bulky Household Waste will take place.
- 2.7. The Waste Service shall complete the collection of Bulky Household Waste in accordance with calendar dates notified to customers.
- 2.8. Items collected shall be delivered to final disposal points agreed with the Director - Operations (ECDC).
- 2.9. The Waste Service shall agree with the Director - Operations (ECDC) in consultation with the Member Champion for Waste a schedule of charges to be charged to the customers by the Waste Service for the Bulky Household Waste Collection Service in February each year for implementation in April each year.
- 2.10. The Waste Service shall ensure the Bulky Household Waste Collection Service complements other Services provided by the Waste Service.

**PART (V) - CLINICAL WASTE COLLECTION SERVICE****1. DEFINITIONS**

- 1.1 For the purposes of this Part (V) of this Service Specification, the following terms shall have the following meanings:

<b>Term</b>	<b>Meaning</b>
<b>“Director - Operations (ECDC)’s Call Centre”</b>	Has the meaning given to it in Part (i) of this Service Specification.
<b>“Clinical Waste”</b>	Means dialysis waste only.
<b>“Clinical Waste Collection Service”</b>	Means the special collection and disposal service from individual Domestic Properties of Clinical Waste following the residents of the properties having pre-booked the service through the relevant Clinical Commissioning Group.
<b>“Clinical Commissioning Group”</b>	NHS organisations set up by the Health and Social Care Act 2010 to organise the delivery of NHS services in England.
<b>“Domestic Properties”</b>	Has the meaning given to it in Part (i) of this Service Specification.

**2. CLINICAL WASTE COLLECTION SERVICE**

- 2.1. The Waste Service shall deploy such resources as to deliver the Key Result Areas and Outputs as the same as below:

<b>Key Result Areas</b>	<b>Outputs</b>
Management, administration and operation of a Clinical Waste Collection Service	<ul style="list-style-type: none"> <li>• Provide sufficient numbers of trained and qualified staff to successfully carry out the Clinical Waste Collection Service.</li> <li>• Provide sufficient transport resources to carry out collection and haulage of Clinical Waste collected to final disposal points.</li> </ul>

- 2.2. The Waste Service shall be required to collect and dispose of Clinical Waste from individual Domestic Properties within the boundaries of East Cambridgeshire after the residents having pre-booked the Clinical Waste Collection Service through their relevant Clinical Commissioning Group. Requests for such service will be made through the Call Centre and then shall be approved by the relevant Clinical Commissioning Group.



- 2.3. The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and be aware of all related codes of practice, Guidance and statutory instruments relating to the delivery of the Clinical Waste Collection Service.
- 2.4. The Waste Service shall ensure that all staff employed by the Waste Service in the provision of the Clinical Waste Collection Service are always properly and sufficiently qualified, experienced and instructed regarding:
- The task or tasks such person must perform;
  - All relevant provisions of this Service Specification;
  - All relevant Law relating to the provision of the Clinical Waste Collection Service;
  - The need to maintain the highest standards of courtesy and consideration;
  - The need to carry out their duties in an orderly manner as may be practicable;
  - All relevant Health and Safety procedures.
- 2.5. The Waste Service through the Council's Waste Team shall develop and operate a computerised administration system for managing the Clinical Waste Collection Service.
- 2.6. With 10 (ten) Business Days of receiving a confirmation from the relevant Clinical Commissioning Group to provide the service the Waste Service shall provide the customer with a specific calendar date on which the collection of their Clinical Waste will take place.
- 2.7. The Waste Service shall complete the collection of Clinical Waste in accordance with calendar dates notified to customers.
- 2.8. The Waste Service shall be delivered to final disposal points agreed with the Director - Operations (ECDC).
- 2.9. The Waste Service shall possess a current Waste Carriers Licence in accordance with the Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations 1991.
- 2.10. The Waste Service shall ensure that any relevant transfers shall be fully documented in the form of a Waste Transfer Note in accordance with the Environmental Protection (Duty of Care) Regulations, 1991 and the Code of Practice on the Duty of Care.
- 2.11. The Waste Service shall ensure the Clinical Waste Collection Service compliments other Services provided by the Waste Service.

## PART (VI) – PROVISION AND MANAGEMENT OF BRING SITES

### 1. DEFINITIONS

- 1.1 For the purposes of this Part (VI) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
<b>“Bring Sites”</b>	Means purpose built containers placed at strategic locations throughout the East Cambridgeshire for the collection of recyclates from a Domestic Properties.
<b>“Recyclates”</b>	Means bedding (sheets, blankets, duvets and pillow cases) and clothes and other cloth items.
<b>“Domestic Property”</b>	Has the meaning given to it in Part (i) of this Service Specification.
<b>“Domestic Waste”</b>	Has the meaning given to it in Part (i) of this Service Specification.

### 2. BRING SITES

- 2.1. The Waste Service shall procure and manage Bring Sites for the collection of recyclates at X strategic locations confirmed with the Director - Operations (ECDC) to deliver the specified Key Result Areas and Outputs as detailed below:

Key Result Areas	Outputs
Management and administration and of Bring Sites across East Cambridgeshire.	<ul style="list-style-type: none"> <li>Provide sufficient numbers of trained and qualified staff to successfully carry out the management and administration of Bring Sites.</li> <li>Sufficient transport resources to carry out collection and haulage of Bring Site Waste to final disposal points.</li> </ul>
Increase customer satisfaction levels in respect of recycling	<ul style="list-style-type: none"> <li>Achieving the Performance Stretch Targets – Customer Satisfaction with Waste Recycling – in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.</li> </ul>
Raise profile of recycling in East Cambridgeshire through provision of appropriate facilities.	<ul style="list-style-type: none"> <li>Contribution to overall increase in Recycling Rate – in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.</li> </ul>

- 2.2. The Waste Service shall annual review the provision of Bring Sites in respect of their performance and make recommendation to the Director - Operations (ECDC) for any

amendments to the number (X) and location of the Bring Sites. The number and location of Bring Sites shall not be changed without the written approval of the Director - Operations (ECDC).

- 2.3. The Waste Service is managing the contractor and ensure the following:
- Emptying of all Bring Sites as often as is reasonably required to ensure that there is capacity in such containers for Recyclates to be deposited in a safe, proper and orderly manner always.
  - Return of empty containers to the original position on the site after emptying has been completed without creating unnecessary obstruction and leaving the Bring Sites in a state of good order and cleanliness after each emptying.
  - Ensure that maintenance works required to Bring Sites to ensure they are fit for purpose, serviceable and safe for use by the public are carried out.
  - Ensure that the replacement of waste containers as appropriate to comply with the obligations of this Service Specification at their own cost, ensuring always that there are no less than X Bring Sites which are fit for purpose, serviceable and safe for use by the public within the East Cambridgeshire.
- 2.4. The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and be aware of all relevant codes of practice, Guidance and statutory instruments relating to the management, administration and operation of Bring Sites.
- 2.5. The Waste Service shall ensure that all staff employed by the Waste Service and the appointed contractor in the provision of the Bring Sites are always properly and sufficiently qualified, experienced and instructed regarding:
- The task or tasks such person must perform;
  - All relevant provisions of this Service Specification;
  - All relevant Law relating to the provision of the Bring Sites;
  - The need to maintain the highest standards of courtesy and consideration;
  - The need to carry out their duties in an orderly manner as may be practicable;
  - All relevant Health and Safety procedures.
- 2.6. The collections from Bring Sites shall not commence prior to 07.00 hrs or extend beyond 18.00hrs. These hours can only be extended with the prior consent of the Director - Operations (ECDC).
- 2.7. The Waste Service shall collect all waste left at the side of the Bring Sites and dispose of it in an appropriate manner in accordance with Law.
- 2.8. If the Waste Service judges that the Bring Sites contain contaminated materials then the Waste Service shall ensure the disposal of the waste at an approved waste disposal point.

- 2.9. The Waste Service shall ensure that all Bring Sites are emptied prior to and after Bank Holidays.
- 2.10. The Waste Service shall ensure that an adequate site cleansing programme is implemented to consider the individual needs of each Bring Site.
- 2.11. The Waste Service shall initiate enforcement procedures if fly tipping occurs at any of the Bring Sites and report all such matters and their outcomes to the Director - Operations (ECDC). Having regard to the necessity to retain certain fly tipped waste as evidence, the Waste Service shall remove and suitably dispose of all fly tipped waste from such sites in accordance with current Law and the Authority's waste disposal policies.
- 2.12. The Waste Service is expected to ensure that all Bring Sites are in a serviceable condition. Any unserviceable containers must be replaced with new containers.
- 2.13. The Waste Service shall plan for the regular maintenance of all Bring Sites to include repairs to all the containers, and associated equipment, to the standard required by the Environmental Legislation and Health and Safety specified including Manual Handling and Pull Push Regulations (European Standard EN 840-5).
- 2.14. The Waste Service shall ensure all the signage associated with each Bring Site is both clean, in good condition and sited in positions that are visible to the public and ensure that they are clean and free of graffiti. All contact names/telephone numbers which are current at the time shall be in place.
- 2.15. Waste Service shall put systems in place for the provision of both new Bring Sites and the removal of unproductive Bring Sites as agreed with the Director - Operations (ECDC).
- 2.16. Where a Textile Recycling Bank is damaged by vandalism or otherwise, the Waste Service shall instruct the appointed contractor, at its own cost, repair any such damage including burnt out containers or residue from these containers whether in core hours or via out of hours call outs. These incidents should be recorded in a written format and a copy sent to the Director - Operations (ECDC).
- 2.17. The Waste Service shall establish baseline information on waste deposited at Bring Sites to ensure on-going monitoring and evaluation of the effectiveness of the Bring Site network.
- 2.18. The Waste Service shall ensure the Bring Sites service provided complements other Services provided by the Waste Service.

## PART (VII) - TRADE WASTE COLLECTION SERVICE

### 1. DEFINITIONS

- 1.1 For the purposes of this Part (VII) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
<b>“Commercial Property”</b>	Means a property that is a building or self-contained part of a building which is used wholly for commercial purposes.
<b>“Trade Waste”</b>	Means waste as prescribed in the Control of Pollution Act 1974, and the Waste Collection and Disposal Regulations 1988.
<b>“Trade Waste Collection Service”</b>	Means the collection and disposal of Trade Waste from Commercial Properties.

### 2. TRADE WASTE COLLECTIONS

- 2.1. The Waste Service shall provide at nil cost to the authority a Trade Waste Collection Service to discharge the Authority's legal obligation to ensure such a service is offered within the East Cambridgeshire. For the avoidance of doubt, the Waste Service can charge the recipients directly for the Trade Waste Collection Service provided.
- 2.2. The Waste Service shall fix fees and charges for the Trade Waste Collection Service at market rates each year by 31 January for approval by the Director - Operations (ECDC) in consultation with the Member Champion for Waste.
- 2.3. The Waste Service shall ensure the Trade Waste Collection Service complements other Services provided by the Waste Service.

**PART (VIII) - ANNUAL COMMUNICATION STRATEGY (INCLUDING AWARENESS CAMPAIGNS)****1. DEFINITIONS**

- 1.1 For the purposes of this Part (VIII) of this Service Specification, the following terms shall have the following meanings:

<b>Term</b>	<b>Meaning</b>
<b>“Annual Communications Strategy”</b>	Means an annual programme of promotional activities to support the effective and efficient delivery of the Services.
<b>“Awareness Campaigns”</b>	Means specific promotional projects to improve awareness of waste minimisation and recycling that form part of the Annual Communications Strategy.

**2. ANNUAL COMMUNICATIONS STRATEGY (AWARENESS CAMPAIGNS) REQUIREMENTS**

- 2.1. The Waste Service shall deploy and resource such functions required to deliver Key Result Areas and Outputs as the same are detailed at paragraph 2.2 below. In particular, the Annual Communications Strategy will be aimed at improving and maximising recycling participation rates.
- 2.2. The Waste Service shall prepare an Annual Communications Strategy with associated Awareness Campaigns to deliver the following:

<b>Key Result Areas</b>	<b>Outputs</b>
Increased Recycling and Composting Rates	<p>Achieving the Combined Recycling and Composting Rates set out in the Annual Service Plan as follows:</p> <ul style="list-style-type: none"> <li>• 2018/19 - 58%;</li> <li>• 2019/20 – 59%.</li> <li>• 2020/21 – 59%</li> </ul>
Increased Customer Satisfaction Levels in respect of the Waste Service	<p>Achieving the satisfaction rates set out in the Annual Service Plan as follows:</p> <ul style="list-style-type: none"> <li>• 2018/19 - 80%;</li> <li>• 2019/20 – 83%.</li> <li>• 2020/21 – 86%</li> </ul>

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Raised profile of recycling in Director - Operations (ECDC) services through provision of appropriate facilities	Contribution to overall increase in Recycling Rate – targets to be agreed on an annual basis in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.
Raised profile of recycling facilities available to trade organisations within the East Cambridgeshire	Local Indicator to be developed to demonstrate increase in recycling activity in respect of trade organisations against the local indicator.
Investigate good practice in respect of waste minimisation	Develop plan for waste minimisation to deliver the household waste to landfill targets set out in the Annual Service Plan: <ul style="list-style-type: none"> <li>• 2018/19 - 43%;</li> <li>• 2019/20 – 42%.</li> <li>• 2020/21 – 41%</li> </ul>
Produce and implement annual communication strategy and awareness plan to promote waste minimisation.	Develop the communication strategy and awareness plan for waste minimisation to deliver the household waste to landfill targets set out in the Annual Service Plan: <ul style="list-style-type: none"> <li>• 2018/19 - 43%;</li> <li>• 2019/20 – 42%.</li> <li>• 2020/21 – 41%</li> </ul>
Provide internet page/s in respect of the Services.	Provide and maintain internet page/s in compliance with the authority's standards for its website.

- 2.3 The Waste Services' Annual Communications Strategy shall contain projects to progress and deliver the stated Key Result Areas and Outputs set out above. The strategy shall include costs for the delivery of the projects.
- 2.4 The Waste Service shall provide the draft Annual Communications Strategy to the Director - Operations (ECDC) by 31<sup>st</sup> January each year for the Director - Operations (ECDC) to approve by 31<sup>st</sup> March of the same year. If no Annual Communication Strategy is agreed the previous year's Annual Communications Strategy shall be adopted.
- 2.5 The Waste Service (including the Council's Waste Team) will deploy an awareness function that will gain the public's commitment to general environmental objectives, to the practical application of waste minimisation principles, and the aims of recycling.
- 2.6 The awareness function will be co-ordinated with the Waste Service's Annual Communications Strategy to ensure a co-ordinated approach.
- 2.7 The purpose of the awareness projects is to create ownership of the environmental objectives by:

- Keying in with other school activities and parts of the curriculum;
- RECAP re-cycling and reusing events;
- Specific school based initiatives;
- One-off events;
- Newsletters;
- District-wide competitions e.g. poster making;

2.8 Other awareness projects will include:

- Attendance at Residents Meetings, Town and Parish Councils;
- Linking with Enforcement activity, including work programmes of Enforcement Officers;
- Making presentations and staging displays;
- Liaising with RECAP, WRAP, etc., on such events;
- Working with other community groups, churches, special interest groups, etc.

2.9. The Waste Service shall ensure the Annual Communications Strategy and associated Awareness Campaigns complement other Services provided by the Waste Service.