

# Draft



## EAST CAMBRIDGESHIRE DISTRICT COUNCIL: SERVICE SPECIFICATION – STREET CLEANSING SERVICE

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### 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
0.2	01/08/17	Alistair Merrick	Second Draft
0.3	30/08/17	Alistair Merrick	Third Draft
0.4	11/01/18	Alistair Merrick	Fourth Draft

## SERVICE SPECIFICATION FOR STREET CLEANSING

The street cleansing services provided shall include:

- Cleansing of Highway and adjacent verge, amenity planted areas and open grass areas.
- Litter Bin Emptying.
- Cleansing of Gullies.
- Cleansing of Industrial Estates.
- Removal of fly tipped Materials from Council owned land and the Highway.
- Removal of Graffiti and Flyposting that is Offensive or on a Public Building.

### Section 1: Definitions

- 1.1 For this specification, the following terms shall have the following meanings:

Term	Meaning
<b><i>'Public Highway'</i></b>	The term 'public highway' means any carriageway, bridle-path, footway, path, walkway, bridge, subway, or other area over which the public have a right of way as a highway under the Highways Act 1980 or any other legislation and includes the whole width of the highway and the carriageway, footways, grass or planted verges, ditches, central reservations, islands, roundabouts, footbridges, subways, or any other area shown in East Cambridgeshire forming part of the public highway. It includes any slip roads, service roads, alleys, access-ways etc. shown in those records which are not separately listed in the schedules but are associated with a public highway listed in the schedules.
<b><i>'Highway'</i></b>	The term 'highway', unless otherwise qualified includes:  (a) All public highways within the East Cambridgeshire;  (b) The full area of publicly owned roads, paths, walkways, car parks, subways, paved or grassed areas etc. which are not public highways and which the Council has agreed to clean as listed in the schedules, including as relevant associated grassed areas and the flower beds and shrubberies;  (c) The junction and any associated traffic islands, roundabouts, etc.

	<p>where two or more highways intersect or join unless otherwise specified in the schedules;</p> <p>(d) Private forecourts or other paved or surfaced areas which are bound the public highway and are not used for trade or commercial purposes but are used by the public as though they were part of the public highway.</p> <p>The term 'highway' does not include the walls or fences bounding highway or the walls, supporting pillars, roof or structure of any bridge, underpass, subway etc.</p>
<b>'Path'</b>	Where the term 'path' is used, it means a highway listed in the schedule as a path whether or not that vehicles also use the highway.
<b>'Public Owned Building'</b>	A building in the ownership of an organisation whose work is part of the process of government, but is not a government department.
<b>'Offensive Graffiti'</b>	Graffiti that is abusive (insulting) and racial (derogatory in respect of someone's ethnological back ground) in nature.
<b>'Subway'</b>	Where the term 'subway' is used, it means a highway listed in the schedule as a subway and includes the associated slopes, steps, footways, grassed or planted verges, and open areas as specified by the Council.
<b>'Road/Street'</b>	Where the term 'road/street' is used, it means any highway listed in the schedules except a highway listed as a 'path' or 'subway'.
<b>'Fly Tipping'</b>	<p>Where the term ' fly tipping' or 'fly tip' is used, it means any deposit or accumulation of earth, debris, rubbish, refuse, waste, furniture, equipment, or any other thing abandoned or apparently abandoned by any person at any location, on or off the highway, without the approval or authority of the Council.</p> <p>(a) It includes refuse or waste stored in containers on a highway awaiting collection by any agency if they are not collected or removed within a reasonable period of the scheduled time.</p> <p>(b) It includes anything that the Council may remove under powers given in Section 6 of the Refuse Disposal (Amenity) Act 1978.</p> <p>(c) It includes anything abandoned or apparently abandoned on, in or adjacent to a motor vehicle which the Authority may remove under powers</p>

	<p>given in Section 3 of the Refuse Disposal (Amenity) Act 1978.</p> <p>It includes anything specified by the Director - Operations to be treated as a fly tip.</p>
<b><i>‘Highway Cleansing’</i></b>	Where the term cleanse or cleansing is used in relation to Highways it means a thorough collection and removal from the highway of all litter and dirt including grit, loose chippings, dust, debris, incidental weeds, blossom, leaves, vegetation, animal and bird fouling, cans, glass, cartons, paper, or any other matter whatsoever.
<b><i>‘Channels’</i></b>	Gutters at the edge of the highway which facilitates the flow of water into the sewerage system.
<b><i>‘Jetting’</i></b>	High powered water flushing using authorised detergent or disinfectant to remove deposits of dirt, grease, oil, bird, and animal fouling etc.
<b><i>‘Washing’</i></b>	Mechanical or manual water flushing using appropriate detergent or disinfectant to remove dust from carriageways, footways, subways etc.
<b><i>‘Scrubbing’</i></b>	Mechanical or manual scrubbing using authorised detergent or disinfectant to remove ingrained dirt, oil, bird and animal droppings from footways, footpaths, steps, subways, etc.
<b><i>‘Litter, Rubbish, or Refuse’</i></b>	<ul style="list-style-type: none"> <li>a) Detritus, debris, soil, loose chipping, salt, oil, twigs, dead animals, animal and human faeces, bird fouling, leaves and blossom, fruit, other unwanted horticultural arising's including grass cuttings.</li> <li>b) Paper and card board including containers and boxes. Plastic including containers, boxes, bags, and bottles. Glass including broken glass, including bottles and the results of breakages of vehicle glass. Wood – including containers, boxes.</li> <li>c) Scrap metal of all sorts.</li> <li>d) Pallets and furniture.</li> <li>e) Fabrics including clothing, rags, curtains, and carpets.</li> <li>f) Rubble- including sand, cement, plaster, bricks, blocks and other waste building materials, and any other discarded objects deposited on the highway or road.</li> </ul>

	g) "Small items" shall mean items of the size of cigarette ends, drink can ring pulls and similar size or smaller.
<b><i>‘Litter Bin’</i></b>	A receptacle either, fixed, free standing or post mounted provided for accepting/containing litter.
<b><i>‘Route’</i></b>	The authorised or prescribed journey directions to be followed by drivers, except for detours directed by the Traffic Authority, Police, etc.
<b><i>‘Illuminated Traffic Signs’</i></b>	All poles mounted externally or internally illuminated traffic signs and internally mounted traffic bollards.
<b><i>‘Daily’</i></b>	Work shall be carried out Monday to Sunday inclusive.
<b><i>‘Three occasions per week’</i></b>	Work shall be carried out on alternative days, which are to be the same three days each week.
<b><i>‘Once per week’</i></b>	Successive operations shall be on the same day each week.
<b><i>‘Once every six weeks’</i></b>	Successive operations shall be on the same day of each sixth week.

## Section 2: Key Result Areas

- 2.1 The Street Cleansing Service shall deploy resources to deliver the specified Key Result Areas and Outputs detailed below:

Key Result Areas	Outputs
Management, administration, and operation of a Street Cleansing Service	<ul style="list-style-type: none"><li>• Provide sufficient numbers of trained and qualified staff to successfully carry out the Street Cleansing Service.</li><li>• Provide sufficient transport resources and specialist equipment to carry out the Street Cleansing Service including taking waste materials to final disposal points.</li></ul>
Increase customer satisfaction levels in respect of the Street Cleansing 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>
Achievement of the Stretch Performance Targets set for the Street Cleansing Service.	<ul style="list-style-type: none"><li>• Achievement of the set Stretch Performance Targets for the Financial Year - in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.</li></ul>
Responding within agreed deadlines to additional work instructions for Street Cleansing, e.g. flytip removal, graffiti removal and flyposter removal.	<ul style="list-style-type: none"><li>• 95% of additional works completed to set deadlines.</li></ul>

## Section 3: Scheduled Work

- 3.1 Street cleansing and ancillary services shall be provided within the stipulated hours set out in paragraph 2.4 below to achieve the maximum possible level of service and minimal disturbance to members of the public.
- 3.2 The service provided shall be fully cognisant of current street cleansing Law and any modifications or re-enactment thereof and be aware of all relevant codes of practice, Guidance and statutory instruments relating to the Street Cleansing Service. Street cleansing must accord with the following:
- Environmental Protection Act 1990;
  - The Code of Practice on Litter and Refuse.
- 3.3 All staff deployed by the Service Provider in the management, administration and operation of the Street Cleansing Service are always properly and sufficiently qualified, experienced, and instructed regarding:
- 3.3.1 The task or tasks such person must perform.
- 3.3.2 All relevant provisions of this Service Specification.
- 3.3.3 All relevant Law and Codes of Practice relating to the provision of the Street Cleansing Service.
- 3.3.4 The need to maintain the highest standards of courtesy and

consideration

3.3.5 The need to carry out their duties in an orderly manner as may be practicable.

3.3.6 All relevant Health and Safety procedures.

3.4 At all times, the service provided shall be in accordance with the standards detailed in the Zone Plan, (Appendix A).

3.5 The Street Cleansing service provided shall be within the stipulated hours of operation as prescribed in the Environmental Protection Act 1990 and as detailed below to achieve the maximum possible level of service and minimal disturbance to members of the public:

Service	ECDC shall ensure a service presence always between:	Cleaning operations shall commence no later than; and the hours of work shall be:
<b>Weekday Service</b>		
Manual Cleaning (litter picking)	7.30am – 3.30pm	7.30am 7 and a half hours in duration
Mechanical Sweeping	6.00am – 3.00pm	6.00am 7 and a half hours in duration
Litter Bin Emptying	7.30am – 3.30pm	7.30am 7 and a half hours in duration
<b>Weekend service</b>		
Manual Cleaning (litter picking)	6.00am – 9.30am	6.00am 3 and a half hours in duration
Mechanical Sweeping	6.00am – 9.30am	6.00am 3 and a half hours in duration
Litter Bin Emptying	6.00am – 9.30am	6.00am 3 and a half hours in duration

3.6 The service shall aim to achieve a 100% recycling target with waste material generated in the performance of the street cleansing tasks with general waste and litter being disposed of in accordance with the Environmental Protection Act 1990 Part 2 to an approved licensed outlet. The disposal points currently in use for street cleansing arising's together with their opening hours are detailed in **Appendix B**

3.7 During adverse weather conditions such as snowfall, when normal operations are impossible, the Director may suspend the approved cleansing schedules - Operations

(or the Director – Commercial Services in the absence of the Director - Operations), in part or all the District. In these circumstances, the service's provider resources shall be deployed to assist in snow and ice clearance and other activities.

- 3.8 Some streets are regularly parked with vehicles and other obstructions which may cause difficulty in thoroughly cleansing the channels of such highways. However, every effort shall be made to keep such streets thoroughly cleansed using appropriate equipment and an appropriate cleansing programme following consultation and dialogues with residents about moving their vehicles at designated times.
- 3.9 The Service Provider shall be required to take all reasonable steps to prevent damage to buildings, fences, gates, walls, roads, footpaths, paved areas, and any other parts of sites during the execution of street cleansing operations.
- 3.10 The Service Provider shall be responsible for the security of all depots, vehicles, equipment, and materials used regarding the provision of the Street Cleansing Service.
- 3.11 The Service Provider shall initiate and maintain a properly documented system of quality control including self- monitoring & audit which is designed to ensure that the service is provided always and in all respects in accordance with the specification.
- 3.12 The Service Provider shall remove any Animal Carcasses from the public highway, private land or other property and cleanse the highway as required, including sanding as necessary:
- As part of the normal cleansing operations; or
  - Within 24 hours of being notified of a requirement to remove an animal carcass.
- 3.13 The Service Provider shall remove any identification discs or collars found on dead animals and inform the owners of such animals. The service shall make appropriate arrangements for disposal of carcasses.
- 3.14 The Service Provider shall ensure that all Litter Bins are:
- Emptied prior to or as soon as they become full;
  - Kept in a clean condition inside and out by washing and disinfecting and by removing fly posting and graffiti; and
  - Any waste near the litter bin is swept up and removed when the litter bin is emptied.
- 3.15 The Service Provider shall undertake the cleansing of all carriageways, footway, footpath, subway, precinct and other gullies, channels, safety kerbs, beany kerbs, catchpits and footpath troughs as detailed in **Appendix C**.

- 3.16 The Street Cleansing Service shall undertake the thorough cleaning of all road/street name plates as detailed in Appendix D. The Street Cleansing Service shall ensure that by removing all dirt, dust removable streaks and stains from the whole external surface each sign is legible from 20 metres of both vehicular and pedestrian traffic.
- 3.17 The Street Cleansing Service shall obtain water in a manner approved by Anglian Water Ltd. and be responsible for any charges for water used or standpipe provision required for carrying out the specified street cleansing services.
- 3.18 On all **Zone 1** sites, the complete site including grass areas, hedges, base of hedges, shrub beds, rose beds, hard areas, and paths etc., shall be cleansed of all litter and debris including that trapped or hanging within the foliage, together with items resting on the bed surface shall be cleansed by 10.00am daily.
- 3.19 When the standard falls below EPA Grade A, the Service shall adhere to the following **Zone 1 response times** as detailed below:

Fall in Standard	Response Time
Grade A to grade B	Within 6 hours
Grade A to grade C	Within 3 hours
Grade A to grade D	Within 1 hour
Grade A to grade B or below (8.00pm - 6.00am)	By 8.00am (following day)

- 3.20 On the **Zone 1** sites all litter bins shall be emptied at the time of cleansing daily or when full whichever is the sooner and the rubbish removed including any spillage that shall be picked up at the time of emptying.
- 3.21 On the **Zone 1** sites the Street Cleansing Service shall be responsible for keeping the site free from animal excreta at the time of cleansing daily. All arisings shall be removed from site and taken to an approved disposal facility immediately.
- 3.22 On all **Zone 2** sites, the complete site including grass areas, hedges, base of hedge, shrub beds, rose beds, hard areas, and paths etc., shall be cleansed of all litter and debris including that trapped or hanging within the foliage, together with items resting on the bed surface shall be cleansed by 10.00am three times a week on Monday, Wednesday, and Friday.
- 3.23 When the standards on **Zone 2** sites fall below EPA Grade A the Service shall adhere to the following **Zone 2 response times**:

Fall in Standard	Response Time
Grade A to grade B	Within 12 hours
Grade A to grade C	Within 6 hours
Grade A to grade D	Within 3 hours

- 3.24 On **Zone 2** sites all litter bins shall be emptied at the time of cleansing three times a week on Monday, Wednesday, and Friday or when full whichever is the sooner and the rubbish removed including any spillage which shall be picked up at the time of emptying.

- 3.25 On **Zone 2** sites the Service shall be responsible for keeping the site free from animal excreta three times a week on Monday, Wednesday, and Friday at the time of cleansing. All arisings shall be removed from site and taken to an approved disposal facility immediately.
- 3.26 On all **Zone 3** sites, the complete site including grass areas, hedges, base of hedge, shrub beds, rose beds, hard areas, and paths etc., shall be cleansed of all litter and debris including that trapped or hanging within the foliage, together with items resting on the bed surface shall be cleansed once a week on an approved day.
- 3.27 When the standard on **Zone 3** sites fall below EPA Grade A the Street Cleansing Service shall adhere to **Zone 3** response times as detailed below:

Fall in Standard	Response Time
Grade A to grade B	Within 12 hours
Grade A to grade C	Within 6 hours
Grade A to grade D	Within 3 hours

- 3.28 On the **Zone 3** sites all litter bins shall be emptied at the time of cleansing once a week or when full whichever is the sooner and the rubbish removed including any spillage that shall be picked up at the time of emptying.
- 3.29 The Street Cleansing Service shall be responsible on the **Zone 3** sites for keeping the site free from animal excreta once a week at the time of cleansing. All arisings shall be removed from site and taken to an approved disposal facility on the same day.
- 3.30 The Street Cleansing Service shall remove offensive graffiti within 24 hours of being reported and graffiti on public buildings within 5 working days of being reported.

#### Section 4: Un-scheduled Work

- 12.1 The Street Cleansing Service shall remove to the standard determined by the Litter Code of Practice and as directed by the Director – Operations, accumulations of waste and litter on the highway, undeveloped land, car parks, environs of multi-occupied properties and other areas where waste has been dumped.
- 12.2 The Street Cleansing Service shall be responsible for removing accumulations of bricks, soil etc. in access-ways to properties and which create access and safety problems to residents and users. Such work instructions shall be given in writing and of the areas to be cleared, and the work shall be completed as determined by the Director - Operations.
- 12.3 The Street Cleansing Service shall be required to undertake cleansing works associated with the illegal encampment of travellers on land, the Director - Operations shall issue specific instructions for each occurrence requiring attention.

- 12.4 The Street Cleansing Service shall provide an emergency cleansing service to attend road traffic incidents, flooding, and other incidents for occurrences outside the normal working hours.
- 12.5 The Street Cleansing Service shall notify the Operations Manager (Environmental Services) of any item/material on an area it has been instructed to clear which may be of value, is considered possibly toxic, hazardous, or dangerous (e.g. chemical drums, gas cylinders, asbestos etc.), or requires mechanical handling. The Operations Manager shall then investigate and issue further instructions to the Service as appropriate.
- 12.6 The Street Cleansing Service shall be required after any special event clear the highway of all litter within the period stipulated in any Code of Practice issued by the Secretary of State under the provisions of the Environmental Protection Act 1990 unless otherwise directed by the Director - Operations. Special events occur in the District throughout the year that attract large numbers of people such as some examples listed below:
- 12.6.1 Remembrance Sunday;
- 12.6.2 Christmas Lights "Switch On";
- 12.6.3 New Year's Eve Celebrations;
- 12.6.4 Bonfire Night;
- 12.6.5 Civic Functions.
- 12.7 The Street Cleansing Service shall be required to provide adequate resources to maintain areas to the stipulated Grade as specified in the Litter Code of Practice during the late-night shopping period that takes place during the Christmas period.
- 12.8 The Authority shall require the Street Cleansing Service to provide labour and plant resources for dealing with civil emergencies such as flooding, major traffic accidents, clearance of snow or ice and other similar matters.

## **Section 5: Weed Control Service**

- 5.1 The Street Cleansing Service shall treat weeds on streets, hard standing areas, paths, and other locations throughout the City using approved herbicides and in accordance with the Code of Practice for Using Plant Protection Products (The Code) and in accordance with the requirements of this Specification.
- 5.2 The areas that detail where weed treatment shall be implemented are contained in Appendix D.
- 5.3 The Street Cleansing Service shall prepare an Annual Weed Treatment Programme, which is reviewed annually by the Client during December each year.
- 5.4 The Annual Weed Treatment Programme details when the Street Cleansing Service intends to treat weeds on streets, hard standing areas, paths, and other locations throughout the City.
- 5.5 The Annual Weed Treatment Programme shall include a description of the work relating to the proposed application of the herbicide and indicating:
- a) The areas where the herbicide shall be applied;
  - b) A schedule of weed treatment work;
  - c) The herbicide to be used, with dilution rates and outline application
  - d) Quantities;
  - e) The method of application;
  - f) The equipment to be used in applying the herbicide;

- g) How the Street Cleansing Service shall comply with the Control of Substances Hazardous to Health Regulations 2002 (or any modifications or re-enactments thereof) in relation to the chemical(s) used.
- 5.6 The Street Cleansing Service shall treat these areas at times, which avoid disruptions and risks to members of the public.
- 5.7 The Standard of Weed Control: Following the treatment of weeds the Street Cleansing Service shall try to achieve the removal of 95% of all weeds per linear metre and/or square metre of street and/or other area treated and shall ensure that no weeds above five (5) centimeters high or wide remain within four (4) weeks of the herbicide treatment having taken place.
- 5.8 **The Timing of the Applications:** The Council complete each herbicide application within a four-calendar week period. The Council carry out three herbicide applications at different times of the year throughout the Seasonal Periods, as set out in below:
  - a) First herbicide application (Spring): April or May
  - b) Second herbicide application (Summer): July or August
  - c) Third herbicide application (Autumn): September or October
- 5.9 **The Manual Removal of Weeds:** In addition to the annual weed control programme the Street Cleaning Service shall manually remove weeds as part of normal cleansing schedules of work to ensure there is a clear delineation between the footpath and adjacent verge or grass area or up to wall or buildings ('the backline'), including when these are part of the Public Highway, forecourts, or shops. As well as cleansing under and behind railings, fencing, bus shelters, cable boxes, litter bins and other street furniture.

## **Section 6: Leaf Fall**

- 6.1 During the leaf fall season the Street Cleansing Service shall remove leaf fall and contain it separately in biodegradable sacks. The biodegradable sacks that contain the collected leaf fall arisings shall then be delivered to an approved Disposal Site for composting.
- 6.2 The sacks shall be collected within no more than one (1) hour in Zone 1 areas and for all other Zones, within four (4) hours of them being left on that street or no later than 17.00 on the Schedule day of Cleansing.
- 6.3 The Street Cleansing Service shall not leave sacks of leaf fall arisings within fifty (50) metres of any Neighborhood Recycling Sites anywhere within the locality.

## **Section 7: Animal Fouling**

- 7.1 The Street Cleansing Service shall ensure that animal fouling, including all partial remains, is removed at every street cleanse or when requested within a 24-hour response time when requested as a service request by a resident.

## **Section 8: Fly Tip Removal**

- 8.1 Fly tips of up to 3m<sup>3</sup> found by the Street Cleansing Service during Scheduled Cleansing shall be removed by the Street Cleansing Service to an approved Disposal Site, ensuring that items of WEEE are separated from other Waste collected.
- 8.2 The Street Cleansing Service will remove all hazardous Fly Tips from streets and other locations throughout the City within 24 hours of being notified of such an incident of fly tipping.
- 8.3 The Street Cleansing Service will remove all non-hazardous Fly Tips from streets and other locations throughout the City within 2 full working days of being notified of such an incident of fly tipping.

8.4 Over the last 12 months over xxx removal incidents have been recorded.

## **Section 9: Street Washing**

- 9.1 The Street Cleansing Service carry out street washing on all roads, subways, paths, and car parks.
- 9.2 The service shall operate between Monday and Friday all year round except where air temperature falls to 4 degrees Celsius or lower whereby the service shall be suspended and the staff shall work on other street cleansing operations.
- 9.3 The areas to be street washed shall include but not be limited to:
- a) The surface area of the street;
  - b) The building line (for avoidance of doubt the surface edge by the building Wall) and specifically residues where Fly Posting has been concentrated;
  - c) The sides of planters to their full height;
  - d) The street underneath all sign poles and signs;
  - e) The street underneath street lamps;
  - f) The street underneath bus shelters/stops;
  - g) The street underneath street seating;
  - h) The street underneath all Litter bins and/or specialised Litter bins including ground mounted.
  - i) The street based fixings;
  - j) The street underneath all reusable and moveable containers including
  - k) Bulk Bins and neighbourhood Recycling Sites;
  - l) The street underneath all phone and electric boxes.

## **Section 10: Subway Washing and Cleansing**

- 10.1 The Street Cleansing Service shall wash all subways (detailed in Appendix E) on two occasions (2) per year; on dates agreed with the Client.
- 10.2 The Street Cleansing Service shall report all visible faults to subway drainage, lighting, signs, paving, fittings, and water penetration whether caused by rainwater, groundwater or from any other source within twenty-four (24) hours of discovery.
- 10.4 The Street Cleansing Service shall not implement street and/or subway washing if the ambient air temperature falls to four degrees Celsius or there is the likelihood of frost, ice, or snow immediately prior to and/or following washing.

## **Section 11: Chewing Gum Removal**

- 11.1 The Street Cleansing Service shall provide an annual deep cleansing of pavements, pedestrianised areas and car parks to remove chewing gum to a schedule annually approved with the Client.

## **Section 12: Dead Animals and Clinical Waste Street Cleansing**

- 12.1 The Street Cleansing Service shall provide a dead animal and clinical waste removal service, to include the collection and transportation of dead animals and clinical waste from sites throughout the City in a safe, clean, tidy and nuisance free manner.
- 12.2 The Street Cleansing Service shall ensure that all employees carrying out the dead animal and/or on-street clinical waste cleansing service are suitably equipped to deal with the effective and safe removal of needles and/or syringes throughout the Contract Area. The Street Cleansing Service shall arrange for the immediate removal and deposit of such needles and/or syringes into a sharps box conforming to BS 7320 and arrange for its

immediate safe disposal.













- 12.3 When the Street Cleansing Service discovers needles and/or syringes, then the employee shall remain at the site until the clinical waste is removed to ensure that members of the public do not come in to contact with the clinical waste.
- 12.4 The Street Cleansing Service shall deal with all dead animals collected in a manner such as not to unduly distress customers or members of the public. Dead animals taken from a road shall in the first instance be taken to the depot, scanned for the presence of a microchip in the case of domestic animals and placed in a freezer for a period of up to five (5) working days.
- 12.5 The Street Cleansing Service shall report the details of each instance of a dead animal found on a street and/or amongst Waste or Recyclables subsequently together with any dead animal collected within twenty-four (24) hours, such reports shall include the following:
  - a) Date, day, time and location of collection;
  - b) Type of animal collected and a brief description;
  - c) Details of any information contained on any collar or name tag or
  - d) Micro-chip; and
  - e) Time of delivery from the location to the Disposal Site.
- 12.6 The Street Cleansing Service shall not offer a service for the removal of pets from residents within the City.

## Appendix A: Street Cleansing Zone Plan

ECDC - Street Cleansing Zone Metrics Summary						
Zones						
Zone 1 - Cleansing and emptying of bins by 10.00 am daily:	Roads - Linear Meterage	Footpaths - Linear Meterage	Litterbins	Dog Bins	Trunk Road	Other - Private Land
Ely	9,564	9,564	72	2	0	0
Littleport	398	398	9	0	0	0
Soham	648	648	11	0	0	0
<b>Total</b>	<b>10,610</b>	<b>10,610</b>	<b>92</b>	<b>2</b>	<b>0</b>	<b>0</b>
Zone 1 - Cleansing and emptying of bins by 10.00 am daily, from 1st May to 30 September:	Roads - Linear Meterage	Footpaths - Linear Meterage	Litterbins	Dog Bins	Trunk Road	Other - Private Land
Ely	1,198	1,198	14	4	-	-
<b>Total</b>	<b>1,198</b>	<b>1,198</b>	<b>14</b>	<b>4</b>	<b>-</b>	<b>-</b>
Zone 2 - Cleansing and emptying of bins by 10.00 am three times a week:	Roads - Linear Meterage	Footpaths - Linear Meterage	Litterbins	Dog Bins	Trunk Road	Other - Private Land
Ely	7,527	7,527	13	-	-	-
<b>Total</b>	<b>7,527</b>	<b>7,527</b>	<b>13</b>	<b>-</b>	<b>-</b>	<b>-</b>
Zone 3 - Cleansing and emptying of bins once a week:	Roads - Linear Meterage	Footpaths - Linear Meterage	Litterbins	Dog Bins	Trunk Road	Other - Private Land
Ely	7,489	7,489	9	-	-	-
Littleport	2,029	2,029	7	4	-	-
Soham	1,613	1,613	4	1	-	-
Burwell	3,575	3,575	13	-	-	-
<b>Total</b>	<b>14,706</b>	<b>14,706</b>	<b>33</b>	<b>5</b>	<b>-</b>	<b>-</b>
Zone 4 - Cleansing and emptying of bins once every six weeks:	Roads - Linear Meterage	Footpaths - Linear Meterage	Litterbins	Dog Bins	Trunk Road	Other - Private Land
Aldreth	1,386	1,386	1	1	-	-
Asley	26,458	39,538	7	3	894	-
Bottisham	28,447	38,781	16	7	4,739	12,159
Brinkley	10,895	17,012	8	4	5,260	-
Burrough Green	12,478	29,854	4	1	522	-
Burwell	89,046	129,954	38	2	1,339	2,296
Chettisham	-	-	1	1	-	-
Cheveley (includes parts of Newmarket)	31,130	38,090	20	17	344	-
Chippenham	26,918	36,585	4	6	12,548	3,370
Coveney	39,674	50,661	7	-	-	104
Dullingham	29,221	45,382	9	-	3,903	-
Ely	185,574	259,664	186	45	12,786	3,635
Fordham	51,011	62,418	24	11	7,069	-
Haddenham	78,736	119,721	13	23	-	-
Isleham	60,047	71,645	18	15	-	1,399
Kennett	11,352	13,788	-	5	8,393	-
Kirtling (including Upend)	30,644	52,358	1	1	-	321

Little Downham	90,180	161,868	18	10	-	931
Little Ouse	607	-	5	5	-	-
Little Thetford	9,893	24,357	5	5	1,838	1,041
Littleport	174,837	227,416	27	16	20,052	2,573
Lode (including Longmeadow)	18,286	47,904	5	6	-	-
Mepal	20,036	30,446	10	8	3,157	185
Prickwillow	22,554	22,554	4	1	-	160
Pymoor	14,003	14,003	6	3	-	-
Queen Adelaide	16,356	16,356	1	1	-	-
Reach	9,659	21,576	6	2	-	-
Saxon Street	2,357	2,357	4	-	-	128
Shippea Hill	3,712	-	-	-	-	-
Six Mile Bottom	555	-	9	-	-	-
Snailwell	13,271	19,069	4	4	4,976	-
Soham	157,369	247,121	34	18	9,913	1,740
Stetchworth	24,782	37,801	7	-	3,545	503
Stretham (includes Chittering)	24,629	46,373	17	8	10,337	3,623
Stuntney	6,514	6,511	3	2	1,587	-
Sutton	67,056	105,043	16	14	3,145	1,100
Swaffham Bulbeck	26,549	47,742	6	7	12,250	969
Swaffham Prior	57,687	82,109	7	5	4,286	62
Upware	6,316	-	1	-	-	-
Wardy Hill	1,784	1,784	2	-	-	-
Wentworth	4,472	10,356	4	4	4,615	62
Westley Waterless	12,208	9,514	3	-	1,016	-
Wicken	25,381	49,889	7	5	2,755	512
Wilburton	48,997	67,239	9	5	-	214
Witcham	20,041	39,251	3	4	-	-
Witchford	26,110	39,207	17	17	1,956	1,005
Woodditton (includes parts of Newmarket)	52,097	70,152	2	2	-	-
<b>Total</b>	<b>1,671,315</b>	<b>2,454,835</b>	<b>599</b>	<b>294</b>	<b>143,225</b>	<b>38,092</b>

## Appendix B: Environmental Protection Act – Cleansing Standards

Grade A	Grade C	Grade A	Grade B
			
No litter or refuse	Widespread distribution of litter and/or refuse with minor accumulations	No litter or refuse	Predominately free of litter and refuse apart from some small items
Grade D	Grade B	Grade C	Grade A
			
Heavily affected by litter and/or refuse with significant accumulations	Predominately free of litter and refuse apart from some small items	Widespread distribution of litter and/or refuse with minor accumulations	No detritus
Grade C	Grade D	Grade B	Grade D
			
Widespread distribution of detritus with minor accumulations	Heavily affected by litter and/or refuse with significant accumulations	Predominately free of detritus except for some light scattering	Heavily affected by detritus with significant accumulations