

**HUNTINGDONSHIRE DISTRICT COUNCIL**

<b>Title/Subject Matter:</b>	Street Cleansing - Service Specification.
<b>Meeting/Date:</b>	Overview and Scrutiny Panel (Economy & Growth) – 12 January 2016 Cabinet – 21 January 2016
<b>Executive Portfolio:</b>	Councillor Robin Carter – Executive Councillor for Operations & the Environment
<b>Report by:</b>	Alistair Merrick – Interim Head of Service (Operations)
<b>Ward(s) affected:</b>	All

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**Executive Summary:**

1. The report provides the opportunity for the Panel to scrutinise the draft Street Cleansing Service Specification before it is submitted to the Cabinet for endorsement.
2. The Street Cleansing Service Specification that has been developed to better direct the street cleansing activities delivered by the Operations Service and to make cleansing frequencies and standards more transparent for residents. The service availability details and cleansing frequencies will form the core information on the Council's Website regarding the street cleansing service provided by the Council.
3. Along with waste and recycling collections, the street cleansing service is one of the most visible services delivered by the Council and impacts directly on residents and business in the District in terms of their sense of well-being in respect to Huntingdonshire.
4. The scope of the street cleansing service provided by the Council is as follows:
  - 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.
5. The core hours for the delivery of the service going forward are set out in paragraph 3.2 of the report and this constitutes the guarantee to the residents of when the service will be available.
  6. The substantive outcome of the review work carried out has been the zoning of the all areas to be cleansed against the Environmental Protection Act (EPA) standards. Paragraph 3.4 confirms the frequencies for the cleansing of all areas in Huntingdonshire that are the Council's responsibility to cleanse.
  7. Active independent monitoring of the street cleansing service is being introduced (NI 195 Auditing) which is done to a prescribed format and the results are benchmarked nationally. It is this auditing that will test if the frequencies are correct and it is highly likely some will be amended, with both increases and decreases in cleansing frequencies.
  8. When endorsed the service availability detail and the cleansing zones will be published on the Council's Website so that residents have immediate access to the core information regarding the street cleansing service provided by the Council.

**Recommendation(s):**

1. The Panel are invited to make comments that will be included in the report to Cabinet seeking the endorsement of the Street Cleansing Service Specification and also help with the finalisation of the service specification.
2. The Cabinet are recommended to approve the service specification and the publishing of core information regarding the service on the Council's website. That the service specification going forward will be subject to review against the results of the NI 195 auditing of the service.

## **1. PURPOSE**

- 1.1 The report provides the Panel with the opportunity to scrutinise the Street Cleansing Service Specification before it is adopted.

## **2. BACKGROUND**

- 2.1 The Street Cleansing Service Specification that has been developed to better direct the street cleansing activities delivered by the Operations Service and to make cleansing frequencies and standards more transparent for residents. The service availability details and cleansing frequencies will form the core information on the Council's Website regarding the street cleansing service provided by the Council.
- 2.2 Along with waste and recycling collections, the street cleansing service is one the most visible services delivered by the Council and impacts directly on residents and business in the District in terms of their sense of well-being in respect to Huntingdonshire. Consequently it is important that the service is well directed against clear performance requirements and that residents can access core information regarding the service, when the service is provided, the cleansing regimes and performance standards.
- 2.3 The key legislation that governs the delivery of the service is as follows:
- Environmental Protection Act 1990;
  - The Code of Practice on Litter and Refuse.

It is the Environment Protection Act that sets out the frequencies and standards for street cleansing.

- 2.4 The scope of the street cleansing service provided by the Council is detailed below:
- 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.

### 3. OPTIONS CONSIDERED/ANALYSIS

3.1 Following a full review of the current service that has been operating outside of an adopted service specification the Street Cleansing Service Specification attached as Appendix 1 to this report has been developed. The review work has included evaluation of all the current cleansing regimes against the requirements of the Environmental Protection Act 1990, including the measurement of all areas to be cleansed. Previously this core information has not been available and it is essential to enable effective and efficient deployment of resources.

3.2 The outcome of the review work is that it is recommended that the service is delivered against the specified hours detailed below but these hours will be subject to further review following the on-going auditing of street cleansing performance and needs:

<b>Service</b>	<b>HDC shall ensure a service presence at all times between:</b>	<b>Cleaning operations shall commence no later than; and the hours of work shall be (Inc. a half hour rest break):</b>
<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 – 2.00pm	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

3.3 The substantive outcome of the review work has been the zoning of the all areas to be cleansed against the EPA standards. This confirms the frequencies for the cleansing of all areas in Huntingdonshire that are the Council's responsibility to cleanse. The zoning detailed below is being recommended as part of the Service Specification.

1.	Continuous Attendance Areas (EPA 1990 Section 89)	Number of Highways/Sites	Measurements (m)
a.	<b>Zone 1 – High Profile (Red)</b>		
	Highways/roads in St Neots	49	<b>11,056.59</b>
	Highways/roads in St Ives	45	<b>7,965</b>
	Highways/roads in Huntingdon	25	<b>4,683</b>
	Car Parks/Bus Stations	7	<b>37,577(m/Sq)</b>

2.	Outside Continuous Attendance Areas (EPA 1990 Section 89)	Minimum Frequency of Cleanse	Number of Highways & Sites	Measurements (m)
a.	<b>Zone 2 – Weekly (Blue)</b>			
	Highways/roads in St Neots	Weekly	291	<b>72,548</b>
	Highways/roads in St Ives	Weekly	222	<b>72,871</b>
	Highways/roads in Huntingdon	Weekly	353	<b>98,890</b>
	Highways/roads in Ramsey	Weekly	161	<b>62,263</b>
	Rural round	Weekly	368	<b>100,872</b>
	A1/A14 Laybys	TBA	TBA	<b>TBA</b>
	Riverside Car Park	3 Times p/w	1	<b>7,917 (m/sq)</b>
	Skateboard Ramp car Park	3 Times p/w	1	<b>2,931 (m/sq)</b>
b.	<b>Zone 3 - - Bi Weekly (Yellow)</b>			
	<b>North Area</b>			
	Highways/roads in Bury	Bi-Weekly	3	<b>1,846</b>
	Highways/roads in Godmanchester	Bi-Weekly	10	<b>5,996</b>
	Highways/roads in Hartford	Bi-Weekly	7	<b>5,838</b>
	Highways/roads in Huntingdon	Bi-Weekly	42	<b>25,877</b>
	Highways/roads in Ramsey	Bi-Weekly	19	<b>16,353</b>
	Highways/roads in Sapley	Bi-Weekly	1	<b>1,746</b>
	<b>South Area</b>			
	Highways/roads in Eaton Ford			
	Highways/roads in Eaton Socon	Bi-Weekly	5	<b>5,553</b>
	Highways/roads in Eynesbury	Bi-Weekly	11	<b>6,445</b>
	Highways/roads in Fenstanton	Bi-Weekly	13	<b>7,700</b>

	Highways/roads in Houghton	Bi-Weekly	1	<b>2,166</b>
	Highways/roads in St Ives	Bi-Weekly	1	<b>2,171</b>
	Highways/roads in St Neots	Bi-Weekly	17	<b>19,661</b>
	Highways/roads in Wyton	Bi-Weekly	17	<b>9,869</b>
		Bi-Weekly	1	<b>4,001</b>
<b>c.</b>	<b>Zone 4 – Rural (Green)</b>			
	Large Sweeper (North & South) schedules are worked over a 6 week period and based on areas rather than road.	6 Weekly	N/A	<b>N/A</b>
	<b>St Neots Round</b>			
	Highways/roads in Eaton Ford	6 Weekly	27	<b>4,831</b>
	Highways/roads in Eaton Socon	6 Weekly	33	<b>5,735</b>
	Highways/roads in Eynesbury	6 Weekly	60	<b>9,913</b>
	Highways/roads in St Neots	6 Weekly	71	<b>13,213</b>
	<b>St Ives Round</b>			
	Highways/roads in St Ives	6 Weekly	108	<b>28,484</b>
	<b>Huntingdon Round</b>			
	Highways/roads Godmanchester	6 Weekly	70	<b>13,662</b>
	Highways/roads Hartford	6 Weekly	51	<b>9,492</b>
	Highways/roads Huntingdon	6 Weekly	164	<b>29,366</b>
	Highways/roads Sapley	6 Weekly	1	<b>158</b>

3.4 Active independent monitoring of the street cleansing service is being introduced (NI 195 Auditing) which is done to a prescribed format and the results are benchmarked nationally. It is this auditing that will test if the frequencies are correct and it is highly likely some will be amended, with both increases and decreases in cleansing frequencies.

3.5 When endorsed the service availability detail and the cleansing zones will be published on the Council's Website so that residents have immediate access to the core information regarding the street cleansing service provided by the Council.

#### **4. COMMENTS OF OVERVIEW & SCRUTINY PANEL**

4.1 The comments of the Overview & Scrutiny Panel (Economy and Growth) following its meeting on the 12th January 2016 are attached as Appendix 2.

#### **5. KEY IMPACTS/RISKS AND HOW THESE WILL BE ADDRESSED**

5.1 The Street Cleansing Specification will bring a new direction for the service and ensure the arrangements for the delivery of the service are transparent for residents and performance can be benchmarked going forward. This will enable

the Council to evidence it is delivering a value for money service which cannot be done at present.

## **6. WHAT ACTIONS WILL BE TAKEN/TIMETABLE FOR IMPLEMENTATION**

- 6.1 The resources within the Street Cleansing that deliver the street cleansing services in the District are already being realigned against the proposed cleansing zones (and frequencies). Consequently after endorsement by the Cabinet of the Street Cleansing Service Specification the service can be immediately delivered against the specification. The NI 195 Auditing regime is being delivered in parallel and will be fully operational by April 2016.

## **7. LINK TO THE CORPORATE PLAN**

- 7.1 The policy will fundamentally contribute to the Corporate Plan as follows:
- a) Enhancing fundamentally the built and green environment of the District.
  - b) Operations becoming much more business-like and efficient in the way it delivers safe services.

## **8. CONSULTATION**

- 8.1 The service improvement plan adopted by the Operations Service includes for a structure of on-going consultation with residents and service users, these will be used to test the appropriateness of the cleansing regimes from the users' perspective. The NI 195 Auditing results will also be published to evidence to residents that specified service standards are being delivered.

## **9. LEGAL IMPLICATIONS**

- 9.1 The Street Cleansing Service Specification has been drafted to fully comply with all relevant legislation as detailed in this report.

## **10. RESOURCE IMPLICATIONS**

- 10.1 The Street Cleansing Service Specification has been developed within existing resources. The implementation of the service specification will be within the existing resources of the Operations Service deployed on street cleansing activities. The deployment of resources is consistent with the standards contained in the EPA and does priorities the town centres as the heaviest areas of footfall.

## **11. OTHER IMPLICATIONS**

- 11.1 The Street Cleansing Service Specification seeks to ensure the delivery of an appropriate and equitable balance in the provision of the service across the District.

## **12. REASONS FOR THE RECOMMENDED DECISIONS**

- 12.1 The scrutinising of the Street Cleansing Service Specification gives the Panel the opportunity to influence the final document submitted to the Cabinet for endorsement.

## **13. LIST OF APPENDICES INCLUDED**

- 13.1 Appendix 1: the Street Cleansing Service Specification.
- 13.2 Appendix 2: comments of the Overview & Scrutiny Panel (Economy and Growth) from its meeting on the 12th January 2016.

## **BACKGROUND PAPERS**

None.

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## SERVICE SPECIFICATION FOR STREET CLEANSING

The street cleansing services provided by Huntingdonshire District Council (Street Scene Services) 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.

### 1.0 DEFINITIONS

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

Term	Meaning
<b>Public Highway</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 Huntingdonshire 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>Highway</b>	<p>The term 'highway', unless otherwise qualified includes:-</p> <p>(a) All public highways within the Huntingdonshire;</p> <p>(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 client officer has agreed to clean as listed in the schedules, including as relevant associated grassed areas and the flower beds and shrubberies;</p> <p>(c) The junction and any associated traffic islands, roundabouts, etc. 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>(e) 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>	<p>Where the term 'path' is used it means a highway listed in the schedule as a path whether or not that the highway is also used by vehicles.</p>
<b>Public Owned Building</b>	<p>A building in the ownership of an organisation whose work is part of the process of government, but is not a government department.</p>
<b>Offensive Graffiti</b>	<p>Graffiti that is abusive (insulting) and racial (derogatory in respect of someone's ethnological back ground) in nature.</p>
<b>Subway</b>	<p>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 client officer.</p>
<b>Road/Street</b>	<p>Where the term 'road/street' is used it means any highway listed in the schedules except a highway listed as a 'path' or 'subway'.</p>

<p><b><i>Fly Tipping</i></b></p>	<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 client officer.</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 given in Section 3 of the Refuse Disposal (Amenity) Act 1978.</p> <p>(d) It includes anything specified by the Head of Service to be treated as a fly tip.</p>
<p><b><i>Highway Cleansing</i></b></p>	<p>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.</p>
<p><b><i>Channels</i></b></p>	<p>Gutters at the edge of the highway which facilitates the flow of water into the sewerage system.</p>
<p><b><i>Jetting</i></b></p>	<p>High powered water flushing using authorised detergent or disinfectant to remove deposits of dirt, grease, oil, bird and animal fouling etc.</p>
<p><b><i>Washing</i></b></p>	<p>Mechanical or manual water flushing using appropriate detergent or disinfectant to remove dust from carriageways, footways, subways etc.</p>
<p><b><i>Scrubbing</i></b></p>	<p>Mechanical or manual scrubbing using authorised detergent or disinfectant to remove ingrained dirt, oil, bird and animal droppings from footways, footpaths, steps, subways, etc.</p>

<p><b>Litter, Rubbish or Refuse</b></p>	<ul style="list-style-type: none"> <li>• 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>• 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>• Scrap metal of all sorts.</li> <li>• Pallets and furniture.</li> <li>• Fabrics including clothing, rags, curtains and carpets.</li> <li>• Rubble- including sand, cement, plaster, bricks, blocks and other waste building materials, and any other discarded objects deposited on the highway or road.</li> <li>• "Small items" shall mean items of the size of cigarette ends, drink can ring pulls and similar size or smaller.</li> </ul>
<p><b>Litter Bin</b></p>	<p>A receptacle either, fixed, free standing or post mounted provided for the purpose of accepting /containing litter.</p>
<p><b>Route</b></p>	<p>The authorised or prescribed journey directions to be followed by drivers, except for detours directed by the Traffic Authority, Police, etc.</p>
<p><b>Illuminated Traffic Signs</b></p>	<p>All poles mounted externally or internally illuminated traffic signs and internally mounted traffic bollards.</p>
<p><b>Daily</b></p>	<p>Work shall be carried out Monday to Sunday inclusive</p>
<p><b>Three occasions per week</b></p>	<p>Work shall be carried out on alternative days, which are to be the same three days each week.</p>
<p><b>Once per week</b></p>	<p>Successive operations shall be on the same day each week.</p>
<p><b>Once every six weeks</b></p>	<p>Successive operations shall be on the same day of each sixth week.</p>

## **2.0 STREET CLEANSING (Scheduled Work)**

- 2.1 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 general public.
- 2.2 The service provided shall be fully cognisant of current street cleansing Law and any modifications or re-enactment thereof and also be aware of all relevant codes of practice, Guidance and statutory instruments relating to the Street Cleansing Service. In particular street cleansing must accord with the following:
- Environmental Protection Act 1990;
  - The Code of Practice on Litter and Refuse.
- 2.3 All staff deployed by the Street Scene Service in the management, administration and operation of the Street Cleansing Service are at all times properly and sufficiently qualified, experienced and instructed with regard to:
- The task or tasks such person has to perform.
  - All relevant provisions of this Service Specification.
  - All relevant Law and Codes of Practice relating to the provision of the Street Cleansing 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.
- 2.3 At all times the service provided shall be in accordance with the standards detailed in the Zoning Plan (Appendix A).
- 2.4 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 general public:

<b>Service</b>	<b>HDC shall ensure a service presence at all times between:</b>	<b>Cleaning operations shall commence no later than; and the hours of work shall be:</b>
<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

2.5 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

2.6 During adverse weather conditions such as snowfall, when normal operations are considered to be impossible, the approved cleansing schedules may be suspended by the Head of service (or the Operations Manager – Environmental Services in the absence of the Head of service), in part or all of the District. In these circumstances the service's Provider resources shall be deployed to assist in snow and ice clearance and other activities.

- 2.8 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.
- 2.7 The Street Scene Service 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.
- 2.8 The Street Scene Service shall be responsible for the security of all depots, vehicles, equipment and materials used in connection with the provision of the Street Cleansing Service.
- 2.9 The Street Scene Service 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 at all times and in all respects in accordance with the specification.
- 2.10 The Street Scene Service 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 Carcase.

The Street Scene Service 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.

- 2.11 The Street Scene Service shall ensure that all Litter Bins are:
- Emptied prior to or as soon as they become full;
  - Kept in a clean condition inside and outside by washing and disinfecting and by removing fly posting and graffiti; and
  - Any waste in the vicinity of the litter bin is swept up and removed when the litter bin is emptied.
- 2.12 The Street Scene Service 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.

- 2.13 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 a distance of 20 metres of both vehicular and pedestrian traffic.
- 2.14 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.
- 2.15 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.
- 2.16 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)

- 2.17 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.
- 2.18 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.
- 2.19 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.
- 2.20 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

- 2.21 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.



- 2.22 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.
- 2.23 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.
- 2.24 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

- 2.25 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.
- 2.26 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.
- 2.27 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.

### 3.0 **STREET CLEANSING (Un-Scheduled Work)**

- 3.1 The Street Cleansing Service shall remove to the standard determined by the Litter Code of Practice and as directed by the Head of Service, 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.
- 3.2 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 Head of Service.
- 3.3 The Street Cleansing Service shall be required to undertake cleansing works associated with the illegal encampment of travellers on land, the Head of Service shall issue specific instructions for each occurrence requiring attention.

- 3.4 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.
- 3.5 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.
- 3.6 The Street Cleansing Service shall be required after any special event clear the highway of all litter within the time 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 Head of Service. Special events occur in the District throughout the year that attract large numbers of people such as some examples listed below:
- Remembrance Sunday;
  - Christmas Lights "Switch On";
  - New Year's Eve Celebrations;
  - Bonfire Night;
  - Civic Functions.
- 3.7 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.
- 3.8 The Street Cleansing Service shall be required by the Authority 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.













## STREET CLEANSING ZONE PLAN

1.	Continuous Attendance Areas (EPA 1990 Section 89)	Number of Highways/Sites	Measurement (m)
a.	<b>Zone 1 – High profile (Red)</b>		
	Highways/roads in St Neots	49	<b>11,056.59</b>
	Highways/roads in St Ives	45	<b>7,965</b>
	Highways/roads in Huntingdon	25	<b>4,683</b>
	Car Parks/Bus Stations	7	<b>37,577(m/Sq)</b>

2.	Outside Continuous Attendance Areas (EPA 1990 Section 89)	Minimum Frequency of Cleanse	Number of Highways & Sites	Measurements (m)
a.	<b>Zone 2 – Weekly (Blue)</b>			
	Highways/roads in St Neots	Weekly	291	<b>72,548</b>
	Highways/roads in St Ives	Weekly	222	<b>72,871</b>
	Highways/roads in Huntingdon	Weekly	353	<b>98,890</b>
	Highways/roads in Ramsey	Weekly	161	<b>62,263</b>
	Rural round	Weekly	368	<b>100,872</b>
	A1/A14 Laybys	TBA	TBA	<b>TBA</b>
	Riverside Car Park	3 Times p/w	1	<b>7,917 (m/sq)</b>
	Skateboard Ramp car Park	3 Times p/w	1	<b>2,931 (m/sq)</b>
b.	<b>Zone 3 - - Bi Weekly (Yellow)</b>			
	<b>North Area</b>			
	Highways/roads in Bury	Bi-Weekly	3	<b>1,846</b>
	Highways/roads in Godmanchester	Bi-Weekly	10	<b>5,996</b>
	Highways/roads in Hartford	Bi-Weekly	7	<b>5,838</b>
	Highways/roads in Huntingdon	Bi-Weekly	42	<b>25,877</b>
	Highways/roads in Ramsey	Bi-Weekly	19	<b>16,353</b>
	Highways/roads in Sapley	Bi-Weekly	1	<b>1,746</b>
	<b>South Area</b>			
	Highways/roads in Eaton Ford	Bi-Weekly	5	<b>5,553</b>
	Highways/roads in Eaton Socon	Bi-Weekly	11	<b>6,445</b>
	Highways/roads in Eynesbury	Bi-Weekly	13	<b>7,700</b>
	Highways/roads in Fenstanton	Bi-Weekly	1	<b>2,166</b>
	Highways/roads in Houghton	Bi-Weekly	1	<b>2,171</b>
	Highways/roads in St Ives	Bi-Weekly	17	<b>19,661</b>
	Highways/roads in St Neots	Bi-Weekly	17	<b>9,869</b>
	Highways/roads in Wyton	Bi-Weekly	1	<b>4,001</b>

<b>c.</b>	<p><b>Zone 4 – Rural (Green)</b></p> <p>Large Sweeper (North &amp; South) schedules are worked over a 6 week period and based on areas rather than road.</p> <p><b>St Neots Round</b></p> <p>Highways/roads in Eaton Ford  Highways/roads in Eaton Socon  Highways/roads in Eynesbury  Highways/roads in St Neots</p> <p><b>St Ives Round</b></p> <p>Highways/roads in St Ives</p> <p><b>Huntingdon Round</b></p> <p>Highways/roads Godmanchester  Highways/roads Hartford  Highways/roads Huntingdon  Highways/roads Sapley</p>	<p>6 Weekly</p> <p>6 Weekly  6 Weekly  6 Weekly  6 Weekly</p> <p>6 Weekly</p> <p>6 Weekly  6 Weekly  6 Weekly  6 Weekly</p>	<p>N/A</p> <p>27  33  60  71</p> <p>108</p> <p>70  51  164  1</p>	<p><b>N/A</b></p> <p><b>4,831</b>  <b>5,735</b>  <b>9,913</b>  <b>13,213</b></p> <p><b>28,484</b></p> <p><b>13,662</b>  <b>9,492</b>  <b>29,366</b>  <b>158</b></p>
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## Appendix B: Environmental Protection Act – Cleansing Standards

<b>Grade A</b>	<b>Grade C</b>	<b>Grade A</b>	<b>Grade B</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
<b>Grade D</b>	<b>Grade B</b>	<b>Grade C</b>	<b>Grade A</b>
			
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
<b>Grade C</b>	<b>Grade D</b>	<b>Grade B</b>	<b>Grade D</b>
			
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