

**Public  
Key Decision - Yes**

## **HUNTINGDONSHIRE DISTRICT COUNCIL**

**Title/Subject Matter:** Waste Service - Service Specification

**Meeting/Date:** Overview and Scrutiny Panel (Economy & Growth) –  
12 April 2016  
Cabinet - 21 April 2016

**Executive Portfolio:** Councillor Robin Carter – Executive Councillor for  
Operations & the Environment

**Report by:** Alistair Merrick – Interim Head of Service (Operations)

**Ward(s) affected:** All

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### **Executive Summary:**

1. The report provides the opportunity for the Panel to scrutinise the draft Waste Management Service Specification before it is submitted to the Cabinet for endorsement. This document is largely concerned with service delivery requirements and enhancing the service provided to the customer and it has been developed to deliver the Council's existing policies for Waste Management.
2. The Service Specification that has been developed to better direct the waste management activities delivered by the Operations Service and to make service delivery arrangements and standards more transparent for residents. This better direction will improve the quality of service delivery with an improved customer focus as required by the Council's Corporate Plan and Customer Services Strategy; and the delivery efficiencies required by the Council's Medium Term Financial Strategy. The service availability details and delivery arrangements will form the core information on the Council's Website regarding the Waste Service provided by the Council.
3. Along with the grounds maintenance service and the street cleansing service, the waste services delivered by the Council are the most visible services delivered by the Council and impacts directly on residents and business in the District.
4. The scope of the Waste Management Service provided by the Council includes all the doorstep collection services, specialist collection services and the trade waste service.
5. The core hours for the delivery of services going forward will be 06.30 to 15.00 for collection services and 17.00 for administrative matters; this constitutes the guarantee to the residents of when services will be available.
6. Active independent monitoring of the Waste Service is being introduced which is done to a prescribed format and the results measured against the annual

performance targets set for the service. It is this auditing that will benchmark the quality of services being delivered against the targets set in the Corporate Plan and the Annual Service Plan. This introduces a higher level of accountability for the managers within the Waste Service.

7. When endorsed the service availability detail, service delivery requirements and standards will be published on the Council's website so that residents have immediate access to the core information regarding the waste service provided by the Council.

**Recommendation(s):**

That the Cabinet approve the Waste Management Service Specification.

## **1. PURPOSE**

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

## **2. BACKGROUND**

- 2.1 The Service Specification that has been developed to better direct the waste management activities delivered by the Operations Service and to make service delivery arrangements and standards more transparent for residents. This better direction will improve the quality of service delivery with an improved customer focus as required by the Council's Corporate Plan and Customer Services Strategy; and the delivery efficiencies required by the Council's Medium Term Financial Strategy. The service availability details and delivery arrangements will form the core information on the Council's Website regarding the Waste Service provided by the Council.

- 2.2 Along with the grounds maintenance service and the street cleansing service, the waste services delivered by the Council are 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.

- 2.3 The scope of the Waste Management Service provided by the Council is as follows:

- (i) Domestic Waste Collection Service;
- (ii) Dry Recyclable Waste Collection Service;
- (iii) Garden Waste Collection Service;
- (iv) Bulky Household Waste Collection Service;
- (v) Cement Bonded Asbestos Waste Service;
- (vi) Clinical Waste Collection Service;
- (vii) Provision and Management of Textile Recycling Banks;
- (viii) Trade Waste Collection Service.

## **3. OPTIONS CONSIDERED/ANALYSIS**

- 3.1 Following a full review of the current services delivered it was confirmed that the service had been operating outside of an adopted service specification consequently the Waste Management Service Specification attached as Appendix 1 to this report has been developed. The review work has included evaluation of all the current service delivery arrangements and standards against best industry practice. Previously this core information has not been available and it is essential to enable effective and efficient deployment of resources and transparency of service delivery arrangements for service users.

- 3.2 The core hours for the delivery of services going forward will be 06.30 to 15.00 for collection services and 17.00 for administrative matters; this constitutes the guarantee to the residents of when services will be available.

- 3.3 Active independent monitoring of the Waste Service is being introduced which is done to a prescribed format and the results measured against the annual performance targets set for the service. It is this auditing that will benchmark the quality of services being delivered against the targets set in the Corporate Plan and the Annual Service Plan. This introduces a higher level of accountability for the managers with the Waste Service.
- 3.4 When endorsed the service availability detail, service delivery requirements and standards will be published on the Council's website so that residents have immediate access to the core information regarding the waste management services provided by the Council.

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

- 4.1 The Overview and Scrutiny Panel (Economy and Growth) was presented the Waste Service – Service Specification. Members commented that they had received far less complaints regarding the service since a series of policies and working practices have been implemented.

The Panel commented that they were concerned that there was not the sufficient level of staff within the service especially considering the level of staff sickness however the Panel was informed that the service does have a sufficient level of staff and that management are tacking proactive measures to reduce staff sickness.

Members were pleased that the Waste Service – Service Specification is clearly a customer focused document.

The Panel commented that they thought that six weeks for the delivery of a new bin was a little too long. Members were informed that six weeks was too long and work would be undertaken to reduce the time for a replacement bin to be issued.

The Panel wanted to emphasise to the Cabinet that they supported the opening of waste disposal facilities on bank holidays to allow collection services to be provided on bank holidays.

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

- 5.1 The Waste Management Service Specification will bring a new direction for the service and ensure the arrangements for the delivery of the service are transparent for residents and that performance can be benchmarked going forward to meet the targets set in the Corporate Plan and Annual Service Plan. This will enable the Council to better evidence it is delivering a value for money services.

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

- 6.1 During 2016/17 the resources within the Waste Service that deliver the services across the District will be fundamentally realigned against the proposed service delivery arrangements and standards but also to delivery substantial efficiencies required by the Council's Medium Term Financial Strategy. Consequently after endorsement by the Cabinet of the Waste Management Service Specification will be immediately used to drive the reconfiguration of the Waste Service.

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

- 7.1 The policy will 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.
- c) Realignment of the Waste Service against the principles and requirements of the Council's Customer Services Strategy.

## **8. CONSULTATION**

- 8.1 The service improvement plan adopted by the Operations Service includes a structure of on-going consultation with residents and service users; these will be used to test the appropriateness of the service delivery arrangements from the users' perspective. The performance monitoring results will also be published to evidence to residents that specified service standards are being delivered.

## **9. LEGAL IMPLICATIONS**

- 9.1 The Waste Management Service Specification has been drafted to fully comply with all relevant legislation.

## **10. RESOURCE IMPLICATIONS**

- 10.1 The Waste Management Service Specification has been developed within existing resources. The implementation of the service specification will be within the existing resources profile of the Operations Service set out in the Council's Medium Term Financial Strategy.

## **11. OTHER IMPLICATIONS**

- 11.1 The Waste Management 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 Waste Management Service Specification gives the Panel the opportunity to influence the final document submitted to the Cabinet for endorsement.
- 12.2 To provide clear direction and performance standards through the service specification for the future delivery of the service.

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

- 13.1 Appendix 1: The Waste Service - Service Specification.

## **BACKGROUND PAPERS**

Review of Waste Policies – Approved by the Cabinet on 17 March 2016.

<http://applications.huntingdonshire.gov.uk/moderngov/documents/s78642/Review%20Of%20Waste%20Policies.pdf>

## **CONTACT OFFICER**

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## **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) Cement Bonded Asbestos Waste Service
- (vi) Clinical Waste Collection Service
- (vii) Provision and Management of Textile Recycling Banks
- (viii) Trade Waste Collection Service
- (ix) Annual Communications Strategy

**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 Huntingdonshire.
<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 Huntingdonshire.
<b>“Exemption 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 Bin”</b>	Means a bin or sack that has been reported to the Authority’s Call Centre and/or the Business Support 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 the same are 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>



## Service Specification - Waste Service (i)

Key Result Areas	Outputs
Establish the number and location of disabled people or residents with mobility restrictions who are incapable of presenting their waste containers for collection.	<ul style="list-style-type: none"> <li>• Establish the number and location of disabled people and residents with mobility restrictions to develop a service delivery plan to provide an equitable service.</li> </ul>
Review and update the Exemption List on a monthly frequency.	<ul style="list-style-type: none"> <li>• An up to date Exemption 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 wheeled bins, supplemented by large capacity bins, and paper/plastic sacks from all Domestic Properties within the boundaries of the Huntingdonshire or neighbouring local authorities on a weekly basis and deliver the collected Domestic Waste to approved disposal points as agreed with the Head of Service (Operations).
- 2.3. The Waste Service shall be fully cognisant of current waste management related 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 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 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 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 06.30hrs or extend the operation beyond 18.00hrs without the consent of the Head of Service (Operations).
- 2.6. The Waste Service shall not collect Domestic Waste on Saturdays or Sundays unless approved by the Head of Service (Operations).
- 2.7. The Waste Service shall provide the Domestic Waste Collection Service on each day of each Financial Year, provided that 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.

## Service Specification - Waste Service (i)

- 2.9. The Waste Service is required to empty all wheeled bins, 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 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 Exemption 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 wheeled bin, large capacity bin, paper or plastic sack is normally kept by the occupier) and to return the waste container 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 wheeled bin, 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 the waste container contains non-domestic or heavy garden refuse and the emptying of the 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 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 paper or plastic bags, the Waste Service shall deliver to each such property using this system of collection, sufficient quantities of bags to store domestic refuse normally produced at that property between each scheduled collection visit.
- 2.15. The Waste Service shall leave bags 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 Bins 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 Wednesday;
  - Reported before 15.00 on a Tuesday – to be collected by 15.00 on the following Thursday;
  - Reported before 15.00 on a Wednesday – to be collected by 15.00 on the following Friday;
  - Reported before 15.00 on a Thursday – to be collected by 15.00 on the following Monday;
  - Reported before 15.00 on a Friday – to be collected by 15.00 on the following Tuesday.
- 2.18. The Waste Service shall maintain records and provide regular reports in relation to Missed Domestic Bins to the Head of Service (Operations).

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

- 2.19 The Head of Service (Operations) in consultation with the Executive Councillor for Operations and Environment shall set a tolerance in respect of Missed Domestic 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 Domestic Bins before remedial action and performance management measures will be implemented by the Head of Service (Operations).
- 2.20. The Waste Service shall manage, maintain and update a system and data base for the replacement of damaged or lost containers for the purpose of 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:

<b>Term</b>	<b>Meaning</b>
<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>“Exemption 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 Business Support 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 as the same are detailed below:-

<b>Key Result Areas</b>	<b>Outputs</b>
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	Achieve the following rates:- <ul style="list-style-type: none"> <li>• 2016/17 – 25%;</li> <li>• 2017/18 – 26%.</li> </ul>

## Service Specification - Waste Service (ii)

Key Result Areas	Outputs
	<ul style="list-style-type: none"> <li>• 2018/19 – 28%</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 in order to develop plan to provide an equitable service.</li> </ul>
Review the Exemption List and update on a monthly frequency	<ul style="list-style-type: none"> <li>• An up to date Exemption 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 Huntingdonshire or neighbouring local authorities and deliver the collected Dry Recyclable Waste to approved disposal points as agreed with the Head of Service (Operations).
- 2.3 The Waste Service shall be fully cognisant of current waste management related 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 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 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 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;

## Service Specification - Waste Service (ii)

- All relevant Health and Safety procedures.
- 2.5 The Waste Service shall not commence the Dry Recyclable Waste Collection Service prior to 06.30hrs or extend the operation beyond 18.00hrs without the consent of the Head of Service (Operations).
- 2.6 The Waste Service shall not collect Dry Recyclable Waste on Saturdays or Sundays unless approved by the Head of Service (Operations).
- 2.7 The Waste Service will provide the Dry Recyclable Waste Collection Service on each day of the Contract Year, provided that it will 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 Head of Service (Operations)'s policies, the Exemption 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 Wednesday;
  - Reported before 15.00 on a Tuesday – to be collected by 15.00 on the following Thursday;
  - Reported before 15.00 on a Wednesday – to be collected by 15.00 on the following Friday;
  - Reported before 15.00 on a Thursday – to be collected by 15.00 on the following Monday;
  - Reported before 15.00 on a Friday – 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 Head of Service (Operations).
- 2.15 The Head of Service (Operations) in consultation with the Executive Councillor for Operations and Environment 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 Head of Service (Operations).
- 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 the purpose of 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 on a daily basis 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:

<b>Term</b>	<b>Meaning</b>
<b>“Head of Service (Operations)’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>“Exemption 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 Head of Service (Operations)’s Call Centre and/or the Business Support 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:-

<b>Key Result Areas</b>	<b>Outputs</b>
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: <ul style="list-style-type: none"> <li>• 2016/17 - 34%;</li> </ul>



### Service Specification - Waste Service (iii)

Key Result Areas	Outputs
	<ul style="list-style-type: none"> <li>• 2017/18 – 35%.</li> <li>• 2018/19 – 35%</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 Head of Service (Operations) 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 in order to develop plan to provide an equitable service.</li> </ul>
Review the Exemption List and update on a monthly frequency	<ul style="list-style-type: none"> <li>• An up to date Exemption List to be presented to the Head of Service (Operations) 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 Huntingdonshire or neighbouring local authorities on a fortnightly basis and deliver the collected Garden Waste to approved disposal points as agreed with the Head of Service (Operations).
- 2.3. The Waste Service shall be fully cognisant of current waste management related 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 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 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 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.

### Service Specification - Waste Service (iii)

- 2.5. The Waste Service shall not commence the Garden Waste Collection Service prior to 06.30hrs or extend the operation beyond 18.00hrs without the consent of the Head of Service (Operations).
- 2.6. The Waste Service shall not collect Garden Waste on Saturdays or Sundays unless approved by the Head of Service (Operations).
- 2.7. The Waste Service will provide the Garden Waste Collection Service on each day of the Contract Year, provided that 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 litre 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 Head of Service (Operations)'s policies, the Exemption 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 Wednesday;
  - Reported before 15.00 on a Tuesday – to be collected by 15.00 on the following Thursday;
  - Reported before 15.00 on a Wednesday – to be collected by 15.00 on the following Friday;
  - Reported before 15.00 on a Thursday – to be collected by 15.00 on the following Monday;
  - 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 Head of Service (Operations).

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

- 2.15 The Head of Service (Operations) in consultation with the Executive Councillor for Operations and Environment 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 Head of Service (Operations).
- 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 the purpose of 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 on a daily basis 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:

<b>Term</b>	<b>Meaning</b>
<b>“Head of Service (Operations)’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 builders 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:

<b>Key Result Areas</b>	<b>Outputs</b>
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 Huntingdonshire 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 business Support Team.

2.3. The Waste Service shall be fully cognisant of current waste management related 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 delivery of the Bulky Household Waste Collection Service.

## Service Specification - Waste Service (iv)

- 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 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 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 Head of Service (Operations).
- 2.9. The Waste Service shall agree with the Head of Service (Operations) in consultation with the Executive Councillor for Operations and Environment 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) – CEMENT BONDED ASBESTOS WASTE 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>“Head of Service (Operations)’s Call Centre”</b>	Has the meaning given to it in Part (i) of this Service Specification.
<b>“Cement Bonded Asbestos Waste”</b>	Means asbestos waste of the following profile: <ul style="list-style-type: none"> <li>• Asbestos cement roofs;</li> <li>• Asbestos cement wall and ceiling cladding;</li> <li>• Asbestos down pipes and gutters;</li> <li>• Asbestos cement flues;</li> <li>• Asbestos promenade tiles (used in walkways).</li> </ul>
<b>“Cement Bonded Asbestos Waste Service”</b>	Means the provision of grey disposal sacks on request, confirmation of a disposal site to be used (including the customers preferred date and time for disposal) and the provision of a unique disposal code to authorise the disposal.
<b>“Domestic Properties”</b>	Has the meaning given to it in Part (i) of this Service Specification.

**2. CEMENT BONDED ASBESTOS WASTE 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:

<b>Key Result Areas</b>	<b>Outputs</b>
Management and administration of a Cement Bonded Asbestos Waste Service	<ul style="list-style-type: none"> <li>• Provide sufficient numbers of trained and qualified staff to successfully carry out the Cement Bonded Asbestos Waste Service.</li> </ul>

2.3. The Waste Service shall be required through the Business Support Team to:

- Handle requests for the Cement Bonded Asbestos Waste Service, including seeking proof of residency to confirm eligibility for the service.
- Confirm the number of specialist grey disposal sacks to be provided (up to a maximum of 9 within a 6 month period).
- Confirm the site for the disposal of the cement based asbestos, including the customers preferred date and time for disposal).
- Confirm the customer’s vehicle make, model and registration for the vehicle to be used for the disposal.
- Provide a unique code to authorise the disposal which shall be written on each grey disposal sack provided.

## Service Specification - Waste Service (v)

- 2.3. The Waste Service shall be fully cognisant of current waste management related 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 delivery of the Cement Bonded Asbestos Waste Service.
- 2.4. The Waste Service shall ensure that all staff employed in the Business Support Team and involved in the provision of the Cement Bonded Asbestos Waste Service are at all times properly and sufficiently trained, 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 relating to the provision of the Cement Bonded Asbestos Waste 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 Business Support Team shall develop and operate a computerised administration system for managing the Cement Bonded Asbestos Waste Service requests received from the Call Centre. The Head of Service (Operations) on request shall be given access to this system.
- 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 grey disposal sacks can be collected.
- 2.7. The Waste Service shall in accordance with calendar dates notified to customers:
- Handle requests for the Cement Bonded Asbestos Waste Service, including seeking proof of residency to confirm eligibility for the service.
  - Confirm the number of specialist grey disposal sacks to be provided (up to a maximum of 9 within a 6 month period).
  - Confirm the site for the disposal of the cement based asbestos, including the customers preferred date and time for disposal).
  - Confirm the customer's vehicle make, model and registration for the vehicle to be used for the disposal.
  - Provide a unique code to authorise the disposal which shall be written on each grey disposal sack provided.
- 2.8. The Waste Service shall ensure at all times that sufficient grey disposal sacks are in store and available to residents to facilitate the collection of their Cement Bonded Asbestos Waste.
- 2.9. The Waste Service shall ensure the Cement Bonded Asbestos Waste Service complements other Services provided by the Waste Service.

**PART (VI) - CLINICAL WASTE COLLECTION SERVICE**

**1. DEFINITIONS**

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

<b>Term</b>	<b>Meaning</b>
<b>“Head of Service (Operations)’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 Huntingdonshire 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.



## Service Specification - Waste Service (vi)

- 2.3. The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and also 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 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 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 Business Support 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 Head of Service (Operations).
- 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 (VII) – PROVISION AND MANAGEMENT OF TEXTILE RECYCLING BANKS**

**1. DEFINITIONS**

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

<b>Term</b>	<b>Meaning</b>
<b>“Recycling Banks”</b>	Means purpose built containers placed at strategic locations throughout the Huntingdonshire for the recycling of textiles from a Domestic Properties.
<b>“Textiles”</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. TEXTILE RECYCLING BANKS**

2.1. The Waste Service shall procure and manage Textile Recycling Bans at 21 strategic locations confirmed with the Head of Service (Operations) to deliver the specified Key Result Areas and Outputs as detailed below:-

<b>Key Result Areas</b>	<b>Outputs</b>
Management and administration and of Textile Recycling Banks across Huntingdonshire.	<ul style="list-style-type: none"> <li>• Provide sufficient numbers of trained and qualified staff to successfully carry out the management and administration of Textile Recycling Banks.</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 levels set out in BVPI 90b – Customer satisfaction with Waste Recycling (Local Facilities) – in compliance with the set target for the Contract Year pursuant to the Annual Service Plan.</li> </ul>
Raise profile of recycling in Huntingdonshire 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 Contract Year pursuant to the Annual Service Plan.</li> </ul>

## Service Specification - Waste Service (vi)

- 2.2. The Waste Service shall annual review the provision of Textile Recycling Banks in respect of their performance and make recommendation to the Head of Service (Operations) for any amendments to the number (21) and location of the Textile Recycling Banks. The number and location of Textile Recycling Banks shall not be changed without the written approval of the Head of Service (Operations).
- 2.3. The Waste Service shall develop a service specification and contract documents for the provision and operation of Textile Recycling Banks; and then procure a contractor to provide and operate the Textile Recycling Banks at no cost to the Authority.
- 2.4. The Waste Service is manage the contractor and ensure the following:
- Emptying of all Textile Recycling Banks as often as is reasonably required to ensure that there is capacity in such containers for Textiles to be deposited in a safe, proper and orderly manner at all times.
  - Return of empty containers to the original position on the site after emptying has been completed without creating unnecessary obstruction and leaving the Textile Recycling Banks in a state of good order and cleanliness after each emptying.
  - Ensure that the contractor carries out maintenance works required to Textile Recycling Banks to ensure they are fit for purpose, serviceable and safe for use by the public.
  - Ensure that the contractor replaces as appropriate to comply with the obligations of this Service Specification at their own cost, ensuring at all times that there are no less than 19 Textile Recycling Banks which are fit for purpose, serviceable and safe for use by the public within the Huntingdonshire.
- 2.5. The Waste Service shall be fully cognisant of current waste management related 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 management, administration and operation of Textile Recycling Banks.
- 2.6. The Waste Service shall ensure that all staff employed by the Waste Service and the appointed contractor in the provision of the Textile Recycling Banks 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 relating to the provision of the Textile Recycling Banks;
  - 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.
- 2.7. The collections by the appointed contractor 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 Head of Service (Operations).

## Service Specification - Waste Service (vi)

- 2.8. The appointed contractor shall collect all waste left at the side of the Textile Recycling Banks and dispose of it in an appropriate manner in accordance with Law.
- 2.9. If the Waste Service judges that the Textile Recycling Banks contain contaminated materials then the Waste Service shall ensure the appointed contractor dispose of the waste at an approved waste disposal point.
- 2.10. The Waste Service shall ensure that all Textile Recycling Banks are emptied prior to and after Bank Holidays.
- 2.11. The Waste Service shall ensure that an adequate site cleansing programme is implemented to take into account the individual needs of each Textile Recycling Bank.
- 2.12. The Waste Service shall initiate enforcement procedures if fly tipping occurs at any of the Textile Recycling Banks and report all such matters and their outcomes to the Head of Service (Operations). 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.
- 2.13. The Waste Service is expected to ensure that all Textile Recycling Banks are in a serviceable condition. Any unserviceable containers must be replaced with new containers.
- 2.14. The Waste Service shall make arrangements for the regular maintenance of all Textile Recycling Banks 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).
- 2.15. The Waste Service shall ensure all the signage associated with each Textile Recycling Bank 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.
- 2.16. Waste Service shall put systems in place for the provision of both new Textile Recycling Banks and the removal of unproductive Textile Recycling Banks as agreed with the Head of Service (Operations).
- 2.17. 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 Head of Service (Operations).
- 2.18. The Waste Service shall establish baseline information on waste deposited at Textile Recycling Banks to ensure on-going monitoring and evaluation of the effectiveness of the Bring Site network.
- 2.19. The Waste Service shall ensure the Textile Recycling Banks service provided complements other Services provided by the Waste Service.

**PART (VIII) - TRADE WASTE COLLECTION SERVICE**

**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>“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 Huntingdonshire. 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 Head of Service (Operations) in consultation with the Executive Councillor for Operations and Environment.

2.3. The Waste Service shall ensure the Trade Waste Collection Service complements other Services provided by the Waste Service.

**PART (IX) - ANNUAL COMMUNICATION STRATEGY (INCLUDING AWARENESS CAMPAIGNS)**

**1. DEFINITIONS**

1.1 For the purposes of this Part (IX) 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	Achieving the Combined Recycling and Composting Rates set out in the Annual Service Plan as follows: <ul style="list-style-type: none"> <li>• 2016/17 - 55%;</li> <li>• 2017/18 – 57%.</li> <li>• 2018/19 – 58%</li> </ul>
Increased Customer Satisfaction Levels in respect of the Waste Service	Achieving the satisfaction rates set out in the Annual Service Plan as follows: <ul style="list-style-type: none"> <li>• 2016/17 - 80%;</li> <li>• 2017/18 – 83%.</li> <li>• 2018/19 – 86%</li> </ul>
Raised profile of recycling in Head of Service (Operations) services through provision of appropriate facilities	BVPI82a Contribution to overall increase in Recycling Rate – targets to be agreed on an annual basis in compliance with the set target for the Contract Year pursuant to the Annual Service Plan.

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Key Result Areas	Outputs
Raised profile of recycling facilities available to trade organisations within the Huntingdonshire	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>• 2016/17 - 45%;</li> <li>• 2017/18 – 44%.</li> <li>• 2018/19 – 43%</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>• 2016/17 - 45%;</li> <li>• 2017/18 – 44%.</li> <li>• 2018/19 – 43%</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 Head of Service (Operations) by 31<sup>st</sup> January each year for the Head of Service (Operations) to approve by 31<sup>st</sup> March of the same year. If no Service Specification is reached the previous year's Annual Communications Strategy shall be adopted.
- 2.5 The Waste Service 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.