

SB 1 - Camborne Business Improvement District**Street Cleansing – Service Baseline**

Responsible authority:	Cornwall Council
Head of Service:	Jackie Ward - Head of Waste
Responsible Officer:	Verity Palk - Waste and Environmental Contracts Team Leader
Contact for complaints:	For online reporting use www.cornwall.gov.uk/reportit or telephone 0300 1234 141

Introduction This specification provides a description of the end results or outcomes of the Street Cleansing service provision that is expected by customers, end-users and communities of Camborne. It is not intended to be a set of instructions, but to provide general guidance to the contractor operating on behalf of Cornwall Council, to members of the public and other service users.

Specification Cornwall Council provides a Street and Beach Cleansing Service to meet all statutory duties as set out in the Environmental Protection Act 1990 Section 89: Duty to Keep Land and Highways Clear of Litter etc. Cornwall Council has a legal duty to clear refuse and litter from Relevant Land for which they are responsible, such as streets, parks, open spaces, playgrounds, tourist beaches and pedestrianised areas.

Table 1 – Zones of Land Managed by the Council

	High Intensity of Use (Zone 1)
Nature of the response	Areas which, through intense pedestrian and/or vehicular movements, are prone to fluctuations in litter and refuse and require both high levels of monitoring and frequent cleansing
Maximum response time to restore to grade A standard if it falls below	1 or 2 actions per day. This means by 6pm if reported before 1pm or by 1pm the next duty day if reported between 1pm and 6pm on the previous day

grade B

Nature of response	Medium Intensity of Use (Zone 2) Areas affected by moderate levels of pedestrian and vehicular activity and therefore less prone to fluctuations in litter and refuse, usually situated outside centres of retail or commercial activity, but used regularly by members of the public
Maximum response time to restore to grade A standard if it falls below grade B	1 day. This means by 6pm the following evening
Nature of response	Low Intensity of Use (Zone 3) Areas subject to low or infrequent levels of pedestrian and vehicular activity and therefore less prone to fluctuations in litter and refuse, often located in more rural areas
Maximum response time to restore to grade A standard if it falls below grade B	14 days
Nature of response	Special Circumstances (Zone 4) Types of land where issues of health and safety and reasonableness and practicability are dominant considerations when undertaking environmental maintenance work (includes legislative restrictions for all land types)
Maximum response time to restore to grade A standard if it falls below grade B	28 days or as soon as reasonably practicable

The Council's delivers its statutory duty through the Services Provider (currently Biffa Municipal Limited) to undertake all necessary activities to

maintain the Standards set out in this Specification, including:

- a. Removal of all Litter, Refuse and detritus by using manual and mechanical sweeping, street washing, litter picking and any other necessary measures
- b. Emptying of Litter Bins, Litter Recycling Bins, Dog Waste Bins and Barbeque Bins
- c. Channel Cleansing (and weeds living and dead from Zone 1/High Intensity Use areas as described)
- d. Removal of leaves and blossom fall to the specification
- e. Removal of Human and Dog Fouling to the specification
- f. Removal of Dead Animals
- g. Removal of Large Mammals and Fish from the Beaches identified
- h. Any other activities necessary to maintain the Standards defined in this Specification

Cleansing Standards, Areas/Zones and Response Times

The Services Provider is required to Cleanse all Relevant Land in accordance with the Cleansing Standards set out in the Environmental Protection Act 1990 and the Department of Environment, Food and Rural Affairs (DEFRA) - *Code of Practice on Litter and Refuse 2006* (forthwith referred to as the *Code*). The emphasis of the Code is on the consistent and appropriate management of an area, to keep that area to an acceptable standard of cleanliness – it is not about how often it is cleaned.

The Services Provider works in partnership with Cornwall Council to make any changes necessary to the Service should the Code be updated or superseded.

In order to define Cleansing Standards, all areas of Relevant Land have been allocated into one of the four types of area/zone (the Authority has applied a Zone Number to each of the classifications of Intensity of Use, for ease of reference).

In the Code there are defined and illustrated Standards of Cleanliness for relevant land. The Standards are graded and are provided for both 'Litter and Refuse' and 'Detritus'. The A, B, C and D graded Cleansing Standards will be used to assess the Cleanliness of an area.

Grade A: No detritus

Grade B: Predominately free of detritus except for some

light scattering

Grade C: Widespread distribution of detritus with minor Accumulations

Grade D: Heavily affected by detritus with significant accumulations

The Services Provider, through its Cleansing regimes, uses its best endeavours to ensure that all Relevant Land is maintained to Grade A standard at all times (unless specified otherwise by Cornwall Council). In the event that any Street or Relevant Land falls below Grade B, the Services Provider shall restore the standard of cleanliness to Grade A within the required response time for the Zone attributed to that Street or Relevant Land, as set out in the Code.

Technical difficulties may make it impossible to achieve a Grade 'A' standard in some circumstances, such as on grassed areas. On grassed areas or certain beaches where it is impossible to achieve Grade A, Grade B should be achieved after cleaning.

Table 1: Grades of Cleanliness for Leaf and Blossom Fall

Grade of Cleanliness	Proportion of Footway Covered by Leaf or Blossom Fall			
	High Intensity	Medium Intensity	Low Intensity	Special Circumstances (excluding A30 and A38 trunk roads)
A	0%	0%	0%	0%
B	1% or greater	10%	10%	10%
C	1% or greater	20%	20%	20%
D	1% or greater	50%	50%	50%

Table 2: Grades of Cleanliness for Human and Animal Fouling

Grade of Cleanliness	Number of fouling deposits within any 10m ² area			
	High Intensity	Medium Intensity	Low Intensity	Special Circumstances (excluding A30 and A38 trunk roads)
A	0	0	0	0
B	1 or more	1-2	1-2	1-2
C	1 or more	3-5	3-5	3-5
D	1 or more	6 or more	6 or more	6 or more

Fly post Removal

The Services Provider, upon instructions from Cornwall Council, shall remove and dispose of any Fly Posting, unauthorised advertising boards and similar materials from street furniture, within 24 hours.

The features and surfaces from which the above items are to be removed include, but are not limited to:-

- a. All Cornwall Council owned/managed street furniture, bollards, etc
- b. Cornwall Council owned/managed Litter Bins, Litter Recycling Bins and Dog Waste Bins and Barbeque Bins
- c. Traffic signs, information signs, street name plates, including the fixing posts of the same
- d. Cornwall Council owned/managed underpass walls and ceilings, footbridges, etc
- e. All Cornwall Council owned/managed bus shelters, kiosks, shelters, etc

The Services Provider will not, unless requested by the Authority, normally be required to remove Fly Posting from private shop fronts or hoardings.

Graffiti Removal

The Services Provider will be required to provide a Service, as and when

instructed by Cornwall Council to remove Graffiti from a variety of surfaces such as, but not limited to, underpass walls and ceilings, footbridges, railings, street furniture, car park walls, street nameplates, stairs, pillars, traffic signs which are the Authority's responsibility.

Upon receipt of instructions from Cornwall Council the Services Provider shall remove any Graffiti which is deemed to be obscene or offensive within 24 hours and any Graffiti which is deemed to be non-obscene or offensive within 5 working days of receipt of instruction.

The Services Provider shall note during any of its normal operations and inform Cornwall Council of any Graffiti found on any Cornwall Council property not normally Cleansed as part of this Specification, in order that the Council may take the appropriate action.

To aid efficiency of the Service, the Services Provider may choose to provide Graffiti Removal Services in conjunction with other service elements, provided that it does not compromise service delivery.

Deep Cleaning, Chewing gum removal & Cleansing following accidents

There are a number of areas within Cornwall that may benefit from a periodical deep clean such as town centres and other specified areas (e.g. temporary event and Market stall sites).

This includes power washing of streets, pavements, and surfaces that require this, where it is possible to do so and agreed in advance.

This will involve joint working with a range of Council contractors, other agencies and the community itself.

To aid efficiency of the Service, the Services Provider may choose to provide Deep Cleaning Services including Chewing Gum Removal Services in conjunction with other service elements, provided that it does not compromise service delivery.

Upon receipt of instructions from Cornwall Council the Services Provider shall provide a Deep Cleaning Service following accidents or incidents. This will include, but is not limited to, the removal of blood and bodily tissue.

Street Furniture Cleansing

The Services Provider will be required to provide a Service as and when instructed by Cornwall Council to clean and/or disinfect Authority owned street furniture such as, but not limited to, Subway walls and ceilings, non-illuminated road traffic or information signs, guard rails, bollards,

barriers, seats and benches, etc.

Upon receipt of instructions from Cornwall Council, the Services Provider shall carry out the cleaning as required.

To aid efficiency of the Service, the Services Provider may choose to provide Street Furniture Cleansing Services in conjunction with other service elements, provided that it does not compromise service delivery.

Performance
measure

Monitoring of Standards

The Services Provider monitors its own performance against the defined Standards in accordance with Monitoring and Reporting requirements.

In addition, Cornwall Council monitors the overall standards of the contract. This can also be identified and reported by other sources including, but not limited to, Cornwall Council Officers, Councillors and members of the public. The Services Provider shall record all such reports and the time of receipt in their Management System. The Services Provider shall ensure that the Street or Relevant Land is cleaned to Grade A within the required response time starting from when the report was received.

Cornwall Council uses a programme of monitoring, including collection of photographic evidence and assessment of complaints received via the Authority's Customer Services Team, to assess performance of the Services Provider against the required Standards. Failure of the Services Provider to achieve the required Standards will be addressed through use of the Performance Management Framework.

Boundary
Area

Camborne BID Area