St. Ives Business Improvement District

Street Cleansing – Service Baseline

Responsible authority: **Cornwall Council**

Head of Service: **Jackie Ward (Head of Waste Services)**

<table>
<tr><td>Introduction</td><td>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 St Ives. It is not intended to be a set of instructions, but to provide general guidance to the service provider, to members of the public and other service users.

For the purposes of this report:

The Service provider will be Biffa Municipal Limited

The Monitoring Authority will be Cornwall Council.

Please refer to map showing zones relevant for the BID area.</td></tr>
<tr><td>Specification</td><td>The Authority requires 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. The Authority has a legal duty to clear refuse and litter from Relevant Land for which they are responsible, such as streets, parks, open spaces, Cornwall Council car parks, playgrounds, tourist beaches and pedestrianised areas.

Table 1 – Zones of Land Managed by the Service Provider
<table>
<tr><td></td><td>High Intensity of Use (Zone 1)</td></tr>
<tr><td>Nature of the response</td><td>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</td></tr>
<tr><td>Maximum response time to restore to grade A standard if it falls below grade B</td><td>1/2 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</td></tr>
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	Medium Intensity of Use (Zone 2)
Nature of response	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 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

	Low Intensity of Use (Zone 3)
Nature of response	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

	Special Circumstances (Zone 4)
Nature of response	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 Services Provider will be expected 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 and 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 e. Removal of Human and Dog Fouling 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 will be 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 Services Provider is expected to be fully aware of the contents of the Code, including the *prescribed* Standards of Cleanliness, and the response times for carrying out the duty according to the type and use of that land. 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 will work in partnership with the Authority 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, shall use its best endeavours to ensure that all Relevant Land is maintained to Grade A standard at all times (unless specified otherwise by the Authority). 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. **Fly post Removal** The Services Provider, upon instructions from the Authority's Representative, 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 Authority owned street furniture, bollards, etc b. Authority owned Litter Bins, Litter Recycling Bins and Dog Waste Bins and Barbeque Bins c. Recycling Banks and other Containers d. Traffic signs, information signs, street name plates, including the fixing posts of the same e. Authority owned underpass walls and ceilings, footbridges, etc f. Authority owned 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 the Authority's Representative 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 the Authority's Representative 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 days of receipt of instruction. The Services Provider shall note during any of its normal operations and inform the Authority's Representative of any Graffiti found on any Authority property

	not normally Cleansed as part of this Specification, in order that the Authority's Representative 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 would benefit from a periodical deep clean such as town centres and other specified areas (e.g. temporary event and Market stall sites). This will include 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 Authority contractors, other agencies and the community itself. Specific arrangements will be agreed by the Authority's Representative and Services Provider Representative at least one month in advance of each deep clean. Upon receipt of instructions from the Authority's Representative the Services Provider shall carry out trodden chewing gum removal as required. 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 the Authority's Representative 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. The Service Provider shall respond immediately. **Drug Related Litter** Upon receipt of instructions from the Authority's Representative the Services Provider shall remove drug related litter with two hours. **Street Furniture Cleansing** The Services Provider will be required to provide a Service as and when instructed by the Authority's Representative to clean and/or disinfect Authority owned street furniture such as, bollards, seats and benches, etc. Upon receipt of instructions from the Authority's Representative, 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 will be expected to monitor its own performance against the defined Standards in accordance with Monitoring and Reporting requirements. In addition, the Authority's Representative will inform the Services Provider of any Streets and Relevant Land which are not Grade A standard, where this has been identified from other sources. These sources will include, but not be limited to, Authority Officers, Councillors and members of the public. The Services Provider shall record all such reports and the time of receipt in the Contractors 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. The Authority's Representative will use 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 and Monitoring Framework.
Boundary Area	St Ives BID Area