

# HEREFORDSHIRE PUBLIC REALM CONTRACT 2021/22

## ANNEX 12 – STREET CLEANSING



### SERVICE OVERVIEW

#### SERVICE SUMMARY

The street cleansing operations cover all aspects of the core street cleansing service delivered by BBLP on behalf of Herefordshire Council (HC). The service aims to ensure that the Public Realm is accessible, safe, clean and well-maintained and will achieve this through the delivery of effective street cleaning operations, which deliver value for money across Herefordshire's public realm.

SERVICE SUMMARY		
		Output
Capital Activities	<ul style="list-style-type: none"> <li>Purchase of compact sweeper</li> </ul>	Ensure the public realm is kept litter and detritus free
Revenue Activities	<ul style="list-style-type: none"> <li>Supervision &amp; commercial</li> </ul>	Public Realm that is accessible, safe, clean and well-maintained by the timely delivery of agreed cleanliness standards.
	<ul style="list-style-type: none"> <li></li> </ul>	
	<ul style="list-style-type: none"> <li>Mechanical Road sweeping</li> </ul>	
	<ul style="list-style-type: none"> <li>Litter Bin Collection</li> <li>Litter Picking</li> <li>Fly Tip removal</li> <li>Bus Shelter Cleaning</li> <li>Other Cleansing Services</li> </ul>	
	<ul style="list-style-type: none"> <li>Abandoned Vehicles</li> </ul>	
	<ul style="list-style-type: none"> <li>Dead animal collection</li> </ul>	

Performance Indicators		
	Indicator	Target
OPIs	OPI 8 Street Cleansing to Programme & Quality	90%
OPIs	<p><b>OPI 12 Risk Management</b> - Based on the RAG rating for risk where:</p> <ol style="list-style-type: none"> <li>All Red risks must be reviewed monthly</li> <li>All amber risks every 6 weeks</li> <li>All yellow risks every 2 months</li> </ol>	100%

Strategic KPI	<b>Public satisfaction with ‘management of road works’</b> – measured through NHT survey - forms part of S15 Customer satisfaction	50%
	SPI 14 Waste Reuse and recycling - Compliance within EPA Act 1990 & Defra Code of Practice for Litter & Refuse	99% Upper threshold 96% Lower threshold

**SERVICE OUTCOMES**

OUTCOMES	HOW WILL THE OUTCOME BE ACHIEVED
Improved access to services	<ul style="list-style-type: none"> <li>• Use of addition bins during high footfall periods</li> <li>• Collaboration with Local Community Groups</li> <li>• Development of Sweeping Programmes</li> </ul>
Improved network asset	<ul style="list-style-type: none"> <li>• Cleaning of pedestrianised areas in Hereford City Centre</li> <li>• Bin replacement programme of recycled produced assets</li> </ul>
Reduced instances of litter, keeping Herefordshire Clean and Tidy	<ul style="list-style-type: none"> <li>• Litter picking</li> <li>• Support to litter campaigns</li> <li>• Routine and reactive litter bin emptying</li> <li>• Removal of fly tipping</li> <li>• Cleaning of bus shelters, as required.</li> </ul>
Safer network	<ul style="list-style-type: none"> <li>• Phasing out of Dog foul bins and manually restrictive bin.</li> <li>• Replacement of metal bin to recycled material bins.</li> </ul>
Clean and safe public realm	<ul style="list-style-type: none"> <li>• Programmed &amp; reactive mechanical road sweeping informed by condition data</li> <li>• Routine inspection &amp; replacement of lifebuoy assets</li> </ul>
Contribution to the local economy	<ul style="list-style-type: none"> <li>• Continual development of bin emptying schedule, in line with local business needs.</li> <li>• Supporting Community Groups</li> </ul>
Sustainable delivery	<ul style="list-style-type: none"> <li>• Salvaging useable parts of bin replacement programme.</li> </ul>
Service delivery which is efficient & responsive to local needs and priorities	<ul style="list-style-type: none"> <li>• Street sweeping schedules based on current asset need</li> <li>• Rationalisation of bin assets based on current usage</li> </ul>
Value for money	<ul style="list-style-type: none"> <li>• Utilisation of asset data from Confirm to rationalise services</li> <li>• Bin emptying &amp; road sweeping route review &amp; optimisation</li> <li>• Process improvement between BBLP &amp; Herefordshire Councils Community Protection team</li> </ul>
Satisfied stakeholders	<ul style="list-style-type: none"> <li>• Regular &amp; open communications of updates &amp; issues.</li> </ul>
Engaged communities	<ul style="list-style-type: none"> <li>• Working in collaboration with Community litter picking groups</li> </ul>

## ASSUMPTIONS

The following assumptions have been made:

Insert any assumptions relating to the annex and planned activity. Below each assumption insert the risk associated, if the assumption is not met.

- i) The number of litter bins to be emptied, and their location are in accordance with the asset register as amended (outline details included in Appendix 1).

**Risk if assumption is not realised:**

- Impact on ability of BBLP to fully deliver service
- Complaints from members of the public relating to overflowing bins not covered by the public realm service (Parish / town council bins)

- ii) The budget for street cleansing services will remain broadly similar to previous years for 2021/2122

**Risk if assumption is not realised:**

- Impact on ability of BBLP to deliver Herefordshire Councils statutory obligations (EPA Act 1990)
- COVID/Pandemic Impact on BBLP regarding increased activities and in line with Government guidance.
- Planned events/ceremonies not planned within the budget

- iii) Any non-adopted highways within the County will be cleaned by others. Although the Council retains responsibility for enforcement activity.

**Risk if assumption is not realised:**

- Complaints from members of the public relating to cleanliness of roads not covered by the public realm service

- iv) Herefordshire Council's general waste collection strategy remains unchanged (more specifically the levels of bin waste collection & trade waste agreements remain similar to current levels).

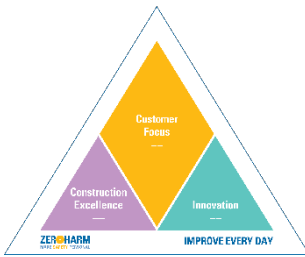
- v) Herefordshire Councils Waste & Community Enforcement Teams enforce trade waste agreements (more specifically that trade waste is presented for collection appropriately)

- vi) BBLP will continue to be permitted to use the council's designated waste transfer station(s) for the disposal of dry household waste arising from litter bins and litter picking activities and also local authority municipal waste from fly-tips.

**Risk if assumption is not realised:**

- Impact on ability of BBLP to fully deliver service
- Potential budgetary implications
- Political impact

**OUR COMMITMENTS FOR 2021**



Customer Focus First is our strategy, it is built on three pillars: Customer Focus, Construction Excellence and Innovation, all of which sit within a framework of safety first.

For 2021 we will make the following commitments to deliver tangible, positive outcomes to our customers, local communities, the public and our employees.

**Customer Focus** Aim: Do the right kind of business, exceed our customers’ expectations, always deliver certainty and ‘Get Left’ through early engagement



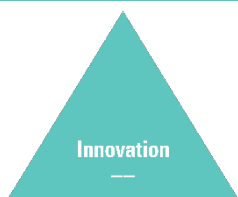
- Talk Openly and Engage regularly with the Annex Champions
- Plan effectively to deliver the best possible service & value for money.
- Celebrate success with HC and Annex Champions
- Share knowledge & expertise from the wider stakeholder Group to continuously improve the service for HC

**Construction Excellence** Aim: Create expert teams that deliver exemplar performance, empower our people to drive continuous improvement, be a trusted provider and engage with best in class partners



- Always put Safety and Zero Harm first
- Ensure we train, retain and recruit the best people
- Create highly motivated performing teams
- Promote ideas through My contribution from all levels of the operation

**Innovation** Aim: Deliver our 20 by 2025 commitments, motivate and upskill our people to use technology and innovate, and use data to inform improved decision making



- Utilise the correct and best equipment for the job
- Explore areas of innovation that can reduce our carbon footprint
- Explore efficiency improvements through technological advances
- Ensure asset data is captured efficiently and shared with the wider team

**Zero Harm** Safety is our license to operate



- Promote the use of Observations throughout the team
- Deliver our 2021 Zero Harm Calendar accordingly
- Encourage open discussions about safety within the operation
- Engage and promote safety through our supply chain partners and sub-contractors

**THE SERVICE**

**SERVICE DELIVERY**

	SERVICE	RESOURCE	DELIVERY
Programmed	Supervision, Commercial and Operational Control Centre Support	1 x Supervisor 1 x QS (part time) 1 x Planner (part time)	All year-round Supervision QS & Planner support when required
	Mechanical road sweeping	2 x HGV Sweeper 3 x Compact Sweeper 5.5 Operatives	All year round as per schedules (12 weeks Compact hire allowed for until capital purchased vehicles arrive)
	Litter bin emptying	11 Operatives County wide  (11 Vehicles)	Predominantly on a routine basis
	Cleaning of bus shelters		On a weekly routine basis
	Inspection & Replacement of Lifebuoys		On a weekly routine basis
Reactive	Litter picking	11 Operatives County wide  (11 Vehicles)	On a reactive basis within / co-ordinated approach for trunk roads with HE
	Collection of fly-tipping		On a reactive basis
	Cleaning of street furniture		On a reactive basis
	Abandoned Cars		Collection, storage & disposal of abandoned cars on a reactive basis
	Dead Animals		Collection of dead animals on a reactive basis



**SERVICE SCOPE**

SERVICE	SCOPE
Mechanical road sweeping	<p><b>IN SCOPE</b></p> <ul style="list-style-type: none"> <li>• Routine mechanical sweeping of streets, roads, footpaths and paved areas listed in Appendix 2</li> <li>• Reactive, safety critical mechanical sweeping of streets, roads, footpaths and paved areas as following assessment by the Locality Steward team</li> <li>• A49/A40 (Trunk roads) (co-ordinated with HE)</li> <li>• Mechanical sweeping of defined 'leaf routes' listed in Appendix 2</li> </ul> <p><b>NOT IN SCOPE</b></p> <ul style="list-style-type: none"> <li>• Sections of road without curb line.</li> <li>• Mechanical sweeping of private, industrial or commercial areas not within the public realm unless expressly requested by a member of Herefordshire Councils Contract Management Team</li> <li>• Designated parking zones for Beryl Bikes.</li> </ul>
Litter Bin emptying	<p><b>IN SCOPE</b></p> <ul style="list-style-type: none"> <li>• Public Realm bins listed in appendix 1</li> <li>• Cathedral close bins emptied (in line with current maintenance plan – Appendix d)</li> <li>• Leominster cemetery bins</li> </ul> <p><b>NOT IN SCOPE</b></p> <ul style="list-style-type: none"> <li>• Food vendor bins</li> <li>• Parish / Town Council bins</li> <li>• Black &amp; Green wheelie bins</li> <li>• Needles bins</li> <li>• Private events bins</li> <li>• Trade waste bags</li> <li>• Vermin control in and around bins</li> </ul>
Cleaning of bus shelters	<p><b>IN SCOPE</b></p> <ul style="list-style-type: none"> <li>• Cleaning of all bus shelters listed in Appendix 5, as required on a reactive basis.</li> </ul> <p><b>NOT IN SCOPE</b></p> <ul style="list-style-type: none"> <li>• Cleaning of Parish or Town Council owned bus shelters unless expressly requested by a member of Herefordshire Councils Contract Management Team</li> </ul>

<p>Other</p>	<p><b>IN SCOPE</b></p> <ul style="list-style-type: none"> <li>• Routine inspection and replacement of Lifebuoys listed within Appendix 8.</li> </ul> <p><b>NOT IN SCOPE</b></p> <ul style="list-style-type: none"> <li>• Wasp control (Managed by Property Services)</li> <li>• Vermin control (Managed by Property Services)</li> <li>• Balancing Ponds</li> </ul>
<p>Litter picking</p>	<p><b>IN SCOPE</b></p> <ul style="list-style-type: none"> <li>• Litter clearance of trunk road verges (co-ordinated with HE)</li> <li>• Lay-bys</li> <li>• Traffic Islands</li> <li>• Bus shelters</li> <li>• Underpasses</li> <li>• Designated play areas</li> <li>• Litter picking around litter bins when emptied</li> <li>• De-littering in towns/villages</li> <li>• Other litter picking – reactive.</li> <li>• Supporting community litter picks – loan of equipment/collection of bags</li> <li>• Collection of needles within the Public Realm</li> </ul> <p><b>NOT IN SCOPE</b></p> <ul style="list-style-type: none"> <li>• Private events</li> <li>• Planned event/ceremonies not budgeted within the Annual Plan</li> <li>• Litter picking on Private/Non Public Realm land</li> </ul>
<p>Fly-tipping</p>	<p><b>IN SCOPE</b></p> <ul style="list-style-type: none"> <li>• Removing abandoned shopping trolleys</li> <li>• Collection of fly tipping from land maintained at public expense</li> <li>• Excrement (animal &amp; human) removal from High Profile areas &amp; High footfall surfaces.</li> </ul> <p><b>NOT IN SCOPE</b></p> <ul style="list-style-type: none"> <li>• Fly-tipping on private land (unless instructed by Community Protection Team (CPT) for cost re-imburement).</li> <li>• Fly tipping in or around water course</li> </ul>



<p>Cleaning of street furniture</p>	<p><b>IN SCOPE</b></p> <ul style="list-style-type: none"> <li>On a reactive / safety critical basis following assessment by the Locality Steward team</li> <li>Removal or suitable permanent covering of offensive graffiti and/or painting over a public realm asset.</li> </ul> <p><b>NOT IN SCOPE</b></p> <ul style="list-style-type: none"> <li>Planned, routine cleaning of street furniture</li> </ul>
<p>Collection of abandoned vehicles</p>	<p><b>IN SCOPE</b></p> <ul style="list-style-type: none"> <li>Abandoned vehicles when notified by Community Protection Team (CPT)</li> </ul> <p><b>NOT IN SCOPE</b></p> <ul style="list-style-type: none"> <li>Vehicles with enforcement notices</li> <li>Administration of car release payments</li> </ul>
<p>Collection of dead animals</p>	<p><b>IN SCOPE</b></p> <ul style="list-style-type: none"> <li>Collection, storage and disposal of dead animals within the public realm in accordance with BBLP’s dead animal policy – Appendix 3</li> <li>Collection of Cats &amp; Dogs in accordance with BBLP’s – Appendix 4</li> </ul> <p><b>NOT IN SCOPE</b></p> <ul style="list-style-type: none"> <li>Birds and animals smaller than a cat will not be removed</li> <li>Collection of dead animals from private, industrial or commercial areas not within the public realm</li> </ul>

**RISK MANAGEMENT**

High level risks will be managed through the Partnership risk management process and listed on the partnership risk register.

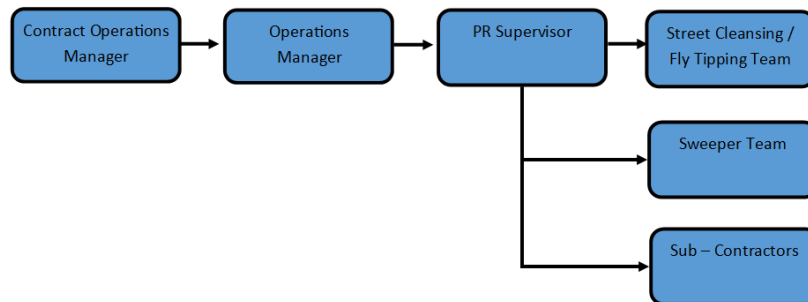
	KEY RISK	CAUSE	CONSEQUENCE	MITIGATION
Strategic Risks	Streets not cleaned sufficiently	<ul style="list-style-type: none"> <li>Lack of resource</li> <li>Plant breakdowns</li> <li>Traffic management restrictions (Trunk Roads)</li> </ul>	Failure to comply with requirements of the Environmental Protection Act and associated Codes of Practice	Subcontract labour agreements in place. Planned preventative maintenance of fleet. Consultation with members. Liaison with HE regarding sharing of road space.
	Weather	<ul style="list-style-type: none"> <li>Winter Treatment</li> <li>Flooding</li> <li>Excessive Leaf fall</li> </ul>	Failure to comply with requirements of the Environmental	OPI Exceptions in place & agreed.

			Protection Act and associated Codes of Practice	Early Warning process
Accessibility	<ul style="list-style-type: none"> <li>• Parked Vehicles/Obstructions</li> <li>• Closed Roads/Street Works</li> <li>• Events</li> </ul>		Failure to comply with requirements of the Environmental Protection Act and associated Codes of Practice	OPI Exceptions in place & agreed.  Early Warning process

PART 2

ORGANISATION

STRUCTURE



ROLES AND RESPONSIBILITIES

Job Role	Responsibility
Operations Manager	The nominated Operations Manager will be responsible for budget control of this Annex, maintaining sufficient & skilled resource levels to meet the demands and that all plant & equipment is sufficient of the needs of the service. The Operations Manager will oversee the development of schedules and provide direction & guidance to the Supervisor & Operatives.
Public Realm Supervisor	The Public Realm Supervisor will be responsible for the day-to-day running of the street cleansing team county wide, for the development and monitoring of all related works schedules. This will include understanding and setting priorities, ensuring workforce competencies and managing sub-contractors. The Supervisor will also conduct audits on the street cleansing maintenance operations to ensure the quality of service workmanship.

Sweeper Drivers	The Sweeper Driver(s) will be responsible for the safe operation of road and footpath sweeping equipment across the Herefordshire network, undertaking the sweeping operation to a defined schedule.
Routine Street Cleansing Operatives	The Routine Street Cleansing operative(s) will be responsible for undertaking planned, cyclical litter bins collection, litter picks, the removal of dead animals, removal of non-offensive graffiti and other public realm infrastructure cleaning operations with a defined area
Reactive Street Cleansing Operatives	The Reactive Street Cleansing operative(s) will be responsible for undertaking emergency or reactive street cleansing operations across the Herefordshire network which will include collection & disposal of fly tipping, the urgent removal of dead animals, removal of offensive or obscene graffiti and other public realm infrastructure cleaning operations.

**KEY DELIVERY INTERFACES**

	Who are the dependencies	What is their role
Public Realm BBLP Partnership	Locality Stewards	<ul style="list-style-type: none"> <li>• Identification of litter / cleansing hot spots to focus resources</li> <li>• Support with community initiatives</li> <li>• Promotion of best practice</li> <li>• Events liaison</li> </ul>
	Asset Management Team	<ul style="list-style-type: none"> <li>• Maintain and update condition survey of the street cleansing assets. This will include asset type, their location and condition.</li> </ul>
	Improvement Schemes	<ul style="list-style-type: none"> <li>• The street cleansing service will integrate with the schemes work wherever possible. Advantage will be taken of road closures to minimise disruption to the public.</li> <li>• Street cleansing will coordinate with schemes to ensure areas around new works appear clean and tidy. This includes the possibility of deep cleans, subject to budget constraints.</li> </ul>
	Routine Works	<ul style="list-style-type: none"> <li>• Where possible the street cleaning regime will tie in with the routine gully cleaning and where required the grass cutting programme.</li> </ul>
	Customer / Stakeholder Management Team	<ul style="list-style-type: none"> <li>• Keeping customers up to date with planned and completed work.</li> <li>• Feedback any trends in customer contact relating to cleansing to inform service delivery</li> </ul>
	Programme Management	<ul style="list-style-type: none"> <li>• Maintaining up to date works schedules.</li> </ul>
	Design teams	<ul style="list-style-type: none"> <li>• Input into designs to provide advice on easy cleaning solutions</li> </ul>
Herefordshire Council	HC Waste Management	<ul style="list-style-type: none"> <li>• Waste disposal, waste data, litter bin collection and maintenance</li> </ul>
	HC Enforcement & Community Protection Team	<ul style="list-style-type: none"> <li>• Identification of fly tipping, and possible culprits.</li> <li>• Management of abandoned vehicles.</li> </ul>
	HC Customer Centre	
	HC Burial Services	<ul style="list-style-type: none"> <li>• Periodic cleansing of crematorium and cemetery areas.</li> </ul>

	HC Communications	<ul style="list-style-type: none"> <li>Liaison with regard to Hereford wide campaigns to keep the county clean</li> </ul>
	HC Licensing	<ul style="list-style-type: none"> <li>Liaison regarding management of street vendors to support initiatives to keep laybys clean</li> </ul>
External Organisations	Highways England	<ul style="list-style-type: none"> <li>Liaison between BBLP and HE to co-ordinate sharing of road space for litter picking activity</li> </ul>
	Hereford BID	<ul style="list-style-type: none"> <li>Ensuring street cleansing priorities are communicated and understood by Hereford BID and associated local businesses</li> </ul>
	Town & Parish Councils	<ul style="list-style-type: none"> <li>Engaging with the Lengthsman and Community Groups to undertake local/ minor street cleansing activities.</li> </ul>
	Police	<ul style="list-style-type: none"> <li>Liaison regarding enforcement activity/ support with campaigns</li> </ul>
	Community Groups	<ul style="list-style-type: none"> <li>Support with voluntary community litter picks through the provision of equipment and advice</li> </ul>

**APPENDICES**

**APPENDIX A: POLICY & PROCESSES**

PROCESSES

**APPENDIX B: REFERENCE DOCUMENTS**

LEGISLATIVE DOCUMENTATION



EPA 1990.pdf



Litter Code of Practice.pdf

HEREFORDSHIRE COUNCIL DOCUMENTATION

CONTRACT DOCUMENTATION

## APPENDIX C: DEFINITIONS

*Definitions relating to the annexe*

## APPENDIX D: PROGRAMME OF WORKS

### INSERT WORK PROGRAMMES

Appendix 7 – Sweeping Programme



Appendix 7 -  
Sweeping Routes - 20

### INSERT ACTIVITY SCHEDULES

Appendix 9 - Street Cleansing Activity Schedule



Appendix 9 - Street  
Cleansing - Activity Sc

## APPENDIX E: SUPPORTING DOCUMENTATION

Appendix 1 – Litter & Dog Bin Asset List



Appendix 1 - Bin  
Asset List 2021-2022.

Appendix 2 – Sweeping Routes



Appendix 2 -  
Sweeping Routes with

Appendix 3 – ‘Management of Dead Animals’ Procedure



Appendix 3 -  
ENV-RM-0039c Mana

Appendix 4 – BBLP Cats & Dogs Policy



Appendix 4 - Cats &  
Dogs Process 2021-2;

Appendix 5 – Bus Shelter Asset List



Appendix 5 - Bus  
Shelter Asset List 202

## Appendix 6 – Car Park Assets for Sweeping



Appendix 6 -  
Car\_Parks 2021-22.pc

## Appendix 8 – Lifebuoy Assets List



Appendix 8 -  
Lifebuoy Assets 2021

## INSERT BUDGET BREAKDOWN

## INSERT RISK REGISTER

## Appendix 10 – Street Cleansing Risk Register



Appendix 10 - Street  
Cleansing Risk Regist