

HEREFORDSHIRE PUBLIC REALM CONTRACT 2020/21

ANNEX 12 – STREET CLEANSING PART 1

SERVICE OVERVIEW

SERVICE SUMMARY		
		Outcome / Output
Capital Activities	Replacement of litter bins	Safer network
Revenue Activities	<ul style="list-style-type: none"> Mechanical Road sweeping 	Public Realm that is accessible, safe, clean and well-maintained by the timely delivery of agreed cleanliness standards.
	<ul style="list-style-type: none"> Litter Bin Collection Litter Picking Fly Tip removal Bus Shelter Cleaning Other Cleansing Services 	
	<ul style="list-style-type: none"> Abandoned Vehicles 	
	<ul style="list-style-type: none"> Dead animal collection 	

Performance Indicators	
Indicator	Target

Operational KPIs	OPI 8 Street Cleansing to Programme & Quality	90%
Operational KPIs	OPI 12 – Risk Management	100%
Strategic KPIs	SPI 14 Waste Reuse and recycling	99% Upper threshold 96% Lower threshold

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 OUTCOMES

OUTCOMES	HOW WILL THE OUTCOME BE ACHIEVED
Reduced instances of litter, keeping Herefordshire Clean and Tidy	<ul style="list-style-type: none"> • Litter picking • Support to litter campaigns • Routine and reactive litter bin emptying • Removal of fly tipping • Cleaning of bus shelters
Clean and safe public realm	<ul style="list-style-type: none"> • Programmed & reactive mechanical road sweeping informed by condition data • Routine inspection & replacement of lifebuoy assets
Improved network asset performance	<ul style="list-style-type: none"> • Cleaning of pedestrianised areas in Hereford City Centre
Value for money	<ul style="list-style-type: none"> • Utilisation of asset data from Confirm to rationalise services • Bin emptying & road sweeping route review & optimisation • Process improvement between BBLP & Herefordshire Councils Community Protection team

Service delivery which is efficient and responsive to local needs and priorities

- Street sweeping schedules based on current asset need
- Rationalisation of bin assets based on current usage

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 2020/21

Risk if assumption is not realised:

- Impact on ability of BBLP to deliver Herefordshire Councils statutory obligations

- 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 remains 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

THE SERVICE

SERVICE DELIVERY

	SERVICE	RESOURCE	DELIVERY
Supervision & Commercial	Supervision, Commercial and Operational Control Centre Support	1 Supervisor 1 QS (part time) 1 Planner (part time)	All year round Supervision QS & Planner support when required
Road Sweeping	Mechanical road sweeping	2.5 x HGV 3 x Compact 5.5 Operatives	All year round as per schedules
Litter Picking	Litter bin emptying	11 Operatives County wide (11 Vehicles)	Predominantly on a routine basis
	Litter picking		On a reactive basis within / co-ordinated approach for trunk roads with HE
	Collection of fly-tipping		On a reactive basis
Asset Cleaning & Truck Roads	Cleaning of street furniture		On a reactive basis
	Cleaning of bus shelters		On an annual routine basis
Lifebuoys	Inspection & Replacement of Lifebuoys		On a weekly routine basis
Bus Shelter Cleaning	Cleaning of HC bus shelters		On an annual routine basis
Dean Animals & Abandoned Cars	Collection, storage & disposal of abandoned cars		On a reactive basis
	Collection of dead animals	On a reactive basis	

SERVICE SCOPE

SERVICE	SCOPE
Mechanical road sweeping	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Routine mechanical sweeping of streets, roads, footpaths and paved areas listed in appendix 2 • Reactive, safety critical mechanical sweeping of streets, roads, footpaths and paved areas as following assessment by the Locality Steward team • A49/A40 (Trunk roads) • Mechanical sweeping of defined 'leaf routes' listed in appendix 2 <p>NOT IN SCOPE</p> <ul style="list-style-type: none"> • Sections of road without curb line. • 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 • Designated parking zones for Beryl Bikes.
Collection of dead animals	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Collection, storage and disposal of dead animals within the public realm in accordance with BBLP's dead animal policy – Appendix 3 • Collection of Cats & Dogs in accordance with BBLP's – appendix 4 <p>NOT IN SCOPE</p> <ul style="list-style-type: none"> • Birds and animals smaller than a cat will not be removed • Collection of dead animals from private, industrial or commercial areas not within the public realm
Cleaning of street furniture	<p>IN SCOPE</p> <ul style="list-style-type: none"> • On a reactive / safety critical basis following assessment by the Locality Steward team • Removal or suitable permanent covering of offensive graffiti and/or painting over a public realm assets <p>NOT IN SCOPE</p> <ul style="list-style-type: none"> • Planned, routine cleaning of street furniture
Cleaning of bus shelters	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Routine cleaning of all bus shelters listed in Appendix 5 <p>NOT IN SCOPE</p> <ul style="list-style-type: none"> • Cleaning of Parish or Town Council owned bus shelters unless expressly requested by a member of Herefordshire Councils Contract Management Team
Collection of abandoned vehicles	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Abandoned vehicles when notified by Community Protection Team (CPT) <p>NOT IN SCOPE</p> <ul style="list-style-type: none"> • Vehicles with enforcement notices • Administration of car release payments

Litter picking	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Litter clearance of trunk road verges (co-ordinated with HE) • Lay-bys • Traffic Islands • Bus shelters • Underpasses • Designated play areas • Litter picking around litter bins when emptied • De-littering in towns/villages • Other litter picking – reactive. • Supporting community litter picks – loan of equipment/collection of bags • Collection of needles within the Public Realm <p>NOT IN SCOPE</p> <ul style="list-style-type: none"> • Private events
Bin emptying	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Public Realm bins listed in appendix 1 • Cathedral close bins emptied (in line with current maintenance plan – appendix d) • Leominster cemetery bins <p>NOT IN SCOPE</p> <ul style="list-style-type: none"> • Food vendor bins • Parish / Town Council bins • Black & Green wheelie bins • Needles bins • Private events bins • Trade waste bags • Vermin control in and around bins
Fly-tipping	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Removing abandoned shopping trolleys • Collection of fly tipping from land maintained at public expense • Excrement (animal & human) <p>NOT IN SCOPE</p> <ul style="list-style-type: none"> • Fly-tipping on private land (unless instructed by Community Protection Team (CPT) for cost re-imburement). • Fly tipping in or around water course
Other	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Routine inspection and replacement of Lifebuoys listed within Appendix 8. Balancing Ponds - TBC <p>NOT IN SCOPE</p> <ul style="list-style-type: none"> • Wasp control (Managed by Property Services) • Vermin control (Managed by Property Services)

RISK MANAGEMENT

High level risks will be managed through the Balfour Beatty's 'Think Risk' process and listed on the partnership risk register.

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

MECHANICAL ROAD SWEEPING

Scheduled road sweeping will take place in Bromyard, Ledbury, Hereford, Kington, Leominster and Ross. The frequency of sweeping is determined by assessing a number of factors including road type, usage, location, local amenities and locality steward knowledge. Asset performance data relating to the condition of the road will be collected before and after every sweep. This information will be reviewed and where required changes will be made to schedules to ensure resources are deployed efficiently based on service need.

All other roads will be swept on a reactive basis following inspection. Mechanical sweeping of Trunk roads will take place in liaison with Highways England, working closely with Kier to share their road space where possible. These roads will be swept once a year (for sections where a sweep is deemed to be required following inspection) and further sweeps will be carried out if required following a risk assessment.

LITTER BIN COLLECTION

Litter bin collection will be conducted across the County to a defined schedule throughout the year. A review of litter bin usage will be carried out using asset data collected to identify potential changes to the frequency of emptying. Bin usage data will be used to identify opportunities to remove/ relocate litter bins and to rationalise service delivery. As a general principle the bins will be emptied on a needs only basis. Specific consideration will be given to the city & town centres, or where litter accumulation is known to be high. The type emptying frequency is given by the table below.

Category	Zone	Emptying frequency
High Use	1	Daily (potentially twice daily in high season)
Medium Use	2	Every two or three days
Low Use	3	Needs Based

Schedules will be adjusted as the level of asset intelligence improves to ensure the minimum cleansing standard of the highway is maintained.

Needs based is defined as 'when attended by a street cleansing operative and determined as full or when deemed to become full prior to another visit'. This could be as part of a normal daily round or following a request for service.

COMMUNITY EVENT

Community events occur across Herefordshire throughout the year, most of which are planned. A list of known events taking place county wide will be compiled and cleansing schedules will be adjusted to accommodate these events where possible.

BBLPs Street Cleaning services will be offered to event organisers as a chargeable extra, over & above the activities listed within this document. Event organisers will be expected to undertake any cleansing requirements that may be over and above those scheduled. This may result in organisers cleaning the event area before or after an event. The full costs of street cleansing over and above the scheduled cleansing service will be reimbursed back to the service by the event organiser. Litter bin collection schedules will also be adjusted where possible to accommodate increased usage of litter bins caused by the event.

Town and Parish Councils will be encouraged to provide advanced warning of any events taking place that may have an impact on services and this information will be used to inform any potential changes to service delivery. The early warning process will be used for events requiring additional service above and beyond the expected service provision.

BUS SHELTER CLEANING

Bus shelter cleaning will take place on a programmed basis for HC owned shelters. The scope of work will include the cleaning for the shelter structure with high pressure water and biodegradable detergent where required. All graffiti will be removed. The bus shelter foundation shall be hand swept and any detritus / overgrowth will be cleared.

LITTER COLLECTION

Litter collection will take place on a reactive/risk-based approach, following inspection by a locality steward or complaints from members of the public. Proactive use of social media apps such as 'Littergram' will also be trialled to provide members of the public increased ways to identify littering.

Litter hot-spots will be identified by such apps, by locality stewards, using the knowledge of the street cleansing team and through liaison with town & parish councils.

This information will be used to develop a litter map (Hot Spots) of the county highlighting hotspots. Enforcement opportunities in these areas will be passed to the Community Protection Team (CPT) within Herefordshire Council. A trial of removing bins will be undertaken at some litter hotspot sites to establish whether this has any impact on reducing litter. Litter collection in rural areas will be undertaken on a reactive basis, and through engagement with communities through the provision of litter picking equipment and support with collection of filled bags following community litter picks.

Highway Verges

Litter picking of highway verges will take place on a reactive basis and on trunk roads will be coordinated with work carried out on the network by Highways England, as far is reasonably practicable. We will look to coordinate with the HE contractor, where practicable, to carry out litter picking in known hotspots at the same time that the verge cut takes place. Data on the amount of litter collected, and man hours will for litter collected on the HE network, will be provided to HE and HC.

Carparks

Litter collection will take place on a reactive/risk-based approach, following inspection by a locality steward/ complaint from members of the public. This applies to car-parks where current street sweeping takes place on a reactive basis. (Refer to appendix 6)

Needles and sharps

A reactive service will be provided across the County throughout the year. This will be provided by the street cleansing teams during normal working hours (which will include a level of reduced support during weekends) and the emergency response teams outside of normal working hours.

Emergency responses will normally relate to the presence of sharps, needles, broken glass or other substances that are considered hazardous to human health (i.e. asbestos) to which immediate deployment is required.

Community Litter picks

Support will be provided to community litter picking initiatives through the provision of equipment including litter pickers, safety clothing and bags. Organisers of community litter picks will be able to request for any litter collected to be picked up at a designated location. This will take place on request through the knowledge centre. The service will be delivered on a reactive basis, however if demand is high schedules for the collection of filled bags will be put in place and they will be advertised through the HC website to ensure that demand is managed effectively.

PART 2

ORGANISATION

ROLES AND RESPONSIBILITIES

Street Cleansing Team	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

	<p>workforce competencies and managing sub-contractors.</p> <p>The Supervisor will also conduct audits on the street cleansing maintenance operations to ensure the quality of service workmanship.</p>
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	Role
Public Realm BBLP Partnership	Locality Stewards	<ul style="list-style-type: none"> • Identification of litter / cleansing hot spots to focus resources • Support with community initiatives • Promotion of best practice • Events liaison
	Asset Management Team	<ul style="list-style-type: none"> • Maintain and update condition survey of the street cleansing assets. This will include asset type, their location and condition.
	Improvement Schemes	<ul style="list-style-type: none"> • 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. • 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.
	Routine Works	<ul style="list-style-type: none"> Where possible the street cleaning regime will tie in with the routine gully cleaning and where required the grass cutting programme.
	Customer / Stakeholder Management Team	<ul style="list-style-type: none"> Keeping customers up to date with planned and completed work. Feedback any trends in customer contact relating to cleansing to inform service delivery
	Programme Management	<ul style="list-style-type: none"> Maintaining up to date works schedules.
	Design teams	<ul style="list-style-type: none"> Input into designs to provide advice on easy cleaning solutions
Herefordshire Council	HC Waste Management	<ul style="list-style-type: none"> Waste disposal, waste data, litter bin collection and maintenance
	HC Enforcement & Community Protection Team	<ul style="list-style-type: none"> Identification of fly tipping, and possible culprits. Management of abandoned vehicles.
	HC Customer Centre	
	HC Burial Services	<ul style="list-style-type: none"> Periodic cleansing of crematorium and cemetery areas.
	HC Communications	<ul style="list-style-type: none"> Liaison with regard to Hereford wide campaigns to keep the county clean
	HC Licensing	<ul style="list-style-type: none"> Liaison regarding management of street vendors to support initiatives to keep laybys clean
External Organisations	Highways England	<ul style="list-style-type: none"> Liaison between BBLP and HE to co-ordinate sharing of road space for litter picking activity
	Hereford BID	<ul style="list-style-type: none"> Ensuring street cleansing priorities are communicated and understood by Hereford BID and associated local businesses
	Town & Parish Councils	<ul style="list-style-type: none"> Engaging with the Lengthsman and Community Groups to undertake local/ minor street cleansing activities.
	Police	<ul style="list-style-type: none"> Liaison regarding enforcement activity/ support with campaigns
	Community Groups	<ul style="list-style-type: none"> Support with voluntary community litter picks through the provision of equipment and advice

FOUR YEAR PLAN

INNOVATION AND CONTINUOUS IMPROVEMENT

FORWARD PLANNING

Litter Reduction Programmes

Support will be provided to litter reduction programmes such as 'Stop the Drop'.

Annual review

In order to learn from on-going activities, regular feedback from the cleansing teams to the supervisor will be captured and used in a new annual review proposed to take place during the Summer of each year. This annual review will also capture information from other teams and stakeholders, as well as data from confirm and will become a fundamental part of the annual plan review cycle.

Operational performance will be reviewed on a daily basis through visual management meetings and regular operational meetings will take place to monitor progress against schedules, service plans and network condition.

Social Media Adoption

BBLP will look to trial the use of apps such as Littergram to harness the power of social media to highlight areas in need of Street Cleansing. With a proportion of this service relying of reactive works having sufficient mechanisms in place to highlight areas of concerns to members of the public or that may be falling below the minimum standard is of key importance.

Continuous Improvement

Year	Action	Outcome
2020/21	<ul style="list-style-type: none"> • Development of daily routes • Implementation of route mapping • Refinement of sweeping 'leaf routes' • Trunk road litter picking to be co-ordinate with potential for work being undertaken by HE explored (as is practicable) 	<ul style="list-style-type: none"> • Optimisation of emptying frequencies • Minimise travel time and increase time spent emptying bins and litter picking • Ensure leaf sweeping is efficient and effective • Ensure that the Trunk Road network within Herefordshire is clean and tidy
2021/22	<ul style="list-style-type: none"> • Continuation of route mapping and optimisation 	<ul style="list-style-type: none"> • More efficient delivery

APPENDICES

SUPPORTING DOCUMENTS

Appendix 1 – Litter & Dog Bin Asset List

Appendix 2 – Sweeping Routes

Appendix 3 – ‘Management of Dead Animals’ Procedure

Appendix 4 – BBLP Cats & Dogs Policy

Appendix 5 – Bus Shelter Asset List

Appendix 6 – Car Park Assets for Sweeping

Appendix 7 – Sweeping Programme

Appendix 8 – Lifebuoy Assets List

Appendix 9 - Street Cleansing Activity Schedule

Appendix 10 – Street Cleansing Risk Register

EMBEDDED FILES



Appendix 1 - Bin Asset List 2020-21.xls



Appendix 2 - Sweeping Routes w



Appendix 3 - ENV-RM-0039c Man:



Appendix 4 - Cats & Dogs Process 2020-2



Appendix 5 - Bus Shelter Asset List 20:



Appendix 6 - Car_Parks 2020-21.d



Appendix 7 - Sweeping Routes - :



Appendix 8 - Lifebuoy Assets 202:



Appendix 9 - Street Cleansing - Activity !



Appendix 10 - Street Cleansing Ris