

Decision Maker: Environment PDS Committee

Date: 15th January 2013

Decision Type: Non-Urgent Non-Executive Non-Key

Title: STREET ENVIRONMENT CONTRACT REVIEW 2012/13

Contact Officer: Peter McCready, Head of Area Management
Tel: 020 8313 4942 E-mail: peter.mccready@bromley.gov.uk

Chief Officer: Nigel Davies, Director of Environmental Services

Ward: (All Wards);

1. Reason for report

A contract for frontline street environment services (incorporating street cleaning, graffiti removal, cleaning of public conveniences and highway drainage cleaning) was let on 29th March 2012, for an initial period of five years with an option of a two year extension. The specifications for each service area were revised in order to achieve a significant budget saving. This report provides a review of these services following the introduction of the new contract, examining how well the current delivery mechanisms met the Council's specified service standards over an eight month period of analysis. Proposals for further service improvement, in line with the highest standards achievable within the budgetary constraints of the overall service, are set out.

2. **RECOMMENDATION(S)**

2.1 **That the Environment Policy Development and Scrutiny Committee considers and comments on the report.**

Corporate Policy

1. Policy Status: Existing Policy
 2. BBB Priority: Quality Environment
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Financial

1. Cost of proposal: N/A
 2. Ongoing costs: Recurring Cost £3.946m
 3. Budget head/performance centre: Streetscene & Greenspace
 4. Total current budget for this head: £3.946m
 5. Source of funding: Existing Revenue Budget 2012/13
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Staff

1. Number of staff (current and additional):7.5fte
 2. If from existing staff resources, number of staff hours: N/A
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Legal

1. Legal Requirement: Statutory Requirement: Environment Protection Act 1990
 2. Call-in: Not Applicable
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Borough wide impact on residents, businesses and visitors
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

Background

3.1 The Council is responsible for the delivery of day-to-day routine cleaning of streets and other associated environmental activities. A contract to provide street cleaning and related services was tendered in 2011 with a combined value of work of almost £5m per annum, under European Union Procurement Directives. At the Executive Committee meeting on 14th December 2011 (report no. ES11123/RES11150 Minute 120/1) it was resolved that the contract be awarded as four lots to three contractors in order to achieve best value for money, with a contract commencement date of 29th March 2012 for an initial period of five years, and an option for a two year extension period.

3.2 The contract includes four services awarded to the following contractors:-

- Kier Environmental Service, for street cleaning (Lot 1)
- Community Clean, for graffiti removal (Lot 2)
- Kier Environmental Services, for cleaning of public conveniences (Lot 3)
- Veolia, for cleaning of highway drainage assets (Lot 4)

3.3 Several key changes were made to the previous contract specification. The revised specification was written, following consultation with the Environmental Services Street Cleaning Working Group, and endorsed by the Environment Portfolio Holder following the Environment PDS Committee on the 29th November 2010 (ES10170), to deliver improved contract services at a lower cost than the previous contract. A revised frequency of cleaning enabled a saving of £800k pa to be achieved at the tendering stage.

Full details of the previous contract and current standards & frequencies are listed in Appendix A of this report. The key service changes were as follows:

- Improved cleaning of secondary shopping centres;
- Change of frequency of carriageway cleaning in residential areas (from fortnightly to four weekly);
- Change of frequency of cleaning carriageways on main and strategic roads (ranging from three times a week to weekly or fortnightly);
- Country lanes cleaning changed from a mix of fortnightly and four weekly cycle to a global seasonal frequency (spring/summer – four weekly; autumn/winter – fortnightly);
- Revised frequency of cleaning footways and footpaths, including litter bins (ranging from daily to fortnightly, amended to twice weekly to fortnightly);
- Cessation of attendant provision in two town centre public conveniences (replaced with a frequency of three thorough cleans per day);
- Change of frequency of cleaning highway drainage road gullies (from annually to a two yearly cycle).

3.4 Following these changes, the respective contractors' performance has been regularly monitored by the Environmental Services Street Environment Team with over 11,000 routine inspections being carried out since contract commencement. Officers have monitored the development of

the contractor's mobilisation plan (e.g. the action plan for the period between award of contract and commencement of work, including training, procurement of vehicles and development of schedules of work) through to the introduction of services involving revised frequencies of cleaning, and maximising the use of resources. The outcome of the monitoring up to November 2012 is summarised within this report. Bromley's Street Environment Officers, responsible for managing and monitoring the contracts, have been identifying critical areas that impact upon the street scene, establishing any trends of growing untidiness as a result of frequency changes or standards of quality, and implementing revised work arrangements to mitigate the impact of changes in service delivery.

The effective use of equipment and the contractor's methodology for cleaning will continue to be monitored and reviewed to ensure that resources are not wasted on unsuitable cleansing methods. The contractor provides an annual service delivery plan which sets out his approach to achieving the standards of cleanliness. The frequency and timing of operations will continue to be reviewed and the contractor will amend their service delivery plan to ensure the scope for potential for innovation is agreed jointly.

Street Cleaning Contract – Service Provision

- 3.5 The street cleansing contract deals with the day-to-day routine cleaning needed to keep the public highway network in a safe and clean condition for all pedestrians and road users. The contractor's operational methodology includes: mechanical and manual cleaning of carriageways and pavements; weed control; fly-tipping removal; emptying and replacement of street litter bins; and, in the event of severe winter weather, salting and snow clearance of pavements. The requirements for street sweeping have a strong emphasis on mechanical sweeping, which is considered to be a more efficient, effective and consistent approach than manual sweeping which would require a large labour resource.
- 3.6 The street cleansing service is based on a pre-determined 'input' schedule of sweeping for all roads maintained by the authority, with busier roads swept more frequently in accordance with need. An input specified contract is more suited to services that are predictable; however the geographical location and characteristics of a street will have differing levels of littering and sometimes at different times. Differences may occur on a daily, weekly or seasonal basis. A requirement of the service was for the contractor, wherever reasonably practicable, to co-ordinate all routine scheduled cleaning of streets with domestic refuse and recycling collection, aiming to achieve greater internal service efficiency and improve the cleanliness of operations. The contractor has devised a routine of cleaning based upon the specified frequency for each street cleaning operation (e.g. footway or carriageway), achieving a level of co-ordination of 69% to take place the day after the waste service collections.
- 3.7 The standards of cleaning are primarily prescriptive rather than performance-based, and provide a system based on street and land use to identify the frequency of cleaning that is needed to provide an acceptable level of cleanliness. This enables the Council to have greater control over standards. Additionally the contractor did not need to price in a performance-based risk into the contract when acceptable levels of cleanliness could be achieved through the delivery of routine service frequencies.
- 3.8 In terms of Kier's staffing resources, the previous 2005-2012 contract commenced with 56 operatives. However during the term of that contract both the Council and the contractor renegotiated service levels and the workforce increased to a total of 73. The 2012-2017 contract commenced with a workforce of 55 operatives; calculated by the contractor to match the scheduled frequency with the required productivity levels. Workforce levels will vary during the year, with additional programmes of work such as autumn leaf fall collection requiring the deployment of an additional 16 operatives.

- 3.9 The contract, because it is based on cleansing frequencies and productivity levels, should be versatile in its ability to cope with social, economic and physical environmental changes over the contract period without the need for renegotiation of costs. Systematic service monitoring, tracking and understanding these changes is an important element of contract management by Bromley's Street Environment Officers.

As part of the contract requirements the practice of requesting additional programmes of work for selective services, which may be required from time to time, are utilised within the contract term. This includes such tasks as the deep cleanse operation where the Council uses its legal powers to instigate temporary traffic orders to clear a road of vehicles, and the contractor then goes in to clean the area. This programme currently includes 150 streets. Other tasks include street washing and stain removal, weekend road cleaning, and additional 'hot spot' litter removal. These additional programmes of works are funded by the sum of £200k per annum agreed by the Executive Committee on 14th December 2011 (ES11123).

Other service improvements were incorporated into the contract as part of routine scheduled activities, including dedicated bus stop cleaning beats serving two major bus routes (numbers 208 and 61) which cater for 'school runs' and commuters. Evening operations have also been extended throughout the year targeting both primary and secondary retail areas with high footfall and a night-time economy providing longer hours of cleaning until 10pm, seven days a week.

- 3.10 As part of the new street cleaning contract there is a requirement for the contractor to operate from a new depot facility, leased by the Council to the contractor, within the Annex of Central Depot, Bromley (formerly known as the Chartwell Business Centre). The relocation of the depot from Beaverwood Depot, Chislehurst, to Central Depot was incorporated into the contract to enable the contractor to improve the efficiency of their operations by optimising their routes, aiming for the efficient tipping of street cleaning waste. This will involve utilising the Waste Transfer Station as a major factor in their day-to-day operations, avoiding unnecessary journeys between the two depots. It is envisaged that the street cleansing contractor, Kier, will relocate to the Central Depot Annex in early 2013 following the completion of the depot accommodation refurbishment. As anticipated, the contractor has not yet been able to achieve the original contract requirement of utilising optimised routes, but this will be in place before the end of the first year of the contract. Any future improvements to the operational efficiency of the contract as a result of the depot relocation will be passed on by the contractor to the Council in the format of additional resources for additional cleaning activities.

Review of Operational Matters

- 3.11 Unsatisfactory performance in street cleaning standards during the first three months of the contract raised concerns regarding the contractor's operational methodology. The causes were attributable to overflowing litter bins, problems in cleansing tightly parked streets and excessive weed growth.

The performance of the street cleaning contract is reported to the PDS Committee as part of the service expectations set out within the agreed Environment Portfolio Plan. The Environment Portfolio Plan 2012/13 half-year progress report (Report No. ES12143 15th January 2012, deferred from the November 2012 PDS Committee) reflected the issues experienced during the early stages of the contract and provided the following commentary:

"The first tranche street cleansing survey was affected by the adverse wet weather during the spring and summer period. As a result, a higher level of litter and detritus was found in the Rural Roads category. An additional factor was the change of cleansing frequency for country lanes during the summer period. This was changed from fortnightly to four-weekly in the new cleansing contract which commenced on 29th March 2012. The second and third tranche surveys will be carried out during the latter period of the year where the cleaning frequency remains fortnightly – this should reduce the volume of detritus at survey time and performance should improve. Small increases in litter and detritus were also found in the Industry and Warehousing and High

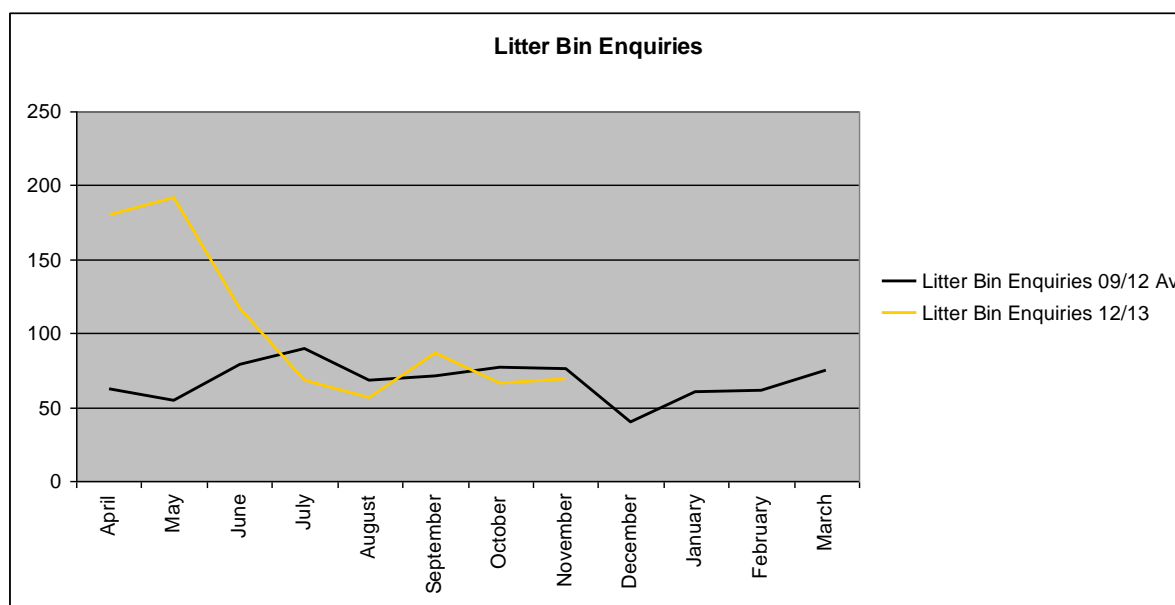
Obstruction Housing categories, attributable to a problem with overflowing litter bins. Changes have been implemented to increase the respective emptying frequencies.”

After initial discussions with the contractor some of the methodology of the operations were changed as set out below, which has now resulted in improved performance.

- 3.12 **Litter Bins** - During the first three months of the contract there was a problem of overflowing litter bins in residential areas and around small tertiary shopping zones and schools. This was a direct result of changes to cleaning frequency. There has been a long-standing Council policy of not providing litter bins in purely residential areas as they tend to attract waste, including household refuse, rather than deter it. There has, however, been a gradual increase in the abuse of litter bins with this form of waste, exacerbated by the change in emptying frequency.
- 3.13 Revised schedules of litter bin emptying were introduced in June 2012 and service requests from residents have now been significantly reduced. Further research needs to be carried out during the term of the contract to monitor patterns, particularly within residential areas, to understand the changes in demand and usage of litter bins and respond to demands for more frequent emptying.

The graph below (Fig. 1) illustrates the trend in customer service requests received during the period April to November 2012, comparing the volume of monthly enquiries with a three year average measured between the period 2009 and 2012. It can be seen from the graph that the implementation of revised emptying frequencies (introduced June 2012) significantly reduced the volume of customer service requests to a level now currently below the preceding three year average.

Figure 1 – Litter Bin Enquiries



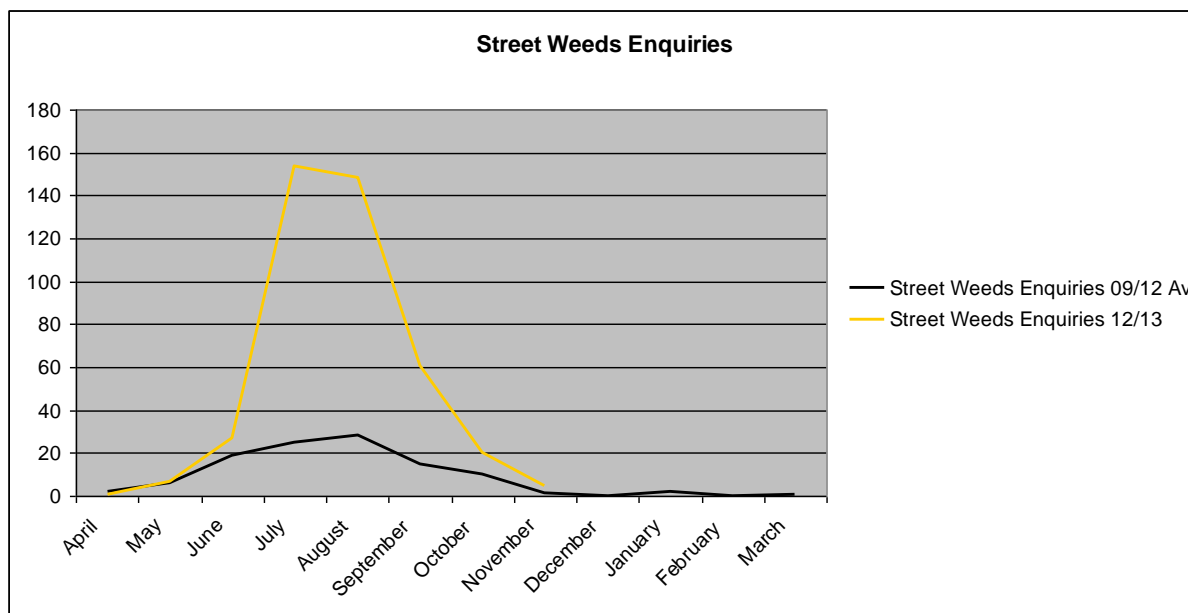
- 3.14 **Road-Side Sweeping and Parked Cars** – Routine road sweeping in residential areas with high volumes of tightly parked vehicles presents a significant problem in terms of achieving high standards of cleanliness using mechanical cleaning equipment. With increasing concern over the contractor’s ability to achieve this work, changes to the day of cleaning were introduced in streets where there was commuter parking from Monday to Friday but access to the road-side by a mechanical sweeper was possible on Saturdays or Sundays.

A programme has been introduced comprising of 41 streets cleaned on a fortnightly basis. The opportunities for extending weekend mechanical cleaning are limited due to a number of residential streets throughout the borough having permanent on-street parking with no change in the volume of cars at weekends. A deep cleanse operation also caters for dealing with this problem involving 150 streets. This approach will continue to be reviewed and developed to

assess opportunities to include appropriate streets in weekend cleaning schedules and deep cleansing but this would be subject to additional funding. This programme of work has been funded from the sum of £200k per annum which was set aside for additional cleaning works, agreed by the Executive Committee on 14th December 2011 (ES11123).

3.15 Weed Growth – Unseasonal wet weather conditions were experienced during the spring and summer months leading to widespread accumulations of weed growth. This year’s record-breaking rainfall has led to many environmental problems throughout the country, including Bromley experiencing higher than average rainfall. The effectiveness of the contractor’s weed control programme was limited during the three periods (Spring, Summer and Autumn) of application – each taking 4 to 8 weeks to complete due to the extended periods of rainfall.. The graph below (Fig. 2) compares volume of enquiries regarding weeds received by the Council during the period April to October 2012, with an average measured between the same period during 2009 and 2012. The implementation of a programme of manual weed removal in addition to the cyclic programme of weed spraying was introduced in July 2012 in response to the accelerated weed growth. This reduced the volume of customer service requests to the same level as the preceding three year average.

Figure 2 – Street Weed Enquiries

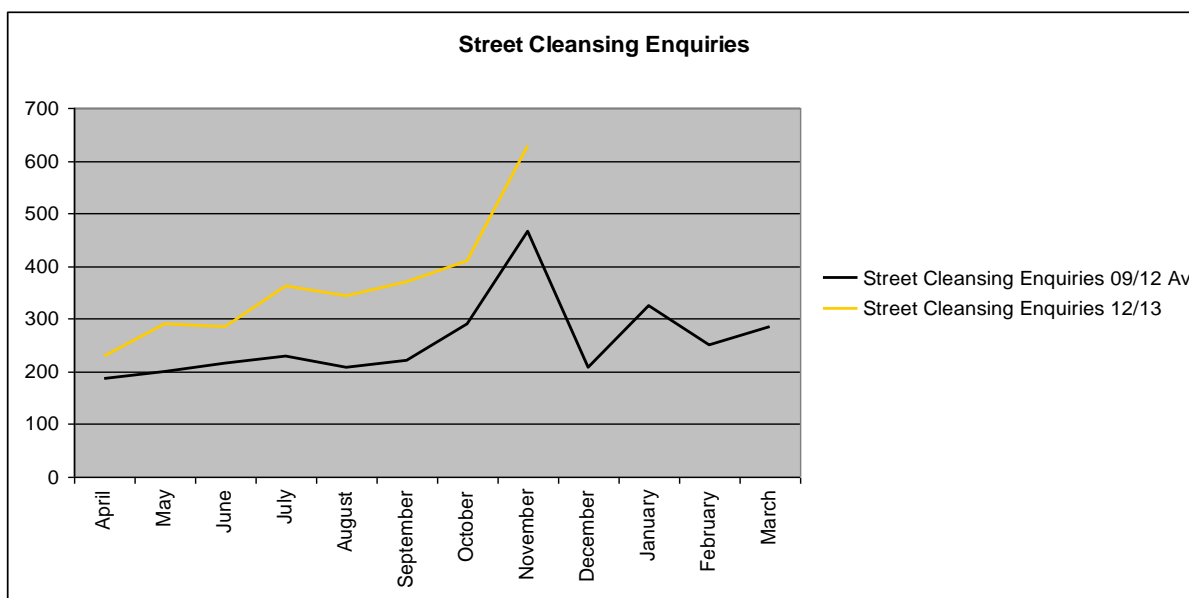


3.16 Seasonal Leaf Litter – The street cleaning contract operates a 12 week annual programme dedicated to leaf litter removal from early October. This involves additional resources which increase with the rate of intensity of leaves falling from the boroughs street trees. The leaf litter programme is separate from the specified street cleansing operation, which maintains the frequency of scheduled cleaning throughout the period. The main focus of the programme is to concentrate on the streets with the greatest fall of leafing, which is subject to the type of species as some leaves fall earlier than others – Planes and Oaks being the last to fall at the end of November. The weather conditions have played a major part in the success of this year’s operation. October saw a gradual start to the programme but over the month of November the inclement conditions have accelerated the volume of leaf fall at the time when the contractor was not at his planned resource capacity. As a result the contractor employed further resources in early December 2012 to the original requirement in order to halt the deterioration in cleanliness and remove the residue which created slippery pavements and blocked roadside drainage gullies.

3.17 **Contractor’s Performance & Customer Enquiries** – The effectiveness of the contractor’s service is monitored by Bromley’s Street Environment Officers who record all unsatisfactory work, monitor routine scheduled activities, and investigate all service requests. The results of monitoring are analysed to provide management information relating to the performance of the contract as a whole and for individual service functions.

3.18 All service requests and complaints regarding the service are logged and entered in the departmental statistics. The graph below (Fig 3) compares the overall volume of customer reports relating to the street cleaning contract measured during the period April to November 2012 against a three year average measured between the same period during 2009 and 2012. Monitoring and analysis of this data identified significant increases in enquiries relating specifically to the frequency of litter bin emptying, weed growth and autumn leaf fall. There is no notable increase of enquires relating to the changing of frequencies of street cleaning. However this type of enquiry request will be monitored to establish public interest and perception of any changes of cleanliness as a result of amended frequencies.

Figure 3 – Street Cleansing Enquiries



3.19 Monitoring the effectiveness of the routine cleansing frequency of streets will continue as an LB Bromley client function to determine if the specified period between routine cleaning and the timing of operations is adequate. Measuring the quality of cleaning as part of the contractor’s service delivery arrangements will play a large role in assessing the contractor’s performance. Information from site assessments will be used to generate intelligent analytics and provide comparisons between the planned cleaning and what happens in the field. Consideration of any change of frequencies would be subject to the constraints of the existing budget.

Graffiti Removal Contract – Service Provision

3.20 The graffiti removal service was awarded to Community Clean as one of the tendered street environment contracts. The removal service is ‘free of charge’ where graffiti can be seen from the public highway and the surface is suitable for removal. The contractor is therefore responsible for removing graffiti from the surface of any premises, whether private or public, where it abuts the street or where the public has direct access from another public place.

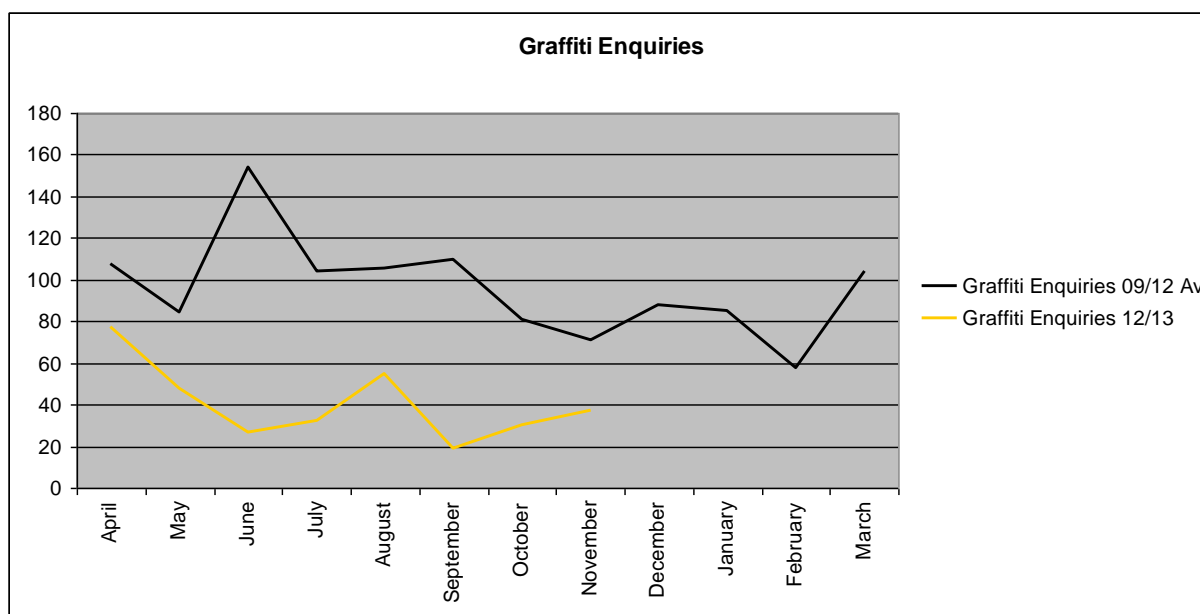
3.21 The contractor is required to remove 95% of graffiti within two working days, in response to ‘reactive’ reports (those received from the public). Achieving this target is subject to inclement weather conditions, the condition of the surface of the property concerned and whether the graffiti is at height. The Council’s records indicate that all reactive reports are completed within

the target timescale, with the majority being removed within the first 24 hours of receipt of notification. Removal of offensive or racist graffiti will be treated as a priority for all reported incidents and the Council’s contractor should clear this within one working day.

3.22 The contract also makes provision for ‘proactive’ removal of unreported graffiti. This aspect requires removal of graffiti found by the contractor adjacent to the reported incident, or as a proactive programme of work based upon geographic areas using intelligence gathered from local ‘hot spot’ removal work. The contractor currently performs to this service level based upon the volume of reactive service requests illustrated in Fig. 4 below. This also displays the volume of customer service requests received by the Council during the period April to November 2012, comparing the volume of enquiries with a three-year average measured between the same period during 2009 and 2012.

The current volume of service requests for reactive removal represents 6% of the overall volume of graffiti removal, with the remainder carried out as proactive work. This compares with a level of 25% reactive removal during the period 2009 to 2012. Due to this reduction in the volume of reactive removal requests, an underspend of £47k has been identified. This budget will be utilised to offset an overspend for further public conveniences premises costs of £19k and cleaning contract payments of £13k as a result of delays in the planned closure of certain public conveniences.

Figure 4 – Graffiti Enquiries



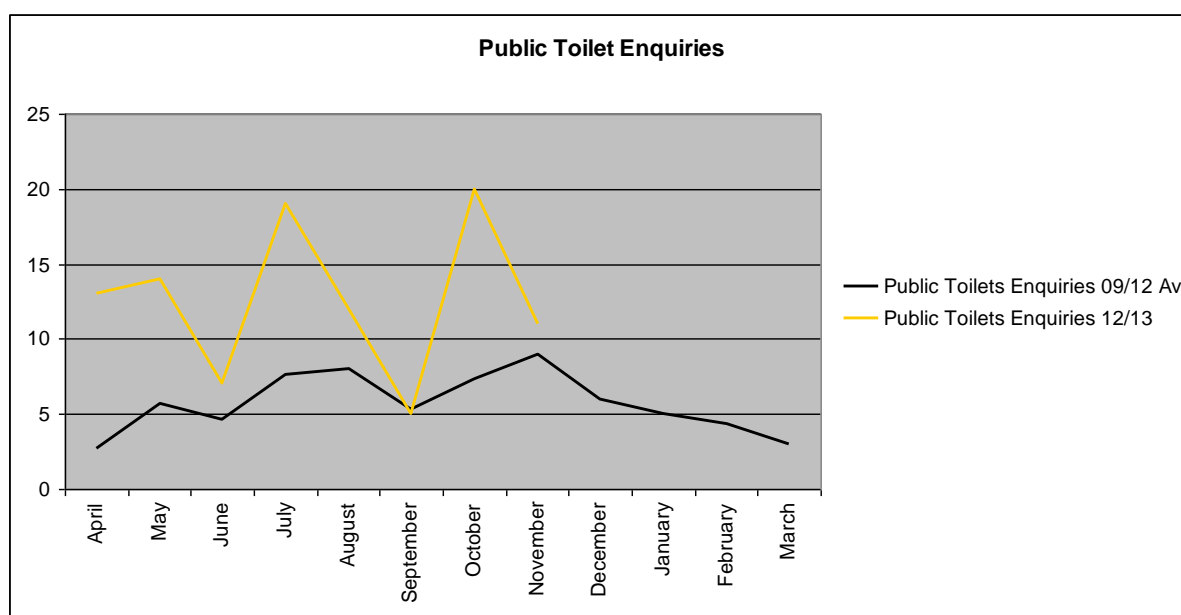
3.23 The contractor also specialises in stain removal from paving materials. A programme of chewing gum and stain removal from the borough’s retail centres is scheduled with the contractor, focussing on the areas with the highest concentration of staining. These locations will be revisited during the term of the contract on an ad hoc basis and will target localised problem areas. A programme of gum removal has been incorporated into the 2012/13 financial year valued at £15k and will be met from the identified underspend for reactive graffiti removal. It is anticipated that this level of work will continue during the term of the contract and funded from the existing graffiti removal revenue budget.

Cleansing of Public Conveniences – Service Provision

3.24 The service for cleansing the borough’s remaining public conveniences forms part of a separate contract awarded to Kier Environmental Services. Changes to service provision were made in this contract, following budget reductions resulting in the closure of a number of public conveniences across the borough and the removal of an attended facility at two locations.

- 3.25 The service required under the contract covers daily opening and closing in accordance with prescribed times; the cleansing of toilets at least twice per day and the performance of a deep clean service at all locations according to a pre-determined schedule. At the time of tendering Kier also put forward an enhanced cleaning schedule to clean each toilet three times a day. The replacement of basic fittings, minor repairs and the provision of all materials and sundries necessary for the public to observe basic personal hygiene also form's part of the contract.
- 3.26 The Council's Street Environment Officers carry out regular inspections of all public toilets and, depending on the nature of the defect, initiate requests for remedial works or cleaning. The contractor currently performs to this service level as part of their scheduled work. The Council receives a small number of customer service requests (illustrated in Fig.5 below); however the majority of these complaints refer to two specific locations (The Walnuts, Orpington and Library Gardens, Bromley) formerly serviced by permanent attendants. These complaints concerned the standards of cleanliness following these changes and requested the reinstatement of the attended service.
- 3.27 Fig. 5 compares the volume of customer service requests received by the Council during the period April to November 2012, against a three year average measured during the same periods in 2009 and 2012. The results of the inspection of these enquiries indicate that there has been abuse of the conveniences, and do not relate to the performance of the contractor completing the schedule of cleaning. Regular inspections and monitoring of the facilities are a vital element of contract control ensuring the toilets are safe for public use and to ensure that any changing patterns of use are evaluated with further consideration being given to alternative provision through the Council's Community Toilet Scheme.

Figure 5 – Public Toilet Enquiries



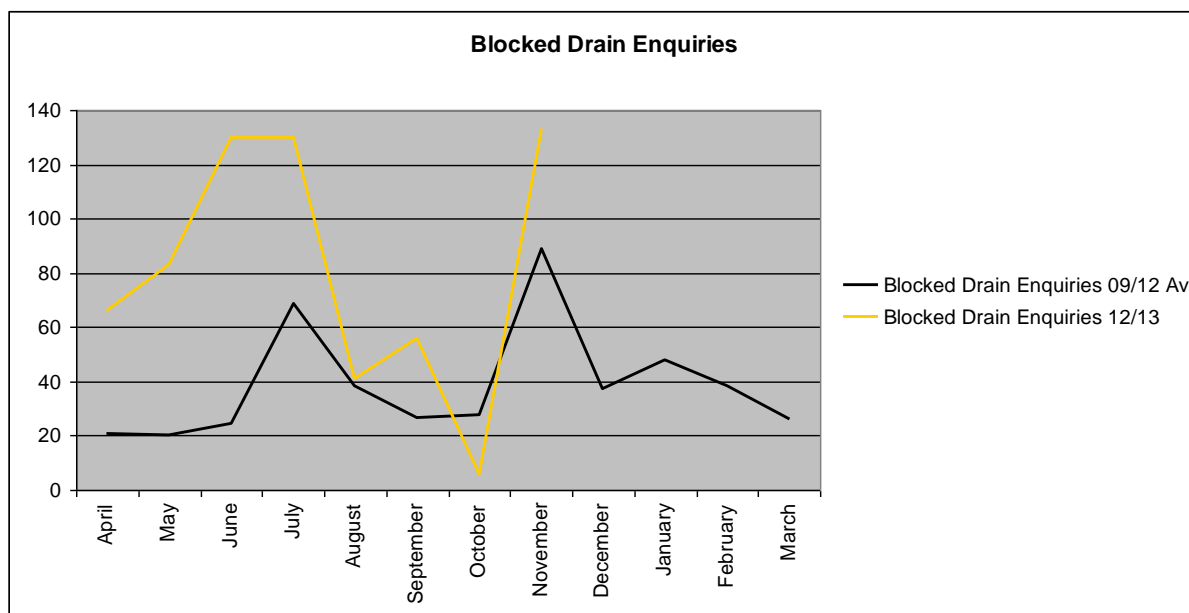
Cleaning of Highway Drainage Assets – Service Provision

- 3.27 The Council's road drainage cleaning contract has been awarded to Veolia, who are also responsible for the Council's refuse and recycling collection contract. The drainage system has to be emptied and cleaned to ensure the continued efficient functioning of the gully to prevent flooding of the highway. All gullies will be emptied on a two yearly cycle following a change of frequency from an annual scheduled basis as part of the street environment contract budget saving.

During the period April to November 2012 gully emptying has taken place on a Ward priority order basis comprising classified roads, rural lanes and residential estate roads. In addition to this scheduled cleaning programme the contractor has also responded to incidents which directly affect property or create a danger to highway users. As a result of unseasonal wet weather conditions experienced during the first few months of the contract and again in November, higher than average levels of rainfall led to an increased volume of ad hoc cleaning requests. This has delayed the implementation of a programme of investigatory site work to assess the functioning of specific road drainage matters.

3.28 The graph below (Fig. 6) compares the customer service requests received by the Council during the period April to November 2012, against a three year average measured over the same periods during 2009 to 2012. As a result of the delayed implementation of the investigatory works programme, an underspend of £48k has been identified. This budget will be utilised to offset an increased expenditure in reactive highway safety repairs to pavements as a result of an increasing volume of tree root upheaval to paving slabs and tarmacadam creating trips and hazards to pedestrians.

Figure 6 – Blocked Drain Enquiries



4. POLICY IMPLICATIONS

4.1 The proposals support the Building a Better Bromley objective of a Quality Environment, through the key aim in the Environment Portfolio Plan 2012-15 of maintaining street cleanliness. Street cleaning operations are also expected to contribute to the aims set out in the Portfolio Plan of increasing the proportion of waste recycled and reducing the amount sent to landfill.

5. FINANCIAL IMPLICATIONS

5.1 The current annual cost of the street environment contract is £3.95m. In accordance with the report on the contract provisions to Executive Committee 14th December 2011 (ESS11123/RES11150), Minute 120/1, selective frequency reductions have been imposed in the mechanical sweeping schedules for footways and carriageways in order to achieve financial savings with the minimum impact on service quality. The contractor's price is made up of routine scheduled activities, based on an estimated Bill of Quantities subject to specified frequencies of cleaning with an additional sum for variable costs (e.g. service requests and additional programmes of work).

5.2 The 2012/13 budget and projected spend for the service areas within the contracts is set out below:

Street Environment Contract	2012/13 Budget £'000	2012/13 Projection £'000	2012/13 Variance £'000
Street cleaning	3,153	3,153	0
Graffiti removal	244	199	(45)
Cleansing of public conveniences	56	69	13
Cleaning of highway drainage	293	245	(48)
			0
Cleaning contingency	200	200	0
			0
Total	3,946	3,866	(80)

5.3 As highlighted in this report and within the budget monitoring report elsewhere on this agenda, delays in the implementation of the drainage investigative works programme have led to a one-off saving of £48k and lower than anticipated volumes of graffiti has resulted in an underspend of £45k for the year. The net underspend of £80k projected for the Street Environment contract for 2012/13 is being used to offset the costs of additional minor repairs and potholes as a result of root upheaval of paving stones and tarmac £48k. It also funded the extra premises costs of £19k due to delays in the planned closure of public conveniences and a small overspend on employee costs relating to a minor delay in the review of back office functions.

5.4 The schedule on which tenders were based included these reduced frequencies. With a sum valued at £200k for additional non-scheduled activities, and provision of £200k set aside in the Central Contingency to manage the potential risks to service changes. This resulted in an annual budget saving of £818k from 2012/13.

5.5 The additional non-scheduled activities referred to in this report have improved the quality of cleanliness and reduced customer call volumes to a satisfactory level. These activities have been funded from the £200k contingency sum held within Area Management and Street Cleansing budget.

5.6 To date, the £200k set aside in the Central Contingency has not been used, however the new contract has only been in place for just over 6 months and this sum may be needed during the next 12-18 months.

Non-Applicable Sections:	Legal and Personnel Implications
Background Documents: (Access via Contact Officer)	Street Environment Contract 2012-2017/19; Street Cleansing; Graffiti Removal; Public Conveniences; & Highway Drainage Cleaning Report No. ES11123 to: <ul style="list-style-type: none"> • Environment PDS (15/11/12); • E&R PDS (06/12/11); • Executive (14/12/11).

APPENDIX A

Lot 1 - Street Cleansing		Former Standard/Frequency	Current Standard/Frequency
Principal Town Centres (5no.)	Manual & Mechanical Cleaning	First sweep completed by 8am (Bromley) or 9am each day & not fall below grade B standard until 2200hrs Monday to Sunday. A fall to category C requires a response within 1 hour. Carriageways range between daily to 3 times per week.	No change to specification. Carriageways swept daily.
Secondary Town Centres (10no.)	Manual & Mechanical Cleaning	Footways Scheduled as Daily clean. Carriageways range from Daily to 3 times per week.	First sweep completed by 9am each day & not fall below grade B standard until 2000hrs Monday to Sunday. A fall to category C requires a response within 2 hours. Carriageways swept daily.
Other Shopping Areas		Range of manual and mechanical sweeping from daily to three times per week.	No change to footway specification. Carriageways swept weekly.
Residential Urban Streets - Footways		Majority are mechanical sweeping from daily to fortnightly.	Range of manual and mechanical sweeping from twice weekly to fortnightly
Residential Urban Streets - Carriageways		Mechanical sweeping from weekly to fortnightly.	Mechanical sweeping four weekly basis with road channels in heavily parked streets cleansed manually at Footway sweeping frequency.
Strategic Main Roads ('A' road classification)	Manual & Mechanical Sweeping	Both Footway and Carriageway range from once to three times per week.	Carriageways swept weekly, footways range from twice weekly to fortnightly.
Distributor Roads ('B' and 'C' road classifications)	Manual & Mechanical Sweeping	Both Footway and Carriageway range from three times per week to fortnightly.	Carriageways swept fortnightly, footways range from twice weekly to fortnightly.
Rural Roads	Mechanical and Manual litter picking	Some receive fortnightly litter pick, carriageways swept fortnightly or four weekly.	Half-yearly cleaning programme (spring summer – four weekly) (autumn winter – fortnightly).
Litter Bins	Town Centres	Emptied when 75% full	No change
	Other locations	Emptied on day street is manually swept (footways)	No change
Flyposting	All Streets	Removed on scheduled sweeping day	No change.
Removal of Autumn Leaf fall	All streets	Removed on scheduled sweeping day	No change.
Weed Control	All streets	3 seasonal sprays	No change.
Cleansing of Satellite recycling sites		Range from Daily to twice daily.	No Change
Removal of fly tipping		Response ranges between 2 and 24 hours.	No change
Deep Cleaning	Residential heavily parked streets	150 streets per annum	No change

Lot 2 - Graffiti Removal		Former Standard/Frequency	Current Standard/Frequency
		Racist or offensive – removal within 24 hours	No change
		All other graffiti removed within two working days (target 95%); Monday to Saturday	No change
		Removal from both Council owned and private property visible from the highway	No change
		Application of permanent and sacrificial anti-graffiti coatings	No change

Lot 3 - Cleaning of Public Conveniences		Former Standard/Frequency	Current Standard/Frequency
Town Centres	Two Attended PC's; remainder serviced by mobile team	One thorough clean and one intermediate clean on daily basis	Two thorough cleans per day <i>(Note - Three thorough cleans/day provided by the contractor)</i>
Other public toilets	Serviced by mobile team	One thorough clean and one intermediate clean	No longer in service - Closed
		Deep cleaning – every three months	No change

Lot 4 - Highway Drainage Cleaning		Former Standard/Frequency	Current Standard/Frequency
All streets		Annual clean of road gully and other drainage assets	Two yearly cycle
Flood Beats and Special Cleans		Three times yearly clean	No change
Soak-a-ways		Once every five years	No change