

**Invitation to Submit Detailed Solution
Output Specification**



ASHFORD
BOROUGH COUNCIL



Revised 30/11/2021

**MID-KENT JOINT WASTE
SPECIFICATION**

Contents Page

1.0	INTRODUCTION.....	3
2.0	NEW CONTRACT SERVICES DETAILED SUBMISSION REQUIREMENTS....	8
3.0	COLLECTION SERVICES – Introduction.....	10
4.0	COLLECTION REQUIREMENTS.....	13
5.0	BULKY HOUSEHOULD WASTE COLLECTION SERVICE.....	24
6.0	CLINICAL WASTE.....	25
7.0	COMMERICAL WASTE.....	28
8.0	STREET CLEANSING.....	29
9.0	GENERAL REQUIREMENTS.....	46
10.0	COMMUNICATIONS AND INFORMATION TECHNOLOGY.....	57

Appendix 1 – Allington Waste Transfer Procedures

Appendix 2 – Ashford Waste Transfer Procedures

Appendix 3 – Swale Waste Transfer Procedures

Appendix 4 – Mid Kent Disposal Points

Appendix 5 – Ashford Waste Data File 301121

Appendix 6 – Maidstone Waste Data File 301121

Appendix 7 – Swale Waste Data File 301121

Appendix 8 – Sack Specifications

Appendix 9 – Reporting Requirements

1.0 INTRODUCTION

1.1 Ashford Borough Council (ABC), Maidstone Borough Council (MBC) and Swale Borough Council (SBC) work in partnership with Kent County Council (KCC) to identify and implement cost effective waste collection/processing/disposal and street cleansing services within their respective Administrative Areas. Whilst this Agreement relates to the provision of collection and street cleansing services, the purpose of the joint working is to minimise the combined cost impact of Waste Collection and Street Cleansing Services/ waste processing and disposal and improve recycling performance in so far as it is cost effective to do so.

1.2 The Contractor is required to provide the following services:

- Waste Collection and Recycling Services for ABC, MBC and SBC; and
- Street Cleansing Services for ABC and SBC. (MBC has an inhouse Street Cleansing Service and is therefore not included).

1.3 The existing service which provides for standard households the weekly collection of Food waste and alternate weekly comingled Recycling Materials/residual waste was implemented in 2014. This has seen recycling performance across the Councils rise and residual waste fall to the levels detailed below:

Authority 2019/20	Residual household waste per household (kg/household) (Ex NI191)	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Collected household waste per person (kg) (Ex BVPI 84a)
Ashford Borough Council	352.2	54.2%	359.4
Maidstone Borough Council	410.0	49.2%	323.6
Swale Borough Council	512.3	40.5%	302.5

1.4 With regards future waste collection aspirations all partners have high satisfaction with their existing collection service and wish to ensure this is maintained and built on. That aside they are mindful of the current Government consultation programme on Extended Producer Responsibility, the Deposit Return Scheme and Recycling Consistency. Councils would welcome bidder's views on the likely output of the consultation process and any changes in the collection methodology they would recommend in order to ensure the councils are compliant during the contract term. As it is expected that further clarifications will be made regarding changes in Government policy during the course of the dialogue then changes where appropriate will be written into revised contract documentation at each stage upto the 'Invitation to Submit Final Tenders.'

1.5 For street cleansing, this Agreement also seeks to maximise the efficiency and effectiveness of the service across the Administrative Area whilst addressing the differing needs and priorities of both authorities. Key challenges faced for the street cleansing service in:

1.5.1 ABC are:

- Ensuring high standard of cleansing in town centres,
- Responding to seasonal demand and high intensity footfall during periods of good weather and holiday periods, and
- Cleansing of large rural road network and high-speed road network that require regular and programmed cleansing for accountability.

1.5.2 SBC are:

- Addressing low satisfaction levels of standards achieved in rural and residential cleansing,
- Responding to seasonal demands and high intensity footfall during periods of good weather particularly around seafront areas,

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- Cleansing High Speed Road Cleansing,
- Increased level of sweeping required relative to litter picking to ensure removal of detritus from pavements,
- Increased visibility of sweeping operations, and
- Improving the clarity of responsibility this Agreement will include the emptying of litter bins in parks/seafront/leisure areas previously within the Grounds contract.

1.6 Across all services Bidders should make specific reference in their submissions as to how the following commitments and aspirations are met:

1.6.1 All Councils are committed to reducing their carbon footprint and bidders will be asked to include cost effective means of achieving this and identify the additional costs and benefits of a range of carbon reducing measures.

1.6.2 All authorities are committed to fair employment conditions for local workers. With this in mind:

- ABC has a requirement that for all staff employed by the Council the minimum pay should be paid at least 15p above the National Living Wage, this is termed the Ashford Living Wage.
- MBC has applied the Real Living Wage for its directly employed staff over the past few years and recognises the importance of maintaining a competitive pay structure to attract and retain local employees.
- SBC has a commitment to the Real Living Wage for its directly employed staff and a commitment to review its application to the Councils major contracts. For contracts this applies to those contracted staff who work two or more hours per week, for eight or more consecutive weeks a year. Reasonable endeavours should be made to paying the Real Living Wage in all major contracts as they come up for renewal but SBC recognise that this may not be possible in all contracts, particularly contracts shared with other authorities.

1.7 The Partners are also keen to look at opportunities to reduce contract costs and within this would like to explore the cost impact, advantages and disadvantages of differing vehicle funding options.

1.8 Background – Ashford Borough Council

1.8.1 The Borough of Ashford borders five other Kent districts, as well as East Sussex to the south-west. Ashford Borough Council's main offices are in the town of Ashford. The borough was formed on 1 April 1974, by the merger of the then Borough of Tenterden with Ashford urban district as well as the Rural Districts of East Ashford, West Ashford and Tenterden. Covering 224 square miles, it is the largest district by area in Kent. The Borough is divided into 39 civil parishes, centred on the villages as well as the historic town of Tenterden.

1.8.2 From the 1960s onwards Ashford has experienced phases of rapid urban growth, creating new suburbs such as Stanhope and, more recently, Singleton. Today's urban growth is partially shaped by the de facto corridors created by the M20 motorway, the High Speed 1 line and several other rail lines which converge on the town's railway station; this has contributed to particular development pressure on, and the development of, greenfield sites in and adjacent to the town, especially, but not exclusively, to the south and west.

1.8.3 Ashford Borough Council has set out its priorities in the Ashford Corporate Plan:
<https://www.ashford.gov.uk/news/latest-news/council-sets-out-priorities-to-2024/>

Building on the three themes of the Ashford Ambition: Green Pioneer, Caring Ashford and Targeted Growth, the draft Corporate Plan's objectives and actions will enable the council to continue the journey to achieving the Ashford Ambition.

The Ashford Ambition: To be a thriving, productive and inclusive borough in 2030 and beyond; a vital part of Kent and the South East where local businesses, social enterprises, communities and the public sector provide collective leadership to promote shared prosperity, happiness and wellbeing. This is supported by three themes each with a long-term aim.

- **Green Pioneer:** Every community and individual plays their part in becoming a carbon neutral borough, through a more sustainable way of life. And the natural environment is protected and enhanced.
- **Caring Ashford:** Our towns, villages and rural communities are welcoming, safe places for all who live and work in them, offering a high quality of life where everyone is valued and respected.
- **Targeted Growth:** A thriving, productive local economy supporting a range of business and industry offering good work to local people and is recognised as a high-quality visitor destination.

1.8.4 The draft Carbon Neutral Action Plan – Ashford to Zero Plan has eight priorities:

- Priority 1: Raise awareness of Climate Change and increase understanding and knowledge.
- Priority 2: Ensure the council's decision-making processes, including those as the Local Planning Authority, strategic documents, plans and procedures contribute to reducing Carbon emissions and increasing local resilience to climate change.
- Priority 3: Reduce reliance on fossil fuels for energy generation by increasing renewable energy generation and consumption.
- Priority 4: Encourage and enable a shift towards cleaner modes of transport and reduce car dependency.
- Priority 5: Enable business growth while maximising opportunities to reduce carbon emissions
- Priority 6: Reduce the environmental footprint of buildings through retrofitting existing buildings and new build developments
- Priority 7: Protect, enhance and increase green space for the benefit of people and wildlife.
- Priority 8: Reduce waste and continue high levels of recycling – including detailed measures:
 - *'Within the review of the waste contract consider minimising carbon emissions through route optimisation and contractors vehicle specifications'*.

1.9 Background – Maidstone Borough Council

1.9.1 Maidstone Borough covers an area generally to the east and south of the town of Maidstone: as far north as the M2 motorway; east down the M20 to Lenham; south to a line including Staplehurst and Headcorn; and west towards Tonbridge. It lies between the North Downs and the Weald and covers the central part of the county. The M20 motorway crosses it from west to east, as does High Speed 1.

1.9.2 The Borough Council consists of 55 councillors, representing voters from 26 wards. Twelve of those wards are within the urban area of Maidstone: they are Allington; Bridge; Downswood & Otham; East ward; Fant; Heath; High Street; North ward; Park Wood; Shepway North; Shepway South; and South ward. The remaining 14 wards cover rural districts.

1.9.3 MBC has set out its future direction within the Maidstone Borough Council Strategic Plan 2019 – 2045 (Environment Extracts)

https://maidstone.gov.uk/_data/assets/pdf_file/0009/269721/Strategic-Plan-2019.pdf

The key elements of the plan under 'Safe Clean and Green' are:

- Taking action against those who do not respect well cared for by everyone our public spaces, streets, green spaces and parks.
- An environmentally attractive and sustainable Borough.

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- Improving community safety by working with our partners to make people less vulnerable to crime.
- Everyone has access to high quality parks and green spaces.
- Maintain resident satisfaction with the cleanliness of the Borough.
- Implementation of the Biodiversity and Climate Change Strategy and Action Plan- https://maidstone.gov.uk/_data/assets/pdf_file/0005/380228/Biodiversity-Climate-Change-Strategy.pdf

1.9.4 The key outcomes by 2045 are:

- People feel safe and are safe.
- A Borough that is recognised as clean and well cared for by everyone.
- Improving community safety by working with our partners to make people less vulnerable to crime.
- Everyone has access to high quality parks and green spaces

1.9.5 Between 2021-26 we will place particular importance on:

- Taking action against those who do not respect our public spaces, streets, green spaces and parks.
- An environmentally attractive and sustainable Borough.
- Maintain resident satisfaction with the cleanliness of the Borough.
- Implementation of the Biodiversity and Climate Change Strategy and Action Plan

1.10 Background – Swale Borough Council

1.10.1 Located on the county's northern coast, the borough sits between Medway, Maidstone and Canterbury, around 60km from central London in one direction and 40km from the Channel tunnel in the other. The borough covers an area of 360km², roughly one-tenth of Kent, and is home to just under 150,000 people, also approximately one-tenth of the county figure. For such a relatively small area, the borough is a remarkably diverse place, including the historic market town of Faversham, the traditional seaside resort of Sheerness and the more industrial market town of Sittingbourne, which in recent years has been the focus of major council-led redevelopment. These urban centres are connected both physically and culturally by the borough's extensive and important rural areas, accounting for around a quarter of the population, which take in a number of protected wildlife habitats and part of the Kent Downs area of outstanding natural beauty.

1.10.2 Swale's demographic make-up is no less diverse than its geography, including a mix of affluent and less affluent communities, but in general the area is less well-off than is typical for the south-east, and there are some concentrated pockets of severe socioeconomic disadvantage to be found in locations across the borough. While the causes of this are deep-rooted and complex, the outcome is that a proportion of residents suffer from entrenched inequality and a lack of opportunities which the council needs to do what it can to address. The indices of multiple deprivation are calculated by government based on a range of measures of poverty and associated disadvantage and were last published in 2019. Compared to the previous time the figures were calculated in 2015, Swale's overall position on the indices deteriorated relative to other places, with the borough now the 69th most disadvantaged of 317 shire districts in England, and the second most disadvantaged in Kent. Over recent decades, Swale has seen a successful diversification of its economy, which now has key strengths in manufacturing and distribution, as well as high-skilled activities including cutting-edge technology and life sciences. However, it remains the case that much of the borough's employment, including employment created in the last few years, is at the lower end of the skills spectrum.

1.10.3 SBC has set out its future planning within its Corporate Plan: **Working Together for a better Borough Corporate Plan 2020-2023:**

<https://services.swale.gov.uk/assets/Publications/Council/Corporate%20Plan%202020%20-%202023%20Final%20Version.pdf>

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The Plan includes the following commitments within Priority 2:

- Investing in our environment and responding positively to global challenges:
- Develop a coherent strategy to address the climate and ecological emergencies, aiming for carbon neutrality in the council's own operations by 2025 and in the whole borough by 2030, and pursue all opportunities to enhance biodiversity across the borough.
- Encourage active travel and reduced car use, including through the permeability of new developments, and work with partners to address air quality issues.
- Establish a special projects fund to provide much-needed investment in the borough's public realm and open spaces.
- Recognise and support our local heritage to give people pride in the place they live and boost the local tourism industry.
- Work towards a cleaner borough where recycling remains a focus and ensure that the council acts as an exemplar environmental steward, making space for nature wherever possible.

2.0 NEW CONTRACT SERVICES DETAILED SUBMISSION REQUIREMENTS

2.1 The services to be provided as part of the Waste Collection Services requirement for Ashford, Maidstone and Swale Borough Councils are as follows:

- Household Waste Collection Services of:
 - Residual waste,
 - Recyclable Materials,
 - Food waste,
 - Chargeable Garden Waste,
 - WEEE, Textiles and Batteries
- Bulky Waste collection,
- Clinical Waste collection; and
- Management, Maintenance and delivery of replacement Containers.

2.2 To match the existing methodology bidders are required in their Detailed submission to provide resourcing and costs for the following:

- Fortnightly collection of Residual Waste from Containers,
- Fortnightly collection of co-mingled Recyclable Materials (including glass) from 240-litre wheeled-bins,
- Weekly residual and recycling collections from properties with limited storage,
- Weekly collection of Food Waste from 23-litre containers; and
- Fortnightly collection of Garden Waste from 240-litre wheeled-bins, (and sacks where bins not practical) from Households subscribed to the service.

Bidders are asked to bid on this basis but bidders views on this **and any preferred alternative are sought.**

2.3 The current service also includes for the collection of batteries, textiles and small electrical items in clear bags which are collected alongside the comingled stream but stored separately. Bidders are asked to bid on this basis but bidders views on this **and any preferred alternative are sought.**

2.4 To help inform the Councils decision-making Bidders are asked within their submission to provide their views on the sustainability of the above collection methodology for the period of the contract term bearing in mind the Governments current consultation on Deposit Return Scheme, Extended Producer Responsibility and Recycling Consistency.

2.5 Bidders are also asked to detail within their Detailed solutions, resources and costs for an alternative collection methodology that they consider offers:

- a) a reduction in collection/disposal costs relative to the existing, or
- b) greater consistency with their expectations of the consultation process or
- c) ideally a combination of both of the above.

2.6 With regards any alternative collection methodology it must as a minimum provide:

- Fortnightly collection of Residual Waste;
- Fortnightly collection of all the existing Recyclable Materials but potentially as a twin/multiple streams;
- Weekly collection of Food Waste (separate from all other materials); and
- Fortnightly collection of Garden Waste (chargeable service)
- Weekly collections of residual and recycling from designated properties

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- 2.7 Bidders' attention is drawn to the existence of narrow access streets and Exempt properties across the partnership area and contractors will be required to demonstrate that their resource profile can provide a robust collection service in each Council administrative area that can not only collect on the appropriate day but can recover missed collections on subsequent days within the contract standard for missed collections.
- 2.8 The services to be provided as part of the Street Cleansing Services for Ashford and Swale Borough Councils are as follows:
- Cleansing of all Public Highways,
 - Cleansing of all public footpaths, (including footpaths leading to public conveniences),
 - Cleansing of Forecourts, Precincts, underpasses, alleys, cycleways and bridleways,
 - Cleansing of public car parks,
 - Cleansing of public open spaces including housing estates,
 - Cleansing of specified parks, including flower beds, water features, tree and shrub planters,
 - Cleansing of open spaces and relevant housing land including grass verges, water features, tree and shrub planters and flower beds,
 - Cleansing of the banking of watercourses and retrieval of litter items from the river where safely achievable; (excluding spawning season unless advised by the Authorised Officer otherwise),
 - Cleansing of Amenity areas adjacent beaches (SBC ONLY),
 - Cleansing around Third-Party Bring Bank Sites on Council owned land (SBC ONLY),
 - Maintenance and emptying of all litter and dog waste bins within the districts including the supply and replacement of disposable liners where applicable,
 - Cleansing of specified bus shelters,
 - Removal of Fly Tipped Waste including hazardous waste within the Administrative Areas,
 - Removal of graffiti,
 - Removal of fly posting,
 - Removal of chewing gum and staining,
 - Weed spraying in car parks,
 - Emergency Cleansing of roads, relevant land, beaches following spillages or an accident, including removal of debris, animal carcasses and the provision and the spreading of sand and/or chemical alternative, and
 - Provision of staff resources in the event of an emergency / incident requiring support by any of the Partner Councils.
- 2.9 Bidders will also need to consider how their street cleansing submission responds to the challenges identified in the Introduction.
- 2.10 In relation to all services bidders are also asked to detail separately the cost and carbon reduction impact of a range of initiatives that the councils might consider including within the ISFT. The assessment should detail:
- Cost of implementation, including any infrastructure set up costs,
 - Annual additional cost/saving arising from implementation,
 - Carbon saving generated.
- 2.11 Bidders should also provide assessments of the cost impacts, advantages and disadvantages of various fleet funding options including Council funding.

3.0 COLLECTION SERVICES - Introduction

- 3.1 The Mid Kent Councils current collection methodology requires that the contractor provides to all households, where practicable:
- Weekly Collection of Food Waste,
 - Fortnightly collection of residual waste,
 - Fortnightly collection of comingled recycling (alternating with residual collection but on the same weekday),
 - Fortnightly charged garden waste,
 - Bag collection of textiles/WEEE/batteries subject to bidders' feedback preference
- 3.2 The contractor is required to comply with the terms of the Waste Acceptance Procedures for ALL waste stream and transfer locations detailed in the Waste Acceptance Procedures detailed at **Appendix 1 to 4** of this Specification.
- 3.3 The Waste Acceptance Procedure for Comingled Recyclable Materials allows for the co-collection of:
- Paper/ Card** • Newspapers • Magazines • Pamphlets • Sheet Paper • Telephone Directories/ Yellow Pages • Junk mail • Non-waxed Cardboard • Catalogues • Boxes • Envelopes • Food Packaging sleeves • Shredded Paper • Kitchen/ toilet roll tubes • Greetings cards • Books
- Plastic** • Plastic recyclable bags (if part of collection method) • Yoghurt pots/ plastic tubs/ice cream tubs • Margarine containers • Fruit and vegetable punnets • Plastic meat trays/ ready meal trays • Plastic Bottles • Milk • Soft drinks – coloured and clear • Mineral water bottles with blue tint • Juice drinks • Hair care/ Bath and shower products • Laundry products – coloured and clear detergent and fabric conditioners • Cooking oil • Bleach and Household cleaning products • Automotive products • Alcoholic beverage bottles
- Metal** • Drink cans • food cans • Kitchen foil • Ready meal/ Take away containers • Coffee/ tea tins • Foil pet food containers • Aluminium party platters • Biscuit/ sweet tins • Aerosol cans (empty) – excl. paint cans and sprays/fertiliser or weed killer sprays • Metal jar lids
- Glass** – all colours • Wine bottles • Beer bottles • Jam/condiment jars • Coffee jars • Sauce jars.
- 3.2.2. The current service is also required to make provision for batteries, textiles and small electrical items to be collected at the same time as comingled materials but stored separately from the comingled stream to facilitate separate discharge at the waste transfer location. Households present batteries, textiles and small electrical items in separate clear bags on top of the recycling bin.
- 3.2.3 **Non-target materials** which can be processed in small quantities, in accordance with the Final Disposal Outlet's requirements but are classified as objectionable and are not desirable include:
- Wax lined cartons, Tetrapak • Foil Line, i.e. Juice cartons • Hard Plastics • Clear and Coloured Plastic Bags • Clear Plastic Film or cling film • Plastic laminates/Waxed Paper • Scrap Metal.
- 3.2.4 Prohibited materials - The load will be rejected if the following items cannot easily be removed from the load at the WTS. • Food Waste • Textiles • Wet Paper • Sanitary waste - nappies • Green Garden Waste • Waxed Coffee Cups (McDonalds or Costa etc.) • Insulation and ceiling tiles, polystyrene packaging • Wood • Rubber • Tyres • Building materials and plastic strapping • Black plastic sacks and their contents • Ceramics or Pyrex • All Hazardous waste, i.e. Clinical, WEEE, Chemicals, Pesticides etc
- 3.3 The Waste Acceptance Procedure for **Food waste:**

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- 3.3.1 Allows for the co collection of: All discarded household food waste to include: • cooked and uncooked collected food waste; including dairy, • fish, fruit, and vegetables, • meat and bones, • bread and pastries, • tea and coffee grounds, • pasta and rice etc.
- 3.3.2 Prohibited materials include • Paper/Cardboard • Plastic (excluding plastic bags which will not be considered as 'contamination') • Textiles • Metal • Glass • Nappies • Woody Garden Waste • Other foreign objects.
- 3.4 The Waste Acceptance Procedure for **Garden waste:**
- 3.4.1 Allows for the co collection of: • Grass cuttings • Leaves • Hedge trimmings • Shrubs • Plants • Flowers • Brush wood (max 100mm diameter) • House plants • Christmas trees
- 3.4.2 Prohibited materials include items containing toxins, eg Yew, Rhododendron and Ragwort.
- 3.5 Contract data for each authority has been collated onto Council specific data appendices. These are referenced as:
- **Appendix 5** – Ashford Waste Data File 301121
 - **Appendix 6** – Maidstone Waste Data File 301121
 - **Appendix 7** – Swale Waste Data File 301121

3.6 The following tables provide some headline data for ease of reference.

3.6.1 As at October 2021 the number of households receiving a service by Council was as follows:

SPECIFICATION - See Appendix Excel Files: App 5 - ABC, App 6 -MBC and App 7 SBC				
Household Collection Data				
Description	ABC	MBC	SBC	Total
Total Number of Households as at Oct 2021	56,410	76,174	65,048	197,632
Collection Frequency	ABC	MBC	SBC	Total
No of Individual Households with Alternate Weekly Collections	51,352	64,282	60,301	175,935
No of Individual Households with Weekly Collections	521	772	4,747	6,040
No of Communal Households with Alternate Weekly Collections	3,988	5,246	n/a	9,234
No of Communal Households with Weekly Collections	549	5,874	n/a	6,423
Total	56,410	76,174	65,048	197,632
Collection Container Type	ABC	MBC	SBC	Total
Total No of Households on sack collections	2,374	1,922	3,838	8,134
No of Households on Bulk Bins	4,537	11,120	n/a	15,657
No of Households on standard collections	49,499	63,132	61,210	173,841
Total	56,410	76,174	65,048	197,632
Description	ABC	MBC	SBC	Total
No of Assisted Collections	1,053	1,358	1,263	3,674
Description	ABC	MBC	SBC	Total
Number of Schedule 2 Collections	67	259	25	351
Description	ABC	MBC	SBC	Total
No of Garden Waste Bins collected*	20,572	32,568	20,337	73,477
No of Households with Garden Waste Collectons*	19,350	31,023	19,297	69,670
Description	ABC	MBC	SBC	Total
Narrow Access Properties	1,565	See Tab	3,559	5,124
Unmade Roads			See Tab	-
Restricted Access Time Roads	See Tab	See Tab	See Tab	-

Note: See Appendices 5,6,7 for detailed Council Data.

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3.6.2 The table below details the tonnages by stream collected in 2020/21:

Tonnages 2020/21				
Description	ABC	MBC	SBC	Total
Kerbside Collected Residual	21,992	29,094	31,166	82,252
Kerbside Collected Comingled Dry Recycling Inc Contamination	14,151	17,467	15,043	46,661
Garden Waste	6,911	10,614	635	18,160
Food Waste	3,807	5,086	3,754	12,647
Bring	10	140	N/A	151
Clinical	22	14	95	132
Streets (St Litter abnd Mech sweeper)	1,977	0	1,611	3,588
Fly Tips	225			225
Bulky & HMA	115	674	1,944	2,732
Total	49,210	63,090	54,247	166,547

3.6.3 The table below details the forecast increases in household numbers across the partnership over the contract period:

Household Growth 2020/21 to 2031/32				
Description	ABC	MBC	SBC	Total
2021	56,410	76,174	65,048	197,632
2022	57,510	77,904	66,096	201,510
2023	58,310	79,706	67,144	205,160
2024	58,710	80,795	68,192	207,697
2025	59,110	81,892	69,240	210,242
2026	59,510	83,179	70,288	212,977
2027	59,910	84,698	71,336	215,944
2028	60,310	86,011	72,384	218,705
2029	60,710	87,261	73,432	221,403
2030	61,110	88,390	74,480	223,980
2031	61,510	89,907	75,528	226,945

4.0 COLLECTION REQUIREMENTS

4.1 Emptying and Collection Point

- 4.1.1 The Contractor will be required to empty fully and remove the contents of Containers, so no Residual Waste, Food Waste, Recyclable Materials, or Garden Waste remains in the Containers after emptying. The normal collection point for Containers will be at the boundary of the property nearest to where the collection vehicles pass; with the exception of Clinical Waste which will be collected from an agreed storage place. (Assisted collections will be arranged under certain circumstances).
- 4.1.2 Where a variation from the normal collection point is applied (eg. at the side/rear of property, at the end of a rear entry, at the nearest adopted highway) the occupants of the property concerned will be notified. The Council's decision as to where Containers are to be presented for collection is final.
- 4.1.3 Back-alley collections will only be made in exceptional circumstances. A communal collection point will be considered in the first instance in such cases. Where this applies, Containers will need to be labelled by the residents with their property name or number. The Containers will need to be returned back to the properties by the residents as soon as possible after collection.
- 4.1.4 The Contractor is required to return all containers to the collection point after emptying. Containers must not be left obstructing the driveway or pavement or in a dangerous position. If Containers are left on the Highway by the householder for collection the Contractor will return the bin to an appropriate boundary position following collection.
- 4.1.5 The Contractor will be required to fund the replacement of any container that has been damaged or lost as a result of:
- a) a failure to return the container to the point of collection, or
 - b) a failure to take care in the process of returning the container to the point of collection, or
 - c) damage caused in the course of loading.
- If the contractor damages a Container it must be marked 'do not use – replacement ordered' or similar as agreed with the councils Authorised Officer.
- 4.1.5 Subject to the Authorised Officer's written approval, there being no obstruction or objections from a third party, the Contractor will be permitted to agree an alternative location with the occupier.
- 4.1.6 For various reasons, including custom and practice, some properties are 'difficult' to reach, have restricted access, or have different collection arrangements. These must be continued. The known areas affected by these circumstances are provided at in the respective data sets for each authority. MBC do not have a specific list of 'difficult' properties, but properties requiring narrow access vehicles and small vans for collection are shown in the MBC Data sets.
- 4.1.7 The Contractor is required to convey all Household Waste collected to the designated waste transfer location where it should be tipped into the appropriate bay/container, in accordance with all site rules and direction of waste transfer staff.
- 4.1.8 The Contractor is required to update the WSMS in real time and at the end of every Operational Day to provide a report to the Authorised Officer of any properties/whole/part roads that have not been collected on the scheduled day of collection. The contractor is required to collect all such incomplete collections on the next Operational Day unless agreed otherwise with the Authorised Officer. The Contractor is expected to complete all scheduled collections on the scheduled collection day.

4.2 Side Waste

- 4.2.1 Residual Waste, Food Waste and Garden Waste placed outside of authorised Containers for collection (side waste) will not be collected, except for the first collection after Christmas Bank Holiday, or exceptional circumstances at the Authorised Officers discretion in each year when Residual Waste will be collected.
- 4.2.2 Where a householder has put out more waste than can be stored within the wheeled bin the Contractor is required to leave a bin hanger (or sticker/ or card as agreed with the Authorised Officer) for the householder explaining the reason(s) for the waste being left. The Contractor should use 'incab' technology in real time to update the WSMS of the presentation of side waste and confirming the delivery of the advice note.
- 4.2.3 The Contractor is required to provide real time reporting to the Council advising them of the issue and the property address. The Contractors WSMS should provide reporting information to the council identifying properties where side waste has been presented, the time and date of occasions reported, the crew reference and nature/extent of side waste.
- 4.2.4 The quantity of Recyclable Materials presented by residents will not be limited. This includes Recyclable Materials placed as excess waste next to standard Container provision. The Contractor and the Councils will encourage residents to place excess Recyclable Materials in a manner appropriate to prevent them being blown around or littering.
- 4.2.5 The Contractor is required to report via the WSMS the addresses where excess Recyclable Material is regularly presented.
- 4.2.6 Where appropriate the Authorised Officer will authorise the issue of additional Containers.

4.3 Standard Container Provision and Exceptions

- 4.3.1 The standard Container provision across the partnership is as follows:
- Residual Waste - 180-litre wheeled-bin,
 - Recyclable Materials - 240 litre wheeled bin
 - Food Waste – 7 litre internal food waste caddy
 - Food waste – 23 litre external food waste caddy
 - Garden Waste – 240 litre wheeled bin.
- 4.3.1 The standard containment solutions will not apply in the following circumstances:
- a) Large families: Households deemed to require a larger Container/or Additional Bin, as agreed by the Authorised officer paid for by the Partnership but delivered by the Contractor. These households will typically be those where there are six or more people in permanent residence.
 - b) Where a household has two or more children in nappies then, subject to agreement with the Authorised Officer, either a larger bin or a second (nappy bin) may be provided.
 - c) Where any member of the family is suffering from a medical condition that requires additional residual or recycling collections.
 - d) In situations where residents are not able to handle the 180litre bin, e.g. frailty or incapacity, and there is no-one else in the household who is able bodied then alternative containers may be considered more appropriate.

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- e) Any other reason as determined by the Authorised Officer including houses with multiple occupancy and flats with limited storage capacity may be supplied with larger bins subject to agreement with the Authorised Officer.
- 4.3.3 If a householder requests a larger or an additional Container for Recyclable Materials a larger or additional Container may be provided by agreement with the Authorised Officer.
- 4.3.4 If a householder requests a smaller bin for either Residual Waste or Recyclable Materials, this may be provided, and will be confirmed by the Authorised Officer.
- 4.3.5 Additional Food Waste caddies will be provided where necessary to help alleviate problems with excessive Residual Waste.
- 4.3.6 Owners, landlords or tenants of flats and houses of multiple occupation requiring containers for new properties will need to contact the Council with regards to their supply.

4.4 Sack Collections from Exempt Properties/Flats above Shops

- 4.4.1 There are a number of households within the Collection Contract Area where sack collections have been retained as they have been assessed as not suitable for wheeled-bin Containers (Exempt Properties).
- 4.4.2 Where possible, in keeping with wheeled-bin collections, these Exempt Properties will receive a fortnightly service (providing they are also receiving a Food Waste collection service). Where Exempt Properties have insufficient storage capacity, do not receive a Food Waste service for any reason or for other reasons identified by the Authorised Officer cannot receive a fortnightly collection, the Contractor will provide a weekly collection service.
- 4.4.3 The table below details the total number of properties within ABC, MBC and SBC which currently have sack collections:

Sack Collections	ABC	MBC	SBC	Total
Weekly Sacks Collections	384	557	2,713	3,654
Fortnightly Sacks Collections	1,990	1,365	1,125	4,480
Total	2,374	1,922	3,838	8,134

Note: See Appendices 5,6,7 for detailed Council Data.

- 4.4.4 Residual Waste:
- 4.4.4.1 In ABC and SBC the Contractor will supply and deliver to exempt properties 52 Residual waste sacks every 6 months, (104 sacks in total per annum per property). The sacks will be of the type and quality specified (see **Appendix 8**) and suitably packaged to facilitate delivery via a domestic letter box. (This is a provisional item as Councils are considering requiring residents to supply their own. If agreed this requirement will be removed).
- 4.4.4.2 For ABC and SBC the Contractor will only collect Residual Waste contained within the sacks provided but there shall be no reasonable limit on the number of sacks collected from Assisted Collection properties.
- 4.4.4.3 Residual Waste presented in sacks is to be collected from the curtilage of these properties, except where Assisted Collections have been agreed.
- 4.4.4.4 In MBC residents provide their own sacks for residual waste.
- 4.4.5 Recyclable Materials

MKJW Specification 301121

- 4.4.5.1 In ABC and SBC the Contractor will collect Recyclable Materials contained within the sacks. The Contractor will supply and deliver to Exempt Properties 52 clear sacks every 6 months for Recyclable Materials, (104 sacks in total per annum per property). The sacks will be of the type and quality specified (see **Appendix 8**) and suitably packaged to facilitate delivery via a domestic letter box.
- 4.4.5.2 All sacks must be delivered via the letter box of each Household; or where this is not possible left immediately adjacent to the main door of the Household and the Authorised Officer informed of these Households. Sacks left in any other location will be deemed not to have been delivered.
- 4.4.5.3 In MBC residents have been supplied with boxes for the storage of Recyclable Materials and the Contractor is responsible for collecting and returning recycling boxes from the agreed collection point.
- 4.4.5.4 In some circumstances households which are deemed Exempt Properties may be offered alternative Containers from the agreed range of Containers available, to ensure they are able to recycle the agreed range of Recyclable Materials. Bidders will be required to supply and deliver the agreed Containers at Bill of Quantity rates within 10 days of a request from the Authorised Officer.
- 4.4.6 For new Households requiring a sack collection, the Contractor will ensure that a supply of sacks is delivered to the property within two Business Days of notification by the Authorised Officer.
- 4.4.7 The Contractor will provide a stock of Residual and Recyclable Material sacks to ABC and SBC as required by the Authorised Officer for issue to residents who call at the council offices and can demonstrate they are entitled to the service.

4.4.8 Exempt Properties- Garden Waste - Provisional

- 4.4.8.1 There are a very few properties which have garden waste sack collections. The table below details the number by Council:

Garden Waste Sack Collections	ABC	MBC	SBC	Total
Fortnightly Sack Collections	37	36	-	73

It is likely that these services will be stopped in the near future but they have been included as a provisional item in the interim.

- 4.4.8.2 Those properties classed as Exempt Properties for Residual Waste collections, containment options such as home composting, smaller bins or shared bins will be considered. Properties where these options are not appropriate will be offered a fortnightly Garden Waste collection service using compostable sacks. It is expected that this shall not exceed 1,000 properties across the Contract Area.
- 4.4.8.3 The Contractor is required to make deliveries of 26 compostable sacks to Exempt Properties when they subscribe to the Garden Waste Service. Customers requiring more sacks will be offered an additional 26 sacks per annum which would be available by collection from the Council's Gateways.
- 4.4.8.4 The Contractor will only collect Garden Waste contained within official corn starch sacks. Garden Waste presented in sacks is to be collected from the curtilage of properties, except where Assisted Collections have been agreed.
- 4.4.8.5 The Contractor will supply compostable sacks of the type and quality specified (to meet specification BS EN13432 for compostable sacks) in accordance with the Container

MKJW Specification 301121

Management requirements of this Specification. The Contractor will supply and deliver 26 sacks when informed of a new subscription property by the Authorised Officer and annually thereafter. The sacks will be suitably packaged to facilitate delivery via a domestic letter box.

- 4.4.8.6 All sacks must be delivered via the letter box of each Household; or where this is not possible left immediately adjacent to the main door of the Household and the Authorised Officer informed of these Households. Sacks left in any other location will be deemed not to have been delivered.
- 4.4.8.7 The Contractor will provide a stock of sacks to ABC, MBC and SBC, as required, for issue to residents of exempt properties who have subscribed to the service and require an additional 26 sacks.

4.5 Bulk Bins and Communal Collection Arrangements

- 4.5.1 The total number of Households currently served by bulk bins in each of the Collection Contract Areas is summarised in the table below (further details are referenced in the Council Data Files Appendices 4/5/6):

Bulk and Communal Collections	ABC	MBC	SBC	Total
Weekly Bulk Collections or More	549	5,874	n/a	6,423
Fortnightly Bulk Collections	3,988	5,246	n/a	9,234
Total	4,537	11,120	-	15,657

Note: See Appendices 5,6,7 for detailed Council Data.

- 4.5.2 The Contractor will ensure that Households using bulk bins have their waste collected weekly as a minimum, or more frequently if required. Where weekly collection of bulk bins proves insufficient to maintain the service without side waste being presented, the Contractor will increase the collection frequency at his own cost. This includes collections from Holiday Camps in SBC (see **Appendix 7** Swale Data File).
- 4.5.3 Where bulk Containers are placed in purpose-built compartments (including caravan sites) or bin storage areas, operatives will ensure they are returned to these areas after emptying, and ensure lids and doors are left closed.
- 4.5.4 Some bulk Containers may be locked to posts or in bin cupboards, in such cases the Contractor will be provided with a key or access code and the Contractor must ensure locks are secured after collection. The Contractor will be responsible for key security of any keys supplied and will bear the cost of replacement of all keys, locks and locking devices in case of loss or damage to keys or locks and locking devices.

4.6 Missed Collections

- 4.6.1 A Missed Collection is deemed to have occurred when there is no lockout recorded on the Contractors WSMS (or reported by a contract monitoring officer) and if the collection is not completed on the scheduled collection day. Any missed collection reports made on the collection day and rectified on the collection day will not count as a missed collection.
- 4.6.2 A lockout can only be recorded on the WSMS for the following reasons:
- The Waste container has not been presented for collection and the failure to present has been recorded and evidenced on the Contractors WSMS at the time of attempted collection.

MKJW Specification 301121

b) The Contract Waste presented does not comply with the Waste Acceptance Procedure, (see Contamination) and the contractor has complied with the requirements detailed within the section on 'Contamination'.

c) The access to collect the Contract Waste is blocked, the Contractor has made at least three separate attempts to collect the waste and each attempt has been recorded and evidenced on the Contractors WSMS. The contractor will be required to continue to attempt to collect this Contract Waste after the three attempts but this will not count as a missed collection for performance management purposes. The Contractor is required to make reasonable endeavors to agree solutions in respect of blocked access problems with the Authorised Officer, including redeployment to a more suitable sized collection vehicle.

d) If additional residual waste is left by/on the bin by the householder then the bin will be emptied but the excess waste will be left and a non-collection advice note left after emptying.

- 4.6.3 The Contractor is required to minimise the number of missed collections and targets are set within the Performance Mechanism to assess the contractor's performance each month. The Contractor is required to provide daily, weekly and monthly, reports of any missed bin collections across all Collection Services.
- 4.6.4 Containers recorded as locked out due to the resident not making them available will not be collected until the next scheduled collection. These collections will be termed as justified missed collections. The Authorised Officer reserves the right to seek verification from the Contractor that justified missed collections are being accurately identified and recorded, and if no evidence provided then the missed collection will stand.
- 4.6.5 The Contractor is required to rectify reported missed collections by the end of the Business Day following on from the day of the report. ie reported on Monday must be collected by the end of the day on Tuesday, reported on Friday must be collected by the end of the day on Monday. (See Performance Mechanism).
- 4.6.6 The Contractor is not required to respond to missed collection reports received 48 hours after the scheduled collection day (i.e. if the scheduled collection day is Monday then only reports received upto midnight on Wednesday will need to be rectified). In exceptional circumstances the Authorised Officer may require waste to be collected but this will not count as a missed collection for performance management purposes.
- 4.6.7 In addition to the above on a weekly basis the Contractor is required to advise the Authorised Officer of all households which have had two or more unjustified missed collection of any stream within a rolling 6-week period.
- 4.6.8 Where prior notification of road closures is received the Contractor will take reasonable endeavours to agree alternative collection arrangements with the Authorised Officer at his own cost.
- 4.6.9 The contractor is required to notify each Council by 18:00hours on every Operational Day (unless agreed otherwise by the Authorised Officer) of the properties and roads not completed on the scheduled collection day.

4.7 Contamination

- 4.7.1 The Contractor will familiarise itself with the "Waste Acceptance Procedure" list of all waste streams and make reasonable efforts to eliminate non-compliant material during collections from Households. The Contractor is required to undertake reasonable endeavours in accordance with the Contractors Health and Safety guidance and the Recycling Bin Contamination Guidance for Crews to identify any material that does not comply with the Waste Acceptance Procedure. With regards Food Waste Contractors should also ensure that it has not been inappropriately contained, e.g. within plastic bags.

MKJW Specification 301121

- 4.7.2 Where material has been left out for collection that does not comply with the Waste Acceptance Procedure, the Contractor will not collect this material but will remove all compliant material in so far as is reasonably possible. The Contractor will follow the 'Non-Collection Advice' note/Bin Hanger requirements detailed below.
- 4.7.3 The contractor is also required to work with the Transfer operator to identify any non-compliant waste detected and report back to the Council where contamination is detected, the round reference for the service and the properties collected from that were the likely source of contamination.

4.8 Non-Collection Advice Notes/Bin Hanger/Stickers

- 4.8.1 For all instances of non-collection arising from contamination or presentation of excess residual waste the Contractor will:
- at the time of collection, photograph the contamination/excess waste or use CCTV footage, and complete an advice note/bin hanger/sticker approved by the Authorised Officer, detailing the reason for non-collection, time, date, and crew reference.
 - ensure the advice note/bin hanger/sticker is either securely affixed to the receptacle or posted through the householder's letterbox.
 - and update in real time the contractors WSMS with the photograph/CCTV footage, reason for non-collection and property address.
- 4.8.2 The method of advising the resident and style of advice note is to be agreed with the Authorised Officer and bidders should propose effective methods in their submissions.

4.9 Spillages

- 4.7.1 Any materials/leachate spilt during the collection of Residual Waste, Recyclable Materials, Food Waste or Garden Waste will be cleared by the Contractor immediately, and before leaving the road in which the spillage occurred. Where possible, spilt recyclable material will be cleared in a manner to enable recycling. This includes materials spilt whilst collecting from refuse stores, sack holders or from Assisted Collections.

4.10 Assisted Collections

- 4.10.1 In situations where no Household occupants are able to place their own Containers at the Collection Point, alternative containment options will be considered. If alternative containment is not appropriate these households will be nominated Assisted Collections. The Contractor will collect and return Containers from an agreed point within the boundary of each property.
- 4.10.2 Periodically the Council will review assisted collections to determine that they are still appropriate and required.
- 4.10.3 The Authorised Officer will supply a list of such Households prior to the service Commencement Date and provide any amendments to the list as they are approved by the Authorised Officer. The Contractor will include for Assisted Collections in accordance with this Specification in his rates.
- 4.10.4 When leaving the property, the Contractor will close all doors, gates and refuse cupboards including securing catches where these are provided

4.11 Collection Days

MKJW Specification 301121

- 4.11.1 The Contractor will ensure that where alternate week collections are made, with the exception of Garden Waste, they will be made on the same day in each week. The scheduling of garden waste need not be on the same scheduled collection day as residual or recycling. Where collections are made weekly or more frequently, collections will be made on the same day/s each week. Calendars detailing the collection days for Residual Waste, Recyclable Materials, Food Waste and Garden Waste collections will be agreed annually with the Authorised Officer.
- 4.11.2 The Contractor is required to deliver service information as required by the Authorised Officer and in accordance with Bill of Quantity rates. (Councils will be responsible for designing, printing and supplying the service information).
- 4.11.3 In addition, if required by the Authorised Officer, the Contractor is required to publish all relevant information on his own dedicated web site.
- 4.11.4 **Round Changes**
The Contractor will agree with the Authorised Officer, in advance, any proposed changes to the regular collection day or time (including those operating prior to the commencement date). The changes proposed must be provided sufficiently in advance to allow for member consultation. The authorised officer's decision is final. Should the Contractor alter the scheduled collection route without the prior written approval of the Authorised Officer, the Authorised Officer may instruct the Contractor to re implement the original schedule and forthwith visit any "missed collections" at the Contractor's own cost. All properties impacted by a round change will be informed in writing in advance of the round change and at the Contractors expense.
- 4.11.5 Collections for all services will normally be made between the hours of 06:00 and 18:00 hours but could be made upto 22:00hours subject to the approval of the Authorised Officer. The Contractor is required to comply with the access times to the designated waste transfer facilities and structure their collections services to avoid collection vehicles arriving at the transfer facility at the same time.
- 4.11.6 **XMAS and New Year Collections**
The Contractor is required to undertake collections of Residual Waste, Recyclable Materials and Food Waste on the same day of the week, including when there is a Bank Holiday with the exception of Christmas Day, Boxing Day, and New Year's Day.

The Contractor is required to provide a schedule of collections over the Xmas/New Year catch up period by 1st September in each calendar year. The Contractor is required to submit collection schedule arrangements for the Christmas/New Year's day period for first year with the first Service delivery Plans.
Collections will be required to return to normal with effect from the end of the second full week in January at the latest.
- 4.11.7 Where additional Bank Holidays are granted for any reason, the Contractor is required to employ the same approach as for any normal Bank Holiday. No additional payment will be made for this.
- 4.11.8 Garden waste collections should be provided throughout the year with the exception of a two-week period over mas (timing as agreed with the Authorised Officer).
- 4.11.9 **Ashford Round Change**
The contractor will be required to implement a day change in ABC within the first six months of contract commencement. The existing collection schedule requires the collection of Residual Waste across the borough in week one and the collection of Recyclable Materials in week two. This is to be changed such that c 50% of each stream is collected each week. This will assist KCC in managing the transfer and processing of Contract Waste in ABC and brings ABC in line with MBC and SBC.

4.12 Schedule 2 Collections

The contractor is required to include for the collection of residual and recycling waste from specified Schedule 2 properties. Details of Schedule 2 collections are provided in the data summaries for each Council. The table below provides a summary for ease of reference:

Schedule 2 Collections	ABC	MBC	SBC	Total
No of Properties	67	259	25	351

Note: See Appendices 5,6,7 for detailed Council Data.

4.13 Restricted Access Times/Problem Roads/Weight limits/Schools

- 4.13.1 There are a number of roads within each Council Area which have been designated by Kent County Council (KCC) as having Restricted Access at specified times. The intention of this requirement is to ease traffic flow in known traffic congested areas during peak periods. A schedule of the designated Restricted Access Roads is included within the Council data sets.
- 4.13.2 No Household Waste Collection or mechanical cleansing should be undertaken on these roads by any Service vehicles between 07:00 to 09:15hours and 16:00 to 18:30hours without the prior consent of the Authorised Officer. This does not however prevent the roads being used as a thoroughfare by Service Vehicles in transit to and from unrestricted access roads during the period specified.
- 4.13.3 There are some roads (one way access roads in particular) which need to be scheduled to minimise disruption to other road users and to safeguard collection crews, these are detailed in the Council Data sets. The Contractor is required to agree appropriate collection times with the Authorised Officer. A schedule of the Difficult to Access Roads is included within the Council data sets.
- 4.13.4 There are some collections undertaken along unmade roads, particularly in SBC. (see **Appendix 7 Unmade Roads Tab**). The Contractor is required to have the appropriate collection vehicle to facilitate these collections.
- 4.13.5 The Contractor will avoid collections from within the vicinity of schools around school start and finish times.
- 4.13.6 Failure to comply with the appropriate agreed collection time for any of the above will be addressed through the Performance Mechanism.

4.14 Container Request, Delivery of replacement or additional wheeled-bins

- 4.14.1 The Contractor is required to manage a stock of Residual Waste, Recyclable Materials, Food Waste and Garden Waste Containers, including wheeled-bins, boxes and sacks.
- 4.14.2 The Contractor is required to have sufficient storage space at its depot or specified storage area to store the containers necessary to comply with the container delivery time.
- 4.14.3 Replacement Containers must be delivered within 10 Business Days of the request received.
- 4.14.4 Arrangements for the transfer of Container stock to the Contractor at the start of the Project Agreement will be agreed after Project Agreement award.
- 4.14.5 The Contractor will be responsible for purchasing Containers (including bulk bin Containers) and materials for undertaking minor maintenance using the designated framework and specification provided by the Authorised Officer. The Contractor will invoice the Partnership on a monthly basis for reimbursement at Bill of Quantity rates. The Contractor will be responsible for the supply, storage and delivery of these Containers.

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- 4.14.6 The Contractor will implement a stock control procedure in relation to all Containers. An audit of all Containers held in stock will be made at regular intervals as agreed with the Authorised Officer and the Contractor will advise the Authorised Officer when stocks reach a minimum agreed level.
- 4.14.7 Where containers are identified as damaged at the time of collection then the crew should report the damage on the WSMS showing a photograph of the damage, log a requirement for replacement, and leave an advice note/sticker/bin hanger (as agreed with the Authorised Officer) for the householder.
- 4.14.8 The Contractor is required to remove and replace any unwanted or damaged Containers within 10 Business Days of the request being received from the householder, by agreement with the Authorised Officer.
- 4.14.9 The Contractors WSMS system must notify the customer of the scheduled container delivery date and enable the customer to track progress. When the container is delivered staff are to knock on the door for resident to be aware that the container has been delivered and where appropriate enable them to locate any damaged container to be removed. If residents are not home the contractor should post a delivery notification card through the letterbox informing the resident of the delivery. The WSMS should be updated to show the task has been completed
- 4.14.10 In the event that the Contractor loses, damages or destroys a Container during the collection process, or carrying out any part of the specified Services, the Contractor will notify the Authorised Officer immediately on the day the loss, damage or destruction took place. The Contractor will replace any lost, damaged or destroyed Container the next Business Day and notify the Authorised Officer when the replacement has been made. The Contractor will be responsible for the cost of the replacement of all Containers damaged during the collection process and for the cost of any additional collections, should these be necessary, in between the original Container becoming unserviceable and its replacement being delivered.

4.15 Bin Maintenance

- 4.15.1 The Contractor will also be required to undertake minor maintenance (replace wheels, lids etc.) of Containers and is required to undertake the maintenance within 10 Business Days of the request received.
- 4.15.2 The Contractor will be responsible for purchasing all materials for undertaking minor maintenance including lids, wheels and locks.
- 4.15.3 Where the Contractor observes that bulk Containers are damaged, the Contractor will report any damage including faulty lids, wheels, locks to the Authorised Officer who will confirm the exchange and/or repair to the Container.
- 4.15.4 Where bins have been returned then the Contractor is required to undertake reasonable endeavours to refurbish the bin and re issue it.

4.16 Battery, Textile and WEEE Collections

- 4.16.1 In addition to the collection of Recyclable Materials the Contractor is required to provide for the separate collection of Household batteries, Textiles and WEEE items from all households.
- 4.16.2 The individual streams should not be co-collected or stored with other waste streams and the contractor is required to ensure that the quality of the batteries, textiles, WEEE collected is not adversely affected by the means of collection and storage. The contractor is required to take the

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collected streams to the designated Waste Transfer Location/Depot for discharge or provide appropriate facilities to store and recycle/dispose of the items at the Contractors cost.

- 4.16.3 The current arrangements are for these materials to be presented in clear plastic bag on top of the recycling bin. The contractor is required to comply with this or propose within their submission alternative means of collection that is more effective at preserving the quality of material and provides sufficient storage capacity on the vehicle.

5.0 BULKY HOUSEHOLD WASTE COLLECTION SERVICE

- 5.1 The Contractor will provide a service for the collection of Bulky Household Waste within 10 Business Days of receiving a request from one of the authorities. The Contractor will agree with the Authorised Officer set days on which collections will be made, this will give the authorities the ability to schedule collections for the correct days.
- 5.2 Requests made to the Contractor for this service should immediately be referred to the appropriate authority.
- 5.3 Any service requests cancelled up to 48 hours before the day of collection will not be charged to residents, and no collection will be made.
- 5.4 The Contractor will collect Bulky Household Waste items such as furniture etc, metal items and also items of household WEEE (being items that fall under the EU Directive on Waste Electrical and Electronic Equipment) including, but not limited to, televisions, computers, fridges, freezers, washing machines, tumble driers, cookers etc, from individual households, as specified by the Authorised Officer. In addition, the Contractor will be required to collect all Bulky Household Waste using non-compaction vehicles and deliver to the appropriate Delivery Point. The Contractor will ensure that no CFC gases escape from refrigerators or freezers whilst they are under his control.
- 5.5 Up to four items of Bulky Household Waste will be collected per booking, with the exception of fridges, freezers (due to the presence of CFC gases) and TV's (WEEE Items). which will be collected as individual items (equivalent to 4 items) Most items are collected except for:
- Car parts
 - Window Units/ mirrors
 - Garage and Patio doors
 - Hazardous Waste
 - Builder's rubble and glass
 - Lengths of metal or wood above 2 metres
 - Any item that 2 operatives cannot safely lift
 - Commercial Waste
 - Industrial Waste
 - Loose Garden waste
 - Large American style fridge freezers
- 5.6 The Contractor is required to collect items from within the vicinity of the front boundary of the Household.
- 5.7 The Contractor is required to complete collections within 10 Business Days of a request for service being received from residents and communicated to the Contractor.
- 5.8 Should an abortive visit be made owing to the householder failing to meet the agreed arrangement, then at no additional cost one further visit is to be made. If this is again not met then the Contractor will be deemed to have fulfilled his obligation. All abortive calls must be recorded onto the WSMS.
- 5.9 The Contractor will ensure that all items of Bulky Household Waste are delivered to the appropriate Delivery Points specified in **Appendix 4**. Contractors are required to identify what arrangements he will make to promote re-use and recycling of Bulky Household Waste collected, as the Partnership is keen to ensure that all recycling opportunities are fully considered.

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5.10 All refrigerators and freezers collected for disposal must, prior to delivery at the designated transfer facility, have either:

- their door/lid completely removed, or
- be securely bound with 50mm wide duct tape completely around the perimeter to prevent entry.

5.11 If, when making a Bulky Household Waste collection, the Contractor discovers that Hazardous Household Waste (including, but not limited to, asbestos) has been presented for collection then the Contractor will not collect this waste. The Contractor will notify the occupier of the reason for non-collection by posting an advisory leaflet, provided by the Contractor and authorised by the Authorised Officer, through the letterbox of the Household concerned. The Contractor will record the property location where Hazardous Household Waste was presented and immediately notify the Authorised Officer of the incident. The Authorised Officer will contact the householder and advise a suitable collection arrangement for the Hazardous Household Waste.

5.12 The table below details the information available for Bulky Household Waste collections undertaken in the last available 12month period (for clarity, a collection could include multiple items as outlined below):

Bulky Waste Collections	ABC	MBC	SBC	Total
No of Bulky Waste Requests 2020/21	3,213	7,458	3,641	14,312
No of Bulky Waste Requests 2019/20	3,077	6,250	3,555	12,882

Note: See Appendices 5,6,7 for detailed Council Data.

5.13 **Bulk Waste Collection – Housing- Provisional Item**

5.13.1 The contractor will be required to provide resources for bulk item clearance from Council Housing properties as requested by the Authorised Officer. Upon notification of a required collection, the contractor needs to complete in 48 hours, unless otherwise agreed. Items are likely to be within the property boundary at a multiple unit dwelling. In 2021 there were 412 requests from ABC, this is not required in MBC but there may be a future requirement for SBC.

5.13.2 In addition to the above the Contractor is the contractor will be required on a schedule of rates basis to undertake the removal and disposal of house clearance items from Council Housing (Void Clearance). In 2021 there were 60 requests from ABC, this is not required in MBC but there may be a future requirement for SBC.

6.0 CLINICAL WASTE

6.1 The Contractor is required to provide a separate Clinical Waste collection service for the collection of infectious waste, sharps (needle) waste and cytotoxic waste within the ABC, MBC and SBC Administrative Areas; to Households as agreed with the Authorised Officer. The number of collections made is detailed in the table below:

Clinical Waste Collections	ABC	MBC	SBC	Total
Total Annual No of Scheduled Clinical and Sharps Collections	2,691	832	17,095	20,618
Average Number Scheduled Collections per week	52	16	329	397
Total Annual No Adhoc Clinical and Sharps Waste Collections	968	3,310	4,200	8,478
Average No of Adhoc requests per week	19	64	81	163

Note: See Appendices 5,6,7 for detailed Council Data.

NOTE: The Contractor will collect child and adult disposable nappies (offensive but not infectious) when presented as Residual Waste.

- 6.2 The Contractor is required to supply EU compliant sacks/receptacles of a colour appropriate to the method of disposal, to households at the time of collection; and will include for this within his rates. The Councils do not supply sharps boxes, clients will obtain these from their district nurse or medical professional.
- 6.3 Clinical Waste will be collected from the place or property at which it is stored or placed by the customer (provided that such location is, in the opinion of the Authorised Officer, reasonable).
- 6.4 The Contractor will be as discreet as possible whilst collecting Clinical Waste, ensuring that the service is provided in a manner which is sensitive to the needs of residents.
- 6.5 The Contractor will immediately notify the Authorised Officer of any collections that are cancelled or cease to be left out for collection; the Authorised Officer will periodically confirm the list of residents requiring the service.
- 6.6 Clinical Waste will be collected strictly in accordance with the regulations governing its handling.
- 6.7 All Clinical Waste collected under this contract will be taken for disposal at a designated site specified by KCC in accordance with **Appendix 4**.
- 6.8 The Contractor is also required to undertake the collection of sharps from a small number of pharmacies and other specified locations where the public are able to deposit sharps (3 ABC and 4 SBC sites). The Contractor will include within his rates for the provision of this service to match that provided to households.
- 6.9 The Contractor must only collect Clinical Waste that originates from domestic households. In general, the Councils only collect Infectious Clinical waste suitable for collection in yellow sacks. The contractor should however be aware of the wider requirements for collection of clinical waste which require it to be categorised and contained as follows:

6.9.1 Acceptable Waste:

- a) **Yellow bags:** Infectious- contaminated with chemicals or medicines;

MKJW Specification 301121

b) Orange bags: Infectious- soiled dressings or swabs with visible signs of blood that may be infected;

c) Tiger bags: Offensive waste - dressings, swabs, incontinence pads, or disposable clothing;

d) Sharps boxes:

- Infectious: Purple lidded Container - Used needles containing Cytotoxic & Cytostatic medicines
- Offensive waste- Yellow lidded Container – Other used needles and syringes

6.9.2 **Unacceptable Waste:**

Clinical Waste collected at commercial properties is not accepted, including waste derived from tattooists, dentists, spas, private residential homes etc.

6.10 Loads will be inspected on arrival at the weighbridge and must conform with the correct legislation regarding the segregation during transit of hazardous waste. If the contractor fails to segregate the waste correctly or contaminated waste streams are not correctly identified, and a load is rejected the contractor will be liable for any costs arising from the failure.

6.11 The Contractor is responsible for unloading the vehicle's contents into the correct internal bins, locking the container, and returning the key to the weighbridge. It is vital, that Clinical waste is not mixed and deposited correctly.

7.0 COMMERCIAL WASTE

The Contractor is not required to provide a service to collect and dispose of Commercial Waste.

8.0 STREET CLEANSING

8.1 Introduction and Scope:

8.1.1 The Contractor is required to achieve or improve on the standards set out in the Code of Practice on Litter and Refuse, issued under Section 89 of the Environmental Protection Act 1990 (Modified 2019) and the Clean Neighbourhood Act 2005 (and as further set out in this Specification).

8.1.2 The Contractor is required to provide for the following Street Cleansing Services as defined within the ABC and SBC Administrative Areas ONLY:

- Cleansing of all Public Highways,
- Cleansing of all public footpaths, (including footpaths leading to public conveniences,
- Forecourts, Precincts, underpasses, alleys, cycleways and bridleways,
- Cleansing of public car parks,
- Cleansing of public open spaces including housing estates,
- Cleansing of specified parks, including flower beds, water features, tree and shrub planters,
- Cleansing of open spaces and relevant housing land including grass verges, water features, tree and shrub planters and flower beds,
- Cleansing of the banking of watercourses and retrieval of litter items from the river where safely achievable; (excluding spawning season unless advised by the Authorised Officer otherwise),
- Cleansing of Amenity areas adjacent beaches (SBC ONLY),
- Cleansing around Third-Party Bring Bank Sites on Council owned land (SBC ONLY),
- Maintenance and emptying of all litter and dog waste bins within the districts including the supply and replacement of disposable liners where applicable,
- Cleansing of specified bus shelters,
- Removal of Fly Tipped Waste including hazardous waste within the Administrative Areas,
- Removal of graffiti,
- Removal of fly posting,
- Removal of chewing gum and staining,
- Weed spraying in car parks,
- Emergency Cleansing of roads, relevant land, beaches following spillages or an accident, including removal of debris, animal carcasses and the provision and the spreading of sand and/or chemical alternative, and
- Provision of staff resources in the event of an emergency / incident requiring support by any of the Partner Councils.

8.2 Definitions of Cleansing Terms

8.2.1 In this Specification the terms "Public Highways" shall include: -

- street, road or pedestrian area including but not limited to, the carriageway, the adjoining footways, roundabouts, service roads, cycle tracks, drainage channels, the adjoining verges, central reservations, paved areas and bus shelters.
- separate footpaths, alleyways, cycleways and adjoining verges and drainage channels where provided.
- private and currently unadopted highway if specified.

8.2.2 In this Specification the terms "Clean", "Cleaning", "Cleanse" and "Cleansing" shall where the context so admits include:

- the removal and disposal of litter, debris, detritus, mud, weeds and grass, loose chippings, animal carcasses, human/animal fouling, accident debris, paints and chemicals, sharps, oil and other deposits,

MKJW Specification 301121

- the removal and disposal of leaf and blossom fall,
- the removal and disposal of deposits arising from fly tipping.

8.2.3 In this Specification, reference to Zone 1- High Intensity of use, Zone 2 Medium Intensity, Zone 3 (Low Intensity) and Zone 4 Special Circumstances shall have the meanings ascribed to them in the aforementioned Code of Practice on Litter and Refuse (2019), except that in SBC and ABC areas a number of locations which, under the Code of Practice would be referred to as Zone 2 areas have been designated as Zone 1 areas because of the heavy pedestrian traffic (and hence litter etc.) that they attract – e.g. roads in the vicinity of, or on the pedestrian route to, schools. In terms of quantities these roads are included in the Zone 1 quantities and must meet the response times in 8.4.7 as Zone 1 roads; and although to achieve a satisfactory standard cleansing will be required daily (and sometimes twice daily) there is no need for a continuous presence on these roads.

8.3 Core Services

- 8.3.1 The Contractor is required to undertake the Street Cleansing Services specified below and to ensure that the public areas covered by the Specification are maintained to the standards of cleanliness detailed at paragraph 8.4.
- 8.3.2 The Contractor is also required to undertake the emptying and cleansing of litter bins and dog waste bins; and to undertake on request the weed spraying of designated land, such as car parks, as detailed in the specification, with payment made on the basis of a priced schedule of rates item.
- 8.3.3 For all Street Cleansing Services, the Contractor is required to remove all collected material to an authorised disposal site.

8.4 Standards of Cleanliness and Response Times

- 8.4.1 The Contractor is required to achieve the levels of cleanliness in accordance with those in the Environmental Protection Act 1990: Code of Practice on Litter and Refuse, and subsequent relevant legislation and guidance.
- 8.4.2 For Litter and Refuse:

Grade	Level of Cleanliness
Grade A	No litter or refuse.
Grade B	Area predominantly free from litter and/or refuse apart from some small items such as cigarette ends, ring pulls etc.
Grade C	Widespread distribution of litter and/or refuse with minor accumulations of small items as Grade B and larger items including beverage containers, fast food packs, animal faeces etc.
Grade D	Area heavily littered by litter and/or refuse with small and large items with significant accumulations along boundaries.

- 8.4.3 For Detritus:

Grade	Level of Cleanliness
Grade A	No detritus
Grade B	Predominantly 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

Examples of areas littered to the above four levels are given in Environmental Protection Act 1990: Code of Practice on Litter and Refuse.

MKJW Specification 301121

- 8.4.4 The Contractor shall Cleanse all areas covered by the Specification so that they are Grade A standard. If a shortfall in the standard of Cleansing is noted, observed or reported then the Contractor shall Cleanse the areas as necessary, returning it to Grade A within the time limits set out in the table below, subject only to specified exceptions also set out in 8.4.9 below.
- 8.4.5 The Partner Authorities have zoned all the streets and areas covered by this Specification as recommended within the Code of Practice, taking account of local priorities: see also 8.2.3.
- 8.4.6 Details of the zoned highways and areas for ABC and SBC Administrative Areas are provided in the Council Data sets. At zone boundaries the first 20 metres of any side street adjoining a street in a different zone should be treated as being in the higher category.
- 8.4.7 Following notification of a shortfall in Cleansing standards, the time limits for the restoration of that street or area to Grade A are as follows:

	Grade A	Grade B	Grade C	Grade D
Zone 1	After Cleansing	6 Hours	2 Hours	1 Hour
Zone 2	After Cleansing	No Response	1 Day	12 Hours
Zone 3	After Cleansing	No Response	5 Days	1 Day
Zone 4	After Cleansing	No Response	28 Days	28 Days

- 8.4.8 These rectification times will apply only within the permitted working time periods - see Streets Working Times 8.28.1.
- 8.4.9 The exceptions to the obligations imposed above are as follows:
- when operations are suspended due to severe weather conditions;
 - when operations are suspended on Christmas Day;
 - outside Streets Working Times as detailed at 8.28.1.
- 8.4.10 The levels and standards of cleansing specified for each zone indicate that a person following immediately behind an operative of the Contractor engaged in Cleansing any area will expect to see a totally litter free surface cleansed to Grade A standards. It is recognised that the area will deteriorate to Grade B, C or D standards over a period of time dependent on the amount of litter produced by the public. The Contractor is required to fully comply with the times specified for restoration of any area to Grade A standards and therefore the frequency of cleansing shall be as necessary to achieve the levels and standards of cleanliness required by this Specification.
- 8.4.11 To provide the standard of cleansing required in Swale the following areas (in addition to the three town centres) currently have a constant cleansing presence from 09:00 to 15:00hours:
- Marine Town – presence on 5 Business Days
 - Murston – presence on 5 Business Days
 - Summer Season only - (between 1st April (or Easter if earlier) and 30th September):
 - Minster Lea – Thursday to Sunday in Season
 - Leysdown – Promenade/Spinney and Beach front, - Every Day in Season

8.5 Inspection and Self-Monitoring

- 8.5.1 The Contractor must also allow, within their costs, to provide web accessible systems for monitoring and management of the services, with access arrangements to enable the Councils to monitor real time and historical information.

MKJW Specification 301121

- 8.5.2 The Contractor is required to monitor Cleansing performance daily and submit self-monitoring Reports onto a web accessible system. The system must provide for direct contact with refuse crews/street cleansing supervisors/GIS of collection vehicles/complaint history/cleansing hotspots / flytipping etc. The system must also enable the Authorised Officer/Council Client Teams and Call Centre staff to view real time performance and action being taken by the Contractor to address complaints, substandard monitoring reports, and service requests.
- 8.5.3 The Contractor will demonstrate performance achievement by maintaining and presenting records detailing standards achieved, time and date inspected and undertaking regular and pre-defined inspections, performed by street name or specific location.
- 8.5.4 Monitoring will also be undertaken by client officers and via public complaints.
- 8.5.5 The Contractor must submit a weekly Performance Summary identifying:
- incidents where standards have been identified as not acceptable and rectified within the Rectification Period,
 - incidents where standards have been identified as not acceptable and rectified outside of the Rectification Period,
 - incidents where standards been identified as not acceptable and have not as yet been rectified.
- 8.5.6 The Councils will exercise a quality control and a random checking system of all aspects of the Street Cleansing Services performed by the Contractor. The Contractor is required to provide information and all reasonable assistance to enable audits to be completed by the Council, where directed by the Authorised Officer in accordance with the Agreement.
- 8.5.7 Whilst this Agreement is generally based on an output specification basis, the Contractor is to submit Inspection Frequency Schedules identifying the day and week that each road will be inspected. This will be discussed during the CD process. However, the expected frequency for inspections is shown below:
- Zone 1 - Weekly
 - Zone 2 - Monthly
 - Zone 3 - Quarterly
 - Zone 4 - Half Yearly
- 8.5.8 Traffic Management Plans should be provided annually by 31st March in each contract year and agreed with the Authorised Officer. Monthly Traffic Management reports should be provided throughout the contract confirming works completed for the previous month and updating the Annual Plan accordingly.
- 8.5.9 Councils shall be given authorised access to the Contractor's system.

8.7 Contract Requirements - ABC and SBC:

- 8.7.1 The Contractor is required to maintain standards of cleanliness to the locations and areas within the ABC and SBC Administrative Areas as set out at 8.1 above unless otherwise specified otherwise.

8.8 Highway

- 8.8.1 The Contractor shall include in his annual sums for the following work:
- a) The Cleansing of Highways summarised in the table at 8.8.3 and detailed in the accompanying Council data sets, in accordance with the standards set out at 8.4. For the avoidance of doubt this area also includes, but is not limited to, adjacent grass verges, tree

MKJW Specification 301121

and shrub areas and planters, flower beds, woodland, footpaths, lay-bys, parking areas, forecourts, precinct areas, underpasses, housing estates and other public open spaces and **pathways. (This is not limited to any set distance from the highway but should encompass the public area that can be reasonably accessed from the Highway).**

- b) The keeping free of hard surfaces, and street furniture from litter, graffiti, weeds, grass, moss and other growths at all times.
- c) The removal of all collected material to an authorised disposal site.

8.8.2 The table at 8.8.3 provides summaries of the linear meterage of Public Highway within the ABC and SBC Administrative Areas that the contractor is required to cleanse in accordance with the specified cleansing standards unless specifically detailed otherwise. The figure given is simply the length of road and qualified bidders must adjust these for carriage way and pavement widths, front and back lines etc.

8.8.3 In addition to the above, and for the purpose of clarity, within both ABC and SBC there are areas of pathways and open space which are adjacent to the Highway that the Contractor is required to cleanse as noted in 8.8.1. These areas are to be cleansed in accordance with the standards applicable to the adjacent Highway. Where two differing highway standards about a single green area the Contractor is required to cleanse to the higher of the two standards. The Contractor should note that whilst this detailed information is not available the Contractor is required to undertake the cleansing of grass verges, tree and shrub planters, flower beds, pathways and footpaths, lay-bys, parking areas, forecourts; precinct areas, underpasses, housing estates and other public open spaces within its Overarching Cleansing and Highway Cleansing responsibilities. **This is not limited to any set distance from the highway but should encompass the public area that can be reasonably accessed from the Highway.**

Highway Lengths	ABC Centre Line m	SBC Centre Line m	Total Centre Line m
Zone 1	13,362	22,507	35,868
Zone 2	250,889	87,611	338,501
Zone 3	745,661	926,532	1,672,193
Zone 4/ High Speed Roads	120,342	25,303	145,645
Total	1,130,255	1,061,953	2,192,207

Footpaths, Cycleways, Bridleways	ABC Centre Line m	SBC Centre Line m	Total Centre Line m
Zone 1	1,708		1,708
Zone 2	22,636	833	23,470
Zone 3	2,803	29,223	32,025
Total	27,147	30,056	57,203

Note:

- 1) the linear meterage in these tables solely refers to the linear length of road, it does not capture the channel length on either side.
- 2) Note: See Appendices 5 and 7 for detailed Council Data.

8.8.4 The Contractor is required to Cleanse the drainage channels to roundabouts, central reservations, traffic islands and the approaches to traffic islands to the levels and standards of cleanliness required for the highest relevant zone.

8.8.5 The Contractor is required to ensure reasonable and appropriate levels of Traffic Management working practices are applied in all circumstances and appropriately trained staff manage and supervise these activities. The contractor's attention is particularly required with regards addressing cleansing issues at:

MKJW Specification 301121

- Traffic Islands
- Roundabouts
- Narrow Rural Roads
- High Speed Roads

Contractors are responsible for all permit costs associated with Traffic Management.

- 8.8.6 The Contractor is required to submit to the Authorised Officer an annual Traffic Management Plan detailing the schedule of planned traffic management cleansing for the year identifying the road, traffic management requirements, scheduled commencement and finish dates, confirmation that KCC highways have been consulted and where relevant whether works are in conjunction with KCC traffic management or not.

Some streets in the Administrative Areas are regularly parked with cars which can cause difficulties in thoroughly cleansing the edges of the carriageways. The Contractor will, however, be expected to thoroughly cleanse such streets using any special equipment necessary and work with the Authorised Officer and Highways Authority to ensure street cleansing standards are met. Any Deep Cleansing required to recover streets standards as a consequence of parked cars or in any circumstances that have prevented normal cleansing will be undertaken at the contractor's expense. The contractor will be required to work with the Council to agree Deep Cleanse programmes.

8.8.7 High-Speed Roads, laybys and Litter bins

- 8.8.7.1 The Contractor is required to undertake cleansing services as part of this Contract on high-speed roads and shall be responsible for ensuring traffic management regulations and Chapter 8 of the Traffic Signs Manual and Safety at Street Works and Road Works a Code of Practice have been complied with and appropriate precautions have been implemented to protect staff and the public.
- 8.8.7.2 All staff engaged on High Speed Road cleansing must have been suitably trained and qualified. Method Statements and Risk Assessments must have been undertaken in advance of all high-speed road activities to ensure tailored precautions are implemented for the area of activity. These are to be shared on the WSMS with Council access in advance of any High Speed Road cleansing.
- 8.8.7.3 All High-Speed Roads listed on the High Speed Road Schedule will be cleansed at least twice annually once between 15th February and 15th April and once between 15th September and 15th October or as agreed with the Authorised Officer. Additional cleansing may be required and will be undertaken in accordance with Bill of Quantity rates.
- 8.8.7.4 The Contractor should provide a High-Speed Road Cleansing programme as part of the Annual Service Review detailing when the designated roads are programmed for cleaning.
- 8.8.7.5 All High-Speed Road Laybys including the slip in and out will however be treated in accordance with Zone 2 response times unless specifically specified differently in the Appendices.
- 8.8.7.6 All High-Speed Road Litter bins will be serviced in accordance with the standards detailed below in respect of all Litter Bins.

8.9 Car Parks

- 8.9.1 The Contractor shall include in his annual sums for the following work:
- the cleansing of car parks summarised in the table at 8.9.2 and detailed on the accompanying specification data in accordance with the standards set out at 8.4;

MKJW Specification 301121

- keeping hard surfaces in Car Parks free from weeds, grass, moss and other growths at all times;
- The removal of all collected material to an authorised disposal site.

8.9.2 The table below details the number of locations, the total area to be cleansed in square metres within each district and the relevant zoning designation:

Car Parks	ABC No of Sites	ABC Approx. M2	SBC No of Sites	SBC Approx. M2	Total No of Sites	Total Approx. M2
Zone 1	2	13,483	23	51,267	25	64750
Zone 2	19	79,593	8	9,280	27	88873
Zone 3	-	-	6	7,928	6	7928
Zone 4			1	453	1	453
Total	21	93,076	38	68,928	59	162,004

Note: See Appendices 5 and 7 for detailed Council Data.

8.10 Parks, and Open Spaces Cleansing

Parks and Openspaces	Play Areas	Parks and Other Openspaces	Cemetaries
Zone 1	6	93,027	
Zone 2	60	336,920	142,844
Zone 3			
Total	66	429,947	142,844

Note: See Appendices 5 for detailed Council Data.

8.10.1 In ABC the Contractor is required to:

- Maintain the areas of Openspaces to the same standards and response times appropriate to zoning as identified in 8.4.2 and 8.4.7 above
- For the avoidance of doubt, this will include footway sweeping, litter picking all grassed areas, flower beds, paths, watercourses and emptying of litter and dog bins within the sites.

8.10.2 In ABC the contractor is required to maintain Parks to the same standards and response times appropriate to zoning as identified in 8.4.2 and 8.4.7 above.

8.10.3 In SBC the Contractor should note that other Contractors are employed by the Partner Authorities to undertake litter picking within Park areas but the Contractor is required to empty litter bins, recycling, dog bins and cleanse the immediate area around the bin (up to a 2m radius).

8.10.4 The Contractor is required to undertake the collection and transfer of all the litter arisings from the above identified parks, including that collected by the Parks Contractor to the designated transfer facility. The Contractor is required to undertake collections sufficiently frequently as to prevent the storage facility/area from overflowing

8.11 Voluntary Groups

8.11.1 The Contractor is also required within their sums to supply bags, pick up and transfer to the designated disposal facility, waste collected by residents and voluntary groups who have undertaken an area clean up.

8.11.2 The Contractor will be notified by the Authorised Officer of the collection arrangements.

8.12 Watercourses (outside of specified Parks and Open Spaces)

8.12.1 The Contractor is required to undertake the Cleansing of the following watercourse areas and the removal of all collected material to the designated transfer facility. The linear meterage of Watercourses within SBC and the supporting file reference is detailed in the table below:

MKJW Specification 301121

Watercourses	ABC Zone	ABC Centre Line m	SBC Zone	SBC Centre Line m	Zone	Total Centre Line m
	-	5,049	3	5,242	3	10,291

Note: See Appendices 5 and 7 for detailed Council Data.

8.12.2 All areas are to be treated as Zone 3 and are to be maintained to the standards of cleanliness and times for restoring to a clean condition be as set out below:

- Grade A: no litter or refuse
- Grade B: predominantly free of litter except for light littering of small items
- Grade C: accumulations of litter or larger items, e.g. supermarket trolleys, car wheels, etc.
- Grade D: significant accumulations of litter, bags of refuse and any debris on the screens at entrances to culverts, etc.

8.12.3 These areas are to be restored to Grade A standard within the following times:

	Grade A	Grade B	Grade C	Grade D
Zone 3	After Cleansing	No Response	5 Days	1 Day

8.13 Third Party Bring Bank Site Cleansing

8.13.1 The Contractor is required to cleanse the area around Third-Party Bring Banks on Council owned sites within the SBC Administrative Area in accordance with the standards and rectification times appropriate to their street location.

Third Party Bring Banks	ABC No of Sites	SBC No of Sites	Total No of Sites
Council Owned Land	N/A	8	8

Note: See Appendices 7 for detailed Council Data.

8.13.2 The Contractor is required to remove from the area all litter, debris and other deposits and transfer to the designated disposal facility and ensure that any waste deposited around the banks that can be recycled within the bring bank facilities is recycled.

8.13.3 The number of sites, total number of ABC and SBC banks and the supporting Council Data sets references is summarised in the table below:

8.14 Litter Bins

8.14.1 The Contractor is required to empty each bin in the ABC and SBC Administrative Areas, remove any litter surrounding the bin after the bin has been emptied and transfer all waste to the designated disposal facility in accordance with the Environmental Protection Act 1990 and subsequent revisions. The Contractor is required to ensure that each bin is emptied sufficiently frequently to prevent it from being full or overflowing. Any bin that is reported as full or overflowing will be subject to a performance deduction. Further deductions will be applied in accordance with the Performance Mechanism. The contractor is required to rectify any bin full/overflowing report within 4 hours during Streets Working Times.

8.14.2 The numbers of litter bins, dog waste bins, Dual Litter/Recycling Bins and Dual Litter/Dog Bin in ABC and SBC are detailed in the table below:

MKJW Specification 301121

Litter Bins	ABC No of Bins	SBC No of Bins	Total No of Bins
Litter Bin	1,077	553	1,630
Dog Bin	141	231	372
Dual Litter/Dog Bin	6	145	151
Recycling Litter Bin	7	11	18
Swale Eurocart		20	20
Swale Litter Bin Leisure Services		272	272
Swale Beach Bin Pick up - 4 Locations each with 4 x 1100		16	16
Total	1,231	1,248	2,479

Note: See Appendices 5 and 7 for detailed Council Data.

- 8.14.3 The Contractor is required to supply and install disposable (carbon friendly – minimise single use plastic) liners to each bin designed to receive disposable liners on each visit.
- 8.14.4 The Contractor is required to wash and disinfect all bins twice a year, once during the period 1st March to 30th May and once again during period 1st September to 30th November. The Contractor is required to provide a bin washing programme in advance of works commencing and update the WSMS in real time to identify the location of bins that have been cleansed and any defects/repairs required.
- 8.14.5 The Contractor is required to complete a list of damaged or defective bins in a form approved by the Authorised Officer and submit to the Authorised Officer once per week throughout the Agreement Period.
- Contractors should note that some bins are contained in lockable containers. The keys to the containers will be handed to Contractor on Service Commencement Date by the Authorised Officer. The Contractor is required to undertake the unlocking and locking of containers on each visit and the servicing of the lock, hinges and other moving parts to the container. The Contractor is responsible for all replacement keys.
- 8.14.6 ABC and SBC may install additional bins or remove existing bins at various locations and the Contractor will be required to carry out the above operations to additional bins. Payment for work in relation to additional or reduced bins will be at the rate stated in the Bill of Quantities.
- 8.14.7 With the exception of waste collected from beach waste transfer bins, the emptying of litter bins may be undertaken with residual waste collection services. Waste collected from beach waste transfer bins shall be collected separately from other waste streams.

8.14.8 Beach Waste Transfer locations and Bins

The Contractor is required to collect waste from four Beach waste transfer locations separately so as to identify the tonnage collected separately from Household waste arisings. (This may be revised subject to agreement being reached with KCC on average weights being used which may allow co-collection).

8.15 On Street Recycling Bins

8.15.1 SBC has 11 on-street recycling bins and ABC has 7 on street recycling bins (See **Appendices 5 and 7**)

8.15.2 The Contractor is required to:

- collect the Recyclable Materials from the bins as frequently as necessary to prevent any recyclable materials from overflowing the container.
- identify any contamination and where possible remove it from the Recyclable Materials.
- dispose of any contaminant as residual waste and
- undertake reasonable endeavours to maximise the amount of the bin content that is recycled.

8.15.4 The Contractor is required to clean and maintain these high-profile bins sufficiently frequently to ensure they are clean and available for public use at all times.

8.16 Dog Waste Bins

8.16.1 The Contractor is required to: -

- empty each bin and dispose of all contents to the designated transfer facility.
- empty each bin as frequently as necessary to prevent the bin from becoming full but as a minimum of twice per week unless otherwise identified.
- supply and install disposable liners to each bin on each visit.
- wash and disinfect the inside and outside of each bin quarterly and as necessary in intervening periods to ensure the bins are in a safe and clean condition for public use. The disinfectant to be supplied and used by the contractor should be of a type that will not harm any surrounding grass areas or other vegetation.
- complete a list of damaged or defective bins in a form approved by the Authorised Officer and submit to the Authorised Officer once per week throughout the Contract period.

8.16.2 The number of dog waste bins in ABC and SBC are shown in the tables at 8.14.2.

8.16.3 The Contractor should note that some bins are contained in lockable containers. The keys to the containers will be handed to Contractor on commencement of the service by the Authorised Officer. The Contractor shall include in his price for dog bins the unlocking and locking of containers on each visit and the servicing of the lock, hinges and other moving parts to the container. The Contractor is responsible for all replacement keys.

8.16.4 ABC and SBC may decide to install additional bins at any location and the Contractor will be required to carry out the above operations to these additional bins. Quantities within the Bill of Quantities will be adjusted to reflect this where additional resources are required by the Contractor.

8.16.5 The Contractor should note that the Disposal Authority will accept dog waste, where it has been collected comingled with other street cleansing arisings, at the 'street arisings' transfer facilities, providing. However, it should not exceed 30/70 mix in favour of litter to ensure conformity with the offensive waste directive.

8.17 Shelters

8.17.1 The Contractor is required to Cleanse around all shelters including those owned by agencies such as Adshel and JC Decaux within ABC and SBC Administrative Area as part of their normal cleansing activities.

8.17.2 The Contractor is also required within the ABC and SBC Administrative area to:

- Cleanse the glazing of all shelters owned by ABC (19 locations) on a monthly cycle.

MKJW Specification 301121

- Cleanse the glazing of all 37 bus shelters in SBC on a monthly cycle.
- Cleanse the inside of all ABC/SBC owned shelters monthly.

Note 1: See **Appendices 5 and 7** for details of locations

Note 2: The removal of graffiti and fly posting is allowed for elsewhere in the Specification.

8.18 Gullies

8.18.2 The Contractor is required within their rates to ensure that all gully gratings on Public Highways and car parks are not blocked with refuse, fallen leaves and blossoms, or any other matter as part of his normal cleansing duties.

8.18.3 The Cleaning, flushing out etc. of gullies on a public highway is not included as part of this Contract. When Gullies are found to be blocked even after the grating has been cleared, or in need of repair, the Contractor should report the issue using the WSMS identifying the location of the gully and details of problem identified.

8.19 Leaf and Blossom Fall

8.19.1 The Contractor is required within their cleansing rates to undertake the collection and disposal of leaf and blossom fall within the ABC and SBC Administrative Areas. This will be undertaken in accordance with the Zoning and response times at 8.4.7.

8.19.2 Details of the known areas affected by leaf and blossom fall are shown in the Council Data sets. The table below provides a summary of the location zoning:

Leaf Fall	ABC No of Sites	ABC Approx. M2	SBC No of Sites	SBC Approx. M2
Zone 1	32	See Appendix 4 for locations	3	2,514
Zone 2			7	6,100
Zone 3			9	5,823
Zone 4			-	-
Total	32	0	19	14,437

Note: See Appendices 5 and 7 for detailed Council Data.

8.19.3 These details are for the guidance of the contractor and are not an exhaustive list of areas affected by leaf fall for which the contractor shall be expected to clear within the annual sum and no extra payments shall be made.

8.19.4 The Contractor is required to submit an Annual Leafing Plan by 30th June in each contract year to identify the resources that will be deployed to address the challenges posed by leaf fall, particularly in the Leaf fall high priority areas.

8.19.5 Fallen leaves and blossom shall be treated as litter for the purposes of assessing the grade of littering of all areas. This is to include both highways and open spaces with the exception of amenity grassed areas.

8.19.6 At times of peak leaf and blossom fall the standards of cleanliness will be assessed by the Authorised Officer on the basis that leaf and blossom fall are discounted for ascertaining the grade of cleanliness achieved. The Contractor will, however, be required to clear leaf and blossom fall from the vicinity of road gullies etc. and from any location necessary to ensure safe passage to pedestrians.

8.20 Dead Animals

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- 8.20.1 The Contractor is required within Contract sums to undertake the collection of dead animals from the Public Highway, Car parks and areas of open space. In 2020/21 the number of dead animals reported was as follows:

Dead Animal Reports Annual 20/21	ABC No of Reports	SBC No of Reports	Total No of Reports
Zone 1	5	n/a	n/a
Zone 2	59	n/a	n/a
Zone 3	53	n/a	n/a
Total	117	27	144

Note: See Appendices 5 and 7 for detailed Council Data.

- 8.20.2 Domestic animals should be returned to the depot and scanned for owner details. (Scanner to be supplied and maintained by the Contractor). If owner details are found then the animal should be stored in a freezer whilst attempts are made to contact the owner.
- 8.20.3 The Contractor is required to store all dead animals collected in a freezer until taken by the contractor for clinical waste disposal to the designated clinical waste treatment site. The Contractor is not responsible for the cost of disposal.
- 8.20.4 The above does not apply to large dead marine animals found on the beach or dead farm animals found on the Highway and associated cleansing areas. These will be dealt with under Bill of Quantity hour/day rates as applicable.

STREETS - OTHER SERVICES:

8.21 Illegally Dumped Rubbish (Fly Tipping) Provisional Quantity

- 8.21.1 The Contractor is required to remove all illegally dumped rubbish on public land up to a combined volume of 2m³ (2m x 1m x 1m or equivalent) as part of normal cleansing services and consequently at no additional charge.
- 8.21.2 The Contractor is also required to remove fly tipped arisings, in excess of 2m³ in volume within the general area of the report, from zones 1, 2, 3 and 4 in accordance with the schedule of rates set out in the Bill of Quantities.
- 8.21.3 Removal of Fly tips from zone 1 areas must be achieved within 24 hours of the incident being reported to the Contractor; in zone 2 areas within 48 hours of the incident being reported to the Contractor and zones 3 and 4 areas within 5 calendar days.
- 8.21.4 The Contractor is required to take photographic evidence of any items of potential evidence that may be used to locate the source of the waste and supply that to the Councils enforcement teams along with an appropriate statement regarding its source location and time.
- 8.21.5 The number of fly tips reported in 2020/21 in ABC and SBC is as follows:

Fly Tips Reports Annual 20/21	ABC No of Reports	ABC No of Reports	SBC No of Reports	SBC No of Reports	Total No of Reports	Total No of Reports
	<2m ³	>2m ³	<2m ³	>2m ³	<2m ³	>2m ³
01/04/20 to 31/03/21	1153	850	2,616	28	3,769	878
Total	1,153	850	2,616	28	3,769	878

- 8.21.6 'General' fly-tips can be taken into the transfer site without prior notification. However, where specialist disposal is required or there is a substantial quantity of a certain type of fly-tipped material, i.e. tyres or fridges (due consideration must be given to the capacity within the waste transfer site), prior approval must be sought from KCC before delivery.
- 8.21.7 Where potentially hazardous materials are identified the Contractor is required to make the site safe within 24hours of the report. The Contractor is responsible for identifying the material and facilitating its safe removal and transfer. Where there is a likelihood that hazardous materials could be part of the load, photographs and details of those loads should be sent to the Council and KCC as part of the request for disposal. KCC will determine from this information, the best disposal route for the waste, and may request segregation of any hazardous material from non-hazardous material prior for delivery.
- 8.21.8 When the fly-tipped waste contains large or medium WEEE, the Contractor should seek confirmation from site staff as to the location within the site, for deposit and storage of these units. Acceptable Waste includes washing machines, dishwashers, ovens/cookers, microwaves, air conditioning units/coolers, fridge/freezers and TVs/monitors.
- 8.21.9 The Contractor is required to remove fly tips from Private Roads in accordance with the Authorised Officers instructions and Bill of Quantity rates.

8.22 Street and Pedestrian Area Washing – Provisional Item

- 8.22.1 The Contractor is to provide the following services as and when required within 5 Business Days of a request from the Authorised Officer. All works will be undertaken in accordance with the schedule of Day Rates contained within the Bill of Quantities:
- washing of underpasses including ceilings, walls and steps.
 - washing of pavement areas.

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8.22.2 In providing rates for these services the Contractor is required to :

- provide all appropriate signage and barrier provision required to maintain a safe working site for operatives and members of the public.
- Adequate extendable hosing to address more remote locations (eg Faversham Station/Mall Underpass, Ashford Town Centre/Stour Centre)
- remove all litter and debris prior to and after cleansing.
- provide all appropriate equipment necessary for the task including PPE
- provide water and cleaning agents.

8.22.3 The Contractor must seek approval from the Authorised Officer for the type of Cleansing Agents to be used.

8.23 Streets - Emergency Services

8.23.1 The Contractor shall provide an emergency service, twenty-four hours a day, seven days a week to deal with emergencies resulting from road traffic accidents, accidental spillages, removal of dead animals and any other emergency that may arise. The service must be available to mobilise a respond to the emergency within 30 minutes of notification by the Authorised Officer.

8.23.2 The Contractor is also required to assist the ABC, MBC and SBC in responding to the aftereffects of incidents such as, but not limited to flooding, storms, accidental spillages and traffic incidents. The Contractor is required to maintain a minimum stock of sandbags/floodpacks (ABC, SBC – 200 each), that can be filled and deployed in accordance with the Authorised Officer's instruction.

8.23.3 The Contractor is required to remove shingle and debris from streets, promenades and maintenance gangways within standard Street Cleansing Services; however where substantial quantities of shingle are driven onto these areas in SBC, Bill of Quantity rates will be applied at the discretion of the Authorised Officer.

8.23.4 Payment for emergency services provided will be in accordance with the rates set out in the Bill of Quantities. Where staff are prevented from undertaking their normal duties because of emergency conditions and are re-deployed to assist in an emergency (e.g. street cleansing staff re-deployed to undertake snow clearance) then no additional payment will be due.

8.23.5 Other emergency service situations requiring the assistance of the contractor are detailed below. These are not exhaustive or exclusive merely indicative:

- dealing with the after effects of snow and ice, i.e. loose grit disturbed or frost damaged surfacing etc.;
- additional sweeping after surface dressing of carriageways;
- removal of oil, hazardous substances or any other pollution from all beaches and foreshores by whatever method approved by the Authorised Officer; and
- pandemic

These will be undertaken within Street Cleansing Services unless in the view of the Authorised Officer they are exceptional occurrences when Bill of Quantities rates will be applied.

8.24 Regular and Special Events

8.24.1 The Contractor is required as part of standard Street Cleansing Services to Cleanse streets and other areas affected by regular events such as carnivals, fairs, fetes, etc. All minor events are expected to be included within the Contractors rates.

8.24.2 The table below details known larger regular events which the Contractor is required to include for within its standard cleansing rates:

Ashford Borough Council	Swale Borough Council
'CREATE' – End of July	SWALE Hop Festival - End August
Allow for one other event the same size as 'CREATE'	
Remembrance Day ceremony	Remembrance Day ceremony

8.24.3 In respect of any new larger events Bill of Quantity day rates will be applied.

8.25 Graffiti Removal

8.25.1 There is a limited volume of graffiti requests in ABC and currently in SBC these are addressed by other resources. However, going forward it is expected that the Contractor will take on graffiti removal in SBC. The Contractor is required to remove all graffiti and payment for this work will be made at an hourly rate and a day rate, as contained within the Bill of Quantities.

8.25.2 Graffiti shall be removed from, but not limited to, the exterior of all public buildings, bus shelters other than any Adshel shelters and Decaux shelters in open areas such as parks, promenades, seats, street furniture, foreshores etc., street name plates and direction and information signs in any open area, walls and fences in any open area, the exterior of public conveniences, the interior and exterior of multi-storey car parks and generally any surface not part of a private residence or business.

8.25.3 Graffiti shall generally be removed within 24 hours of notification by the Authorised Officer unless the graffiti is considered offensive in which case it shall be removed within 4 hours of notification by the Authorised Officer.

8.25.4 The number of instances where Graffiti Removal has been required over a recent 12month period is detailed in the table below:

Graffiti Reports Annual 20/21	ABC No of Reports	SBC No of Reports	Total No of Reports
01/04/20 to 31/03/21	25	25	50
Total	25	25	50

8.26 Fly posting

8.26.1 The Contractor is required, within his tender price, to remove all unauthorised advertisements (fly posters) as instructed by the Authorised Officer.

8.27 Weeds and Grass Spraying for ABC/SBC Car Parks and other hard surface areas

The Contractor must be aware that the definition of Cleansing at 8.2.2 includes for the removal of weeds and grass in the course of daily cleansing activities. In keeping with many Councils ABC and SBC are looking for the new contract to use more environmentally sensitive alternatives than the application of a Glyphosate spray. The Contractor must detail how weed removal is to be achieved within their Service Delivery Plan submissions.

8.28 Streets Working Times

8.28.1 Normal permitted working hours shall be from 05:00 hours (currently 06:00 in SBC) to 22:00 hours between 1st April (or Easter if earlier) and 30th September in the **summer season**. During the **winter season** 1st October to 31st March, permitted hours will be between 06:00 hours and 18:00 hours. The period from the relevant permitted finish time to 06:00 hours will be discounted for the purposes of assessing compliance with the levels of cleanliness required and for the restoration to required levels stated above. The only exception to this requirement is in Zone 1 areas, should

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the level of cleanliness fall to Grade B or below during the period from the relevant finishing time to 06:00 hours the area shall be restored to Grade A by 08:00 hours.

8.28.2 In Zones 2 and 3 mechanical plant shall not be used before 07:00 hours or after 20:00 hours without the prior approval, in writing, of the Authorised Officer.

8.28.3 The Contractor is required to undertake Cleansing Services 7 days a week 52 weeks of the year with the exception of Christmas Day. The Contractor will however still provide emergency cover on Christmas Day.

8.29 Materials

8.29.1 The Contractor shall provide all materials, plant, tools and protective clothing for the maintenance and running of the Contract.

8.30 Exceptional Inclement Weather – ALL AREAS

8.30.1 If, in the opinion of the Contractor, the weather on any particular day or part of day is so inclement as to make work impracticable, then if agreed by the Authorised Officer, the Contractor may suspend the Street Cleansing Service for that day or part of a day. The Contractor will, however, be required to resume Cleansing as soon as possible and within the same working week where practicable attend to those areas omitted from the cleansing rounds as a result of the inclement weather. No additional payments will be made to the Contractor in respect of any additional expenses he may incur in complying with this requirement.

8.30.2 If services are suspended due to snow the Contractor may be required to use labour, which would otherwise have been used for this Contract, for the clearance of snow as directed in discussion with Kent Highway Services, at no additional cost to ABC, MBC and SBC.

8.30.3 The contractor should provide suitable equipment/PPE for vehicles and staff during periods of inclement weather to ensure the safety and wellbeing of staff and public. In addition to standard PPE this may include snow chains for vehicles and shoe grips for staff.

8.31 Traffic Safety and Pedestrian Safety

8.31.1 The Contractor shall carry out his operations in a safe and workmanlike manner, including the provision of advance warning signs and traffic cones where necessary, all in accordance with Chapter 8 of the Traffic Signs Manual and Safety at Street Works and Road Works a Code of Practice. The Contractor is required to comply with the Good Industry Practice.

8.31.1 The Contractor is required to undertake operations as part of this Contract on High Speed Roads and shall make appropriate allowance for these requirements.

8.31.2 In carrying out Street Cleansing Service the Contractor shall take all reasonably practicable steps to minimise inconvenience or obstruction to traffic including pedestrians.

8.32 Disposal of street cleansing arisings

8.32.1 Any refuse, litter or other arising collated during the performance of the services will be disposed of at facilities designated by and strictly in accordance with the Waste Acceptance Procedures detailed at **Appendices 1, 2 and 3** and the transfer locations and opening times at **Appendix 4**. See also Paragraph 9.15.

8.32.2 Where necessary the Contractor shall provide for the temporary storage of street cleansing arisings over the weekend period and at other times when Disposal Authority facilities are not available.

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The Contractor will also provide for the transfer of these arisings to the appropriate waste transfer facility as soon as these facilities are available /reopened.

8.33 Unacceptable Methods

8.33.1 Methods of cleansing which would impair safe working arrangements or give rise to nuisance or damage to private or public property or inconvenience to the public are unacceptable. The Contractor shall, at the direction of the Authorised Officer, investigate all unacceptable methods reported to the Authorised Officer and take appropriate action to ensure it does not continue and make good any damage caused.

8.34 Complaints

8.34.1 Complaints concerning the service will be notified to the Contractor by the Authorised Officer, call centre, client officers and members of the public. The Contractor is required to respond as follows: -

- Input the Complaint onto the WSMS within 2 hours of the notification
- Investigate and take appropriate action to rectify the complaint. If the complaint relates to the standards and levels of cleanliness at any location within any Zone the location shall be restored to Grade A standard within the time periods specified.
- The Contractor shall update the WSMS detailing the outcome of the Contractors investigation and the action taken. Where the Contractor considers the complaint to be unjustified due explanation should be provided.
- This WSMS must updated as soon as practicable from the time specified for restoration of any area to Grade A standards of cleanliness following deterioration of that area to Grade B, C or D.

8.34.2 Complaints received directly from the public by the Contractor shall be logged on the WSMS shall be dealt with as 8.34.1 above/section 10 below.

8.34.3 The System is to include direct contact with refuse crews/street cleansing supervisors/GIS of collection vehicles/complaint history/cleansing hotspots / fly tipping and all other aspects of the services being delivered.

9.0 GENERAL REQUIREMENTS

9.1 Working IT Methods

9.1.1 The Contractor will take reasonable practicable steps – including but not limited to, training, supervision, undertaking Risk Assessments, design of working IT Methods, use of suitable equipment, compliance with Good Industry Practice etc. – to ensure the collection crews carry out all household collections in a manner that:

- is safe to themselves and others;
- is as quiet as possible;
- ensures no damage to property;
- ensures no undue inconvenience to residents or others, and does not prejudice their amenity;
- minimises the spillage of waste, and provides for the immediate removal of any spillage that may occur.

9.2 Contract Monitoring, Supervision and Staff Conduct

9.2.1 The Contractor will ensure that a competent person, with good management and supervisory experience be responsible for the overall operation and performance of the Contract. The person will liaise with the Authorised Officers daily or as the need arises for the efficient management of the service. The Contractor will inform the Authorised Officer of the name of this person and notify to be in charge of the daily activities of all services provided under this Contract, including, but not limited to, staff, vehicles, plant and machinery.

9.2.2 The Contractor will ensure all staff providing Contract Services:

- act in accordance with the Contractors staff code of conduct;
- are qualified to a standard acceptable to the Authorised Officer for carrying out this work;
- are at all times properly and sufficiently trained, skilled and instructed with regard to the task or tasks that they have to perform;
- wear the appropriate Uniform and PPE and
- do not bring the Council into disrepute.

9.2.3 The Contractor's Staff represent both the Contractor and the Councils and as such a high standard of behaviour is required whenever uniform is being worn or branded equipment and vehicles are visible.

9.2.4 The Contractor will ensure that any staff employed in the performance of the Contract will behave in an orderly and polite manner at all times and particularly whilst visiting each property. The Contractor will comply with reasonable requests made by property occupants in order to keep disturbance to a minimum. Should the Contractor consider a request by an occupier to be unreasonable then the request shall be referred to the Authorised Officer for investigation.

9.2.5 The Contractor shall confine operations to Public Highways, private roads, paths and driveways, relevant land and areas incorporated within this Service or other designated access routes and shall ensure that his employees do not trespass elsewhere on private property.

9.2.6 The Contractor shall not place any Container on a public footpath, private footpath, public or private Highway in a position which is likely to cause damage, danger or obstruction to users of public footpaths or Highways. The Contractor shall ensure that no Container is placed in a position which will obstruct any access to private premises; and should normally return the Container to where it was presented for collection.

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- 9.2.7 The Contractor shall ensure that staff adopt the principles of customer care, including reporting to the Authorised Officer any matters of concern discovered relating to householders whilst in the course of service delivery (e.g. suspected burglaries, deaths etc.).
- 9.2.8 The Contractor will provide emergency contact details of a competent person 24 hours a day in case of emergencies
- 9.2.9 The Contractor will monitor its performance in accordance with the contract documentation including the Contractor's Quality Management Plan at Schedule 3 of the Project Agreement.

9.3 Health and Safety

- 9.3.1 The Contractor is required to:
- Complete a record of all Health and Safety training provided to employees and a record of which employees have completed the training.
 - Comply with all statutory requirements in the recording of accidents, near misses, and dangerous occurrences.
 - Comply with all statutory requirements in the recording and reporting of RIDDOR accidents.
 - Submit a new or revised Risk Assessment (including confirmation that any existing Risk Assessment has been reviewed and found fit for purpose) to the Authorised Officer prior to any variation from service delivery identified and associated Risk Assessment(s) originally submitted.
 - Ensure that all staff as appropriate to current and future legislation are subject to the necessary checks with Criminal Records Bureau/Disclosure and Barring Service
 - Ensure and submit evidence of statutory inspection of lifting equipment as required under Regulation 9 of the Lifting Equipment and Lifting Operations Regulations (LOLER) 1998 and Regulation 6 of PUWER if appropriate.
 - Ensure that all staff as appropriate to current and future legislation are subject to the necessary Criminal Records Bureau (CRB) checks.
 - Complete an Annual Review of the Contractor's Health and Safety policies and plans in respect of the Contract Services and submit a report to the Authorised Officer. The report is to be submitted by 31st March each year in respect of the preceding Contract year's performance.

9.4 Performance Management

- 9.4.1 The Contractor is required to comply with the Performance standards defined within the Contract documentation including:
- Specification
 - Contractors Quality Management Plan
 - Performance Mechanism and Performance Criteria set out in Schedule 4 of the Project Agreement
 - Payment Mechanism as set out in Schedule 5 of the Project Agreement Reporting Pro Formas set out in Schedule 15
- 9.4.2 The Contractor is required to provide and/or ensure all control, monitoring and information systems provide timely and sufficient data for good operational and environmental practice in delivering the Service. This will include data gathered through self-monitoring requirements and the Contractor will identify how they will ensure performance management through self-monitoring.
- 9.4.3 The Contractor is required to agree with the Authorised Officer the content and style of, and supply, all advice notes used in the performance of the contract in relation to the services supplied, including, but not limited to, collections not made for any reason, contamination of materials, side

waste rejected and damaged Container. The Contractor is required to maintain accurate records performance, tonnages, complaints, including the issue of advice notes issued in relation to the Services, and finance reports.

- 9.4.4. The Contractor is required to produce and adhere to a Performance Failure Rectification Plan as detailed in Schedule 4 of the Performance Mechanism.

9.5 Reports

- 9.5.1 **Appendix 9** sets out some of the reporting requirements of the partners, it is not exhaustive but provides an indication of the level of reporting sought. The Authorised Officer will agree the statistical information required from the Contractor prior to the Commencement Date. The Contractor will provide a personalised specific report to each authority as well as for the Partnership as set out below.

- 9.5.2 The following information will be reported to the Authorised Officer using the WSMS, **immediately**:

- any Performance Failures or events that hinder the Contractor from complying with the Project Agreement
- street or other location where it has not been possible to complete the scheduled Residual Waste, Recyclable Materials, Garden Waste, Food Waste, Bulky Household Waste or Clinical Waste Collection and the reason why;
- any damage to property, premises, highway or street furniture and the description of the damage and how caused;
- location of any property where Hazardous Waste is presented for collection;
- any spillage likely to cause staining to the highway, property or recycling bring site;
- any overflow situation, spillage, damage or fly-tipping at recycling Bring Sites;
- locations where contaminated Recyclable Materials are identified in bulk Containers (usually 1,100-litre);
- any accidents.

9.5.3 Daily Reports:

- a) The Contractor will provide to the Council by 09:00hours a **Deployment Summary** detailing:
- the resources deployed for the day (Management, Staffing and Fleet) and related round references,
 - any delays in commencement or shortfall in resourcing, the potential impact on service delivery and planned recovery measures, and
 - the registration of any hired in vehicles.

- b) The Contractor will submit to the Council by 18:00hours an **End of Day Service Summary**, in a form approved by the Authorised Officer (unless a different timescale is agreed with the Authorised Officer) for:

- all properties, premises or locations where it was not possible to carry out or complete collections of Residual Waste, Recyclable Materials, Garden Waste, Food Waste, Bulky Household Waste or Clinical Waste (e.g. missed collections), or to perform any of the specified Services;
- location of properties where side waste was presented,
- location and details of incidences where contaminated Recyclable Materials, Garden Waste or Food Waste have been presented.
- location of properties where Garden Waste has been presented mixed with Residual Waste.
- location of properties where uncontained materials were presented at multi-occupancy properties.
- location of properties where Containers were regarded as being unacceptably heavy.

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- Location of properties where a container has fallen into the hopper whilst lifting.
- location of any property having acquired an additional unofficial Container.
- locations where Recyclable Materials are consistently not put out for collection and/or it appears that householders are not participating in the scheme.
- properties where Commercial Waste is suspected to be presented.
- properties and locations with damaged Containers.
- location and condition of damaged litter bins, dog bins, shelters or other street furniture;
- Clinical Waste collections completed.
- Bulky Household Waste collections completed.
- Street cleansing performance report (including streets inspected and work undertaken).
- Reports relating to any complaints received by the Contractor.
- Any Health and Safety Issues arising and
- any other information as reasonably required by the Authorised Officer.

9.5.4 **Weekly Reports:**

The Contractor will submit to the Council in a form approved by the Authorised Officer the following information by **18:00hours every Friday**:

Details of:

- all properties, premises or locations where it was not possible to carry out or complete collections of Residual Waste, Recyclable Materials, Garden Waste, Food Waste, Bulky Household Waste or Clinical Waste (e.g. missed collections), or to perform any of the specified Services;
- location of properties where side waste was presented.
- location and details of incidences where contaminated Recyclable Materials, Garden Waste or Food Waste have been presented.
- location of properties where Garden Waste has been presented mixed with Residual Waste;
- location of properties where uncontained materials were presented at multi-occupancy properties.
- location of properties where Containers were regarded as being unacceptably heavy.
- location of properties where a container has fallen into the hopper whilst lifting.
- location of any property having acquired an additional unofficial Container.
- locations where Recyclables are consistently not put out for collection and/or it appears that householders are not participating in the scheme.
- locations where Commercial Waste is suspected to be presented.
- locations with damaged Containers.
- location and condition of damaged litter bins, dog bins, shelters or other street furniture;
- Clinical Waste collections completed.
- Bulky Household Waste collections completed.
- Street cleansing performance report (including streets inspected and work undertaken).
- Reports relating to any complaints received by the Contractor.
- Any Health and Safety Issues arising and
- any other information as reasonably required by the Authorised Officer.

9.5.5 **Monthly Reports:**

The Contractor will submit to the Council, in a form approved by the Authorised Officer the following monthly information **within ten (10)** Business Days after the end of each Contract Month:

- all monitoring data, with reference to the individual Services (including Street Cleansing);
- details of each failure to meet the Performance Standards;
- a summary of all complaints received;
- health and safety reports, noting the details of any accidents and dangerous occurrences reportable under RIDDOR;
- proposals for the monthly contract review meetings with the Council identifying the date, meeting place, proposed agenda items and the Contractor's attendees;
- Residual Waste tonnages per round, per day, per authority;

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- Recyclable Materials tonnages, per material, per round, per day, per authority;
- Garden Waste tonnages, per round, per day, per authority;
- Clinical Waste tonnage, per day, per authority;
- Bulky Household Waste (Residual, Recycled and Reuse) tonnage and number of collections per authority;
- Food Waste tonnage, per round, per day, per authority;
- Sample information to help determine participation levels;
- Monthly mileage and fuel consumption, per round;
- Vehicle registration details, including hired in vehicles, per month.

Where at the time of submission of each Monthly Service Report:

- Any actual data or figure for the previous Contract Month is not available then the Contractor will use its best estimate of the actual data or figure, identifying that it is an estimate. Following receipt of the actual data or figure then the Contractor will replace its best estimate with the actual data or figure (identifying that it is no longer an estimate); or,
- Any information for the previous Contract Month is not available then the Contractor will inform the Council and will provide the information in the next Monthly Service Report.

9.5.6 Annual Reports

The Contractor will provide an Annual Report in accordance with the Project Agreement. This will summarise, but not be limited to:

- Summary of the Residual Waste service;
- Summary of the Recyclable Materials service;
- Summary of the Food Waste service;
- Summary of the Garden Waste service;
- Summary of support services (Bulky Household Waste, Clinical Waste, Container Management);
- Fleet summary (e.g. vehicle maintenance, carbon reduction);
- Tonnage performance;
- Health and safety;
- Environmental performance;
- Management summary; and
- Service performance (rectification and deductions).
- At the commencement of each Contract Year, the Contractor shall provide the Authorised Officer with certified copies of all relevant quality assurance certification for the forthcoming Contract Year. Additionally, the Contractor will provide the results of any quality audits, both internal and external, along with details of any nonconformities. The cost of obtaining and providing copies of all quality assurance documentation shall be borne by the Contractor.

9.5.7 Annual Action Plan

The Contractor is required to provide and agree an Annual Action Plan identifying the overarching and specific authority-based actions for each year designed to improve performance throughout the contract term. The first annual Action Plan will be required to cover the period from 1st November 2024 up to 31st October 2025 and must be submitted to the Authorised Officer by 31st October 2024. Subsequent Annual Action Plans are to be submitted to the Authorised Officer by the 31st October in each contract year.

9.6 Fleet Management

- 9.6.1 The Contractor is required to supply and maintain all vehicles in connection with the Contract and is responsible for all operational costs in respect of their use. *(The Councils will dialogue with Bidders on the advantages and disadvantages of Council funding the vehicle purchase).*

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- 9.6.2 All vehicles will be new from the Commencement Date subject to discussions regarding the potential for reducing the carbon footprint of the service. The Partnership recognises that some services may be delivered by cross-boundary resources, and these instances which make the supply of new vehicles impractical will be agreed with the Authorised Officer.
- 9.6.3 All vehicles used on the Contract (other than those used on a temporary hire basis) must be liveried in a uniform manner, to include the logos of all Partners, in accordance with the Partners' agreed single livery marking; and must only be used to provide Services under the Contract. All vehicles supplied on a temporary hire basis shall include the same information but this may be by way of temporary magnetic signs.
- 9.6.4 For all new vehicles procured for the Services there is no restriction requiring their replacement at a given age. However they:
- must be fit for purpose;
 - must be maintained sufficiently to enable Contract Services to be delivered efficiently and reliably;
 - comply with highest emissions standards at time of purchase and as a minimum Euro 6 standard;
 - must be kept in a clean (including any livery markings) and in a suitable condition so as not to bring the Partner Authorities into disrepute, as determined by the Authorised Officer;
 - at the Authorised Officers determination the contractors vehicles must be repainted and re-liveried if necessary to maintain good external appearance at the Contractors expense;
 - any vehicles removed from the contract for any reason will have all relevant council linked livery removed at the Contractors expense, and the Councils will bear no costs in relation to any vehicle removed from the contract.
 - All vehicles to be fitted with 360^o cameras to assist with monitoring health and safety and contract compliance.
 - All RCV's should be fitted with Agrippa style panelling to accommodate Communications messaging designed by the Councils. The cost of supplying and fixing the signage will be undertaken by the contractor and funded by the Councils as a pass through cost.
- 9.6.5 The Contractor must employ sufficient vehicles within the contract fleet so as to allow for vehicles maintenance and repair without detracting from frontline service provision.
- 9.6.6 The Contractor is required to:
- Accurately record and supply mileage data for all vehicles used for the Services;
 - Reasonably accurately supply fuel usage data and carbon footprint impact of vehicles;
 - Provide information on the type of vehicles used; and
 - Where applicable the percentage split of their time/mileage carrying out functions within ABC, MBC and SBC Administrative Areas;
- This is required in order for the Authorities to report against former National Performance Indicator NI 185/194.
- 9.6.7 All vehicles used to provide the Services must have handsfree communication with the Contractor's relevant depot and authority.
- 9.6.8 The contractor shall install 360 view CCTV on board cameras on all fleet vehicles providing continuous footage. The contractor shall use this to monitor performance and be available to the authorised officer should investigation be required. The on-board WSMS should align with the on-board camera system in capturing stills should a selection be made by the operators.

MKJW Specification 301121

- 9.6.9 Waste must not be stored in vehicles overnight unless previously agreed with the Authorised Officer and permitted within planning and Waste Licence conditions.
- 9.6.10 The Contractor shall procure an annual audit of Service Vehicle record keeping and compliance in each Contract Year. Such audit shall be conducted by an independent body to be approved by the Authorised Officer from time to time. The outcome of such audit shall be shared with the Authorised Officer.

9.7 Compliance with Councils' Policies

- 9.7.1 The Contractor is required to take note of and comply with Councils' Policies where applicable in delivering these Contract Services. Policies on the following are provided for information:
- Equalities;
 - Child Protection;
 - Complaint Handling
 - Anti Fraud and Corruption Policy;
 - Whistle Blowing Charter
 - Data Protection
 - Corporate Strategy
 - Environmental Management Plans
 - Prevent and Modern Slavery Policies
 - Biodiversity and Climate Change

- 9.7.2 The Contractor will be required to develop and agree performance targets with the Councils' representatives based on its proposals submitted as part of its tender in accordance with the Public Services (Social Value) Act 2012. These will consider how economic, social and environmental well-being of the local area can be improved through the delivery of the Service. This will be monitored regularly throughout the contract and the delivery of agreed social value objectives and their associated performance targets may be amended during the course of the contract in response to possible changes in the Councils' priority social value objectives.

9.8 Exceptional Severe Weather

- 9.8.1 If, in the opinion of the Authorised Officer, the weather on any particular day or part of a day is so inclement as to make work impractical, or if requested by the Contractor, the Authorised Officer may agree to suspend all or part of the normal Waste Collection Services for that day or part of a day.
- 9.8.2 Similarly if the Council or Disposal Site operator determines that any Disposal Sites have to be temporarily closed on grounds of safety or other reason, the disposal of Household Waste may be transferred to a different location at very short notice. Notice of the impending closure of Disposal Sites will be communicated to the Contractor by the Authorised Officer as soon as possible.
- 9.8.3 Following suspended operations due to inclement weather the Contractor will make collections as soon as possible and within the same working week where practicable to all properties omitted from the collection rounds as a result of the suspended Services. No additional payment will be made to the Contractor in respect of any additional expenses the Contractor may incur in complying with this requirement.
- 9.8.4 If services are suspended due to snow the Contractor may be required to use its staff resources in different roles to support the wider service provision and/or for the clearance of snow as directed of the Authorised Officer in discussion with Kent Highway Services; the Contractor will be reimbursed for this service in accordance with the Schedule of Rates.

9.9 Environmental Considerations

- 9.9.1 The Contractor is required to comply with the Environmental Service Commitment submitted within its Tender and to provide reports to the Authorised Officer as evidence that the Environment Service Commitment is being complied with.
- 9.9.2 The Contractor is required to provide carbon impact assessments in respect of all Services annually and in an Annual Environmental Report detailing actions taken in the last 12 months to reduce carbon emissions and plans for further reducing carbon impact in the forthcoming 12 months. This Annual Report is to be submitted by the 31st October in each Contract year.
- 9.9.3 The Contractor should provide quantitative carbon assessments of its round structure annually and propose changes to its round collection structure to minimise its carbon footprint. Implementation of such changes are subject to agreement with the Authorised Officer.

9.10 Reporting Damage, Repairs and Vandalism

- 9.10.1 The Contractor will notify the Authorised Officer by 18:00 hours each and every day that each relevant service operates of all incidents of damage and vandalism. These reports will cover, but not be limited to, damaged Containers (indicating also where damage caused by the Contractor's staff), property (where cause by the contractor's staff), street furniture, litter bins and shelters. The Authorised Officer will, where appropriate, take appropriate steps to initiate the carrying out of all repairs and replacements which in his opinion are necessary and can be carried out with funds budgeted for this purpose. The Authorised Officer will inform the Contractor of the steps he has taken to ensure that repairs and replacements are carried out. Where damage is caused by the Contractor's staff or vehicles the Contractor will initiate all repairs and replacements and will inform the Authorised Officer of the steps he has taken to ensure that replacements are made or repairs carried out.

9.11 Livery and Branding

- 9.11.1 The Contractor will ensure that all livery and branding, whether of vehicles or for uniforms, is in accordance with the requirements of the Authorised Officer, whose decision will be final.

9.12 Education and Awareness

- 9.12.1 The Partners believe that education and awareness plays a key role in the successful delivery of, and continued improvement in reducing waste levels in general and in increasing the levels of re-use and recycling.
- 9.12.2 The Contractor is required to use its resources in the course of providing the Services to promote waste reduction, re-use and recycling and is required to identify within the relevant Service Delivery Plans the levels of resource that will be applied to this aspect of the Contract, and how they propose to work in partnership with the Partners to ensure a cohesive approach.
- 9.12.3 The Contractor is required to ensure that all information, promotions and displays promoting the Services are agreed by the Authorised Officer.

9.13 Lost Property

- 9.13.1 Any lost property discovered by the Contractor shall be promptly delivered, with details of where found, to the Authorised Officer

9.14 Depot(s)

MKJW Specification 301121

- 9.14.1 The Contractor is required to provide appropriate depots for the operation of the service, including health and welfare facilities for staff, fleet and staff parking, cleaning and maintenance of all vehicles used in the delivery of contract services, storage of equipment for provision of contract services and the supply and delivery of waste containers.
- 9.14.2 Contractors should note that the existing MBC Depot is available for the contract period subject to the terms detailed in the Project Agreement. MBC is happy to discuss benefits of not using it during the dialogue process.
- 9.14.3 Contractors should further note that the MBC fleet maintenance workshop is also available from contract commencement.
- 9.14.4 The Contractor is required to ensure that the accommodation makes adequate office desking and chair provision for a client officer to work at the depot.

9.15 Waste Transfer

- 9.15.1 The Contractor is required to transfer all Household Waste arisings from this contract in accordance with the Waste Acceptance Procedures shown at **Appendices 1-3** and opening times detailed at **Appendix 4**. The Contractors particular attention is drawn to the following:

a) The Contractor must give advance notice to the relevant Council of the registration of any new or hired vehicle who will be accessing the WTS in order for the weighbridge system to be updated in advance of the vehicle arriving at the site. The Weighbridge operator may refuse entry for any vehicle not registered on the weighbridge system.

b) In order to provide an efficient means of identifying what material each vehicle is delivering to the transfer station, a card should be placed in the window of the vehicle cab denoting the following:

- DOM for Domestic waste
- DMR or Recyclable Materials
- GW for Garden waste.

This will provide both the weighbridge operator and the Banksman at the reception door advance warning of the material to be deposited and appropriate direction and action can be prepared for

- 9.15.2 For ease of reference the waste stream locations are summarised below:

MKJW Specification 301121

Mid Kent Contract Disposal Information				
ASHFORD	Tipping Information			
	Disposal Point	Restrictions on vehicle type	Contingency	Any other considerations/Notes
Food	Ashford WTS	no restrictions on normal waste disposal vehicles	Direct Deliver to Blaise AD	Site inductions to be applied to all users; Site users must adhere to Site Instructions; New Designated Vehicles must be notified to KCC prior to accessing sites:
Domestic	Ashford WTS		Direct Deliver to Allington	
Garden	Ashford WTS		Direct Deliver to Hope Farm	
DMR co-mingled	Ashford WTS		Direct Deliver to Allington	
Bulky	Ashford WTS		Direct Deliver to Ridham	
Clinical	Ashford WTS		Direct Deliver to Sittingbourne WTS	
HMA Street sweepings	Ashford WTS		Direct Deliver to Sittingbourne WTS	
Litter	Ashford WTS		Direct Deliver to Sittingbourne WTS	
Flytip	contact KCC for advice		contact KCC for advice	
MAIDSTONE	Tipping Information			
	Disposal Point	Restrictions on vehicle type	Contingency	Any other considerations/Notes
Food	Allington	see tab	Direct Deliver to Blaise AD	Site inductions to be applied to all users; Site users must adhere to Site Instructions; New Designated Vehicles must be notified to KCC prior to accessing sites:
Domestic	Allington	one Narrow Vehicle twice per day accepted	TBA	
Garden	Blaise Farm Composting	see tab	Direct Deliver to Sittingbourne WTS	
DMR co-mingled	Allington	see tab	Direct Deliver to Sittingbourne WTS	
Bulky	Sittingbourne WTS	see tab	Direct Deliver to Ridham	
Clinical	Sittingbourne WTS	see tab	Direct Deliver to Tradebe	
HMA Street sweepings	MBC Depot	see tab	n/a	
Litter	Allington	see tab	Direct Deliver to Sittingbourne WTS	
Flytip	contact KCC for advice	see tab	contact KCC for advice	
SWALE	Tipping Information			
	Disposal Point	Restrictions on vehicle type	Contingency	Any other considerations/Notes
Food	Direct Deliver to Ridham	see tab	Direct Deliver to Allington	Site inductions to be applied to all users; Site users must adhere to Site Instructions; New Designated Vehicles must be notified to KCC prior to accessing sites:
Domestic	Sittingbourne WTS	see tab	Direct Deliver to Ridham/Allington	
Garden	Sittingbourne WTS	see tab	Direct Deliver to Ridham	
DMR co-mingled	Sittingbourne WTS	see tab	Direct Deliver to Allington	
Bulky	Sittingbourne WTS	see tab	Direct Deliver to Ridham	
Clinical	Sittingbourne WTS	see tab	Direct Deliver to Tradebe	
HMA Street sweepings	Sittingbourne WTS	see tab	TBA	
Litter	Sittingbourne WTS	see tab	Direct Deliver to Allington	
Flytip	Sittingbourne WTS	see tab	contact KCC for advice	

Note 1: Some Waste Disposal Contracts will complete during the Mid Kent Contract duration – consequently disposal points may change

Note 2: Contingency Options are offered as indicative destinations but may be changed as contractual agreements and capacity allows - KCC will always find the closest disposal point.

Note 3: KCC requires prior contact in advance of any delivery of hazardous waste, large volume or that which requires specialist treatment/disposal.

9.15.3 The Waste Transfer opening times are summarised below:

Opening Times and Last Presentation Times							
Site	Postcode	Opening Times Monday - Friday	Last Presentation on weighbridge	Opening Times weekends	Last Presentation on weighbridge	Bank Holidays	Last Presentation on weighbridge
Allington, Maidstone	ME16 OLE	07:00 - 18:00	17:30	Sat. 07:00 - 13:00	12:30	Any other times by request. No Sundays	17:30:00 full day 12.30 half day
Ashford WTS	TN23 1EL	07:00 - 17:00	16:30	Sat 07:00 - 13:00 Sun CLOSED	12:30	07:00 - 17:00	16:30
Blaise AD, West Malling	ME19 4PN	07:30 - 17:00	16:45	Sat 07:30 - 13:00 Sun CLOSED	12:45	Normal opening with exception of Christmas Day, Boxing Day, New Years Day (CLOSED)	
Blaise Composting Site	ME19 4PN	07:30 - 17:00	16:45	Sat 07:30 - 13:00 Sun CLOSED	12:45	Normal opening with exception of Christmas Day, Boxing Day, New Years Day (CLOSED)	
Hope Farm, Folkestone	CT18 7EG	07:00 - 17:00	16:30	Sat 07:30 - 13:00 Sun 07:30 - 13:00	12:30	Normal opening with exception of Christmas Day, Boxing Day, New Years Day (CLOSED)	
Ridham, Countrystyle	ME9 8SR	Contract requires 07:00 - 16:30 however open to 18:00	17:30	07:00 - 12:00	11:30	Bank holidays by prior arrangement.	
Sittingbourne WTS	ME10 2QD	07:00 - 17:00	16:30	Sat 07:00 - 13:00 Sun CLOSED	12:30	07:00 - 17:00	16:30
Tradebe, Rochester	ME2 4LY	24/7	N/A	24/7	N/A	24/7	N/A

9.15.4 The Contractor is responsible for ensuring that weighbridge data is retained and collated for all waste transfers undertaken in accordance with this contract.

MKJW Specification 301121

- 9.15.5 The Contractor is required to take reasonable steps to identify possible contamination of waste streams at the kerbside and the point of transfer.
- 9.15.6 The Contractor is required to comply with the requirements of the sites to which he is delivering material.
- 9.15.7 In order to reduce the impact of a large number of collection/cleansing vehicles arriving at the same time at the waste transfer location the Contractor is required to structure the service to stagger tipping times over the Operational Day.

10.0 COMMUNICATIONS AND INFORMATION TECHNOLOGY

10.1 General

- 10.1.1 The Contractor is required, within their costs, to provide the software and hardware to enable calls and requests to be received, passed to relevant operations personnel, acted upon and all stages of the process to be reported back to each relevant Council along with service performance information and reporting information detailed within the Specification. All calls passed to the Contractor must be displayed on the Contractor's network in real time. An initial response or case specific update to the call, enquiry or complaint must be made and appear on the relevant Council's WSMS system within 24 hours of the call being recorded. A full response to all calls, enquiries and complaints should be provided and the WSMS updated within 5 Business Days of receipt of the call or request from the Council.
- 10.1.2 The Contractor must also allow, within their costs, to provide web accessible systems for monitoring and management of the services, with access arrangements to enable the Councils to monitor real time and historical information.
- 10.1.3 The System is to include direct contact with crews/street cleansing supervisors/GIS of collection vehicles/complaint history/cleansing hotspots/fly tipping and all other aspects of the services being delivered.
- 10.1.4 The Contractor is to provide within their costs, for their IT systems to interact and integrate with each of the individual Council's IT/CRM systems. This must enable the live reporting of complaints, queries etc. received by each Council to the Contractor and the live reporting of responses and action taken by the Contractor back to each Council.
- 10.1.5 The Contractor's IT system:
- must interface with mobile computing and communication devices to enable crews to receive and respond to calls immediately and facilitate escalation to supervisors and managers as appropriate.
 - will incorporate property and resident management information enabling event history and planned actions to be identified to crews quickly and easily.
 - will accommodate vehicles systems that enable GPS tracking and reporting.
- 10.1.6 The Council will manage the receipt of income, unless otherwise agreed in accordance with Section 4, with respect to:
- Bulky Household Waste bookings
 - Garden Waste services – (new applicants and renewal of annual service).
 - New and Replacement Containers
 - Clinical Sharps where applicable
- 10.1.7 The Contractor will be advised by service requests to undertake all relevant collections/deliveries/cleansing requests.
- 10.1.8 The Contractor is required to provide sufficient information within the necessary timescales for the Council to respond to public enquiries, complaints, FOI's, EIR's, and queries and where required by the Authorised Officer to communicate with representatives of the press, television, radio or other communications media on any matters concerning the Project.
- 10.1.9 The Contractor is responsible for the provision, implementation, and maintenance of a comprehensive Waste Service Management System (WSMS) to enable administration, delivery, and monitoring of the Contract. Councils will not be maintaining separate contract management or waste management systems, but will use the WSMS for all contract monitoring, inspection, and management reporting activity. All three Councils have indicated it is their intention to continue to use their own individual Customer Relationship Management system (CRM). It is therefore a requirement of the contract that the contractor is required to

MKJW Specification 301121

ensure the WSMS has an appropriate interface to integrate with the individual Councils CRM systems.

- 10.1.10 The Contractor shall supply a key point of contact for all aspects of the implementation of the WSMS, including:
- Overall project management
 - Technical project management to include specification of any XML Web Services for integration and as a central point of contact for any other technical questions
 - Training of Council staff
 - The clarification of business intelligence requirements to include reporting features and access to all other information in an easily obtainable and downloadable format
- 10.1.11 The Contractor's key point of contact will be available for meetings with the Councils' IT departments and suppliers to discuss and plan implementation immediately following Contract Award.

10.2 Hosting, Access and Security

- 10.2.1 The WSMS shall be hosted by the Contractor and must be web-based, with no Council software required.
- 10.2.2 The Contractor shall provide details of a secure, encrypted remote access solution for Councils to access the WSMS. These details shall include any prerequisites that must be met for the Councils to gain access such as firewall configuration and client browser settings.
- 10.2.3 The contractor must use whitelisting or satisfactory alternative measures agreed by the Authorised Officer for each authority as extra security measures.
- 10.2.4 It should be possible to specify different levels of access to modules and data within the WSMS. These security levels will include, as a minimum:
- The ability to allow or deny access to modules and data sets by user and by group
 - The ability to allow read only or modify access to modules and data sets
 - The ability to restrict access to certain system functions, such as exporting data
- 10.2.5 The Contractor and client will agree on the 'codes/descriptions' to be used and any changes need to be communicated to avoid impact on integration and operational issues, for example, roadworks/road blocked/no access.
- 10.2.6 The WSMS will have audit capabilities to ensure that every update or system configuration change can be tracked back to a specific user.
- 10.2.7 The Contractor will potentially have access to sensitive personal data about customers passed to it by the Councils or provided directly from customers. The Council is the Data Controller for all data received through the Council, and the Contractor is the Processor. The Contractor will be a data processor under the terms of the General Data Protection Regulation and Data Protection Act and the Councils will be data controllers. The Contractor will ensure that this data is only used to deliver services that fall under this Contract, will not share personal data with third parties, and will ensure that it acts at all times in accordance with the requirements of the Data Protection Act.
- 10.2.8 The Contractor shall ensure that if any personal data (e.g. names, email addresses, telephone numbers) is stored on mobile devices, those mobile devices are encrypted, and that personal data is not shared with crews.

MKJW Specification 301121

- 10.2.9 The contractor must confirm the process around removing un-necessary customer data if requested and is applicable under the 'right to be forgotten'
- 10.2.10 The Contractor shall ensure that personal data is encrypted in transit to mobile devices.
- 10.2.11 The Contractor accepts that all data relating to customers, properties, assets owned by the Councils and services delivered as part of the Contract is owned by the Councils and agrees to provide extracts of the data as required throughout the life of the contract and at the end of the contract without cost to the Council's.
- 10.2.12 There is also the potential for the WSMS to be further accessible by the customer, but this would be developed both as part of the implementation of contract and after service commencement as technology and requirements move on. It is expected that the contractor will engage with the authorities using a dedicated project manager and project methodology.

10.3 WSMS Interfaces

- 10.3.1 The contractor must provide Web Services to connect to the WSMS and maintain all interfaces at their expenses.
- 10.3.2 The contractor must provide an interface that allows all customer and authority requests to be transmitted via a secure Web Service. This must include the following IT Methods:
- **Property Lookup** – this uses a UPRN and must return as a minimum:
 - current round information
 - the round type
 - the next collection date
 - the last collection date
 - the Collection frequency
 - **Send Service Request** – the WSMS must allow the submission of any authority request
 - **Service Request Status** – the WSMS must allow the submission of a request reference or UPRN to retrieve the status of any call. This is a mandatory requirement in order for each authority to give an accurate response to the customer. Examples would be, 'In Progress', 'Contaminated', 'Completed'
 - **Signoff Service Request** - when the contractor completes a service request the WSMS must have the capability to call an authority Web Service to confirm it has been actioned.
- Note: The update must accurately reflect the stage at which the case is at, this must be the actual date that the request is marked as completed within the contractor's system and not the allocation date.
- 10.3.3 In the event of issues with any interface the contractor must provide a central IT helpdesk contact to assist in the resolution, with an audit trail of each call. It is not acceptable to attempt to resolve issues via unstructured emails.

10.4 Core contract data

- 10.4.1 The WSMS interface will allow individual requests to be raised and the status to be retrieved, but there is also a requirement for the contractor to make whole datasets available. This is mandatory for each authority to allow operational data transparency and provide each authority with:
- current data to use within back-office applications
 - current data to allow the use of reporting tools, such as Power BI.

MKJW Specification 301121

- 10.4.2 The core data to be provided must include the following for each property:
- UPRN - Property reference
 - USRN – Street reference

 - Refuse Collection Day
 - Refuse Collection Week
 - Refuse Collection Crew

 - Recycling Collection Day
 - Recycling Collection Week
 - Recycling Collection Crew

 - Garden Waste Collection Day
 - Gardens Waste Collection Week
 - Garden Waste Collection Crew

 - Bulky Collection Day

 - Clinical Waste indicator
 - Clinical Collection Day
 - Clinical Waste Week

 - Pull Out indicator/Assisted collections

 - Refuse 140 Bins
 - Refuse 180 Bins
 - Refuse 240 Bins

 - Refuse Sack

 - Refuse 1100 Bins

 - Recycling 140 Bins
 - Recycling 240 Bins
 - Recycling 360 Bins

 - Recycling Box

 - Food Waste Bin

 - Garden Waste 140 Bins
 - Garden Waste 240 Bins
 - Garden Waste Sack
- 10.4.3 Core details must be kept up to date in real time by the contractor especially the collection dates and in particular wholesale changes to collection days at seasonal periods such as Christmas. This information will be relied upon by each authority to inform customers and avoid unnecessary contact with customers and the contractor where collections are unclear.
- 10.4.4 The mechanism for making operational core data available must be specified clearly by the contractor. The requirement is for the provision of a data warehouse solution securely hosted on a Cloud platform, preferably Microsoft Azure (or any subsequent version/upgrade). This must be:
- a structured database to hold the core data

MKJW Specification 301121

- data must be segregated by authority. Ideally this will be the LLPG custodian code which is unique to each authority
- secure connection credentials must be provided to each authority

10.4.5 The cost of providing, maintaining and supporting a data warehouse must be borne by the contractor

10.5 Other data requirements

10.5.1 The contractor must also provide a Web Service that can be called by the authority in the event of delay to a round or any other issue affecting a collection service. This must include:

- The authority code
- Date and time of round or service
- The round numbers and service affected
- The reason for the change or delay to the round
- The solution by contractor to resolve

This will enable the authority to automate processes to inform the customer of delays either on the Council websites or using other communication methods such as email or SMS.

10.5.2 This Web Service must be provided, maintained and supported by the contractor and at the contractor's expense

10.6 Property (LLPG) Data Standards

10.6.1 It is expected that the contractor will have the ability to import daily LLPG updates from each authority to ensure that property records are fully up to date. It is not acceptable to employ a longer cycle between updates as this will cause operational difficulties. The LLPG will adhere to national standards as outlined below

10.6.2 The WSMS must be able to store streets and addresses in the BS7666 format and import and export addresses using the standard formats laid down by the Local Government Information House, currently DTF 7.3 (see <http://www.iahub.net/docs/1302261213069.pdf>).

10.6.3 The WSMS must be able to import full address sets provided by Councils in the standard DTF 7.3 format (or the latest revision)

10.6.4 The WSMS must be able to import Change Only Updates from the Councils to ensure that the waste management system is synchronised with the Councils' Local Land and Property Gazetteers or obtain updates from the national Ordnance Survey Address Base Premium hub. These will also be in DTF 7.3 format (or the latest revision)

10.6.5 The WSMS will log Unique Property Reference Numbers (UPRNs), Unique Street Reference Numbers (USRNs) and/or geo-references against all cases and be able to include these references in data exchanges with the Councils' systems.

10.6.6 The WSMS shall be able to export collection rounds in standard Geographic Information System (GIS) formats to include .shp (ESRI) or .tab (Mapinfo) and/or CSV format with UPRNs and geo-references to be loaded into the Councils' GIS's.

10.6.7 The WSMS will store Unique Street Reference Numbers (USRNs) with the capability to:

- Record required frequencies of street cleaning
- To associate litter bins, dog bins, car parks and bring sites to specific streets or locations
- To produce work and data schedules using this information.

10.7 Operational Requirements

- 10.7.1 The WSMS shall hold:
- The addresses
 - Road lengths
 - Collection rounds
 - Other essential operational information that the Contractor will use to direct their operations.
- 10.7.2 The Contractor shall hold details of all assets relevant to the Contract on the WSMS including:
- Litter bins
 - Waste containers
 - Street furniture
- All of the above should include USRNs and/or geo-references and be able to store condition data for those assets.
- 10.7.3 The WSMS shall identify addresses that have special collection arrangements such as assisted collections, additional bins and clinical waste
- 10.7.4 The WSMS shall allow the Contractor to organise delivery scheduling of new bins and must include a stock control capability.
- 10.7.5 The WSMS shall identify if there is an impact on an individual round during the day in an immediate system which pushes the information to the client for messaging through the client's systems. The contractor must advise the client of impacts.
- 10.7.6 Using the on-line service request and report forms for new bin deliveries, bulky waste collections, report fly tips, each request or report event will be given a unique reference number. Information captured on customers request or report such as email address and/or mobile telephone number, the Contractor will be responsible for communicating to the Council that allows the Council to notify the customer 3 days before delivery/removal, the day before delivery/removal and when the event request/report has been completed. This communication will be by email and/or SMS text.

10.8 Mobile and In Cab Technology

- 10.8.1 The WSMS shall include PDA/Handheld technology and in cab technology to enable crews to carry out several functions relating to the Contract, including:
- Clearly view addresses that have special collection arrangements, additional bins, or other relevant service issues.
 - Report progress on rounds and tasks
 - Report exceptions and reasons for those exceptions, such as bins not presented or contaminated bins
 - Provide photographic evidence of exceptions or task completion, where appropriate
 - Pick up new tasks
 - Record the presentation of Food waste/Recyclable Material to identify poor performing areas and inform the development of targeted communications programmes.
 - Report when a container has fallen into rear of vehicle to meet customer expectations on prompt replacement within 24 hours.
 - The ability for communication between Supervision and Crews in real time to advise Street Cleansing crews of urgent attendance etc. Street Cleansing mobile devices could also be an advantage for similar communication in town centre locations.
- 10.8.2 The in-cab technology shall perform these functions in real time allowing the Contractor and Councils to carry out live monitoring of progress and issues. Where real time data transfer is

MKJW Specification 301121

not possible, e.g., due to poor mobile network coverage, the technology should synchronise as soon as a connection is available again.

- 10.8.3 The WSMS shall include GPS technology to ensure the position and speeds of the vehicles are always known.
- 10.8.4 The WSMS shall enable the Contractor to optimise rounds, reduce fuel costs and improve environmental efficiency by monitoring and changing driver behaviour.
- 10.8.5 The WSMS shall enable the Contractor to monitor and improve health and safety by recording health and safety checks and incidents.

10.9 Future Technology Requirements

- 10.9.1 The Contractor shall implement authorised changes to the WSMS to enable service development during the Contract Period without additional cost for minor upgrades (e.g. new forms or reporting requirements) or alterations that improve service delivery.
- 10.9.2 The Contractor shall participate in an annual review meeting with the Councils to identify opportunities for development of the WSMS and support on-going service improvement.

10.10 Customer Relationship Management

- 10.10.1 The WSMS shall be able to integrate with each Council's customer relationship management (CRM) systems, to enable central Contract management with customer contact managed locally by each Council. Any costs of interface or licenses required by CRM or Council nominated staff to access the WSMS, shall be at the Contractors cost and non-restricted, allowing ALL Council staff to have appropriate access.
- 10.10.2 The WSMS must be able to receive service requests sent from Council CRM systems, including a unique case reference number and, where appropriate, UPRN and/or geo-reference. Status updates are required to be supplied to the Contact Centre referencing the same case reference number, UPRN and/or geo-reference. These updates should include:
 - Status (list of statuses to be defined)
 - Crew comments
 - Photographic evidence
- 10.10.3 Integration will be based on an agreed standard format for all partners to be defined during mobilisation.
- 10.10.4 The ideal approach is for the WSMS to allow decorated URLs to enable direct links from the Council WSMS to specific cases and service requests, using UPRNs and case numbers to select the appropriate case.
- 10.10.5 It shall be possible for Councils to book specific appointments for ad hoc services delivered by the Contractor, such as bulky waste collection, enabled either via integration with Contractor calendars or based on agreed rules and schedules.
- 10.10.6 Authorised staff (based in each Council) shall be able to access the WSMS to view both historic and live data and photographic evidence (where available) of completion of tasks and exceptions, such as bins not out, contamination issues, reasons for non-collection and so on to inform customer interactions.
- 10.10.7 The Contractor shall provide training in the WSMS to ensure that the Councils' waste management and Customer Services staff are able to use all relevant aspects of the system to support customer service delivery and Contract management. The Contractor will establish

MKJW Specification 301121

an annual training plan which shall be agreed with the Authorised Officer each year to show how much training has been allowed for and for which groups of staff.

- 10.10.8 The WSMS shall have the capability to keep the customer informed of issues affecting collections, e.g. SMS notifications of delays caused by snow, or truck breakdown, or road closures (it is acknowledged that this could also be done via the Councils' CRM systems).
- 10.10.9 The WSMS shall enable Round specific texts/emails to be sent to signed up service users to notify them of collection days/ delays to collections and Christmas reminders.

10.11 Customer Self Service

- 10.11.1 The WSMS shall enable the Councils to offer a 'When's my collection day?' service on their websites by providing a Web Service lookup to return collection round data based on property search parameters, e.g., UPRN.
- 10.11.2 As stated in 10.4.6, Using the on-line self-service request and report forms for new and replacement bin deliveries, bulky waste collections, report fly tips, each request or report event will be given a unique reference number. Information captured on customers request or report such as email address and/or mobile telephone number, the Contractor will be responsible for notifying the customer 3 days before delivery/removal, the day before delivery/removal and when the event request/report has been completed. This communication will be by email and/or SMS text.

10.12 Management Information

- 10.12.1 The WSMS shall provide a comprehensive set of pre-configured reports in accordance with 9.5. The ability to access and run reports must be available to all Councils. The Contractor is required to provide information and all reasonable assistance to enable audits to be completed by the Council, where directed by the Authorised Officer in accordance with the Agreement.
- 10.12.2 The WSMS must include a set of reports to provide detailed breakdowns of any variable charges included in invoices, and any defaults that have incurred penalty charges. These reports should be appended to the invoices raised by the Contractor to provide an audit trail for Councils to reconcile additional charges.
- 10.12.3 The WSMS shall be able to present a summary and activity history for each address/property.
- 10.12.4 The WSMS shall have the ability to store and report on weighbridge data, including tonnage collected by round.
- 10.12.5 The WSMS shall have the ability to present management information via a mapping interface, to enable the Contractor and the Councils to analyse performance by area, e.g. higher frequency of missed bins, "grot spots", and poor Recycling performance. The WSMS may use in built mapping or link with familiar web-based mapping tools such as Bing or Google Maps.
- 10.12.6 The WSMS shall be able to schedule reports to run automatically and to be emailed to defined recipients.
- 10.12.7 The WSMS shall be able to export management reports in CSV/Excel formats.
- 10.12.8 The Contractor shall work with the Councils using the WSMS to use management information to constantly review and improve performance, e.g., by identifying spare capacity to deliver

MKJW Specification 301121

savings and/or service improvement or analysing customer behaviour to inform waste/Recycling education programmes or publicity campaigns.

- 10.12.9 The WSMS shall enable the Councils to:
- prepare their inspections
 - maintain their monitoring records
 - enable the production of electronic Rectification Notices, Default Notices either via mobile tools at the point of inspection or when back in the office and calculate payment Deductions for undisputed non-performance. This does not include the responsibilities for providing PDAs or similar for the Councils.
- 10.12.10 The Contract monitoring module shall have appropriate access privileges and audit controls to ensure the Contractor and the Councils only have access to the appropriate data, and that changes can be audited. Key operational information held in a 'SSE' environment, such as collection routing, Daily tipping information etc. will be equally accessible by the Council and the Contractor

10.13 Performance Management Data and Key Performance Indicators

- 10.13.1 The Contractor shall identify and keep all data required to satisfy the requirement of reporting on all the information as set out in 9.5.
- 10.13.2 All data collected by the Contractor shall be submitted to the Authorised Officer and Authorised Officer for ratification and reconciliation. All data shall become the property of the Partnership once received from the Contractor.
- 10.13.3 The Partnership will be deemed to have intellectual rights over all data in respect of the services collated by the Contractor. The Contractor shall not disclose or use for any purpose other than in connection with this Contract the performance data recorded for reporting purposes.
- 10.13.4 Data shall be submitted to the Authorised Officer and Authorised Officer in accordance with the reporting periods identified in 9.5. Failure to submit data in accordance with agreed reporting dates will result in the application of the default provisions (as set out in the Performance Mechanism).
- 10.13.5 The Contractor will submit a statement on performance management providing details of the data to be supplied to meet the Councils' needs in reporting on their performance indicators.
- 10.13.6 The Contractor shall be required to attend formal weekly meetings with the Authorised Officer and Authorised Officers to discuss performance (which can be reduced to monthly meetings in the case of the Authorised Officer at the Authorised Officer's discretion); and on up to eight occasions per year (i.e., two occasions per Council per year plus two occasions for the Partnership) shall be required to report on such data to a formal meeting of the Councils and/or the Partnership.

Appendices

Appendix 1 – Allington Waste Transfer Procedures.....	See Separate Doc Ref:
Appendix 2 – Ashford Waste Transfer Procedures.....	See Separate Doc Ref:
Appendix 3 – Swale Waste Transfer Procedures.....	See Separate Doc Ref:
Appendix 4 – Mid Kent Disposal Points.....	See Separate Doc Ref:
Appendix 5 – Ashford Waste Data File 301121.....	See Separate Doc Ref:
Appendix 6 – Maidstone Waste Data File 301121.....	See Separate Doc Ref:
Appendix 7 – Swale Waste Data File 301121.....	See Separate Doc Ref:
Appendix 8 – Container and Sack Specifications.....	See Below
Appendix 9 – Reporting Requirements.....	See Below

Appendix 8 – Sack Specifications

Residual: (ABC and SBC)

The specification for the plastic refuse sacks is to be as follows:-

Size:	914mm x 736mm x 457mm (36inch sack). Gusset sides to be provided with Gusset weld bottom.
Gauge:	110 gauge (28 microns)
Colour:	Black
Material:	Recycled high-density polythene
Branding:	Sacks shall be overprinted in white with wording agreed with the Supervising Officer
Quantity:	104 sacks delivered to each exempt property in the Ashford, Maidstone and Swale Administrative Areas every 6 months in accordance with Specification.
Standard:	The performance criteria for all sacks will comply with BS 2782 part 3 in conjunction with the British Standard for Polythene refuse sacks or equivalent.

Recycling Sacks: (ABC, SBC)

The specification for the plastic recycling sacks is to be as follows:-

Size:	914mm x 736mm x 457mm (36inch sack).Gusset sides to be provided with Gusset weld bottom.												
Gauge:	110 gauge (28 microns)												
Colour:	Clear												
Material:	Recycled high-density polythene												
Branding:	Sacks shall be overprinted in black with the wording (TO BE AGREED WITH AUTHORISED OFFICER): - <ul style="list-style-type: none">• "Mid Kent Joint Waste Partnership", in upper case lettering, 60mm high in 10mm profile.• "CLEAR BAGS FOR RECYCLING" in upper case lettering 25mm high in 5mm profile.• "Please use this clear bag for:" 50mm high in 10mm profile.• Two columns of the following wording (all 50mm high in 10mm profile):-<table><tr><td>Yes please</td><td>No thanks</td></tr><tr><td>Paper & Card</td><td>Household waste</td></tr><tr><td>Food and Drinks cans/tins</td><td>Garden waste</td></tr><tr><td>Plastic bottles & containers</td><td>Sanitary Products</td></tr><tr><td>Glass bottles and jars</td><td>Nappies or cat litter</td></tr><tr><td>Foil and aerosols</td><td>Cling film or polystyrene</td></tr></table>	Yes please	No thanks	Paper & Card	Household waste	Food and Drinks cans/tins	Garden waste	Plastic bottles & containers	Sanitary Products	Glass bottles and jars	Nappies or cat litter	Foil and aerosols	Cling film or polystyrene
Yes please	No thanks												
Paper & Card	Household waste												
Food and Drinks cans/tins	Garden waste												
Plastic bottles & containers	Sanitary Products												
Glass bottles and jars	Nappies or cat litter												
Foil and aerosols	Cling film or polystyrene												
Quantity:	104 sacks per property per year delivered as per Specification.												
Standard:	The performance criteria for all sacks will comply with BS 2782 part 3 in conjunction with the British Standard for Polythene refuse sacks or equivalent.												

Clinical Waste Sacks: (ABC, MBC, SBC)

The specification for the plastic clinical sacks for disposal of infectious clinical waste (EWC code 18.01.03) is to be as follows:-

Size:	914mm x 736mm x 457mm (36inch sack). Gusset sides to be provided with Gusset weld bottom.
Gauge:	25 microns
Colour:	As required for EWC 18.01.03 categorised waste.
Material:	Recycled high-density polythene
Branding:	To meet regulations for clinical waste
Quantity:	Provided to customers using clinical service as and when required

MKJW Specification 301121

Note:

The Supervising Officer reserves the right to take samples of sacks at random for examination during the period of the Contract. If the sample does not conform with this specification, the whole consignment may be rejected and the cost of the examination and condemnation deducted from the four Weekly period invoice due to the Contractor. Any defective sacks found by the Supervising Officer will be returned to the Contractor and replacement sacks must be provided, no additional payments will be made to the Contractor for replacing defective sacks either from the supplier or to a householder. Any missed or stolen sacks will be delivered by the Contractor to the resident at no extra cost.

MKJW Specification 301121

Appendix 9(a) Reporting Requirements

Mid Kent Operational Service Reporting Information			
Reports may refer to online information that the Council can access at any time that provides all the data required in a single summary view.			
Report Ref	Real Time updates to WMS	Real Time	Content
	Collections not completed - Not Presented	Real Time	Property UPRN, time and date reported, crew reference.
	Collections not completed - Contamination	Real Time	Property UPRN, time and date reported, crew reference, size, description, source of contamination, photographic evidence, action taken.
	Collections not completed - Blocked Access	Real Time	Property UPRN, time and date reported, crew reference, description of blocked access, photographic evidence, action taken.
	Collections not completed - Bin Damaged	Real Time	Property UPRN, time and date reported, crew reference, bin size and material stream, description of damage or if applicable how damage caused, photographic evidence, action taken.
	Collections not completed - Side Waste	Real Time	Property UPRN, time and date reported, crew reference, size and description of side waste, photographic evidence, action taken/required.
	Excess Dry Recycling	Real Time	Property UPRN, time and date reported, crew reference, material description and quantity, photographic evidence, action taken/required.
	Transfer Station - Contamination Detected	Real Time	Round Ref, Veh Regn, Transfer location, size and nature of contamination, photographic evidence, suspected source location
	Container Maintenance/Replacement Request	Real Time	Property UPRN, time and date reported, crew reference, bin size and description, photographic evidence, Nature of repair required/replacement.
	Street Cleansing Monitoring	Real Time	Reporting Supervisor, Time, date, location, litter grading, detritus grading, description of nature and frequency of accumulations, photographic evidence.
	Gully Reporting	Real Time	Reporting Crew Ref, Gully Location and details of problem identified, photographic evidence.
	Fly Tip Reporting	Real Time	Reporting Crew Ref, Fly tip location and nature and size of fly tip/ Hazardous or not, photographic evidence to show size and show it has been cleared.
	Live Mapping of service delivery	Real Time	Access to live GIS mapping of collection and cleansing resources showing scheduled work completed and outstanding
Report Ref	Daily	Time Required	Content
D1	Resource Deployment Status	09:00	Deployment Listing of all collection and cleansing staff resources (ie Job description - HGV Driver, Loader, Non HGV Driver, Sweeper etc) by Round Reference and Vehicle Registration and type (where relevant)/time deployed and reasons for any delay, non deployment, recovery plan.
D2	Updated Resources Deployment Status (to pick up any pm shift commencement and breakdowns/delays on original deployment)	14:00	Deployment Listing of all collection and cleansing staff resources (ie Job description - HGV Driver, Loader, Non HGV Driver, Sweeper etc) by Round Reference and Vehicle Registration and type (where relevant)/time deployed and reasons for any delay, non deployment, recovery plan.
D3	Daily Service Round up	18:00	<ul style="list-style-type: none"> - all properties, premises or locations where it was not possible to carry out or complete collections of Residual Waste, Dry Recyclables, Garden Waste, Food Waste, Bulky Household Waste or Clinical Waste (e.g. missed collections), or to perform any of the specified Services; - location of properties where side waste was presented; - location and details of incidences where contaminated Dry Recyclables, Garden Waste or Food Waste have been presented; - location of properties where Garden Waste has been presented mixed with Residual Waste; - location of properties where uncontained materials were presented at multi-occupancy properties; - location of properties where Containers were regarded as being unacceptably heavy; - location of properties where a container has fallen into the hopper whilst lifting. - location of any property having acquired an additional unofficial Container; - locations where Recyclables are consistently not put out for collection and/or it appears that householders are not participating in the scheme; - properties where Commercial Waste is suspected to be presented; - properties and locations with damaged Containers; - location and condition of damaged litter bins, dog bins, shelters or other street furniture; - Clinical Waste collections completed; - Bulky Household Waste collections completed; - Street cleansing performance report (including streets inspected and work undertaken); - Reports relating to any complaints received by the Contractor; - Any Health and Safety Issues arising and - any other information as reasonably required by the Authorised Officer.
Report Ref	Weekly	Date/Time Required	Content
W1	Weekly Service Round up	Friday 18:00	<ul style="list-style-type: none"> - all properties, premises or locations where it was not possible to carry out or complete collections of Residual Waste, Dry Recyclables, Garden Waste, Food Waste, Bulky Household Waste or Clinical Waste (e.g. missed collections), or to perform any of the specified Services; - location of properties where side waste was presented; - location and details of incidences where contaminated Dry Recyclables, Garden Waste or Food Waste have been presented; - location of properties where Garden Waste has been presented mixed with Residual Waste; - location of properties where uncontained materials were presented at multi-occupancy properties; - location of properties where Containers were regarded as being unacceptably heavy; - location of properties where a container has fallen into the hopper whilst lifting. - location of any property having acquired an additional unofficial Container; - locations where Recyclables are consistently not put out for collection and/or it appears that householders are not participating in the scheme; - properties where Commercial Waste is suspected to be presented; - properties and locations with damaged Containers; - location and condition of damaged litter bins, dog bins, shelters or other street furniture; - Clinical Waste collections completed; - Bulky Household Waste collections completed; - Street cleansing performance report (including streets inspected and work undertaken); - Reports relating to any complaints received by the Contractor; - Any Health and Safety Issues arising and - any other information as reasonably required by the Authorised Officer.
Report Ref	Monthly	Time Required	Content
M1	Traffic Management Plan Update	Within 5 working days of month end	Plan should detail schedule of planned traffic management cleansing for the year identifying road, traffic management requirements, scheduled commencement and finish dates, confirmation that KCC highways have been consulted and where relevant whether works are in conjunction with KCC traffic management or not.
M2	Monthly Performance Report	Within 5 working days of month end	<ul style="list-style-type: none"> - all monitoring data, with reference to the Individual Services (including Street Cleansing); - details of each failure to meet the Performance Standards; - a summary of all complaints received; - health and safety reports, noting the details of any accidents and dangerous occurrences reportable under RIDDOR; - proposals for the monthly contract review meetings with the Council identifying the date, meeting place, proposed agenda items and the Contractor's attendees; - Residual Waste tonnages, per round, per day, per authority; - Recyclables tonnages, per material, per round, per day, per authority; - Garden Waste tonnages, per round, per day, per authority; - Clinical Waste tonnage, per day, per authority; - Bulky Household Waste (Residual, Recycled and Reuse) tonnage and number of collections per authority; - Food Waste tonnage, per round, per day, per authority; - Sample information to help determine participation levels; - Monthly mileage and fuel consumption, per round; - Vehicle registration details, including hired in vehicles, per month.
Report Ref	Annually	Time Required	Content
A1	Annual Traffic Management Plan	By 31st March	- See Specification
A2	Leafing Plan	By 30th June	- See Specification
A3	Annual Bin Cleansing Plan	By 28th February	- See Specification
A4	Annual Performance Review	By 31st October	<ul style="list-style-type: none"> - Summary of the Residual Waste service; - Summary of the Dry Recyclables service; - Summary of the Food Waste service; - Summary of the Garden Waste service; - Summary of support services (Bulky Household Waste, Clinical Waste, Container Management); - Fleet summary (e.g. vehicle maintenance, carbon reduction); - Tonnage performance; - Health and safety; - Management summary; and - Service performance (rectification and deductions).
A5	Environment Report	By 31st October	The Contractor is required to provide carbon impact assessments in respect of all Services annually and an Annual Report detailing actions taken in the last 12 months to reduce carbon emissions and plans for further reducing carbon impact in the forthcoming 12 months.
A6	Annual Action Plan	By 31st October	The Contractor is required to provide and agree an Annual Action Plan identifying the overarching and specific authority based actions for each year designed to improve performance throughout the contract term. The first annual Action Plan will be required to cover the period from 21st October 2023 up to 30th October 2024 and must be submitted to the Authorised Officer by 30th September 2023. Subsequent Annual Action Plans are to be submitted to the Authorised Officer by the 30th September in each contract year.
A7	Health and Safety Review	By 31st October	Monthly Summary and Action Planning
A8	Contractors Business Continuity Plan	By 31st October	<p>The Contractor shall provide to the Authorised Officer a Business Continuity Plan which shall set out how the Contractor will address major disruption due to emergencies or severe weather conditions, and will include how they will address risks in relation to ICT and telephony, including but not limited to:</p> <ul style="list-style-type: none"> (a) maintaining the day to day operation of the Services; (b) in a disaster recovery situation, how the ICT system can still interface with relevant Borough systems to ensure Services are not operationally affected; and (c) ensuring that the core system is available during agreed core operating hours to Borough staff and operatives.

Appendix 9(b) Reporting Requirements

CRM Service Reporting Information	
The Contractor is required to provide reporting information in respect of all the Performance Criteria detailed in Schedule 4 and all service request response times on a Monthly Basis as a minimum or as agreed otherwise by the Authorised Officer. Selection by way of example below:	
1	Missed Kerbside Collections by Stream; Food, Residual, Recycling,Garden
2	Missed Assisted Collections by Stream; Food, Residual, Recycling,Garden
3	Missed Communal Collections by Stream:Food, Residual, Recycling
4	Bulky Waste Booking
5	Clinical Waste Booking
6	Garden Waste New Service/Renewal Booking
7	Missed Bulky Collection
8	Missed Clinical Collection
9	Collection Crew Behaviour
10	Bin Damaged Replacement Request
11	Bin Maintenance Request
12	New Bin Request
13	Refuse Spillage by Collection Crew
14	Failure to return bin to point of collection
15	Failure to provide specified property with sacks once every 6 months
16	Failure to deliver container within 10 working days of request being received
17	Failure to keep separate recyclable materials which had been segregated by the resident from residual waste
18	Reporting damage to property
19	Resident report of street/car park/openspace/park needing to be cleansed:Litter/Leafing/detritus
20	Litter Bin/Dog Bin Full/Overflowing
21	Replacement Litter Bin/Dog Bin Request
22	Offensive Graffiti Removal request
23	Non Offensive Graffiti Removal request
24	Fly Tip Reporting under 2m3
25	Fly Tip Reporting over 2m3

