

## **Waste Collection and Recycling Services**

### **1.0 Scope of Service**

1.1 The Services to be provided within this part of the specification embrace the collection of all household waste and separated material for recycling on a regular basis, free of charge to the householder, the collection of prescribed household waste and household medical waste by arrangement.

1.2 The Contractor must also maintain sufficient resources to enable the Council to collect commercial and/or industrial waste on request. All waste collected must be lawfully disposed of in accordance with the directions given by the Waste Disposal Authority.

1.3 The Contractor shall be responsible for the following, all subject to and in accordance with the terms of the Specification and otherwise the Conditions of Contract:

- The collection of Household Waste from approximately 43,000 properties;
- The collection of Recyclables from individual households from the curtilage;
- The collection of Bulky Household Waste;
- The collection of Commercial or industrial Waste on behalf of the Council;
- The collection of Household Clinical Waste;
- Delivery of Recyclables to appropriate recycling outlets/bulking facilities;
- Street Cleansing Services;

1.4 The Council does not currently have a customer base for commercial waste collections, but is committed to developing such a service in order to address street scene and environmental issues arising from inadequate commercial waste provision.

1.5 The best estimate for additional housing for the next six years is as follows:-

2005/06	250
2006/07	300
2007/08	300
2008/09	300
2009/10	300
2010/11	300

Contractors should be aware that these estimates are for guidance purposes only and that the actual numbers could be considerably higher or lower due to a wide range of factors.

### **2.0 Objectives**

2.1 The objectives of the Service are to:-

## **Part B - Waste Collection and Recycling Specification**

---

- Provide a waste collection service that consistently provides high standards of on-time performance and customer care.
- To jointly provide a public information and awareness raising service with the Council to ensure that waste minimisation is a priority in the Borough.
- Provide a recycling service that exceeds the targets set by Central Government and continuously adds new materials for recycling and seeks opportunities to recycle materials currently seen as waste.
- Demonstrating continuous improvement in delivering the services included within the contract. Both in terms of customer satisfaction, and performance with respect to national and local performance indicators, together with continuous improvement in environmental performance.

### **3.0 Statutory Requirements**

- 3.1 Contractors must be conversant with the Statutory Duties of the Council in respect of the collection and disposal of household waste, and also their own responsibilities in respect of the 'Duty of Care' requirements. Therefore, the Contractor will be expected to acquaint themselves with the relevant provisions of the 'Environmental Protection Act 1990' and the 'Controlled Waste Regulations 1992', and with any succeeding legislation and relevant associated regulations.
- 3.2 Any penalties prescribed by law and any consequential costs resulting from the Contractor failing to carry out those Statutory Duties must be paid for by the Contractor.
- 3.3 Tenderers must be prepared to supply the following:-
- Proof of registration under the Controlled Waste Regulation of Carriers and Seizure of Vehicles Regulation 1991.
  - Copy of their waste carrier certificate.
  - Details of proposed documentation.
  - Demonstration of an approved system of file retention of documentation for a full two-year period as required under the Act.
  - The final decision on the precise extent and application of any legal provision relating to waste collection and, in particular, on the application of the definition of the various categories of waste, shall be made by the Council, with whom the Contractor shall consult in the event of any dispute.
- 3.4 All waste collected shall become the property of the Council from the moment of collection and it is not lawful for any person other than someone authorised by the Council to sort over any waste.

### **4.0 Local Strategic Considerations**

- 4.1 Hastings Borough Council along with the other Districts in East Sussex, Brighton & Hove City Council and East Sussex County Council are developing a Joint Municipal Waste Management Strategy. This document is currently in draft form awaiting the report of the Public Inquiry in respect of the Waste Local Plan, which is expected in September this year 2004. The Strategy will set out the way in which the East Sussex authorities intend to manage the domestic waste stream, including reducing landfill waste disposal, and increasing recycling, composting and recovery, between now and 2028. The Strategy takes account of the 25 year Integrated Waste

## **Part B - Waste Collection and Recycling Specification**

---

Disposal Contract, recently let jointly by the County Council and Brighton & Hove City Council, which require very challenging waste diversion targets.

- 4.2 The contractor will clearly need to acquaint themselves with this strategy and the implications for the way in which Hastings Borough Council will need to deliver and develop its waste management services throughout the life of the contract.
- 4.3 In 2003 the Council completed a best value review of the refuse & street cleansing services, & published an improvement plan, which included the following:-
- Introducing a “customers charter”.
  - Considering the introduction of wheeled bin refuse collection, rather than sacks.
  - Considering the introduction of alternate weekly collections of household refuse.
  - Significantly extending our provision of the “black box” kerbside recycling scheme.
  - Installing communal paper collection banks to serve houses in multiple occupation.
  - Investigating the potential for collecting separated household green waste for composting.
  - Develop services that meet the Council's commitment to equalities and inclusion.
- 4.4 The contractor will be expected to work in partnership with the Council in developing these service improvements, and will be expected to provide innovative solutions to help achieve them.
- 4.5 Contractors should note that although the Best Value Review Team was of the opinion that the alternate weekly collection system would maximise recycling percentages, the view of the Council now is that weekly collections of residual waste should be maintained.

### **5.0 Partnering Approach to Improving Services**

- 5.1 The Council firmly believes that the best way to achieve the ambitious plans for these essential services, is through fostering the best possible working relationships and understanding between the Council and the contractor. During the duration of the contract the Council will arrange regular Service Development Meetings to be jointly attended by the appropriate managers from the Council and the contractor.
- 5.2 In addition to the performance indicators specified by Government, authorities are expected to develop and use local performance indicators to measure local performance and responsiveness to meeting local needs. These indicators and targets will also be used as an aid to monitor the performance of the contractor in fulfilling obligations under the terms of the contract and will require the maintenance of extensive, accurate records. The contractor will be expected to play a full part in the setting and monitoring of targets.

## **Part B - Waste Collection and Recycling Specification**

---

### **6.0 Household Waste and Recycling Collection Services**

- 6.1 The Contractor shall provide a Waste and Recycling Collection Services for all properties within the Hastings and St Leonards area. The Services shall comprise of:
- 6.1.1 A Two Stream Collection Service whereby Residual Waste and Recyclables will be co-collected and separated green waste collected separately.
  - 6.1.2 The Contractor is required to provide the Two Stream Collection Service for at least 90% of all properties within the area by 1<sup>st</sup> April 2007.
  - 6.1.3 The Contractor is required to provide a separate collection of Green Waste at least fortnightly.
  - 6.1.4 The collection of Dry Recyclables to include at least paper, card, plastic, ferrous and non-ferrous metals at least weekly.
  - 6.1.5 It will be incumbent upon the Contractor to set a programme for the implementation of the Two Stream Collection Service, as detailed in ??? and adhere to it. The Contractor will be required to maintain the current level of services until the programme has been implemented.
  - 6.1.6 Until the issue to householders of containers, all household waste which is placed at the collection point or points shall be removed by the Contractor in accordance with the provisions hereof.
- 6.2 The collection of all Waste shall be carried out in accordance with the specification detailed below:
- 6.2.1 All rounds must be completed on the appropriate day.
  - 6.2.2 Waste shall be collected between Monday and Friday on the same day each week (except for Christmas and New Year agreed holiday period) from each household property except in cases where the Authorised Officer has agreed that a more frequent Service is required.
  - 6.2.3 The Contractor will notify each individual householder in writing, record all those collections which are unable to be completed, with reasons, and inform the Authorised Officer of its non-collection stating reasons.
  - 6.2.4 In all cases the details should be passed to the Authorised Officer not later than 16.30 hours the same day and in all cases the Contractor will notify the householder.
  - 6.2.5 All lost/damaged bins or bins lost during the collection process shall be reported to the Authorised Officer by 0900 hours the following day and shall be replaced by the Contractor at their cost.
  - 6.2.6 Special arrangements should be made to collect Waste from properties rendered inaccessible due to roadworks, parked vehicles, or any other form of obstruction.
  - 6.2.7 Wheeled bins, regardless of number will be delivered to or collected from specified households within two working days of the issue of an instruction by the Authorised Officer. When wheeled bins are delivered an advisory leaflet providing details of the service including the normal collection day will also be delivered.
  - 6.2.8 In the absence of wheeled bins the Contractor shall make arrangements to collect sacks.
  - 6.2.9 The Contractor will be required to provide emptyings of bulk containers from some domestic premises. The annual sum should be calculated on the basis of the information provided in Appendix ??????. These will be the base figures until ?? 200?? Adjustments to the base figure will be made via the monthly

## **Part B - Waste Collection and Recycling Specification**

---

valuation certificate using figures provided by the Authorised Officer and paid for according to the variation unit costs.

- 6.2.10 On-street refuse containers in streets and locations detailed at appendix?? Shall be emptied in accordance with the schedule. This provision is in addition to the normal household refuse collection service as set out in this specification. A separate price for this service is set out in the pricing Schedule.
- 6.3 The collection of Household Waste in sacks shall be integrated with the proposed Household Waste / Recycling Collection Services and shall be carried out Monday to Friday Weekly. For those households on a plastic sack collection Service, the Contractor shall:
- 6.3.1 Deliver up to two plastic sacks, on a like for like basis, per household per Week unless notified by the Authorised Officer.
- 6.3.2 Be responsible for ensuring that collection operatives secure sacks in such a way so as to minimise the problems associated with security (i.e. visible), safety (i.e. posted through letterbox) and litter (windblown sacks). Details of sacks to be used within the Services are provided within Appendix?.
- 6.3.3 Collect any Waste, however stored, whether properly or improperly, including any spillages from any receptacle. Where sacks have failed or have not been used by the occupier of premises, the dustbin shall be emptied and returned to its original position.
- 6.4 The Contractor shall not collect Side Residual Waste in areas that utilise wheeled bins for the collection of Residual Waste. The Contractor will be required to inform the residents of the correct procedure by a leaflet delivered at the time of collection and notify the Authorised Officer when problems occur and leaflets are left at properties.
- 6.4.1 The Contractor shall not place any restriction on the amount of Separated Green Waste or Dry Recyclables that will be collected.
- 6.5 All Waste Receptacles and sacks shall be collected from the boundary of the property with the public highway except:
- 6.5.1 The Contractor is expected to take account of the disabilities and infirmities of some households and as such must be prepared to assist these persons, if necessary, by adopting changed methods of collection of refuse to fit the circumstances.
- 6.5.2 Those households that qualify for an Assisted Collection, as agreed by the Authorised Officer and notified to the Contractor as and when required. No additional payments will be made by the Authorised Officer for these collections.
- 6.6 Those households where Waste Receptacles are kept in a bin store or special area, as agreed by the Authorised Officer in which case the Waste will be collected from the rear of the property or at some other agreed location.
- 6.7 After emptying, Waste Receptacles must be returned to a secure location just inside the boundary of the property and must not cause any obstruction, particularly to vehicular access.
- 6.8 All wheeled bins presented for collection shall be emptied except when the weight of the bin is greater than 60kg for 140ltr bins or 100kg for 240ltr bins. In the case of disputes the decision of the Authorised Officer shall be final.
- 6.9 Each Waste Receptacle is likely to be micro-chipped as there is a need to obtain information from the Services. The Contractor shall be responsible for

## **Part B - Waste Collection and Recycling Specification**

---

ensuring that operatives are subject to appropriate training and supervision so as to ensure that working practices enable the collection of reliable data.

- 6.10 Missed collections reported to the Contractor by the Authorised Officer before 1200 hours should be collected the same day whilst those reported after 1200 hours should be collected before 1200 hours the next day.

### **7.0 Bulky Household Waste Collections**

- 7.1 The Contractor shall provide the following Bulky Household Waste Collection Services from domestic premises upon the written instruction of the Authorised Officer:
- 7.1.1 Collection of up to 3 items of Bulky Household Waste from each property within 2 working days of the written instruction.
- 7.1.2 Separate collection of fridges and freezers, as they are classed as Special Waste, within 2 working days. The number of fridges and freezers collected by Hastings Borough Council in 2003/04 is provided in Appendix ??.
- 7.1.3 All orders will be passed to the Contractor by the Authorised Officer and will contain details of the Bulky Household Waste to be collected.
- 7.1.4 The Contractor shall deliver all items of Bulky Household Waste to an appropriate site as instructed by the Authorised Officer.
- 7.1.5 The Contractor will be expected to collect bulky items from inside properties if requested from people that require assistance. It will be the responsibility of the Contractor to get the householder to sign any declaration of indemnity for insurance/damage purposes.
- 7.1.6 Missed collections reported to the Contractor by the Authorised Officer before 1200 hours should be collected the same day whilst those reported after 1200 hours should be collected before 1200 hours the next day.

### **8.0 Commercial Waste Collection**

- 8.1 The Contractor shall provide a Commercial Waste Collection Service for the Council's Commercial Waste customers, as defined by the Controlled waste Regulations 1992.
- 8.2 The Contractor will be required to collect varying amounts of Commercial Waste throughout the year, as there is much seasonal variation in terms of both the volume per collection and the frequency of collection.
- 8.3 The Contractor shall collect Commercial Waste separately from Household Waste, so that Household Waste and Commercial Waste tonnages can be easily identified.
- 8.4 The Council will be responsible for setting all charges, sending out accounts and receiving all income from the Commercial Waste customers.
- 8.5 The Council will be responsible for the payment of all waste disposal charges and landfill tax charges for Commercial Waste collected from their own Commercial Waste customers.
- 8.6 Where a request for collection is reported by the Authorised Officer before 1200 hours it shall be dealt with on the same day. If the request is reported after 1200 hours it shall be dealt with before 1200 hours on the next working day.
- 8.7 The Contractor is to take responsibility for ensuring that all relevant paperwork relating to the collection of Commercial Waste, such as the Duty of

## **Part B - Waste Collection and Recycling Specification**

---

Care Waste transfer notes have been signed by the customer and are current.

- 8.8 All deliveries of commercial wheeled bins regardless of number will take place on instructions issued by the Authorised Officer. The Contractor shall also deliver an advisory leaflet at the same time at the request of the Authorised Officer. Both container and leaflet delivery are to be within 48hours from receipt of the instruction from the authorised Officer.
- 8.9 Commercial Waste shall be collected in accordance with Commercial Waste agreements, the instructions of the Authorised Officer and/or the systems detailed below:

### **Bulk Container Collection System**

- 8.9.1 Eurobins, ranging from 240 litres to 1280 litres capacity, will be used for commercial waste where possible and considered appropriate by the Authorised Officer. Such containers will be separately identifiable The Contractor will be required to have the required lifting equipment to empty these containers. The level of service will be determined agreement between the trader and the Council and the Council will only be liable for the payment for the amount specified in that agreement. Any damage to containers shall be dealt with in accordance with clause 19.1 of this specification.

### **Pre-Paid Plastic Bin Liner Sacks and Labels System**

- 8.9.2 Where it has been determined by the Authorised Officer that Eurobins are not possible or appropriate a system of pre-paid bin liner sacks and labels will be used.
- 8.9.3 The system for traders using 3.25 cu ft domestic type dustbins is plastic bin liner sacks. The sacks will be specially printed to indicate their use for "trade refuse". It is acknowledged that some Commercial waste is not suitable for containment and in these circumstances traders will be able to purchase trade refuse labels to affix to such waste for collection. The sacks and labels will be sold by the Council.
- 8.9.4 It is an important feature of the system that only Waste contained in pre-paid sacks, or having pre-paid labels attached, shall be removed by the Waste collectors. The sacks and labels must be disposed of with the Waste and in no circumstances must they be re-used.

## **9.0 Clinical Waste**

- 9.1 The Contractor shall provide a Clinical Waste Collection Services from specified customers, the addresses of which may vary from time to time, as notified by the Authorised Officer.
- 9.2 Clinical Waste will be contained in specially issued sacks or disposable containers provided by the Council. It shall be the responsibility of the Contractor to ensure that each customer has a supply of sacks and labels for two further collections and that a new disposable container is supplied at the collection of the full container.
- 9.3 The Contractor will collect the Clinical Waste on the same day every week using a separate non-compaction vehicle. The Waste will be collected from a point of storage on the premises, as approved by the Authorised Officer, and transported in accordance with the requirements of current regulations, in particular "The Carriage of Dangerous Goods Regulations", effective from 1<sup>st</sup> January 2002.

## **Part B - Waste Collection and Recycling Specification**

- 9.4 The Contractor will deliver Clinical Waste to any site the Authorised Officer may deem appropriate.
- 9.5 The annual sum should be calculated on the basis of the information provided in Appendix ???. Adjustments to the base figure will be made via the monthly valuation certificate using figures provided by the Authorised Officer and paid for according to the variation unit costs.

### **10.0 Fly Tipping**

- 10.1 All fly tipping en-route shall be cleared as part of the Services if instructed by the Authorised Officer. This provision also applies to the Street Cleansing part of the contract. The Contractor will keep a record of any fly tipping collected under this provision in respect of type, amount and the date of collection.
- 10.2 It is recognised that certain items cannot be safely placed in a compaction vehicle, examples being fridges, other white goods and / or any item too big to fit into the hopper of the vehicle. Such items shall be reported to the Contractors Supervisor for separate collection on the same working day if reported before 12.00 or if reported after 1200 hours it shall be dealt with before 1200 hours on the next working day.
- 10.3 On request of the Authorised Officer, the Contractor will sort through fly tips to gather evidence of the perpetrator and supply such evidence along with the details as above.

### **11.0 Recycling Performance Requirements**

- 11.1 The Contractor shall provide the Recycling Services in order to achieve the Recycling Performance Targets set out below:

Year	Recycled	Composted	Total
2005/6	18%	0%	18%
2006/7	20%	6%	26%
20012/13	22%	8%	30%

- 11.2 The calculation of the Recycling performance by the Contractor will be in line with the procedures outlined within the Guidance published by DEFRA concerning "Municipal Waste Management Strategies", March 2001.
- 11.3 The Council and the Contractor shall together carry out a review of the Recycling Performance Targets during Year 2 of the Contract and may adjust the Recycling Performance Targets in accordance with the results of that review. In the event of either the Council or the Contractor disputing the results of the review, either party may invoke the arbitration procedure described in clause ??? of the conditions of contract. For the avoidance of doubt, this review is only a review of the recycling performance targets and is not a renegotiation of any other performance targets or the terms and conditions of the contract.
- 11.4 The Contractor will work proactively with the Council to promote recycling and Waste minimisation initiatives.



## **Part B - Waste Collection and Recycling Specification**

---

### **Sale of Recovered Materials**

- 11.5 The Council will arrange for the sale of the recovered materials.
- 11.6 Recycling credits due to the Council from the Waste Disposal Authority will be retained by the Council.

### **12.0 Communications**

- 12.1 In carrying out the Services, the Contractor will routinely come into contact with members of the public. The Contractor will communicate with them in a polite, courteous and efficient manner. Details of any request/complaint and any action taken shall be forwarded to the Authorised Officer.
- 12.2 It will be the responsibility of the Contractor to deal with complaints and requests arising from the operation of the Services.
- 12.3 In addition to the above the Contractor shall provide an adequate system of communications to include:
- Provide information to the Council by 0900 hours the following day for:
  - Missed collections reported before 1200 hours and whether or not they were collected the same day;
  - Non presented collections;
  - Wheeled bins in excess of 60kg for 140ltr bins and 100kg for 240ltr bins;
  - Where side Waste is presented for collection;
  - Wheeled bins whose lids could not be fully closed when presented for collection;
  - Wheeled bins/sacks containing inappropriate type of Waste;
  - Lost or damaged bins;
- 12.4 In communication with the Authorised Officer the Contractor shall provide the following:
- Computer hardware which is compatible with South Bank Systems or any successor software the Council chooses to operate. The Contractor will be required to use the contractor modules of the Council's chosen software.
  - An e-mail address;
  - A separate telephone and facsimile land line for sole use in communication with the Authorised Officer;
  - Information in writing and in electronic format which is compatible with the Council's own computer systems to the Authorised Officer at the frequency indicated:
  - Immediately, for any unforeseen matters, which are likely to affect the level of Services, giving the extent of the disruption and the arrangements which will be made to resume the normal Services;
  - Every time of all complaints received direct (or from the Authorised Officer) and the action taken by the Contractor;
  - On a daily basis:
    - A summary of requests/complaints received directly by the Contractor but actionable by the Authorised Officer;
    - A summary of all requests/complaints received together with details of when the complaint was resolved and what action was taken;

## **Part B - Waste Collection and Recycling Specification**

---

- On a Weekly basis:
  - A summary of accident and third party claims.
  - BVPI monitoring date as per table below
  
- On a Monthly basis:
  - Weighbridge tickets on tonnages of Recyclate collected and delivered to Reprocessors;
  - Bin weight data from PM On-Board in agreed format;
  - BVPI monitoring data as per table below

## Part B - Waste Collection and Recycling Specification

- On a quarterly basis:
  - BVPI monitoring data that is to be provided by the Contractor at the specified frequency as per table below:

### Data To Be Provided by Contractor

<b>Audit Commission Reference</b>	<b>Description</b>	<b>Frequency of Monitoring Report</b>
BVPI 82a	% of the total tonnage of Household Waste arisings which have been sent for Recycling	Month
BVPI 82b	% of the total tonnage of Household Waste arisings which have been sent for Composting	Month
BVPI 82c	% of total tonnage of Household Waste arisings which have been used to recover heat, power and other energy sources	Quarter
BVPI 82d	% of total tonnage of Household Waste arisings which have been sent for landfill	Quarter
BVPI 84	Number of Kilogramme's of Household Waste collected per head	Quarter
BVPI 91	Percentage of population resident in the authority's area served by a Kerbside collection of Recyclables	Quarter
Local	Number of Missed Collections per 100,000 collections of Household Waste	Week

### 13.0 Hours of Operation

- 13.1 Household waste collections shall be undertaken from Monday – Saturday inclusive and must not commence prior to 06.30 hours and commercial waste collections not before 05.00hrs. Work outside these days and times can only be carried out with the prior written approval of the Authorised Officer.
- 13.2 Scheduled work shall be completed on that day.
- 13.3 The Contractor shall not collect Household Waste on Sundays, apart from Sunday collections specified in the schedules, except when approved by the Authorised Officer in writing on each and every occasion following an application for permission by the Contractor supported by a valid reason for such a request. Such collections shall take place within the hours to be agreed, and in no instance outside of the hours 0800 to 1630 hours.
- 13.4 Extra collections of Commercial Waste may be required on Saturdays, Sundays and Bank Holidays subject to increased demand from commercial, industrial and business clients. The hours of operation for such collections shall be limited to between 06.30 and 18.00 hours.

## **Part B - Waste Collection and Recycling Specification**

---

- 13.5 No alteration to collection days or the sequence of operations shall be permitted without the prior written approval of the Authorised Officer.
- 13.6 If the Contractor receives approval to alter the collection days, then the Contractor shall bear the cost of informing each occupier of the affected properties of the new collection day. Each property must receive a written notice at least 14 days before the change with the details of the new arrangements for collection.
- 13.7 The Contractor must note that the opening hours of the Waste disposal points could be a constraint on their operations, and they must ascertain from the Waste Disposal Authority when they are open. If the Contractor wishes to operate outside these hours, they shall then make arrangements with the Waste Disposal Authority and be responsible for any additional charges made by the Authority.

### **Bank and Public Holidays**

- 13.8 The Contractor will be expected to make arrangements to ensure that normal household and commercial collection schedules are maintained during working weeks affected by Bank and other Public Holidays, with the exception of Christmas and New Year. During the Christmas and New Year holidays, subject to the Authorised Officer's agreement, the normal collection day can be varied to ensure that normal collection work schedules are achieved by the start of the second week of the New Year but the normal sequence of collection shall generally be followed. No payments will be made to the Contractor for any additional expenses in which he may be involved in complying with the requirements of this item.
- 13.9 Arrangements for the collection of refuse over the Christmas and New Year period must be approved by the Authorised Officer.
- 13.10 The approved collection arrangements shall be finalised with the Authorised Officer at least 56 days before the Christmas holiday and the Contractor will be responsible for the cost of production and delivering of collection calendars at every property and advertisement in the local press, following approval by the Authorised Officer.

### **Inclement Weather**

- 13.11 If, in the opinion of the Authorised Officer, the weather due to high winds, dense fog or snow and ice, on any particular day or part of a day, is so inclement as to make work impracticable, then if requested by the Contractor, the authorised officer will agree to suspend the normal Waste Collection Services for that day or part of a day. Waste is not to be stored in vehicles overnight.
- 13.12 Similarly if the Waste Disposal Authorities determine that the Waste Disposal Site(s) have to temporarily close on grounds of safety or other reason, the collection of Waste will be suspended by the Contractor. Notice of impending closure of Waste Disposal facilities is normally given by the Waste Disposal Authorities. Waste is not to be stored in vehicles overnight.
- 13.13 Following suspended operations due to inclement weather the Contractor will be required to make collections as soon as possible and within the same working week where practicable to those 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 they may incur in complying with this requirement.

**14.0 Parking and Access Difficulties**

14.1 Some streets in the Council's area are particularly narrow and/or are regularly parked with vehicles, which can cause access difficulties in the collection of Waste. The Contractor shall ensure that all properties receive a collection on the normal day, irrespective of any access problems, and shall if necessary:

- Consult with the Police, residents and others concerned to enable access;
- Provide and distribute suitably worded leaflets approved by the Authorised Officer for the Waste Collection Services;
- Take measures approved by the Police and the Authorised Officer to restrict vehicle obstructions on the street;
- Make multiple visits to sites if necessary to complete the Waste Collection.

14.1 The Contractor must allow for the above in their tender. No additional payment will be made by the Council in respect of this problem.

14.2 The Contractor will be required to absorb any changes of route due to roadworks, road closures and any other disturbances, whether temporary or permanent and to amend his routes accordingly. No claims for the cost of such disturbance will be accepted.

14.3 The Authorised Officer is to be informed of all proposed route changes at least 14 days prior to implementation and the Contractor will be responsible for advising affected householders of any such changes.

**15.0 Unusual Locations**

15.1 In some locations properties are separated from the public highway by areas such as alleyways greens or other public open spaces. In these circumstances the curtilage of the property may not be the edge of the public highway and the Contractor shall make allowance for this in his method of working.

**16.0 Spillages**

16.1 All collections are to be made in a tidy manner and any and all spillages arising due to the contractor's actions must be cleared immediately. The contractor shall also gather up the bulk of spilt refuse arising from split bags or inadequately contained refuse, but only if another container is available. In the latter circumstance the residents shall be informed in accordance with clause 6.2.3. Each vehicle shall carry a broom and a shovel which shall be used for this purpose.

16.2 Liquid spillages caused during the collection process shall be cleared by the Contractor at the time of collection.

## **Part B - Waste Collection and Recycling Specification**

---

### **17.0 Charges to Individuals**

- 17.1 No payments or gratuities of any kind will be accepted by the Contractor or by any of the Contractor's Employees, from any individual or company whilst carrying out the requirements of this Contract.
- 17.2 The Contractor shall ensure that his Employees fully understand and comply with this requirement.

### **18.0 Household Property Count**

- 18.1 The current number of domestic households is ????. The Contract sum shall remain fixed until the number of households increases by 50 properties.
- 18.2 The Contractor will then add to the Monthly sum any increase which will be as stated in the Pricing Schedule for every 50 properties by which the actual number of households exceeds the threshold number detailed above.

### **19.0 Waste Receptacles**

- 19.1 All damaged, broken or lost Waste Receptacles will be repaired or replaced with new Waste Receptacles of the same specification and quality by the Contractor at the Contractor's cost. No additional payments will be made for the requirements of this clause, and the Contractor should allow for this when submitting their tender.

### **20.0 Waste Minimisation**

- 20.1 Waste minimisation will form an important component of Waste management for the Council throughout the Contract Period.
- 20.2 The Contractor will be required to work proactively with the Council through co-operation with Waste minimisation initiatives and engage in the promotion of Recycling and Composting within the Council's area.
- 20.3 The manner in which the Contractor will engage with the Council in this respect should be outlined by the tenderer in a Method Statement and should include details of the educational and other processes that will be sustained by the Contractor over the Contract Period with outline budgets being provided.
- 20.4 The Council may introduce various methods to educate the public, one method being the production of advisory leaflets and/or stickers for fixing to wheeled bins. The Contractor will be required to deliver these to householders as part of the Services. The Contractor will be required to notify the Authorised Officer of any problems relating to Waste minimisation procedures.

### **21.0 Dead Animals**

- 21.1 On request dead animals shall immediately be collected in a yellow plastic sack and disposed of at a designated disposal point.
- 21.2 Payment will be made to the Contractor by the person making the request in accordance with the Unit Rate included in the Bill of Quantities.

### **22.0 Special Functions**

- 22.1 If required by the Authorised Officer, any collection and disposal of waste from special events will be carried out by the Contractor after arrangements with the Promoter of such function by the Contract Compliance Manager. The details will be discussed by the Contract Compliance Manager with the Contractor and the agreed service covered by a Variation Order either by quotation or Day work.