Schedule 1

Specification

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1. INTRODUCTION

This document defines the services that are to be carried out, the standards that the Contractor is required to attain and the roles and responsibilities of the Council and the Contractor.

This document should be read in conjunction with the Conditions of Contract.

2. THE SERVICES

2.1 Service Areas

The London Borough of Hounslow is a Waste Collection Authority under the Environmental Protection Act 1990. The Contractor will be responsible for discharging these duties on behalf of the Council.

The Waste and Recycling Collection Service Specification includes the following:-

1) Collection of dry recyclable materials from low-rise and high-rise homes

2) Collection of Household Food Waste from low-rise and high-rise homes

3) Collection of Residual Household Waste from low-rise and high-rise homes

4) Collection of Waste and Recycling from flats above shops

5) Collection of Waste and Recycling from schools, local businesses and charities (chargeable service)

6) Collection of dry recyclables from the Bring Bank Service including On-Street Recycling

7) Collection of Household Garden Waste from low-rise homes (chargeable service)

8) Collection of Bulky Household Waste (chargeable service)

9) Delivery of new and replacement wheeled bins and containers

10) Operation of Materials Handling Facility at Southall Lane Waste Depot

The Council’s aim is to achieve 50% recycling in 2019/20.
2.2 Contract Period and Extension of Contract Period
This Contract will remain in force for ten years from the Commencement Date.

The Council will have the option to extend the Contract Period for a further period or periods of up to ten years by written notice up to the date twelve months prior to the end of the Contract Period. The length of any extension will be determined by the Council, in discussion with the Contractor.

The Contractor must make appropriate hand-over arrangements in the mobilisation period between the award of the Contract and the Commencement Date to make sure that Contract Standards are maintained.

2.3 Variations to the Contract
Variations to the Contract may be required from time to time to take account of experience, and/or changes in circumstance. These variations may include changes in methods and frequency of working; changes in materials collected; changes in the location of facilities, and to vary the Contract to include the addition of other waste management related services within the Contract. It should be noted that variations to the Contract might have the effect of reducing volumes of work, as well as increasing them and will be subject to negotiation at the appropriate time through the Change Control Procedure.

2.4 Service Changes
The Contractor will also be responsible for implementing a significant change in the Council’s Waste and Recycling Service at the start of the contract and for managing these necessary changes during the change period. I.e.: -

Change the frequency of collection for Residual Household Waste from low-rise homes to fortnightly. This change is to be phased in between mid-January and Mid-March 2017

Food waste will continue to be collected weekly.

2.5 General Provisions

2.5.1 Frequency and Times of Collection
The service shall generally be carried out Monday to Friday with no collections commencing before 0700.

The Services must be carried out in accordance with the requirements for the specific services set out in this specification. I.e. stated frequencies, same day collections, zonal working and maintaining existing collection days for residents, except where minor changes are needed to ensure same day collections.
The Contractor, ensuring that all households in the Borough receive a collection service, shall devise detailed collection routes. When collection routes are proposed to be changed the Council Contract Manager must be consulted and give written confirmation of approval.

2.5.2 Zonal Working
The Council wishes to maintain the practice of zonal working for low-rise properties, and the planned schedules must comply with this requirement. However the Contractor may propose changes to the existing boundaries where route optimisation demonstrates that the current boundaries are inefficient. The council expects that the majority of homes would be unaffected by such boundary changes. Such boundary changes must be agreed, in writing three months prior to the change being introduced. The council would not expect such changes to be undertaken at a frequency of less than twelve months.

2.5.3 Same Day Collections
The Contractor will ensure that collections from individual homes of the different waste and recycling fractions occurs on the same day of the week and in compliance with the schedule set out by the Council.

2.5.4 Bank Holidays
In a week containing a Bank Holiday, no collection will be made on the Bank Holiday and the Contractor shall make collections in the same week but one day later than usual. i.e. at Easter, collections will be suspended for Good Friday with the waste picked up on Easter Saturday.

2.5.5 Christmas/New Year period
Collections over this period will be made in accordance with the schedule set out in [Appendix XX]. This will ensure that collection frequencies are maintained. Over this period the garden waste service will be suspended.

2.5.6 Traffic Restrictions/Red Routes
Where the Contractor’s vehicles are unable to stop (e.g. red routes) – See [Appendix XX], alternative collection arrangements must be devised by the Contractor in consultation with the Council’s Contract Manager. This may, for example, involve the operation of handcarts on the footway, supported from the nearest possible stopping point or the use of sacks that residents may leave out at a designated collection point.

The Contractor should take into account the fact that “No Waiting, Loading and Unloading Restrictions” may be in force or may come into force during the Contract Period on a permanent or temporary basis. The Contractor should make full allowance for the effect of such traffic restrictions on the performance of carrying out the service.

For the purpose of clarity the Council will not accept any responsibility for the payment of fines, Fixed Penalty Notices etc. incurred by the Contractor.
2.5.7 Street Parking
The Contractor should note that a substantial number of carriageways and some footways are used by members of the public for the purpose of parking their vehicles, and that the parking is often on a scale that difficulty may be encountered by the Contractor in carrying out the service.

Nevertheless, it is the responsibility of the Contractor to collect material from all locations to the specified standard using the appropriate labour, vehicles, equipment, and timings as are necessary to complete the service in the appropriate timescale.

It is essential that the Contractor bears in mind the difficulties caused by vehicle parking and the measures necessary to overcome them, when submitting its service delivery proposals.

The Contractor shall do nothing that results in the Council being in contravention of its statutory duties and legal responsibilities in respect of highway safety.

2.5.8 Street Works
When any construction or maintenance work is carried out on a part of any street or housing estate the Contractor will still be required to perform and carry out waste and recycling operations. The Contractor should take account of the fact that this may involve collection or delivery from a greater distance than normal from the vehicle being used or require alternative vehicles to be used.

Where works of any kind are being carried out on a highway, and which in the opinion of the Contractor, impede or prevent normal collections, the Contractor may make temporary changes to the collection route order, subject to immediate notification to, and agreement of the Council Contract Manager.

The Contractor should note that the Council will not make additional payments for the collection of any material that has built up during a modification or suspension of normal collection services.

2.5.9 Suspension of Service
Irrespective of weather conditions the Contractor shall always use reasonable endeavours to proceed diligently with the due performance of the Services in accordance with the requirements of the Specification.

The Contractor shall only be permitted to suspend performance of the whole or part of the Services due to exceptional and severe weather with the prior written approval of the Council Contract Manager, such approval not to be unreasonably withheld. The Contractor does not have any right whatsoever to suspend Services without the approval or without instruction from the Council Contract Manager.
If the services are suspended then the Contractor at their own expense will ensure that any missed collections or service delays are rectified as soon as practicable.

The Council shall not pay to the Contractor any costs, expenses or other direct or indirect loss suffered by the Contractor during any period of exceptional and severe weather when the whole or part of the Services are suspended when the duration of such a period is five days or less.

The Council Contract Manager shall notify the Contractor when he/she considers the period of exceptional and severe weather has ended whereupon the Contractor shall promptly devise a programme of works for the approval of the Council Contract Manager which is designed to execute any of the Services which were not carried out during the period of exceptional and severe weather.

The Council shall not pay the Contractor for any Services not performed during any period when the whole, or part of the Services are suspended for any other reason.

2.5.10 Pick-up and Return of wheeled bins/boxes
The London Borough of Hounslow operates the wheeled bin system for the collection of residual household waste – using 140 litre wheeled bins - and a weekly, kerbside sort system using boxes for the collection of dry recycling waste. All waste must be stored in a wheeled bin/container and only the waste contained within the wheeled bin/container shall be collected (unless otherwise specified). On collection day the bin/boxes will be positioned by residents by or near to the Front Curtilage of low-rise properties.

For the purpose of clarity, collections from the front curtilage shall include the following:

- The collection point shall be the nearest practical point to leave the bin_containers adjacent to the pavement. In practice, this can be within 0 to 2 metres from the actual boundary.
- The bin/boxes should not be left:
  - in a gateway;
  - obstructing a narrow path (i.e. less than 1 metre wide);
  - on a flowerbed
  - on the pavement or public highway
- In these instances the bin/boxes should be positioned:
  - back from the gateway;
  - on an adjacent lawn; or
  - where the path widens.
  (Note: This may mean that the bin/box is collected from the front door area.)
- Where there is a steep slope or steps between the normal storage position for the bin/boxes and the front curtilage the collection
should be made from the normal storage position. (i.e. the collector will be required to move the bin/boxes up/down the steps or slope.

- In purpose-built maisonettes, bin/boxes should normally be collected from the communal area between the maisonettes.

It is important, in all the above examples, that neither the resident nor the refuse collectors obstruct access to the front door with the bin/boxes.

Bins/boxes must always be returned in a way that prevents damage to the bin/boxes or property and they should never be thrown or dropped.

Where a trolley system is in place to enable residents to stack and manoeuvre boxes, the collectors must ensure that returned boxes are stacked on the trolley in the correct order.

Where the bin/box is contained in a bin cupboard, which is visible from the road, the bin/box shall be collected from the bin cupboard, and returned - ensuring that the door is properly closed.

Where individual properties have more than one wheeled bin, the Contractor shall include in his rate for the collection of all the bins at each property (i.e. there shall be no additional payment).

### 2.5.11 Exempt Collections

Approximately 2,000 low-rise homes in the Borough are not able to accommodate the wheeled bin system and in these circumstances, the Council will grant a variation to the usual method of collection and allow the continued use of sacks or other systems for recyclable waste. A list of these properties will be supplied to the Contractor. The Council Contract Manager will notify additions and deletions to this list to the Contractor and reissue the list as appropriate. The Contractor shall include in his general rates for the additional costs associated with this clause.

Sacks shall not be collected from households that have not been granted Exempt or Assisted Collection status.

### 2.5.12 Assisted Collections

Approximately 600 residents in the Borough are not able to cope with the specified collection system and in these circumstances, the Council will grant a variation to the usual method of collection referred to as an Assisted Collection. A list of the current Assisted Collections will be supplied to the Contractor. The Council Contract Manager will notify additions and deletions to this list to the Contractor and reissue the list as appropriate. The Contractor shall include in his general rates for the additional costs associated with this clause.
Sacks shall not be collected from households that have not been granted Exempt or Assisted Collection status.

2.5.13 Restricted Access
A small number of properties in the Borough cannot have their refuse collected by normal sized refuse collection vehicles. These properties are listed in [Appendix XX]. The Contractor shall indicate in his tender how he intends to collect refuse from these properties. The Contractors' general rates shall include for any costs involved in collecting this refuse.

2.5.14 Efficient Collection/ Quality Standards
The Council places a high priority on customer service, customer care, safety, and good customer relations, and to this end the Contractor shall ensure that: Waste and Recycling is collected in an efficient manner as follows: -

a) Collection vehicles must not be driven or parked in such a way that they cause unnecessary or unreasonable obstruction to pedestrian or vehicular movement.

b) Collection vehicles must not mount kerbs or drive over footways, or contravene traffic regulations.

c) Crews must not make unreasonable noise in carrying out the Services.

d) The contractor must use reasonable endeavours to ensure that all material within the wheeled bin is collected. Any materials that are stuck in the bin shall be loosened by the Contractor's operatives, the bin re-lifted and emptied.

e) Crews must report any property where bin/boxes are not presented for collection at the front boundary of the property

f) Wheeled bins weighing in excess of the bin manufacturers design load shall not be emptied. Crews must report any bin not collected for this reason.

g) Excess refuse shall not be collected. Crews must report any wheeled bin not collected for this reason

h) Where the wheeled bin lid is not tightly closed, the bin shall be emptied without removing the excess, unless to do so would result in spillage. In these circumstances, the excess should be removed and left tidily in a contained environment, before the bin is emptied. Crews must report any bin not collected for this reason

i) Where the bins are communal bins the requirements of Clause 2.7 may override this Clause.
j) The Contractor shall leave a notice, at the time of collection, notifying residents of any problems, which have prevented their refuse from being collected. The wording and design of the card shall be agreed by the Council Contract Manager. The Contractor shall include in his rates for all costs associated with this clause.

j) Notwithstanding where residents leave their bin/boxes for collection, crews will return these to the front curtilage of the property, and not on the public footway or on garden walls, or on gardens themselves.

k) Bins/boxes shall not be returned in a position that obstructs a path or driveway.

l) The Contractor must ensure that the correct bin/box is returned to each Location.

m) All gates, doors etc. found closed on entry shall be left closed on completion of the collection.

o) Any spillage shall be immediately cleared and removed from site.

p) Each wheeled bin shall be individually emptied using the mechanical lifting equipment on the Contractors vehicle. Manual emptying of the wheeled bin by skipping into another wheeled bin, removing refuse by hand or manual emptying direct into the vehicle shall be prohibited.

q) On return the lid of the wheeled bin shall be closed and, where appropriate, the bin shall be positioned such that the lid can be opened and waste deposited without residents or traders being required to reposition the bin. This is particularly relevant where bins are returned to bin cupboards, alcoves or compounds.

r) The Contractor's Employees shall not climb walls, fences etc. or walk across private gardens etc. to effect short cuts.

s) "Pulling out" of bins/boxes ahead of the vehicles shall not be allowed without the prior written agreement of the Council Contract Manager.

t) The Contractor’s employees shall at all times exercise care in order to avoid damage to resident’s or trader’s property. All damage shall be reported immediately to the Council Contract Manager. The Contractor shall indemnify the Council against all claims arising out of such damage.

u) The Contractor and his employees shall conduct themselves at all times in a proper manner. They are required to show courtesy and consideration to the general public and to the Council Contract Manager or his/her representatives.
v) The Contractor is responsible for ensuring that waste and recycling is collected on the scheduled day.

In the event of collections not being made because of obstructed access, the Contractor shall walk out all bins/boxes within 100 metres of the collection vehicle.

In the event of access being obstructed due to road works, the Contractor shall make suitable alternative arrangements, as approved by the Council Contract Manager, and shall notify all affected residents on the same day of the details of these arrangements. All costs shall be borne by the Contractor.

In the event of a vehicle breakdown, staff shortage or other problem the Contractor shall employ additional resources, at his own cost, to ensure that all properties are collected by the end of the scheduled working day.

The Contractor shall use the Council’s mobile, web-based data management system in the collection vehicles’ cabs that enable the driver to record any reasons why a bin/container has not been collected on the scheduled day. This is compatible with the councils call centre system and enables data to be collected and used in real time. All uncollected bins/containers, where the crew have not recorded a reason for non-collection, will be recorded as missed bins.

w) Reports received by the Contractor from the council’s contract management system relating to missed or partial collections must be satisfactorily remedied within the following time limits:

- A report received by noon on the scheduled collection day, the collection must be collected by the end of the same day.
- A report received after noon on the scheduled collection day, the collection must be collected by noon on the following day (including Saturdays).

Missed collections will be categorised into two types:-
Type A. – Collections that have been missed due to a failure in the Contractor’s control and management system.
Type B. – Collections that have been missed due to factors beyond the Contractor’s control. This will apply only in exceptional circumstances (e.g. icy weather conditions where conditions under-foot would make conditions dangerous for the collectors; Major road-works where bins are nor accessible and alternative collections arrangements cannot be made; etc.).

The Council Contract Manager will determine the appropriate category.

Repeated misses will need to be investigated and minimised and an agreed procedure will be in place to rectify these at the earliest
opportunity. (E.g. an electronic flagging system visible to the crew in the cab and/or a requirement to positively confirm that the collection has been made)

The measurement of Key Performance Indicator will be applicable only to Type A missed bins.

The Contractor shall supply in the Tender documents a method statement of how he intends to meet the provisions set out above.

x) Where the Contractor needs to change the approved method of operation to overcome an access or similar problem he shall notify the Council Contract Manager in writing. Variations may include a change in the day of collection or the use of a smaller vehicle. Fourteen days notice shall be given to the Council Contract Manager. No special arrangement shall commence without the written agreement of the Council Contract Manager. Where the Contractor is not providing a regular service at a particular Location the Council Contract Manager may, by written notice, require the Contractor to submit proposals for ensuring that the service is provided as required. Notwithstanding the above, a failure to provide a regular service shall be considered to be a Quality Default. The Contractor shall include in his rates for all costs associated with this clause. No additional payment shall be made.

y) The Contractor shall endeavour to ensure that waste and recycling is collected from each Location at approximately the same time each week. He shall supply each crew and the Council Contract Manager with a list of roads in the order in which they are to be collected. The list shall include approximate collection times. If the order of collection varies and results in collections being made from households at an earlier time than that listed, the Contractor may be required to return to collect from households where the waste and/or recycling had not been presented at the earlier time. The Council Contract Manager shall issue Rectification Notices in respect of each Omission.

The Contractor shall supply in the Tender documents a method statement of how he intends to meet the provisions set out above.

z) From time to time disputes will arise with residents or traders as to whether or not a bin could have been collected or whether it has been collected. In these circumstances the Contractor may be required to return to the property to make a collection and he will be paid at the appropriate rate in the Schedule of Rates.

2.5.15 Wheeled Bin repairs
The Contractor will be expected to include in the contract rates for the cost of carrying out minor repairs to 140 litre and 240 litre wheeled bins to ensure that the bin stock is maintained and the council’s assets do not degrade unnecessarily:
During the course of each day, crews will be expected to:

- Replace bin lid pins where these are missing – to ensure lids work properly and do not become detached from the bin body. Each crew will be expected to carry a supply of lid pins and the appropriate tools to enable them to replace missing pins as and when these are found.
- Fit replacement lids where lids are missing. Each crew will be expected to carry replacement lids on the collection vehicle and to replace up to five lids per day.
- Each repair/replacement shall be recorded on the ICT system
- Report any bin requiring a new wheel or axle using the ICT system
- Report any bin with damage to its lifting lip or body using the ICT system

Repairs to wheels and axles shall be undertaken by the Contractor’s Supervisor within three working days.

The Council Contract Manager will confirm an instruction to the Contractor for the delivery of a new bin using the ICT system within two working days for bins with damaged lips or bodies.

The council will supply lid pins, lids, wheels and axles to the Contractor as requested.

All damage reports for four-wheel bins shall be reported by crews. Repairs and replacement of bins will be organised by the Council Contract Manager. Orders for the collection of damaged bins and provision of replacement bins will be issued to the Contractor and completed within three Working days.

Where the Council’s Contract Manager determines that bins have been damaged due to faulty lifting equipment and/or operator error, the cost of bin repairs, replacement and collection and delivery of new or replacement bins will be recharged to the Contractor

2.5.16 Communications/ICT

The Council will provide an ICT system for recording and tracking all waste and recycling service-related enquiries. The council’s call centre will be responsible for receiving all calls and enquiries from residents, trade customers etc.

The ICT system will include the following features:

- GPS tracking of vehicles
- In-cab data terminals providing improved data and real-time data to the call centre
- Improved feedback to residents
- Opportunity for call centre to advise residents of issues relating to incorrect use of the system
- Ability for the call centre to issue instructions to collect missed bins direct to crews (when it is clear that bins have been genuinely missed)
- Ability for supervisors to monitor workloads and crew performance using mobile devices
- Ability for “Client” and enforcement officers to access and process this data via mobile devices.
- Improved (more accurate) data to assess performance levels
- Ability to target interventions (e.g. poor areas of recycling)
- Improved response to complaints and queries
- Improved route planning (round optimisation)
- Use of UPRN to ensure that address data is accurate

Data terminals will be provided to the contractor and fitted into the fleet at the Council’s cost. Ongoing repairs, maintenance and replacement/refresh of the terminals shall be at the Contractors expense.

2.5.17 Disposal of Waste
Disposal of all waste shall be at a transfer station nominated by the Council Contract Manager. The Contractor shall include in his rates the cost of transport to and from the said transfer stations. Disposal costs shall be paid by the Council.

Disposal of residual waste and garden waste shall normally be at the Transport Avenue Waste Transfer Station operated by SITA on behalf of the West London Waste Authority.

The normal hours of working at Transport Avenue are:
- Monday to Thursday 08:00 – 16:00
- Friday 08:00 – 15:00
- Saturday 08:00 – 15:00
  (16:00 following Bank Holidays)
  (Following Bank Holidays only)

The Contractor may be required to dispose of waste at one of the alternative sites listed in Appendix E, or other Transfer Station within a 15-mile radius of the Council’s Bridge Road Depot as directed by the Council Contract Manager. No extra payment for additional costs shall be made to the Contractor.

Disposal of source-separated recycling will normally be at the Council’s Southall Lane Waste Depot. The operation of this site shall be the responsibility of the contractor (see Para 2.18). It is anticipated that the site will be operated between 04:00 and 22:00 Monday to Friday.

The Council’s Civic Amenity Site shall not be available for the free deposit of Domestic or Trade Waste. Where the Contractor wishes to deposit waste from a Refuse Collection vehicle at the Civic Amenity Site, for whatever reason, he shall be charged Trade Waste Rates (currently £185.00/Tonne).
The normal hours of working at the council’s Civic Amenity Site are:

- Monday to Thursday: 08:00 – 16:00
- Friday: 08:00 – 15:00 (16:00 following Bank Holidays)
- Saturday: 08:00 – 15:00 (Following Bank Holidays only)

### 2.5.18 Vehicles

All vehicles shall:

- Comply with Euro 6 emission requirements
- Have electric bin lifts
- Comply with the London Safer Lorry Initiative
- Be supplied in white
- Be provided with advertising panel system (Agrippa?) to the side of the refuse collection vehicles
- Have 360° cameras to improve the safety of the crews
- Have air conditioning to the cab
- Have low entry cabs (refuse collection vehicles)
- To display clear wording that the vehicle is working on behalf of the London Borough of Hounslow. The exact location and size of the wording to be agreed

All fuel costs will be recharged to the contractor.

The contractor shall be expected to bring forward proposals to reduce NO\textsubscript{x} and PM\textsubscript{10} emissions. These could include the use of stop-start technology, hybrid power and electric vehicles.

### 2.5.19 Depot

The Contractor will have the use of the Southall Lane Waste Depot and will be charged a commercial rent for these premises.

### 2.5.20 Vehicle Maintenance

All vehicles will be maintained by Hounslow Fleet, which will be mainly based at Bridge Road depot. The council may bring forward proposals to relocate the vehicle workshops to Southall Lane Waste Depot. Hounslow Fleet will provide a maintenance facility at Southall Lane Waste Depot to cover minor repairs identified at the beginning of the day.

All planned maintenance costs including consumables, MOT etc will be recharged to the Contractor under the terms of an agreed SLA.

Ad hoc maintenance and accident repairs will be charged separately to the contractor.
2.5.21 New and other household waste premises
All services will be available to all relevant households in the Borough. All new residential developments will be required to participate fully in the various relevant waste and recycling schemes.

The Council’s Contract Manager will inform the Contractor of increases or decreases in the number of premises as early as possible and the contractor shall make arrangements for ensuring that collections are made as soon as possible after notification (i.e. the following week).

For the purpose of this contract the contractor shall assume that there are approximately 100,000 households in the Borough (i.e. the number if individual hereditaments listed by the council’s Council Tax office in January 2015. Approximately 70,000 of these are individual hereditaments. 
[Figures to be revised once database has been completed]

The number of individual hereditaments will be revised annually – with effect from 1st April – based on the previous return (in January) by the council’s Council Tax office (less the number of properties serviced by communal bins).

The contractor will be paid separately for the collection of communal bins and this will be based on the actual number of communal bins collected.

This applies to all material waste streams

2.6 Household Dry Recycling Materials Service – Low-rise homes
The Contractor shall provide a weekly, kerbside-sort service for the collection of dry recyclable materials.

Materials
The materials to be collected by the kerbside service will be: -

In the red box
- Cans (steel and aluminium)
- Aerosol cans
- Plastic bottles and mixed household plastic packaging (e.g. tubs and pots etc)
- Aluminium foil (including trays etc.)

In the blue box
- Paper including newspapers, magazines and yellow pages
- Cardboard (including cereal packaging card, and household corrugated cardboard packaging)
- Drinks Cartons e.g. Tetra Paks
- Glass jars and bottles

Adjacent to boxes
- In plastic bags
- Small items of Waste Electrical and Electronic Equipment (mobile phones and household printer cartridges)
- Textiles and shoes
- Batteries - car/domestic

   In separate sealed bottles/containers
- Engine oil
- Kitchen oil

   These items to be collected separately and deposited into designated points at the Materials Handling Facility at Southall Lane Waste depot.

**Contamination and excess**
The Contractors operatives should check the boxes for any obvious contamination or inappropriate use. Contamination in the boxes should not be collected and returned to the resident in the collection boxes.

**2.7 Household Dry Recycling Materials Service – High-rise homes**
The Contractor shall provide a weekly dry recycling service to high-rise homes.

**Source separated**

   **In the red/grey bins**
   - Cans (steel and aluminium)
   - Aerosol cans
   - Plastic bottles and mixed household plastic packaging (e.g. tubs and pots etc)
   - Aluminium foil (including trays etc.)

   **In the blue bin**
   - Paper including newspapers, magazines and yellow pages
   - Cardboard (including cereal packaging card, and household corrugated cardboard packaging)
   - Drinks Cartons eg. Tetra Paks

   **In the green bin**
   - Glass jars and bottles (i.e. mixed colours)

Communal recycling bins are to be collected from and returned to the designated bin cupboards, enclosures or recognised standing areas. The Contractor shall include in his rates for collection and returning the bins to these positions.

Where bin frames are in use the containers and/or frames must be left locked after being emptied.

**Over flow/Contamination**
Suitable recyclable material found adjacent to the recycling bins shall be collected for recycling. The Contractor shall ensure that the area surrounding
the recycling container is left in a safe, clean and tidy condition after each collection.

The contractor shall report dumped rubbish (electronically) to the Council.

Contaminated Bins shall not be cleared by the crew and reported electronically to the council. The Contractor shall return to empty a contaminated bin within 24 hours of being identified by the collection crew or having been notified by the Council Contract Manager. The contaminated waste shall be disposed to landfill via the WLWA site at Transport Avenue.

2.8 Food waste - Low rise Collection Service
The Contractor shall provide a weekly Household Food Waste Collection Service. This can be incorporated with the dry recycling collection system.

Material/container
A 23 or 25 litre ‘caddy’ for food waste will be presented and collected alongside the other collections on a weekly basis. Payment will be based on the number of properties collected each week. Where individual properties have more than one caddy, the Contractor shall include in his rate for the collection of the additional caddy at each property.

Compostable food waste bags
The contractor shall include a separate price for the distribution of compostable food waste bags to all low-rise households. It is anticipated that deliveries will be made twice a year and that each household will receive a roll of bags containing 52 bags (equivalent to two bags per household per week. The Contractor’s price shall be for each for delivery of all bags to each household, once every six months.

Frequency and time
The service shall generally be carried out Monday to Friday with no collections commencing before 0700. The service shall comprise of a regular weekly collection service carried out 52 times a year collecting on the same day each week except for Bank and Public Holidays and the Christmas/New Year period.

The Contractor will collect Food Waste from households on the same day as the other household collections.

Contamination
If there are items in the caddies that cannot be taken, these caddies should not be collected and this recorded on the ICT system by the driver.

Where this is a repeated issue, the Council will endeavour to contact the resident to provide information etc. so that contamination is controlled.
2.9 Food waste – High rise
The Contractor shall provide a weekly food waste collection service from flats.

This is currently a limited service. Residents put collected food waste in a 240 litre wheeled bin. These are usually located adjacent to the existing recycling facilities that are found on estates.

The council intends to expand this service over the course of the contract. The contractor will be notified of these additions as they occur and paid the appropriate rate in the Schedule of Rates.

Compostable Bags
The contractor shall include a separate price for the distribution of compostable food waste bags to all eligible high-rise households. It is anticipated that deliveries will be made twice a year and that each household will receive a roll of bags containing 52 bags (equivalent to two bags per household per week. The Contractor’s price shall be for each for delivery of all bags to each eligible household, once every six months.

2.10 Residual household waste – Low rise
The Household Residual Waste Collection Service shall include the regular alternate week collection of all residual Household Waste as defined in the Environmental Protection Act 1990 including household waste presented from premises listed in Schedule 1 of the Controlled Waste Regulations 1992.

The contractor shall price separately for the provision of a weekly service for a period from the start of the Contract until the reduced frequency is passed in. This is expected to start in mid-January and continue until mid-March 2017.

This service should not collect waste covered by other collection services in this contract e.g. food, dry recycling, bulky household, garden or clinical waste.

The main method of containment will be a 140 litre wheeled bin. Some households will have a larger 240 litre bin. A smaller number may have two bins. All bins will be collected. The contractor will be expected to include in his rates for the collection of these additional/larger bins. Payment will be based on cost per hereditament.

The service will be available to all households in the Borough and be expanded, as appropriate, to any new residential developments that occur during the Contract Period.

The Contractor shall, in the event of a dispute, inform the Council Contract Manager who shall rule as to the correct point of collection. No additional payment shall be made for such variations.

Sacks placed by residents on the public highway shall NOT be collected but recorded on the ICT system by the drivers.
2.11 Residual household waste – High Rise
The Contractor shall provide a weekly collection service to High Rise properties.

This is based on the use of communal bins comprising of 360 Litre, 660 Litre, 1100 Litre wheeled bins or Paladin bins.

Communal bins are to be collected from and returned to the designated bin cupboards, enclosures or recognised standing areas. The Contractor shall include in his rates for collection and returning the bins to these positions.

Where chutes are installed, the Contractor shall be responsible for ensuring the chutes are closed while the bin is being emptied and for ensuring that the bin is replaced under the chute, and the chute reopened, after the collection has been completed.

All excess refuse is to be picked up with each collection. The Contractor shall record this on the ICT system where this occurs. The Contractor shall include in his rates the cost of any additional work associated with complying with this requirement. The Council Contract Manager shall make arrangements for additional storage capacity to be provided where this is practical or additional collections arranged (these would be paid for at the appropriate rate.

A limited number of domestic communal bins require twice weekly collections. These shall be paid at the appropriate out-of-zone rate for Domestic Waste.

Containers must always be returned in a way that prevents damage to the container and/or property.

2.12 Flats above shops
[Currently reviewing service. Different solution for on-street and rear service alley?]

See [Appendix XX] for a list of flats above shops where the contractor will be expected to:
- Deliver purple sacks for residual waste
- Deliver clear sacks for recyclable waste
- Collect sacks separately for recycling or disposal
- Collect twice a week
Timed collections
2.13 The Bring Bank Service (see flats Cl.2.7)
Bring bank facilities continue to be a valuable community resource. However as other recycling services increase the number of locations are expected to fall.
It is proposed to retain the Bring Sites whilst keeping the situation under review in the future. This could lead to a change in the number and/or location of these sites in the future and a change or addition to the materials captured through these sites.

Material/container
The materials to be collected will include:
- **In the red/grey bins**
  - Cans (steel and aluminium)
  - Aerosol cans
  - Plastic bottles and mixed household plastic packaging (e.g. tubs and pots etc)
  - Aluminium foil (including trays etc.)

- **In the blue bin**
  - Paper including newspapers, magazines and yellow pages
  - Cardboard (including cereal packaging card, and household corrugated cardboard packaging)
  - Drinks Cartons eg. Tetra Paks

- **In the green bin**
  - Glass jars and bottles (i.e. mixed colours)

- **Textile Banks**
  - Textiles and shoes (Collected by LM Barry)

Frequency and time
The Contractor shall empty all containers at a minimum frequency of once a week or more frequently if the site is heavily used. This frequency should ensure that no container is more than 90% full at any time. The Contractor shall provide a detailed programme of work indicating the anticipated collection schedule to achieve this, which must be approved by the Council Contract Manager.

The service is to be carried out avoiding disruption and noise nuisance to surrounding properties.

Notwithstanding the requirement above the Contractor shall empty any container that is full, overflowing, or likely to overflow, as directed by the Council Contract Manager by the end of the Working Day if reported before midday, or by midday the following day if reported after midday (including Saturday morning).

The contractor is responsible for ensuring that collections are made at the appropriate frequency. Access to Bring Sites may sometimes be restricted
due to opening hours, holidays etc and the Contractor should take this into account when scheduling collections. Additional collections may be required following bank holidays particularly during the Christmas/New Year and Easter period and immediately thereafter, and the Contractor should allow for this in the programme of works.

Should a scheduled collection not take place for whatever reason then the Council Contract Manager must be informed as soon as reasonably possible. This will be recorded as a missed bin. The Contractor shall reschedule a collection to take place within 24 hours of the original programmed collection. No additional payment will be made for such events and the Contractor shall allow for such disruption within the tendered rates.

**Over flow/Contamination**

Suitable recyclable material found adjacent to the recycling container shall be collected for recycling. The Contractor shall ensure that the area surrounding the recycling container is left in a safe, clean and tidy condition after each collection.

The Contractor shall report dumped rubbish (electronically) to the council.

Contaminated Bins shall not be cleared by the crew and reported electronically to the council. The Contractor shall return to empty a contaminated bin within 24 hours of being identified by the collection crew or having been notified by the Council Contract Manager. The contaminated waste shall be disposed at the WLWA site at Transport Avenue.

**On-Street Recycling**

At present the Council have 8 existing paper recycling sites located primarily near stations. The paper is collected from 240 litre wheeled bins stored inside locked bin housing. The Council would expect these sites to be serviced a minimum of once a week or more frequently to prevent over-flow onto the highway.

**2.14 New or replacement containers and delivery**

The Council will be responsible for the purchase and sale of new, additional and replacement containers.

The Contractor shall deliver replacement containers within three Working Days of receipt of an order from the council.

Where bin/boxes are delivered to new properties, the Contractor will also be expected to deliver appropriate information, provided by the Council, describing the material that can be collected and the collection day. This information shall be delivered through the letterbox of each property.

The Contractor will be expected to provide a dedicated resource to ensure this requirement is met.
2.15 The Bulky Household Waste Collection Service (Tidy Town)
The Contractor shall provide a bulky waste collection service to residents.

The service comprises the collection of bulky household waste from domestic and/or commercial premises. Material will be sorted/segregated to maximise the amount of reuse or recycling from the service.

This service is provided to enable residents within the Borough to dispose of items of Bulky Household Waste, which can be safely handled by two operatives. Items for collection will be left by residents in a defined location which is accessible for the street. E.g in the front garden of a property.

**Frequency and time**
The service shall generally be carried out as necessary Monday to Friday with no collections commencing before 07.30.

The Council and the contractor will agree the number of work slots to be made available each day for the provision of the service. Collections will be zoned as far as possible to ensure that collections are carried out as efficiently as possible.

Requests for this service will be made to the Council. The Council will issue an instruction to the Contractor giving the location and details of the waste to be collected. Only the items of bulky household waste detailed on the instruction issued by the Council Contract Manager shall be collected by the Contractor.

Out of zone collections will be allowed – subject to an additional charge to the customer. In general an out-of-zone collection will only be allowed if there are two work slots available.

The Contractor shall ensure that all work booked in for a particular day is completed on the appointed day.

All material collected should be weighed appropriately to allow the generation of separate figures for material reused and recycled and material going to Landfill. This information needs to be reported on a monthly basis.

The collected items will normally be taken to the Space Waye Reuse and Recycling Centre. However this may change during the course of the contract. Provided the place of deposit is no more than 15 miles from Space Waye, no additional payment will be made to the Contractor.

2.16 The Household Garden Waste Collection Service
The Contractor will provide a service to collect garden waste from residents who subscribe to the Council’s garden waste collection service. The Council will provide a list of properties to collect from the Contractor.
The service will operate once a fortnight throughout the year – except over the Christmas/New Year period when the service will be suspended.

Collections will be made on the alternate week to residual waste collections. Where the service is supplied to properties that do not receive an alternate week residual waste collection, the service will be delivered on the same day as adjacent properties who do receive the alternate week residual waste collection. If this is not clear the Council’s Contract Manager will decide the collection day.

The standard container for this service will be a 240 litre wheeled bin.

Residents who require more than one bin will be able to subscribe to additional bins. The bins will remain the property of the Council.

As an alternative residents may opt to use two 90 litre reusable sacks as an alternative to a single wheeled bin. No additional sacks shall be made available as the council wishes the service to be essentially a wheeled bin service.

The Contractor’s rate for this service will include affixing a new sticker to the Brown wheeled bin each year to confirm that the bin is eligible for collection. Similarly where residents choose the reusable bag service the Contractor’s rates will include the provision and affixing of a suitable tag to the bags’ handles to indicate that the service has been paid for.

Where residents discontinue the service the contractor will be paid to collect brown wheeled bins that are no longer required and to return these to the Southall Lane Waste Depot. This will be paid for at the appropriate rate in the Schedule of Rates.

**Christmas Trees**

The Contractor shall also provide a service for the free collection of real Christmas trees from all residential properties for a period of three weeks after the end of the Christmas/New Year Holiday period. All trees must be collected for composting. See [Appendix XX].

The council will pay an agreed amount, each year to cover this service.

**2.17 The Commercial Waste Collection Service**

[subject to change]

The Commercial Waste Collection Service shall include the regular collection of Commercial Waste, as defined by the Environmental Protection Act 1990, from commercial premises in the borough in order to fulfil the Council’s duty to provide a service to those businesses that request it to be provided by the Council.
This service will also be available to other premises classed as producing household waste including, but not exclusively schools, religious establishments and hospitals.

The service must provide for the separate collections of recyclable waste and residual waste.

The contractor shall supply a separate price for the separate collection of food waste.

The service will be based on wheeled bin where appropriate and/or sacks

The commercial waste collection service shall be carried out to avoid disruption and noise nuisance.

The service will be provided on the frequency requested by the customer, which may involve collections on each day of the week.

Certain streets – listed in [Appendix XX] will be time-zoned

London Business Waste and Recycling (LBWR) will be responsible for marketing all trade waste and recycling services including managing customer contacts, invoicing and Duty of Care: Waste Transfer notes

The Contractor shall collect Commercial Waste in a separate vehicle to Household Waste unless the Contractor can demonstrate an alternative method of working, such as on-board weighing, which ensures that accurate tonnage data for commercial waste can be obtained and is fully auditable.

The Council/Contractor will retain all income from these operations. Where the Contractor retains the income all costs of recycling/ disposal of commercial waste will be recharged to the Contractor. Where the Council retains the income, the contractor will be paid for the cost of the collection.

All waste and recycling shall be collected in an appropriate waste collection vehicle and transported to the appropriate waste transfer station on the same day as collection.

All containers used for the service will remain the property of the Council. These containers will be clearly marked as London Borough of Hounslow/Lampton360.

2.18 Operation of Materials Handling Facility

The contractor shall price for the operation of the Materials Handling Facility at Southall Lane Waste Depot. The hours of operation are expected to be between 04:00 and 22:00, Main operations will be as follows (but not exclusively):

- 04:00 to 09:00 Baling of materials
- 09:00 to 15:00 Receipt of materials from collection operations
15:00 to 22:00  Receipt of materials from collection operations
      Unloading of collection vehicles that have been parked.
      Loading of bulk loaders for glass and paper
      Loading of curtain-sided vehicles with baled materials

3. GENERAL OPERATIONAL REQUIREMENTS – MATTERS RELATING TO ALL SERVICES

3.1 Method Statement
The Contractor should provide detailed method statements describing how the Services are to be performed and shall obtain the agreement of the Council Contract Manager before any substantial changes are effected.

All operations shall be completed to the reasonable satisfaction of the Council Contract Manager who will make allowance for factors outside the reasonable control of the Contractor but no allowance will be made where the allocation of more time, staffing, equipment or effort or the adoption of another acceptable method of working could achieve the objective.

The Method Statement must be submitted by the Contractor three months prior to the commencement of the Contract. Notwithstanding this requirement to agree the Method Statement, the Contractor shall be entirely responsible for the suitability of the Programme to fulfil its obligations under the Contract.

The Method Statement will as a minimum include details of:

- a detailed Borough-wide plan showing the collection rounds
- the number of crews and teams
- details of all staff including operators, drivers, supervisors, office staff and management
- a management structure to support delivery of the Contract,
- details of contingency arrangements for appropriate staffing levels in particular management and supervisory posts
- details of all vehicles to be used on the Contract
- specification of all plant and equipment to be used
- details of arrangements to cater for any disruption to the normal work programme
- details of arrangements to deliver containers and any other infrastructure to support the new collection arrangements.

The Contractor shall inform the occupiers of all or any properties receiving all or any of the services under the Contract of any change in the collection day affecting their property. Such notification shall be in a form approved by the Council Contract Manager.
3.2 Complaints
Complaints about the service will generally be investigated by the Council through its standard complaints procedures. This will require liaison with the Contractor. When requested, the Contractor shall commence investigation of a complaint no later than 24 hours from the receipt of the complaint and provide a response within 3 Working Days.

The Contractor is deemed to have provided in its Tender for all such investigations consequent upon the receipt of a complaint whether or not the investigations indicate a fault in the Services or result in the need for remedial action.

The Council’s complaint procedure may require the Contractor to attend a Council Review Panel.

The Contractor shall use the Council’s ICT system to maintain the electronic record of all complaints. This record should be compatible with the Council’s corporate and contract management systems to allow for inspection on-line by the Council Contract Manager at all times.

3.3 Management and Supervision
The Contractor must provide sufficient supervision in order to ensure the Service is being carried out in accordance with the Contract to the satisfaction of the Council Contract Manager. Such supervision must be available during all operational hours the Services are provided.

Section 4 sets out the Performance Management System arrangements for the contract.

3.4 Quality Control System
The Services will be carried out within a quality assured framework, such as I.I.P. and ISO 9002.

During the first twelve months of this Contract, the Contractor will be required to achieve accreditation under ISO14001 in respect of the Services.

The Contractor shall ensure that its staff receive induction training, to ensure a thorough understanding of the Contract Standards, as well as an appreciation of other issues affecting the Contract.

The Contractor shall devise and operate their own routine, representative and validatable quality control system to ensure that all the Contract Standards are being complied with and that the provision of the Services is in a manner which will enhance the public’s perception of the Council.

Should the Contractor at any time not be satisfied with the standard or manner of Service provision, he shall take such remedial steps to rectify any deficiency at once.
3.5 Health and Safety

The Contractor shall also ensure that at all times the Services are carried out in a manner that does not endanger the health or safety of their employees. Contractor’s staff should wear the approved protective clothing and identification.

The Contractor must allow for carrying out all operations in a safe and professional manner, including the provision of warning signs etc where necessary in order to comply with current Health and Safety at Work legislation and relevant Law.

The Contractor shall devise and operate their own routine, representative and validatable Health and Safety control system to ensure that all the Contract Standards are being complied with and that the provision of the Services is in a manner which will enhance the public’s perception of the Council.

Should the Contractor at any time not be satisfied with the standard or manner of Service provision, he shall take such remedial steps to rectify any deficiency at once.

The Council’s Contract Manager shall have the right to suspend immediately any operation of the contractor that is considered to be dangerous. This could be by direct verbal direction to the contractor’s workforce. Such instruction to be confirmed electronically to the Contractor as soon as possible.

Reporting of Health and Safety Statistics will be included in the monthly Performance Management Meetings.

3.6 Third Party Injury/Damage to Property

The Contractor shall take all necessary precautions when carrying out the Services of this Contract, to avoid causing damage to any thing, object or surface including the highway, plant, street furniture, private property, vehicles etc.

Any damage so caused by the Contractor shall be brought to the attention of the Council Contract Manager immediately and shall subsequently be replaced or made good by, and entirely at the expense of, the Contractor.

The Contractor shall also ensure that at all times the Services are carried out in a manner that does not endanger the health or safety of members of the public or employees of the Council. Neither should their operations interrupt the free passage of vehicles and pedestrians.

The Contractor will deal with, and be responsible for all aspects of, any claims made in respect of alleged injury, damage etc., caused by its vehicles or employees and must be fully insured in this respect.
3.7 Training
[To be determined]

3.8 Apprenticeships
[To be determined]

4. PERFORMANCE MANAGEMENT AND SERVICE IMPROVEMENT
There are a number of service quality and performance standards set out in this specification and the Contract Terms and Conditions. Performance standards will also be agreed and set out in the annual service plan.

The Contractor will be expected to deliver continuous improvement in services throughout the Contract

4.1 Information and Reports
The Waste ICT system will maintain a database giving details of complaints and service requests relating to the Services. This will allow:
- Management and monitoring of the Services;
- Response to enquiries and complaints;
- Collation of information for a range of performance indicators.

All vehicles are required to display round information when using any weighbridge to allow the council to monitor performance across the borough for the different services

Required weekly
The contractor is to supply a weekly report showing:
- Tonnage data for each delivery of waste or recycling to any transfer station or facility. Each record shall record date, time, tonnage, type of service, round number, and the registration number of the vehicle.

The Contractor shall make available for inspection all weighbridge tickets.

Monthly meetings
A report every 4 weeks or calendar month (as required by the Council Contract Manager) showing details of reported missed collections, including single households and whole streets/rounds.

5. EMERGENCY SERVICES
In the event of an emergency which requires a response from the Council, the Council Contract Manager may suspend the Service in whole or in part and require the Contractor’s resources to be utilised in support of the Council’s response to the emergency situation.

The Council Contract Manager shall have absolute discretion as to what constitutes an emergency and will include an emergency as defined in the Civil Contingencies Act but is not necessarily restricted to such incidents.
In the response to the emergency the Contractor may be required to work under the direction of the Police, other emergency services or other Category 1 responders (as defined by the Civil Contingencies Act).

6. PUBLICITY, EDUCATION AND AWARENESS
The Council will be responsible for producing publicity material and for its printing and distribution. The Contractor will be asked to contribute ideas for the content of any publicity, including advice on best practice elsewhere.

The content of publicity material relating to the services will be discussed with the Contractor prior to printing.

The Contractor shall be responsible for delivery up to three items of information per crew per year.

This could include
- A service leaflet explaining the correct collection day and list of materials etc.,
- Christmas/New Year collection arrangements leaflet or bin hanger

The Contractor shall ensure that all crews have a supply of service leaflets, contraries cards, contamination notices etc.

In addition, the Council may wish the Contractor to be represented at other meetings and events such as Open Days, Council Meetings and Community Events, and this may include the provision of vehicles and waste and recycling facilities. The Contractor should allow for the provisions of this section in their basic tender price.

7. FINANCIAL MATTERS
Invoices for the Services shall be submitted by the Contractor to the Council’s Council Contract Manager in accordance with the Conditions of Contract.

The monthly invoice shall allow for any financial deductions as a result of any default notices issued in accordance with the Conditions of Contract.

The Contract Price shall be reviewed each year of the Contract Period in accordance with the Conditions of Contract.

The method of calculating any increases in the Contract Price shall be –as set out in the Conditions of Contract.