

This report will be made public on 12 June 2017

Folkestone

Hythe & Romney Marsh
Shepway District Council



Report **OS/17/02**

To: Overview and Scrutiny
Date: 20 June 2017
Head of service: Roger Walton, Head of Environmental Services
Cabinet Member: Stuart Peall, Cabinet Member for the Environment

SUBJECT: CLEANSING, FOLKESTONE TOWN CENTRE

SUMMARY:

As part of the Overview and Scrutiny Committee's annual programme for 2017/18, Folkestone Town Council have requested that the committee review the Council's contractual arrangements with Veolia for street cleansing, as they are seeking more regular cleaning of the Town with the expect outcome of cleaner streets.

RECOMMENDATIONS:

To receive and note report OS/17/02.

1. BACKGROUND

- 1.1 The joint street cleansing and waste collection contract was awarded to Veolia UK in late 2010 with a start date of 16th January 2011.
- 1.2 For cleansing purposes the contractor is required to achieve or exceed the cleansing standards set out in the Code of Practice on Litter and Refuse, issued under section 89 of the Environmental Protection Act 1990.
- 1.3 The contractor is also required to undertake the emptying and cleansing of litter and dog bins and arrange the weed spraying of public highways.

2. LEVELS OF CLEANLINESS

- 2.1 Levels of cleanliness to be achieved by Veolia in the district are set in accordance with those in the Environmental Protection Act 1990 and the Code of Practice on Litter and Refuse.
- 2.2 For Litter and Refuse:

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

For detritus (gravel, sand, silt, or other material or organic matter produced by erosion):

Grade	Level of Cleanliness
Grade A	No detritus
Grade B	Predominantly free of detritus except for some light scattering
Grade C	Widespread distribution of detritus with minor accumulations.
Grade D	Heavily affected by detritus with significant accumulations

- 2.3 Both the contractor and the Waste Team within Environmental Services are responsible for monitoring the standards of cleanliness in district. The time limits following notification of a shortfall in cleansing standards in Folkestone Town Centre, The Leas and Harbour area are as follows:

If the standard has fallen to	Time limits within which the street must be restored to Grade A	
	Zone Z (Town Centre)	Zone 2a (High Intensity)
Grade B	6 hour	Next Day
Grade C	3 hour	6 hours
Grade D	1 hour	3 hours

- 2.4 The rectification times only apply within the permitted working time periods - October to March 6am to 6pm and April to September 6am to 10pm.

3 LITTER BIN EMPTYING

- 3.1 The following standard descriptions have been applied to define the appropriate response times for litter bin emptying in the district regardless of where the litter bin is sited:

Category A - Empty litter bin

Category B - Any litter

Category C - ½ full

Category D - ¾ or more full

- 3.2 The contractor is required to empty these bins to grade A (completely empty) in the following times:

If a bin reaches Grade D it must be returned to Grade A within 3 hours.

If a bin reaches Grade C it must be returned to Grade A within 1 days.

If a bin reaches Grade B it must be returned to Grade A within 7 days.

4. CURRENT RESOURCES IN FOLKESTONE TOWN CENTRE

- 4.1 Whilst the contract standards are based on output rather than frequency, Veolia's staff resources are deployed on set rotas, which are based on their assessment of the level of resources required to meet the contract standards.
- 4.2 Three barrow operatives are deployed in the Town Centre and surrounding area during the day from 6.30am till 5.30pm. These are based within the Town Centre, but are not exclusive to the Town Centre, The Leas and the Harbour area. Their duties include the emptying and storing of overflowing litter bins, litter picking and removal of detritus, broken glass or needles.
- 4.3 Mechanical sweepers are deployed in the early morning and throughout the day until 3pm.
- 4.4 There are two mobile crews in the town centre vicinity who empty litter bins and support the barrow operatives where required in removing large

quantities of litter, where bags have split open, or waste that has been fly tipping. One crew is deployed from 6.30am till 3pm and the other from 2pm till 10pm, with the last litter bin emptying taking place at around 9.30pm. Litter bin emptying takes place, on average, four times per day in the peak season.

- 4.4 During the winter period the second mobile team work until 5.30pm.
- 4.5 The current resource should be sufficient to meet the current contract requirements; if higher standards are to be achieved then additional resource would need to be supplied and additional costs would be incurred. There is no additional budget within the Waste budget to cover any extra spend.
- 4.6 Based on the Bill of Quantities Prices within the contract the current costs for additional services are:

	Hourly rate	Based on a 7hr day
Operative (Mon – Fri 7am to 6pm)	£10.10	£70.70
Operative (Mon – Fri 6pm to 7am and Saturday)	£15.14	£105.98
Operative (Sunday)	£20.18	£141.26
Driver (Mon – Fri 7am to 6pm)	£12.22	£85.54
Driver (Mon – Fri 6pm to 7am and Saturday)	£18.32	£128.24
Driver (Sunday)	£24.43	£171.01
Caged vehicle	£8.50	£59.50

5. CONTACT OFFICERS

Councillors with any questions arising out of this report should contact the following officer prior to the meeting

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