

APPENDIX 5

DRAFT SERVICE CHARTERS The Service Charters are provided for information and shall be shared with the public and used by the Council in order to describe the delivery of the Services. For the avoidance of doubt, the Service Charters shall not be treated as confidential. Draft Service Charters will be finalised at Preferred Bidder stage].

Draft Service Charter for Waste Collection Services

Recycling and Refuse Collection

Our service to residents:

- Recycling and refuse is collected from all homes on the scheduled collection day
- Receptacles are returned to the point of collection and left in such a manner as to cause minimum inconvenience to residents and customers
- Any missed collections are collected within [24] hours of being reported.
- Recycling and refuse containers are delivered within [5] days of request
- Assisted collections are available for all residents who need them.
- Bulky Waste is collected from the outside of all homes within [to be discussed in dialogue] [X] days of request.
- Spillages caused by the Contractor's Staff are cleared immediately or as soon as is practicable before the end of the day.
- All work is carried out safely and Staff are always polite and courteous, behave professionally and do not seek or accept tips, rewards or payment from the public or businesses.
- Collections are managed to cause the minimum possible level of disruption whilst maintaining an efficient service.
- All public and/or communal waste and recycling sites are kept clean and tidy.

- Public and/or communal waste and recycling sites are always available for use and are emptied frequently enough to prevent them being full or overflowing.
- Full communal waste sites are cleared within [x] hours of being reported as full.
- Staff leave information for residents if containers cannot be emptied because they have the wrong things in them [note to bidders, crews will be expected to carry out an agreed level of sorting if this means the container can then be emptied at the time of collection. A process for managing repeat contamination problems will be agreed and delivered].
- Requests for information are answered within [x] working days.
- Crews will report any faults and issues they observe whilst carrying out their work within the Boroughs, regardless of whether it is for them to fix (e.g. potholes, street lights, graffiti)

We ask Service Users to help us by:

- Placing recycling and refuse containers out for collection by [6] am on collection day and in the designated location.
- Reducing waste wherever possible.
- Sorting as much material as possible for recycling.
- Placing the right materials in the right containers
- Letting us know if a collection has been missed, at the end of the same day if possible.
- Treating staff in a polite and courteous manner and not offering tips, reward or payment.
- Rinsing out bottles, jars and recyclable plastic containers if they contain food residues.
- Keeping food waste containers clean?

- Wrapping up any sharp items like knives, broken glass or crockery in newspaper before they go into the refuse container.
- Not placing hazardous items like paint or oil in the refuse or recycling containers.

Draft Service Charter for Street Cleaning Services

Our service:

- Streets and paths are kept clean. We aim to keep all roads free from litter, rubbish, weeds and animal faeces and we use the standards set out in the Code of Practice on Litter and Refuse to measure cleanliness.
- Road drains on the public highway are kept free from detritus and free flowing to prevent flooding.
- We will support Community Clean-up Initiatives to help residents look after their local area.
- Streets are kept clear of accumulations of weeds.
- Litter bins are kept clean, well maintained and always available for use, never full or overflowing.
- Bagged waste collected from litter bins is cleared by the end of the same working day.
- Fly-tipping on public land is cleared pro-actively when identified by our staff (unless enforcement activity is being undertaken) and always within [x] working day(s) of being reported. A chargeable service is available to private landowners for fly-tip clearance.
- Graffiti and fly-posting on public property is cleared pro-actively when identified by our staff and always within 5 days of being reported. Offensive graffiti is removed within 24 hours of being reported.
- Dead animals, drug litter, and debris and spillages from road traffic or other accidents, are all cleared within [x] hours of notification.

- All work is carried out safely and staff are always polite and courteous, behave professionally and do not accept tips, rewards or payment from the public.
- Spillage of waste by street litter bins is cleared at the time of emptying the street litter bins.

We ask Service Users to help us by:

- Not dropping litter or dumping rubbish.
- Cleaning up after their dog.
- Only using litter bins for litter and dog waste, and not for commercial or household waste.
- Reporting any fly-tipping and/or fly-tippers, noting time date and vehicle registration wherever possible.
- Quickly removing graffiti from their own property if they are able to do so and reporting to the police anyone that they see causing criminal damage by fly-posting or graffiti.
- Reporting street cleaning issues to us, including any spillages, dead animals and drug litter.
- Removing weeds along their property's boundary with the footpath.

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