

Waste / Street Cleansing Contract - Summary of Specification Changes

ISSUES RAISED AT MEMBER WORKSHOPS	ACTION TAKEN	ANTICIPATED IMPACT ON COST
<p>Higher priority of waste collection services, given the Environment Act changes, and impact on environment</p> <p>Ensure flexibility to incorporate changes that will increase recycling and other environmental changes</p>	<p>The contract includes a 'flexibility clause' which sets out that the contractor will be expected to have a flexible approach, both in terms of their day-to-day operations and when considering service changes. This makes reference to the Environment Act and the anticipated changes that will bring about, the potential for future Value Engineering and savings, business continuity, winter weather, and any operational changes that would reduce negative environmental impacts.</p> <p>Environment Act changes that we are aware of are included in the specification as 'options' so that as and when they are introduced (whether at the start of the contract or during the contract period) we already have an indicator of costs.</p>	<p>This will reduce the need for additional spend, by moving existing resource wherever possible.</p> <p>It will give a degree of cost control when introducing certain Environment Act service changes.</p>
<p>Making things 'Greener' / environmental / climate change considerations</p>	<p>A specific 'Environment' clause has been included. This sets out the importance of minimising any negative environmental impacts of these services, and maximising opportunities for delivering environmental benefits.</p> <p>For example the Contractor will be:</p>	<p>Environment-friendly improvements can increase costs, or can save money. Any changes would be subject to the Council's agreement if there were financial implications. Decisions would be</p>

	<ul style="list-style-type: none"> - Asked to outline their plans to reduce carbon, with reference to the Council's 2030 carbon neutral plan - Asked to maximise route efficiency - required to consider decarbonisation of their fleet when replacing vehicles - asked to use electric / battery tools and equipment - asked to embrace opportunities to minimise negative environmental impact and to offset environmental impacts <p>The Performance Management Framework will have a focus on environmental performance, including the way the Contractor delivers their services (e.g. fleet used, routine efficiency) and the reliability of the services (encouraging people to recycle and compost, for example).</p> <p>The specification allows for the introduction of on-street recycling bins in the future should this become a legal or Member-led requirement.</p> <p>It isn't possible to eradicate single-use plastics from these services at this time. There are currently no realistic alternatives to the purple sacks used by around 1,000 properties for residual waste collections. To minimise this, we are conducting a review, to ensure only properties which have no other option use plastic sacks. The Contractor will be expected to work with us to review the viability of alternative bags, such as compostable material, as and when it becomes available.</p> <p>The bin tags and stickers we use have an element of plastic in them, to make them suitably robust in all weathers. The specification asks that they are reused where possible, and that</p>	made based on affordability at the time.
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	<p>as technology progresses, that recyclable / compostable alternatives are utilised.</p> <p>Individual specification items have been included to encourage more environment-friendly services, e.g. a two-stage approach to contamination:</p> <p>Householders who occasionally present contaminated waste will be asked to remove the contamination and present on their next collection. This is consistent with other Lincolnshire authorities. For households that can't or won't remove the contamination, a 'sweep up' collection will take place the following working day, with the waste being disposed of with residual waste.</p> <p>If a household regularly contaminates their waste, their bin will not be emptied if it is presented contaminated, and contact will be made so that the resident clearly understands the requirements of the service.</p>	<p>This more streamlined and focussed approach to contamination may not bring about obvious cost savings (a contamination is included in overall contractor prices) but may bring about more efficient routing.</p>
Can savings be made on garden waste collections over the winter months?	<p>The Specification has been written to continue providing the current garden waste service, but with options that could be called on, to stop or reduce the service during the winter months.</p>	<p>We will have costed options at the start of the contract which would give an indication of any savings that may arise if we reduced the number of collections.</p> <p>This could give the Council some cost saving options if required at any stage during the contract period.</p>

Can collection routines be redesigned to be more efficient?	There are no planned changes to collection routines at the start of the contract. The specification does encourage the contractor to suggest changes for the Council's consideration, in the interests of efficiency.	No change expected at the start. If a bidder suggested a more efficient solution we would consider it, and it may result in efficiency savings.
Electric vehicles – costs are much higher and capacity smaller. Full business case would need to be considered	We are not specifying electric vehicles at the start of the contract. They are significantly more expensive, with smaller capacity and the technology is currently not proven for the service we would require, particularly with regard to refuse collection vehicles. We have however included a clause which requires the contractor to consider introducing more environment-friendly vehicles whenever any vehicles are being replaced. At that stage, and subject to operational effectiveness and affordability, they would be introduced. This policy is consistent across Lincolnshire. Smaller plant and equipment will be electric-powered from the start of the contract, wherever possible.	By not specifying an all-electric fleet at the start, we avoid the significant increase in costs this would doubtless bring about. By requiring consideration of non-diesel vehicles as vehicles are replaced, we retain the option later on, subject to affordability at the time.
Waste minimisation messages needs to be pushed / generally more education and publicity	The specification includes the use of advertising on the side of the contractor's vehicles. From a Social Value perspective, we have suggested that the Contractors would work alongside the Council to help deliver recycling and waste minimisation messages.	No additional cost Minimal (Contractors will include any costs arising from Social Value activity in their bids but these are expected to be negligible in this case).
Stop remains of waste being left in bins when emptied	This has been clearly specified.	None
Stop bins blocking driveways after being emptied	This has been clearly specified.	None

Help residents get rid of waste they can't currently get rid of (rubbish in front gardens / sheds etc)	We already have a free of charge bulky item service for people on means tested benefits. Since the workshop we have introduced a low cost paid-for bulky item collection service in partnership with WLDC, which will take anything up to and including house clearance waste. This service will become part of the overall contract and is included in the specification.	None
Watercourses that are the Council's duty to clean, need cleaning more routinely	This is specified to ensure that the Contractor plans for responsive cleansing of watercourses which meets our statutory obligations.	There will be a (currently unknown) cost impact. It is not expected to be high in the context of the overall spend on the services.
Improve leaf clearance – both responsive and reactive in tree-lined streets especially	This has been covered in the specification to ensure that leaf-fall and other such detritus is cleaned during routine works, with a suitable additional resource during key periods, and an appropriate responsive service for urgent health and safety matters.	This is not an enhanced service, but is more clearly defined and therefore enforceable. It is not expected to increase costs notably.
Akrill's Passage and other 'problem' areas that may have: Access issues Pigeon mess Need regular power cleaning Regular dumping / littering Smells	<p>A list of 'hotspot' areas has been included in the specification, requiring the Contractor to give due attention to them, to ensure appropriate standards are maintained to ensure EPA compliance.</p> <p>City centre litter bins will receive a routine monthly cleanse under the new specification.</p>	<p>This is not an enhanced service, but instead draws the Contractor's attention to some known problem areas at the start of the contract. This should help them to organise resources more efficiently.</p> <p>This is currently a 'one-off' paid for service (and will remain so for bins in other areas) but the demand in the city centre is such that it is felt to be more efficient to do it this way.</p>

THINGS INCLUDED TO HELP MANAGE COSTS	
Contextual information will be provided so that bidders understand the scope of the work, and the risks. This should mean that their submitted prices are reasonable. (Without contextual information, bidders may apply 'contingency' in their prices to cover unknowns, or assume a higher demand than will actually be the case. This could be significant across the whole contract).	Reduces tendered prices
Alongside this, Contractors will be encouraged to minimise inputs (in the interests of efficiency and being environment-friendly) whilst still delivering our statutory duties. For example, we will draw to their attention there are areas of the city which require far fewer cleansing visits to meet the statutory requirements.	This is contextual information which will reduce the risk of Contractors pricing for more routines than are required in order to meet our duties.
More detailed pricing scheme of rates provided, to ensure we only pay for what we use and therefore increase cost control, e.g. providing dayworks rates by the half hour, not hour.	Officers will have more cost control when ordering works
Although not part of the specification, we will routinely review the Controlled Waste Regulations and the Council's ability to charge certain establishments for waste collections. The specifications as written will still apply and don't obstruct us from doing that in any way.	This may bring about income opportunities, subject to Member decisions
Shopping trolleys – the Clean Neighbourhoods and Environment Act 2005 allows Councils to recharge retailers (trolley owners) for the disposal or return of fly tipped trolleys. We haven't exercised this duty before now but have included the process in the specification. We don't experience a lot of abandoned trolleys on the streets, but this will ensure that the costs of dealing with them is covered, as well as encouraging retailers to ensure trolleys aren't removed from their premises.	Minimal income to offset existing costs
The removal of Zone '2e' (referenced below under 'Environmental Protection Act Code of Practice Zone review') reduces some required proactive cleansing, which was previously prescribed over and above the legal duty. Some Zone 2e streets have been promoted to HIGH intensity zone (and no change in standards is expected as a result). Some will move to MEDIUM intensity zone (more details below).	This should reduce spend on routine cleansing which would be incurred retaining 'zone 2e'.
Throughout the whole process, specifications have been written so as to maximise efficiency, flexibility and cost control, and to avoid unnecessary work.	The purpose of this was to control costs so far as reasonably practicable

THINGS INCLUDED TO HELP INCREASE EFFICIENCY / CUSTOMER SERVICE		
<p>The contractor will be required to put in place 'in-cab technology', integrated with our own IT systems, which will mean that updates from cleansing and collection crews will be reported immediately to their own office and to the Council. Community Services and Customer Services staff will have relevant information much faster, so they can better deal with customer enquiries. Community Services staff will have more accurate and timely updates relating to completed tasks and routines to help with performance management.</p>		<p>The current contracts do not have use of this technology and so this is an extra expense.</p> <p>It is the norm for waste / cleansing contractors to use this technology, and so it's expected that most if not all bidders would use it routinely in any case.</p> <p>The efficiencies brought about can mean cost savings in other areas of the contract.</p>
<p>The fly tipping process has been reviewed and streamlined to be clearer on what the Contractor is expected to do proactively, on what cases should be passed to PPASB, to avoid double-reporting of cases and to make monthly reporting easier.</p>		<p>No impact or modest reduction in demand.</p>
<p>The requirement for the Contractor to resolve access issues has been strengthened. They will be required to have suitable vehicles, e.g. narrow-bodied, appropriate for narrow streets with on-street parking. They will be expected to return to collect waste that was missed due to access problems an unlimited number of times. This includes them working with roadworks contractors, posting notices, and returning each day for up to a week to attempt waste collections.</p>		<p>No impact. This is very similar to the current arrangements but clarified to permit greater enforcement.</p>
<p>The contracts already have 'hours of operation' which will remain largely the same, with the exception of a requirement to avoid the noisiest operations (leaf blowers) before 7.30am. This is in response to complaints from residents of the city centre.</p>		<p>None</p>
OTHER POINTS OF NOTE		
Changes to Housing areas cleansing	Routine sweeping of car parking bays has been removed from the specification	This will deliver a reduction in spend by Housing
Performance Management Framework	We have undertaken a review of the Performance Management Framework, to ensure it remains fit for purpose. This provides	No direct cost implication.

	the structure by which the Contractor's performance is monitored and managed.	
Environmental Protection Act Code of Practice Zone review	<p>The Code of Practice for Litter & Refuse dictates the standards and response times for cleaning streets and relevant land, based on their 'zone' (the use and busy-ness of a street).</p> <p>We have undertaken a city-wide review to ensure that the allocated zones still meet the legal definitions (which have been revised since the current contract began). This has changed the category of many streets in the city, meaning that they are all (other than special circumstances such as the bypass) in the HIGH or MEDIUM zones. This is an increase in priority for many streets. However at the same time, the legal response times have increased (giving us longer to respond to 'Grade drops' – that is accumulations of litter).</p> <p>In addition to these statutory changes, we are removing the 'zone 2e' requirement which we added to the current contract, and realigning with our legal requirements. Zone '2e' was added as it was felt that the legal requirements didn't meet the needs of certain parts of the city at that time (in certain streets such as major routes into the city centre and some 'hotspots'). This zone '2e' was over and above the Code of Practice requirements to ensure a proactive presence in those areas, on a daily basis.</p> <p>Of the old 'zone 2e' streets, around half (in terms of meterage) have moved to HIGH zone, and half have moved to MEDIUM, as a daily proactive clean is no longer considered necessary, for example due to changing use.</p> <p><u>HIGH zone (eg city centre and some other busy areas)</u></p>	The removal of zone 2e and the relaxed response times to grade drops, together with the specified efficient working practices should help mitigate any increased costs.

	<p>The specification has been developed such that we don't expect to experience any changes in litter standards in the city centre.</p> <p><u>MEDIUM zone</u></p> <p>The response time set out in law for grade drops has been relaxed (any reported accumulations of litter must be cleared by 6pm the next day) which is a slower response than the current arrangements.</p> <p>However, it is important to note that under the current arrangements, many of these streets (the previous zone 2/3) receive a fortnightly litter pick and monthly sweep, and suffer few grade drops in the middle so the revised CoP standards shouldn't make a significant difference.</p> <p>Note also that 'hotspot' areas have been flagged in the contract as requiring special consideration by the contractor (ie they may want to put on proactive cleans to manage grade drop demands).</p> <p>These streets may require more intensive monitoring, certainly at the start of the contract and we can of course move streets between zones if we find it to be necessary.</p> <p>The specification has been developed in such a way as to ensure legal compliance as a minimum and to maintain current standards as far as possible whilst managing costs.</p>	
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Social Value	<p>In accordance with our legal obligations and the Council's Social Value Policy, we have suggested SV options for Contractors to develop in their bids. This includes:</p> <ul style="list-style-type: none"> - Supporting volunteer works - Allowing their own staff to volunteer in the City of Lincoln Council - Purchasing ethically sourced goods - Assessing the environmental impact of their suppliers - Contributing staff time to Council-led environmental promotions 	Contractors will include SV costs in their overall prices, however we have made every attempt to minimise the impact of this, by encouraging them to consider low / no cost activities, and by suggesting low / no cost SV actions that would make a difference.
Lifts, stairs and bridges	There have been a number of developments in the city centre in recent years that incorporate lifts, stairs and bridges. The specification makes clear that they are to be treated the same as the surrounding streets as far as routine cleansing applies, and will also receive a monthly 'deep-clean'.	This will add costs, although not significant in the context of the overall spend. At the moment we are doing this, reactively, and have absorbed the costs in existing budgets.