

# MEMBERS HANDBOOK

Havering's Recycling & Rubbish Collection Service



**FROM 23rd OCTOBER 2023**

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# The new Integrated Waste and Street Cleansing Contract with Urbaser commences on 22nd October 2023, with residents receiving their first new waste collection from the 23rd of October 2023.

## Introduction to Urbaser

Urbaser is a leading provider for environmental services, and the third largest waste management provider in Europe, serving a population of 12.9 million people. Their municipal services, including waste collection, street cleansing and running household waste recycling centres operate in 18 countries, managing 1.8 million tonnes of waste per year. Urbaser operates 14 contracts in the UK, including the Royal Borough of Windsor and Maidenhead, East and North Hertfordshire District, and Waltham Forest. The company has been employed to deliver on four strategic outcomes for Havering Council:

- **Strategic Outcome 1:** The Contractor delivers waste collection and street cleansing services which make Havering Cleaner, Safer, Prouder, Together
- **Strategic Outcome 2:** The Contract delivers maximum value for money for the cost of the service and achieves the Authority's outcome of maintaining and enhancing its financial position
- **Strategic Outcome 3:** The parties work together and share their respective responsibilities to implement the waste hierarchy
- **Strategic Outcome 4:** Technological change is embraced throughout the Contract and opportunities offered by rapid technological advancements are harnessed

## TUPE'ing staff

Staff from Havering's in-house street cleansing service will be transferred to Urbaser from the service commencement date. Likewise, waste collection staff will be transferred to Urbaser from Havering's previous service provider. It is likely that you will see the same faces operating in your local area, as many aspects of the service will not be subject to any substantial changes. This is a sensitive time for all staff, and they are being supported by a team including representatives from HR, the Environment management team, and trade unions.

## Greener services

Urbaser will be operating a number of electric vehicles up to 3.5 tonnes in weight, including some smaller street cleansing vehicles and supervisor vans. Charging stations have been installed at both Harrow Lodge Depot and Central Depot to accommodate these. The larger refuse collection vehicles will run on diesel, and comply with the latest emissions standards.

## Reporting issues

Havering's street cleansing staff, including managers and supervisors, will be transferring to Urbaser. Havering will be retaining a client team to monitor this contract. From the transfer date, Urbaser staff should not be contacted directly – all enquiries will be handled through Havering Council.

Havering is working with Urbaser to integrate its new D365 system with Urbaser's IT infrastructure, to provide a seamless transfer of information between parties. Therefore all enquiries or service issues must be reported through Havering's website to ensure they are properly recorded. This will help the Havering team to monitor the contract accordingly. Further changes to corporate reporting processes will be communicated to you in the near future. Reports to be directed to the waste and street cleansing team will include fly-tipping, spillages, graffiti, fly-posting, weeds and missed waste collections. Where appropriate, the team will continue to liaise with Havering's environmental enforcement team to share evidence and hotspot information.



## Service information

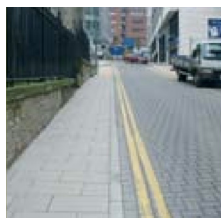
Havering's website will be updated prior to the new service commencement date. It contains information on the services we provide, and how to report any issues. Residents will also receive a service information leaflet, an example of which is included with this information booklet.

## Service standards

Waste and recycling collection days will not change on the service commencement date. Urbaser have committed to undertaking a review around 6 months into the new contract to identify any efficiencies that can be made to the collection routes. Any collection day changes will be communicated to residents prior to taking effect.

The street cleansing service will continue to be measured by the standards set out in the Government's Code of Practice for Litter and Refuse. Streets are graded based on the amount of litter and detritus present.

### Set A: litter and refuse in both relevant highway and hard surface setting



#### Grade A

No litter or refuse



#### Grade B

Predominately free of litter and refuse apart from some small items



#### Grade C

Widespread distribution of litter and/or refuse with minor accumulations



#### Grade D

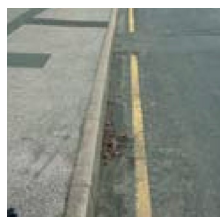
Heavily affected by litter and/or refuse with significant accumulations

### Set C: principles of detritus grading in a relevant highway setting



#### Grade A

No detritus



#### Grade B

Predominately free of detritus except for some light scattering



#### Grade C

Widespread distribution of detritus with minor accumulations



#### Grade D

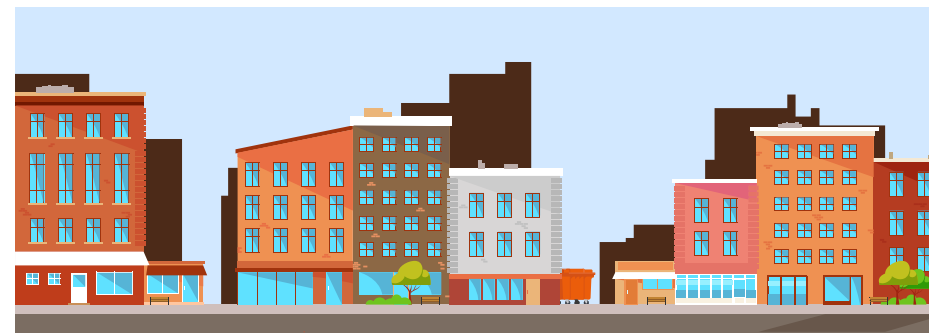
Heavily affected by detritus with significant accumulations

## Response time to restore land to correct cleanliness standard

All roads should be cleansed to a Grade A and maintained as described in the table below. The contractor is expected to inspect 10% of each land type per month, as described within this table.

Zone	Grade Required after Cleansing	Response time to restore land to correct cleanliness standard within Operational Hours
1+ (Romford Town Centre)	A	From Grade B: 2 hours From Grade C: 2 hours From Grade D: 1 hour
1 (all other Town Centres, shopping centres, areas where people congregate)	A	From Grade B: 3 hours From Grade C: 2 hours From Grade D: 1 hour
2 (streets that have high footfall, high density housing, other shopping areas, and/or and educational establishment on them)	A	From Grade B: next scheduled sweep From Grade C: 1 Working Day From Grade D: 1 Working Day
3 (everyday areas including most low and medium density areas)	A	From Grade B: next scheduled sweep From Grade C: 1 Working Day From Grade D: 1 Working Day
6 (industrial, warehousing, trunk roads)	A	As for the standard of the surrounding streets
7 (Rural Roads)	A	From Grade B: next scheduled sweep From Grade C: 3 Working Days From Grade D: 2 Working Days

Urbaser will be measured on a variety of key performance indicators, most of which will be familiar to Members. This ensures Havering can monitor against past performance in order to drive service quality. The main standards and associated key performance indicators are listed in the table below.



No.	Service Failure
Waste Collection and Recycling Services (WR)	
WC1	Missed Collections of the Residual Waste and Dry Recycling Services from Households shall not exceed [60] Missed Collections per 100,000 Scheduled Collections in any one Contract Month.
WC2	Missed Assisted Collection from Households for each Service where an Assisted Collection is provided shall not exceed 0.5% of Scheduled Assisted Collections in any one Contract Month.
WC3	Missed Collections of the Clinical Waste Service shall not exceed 3% of Clinical Waste Collections in any one Contract Month.
WC4	Missed Collections of the Household Bulky Waste and White Goods Service shall not exceed [1.5]% of Household Bulky Waste and White Goods Collections in any one Contract Month.
WC5	Missed Collections of the Garden Waste Service shall not exceed [60] Missed Collections per 100,000 Scheduled Collections in any one month.
WC6	<p>For each Missed Collection Not Rectified for each Service in WC1 to WC5.</p> <p>The Contractor shall collect the Missed Collection:</p> <p>on the same day if the Missed Collection is reported prior to 12:00 (midday);</p> <p>prior to noon on the next working day (i.e. excluding Sundays, Christmas Day and New Year's Day) if the Missed Collection is reported after 1200 (midday); and for the avoidance of doubt, collections missed or reported on a Friday after 1200 hours shall be collected by 1200 hours on the Saturday.</p>

WC7	For each Reported Waste Separation Failure where the Contractor is unable to demonstrate that all steps to avoid this failure were taken. This may include, but not be limited to: the use of photographic evidence, 360° cameras, an Authority employee witness.
WC8	Failure to deliver Containers within 5 Working Days of instruction or notification.
Cleansing Services (CL)	
CL1	For each incident reported at a transect, failure to restore the relevant land use type to the required standard within the rectification period.
CL2	For each litter bin which is unavailable to Service Users to deposit waste because the bin is full or overflowing.
CL2	<p>For each failure to remove fly-tipping or Abandoned Material identified by the Contractor or reported to the Contractor or as otherwise instructed by the Authorised Officer [within the rectification period].</p> <p>[The Contractor] shall remove all fly-tipped and abandoned waste, within:</p> <p>(a) two hours within Zones 1+ and 1; and</p> <p>(b) twenty-four hours in all other Zones;</p> <p>If the fly-tipped or abandoned waste is greater than [2 cubic metre] then the Contractor may be entitled to an additional 4 hours in Zone 1+ and 1 and as agreed with the Authorised Officer in all other Zones to remove the fly-tipped and abandoned waste;</p>

CL2	<p>For each failure to remove graffiti or flyposting identified by the Contractor or reported to the Contractor or as otherwise instructed by the Authorised Officer [within the rectification period].</p> <p>The Contractor shall:</p> <p>remove all Offensive Graffiti and flyposting, up to a height of 2.5 metres above the ground level, from any property within the control of the Authority following this being identified by the Contractor or reported to the Contractor, within 2 hours or as otherwise instructed by the Authorised Officer. Where Offensive Graffiti or flyposting is above a height of 2.5 metres above the ground level, the Contractor shall inform the Authorised Officer via the MIS, [and await further instruction.]</p> <p>remove all non-offensive graffiti and flyposting from property within the control of the Authority following this being identified by the Contractor or reported to the Contractor within 24 hours for Zone 1+ and Zone 1 and 5 working days for all other Zones, or as otherwise instructed by the Authorised Officer.</p>
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## Weed Control

Weed control will form part of the integrated waste collection and street cleansing contract from 1st March 2024. The contractor is expected to use chemical or non-chemical methods a minimum of 3 times a year, the result of which will be the treated area achieving a Level 1 standard 3 weeks after treatment (excluding new growth) in accordance with Defra's Best Practice Guidance Notes for Integrated and Non-chemical Amenity Hard Surface Weed Control.

The contractor is expected to ensure that the methods used effectively control weeds through minimising regrowth, minimising the potential for plant reproduction and destroying root systems. The Contractor shall not allow standards to fall below Level 3 as outlined in Defra's Best Practice Guidance Notes for Integrated and Non-chemical Amenity Hard Surface Weed Control.

## Standard of Weediness



Level 1



Level 2



Level 3



Level 4



Level 5



Level 6

## Contract Monitoring:

Havering's monitoring officer is expected to undertake inspections of the contract, both independently, and jointly with the contractor. These inspections will include (but not be limited to):

- Health and safety of the operations
- Depot inspections (annual)
- Waste tipping
- Quality standards of street cleansing
- Weed coverage
- Ensuring weed treatments have been applied (normally 21 days following the scheduled spray to check for die-back)

As well as the above, the contract will be performance managed via a suite of statistical information covering all of the key performance indicators. This information will be generated by the contractor's Whitespace software, of which the client team will have full access, with the ability to create bespoke reports.

## Grace period:

There will be a grace period of either zero, or reduced performance-related deductions whilst the new contract beds in, between the contract start date and the end of January 2024. During this time, the client team will continue work with the contractor to identify key areas for attention and drive service improvement.

## Additional benefits

Urbaser have committed to supporting apprenticeships on the contract, with four to be employed on the contract at any one time. Furthermore, they have committed to a minimum of 60% local employment as part of their bid.

The company has a strong commitment to protecting the environment, and will offset 100% of emissions associated with the contract operations through the accredited scheme, Carbon Footprint Ltd.

Urbaser will offer up an annual Community Benefit Plan, with an annual £10,000 Environment Fund dedicated to providing local environmental projects, and a further £30,000 annual Community Engagement Fund to promote the services and waste minimisation. This will be delivered by a designated engagement officer, who will work alongside Havering's own Waste Minimisation Officer to provide engagement pieces, projects and campaigns to minimise waste, improve the local environment and combat climate change. This will include a commitment to planting 25 trees per year, working in conjunction with Havering tree and parks officers.

Havering spends up to £17m per year on waste disposal, therefore our main priority is to reduce waste. To support this aim, crews will be tasked with leaving cards at properties presenting 4 or more black sacks, signposting residents to information on how to reduce waste. This is just one of a number initiatives used to support waste reduction in Havering, complementing other schemes such as home composting, Love Food Hate Waste, and Real Nappies. Urbaser's Community Engagement Officer will work with Havering to deliver further initiatives to Havering residents.

## Business As Usual

The Waste and Recycling Team will continue to be committed to encouraging residents to reduce their household waste. With the average home disposing of almost one tonne of waste per year, the need to decrease refuse has never been greater.

The average household black sack contains up to 40% food waste, and therefore the team focuses on providing Love Food Hate Waste and home composting workshops. Other supporting topics include: free reusable nappies, single use plastic alternatives, Repair Cafés, support for pre-loved school uniform shops, promotion of the national Refill Campaign and provision of 'how to recycle' information. The team shares advice and support through the Havering website, workshops, group talks, roadshows and eco visits (where applicable).

The Team has good relationships with many local groups which share common environmental concerns, including Friends of the Earth and Green Streets to name a few.

As well as working with local community groups, the team will continue to support Havering's Climate Change Action Plan as well as other Council policies, working with internal departments including Parks, Highways, Communication, Public Health and Social Services to deliver both statutory services, as well as initiatives to benefit residents and improve the local environment.

