

SCHEDULE 1

SCHEDULE 2 (OUTPUT SPECIFICATION) PART 8 (SERVICE STANDARD 8) SERVICE STANDARD 8

Street Cleaning

1. REQUIRED OUTCOMES

The Service Provider shall comply with the provisions of this Service Standard 8 and ensure that in relation to the Project Network and Other Designated Land the provision of the Street Cleaning Service will:

- 1.1 contribute to the achievement of the Authority's NI Requirements in relation to Litter, Detritus, Graffiti and Flyposting;
- 1.2 ensure that such works of street sweeping and Litter, Detritus, Graffiti and Flyposting removal are carried out to deliver acceptable standards of street cleanliness in accordance with the Code of Practice for Litter and Refuse.
- 1.3 provide a clean environment in the Project Network with particular emphasis on specific areas such as the City Centre, Gateways, Principal Shop Sites and Neighbourhood Shop Sites;
- 1.4 empty Litter Bins on a regular basis to prevent them from overflowing; and
- 1.5 sweep carriageway channels to keep them free from detritus to allow the efficient flow of surface water into the Drainage System.

2. PERFORMANCE REQUIREMENTS

The Service Provider shall perform the Street Cleaning Service in accordance with the Performance Requirements set out in Table 8.

TABLE 8

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.1	Litter	The Service Provider shall ensure that each City Centre Platinum Highway is brought up to Grade A Standard in relation to Litter by 08:00 and then hourly thereafter until 17:00 Monday to Saturday excluding Bank Holidays and 16:00 on Sundays and Bank Holidays (excluding Christmas Day).	N/A	N/A		N/A	Inspect
8.2	Not used	Not used					
8.3	Litter	The Service Provider shall ensure that each City Centre Gold Highway is brought up to Grade A Standard in relation to Litter by 08:00 and then by 11:00, 15:00 and 17:00 excluding Sundays and Bank Holidays. Then by 11:00, 15:00 and 16:00 on Sundays and Bank Holidays (excluding Christmas Day).	N/A	N/A		N/A	Inspect
8.4	Not Used	Not used					

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.5	Litter	The Service Provider shall ensure that each City Centre Silver Highway is brought up to Grade A Standard in relation to Litter by 10:00 and 16:00 Monday to Sunday excluding Bank Holidays, and by 12:00 on Bank Holidays (excluding Christmas Day).	2hours	1 hour		N/A	Inspect
8.6	Not used	Not used					
8.7 (a)	Litter	The Service Provider shall ensure that each City Centre Copper Highway is brought up to Grade B Standard in relation to Litter by 13:00 each day excluding Bank Holidays and Grade A every seven days.	N/A	2 hours		N/A	Inspect
8.7 (b)	Litter	Where the Service Provider receives a report from any source of the presence of Litter, Hazardous Waste and/or Offensive Waste on a City Centre Copper Highway before 13:00 on any day excluding Christmas Day, the Service Provider must restore the City Centre Copper Highway to Grade A Standard by 18:00 on the same day	N/A	16 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.7 (c)	Litter	Where the Service Provider receives a report from any source of the presence of Litter, Hazardous Waste and/or Offensive Waste on a City Centre Copper Highway after 13:00 on any day excluding Christmas Day, the Service Provider must restore the City Centre Copper Highway to Grade A Standard by 13:00 the following day	N/A	4 hours		N/A	Inspect
8.8 (a)	Litter	The Service Provider shall ensure that each City Centre Bronze Highway is brought up to Grade B Standard in relation to Litter every seven (7) days and Grade A standard every alternate seven (7) days with Hazardous Waste every one (1) day and Offensive Waste to be rectified within fourteen (14) days of the report	N/A	1 day		N/A	Inspect
8.8(b)	Not used	Not used					
8.8 (c)	Litter	Where the Service Provider receives a report from any source of the presence of Litter, Hazardous Waste and/or Offensive Waste on a City Centre Bronze Highway after 13:00 on any day excluding Christmas Day, the Service Provider must restore the City Centre Bronze Highway to Grade A Standard by 13:00 the following day.	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.10	Not used	Not used					
8.11	Litter	The Service Provider shall ensure that each Principal Shop Site is brought up to Grade B Standard in relation to Litter, Hazardous Waste and/or Offensive Waste by 09:00 and 14:00 Monday to Saturday (excluding Bank Holidays), and up to Grade B Standard by 11:00 on Sundays and Bank Holidays (excluding Christmas Day, Boxing Day and New Year's Day) with Grade A standard achieved once every seven days.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.12	Litter	Where the Service Provider receives a report from any source of the presence of Litter, Hazardous Waste and/or Offensive Waste on a Principal Shop Site within a one hundred (100) metre perimeter of the report location on Road Section Length or Other Designated Land. before 13:00 Monday to Saturday (excluding Christmas Day, Boxing Day and New Year's Day) or before 11:00 Sunday (excluding Christmas Day, Boxing Day and New Year's Day) the Service Provider must restore the Principal Shop Site to Grade A Standard within twenty four (24) hours of the report	N/A	16 hours		N/A	Inspect
8.13	Litter	Where the Service Provider receives a report from any source of the presence of Litter on a Principal Shop Site or within a one hundred (100) metre perimeter of the Principal Shop Site after 13:00 Monday to Saturday or after 11:00 Sunday or at any time on Christmas Day, Boxing Day and New Year's Day the Service Provider must restore the Principal Shop Site to Grade A Standard by 11:00 the on the next working day save for Hazardous Waste which must be rectified within twenty four (24) hours of the report and Offensive Waste to be rectified within fourteen (14) days of the report.	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.14	Not used	Not used					
8.15	Litter	The Service Provider shall ensure that each Gateway is brought up to Grade A Standard in relation to Litter every eight (8) weeks.	N/A	1 day		N/A	Inspect
8.16	Litter	Where the Service Provider receives a report from any source of the presence of Litter on a Gateway, the Service Provider must restore the Gateway to Grade A Standard within twenty eight (28) days save for Hazardous Waste which must be rectified within 24 hours of the report, or Offensive Waste which must be rectified within fourteen (14) days of the report.	N/A	1 Business Day		N/A	Inspect
8.17	Not used	Not used					

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.18	Litter	The Service Provider shall ensure that each Neighbourhood Shop Site (Type 1) and each Cleansing Hotspot (Type 1) is brought up to Grade B Standard in relation to Litter twice every seven days not less than one day apart and Grade A once per seven days not less than one day apart provided that where the Cleansing Hotspot (Type 1) relates to a school then this Performance Requirement in relation to Cleansing Hotspot (Type 1) only applies during school term periods.	N/A	2 hours		N/A	Inspect
8.19	Not used	Not used					
8.20	Not used	Not used					
8.21	Litter	The Service Provider shall ensure that each Neighbourhood Shop Site (Type 2) and each Cleansing Hotspot (Type 2) is brought up to Grade A Standard in relation to Litter once per week but not less than one (1) Business Day apart provided that where the Cleansing Hotspot (Type 2) relates to a school then this Performance Requirement in relation to Cleansing Hotspot (Type 2) only applies during school term periods.	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.22	Litter	The Service Provider shall ensure that each Neighbourhood Shop Site (Type 3) and each Cleansing Hotspot (Type 3) is brought up to Grade A Standard in relation to Litter every fourteen (14) days provided that where the Cleansing Hotspot (Type 3) relates to a school then this Performance Requirement in relation to Cleansing Hotspot (Type 3) only applies during school term periods.	N/A	1 day		N/A	Inspect
8.23	Not used	Not used					
8.24	Not used	Not used					
8.25	Not used	Not used					
8.26	Not used	Not used					

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.27	Litter	The Service Provider shall ensure that each RSL or FSL or Other Designated Land Parcel not covered by Performance Requirements 8.1 to 8.26 is brought up to Grade B Standard in relation to Litter on a minimum of three (3) times per year spread evenly throughout the year.	N/A	7 days		N/A	Inspect
8.28	Litter	Where the Service Provider receives a report from any source of the presence of Litter on part of the Project Network not covered by Performance Requirements 8.1 to 8.26 or on Other Designated Land, the Service Provider must restore the part of the Project Network not covered by Performance Requirements 8.1 to 8.26 or Other Designated Land to Grade A Standard within fourteen (14) days of receiving the report save for Hazardous Litter which must be rectified within twenty four (24) hours of the report and Offensive Waste to be rectified within fourteen (14) days of the report.	N/A	5 business days save for Hazardous or Offensive 1 day		N/A	Inspect
8.29	Not used	Not used					
8.30	Not used	Not used					

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.31 (a)	Detritus	The Service Provider shall ensure that each City Centre Platinum, Gold, Silver, Copper and Bronze Highway is brought up to a Grade B Standard with regard to Detritus every fourteen (14) days.	N/A	1 day		N/A	Inspect
8.31 (b)	Detritus	Where the Service Provider receives a report from any source of the presence of Detritus on a City Centre Platinum, Gold, Silver, Copper and Bronze Highway on any day excluding Christmas Day, the Service Provider must restore the City Centre Platinum, Gold, Silver, Copper and Bronze Highway to Grade B Standard within one (1) Business Day.	N/A	4 hours		N/A	Inspect
8.32 (a)	Detritus	The Service Provider shall ensure that each Highway or Other Designated Land not covered by Performance Requirement 8.31(a) is brought up to a Grade B Standard with regard to Detritus on a minimum of three (3) times per year spread evenly throughout the year and twice per year for Other Designated Land.	N/A	7 days		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.32 (b)	Detritus	Where the Service Provider receives a report from any source of the presence of Detritus on part of the Project Network not covered by Performance Requirements 8.31 (b) and 8.31 (c) or on Other Designated Land, the Service Provider must restore the part of the Project Network not covered by Performance Requirements 8.31 (b) and 8.31 (c) or Other Designated Land to Grade A Standard within fourteen (14) days of receiving the report.	N/A	1 day		N/A	Inspect
8.33	Not used	Not used					
8.34	Not used	Not used					
8.35	Not used	Not used					
8.36	Graffiti, Flyposting and Flytipping	Subject to Performance Requirements 8.38 (a), 8.38 (b) and 8.38 (c), the Service Provider shall ensure that each occurrence of Offensive Graffiti on a Project Network Part is removed within one (1) day of the time at which the Service Provider becomes aware or should have become aware of the Offensive Graffiti.	N/A	4 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.37	Graffiti, Flyposting and Flytipping	Subject to Performance Requirements 8.38 (a), 8.38 (b) and 8.38 (c), the Service Provider shall ensure that each occurrence of Non Offensive Graffiti on a Project Network Part is removed within ten (10) Business Days of the time at which the Service Provider becomes aware or should have become aware of the Non Offensive Graffiti.	N/A	1 day		N/A	Inspect
8.38 (a)	Graffiti, Flyposting and Flytipping	Where the Service Provider requires extensive traffic management measures to remove Offensive Graffiti or Non Offensive Graffiti, the Service Provider shall ensure that each Structure is free from such Graffiti within three (3) Months of the time at which the Service Provider becomes aware or should have become aware of the Graffiti.	N/A	1 month		N/A	Inspect
8.38 (b)	Graffiti, Flyposting and Flytipping	Where the Service Provider receives a report from any source of the occurrence of Offensive Graffiti or Non Offensive Graffiti on a Structure where the Service Provider requires a rail possession from a Third Party, the Service Provider shall request a rail possession from the Third Party within ten (10) Business Days.	N/A	5 Business Days		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.38 (c)	Graffiti, Flyposting and Flytipping	Pursuant to Performance Requirement 8.38 (b), the Service Provider shall ensure that each Structure is free from Offensive Graffiti and Non Offensive Graffiti in accordance with the possession periods granted by the Third Party.	N/A	12 Months		N/A	Inspect
8.39	Graffiti, Flyposting and Flytipping	The Service Provider shall ensure that each occurrence of Non Approved Flyposting on a Project Network Part is removed within five (5) Business Days of the time at which the Service Provider becomes aware or should have become aware of the Non Approved Flyposting.	N/A	1 Business Day		N/A	Inspect
8.40	Graffiti, Flyposting and Flytipping	The Service Provider shall ensure that each occurrence of Flytipping at each Flytipping Hotspot is removed every four (4) weeks.	N/A	1 day		N/A	Inspect
8.41 (a)	Graffiti, Flyposting and Flytipping	The Service Provider shall upon receiving a report from any source of the occurrence of Flytipping (including within a one hundred (100) metre perimeter of the report location) either the Project Network or Other Designated Land shall be removed within two (2) Business Days of receiving the report.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.41 (b)	Graffiti, Flyposting and Flytipping	Where the Service Provider receives a report from any source of the occurrence of Contaminated Flytipping on the Project Network or Other Designated Land, the Service Provider shall ensure that the Contaminated Flytipping is removed within five (5) Business Days of receiving the report.	N/A	1 Business Day		N/A	Inspect
8.41 (c)	Graffiti, Flyposting and Flytipping	Following the attendance at an occurrence of Flytipping or Contaminated Flytipping on the Project Network, Other Designated Land or the Rural Rights Of Way Network, the Service Provider shall supply the Authority with any evidence or information that the Service Provider is or becomes aware of which may lead to the identification of the perpetrator.	5 Business Day	1 Business Day		N/A	Inspect
8.42	Graffiti, Flyposting and Flytipping	Where the Service Provider receives a report from any source of the occurrence of Flytipping on the Rural Rights Of Way Network the Service Provider shall ensure that the Flytipping is removed within five (5) Business Days of receiving the report.	N/A	5 Business Days		N/A	Inspect
8.43	Not used	Not used					

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.44	Not used	Not used					
8.45	Not used	Not used					
8.46	Litter bins	The Service Provider shall ensure that no Litter Bin (Type 1) or Litter Bin (Type 2) on a City Centre Platinum, Gold, Silver, Copper and Bronze Highway or Litter Bin (Type 2) is more than 75% full between 08:00 and 18:00 Monday to Saturday (excluding Christmas Day) and between 08:00 and 16:00 on Sundays (excluding Christmas Day).	2 hour	1 hour		N/A	Inspect
8.47	Litter bins	The Service Provider shall ensure that no Litter Bin (Type 1) on a Principal Shop Site is more than 75% full between 08:00 and 15:00 Monday to Friday (excluding Christmas Day, Boxing Day and New Year's Day) , between 08:00 and 12:00 on Saturdays (excluding Christmas Day, Boxing Day and New Year's Day) and between 09:00 and 11:00 on Sundays.	2 hours	2 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.48	Litter bins	The Service Provider shall ensure that no Litter Bin (Type 1) on a Neighbourhood Shop Site (Type 1) is more than 75% full between 07:00 and 15:00 Monday to Friday excluding Bank Holidays.	2 hours	2 hours		N/A	Inspect
8.49	Litter bins	The Service Provider shall ensure that no Litter Bin (Type 1) not covered by Performance Requirements 8.46, 8.47 and 8.48 is more than 75% full.	1 Business Day	1 Business Day		N/A	Inspect
8.50	Litter bins	The Service Provider shall ensure that each Litter Bin (Type 1) is Structurally Sound.	3 month	1 month		1 year	Service Inspect
8.51	Litter bins	The Service Provider shall ensure that each Litter Bin (Type 1) is True and Plumb.	3 month	1 month		1 year	Service Inspect
8.52	Litter bins	The Service Provider shall ensure that each Litter Bin (Type 1) is Free From Corrosion.	3 month	1 month		1 year	Service Inspect
8.53	Litter bins	The Service Provider shall ensure that each Litter Bin (Type 1) is Free From Any Breakdown In The Paint Or Protective System.	3 month	1 month		1 year	Service Inspect
8.54	Litter bins	The Service Provider shall ensure that each Litter Bin (Type 1) or Litter Bin (Type 2) is Clean.	3 month	1 month		1 year	Service Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
8.55	Litter	The Service Provider shall ensure that the paved area of each City Centre Platinum Highway and each City Centre Gold Highway is free from gum and dirt.	6 months Platinum/1 year Gold	1 month		6 months	Service Inspect
8.56	Health and Safety	The Service Provider shall ensure that the Street Cleaning Service is delivered in accordance with Clause 37 and 38 and the Service Provider Health and Safety Manual.	N/A	1 day		N/A	Safety Inspect
8.57	Not used	Not used					