

Corby Borough Council and Kettering Borough Council

Joint Service Standards

Waste Collection and Street Cleansing



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1.0 Introduction

This document provides details of recommended service standards for the shared Streetscene Service for Corby Borough Council and Kettering Borough Council to enable development of the future service.

As further standards are agreed for services delivered by the shared service this document will be updated. Operational policies will be developed using the principles agreed within these service standards.

2.0 Waste Collection

2.1 Residual waste bin policy (size of bin)

New and replacement residual bins will be 180 litres in size.

2.2 Recycling waste bin policy (size of bin)

Recycling and garden waste bins will be 240 litres in size.

2.3 New and replacement bin charges – residual waste

The first bin will be provided free of charge.

Additional bins will be available on request for a charge per quarter.

2.4 New and replacement bin charges - recycling & garden waste

Recycling and garden waste bins will be provided free of charge to encourage recycling and waste minimisation.

2.5 Green waste collections

Due to reduced levels of green waste in the winter, the number of collection crews will be reduced and aligned to service requirements with staff utilised within the service.

2.6 Standardised colour of bins, boxes and caddies to be used across both authorities – new and replacements only

All new and replacement bins, boxes and caddies will be as follows:

- Residual – black
- Garden – green
- Recycling - blue
- Paper boxes - red
- Food waste bins – green

Existing bins would remain in use until a replacement is required.

2.7 Bulky waste collection service

A collection charge of approximately £23-25 for the collections of 6 items to be introduced. This will be discounted for those on qualifying benefits.

2.8 Clinical waste collections (waste that is contaminated with body fluids such as faeces, urine and blood which may be infectious, or needles/syringes used to administer medicines).

Implement charges for all collections.

2.9 Operational hours (start & finish times), working patterns

Future operations to be considered Monday to Saturday with no collections after 8pm.

3.0 Street Cleansing

3.1 Cleansing frequencies - Mechanical sweeping

Agree joint zoning of roads and associated cleansing frequencies based on service needs.

3.2 Cleansing frequencies - Manual operations

Agree joint zoning of roads and associated cleansing frequencies based on service needs.

3.3 Out of Hours arrangements

Agreed to provide an out of hours service subject to considering resourcing and financial implications of implementation. Costs to be shared between Corby Borough Council and Kettering Borough Council.

3.4 Fly-tipping

Agreed to clear within 48 hours of completion of initial investigation where possible having regard to location and nature of fly-tip.

3.5 Working days

A 7 day week service will be provided, based on service need.

3.6 Weekend & bank holiday working

Consider resourcing and financial implications of implementing wider cleansing in Corby on a Sunday.