

## Litter Collection

During the summer frequency of empty will increase. In the winter the teams will commence at 6.00 a.m. finishing at 4 p.m. and in the summer an additional late bin emptying service will commence around 4.30 p.m. until 9.00 p.m.

## Street Washing

This work is not completed on one specific day of the week but split throughout five days Monday to Friday.

The service provider will be required to cleanse the brick paving in the streets of St Austell and Newquay, prior to Easter and August Bank Holiday each year. The areas required for such cleaning are shown in Point 1 and Point 2 below, and these services should only be delivered during the 15 week period shown below in Point 1 and Point 2.

### Point 1

Area Pre-Easter	15 Week June/July/August/September			
One Off Cleanse	Weekly	Twice Weekly	Fortnightly	Length
<b>NEWQUAY</b>	<b>NON ROTARY PRESSURE WASH</b>			179
Precinct*		*		
Cheltenham Place*				
Bank Street*	*			158
East Street*	*			300
Fore Street*	*			450
Beach Road/Platt*	*			196
Cliff Road*	*			282
Narrowcliff*				255
The Crescent*				256
Trenance Lake (Bricked Areas)*				1027
Barrowfields Shelters (3)	*			
Killacourt Shelter	*			
Towan Prom Shelter	*			
Beach Road Car Park*				
Huer's Hut (Internally, once			external	30m <sup>2</sup>

annually)*				
Trenance Gardens Shelters (3)*	*			
Active Shelter*			*	
Esplanade Road Shelters (2)*			*	
Headland Road Shelters (2)*			*	
Lane Bus Shelter*			*	
Henver Road Bus Shelter (2)*			*	
St Columb Minor Bus Shelter*			*	
South Quay Bus Shelters (2)*	*			

## Point 2

Steps to be Pressure Washed in Newquay

Area	Pre-Easter
South Fistral	*
South Quay Hill to Harbour	*
Killacourt to Beach	*
Tolcarne	*
Skerryvore	*

## Bus shelters

Operation	Target Response Time (from report during working hours or discovery where applicable)	Comment
Standard Area / Routine Cleaning	20 Working Days	
Offensive Graffiti Cleaning	1 Working Day	To include offensive flyposting removal
Non-Offensive Graffiti	5 Working Days	
Emergency Damage	8 hours	Member of Fernbank staff to attend site to determine what action is required
Dangerous Structure	1 Working Day	
Removal of Broken Glass	2 Working Days	
Glazing Repairs	3 Working Days	
Illumination Fault	4 Working Days	Depending on Lighting or Electrical
Retube of all illumination	Annually & as required	
Structural Safety	Inspection Annually	Suitable if Safety Inspection done
Structure Relocation or Removal	Less than 3 months	Subject to Electrical Supply company and alternate location agreement

## Highways Maintenance

Rural Environment

Hierarchy 2a – 3a	Activity	Current frequency
<b>Reactive Safety maintenance</b>	All – Customer reports	Daily/ad-hoc
	All – from safety inspections	As scheduled
<b>Planned reactive</b>	Flood spot locations	Ad hoc
	Salting routes	Ad hoc
	Ragwort	Average = 1 per 12 months
<b>Scheduled Routine Maintenance</b>	Gully emptying	Average 1 in 12 months
	Other drainage e.g. ditch & grip cleansing	Minimum 1 in 12 months
	Visibility cutting	Minimum 1 in 12 months

	Swathe cut	Average 1 in 12 months
	Knotweed treatment	2 treatments per year
<b>Programmed Maintenance</b>	Carriageway surface treatment	Rolling prioritised programme
	Footway/ cycleway treatment	Rolling prioritised programme
	Sign & Line replacement	Rolling prioritised programme
	Repairs to drainage systems	Rolling prioritised programme
	Edge Maintenance (siding)	Rolling prioritised programme
<b>Hierarchy 3b – 4a</b>		
	<b>Activity</b>	<b>Current frequency</b>
<b>Reactive maintenance</b>	All – Customer reports	Daily/Ad-hoc
	All – from safety inspections	As scheduled
<b>Planned reactive</b>	Flood spot locations	Ad-hoc
	Ragwort	Average = 1 in 12 months
<b>Routine Maintenance</b>	Gully emptying	Mixed < 20 months
	Other drainage e.g. ditch & grip cleansing	Minimum 1 in 12 months
	Visibility cutting	Minimum 1 in 12 months
	Knotweed treatment	2 treatments per year
<b>Programmed Maintenance</b>	Carriageway surface treatment	Rolling prioritised programme
	Footway/ cycleway treatment	Rolling prioritised programme
	Repairs to drainage systems	Rolling prioritised programme
	Edge Maintenance (siding)	Linked to surfacing
<b>Hierarchy 4b – 5b</b>		
	<b>Activity</b>	<b>Current frequency</b>
<b>Reactive maintenance</b>	All – Customer reports	Daily/Ad-hoc
	All – from safety inspections	As scheduled
<b>Planned reactive</b>	Flood spot locations	Ad-hoc
	Ragwort	Average = 1 in 12 months
<b>Routine Maintenance</b>	Maintenance of gullies &	Restricted

	drainage other	
	Visibility cutting	Average 1 in 12 months
	Knotweed treatment	2 treatments per year
<b>Programmed Maintenance</b>	Carriageway surface treatment	Rolling prioritised programme
	Footway/ cycleway treatment	Rolling prioritised programme
	Repairs to drainage systems	Rolling prioritised programme
	Edge Maintenance (siding)	Linked to surfacing
<b>Hierarchy 6a – 6b</b>		
	<b>Activity</b>	<b>Current frequency</b>
<b>Reactive maintenance</b>	All – Customer reports	Daily/Ad-hoc
	All – from safety inspections	As scheduled

#### Urban Environment

<b>Hierarchy 2a – 3a</b>		
	<b>Activity</b>	<b>Current frequency</b>
<b>Reactive Safety maintenance</b>	All – Customer reports	Daily/ad-hoc
	All – from safety inspections	As scheduled
<b>Planned reactive</b>	Flood spot locations	Ad hoc
	Salting routes	Ad hoc
<b>Scheduled Routine Maintenance</b>	Gully emptying	Average 1 in 12 months
	Other drainage	1 in 12 months
	Visibility cutting	Minimum 2 in 12 months
	Cutting of grass amenity areas	4 in 12 months
	Knotweed treatment	2 treatments per year
	Sweeping/ street cleansing	Zones only
<b>Programmed Maintenance</b>	Carriageway surface treatment	Rolling prioritised programme
	Footway/ cycleway treatment	Rolling prioritised programme
	Sign & Line replacement	Rolling prioritised programme
	Repairs to drainage systems	Rolling prioritised programme

<b>Hierarchy 3b – 4a</b>		
	<b>Activity</b>	<b>Current frequency</b>
<b>Reactive maintenance</b>	All – Customer reports	Daily/Ad-hoc
	All – from safety inspections	As scheduled
<b>Planned reactive</b>	Flood spot locations	Ad-hoc
	Cutting of grassed amenity areas	4 in 12 months
<b>Routine Maintenance</b>	Gully emptying	Mixed < 20 months
	Other drainage	Mixed
	Visibility cutting	Average 2 in 12 months
	Knotweed treatment	2 treatments per year
	Sweeping/ street cleansing	Zones only
<b>Programmed Maintenance</b>	Carriageway surface treatment	Rolling prioritised programme
	Footway/ cycleway treatment	Rolling prioritised programme
	Repairs to drainage systems	Rolling prioritised programme
<b>Hierarchy 4b – 5b</b>		
	<b>Activity</b>	<b>Current frequency</b>
<b>Reactive maintenance</b>	All inventory – Customer reports	Daily/Ad-hoc
	All inventory – from safety inspections	As scheduled
<b>Planned reactive</b>	Flood spot locations	Ad-hoc
<b>Routine Maintenance</b>	Visibility cutting	Average 2 in 12 months
	Maintenance of gullies & drainage other	Mixed < 24 months
	Knotweed treatment	2 treatments per year
<b>Programmed Maintenance</b>	Carriageway surface treatment	Rolling prioritised programme
	Footway/ cycleway treatment	Rolling prioritised programme
	Repairs to drainage systems	Rolling prioritised programme
	Edge Maintenance (siding)	Linked to surfacing