

# Street Cleansing and Verge Maintenance Update


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# Street Cleansing and Verge Maintenance Update

## Overview and Scrutiny Committee: 16 June 2020

### Summary:

This report provides an overview of the performance of street cleansing, verge maintenance and weed spraying activities delivered by East Herts Council.

### 1. Background

1.1 At the request of the Overview and Scrutiny committee the following matters were requested to be reported on for review by the Committee:

- a) Road cleaning (sweeping) grass verges and weeds. How are we doing, what are the issues, who is responsible for what, verge maintenance?

This was further expanded to:

- b) Litter picking on the highway.
- c) Road cleaning and sweeping on roads and pavements.
- d) What is EHC responsibility for cutting of grass verges.
- e) Weed spraying/ clearing on kerb edges and pavements
- f) What is the reporting structure and who are the contacts at EHC
- g) Is it adequately resourced and what is the staff structure.

1.2 In the absence of a formal detailed brief and in order to add structure to the report it has been interpreted that the following approach will be taken to report on these items.

- 1) Brief description of service function
- 2) Overview of performance

- 3) Key challenges and areas for improvement
- 4) Resourcing levels and key contacts

1.3 It is important to note that the services being reported on are delivered through two different teams and contractors as described in table 1 below:

**Table 1: Roles and Responsibilities**

|  |                                    |   |               |
|--|------------------------------------|---|---------------|
| Litter Picking                               | Road Sweeping/<br>Street Cleansing | Grass Verge<br>Cutting                              | Weed Spraying |
| Managed by the EHC/NHDC Waste Shared Service |                                    | Managed by EHC leisure and parks development team   |               |
| Delivered via Urbaser Ltd                    |                                    | Delivered by Glendale Environmental Service Limited |               |

**2. Overview of Service: Street Cleansing and Litter Picking**

- 2.1 In May 2018 East Herts Council implemented a Joint Waste contract with North Herts. The contract was awarded to Urbaser and managed by a newly formed joint client team across the two authorities (North Herts and East Herts).
- 2.2 A partnership board was also developed to oversee the monitoring and performance of the contract above and beyond the role of the contract monitoring team. The partnership board consists of key officers and members from both Councils including the Chief Executive, the Executive/Cabinet member for Waste and Recycling, Director/Head of Service responsible for Waste, finance and legal officers and the Joint Waste Service Manager.
- 2.3 The day to day performance of the contract is closely monitored by the shared waste, recycling and street cleansing service (the client team). This includes daily checks and inspections, weekly and monthly meetings with key members of staff at varying levels from both Urbaser and client team.

- 2.4 Street cleansing/litter picking forms part this contract. It consists of a range of mechanical sweeping, manual litter picking and pavement washing across the District. This contract does not cover litter picking within our parks and open spaces.
- 2.5 A number of key performance indicators (KPIs) underpin the monitoring and contract compliance of the service delivered by Urbaser.
- 2.6 The contract is predominantly “output based”, which means for normal street cleansing operations these are to be carried out at a frequency to ensure that cleansing does not drop below a required level specified within the contract. The contract does not require a set number of cleansing operations in the majority of the district.
- 2.7 To manage this type of output based cleansing, regular monitoring is performed by the East and North Herts Shared Waste Service (the client team) across the whole district to determine if the standards are being maintained sufficiently. If it is deemed that an area has fallen below standard the client team require rectification, continued rectifications will lead to a location being classed as a ‘Hotspot’. If problems recur a default may be issued which incurs financial deductions. The client team aims to visit every street at least once over the course of a year, however this is impacted by staff shortages and complaint levels related to other disruptions to services, such as waste collections. The Council’s street cleansing and litter picking function covers the following areas:
1. All public highways (excluding motorways), including adjacent footways and ancillary features (e.g. roundabouts and traffic islands).
  2. Separate public footways and alleyways.
  3. Small defined private forecourts and private shop entrances abutting the Highway (usually demarcated with studs in the path).

4. Verges, open spaces (such as market squares) forming part of the public Highway (with the exception of those footpaths crossing parks maintained under the Grounds Maintenance Contracts)
5. Public car parks.
6. Cleansing around 'Recycling Bring Bank Sites' located on public Highways and in public car parks.
7. The removal of fly tipped waste, abandoned shopping trolleys and discarded hypodermic needles.
8. Cleansing following special events (e.g. carnivals, Remembrance Sunday, charity runs etc.).

2.8 The general cleansing requirements of the contract are:

- The sweeping of all metalled hard surfaces including kerbside road channels and around traffic islands.
- The removal of Litter, debris, dead weeds and other Detritus from all areas (the chemical weed treatment of weeds is not included within this contract).
- The emptying and cleansing of litter bins.
- The removal of leaf and blossom fall.
- Emergency cleansing of roads following accidents including the removal of animal carcasses.

### **3. Performance: Street Cleansing and Litter Picking**

3.1 As mentioned the contract is output based, in order to manage the cleansing programme the areas of work have been divided up into zones based on the Code of Practice for Litter and Refuse (COPLAR) each zone is then considered by intensity of use in order to determine the response/recovery times for restoring land to acceptable cleanliness levels if it falls below the required standard. Table 2a below shows the indicative zoning of the district with table

2b providing examples of roads within the district and the zones they are categorised as, generally speaking the “busier” an area the more frequently it is cleansed.

**Table 2a: Performance Zones**

| Zone                               | Intensity | Indicative total length (m) |
|------------------------------------|-----------|-----------------------------|
| Housing/Residential                | High      | 4410                        |
| Retail, Office, Commercial         |           | 9790                        |
| Road - Up to 40mph                 |           | 2110                        |
| High Speed Road - 50mph or greater |           | 48,000                      |
| Housing/Residential                | Medium    | 200,730                     |
| Retail, Office, Commercial         |           | 1290                        |
| Road - Up to 40mph                 |           | 54,290                      |
| High Speed Road - 50mph or greater |           | 47,350                      |
| Industrial Areas                   |           | 2480                        |
| Other Areas                        |           | 1210                        |
| Housing/Residential                | Low       | 75,930                      |
| Road - Up to 40mph                 |           | 407,330                     |
| High Speed Road - 50mph or greater |           | 460                         |
| Other Areas                        |           | 910                         |
| <b>Total</b>                       |           | <b>856,290</b>              |

**Table 2b: Examples of roads in East Herts**

| Example of Roads In East Herts |                  |               |
|--------------------------------|------------------|---------------|
| High Roads                     | Hertford         | South St      |
|                                |                  | Market Street |
|                                | Bishop Stortford | North Street  |
|                                |                  | Potter Street |
|                                | Ware             | High Street   |
|                                |                  | East Street   |
|                                | Sawbridgeworth   | Station Road  |
|                                |                  | West Road     |
| Medium                         | Hertford         | Church Road   |
|                                |                  | Glovers Close |
|                                | Bishop Stortford | Grange Park   |
|                                |                  | Matching Lane |

|     |                  |                |
|-----|------------------|----------------|
|     | Ware             | Little Acres   |
|     |                  | Jubilee Avenue |
|     | Sawbridgeworth   | Cedar Close    |
|     |                  | Elmwood        |
| low | Hertford         | Mangrove Lane  |
|     |                  | Birch Green    |
|     | Bishop Stortford | Appleton Field |
|     |                  | Gypsy Lane     |
|     | Ware             | Ash Road       |
|     |                  | Poles Lane     |
|     | Sawbridgeworth   | Mill Lane      |
|     |                  | High Wych Road |

3.2 The contract does not wholly follow COPLAR and response times have been set to meet the needs of the district whilst balancing the costs of the contract. During monitoring by the client team, streets are graded according to the information in Table 3. Photos are also provided for reference from COPLAR (copywrite ENCAMS).

**Table 3: Monitoring Grades**

|         |   |   |  |   |
|---------|---|---|--|---|
|         | Litter and Waste in roads, footways, car parks and on other hard paved areas. | Litter and Waste on verges, un-surfaced footways, flower beds and other soft landscaped features. | Detritus in kerb channels in roads, around traffic islands car parks and other areas with kerbing. | Litter Bins in all Areas of Works.                        |
| Grade A | No Litter or Waste  | No Litter or Waste  | No Detritus  | Litter Bins up to 25% full of Litter and Waste            |
| Grade B | Predominantly free from Litter and Waste apart from some small items          | Predominantly free from Litter and Waste apart from some small items                              | Predominantly free of Detritus except for some light scatterings                                   | Litter Bins between 25% and 90% full of Litter and Waste  |
| Grade C | Widespread distribution of Litter and/or Waste with minor accumulations       | Widespread distribution of Litter and/or Waste with minor accumulations                           | Widespread distribution of Detritus with minor accumulations                                       | Litter Bins between 90% and 100% full of Litter and Waste |
| Grade D | Heavily affected by Litter and/or Waste with significant accumulations.       | Heavily affected by Litter and/or Waste with significant accumulations.                           | Heavily affected by Detritus with significant accumulations.                                       | Litter Bins 100% full of Litter and Waste or overfull     |



**Grade A - Litter & Detritus**



**Grade B - Litter & Detritus**



**Grade C - Litter & Detritus**

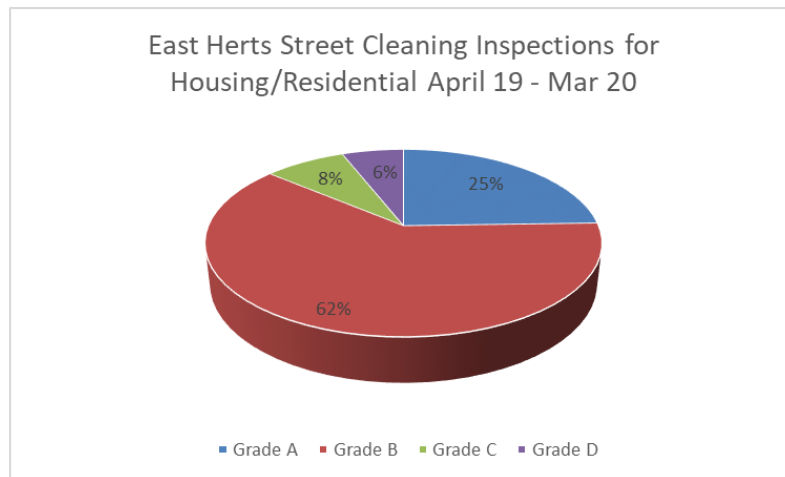


**Grade D - Litter & Detritus**

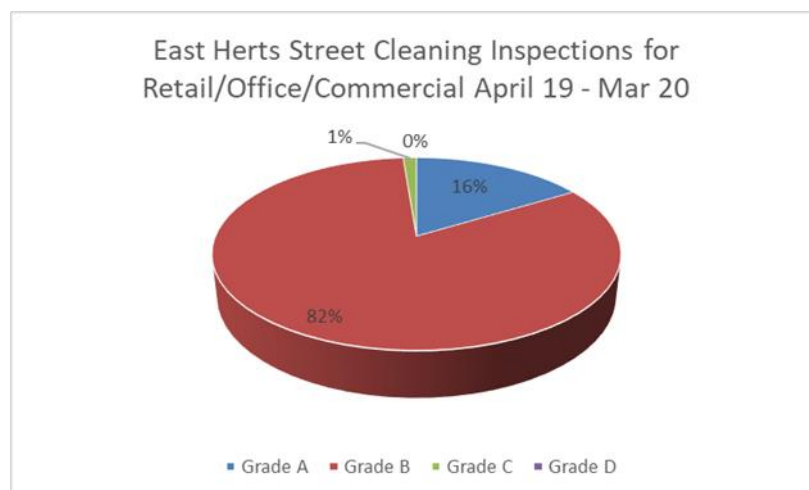


3.3 The performance levels for this service are illustrated from a sample of pie charts below. This demonstrates that overall the monitoring from the client team has determined that the vast majority of streets are kept at Grade B or above, which is the stipulated level required contractually.

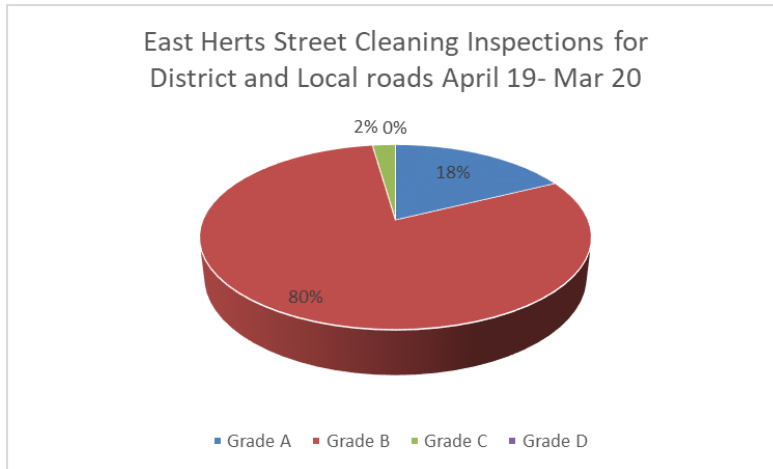
**Chart 1: Quality of cleansing in Housing/Residential areas**



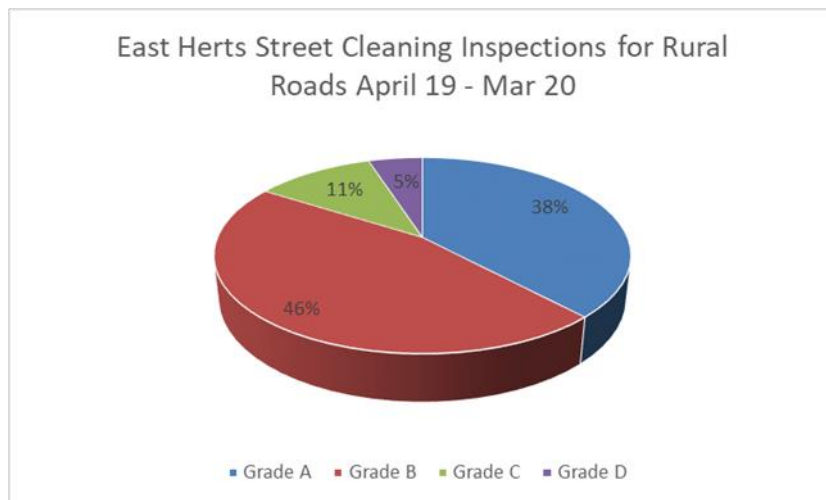
**Chart 2: Quality of cleansing in Retail, Office and Commercial areas**



**Chart 3: Quality of cleansing in roads up to 40mph**



**Chart 4: Quality of cleansing – low intensity roads up to 40mph**



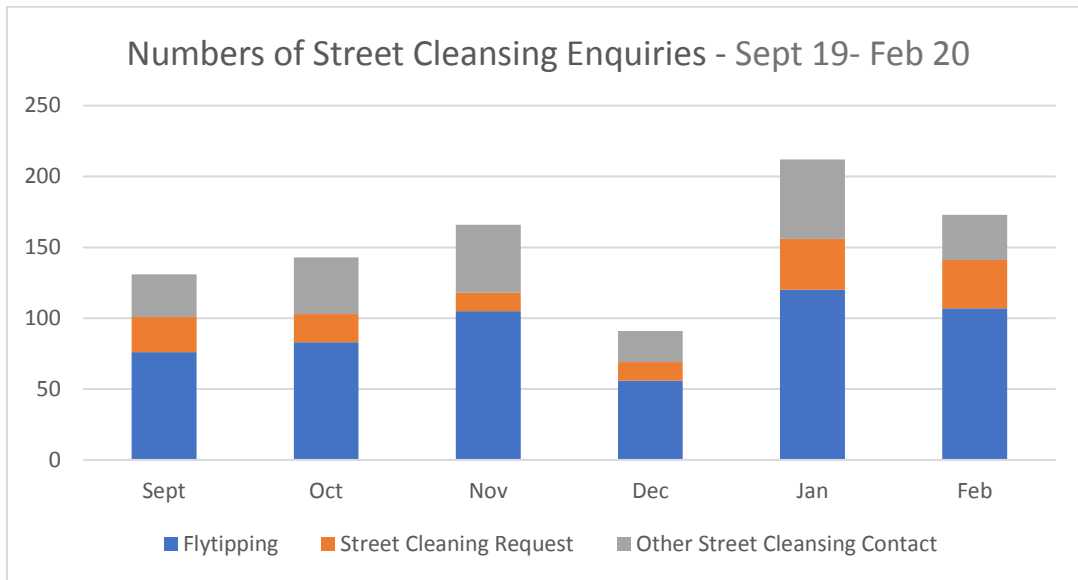
3.4 Where performance levels have dropped below a Grade B, the contractor can be required to respond and rectify the issue within the times are set out in the table 4 below:

**Table 4: response times**

|  | <b>Grade falls below a B</b> ( <i>predominantly free from Litter and Waste and Detritus apart from some small items</i> ) | <b>Grade is C</b> ( <i>Widespread distribution of Litter and/or Waste or Detritus with some accumulations</i> ) | <b>Grade is D</b> ( <i>Heavily affected by Litter and/or Waste or Detritus with significant accumulations</i> ) |
|--|---|---|---|
| Cleansing Grade  |   |   |   |
| Town Centres<br>Shopping Centres<br>Shopping Streets                                 | three (3) hours   | two (2) hours   | one (1) hour  |
| Shopping parades<br>School entrances<br>Central Car Parks Attraction/ Park entrances | 12 hours  | six (6) hours   | three (3) hours   |
| Housing/Residential- High intensity  | two (2) days  | Six (6) hours   | three (3) hours   |
| Housing / Residential- Medium intensity  | seven (7) days  | 24 hours  | six (6) hours   |
| Housing/ Residential – Low intensity   | 28 days   | 72 hrs  | 48 hrs  |
| Industrial areas - Medium intensity  |   | five (5) days   | 48 hrs  |
| Industrial areas- Low intensity  |   | seven (7) days  | 48 hrs  |
| Rural/suburb Commuter routes<br>Main roads into towns<br>Usually 40mph routes        |   | three (3) days  | 24 hrs  |
| Rural/suburb commuter routes<br>Other Car Parks                                      |   | seven (7) days  | 48 hrs  |
| Paved Areas and Verges   |   | Fourteen (14) days  | seven (7) days  |
| Paved Areas and Verges   |   |   | 60 or 28 Days<br>(dependant on road closure requirements)   |

- 3.5 As mentioned previously the client team carry out regular monitoring to manage the performance of the contractor, aiming to complete 1000 inspections across the contract (including waste) each month. Customer queries/complaints regarding cleansing of specific streets/roads also support the monitoring of the street cleansing programme. Queries are followed up and investigated by the client team to determine if a complaint/query is justified against the requirements set out in the contract. If recurring complaints occur the client team will determine the location a 'Hotspot' and review the frequency of cleansing in line with the intensity of use to ensure it is sufficient. It is important to note that the contract levels of cleanliness and customer expectations of these levels can differ.
- 3.6 Residents and Members are encouraged to report issues to the Customer Service Team at EHC, where reports are logged on the waste management IT system and sent immediately to the contractor for action or investigation.
- 3.7 The graph below shows customer contacts relating to street cleansing. The majority of contacts received relate to instances of fly tipping. The data below shows that on average approximately 15% of enquiries are street cleansing requests.

**Graph 1: Street Cleansing enquiries**



3.8 Other enquiries relate to dog fouling, drug related litter, graffiti, litter bin requests and reports of dead animals. Overall, the number of contacts regarding street cleansing is low in comparison.

#### 4. **Challenges and Areas of Improvement:** Street Cleansing and Litter Picking

4.1 The key challenge for service delivery since the beginning of this contract has been the extended “bedding in” period for the waste collection aspect of the contract, this is the larger portion of the work and much of the focus for both the contractor and client team has been on ensuring the waste collection service is delivered to the expected levels. This has been acknowledged and monitoring has shifted focus to street cleansing albeit in the context of COVID-19 some priorities have needed to shift again more recently to waste collections.

4.2 Service related specific challenges during litter picking operations relate to undertaking works safely, this is particularly difficult in rural districts with either narrow or no verges and where footpaths are not adjacent to roads. The

majority of rural roads are classed as 'high speed' requiring additional safety measures (often road or lane closures in agreement with Hertfordshire Highways) in order to undertake litter picking. Road/lane closures are disruptive and also costly requiring additional resources to manage traffic.

- 4.3 Given the size and nature of the District the inspections from the client team span across a large area and regular monitoring to ensure the contractor is delivering as it should. Inspection levels vary as the client team has had fluctuations in staffing levels since the beginning of the contract and is currently managing two vacancies. A lot of officer time has been spent on recruitment activity and prioritising work areas with reduced staffing levels, complaint work is prioritised over scheduled monitoring to ensure customer service standards are maintained. A recruitment exercise earlier in the year failed to recruit suitable candidates and further recruitment is currently on hold due to the Covid-19 pandemic. In addition to this the Shared Waste Services Manager has been tasked to review the service including staffing levels and roles to investigate whether both Authorities are receiving the required level of service, this will be reported to the Joint Waste Partnership Board.

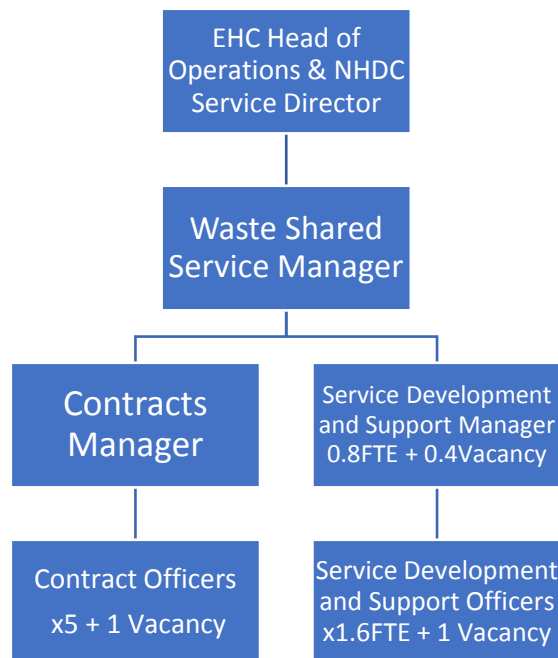
## 5. **Resources and contacts:** Street Cleansing and Litter Picking

- 5.1 In terms of resourcing levels to deliver the standard of cleansing required within the contract, the resourcing levels were reviewed by independent consultants as part of the tender process and deemed sufficient to award the contract by the two authorities. The resources include, staff, vehicles and plant. The work methodology changed significantly from the previous contractor and work is ongoing to review working practice across the district.
- 5.2 As mentioned previously, within the client team there has been a shortage of staff. Client team vacancies impact on the level on monitoring and contract

review work undertaken, with financial administration and waste related complaint work taking priority.

5.3 In terms of performance report, there are several layers for reporting these include monthly contract meetings, monthly KPI updates, monthly portfolio holder updates, 6 monthly report to joint partnership board.

5.4 The client team staffing structure is as follows:



5.5 In terms of reporting resident queries, complaints and compliments these should be logged with the corporate customer service team who can be contacted either by filling out the General Enquiry form on the website, via email on [customer.services@eastherts.gov.uk](mailto:customer.services@eastherts.gov.uk) or by telephone on 01279 655261. This approach allows the query to be logged onto the system by the pool of staff available within customer service. Once logged it can be assigned a reference number, actioned and monitored, the contractor has access to the IT system also and the majority of contacts are managed directly by them, e.g. requests for fly tip clearances. Reporting directly to the client team does not speed up the process as the query will need to be logged via customer service



and then assigned, the customer service team will ensure the correct information is sought from the customer to enable the complaint to be dealt with effectively. Escalated complaints follow the Council's complaints procedure.

## 6. **Overview of Service:** Verge Maintenance and Weed Spraying

- 6.1 Grass cutting, shrub, hedge maintenance on highway verges and pavement weed spraying is the responsibility of Hertfordshire County Council (HCC). Under an agency agreement HCC commissions East Herts Council (EHC) to deliver this service on their behalf. This work is embedded into the EHC grounds maintenance contract delivered by Glendale Services.
- 6.2 Prior to the recent award of the grounds maintenance contract, a Task & Finish Group was developed to carry out an assessment of performance levels to inform the tendering of the new grounds maintenance contract. The work concluded that the grounds maintenance in East Hertfordshire was delivered on the most part, to a very high standard. All observed areas were cut to a satisfactory height and no evidence of shredded litter was found indicating that appropriate measures were in place to litter pick before cutting. Further details of that report to the overview and scrutiny committee can be found here: Item 370  
<http://democracy.eastherts.gov.uk/ieListDocuments.aspx?CIId=515&MID=3172&J=3#AI19474>
- 6.3 For over 15 years, EHC has maintained low speed highway verges on behalf of the HCC to its own higher standard which provides a tidier and more consistent appearance across the District. The County Council's approach to highway maintenance is to deliver services on a risk based approach, thus committing to

cut their grass and prune their shrubs only when necessary to minimise the risk of injury on the highway. The enhanced EHC standard is now fully funded by HCC.

6.4 Within the agreement with HCC, the service does not include cutting grass on the County's A roads or the B1000. The County make their own arrangements to cut grass along these highways. The standards and scope of highway works in the EHC contract are as follows:

|  |  |                   |
|--|--|-------------------|
| Urban – this include estate roads or roads in village  | Examples of areas:<br>Pinehurst Estate in Hertford<br>Northolt avenue in Bishop's Stortford                                | Performance 80mm  |
| Rural - this includes smaller roads near towns or areas with an element of visibility required | Dane O Coys Road in Bishop's Stortford<br>Wadesmill road from Sacombe Rd to Chapmore End                                   | Performance 150mm |
| Swathe cut – Country roads   | Pye Corner to A414<br>Cold Christmas Lane  | Twice per year    |
| Visibility Cut (Sight lines) - mostly junctions where visibility is required                   | Hertford: Wadesmill Road Junction with Chapmore end. Barwick Road Junction with Cold Christmas lane<br>Bishop's Stortford: | Performance 150mm |

|   |  |                |
|---|--|----------------|
|   | Exnalls junction with Winding Hill B1004 |                |
| Hedges on highway                       |  | Twice per year |
| Maintain access along adopted footpaths |  | Output based   |
| Shrub bed weeding / pruning             |  | Output based   |

6.5 The volume of County verges delivered by EHC is highlighted in the table below with more than half of the work carried out for HCC

|   |   |              |     |
|---|---|--------------|-----|
| Total grass cut in grounds maintenance contract |   | 2,778,215 m2 |     |
| District Grass                                  | Amenity, Parks, Meadows, Rural, Football pitches        | 1,286,996 m2 | 46% |
| County Verge Grass                              | Urban, Rural, Visibility, Swathe, sponsored roundabouts | 1,491,218 m2 | 54% |

6.6 The other aspect of the HCC remit is weed spraying. Historically this work has been carried out by a local supplier procured by EHC, however this has now been included as part new grounds maintenance contract with Glendale Services. This aspect contract does not include chemical control on any Council footpaths within parks or open spaces. It is only focussed on highway pavements. Areas to be treated are hard footpaths, road channels, including kerbed areas in lay-bys, traffic calming devices, around and on traffic islands, central reservations and roundabouts in Bishops Stortford, Buntingford, Hertford, Sawbridgeworth and Ware, channelled roads linking towns and villages and identified roads in villages. The unrestricted lengths of the A414 and A10 are excluded. The total length of channels is 933,000m.

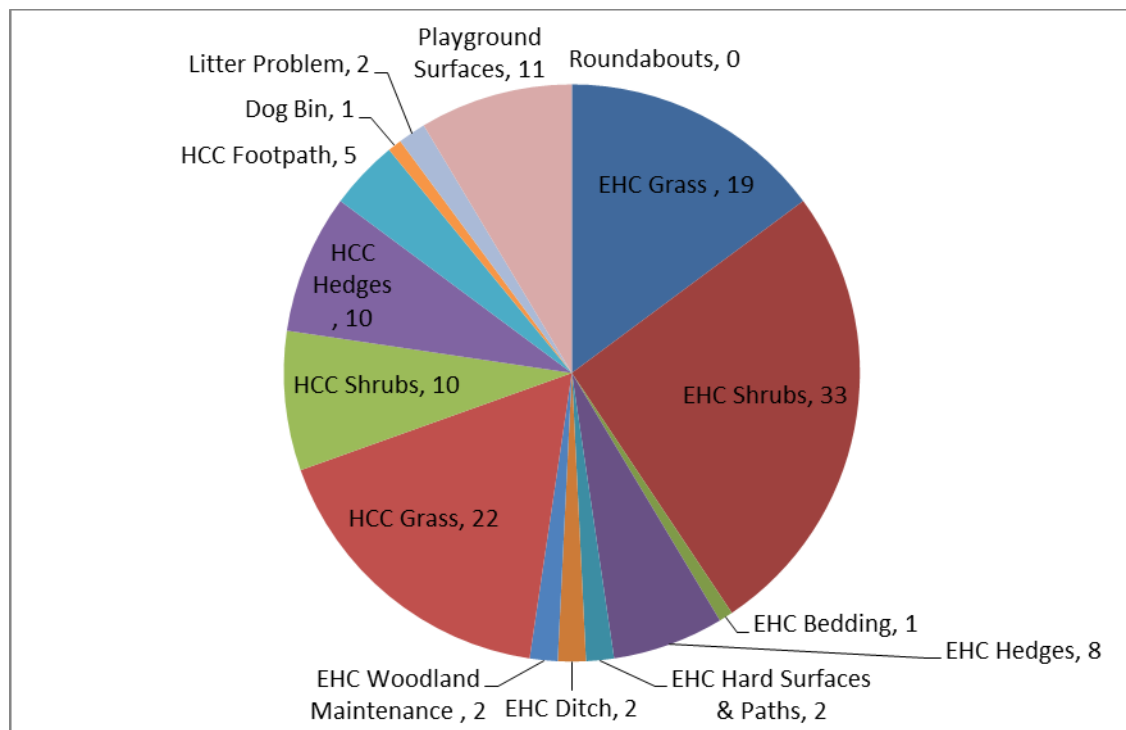
- 6.6 To achieve this, the operation must include at least two applications to all the areas. The work should achieve total weed kill throughout the growing season. Any re-growth is dealt with by a call back to site.
- 6.7 EHC car parks are included as part of the weed control delivered by Glendale Services however East Herts Council funds this directly.

## 7. **Performance:** Verge Maintenance and Weed Spraying

- 7.1 Similarly to the monitoring carried out by the shared waste service for street cleansing, the client team within the EHC's Leisure and Environment - Enforcement and Inspection team inspect, monitor and track progress of the grounds maintenance contract including the maintenance of grass verges. For all the services within the contract an average of 50 inspections a week take place.
- 7.2 The Enforcement & Inspection team monitor the grounds contract under the direction of the Leisure and Parks Development officer and with line management from the Licensing and Enforcement Service Manager through an audit process that focusses their attention on specific seasonal issues and ensures broad coverage both geographically and operationally.
- 7.3 The contract includes a robust performance management process which ensures compliance with the specification. Officers maintain regular contact with operational contract staff and managers and will be using the interactive management tool provided by the contractor; Glendale Live to view live progress reports including photographs of work done.
- 7.4 Where there are issues, the inspection team issue a rectification notice through an IT based system. The rectification contains a completion date and information required to inform the contractor. The contractor reports back to

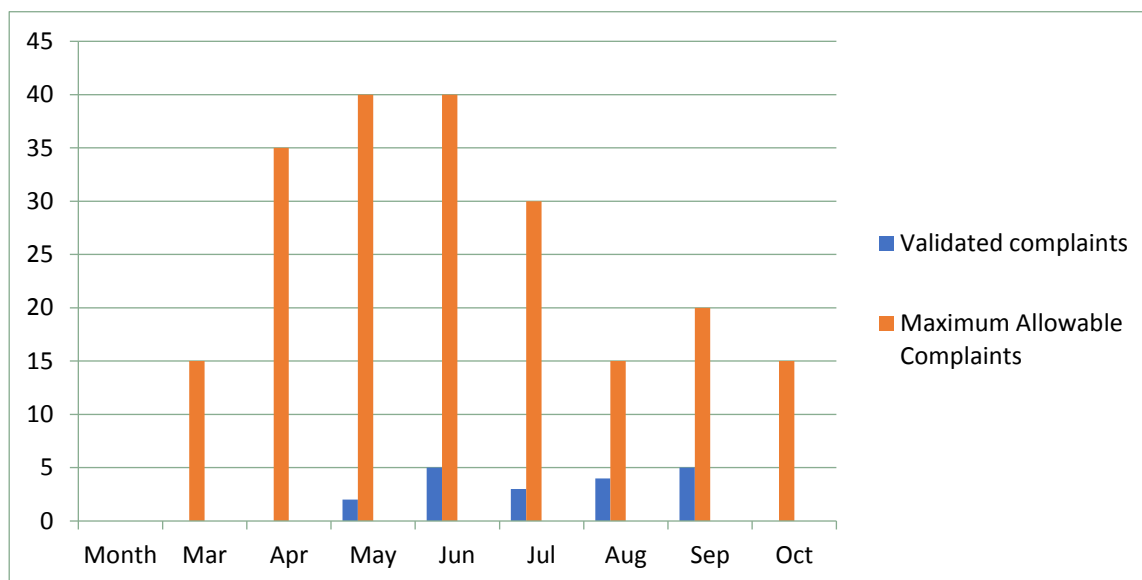
confirm when these are complete. The audit process checks that their reports are consistent and accurate.

- 7.5 In the event of more serious contract breaches or where a rectification is not satisfactorily carried out, a Leisure & Parks Development Officer may issue a default notice which leads to a financial deduction. These can be escalated through a process that involves higher sanctions if necessary relating to the number of rectifications or defaults or serious breaches. More serious issues are brought directly the attention of senior contract management and may involve withholding payment where services have not been performed or immediate meetings that may attract further costs.
- 7.6 The relevant development officer meets regularly with the contract manager every week and on a monthly basis with the senior contract management team. Joint inspections are carried out periodically.
- 7.7 The pie chart below shows the number of rectifications issued by the client team, this data is for the previous contractor from Jan 2019 to December 2020.



- 7.8 The overall number of rectifications issued for the HCC areas for the contract year was low (47) with no defaults issued. The contract has operated at an acceptable level. A new contract has recently been awarded to Glendale Services from January 2020, as this is a new contractor a six month bedding in period is observed whereby financial deductions via defaults are not issued however monitoring by the client team has taken place and there are no causes for concern regarding performance. At the beginning of a new contract with a new operator it is generally expected that there will be an increased number of rectifications compared to an establish contract in its final year of delivery. The levels monitored are within an acceptable range for the first quarter of the contract averaging nine rectifications notices per month. The contractor has continued to perform well despite the Coronavirus Outbreak.
- 7.9 Grass cutting performance is principally measured to a performance standard, the maximum height to which grass in a certain category is allowed to reach before needing its next cut, i.e. Amenity Grass – 80mm. It is also measured by the level of valid complaints against a maximum allowable. Failures in this respect may also attract a financial deduction relating to the cost of the grass cutting.
- 7.10 Within the contract all complaints relating to “grass” are consolidated, there previously has not been a differentiation between EHC grass and HCC grass. Nonetheless the graph below demonstrates that validated complaints are much lower than those acceptable within the contract, with some months recording no validated complaints.

**Graph 2: Number of validated complaints regarding grass for 2019.**



7.11 In relation to weed spraying, the agreement with HCC has not required EHC to report on monitoring for this work. However, with the weed spraying work now incorporated in the new grounds maintenance contract this will be monitored moving forward.

7.12 For the new contract, spot checks will be carried out within 10 to 20 days of application for weed control. Any sites where there is no visible evidence that the chemical has been applied effectively must be returned to and the chemical reapplied within 5 days of instruction.

7.13 The initial application commences late April and should be completed by June. The start date for the second application is dependent on the growth rate after the first application, but should be no later than the first week in August. Therefore there is no data available to report on at this time.

## **8. Challenges and Improvements: Verge Maintenance and Weed Spraying**

8.1 The grounds maintenance contract on the whole is a very well operating contract. Though historically aspects of the monitoring work specific to the HCC

responsibilities have not been identifiable measures have been placed within the new contract to ensure all aspects of work are monitored.

- 8.2 A key challenge has been monitoring in an effective and efficient way, previously the inspection team have used handhelds with minimal functionality to carry out duties. There are plans in place to introduce a new handheld device by Glendale Services to support the team in monitoring the contract.

### **9. Resourcing Levels and Key contacts: Verge Maintenance and Weed Spraying**

- 9.1 In terms of resourcing levels, the process used during the tendering of the grounds maintenance contract mirrors that of the waste contract as described in paragraph 5.1. Independent consultants were used during the procurement process to verify submissions by tenderers including resourcing levels. There are no resourcing issues within this contract for “normal” operations. The Coronavirus Outbreak did impact some staffing levels but the result was insignificant in relation to what was required from the contractor during the outbreak.
- 9.2 Staff changes naturally impact some aspects of work, with the departure of the team manager for the enforcement and inspection team in December 2020, knowledge of contract monitoring was lost to a degree. However with the introduction of new contract officers and a new line manager the team were able to adapt to the “new regime” of activities very quickly. There are no major concerns regarding resourcing levels for this contract or the client team.
- 9.3 The client team structure is as follows:





9.4 In terms of reporting customer queries, complaints and compliments for this service the process mirrors that of the waste and street cleaning service as described in paragraph 5.5 of this report.

## 10. Summary

Overall, the functions reviewed including street cleansing, litter picking and grass verge maintenance areas are performing at a satisfactory standard. At this current time it is not possible to provide a performance “standard” for the weed spraying function however this will be addressed from June 2020 onwards.