

# Regeneration, Culture and Environment Overview and Scrutiny Committee

BRIEFING NOTE – No. 01/25

Date: May 2025

Briefing paper to: All Members of the Regeneration, Culture and Environment  
Overview & Scrutiny Committee

**Purpose: Street Cleansing Inspection Regime**

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## Contract performance reporting

The performance of the waste collection and cleansing contract provided by Medway Norse is reviewed by RCE Overview and Scrutiny committee annually. [This report includes the key performance indicators for waste collection and street cleansing \(15 November 2023\).](#)

The waste contract monitoring team report street cleansing performance quarterly in the following Pentana actions:

- ENV22\_01.04.01 C Improved Street and Environmental cleanliness  
NI 195a Improved Street and environmental cleanliness: Litter

The contractual requirement is to ensure the roads are cleansed to the Grade A & B standards set by DEFRA's (Department for Environment, Food and Rural Affairs) legislation as defined in the original Code of Practice on Litter and Refuse issued under section 89(7) of the Environmental Protection Act 1990.

More information on the Code of Practice on Litter and Refuse is provided in Annex 1.

## Contract Team KPI inspections and wider use of the cleansing standards in proactive/reactive tasks

The Waste Contracts Team conduct the NI195 litter inspections (100/month) as part of their planned tasks alongside reactive and proactive activities. Where streets are unsatisfactory graded (C/D) the Monitoring Officers raise service requests/direct emails to Medway Norse instructing the areas to be cleansed to a grade A standard.

The contract monitoring team use the inspection principles and classifications when responding to service requests for "street cleansing service requests", complaints regarding street cleansing and spillages, and when conducting follow-up complaint inspections and weekly high street walk-through.

## NI 195a Inspection method and Q4 2023\_2024 results

In Medway 1,200 NI195a inspections are completed annually (100/month) representing the following land classes:

1. Main retail and commercial
2. Local shopping areas
3. Residential streets
4. Main roads
5. Waste bins (litter, canine and combined)
6. Rural Roads
7. Alleyways
8. Footbridge or subways

A visual inspection of 50 meters is reviewed for the amount of litter present and graded. This is a transect. A - B grades are acceptable for litter C – D are unacceptable. The number of sites that are at an acceptable standard at the time of inspection grade A-B are then reported as an overall % of good standard sites each quarter.

During Q4, 97% of streets surveyed were free from litter at the time of the inspections as described in the below table.

<b>Q4 TOTAL</b>			
Total transects = 300		300	
<b>Land Class</b>	<b>Number</b>	<b>Percentage</b>	
High Street	30	30%	
Local Shops	15	15%	
Residential Street	180	180%	
Main Roads	15	15%	
Waste Bins	15	15%	
Rural Roads	15	15%	
Alleyways	15	15%	
Footbridge or Subway	15	15%	
	300	300%	

<b>Litter grade</b>	<b>Number</b>	<b>Percentage</b>	<b>Q4 %</b>
A	193	64%	97%
B	99	33%	
C	8	3%	
D	0	0%	
<b>Total measurements made</b>	<b>300</b>	<b>100%</b>	

## Proposal

Medway is set to have new boundaries for its council wards for the 2023 council elections. After this time, the contract monitoring team propose a review of the transects. They will invite the new councillors to propose roads they would like to have included on the inspection regime for consideration by the contract monitoring team (with the caveat that the cross-section of Land Classes is represented and a maximum of 100 inspections are completed monthly).

## Annex 1: Code of Practice on Litter and Refuse 2006

The legislation that governs how a Local Authority cleanses its land is the Environmental Protection Act 1990: Code of Practice on Street Cleansing and Refuse 2006. This code of practice gives details advice on how to implement a cleansing regime and the subsequent management of street scene cleansing.

The code of practice primarily deals with maintaining a level of cleanliness rather than how often an area is cleansed. An example would be a busy high street, this would be cleansed daily. A residential road would be cleansed on a 2 or 4 weekly basis.

Roads and land within the borough of Medway are categorised into zones. This is dependent on the usage, traffic flow and infrastructure. The code of practice sets out grades of cleanliness that should be achieved after cleansing, it also provide timescales in which Local Authorities have to restore the standard of cleanliness should the standard fall.

The Zones are as follows:

- High Intensity of use, such as busy public areas like high streets shopping areas
- Medium Intensity of use, such as everyday areas like housing estates and suburban streets occupied by people most of the time, with moderate levels of pedestrian and vehicle activity areas used regularly by members of the public.
- Low intensity of use, such as rural roads that are lightly trafficked and have infrequent levels of pedestrian and vehicle activity that do not impact on people's lives most of the time.

The cleansing standard is divided into 4 categories:

- Grade A – No litter
- Grade B – Predominantly free of litter apart from small items
- Grade C – Widespread distribution of litter with minor accumulations
- Grade D – Heavily littered with significant accumulations.

If an area becomes littered in between the planned street sweeping, the code of practice gives detailed guidance relating to how quickly the Council and its contractors should respond to restore the area to a clean state: Time to restore to grade A if it falls below grade b

- High Intensity ½ a day
- Medium intensity 1 day
- Low Intensity 14 days
- Special circumstances 28 days

At the point of cleanse grade A cleanliness should be achieved. If a road is at a satisfactory standard (grade B or above) when the crew arrives to cleanse the area the legislation permits resources to be diverted to areas that require more attention.

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