

Preliminary Invitation to Negotiate

**The Provision of Serviced Accommodation
for
An Acute Hospital, Mental Health Unit, and an
Integrated Care Centre**

Volume 4 Part 15 - Service Level Specification

**for
Waste Management Services**

February 2004

1. Definitions

1.1 Any reference to the "Service Level Specification" in part C of Schedule 14 shall be a reference to this Waste Management Services Level Specification (including the Appendices hereto).

1.2 In this Service Level Specification the following words and phrases shall have the following meaning:

“Business Day” has the meaning given in schedule 1;

“Clinical Waste” means any or all of the Waste that comprises the following:

"Group A" identifiable human tissue,* blood, animal carcasses and tissue from veterinary centres, hospitals or laboratories. Soiled surgical dressings, swabs and other similar soiled waste. Other waste materials, for example from infectious disease cases, excluding any in Groups B-E.

"Group B" Discarded syringe needles, cartridges, broken glass and other contaminated disposable sharp instruments or items.

"Group C" Microbiological cultures and potentially infected waste from pathology departments and other clinical or research laboratories.

"Group D" Drugs or other pharmaceutical products.

"Group E" Items used to dispose of urine, faeces and other bodily secretions or excretions which do not fall within Group A. This includes used disposable bed pans or bed pan liners, incontinence pads, stoma bags and urine containers.**

* *All identifiable human tissue, whether infected or not, may only be disposed of by incineration.*

** *Where the risk assessment shows there is no infection risk, Group E wastes are not clinical waste as defined.*

“Confidential Waste” means waste designated as confidential by the Trusts;

“Consumables” has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;

“Contractor” has the meaning given in schedule 1;

“Disposables” has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;

“Domestic Waste”	means waste which is generated from Cleaning tasks which shall include, but not be limited to: kitchen waste; dead flowers; newspapers; office waste; cardboard and other packaging; paper towels; glass; plastic containers and aerosols;
“Emergency”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Equipment Waste”	means any surplus or condemned clinical or non-clinical equipment that has been expressly authorised by the Trust for disposal as Waste;
“Facilities”	has the meaning given in schedule 1;
“Furniture”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“G &G waste”	means waste generated by the Grounds and Gardens Maintenance Services that is organic in nature;
“General Services Specification”	has the meaning given in schedule 1;
“Good Industry Practice”	has the meaning given in schedule 1;
“Law”	has the meaning given in schedule 1;
“Materials”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Normal Working Days”	means the times between 7.30am and 18.00pm Monday to Friday and 7.30am and 12 noon Saturday, but excludes bank holidays;
“Other Hazardous Waste”	means waste requiring particular or regulatory handling requirements not detailed in Groups A to E above or any of radioactive solids and scintillation fluids, solvents and flammable liquids and associated products;
“Patients”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Planned”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co Equipment”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co Staff”	has the meaning given in Schedule 14 - Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co”	means the body/company/organisation named in the Project Agreement;

“Recyclable Waste”	means Domestic Waste, which in the Trust’s opinion is economical to recycle or which is required by Trust or NHS policies;
“Routine”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Scheduled”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Service Level Specification”	has the meaning given in schedule 1;
“Service Providers”	has the meaning given in schedule 1;
“Service Rectification Time”	has the meaning given in schedule 18;
“Service Requirements”	has the meaning given in schedule 1;
“Service Response Times”	has the meaning given in schedule 18;
“Service Standards”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Service”	has the meaning given in schedule 1;
“Services”	has the meaning given in schedule 1;
“Site”	has the meaning given in schedule 1;
“Special Waste”	means clinical waste which has been classified by the Environmental Agency as 'special waste', and subject to controls under the Special Waste Regulations 1996 as follows: a) waste containing Advisory Committee on Dangerous Pathogens (ACDP) Hazard group 4 biological agents; b) waste containing or consisting of prescription only medicines; c) used sharps and/or fully discharged syringes which may still contain or be contaminated with prescription only medicines; and d) carcinogens and associated products and general laboratory chemicals.
“Trust Policies”	has the meaning given in schedule 1;
“Trust Representative”	has the meaning given in Schedule 1;

“Trust Staff”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Trust”	has the meaning given in schedule 1;
“Trusts Incident Reporting System”	means the Trust Policy covering the reporting of untoward incidents;
“Unplanned”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Urgent”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Waste Bags”	means the bags used to store waste at the point of waste arising;
“Waste Containers”	means the containers that are used to hold Waste Bags and to store and transport Waste Bags, Waste Receptacles and items of waste, including but not limited to Waste Bag holders, litter bins and wastepaper bins;
“Waste Management Services”	means the Waste management Services to be provided by Project Co pursuant to this Service Level Specification;
“Waste Receptacles”	means the receptacles, other than Waste Bags, which are used to collect waste at the point of Waste arising, including but not limited to, sharps bins for the collection of sharp objects, boxes for the collection of glass and glass products and boxes for the storage of used disposable aspiration vessels;
“Waste Transfer Station”	means the location where Waste is stored, prior to permanent removal from the Sites and as defined in the Environmental Protection Act 1990 and Licensed by the Environment Agency;
“Waste”	means all forms of waste including, Confidential Waste, Clinical Waste, G&G Waste, Equipment Waste, Domestic Waste, Other Hazardous Waste, Recyclable Waste and Special waste or any of them;

2. Key Objectives

- 2.1 Project Co shall provide high quality and comprehensive Waste Management Services that offer a timely, responsive and pro-active system for the efficient and safe storage, segregation, removal and disposal and recycling of Waste from the Facilities and Sites.
- 2.2 Project Co shall ensure the Waste Management Services have the following key objectives:
- a) provide cost efficient, reliable, quality driven Waste Management Services that comply with Law, achieve the Service Standards and provides comprehensive Waste Management Services tailored to the operational needs of the Trusts;
 - b) provide flexible Waste Management Services that respond to changes in the Trusts' needs, Trusts' demands and the hospital environment;
 - c) provide patient-focused Waste Management Services that are empathetic and fulfil the needs and expectations of Patients, visitors and staff, and respects their dignity and privacy;
 - d) ensure the required Service Standards are achieved through the use of Good Industry Practice, the right mix of Project Co Staff, equipment, staff training, effective management systems, clear performance targets and appropriate levels of monitoring;
 - e) ensure that the Waste Management Services do not cause or create any hazard to the environment, Facilities and/or persons on the Sites or in the Facilities;
 - f) to work within a quality assurance process that incorporates a continuous process of change, development and innovation to improve the delivery and quality of the Waste Management Services; and
 - g) maintain a safe environment and safe working practices including the use of a recognised risk assessment/management system to ensure the Service Standards for the Waste Management Services are achieved, and any reduction in the Service Standards achieved by Project Co is recognised and corrected.

3. Process

3.1 Scope

- 3.1.1 Project Co shall comply with all requirements set out in Sub-Part B of the General Service Specification and Part 1 of Sub Part C of Schedule 14 relevant to the delivery of Waste Management Services.
- 3.1.2 In addition to the applicable provisions set out in the General Service Specification, Project Co shall comply with the Service Standards and Service Requirements of this Service Level Specification.
- 3.1.3 Project Co shall make the Waste Management Services available 24 hours per day and 365(6) days per year using appropriately skilled and trained staff.
- 3.1.4 Project Co shall respond to requests for Waste Management Services within the Service Response Times and Service Planned Times shown in Appendix A of this Service Level Specification.
- 3.1.5 Project Co shall provide all Waste Bags, Waste Receptacles Waste Containers, tools, equipment, materials, Disposables, uniforms, Consumables, documentation, including statutory and non-statutory forms, test equipment, safety apparatus, and manual and powered lifting and handling equipment required to provide the Waste Management Services and meet the requirements of this Service Level Specification.
- 3.1.6 Project Co shall ensure the Waste Management Services comply with Law, Trust Policies and Good Industry Practice.
- 3.1.7 Project Co shall provide the following services and undertake the following activities on a scheduled basis and provide a service that is capable of reacting to any Planned and Unplanned situations as they arise.
- (a) provision of waste bags, waste receptacles, waste containers and the replacing of;
 - (b) collection of waste from the point of arising and transportation to the Waste Transfer Station;
 - (c) segregation of waste;
 - (d) storage of waste at the Waste Transfer Station;
 - (e) disposal of all types of waste, including the sale of scrap metals;
 - (f) recycling of waste;
 - (g) collecting and maintenance of records, including statutory records and waste returns;
and
 - (h) miscellaneous tasks as may be required by the Trusts.

3.2 Minimum Service Requirement

Response and Planned Times

- 3.2.1 Project Co shall ensure Emergency requests for the Waste Management Services are carried out within the Service Response Time in accordance with Table 1 - Waste Management Services Response Times in Appendix A of this Service Level Specification. **SP01**
- 3.2.2 Project Co shall ensure Urgent requests for the Waste Management Services are carried out within the Service Response Time in accordance with Table 1 - Waste Management Services Response Times in Appendix A of this Service Level Specification. **SP02**
- 3.2.3 Project Co shall ensure Routine requests for the Waste Management Services are carried out within the Service Response Time in accordance with Table 1 - Waste Management Services Response Times in Appendix A of this Service Level Specification. **SP03**
- 3.2.4 Project Co shall ensure Planned Waste Management Services tasks are carried out within the Service Response Time in accordance with Table 2 - Waste Management Services Planned Times in Appendix A of this Service Level Specification. **SP04**
- 3.2.5 Project Co shall ensure Scheduled Waste Management Services tasks are carried out within the Service Response Time in accordance with Table 2 - Waste Management Services Planned Times in Appendix A of this Service Level Specification. **SP05**

Provision of waste bags, receptacles and containers

- 3.2.6 Project Co shall ensure provide the agreed size and type of Waste Bags, Waste Containers and Waste Receptacles in the locations agreed with the Trusts. **SP06**
- 3.2.7 Project Co shall ensure that all Waste Bags, Waste Containers and waste Receptacles used for Waste collection and disposal at each point of Waste arising are of the agreed standard and colour code, and marked with the location of the point of Waste arising where they are used. **SP07**

Collection of waste from the point of arising

- 3.2.8 Project Co shall ensure Waste Bags, at the point of Waste arising, are replaced prior to the volume or weight of the contents exceeding 90% of the Waste Bag's volume or weight capacity and in a manner that keeps the Waste secure and does not allow Waste to be spilt or lost. **SP08**
- 3.2.9 Project Co shall collect from the point of Waste arising all Waste Bags, Waste Receptacles and other Waste and transport to the Waste Transfer Station in a safe manner that keeps all Waste secure, prevents access by the public and unauthorised persons, prevents the spillage of Waste, contamination by vermin or leaves Waste or Waste Containers in public areas of the Facilities or Sites. **SP09**

- 3.2.10 Project Co shall ensure that all equipment & transport used by the Project Co in connection with the Waste Management Services is solely dedicated to the Waste Management Service and kept clean in accordance with Trust Policies and meet requirements in accordance with Law. **SP10**

Segregation of waste

- 3.2.11 Project Co shall ensure Waste is collected, transported and stored in a manner that keeps individual types of Waste segregated in accordance with Trust Policies and the defined types of Waste. **SP011**

Storage of waste

- 3.2.12 Project Co shall ensure Waste stored in the Waste Transfer Station is stored in a secure manner that maintains segregation and prevents spillages from containers, access to the Waste by the public, unauthorised personnel and risk of infestation by birds, rodents, insects and other pests. **SP12**
- 3.2.13 Project Co shall ensure that Waste stored in the Waste Transfer Station does not exceed the capacity of the Waste Transfer Station, does not produce unacceptable levels of malodour and does not lead to contamination and infestation at the Waste site(s) **SP13**
- 3.2.14 Project Co shall ensure such actions are taken as are required to maintain and secure the licence for the Waste Transfer Station including the payment of all fees associated with obtaining and retaining the Waste licenses. **SP14**

Disposal of waste

- 3.2.15 Project Co shall ensure that all Waste is disposed of in accordance with Law and the manner that relates to the type of waste. **SP15**
- 3.2.16 Project Co shall ensure that all Waste disposal contractors, Waste carriers and Waste disposal sites are licensed in accordance with Law. This shall include undertaking any necessary or required inspections of the Waste contractor, waste carriers and Waste disposal sites licences and documentation. **SP16**
- 3.2.17 Project Co shall ensure that all Confidential Waste is securely removed and disposed of in accordance with the Trust Policies; **SP17**
- 3.2.18 Project Co shall co-ordinate with the Trusts appointed Radiological Protection Advisor for the removal of Radioactive Waste. **SP18**
- 3.2.19 Project Co shall collect Recyclable Waste from the agreed locations and forward it to the agreed recycling centres in accordance with the agreed procedures. **SP19**
- 3.2.20 Project Co shall collect, store and dispose of via registered scrap dealers and merchants waste items, including but not limited to: **SP20**
- White goods;
 - Scrap metals; and
 - Items containing a high proportion of metal that can be sold as scrap.

Recycling of waste

- 3.2.21 Project Co. shall actively promote waste reduction programmes in order to reduce costs and benefit the environment as agreed by the Trusts. **SP21**
- 3.2.22 Project Co shall provide facilities for the collection of Recyclable Waste by placing readily identifiable containers in agreed locations. **SP22**

Collecting and maintenance of records

- 3.2.23 Project Co. shall maintain the following records in the agreed format and provide the Trusts with access to these records: **SP23**
- (a) The full name and address of the Waste disposal contractors that have been, are being and planned to be used for the collection and disposal of Waste;
 - (b) Full details of any incidences of non-conformance with the Trust Policies in relation to Waste segregation, spillages, disposal, transportation or storage, of any Waste. All occurrences are also to be reported to the Trusts using the Trusts' Incident Reporting System;
 - (c) The full name and address of the licensed sites that have been, are being and planned to be used and for the incineration, landfill, or alternative methods of disposing of Waste;
 - (d) Full details of any spillages of Waste and the remedial actions taken. Any occurrences that may create a hazard to Project Co Staff, Trust Staff, Patients or visitors are to be reported to the Trusts at the earliest opportunity;
 - (e) Full details of those occasions where a regulatory authority has registered a complaint, in relation to Project Co's failure to comply with environmental permits relevant to the collection, storage, transportation and disposal of Waste. All occurrences are to be reported to the Trusts at the earliest opportunity; and
 - (f) Records of waste volumes and disposal routes, including statutory waste returns and consignment notes and records required by Law.
- 3.2.24 Project Co. shall provide the Trust with a monthly report in an agreed format, containing details of volumes and weights and other relevant measures of all types of Waste collected, stored and transported pursuant to the Waste Management Service; **SP24**

Miscellaneous tasks as may be required by the Trust

- 3.2.25 Project Co shall remove in a safe and effective manner preventing any risk to Project Co Staff, Trust Staff, visitors and patients any spillages of Waste, whether identified by themselves, the Trusts or other parties. **SP25**
- 3.2.26 Project Co shall ensure that spillage kits and equipment of the agreed form and content are available in the agreed locations and that Project Co Staff are trained in the safe and effective use of these spillages kits. **SP26**

3.3 Exclusions

3.3.1 The following are excluded from this Service Level Specification;

- a) The collection from the ward or department store and placing in their place of use bins for the collection of sharps.
- b) The sealing of bins for the collection of sharps.

Appendix A - Service Times**Table 1 - Waste Management Services Response Times**

Category	Definition	Example	Service Response Time
Emergency	Any request for a Service which is required to avoid a life threatening event or an event serious enough to cause significant damage or disruption.	<ul style="list-style-type: none"> ▪ Oil spillage in a public place or communication route. 	7 minutes
Urgent	Any request for a Service which requires attendance quickly to avoid operational problems, or will create an Emergency if not remedied.	<ul style="list-style-type: none"> ▪ Clinical waste container overflowing. 	20 minutes
Routine	Any request for a Service that is not seen as immediately detrimental and not causing significant operational problems if not attended to.	<ul style="list-style-type: none"> ▪ Removal of confidential waste. ▪ Removal of packaging material. 	180 minutes

Table 2 - Waste Management Services Planned Times

Category	Definition	Example	Service Response Time
Planned	Any request for a service which has been agreed (planned) to take place at a specific time which may cause operational difficulties or a fall in standards, if it does not happen.	<ul style="list-style-type: none"> ▪ Removal of redundant furniture. 	Within the agreed time frame
Scheduled	Any service which has been agreed will take place at a specific time on a regular basis and will cause operational difficulties or a fall in standards if it does not happen	<ul style="list-style-type: none"> ▪ Emptying of Waste Containers. 	Within the agreed time frame.

Performance Indicators

Ref	Performance Parameter	SF Type ¹	Category	Response	Rectification. ²	Recording Freq.	Monitoring Method
<i>Response and planned times</i>							
SP01	Emergency requests for Waste Management Services are carried out within Service Response Times.	FE	C	7 minutes	N/A	PR	1, 2, 4, 5, 6, 8
SP02	Urgent requests for Waste Management Services are carried out within Service Response Times.	FE	B	20 minutes	N/A	PR	1, 2, 4, 5, 6, 8
SP03	Routine request for Waste Management Services are carried out within Service Response Times.	FE	A	180 minutes	N/A	PR	1, 2, 4, 5, 6, 8
SP04	Planned Waste Management Services tasks are carried out within Service Planned Times.	FE	B	Within the agreed time frame	N/A	PR	1, 2, 4, 5, 6, 8
SP05	Scheduled Waste Management Services tasks are carried out within Service Planned Times.	FE	B	Within the agreed time frame	N/A	PR	1, 2, 4, 5, 6, 8
<i>Provision of waste bags, containers and receptacles</i>							
SP06	Waste storage containers of the agreed size and type are provided in the agreed locations.	FE	B	N/A	20 minutes	PR	1, 2, 4, 5, 6, 8
SP07	All containers and consumables are colour coded and labelled in accordance with Trusts Policies.	QF	High	N/A	N/A	M	1, 2, 4, 5, 8
<i>Collection of waste from the point of arising</i>							
SP08	Waste containers are emptied before they are full.	FE	B	N/A	20 minutes	D	1, 4, 5, 8

¹ SF = Service Failure, QF = Quality Failure, FE = Failure Event, PR = Per Request

² A = Annually, B = Bi-annually, M = Monthly, W = Weekly, D = Daily

Ref	Performance Parameter	SF Type ¹	Category	Response	Rectification. ²	Recording Freq.	Monitoring Method
SP09	Waste is collected and transported to the Waste Transfer Station in a safe manner that keeps all Waste secure, prevents access by the public and unauthorised persons, prevents the spillage of Waste, contamination by vermin or leaves Waste or Waste Containers in public areas of the Facilities or Sites.	QF	High	N/A	N/A	M	
SP10	Waste Management Services equipment and transport is not used for any purpose other than the provision of the Waste Management Service.	QF	Med	N/A	N/A	M	1, 4, 5, 8
<i>Segregation of waste</i>							
SP11	The individual types of Waste are kept segregated throughout the collection, storage and disposal process.	QF	High	N/A	N/A	M	1, 2, 4, 5, 6, 8
<i>Storage of waste</i>							
SP12	Waste stored in the Waste Transfer Station is stored in a secure manner.	QF	High	N/A	N/A	W	1, 2, 4, 5, 8
SP13	Waste stored in the Waste Transfer Station does not exceed its capacity.	QF	High	N/A	N/A	M	1, 2, 4, 5, 8
SP14	A current, valid license is held for the Waste Transfer Station.	QF	High	N/A	N/A	M	2, 3, 4, 7, 8
<i>Disposal of waste</i>							
SP15	All waste is disposed of in accordance with Law.	QF	High	N/A	N/A	M	1, 2, 3, 4, 8
SP16	All Waste disposal contractors are licensed, comply with legislation and guidance are subject to regular inspection.	QF	High	N/A	N/A	M	1, 2, 4, 5, 8
SP17	Confidential waste is kept secure and disposed of in accordance with Trust Policies.	QF	High	N/A	N/A	M	1, 2, 3, 4, 7, 8
SP18	Radiological Waste is disposed of in accordance with the advice of the Trusts' Radiological Protection officer.	QF	High	N/A	N/A	M	1, 2, 3, 4, 7, 8
SP19	Recyclable waste is collected and forwarded onto suitable recycling centres.	QF	Low	N/A	N/A	M	1, 2, 4, 5, 8
SP20	Project Co shall collect, store and dispose of via registered scrap dealers and merchants scrap metal.	QF	Med	N/A	N/A	M	2, 3, 4, 8

Ref	Performance Parameter	SF Type ¹	Category	Response	Rectification. ²	Recording Freq.	Monitoring Method
<i>Recycling of waste</i>							
SP21	Waste recycling is actively promoted by Project Co.	QF	Low	N/A	N/A	Q	1, 2, 3, 4, 6, 8
SP22	Recycling facilities are available in agreed locations	FE	B	N/A	20 minutes	M	1, 4, 5, 8
<i>Collecting and maintenance of records</i>							
SP23	Records are maintained and complete, made available to the Trusts and where required incidences are reported to the Trusts at the earliest opportunity.	QF	High	N/A	N/A	M	1, 2, 3, 4, 8
SP24	Monthly Waste Management information and data is provided in the agreed format within 10 days of the month end. The Trust Representative is informed of all regulatory authority complaints.	QF	High	N/A	N/A	M	1, 2, 3, 4, 8
<i>Miscellaneous tasks as may be required by the Trust</i>							
SP25	Spillages of Waste are removed in a safe and effective manner without risk to others.	QF	High	N/A	N/A	Per Incident	1, 4, 5, 8
SP26	Spillage kits and equipment are available in the agreed locations and to the agreed standard.	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8