



STREETSCENE

Service Standards – Street Cleansing



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STREETSCENE SERVICE STANDARDS - STREET CLEANSING

Local Environmental Quality (LEQ)

Local Environmental Quality is important to people and Streetscene aims to achieve and sustain a high level of local environmental quality in order to maximise;

- how places look and are perceived
- how safe and happy people feel about living in an area
- how attractive areas are to workers, visitors and existing and new business investors

The Environmental Protection Act (1990) (EPA)

The Environmental Protection Act (1990) places duties on Cheshire West and Chester BC under

1. Section 89(1), as a Principal Litter Authority, to ensure that their land (or land which they are responsible for) is, so far as is reasonably practicable, kept clear of litter and refuse – relevant land.

and

2. Section 89(2), as a Local Authority, to ensure that, in respect of all publicly maintainable highways in the Borough (apart from those maintained by the Secretary of State), the highway or road is, so far as is practicable, kept clean – relevant highway.

At Cheshire West and Chester BC - Streetscene has the duty to ensure that the relevant land that it maintains is kept clear of litter and refuse and that all the relevant highway is kept clean.

Relevant Land

Relevant land consists of all land open to the public that Streetscene maintains and includes public open space, parks, gardens, play areas and car parks etc.

Relevant Highway consists of all highway that the authority maintains including roads, footways, alleyways, public rights of way, bridleways, RUPPs (Roads Used as Public Paths), BOATs (Byways Open to All Traffic) and Restricted Byways etc.

Streetscene Service Standards

In drawing up these standards Streetscene have taken into account the requirements and guidance of the Code of Practice on Litter and Refuse (see appendix)

HIGH FOOTFALL AREAS

CHESTER CITY CENTRE

Mon to Sun inc Bank Holidays - to maintain a Grade A standard on all relevant land and relevant highway for litter, detritus, graffiti and fly posting between 08.30am and 8.00pm

CHESTER CITY CENTRE – ENHANCED SERVICES

CLEAN TEAM

Provision of Enhanced Services - Mon to Fri 6.00am to 7.00pm Sat, Sun and Bank Holidays 10.00am to 6.00pm - to achieve the following;

To provide a visible presence in the City Centre and to enhance existing street cleansing operations including;

- clean chewing gum and staining from unsociable behaviour etc
- clean areas prone to pigeon droppings
- clean tourist information boards, heritage signs other public information signage
- clean street furniture and bins
- additional cleansing of subways
- removal of weeds

THE ROWS CARETAKER

To carry out specific cleaning duties within Chester's Historic Rows to include Steps/Stairs, footways, access footways, stalls, light fittings and signage – 9.00am to 5.00pm.

DEEP CLEAN

Low pressure high heat cleansing to all pedestrian footways 3 times annually

TOWN CENTRES - Ellesmere Port, Frodsham, Neston, Northwich, Winsford

Mon to Sun inc Bank Holidays - to maintain a Grade A standard on all relevant land and relevant highway for litter, detritus, graffiti and fly posting between 08.30am and 6.00pm

LOCAL RETAIL AREAS – URBAN + RURAL

Mon to Sun inc Bank Holidays – Cleanse daily all relevant land and relevant highway to achieve a Grade A standard for litter, detritus, graffiti and fly posting at a time to have maximum effect

OTHER HIGH FOOTFALL AREAS

e.g Areas around schools and colleges during term time, play areas (particularly during school holidays), transport hubs, park and ride, tourist areas etc. Mon to Sun inc Bank Holidays (where relevant) – Cleanse daily to achieve a Grade A standard for litter, detritus, graffiti and fly posting at a time to have maximum effect.

MEDIUM AND LOW FOOTFALL AREAS

BUSINESS AND INDUSTRIAL AREAS

Industrial Parks and rural Business Estates– 4 times a year

Industrial and Business Estates Urban – Fortnightly

Cleanse all relevant land and relevant highway identified as below a Grade B standard for litter, detritus, graffiti and/or fly posting to a Grade A .

RESIDENTIAL

High Density – Weekly

Medium Density Urban and Rural – Fortnightly

Low Density Urban and Rural – Monthly

Cleanse all relevant land and relevant highway identified as below a Grade B standard for litter, detritus, graffiti and/or fly posting to a Grade A

RURAL ROADS

Main Roads – 6 weekly

High Speed Roads requiring traffic control – 3 times a year (preferably in conjunction with highway grass cutting operations)

Other Rural Roads – 4 times a year

Cleanse all relevant land and relevant highway identified as below a Grade B standard for litter, detritus, graffiti and/or fly posting to a Grade A

BINS

Emptying – to be scheduled to ensure that bins do not overflow. (Monitoring of fill should be undertaken to assess position and size of bin – to reduce unnecessary trips to empty bins).

Cleaning of outside and liner including disinfectant

- litter and recycle bins in City, Town Centre and Local Retail Areas - quarterly
- all other litter and recycling bins annually
- dog bins quarterly

SEASONAL and OCCASIONAL CLEANSING

Leaf and blossom fall – allowance in resource plans for additional resources to ensure that affected streets are maintained at the cleanliness level achieved during the rest of the year.

Tourist areas – some areas otherwise classed will be brought into high footfall areas due to tourism at certain times of the year and will require more frequent cleansing to achieve the required cleanliness level.

Events – additional cleansing resources should be provided in and around events to ensure that the standard does not drop below Grade B during the event and that it is brought back to a Grade A standard before 9am the following day.

RESPONSIVE CLEANSING

The frequencies above are designed to achieve an acceptable level of cleanliness in the majority of areas for the most of the time. It is, however, fully understood that there will be exceptions. The Code of Practice on Litter and Refuse (COPLAR) sets out response times for an area to be cleansed to a Grade A standard should it be identified as falling below a Grade B.

COPLAR Timetable

High intensity of use	Medium intensity of use	Low intensity of use	Special circumstances
1/2 a day	1 day	14 days	28 days
This means by 6pm if reported before 1pm or by 1pm the next day if report between 1pm and 6pm the previous day	This means by 6pm the following day		or as soon as is reasonably practicable

OTHER RESPONSIVE SERVICES

Following a report being received by the Borough or it being identified by a Borough employee the following response times will apply (apart from where working day is specified the response targets apply 24/7 inc public holidays).

ABANDONED VEHICLES - will be investigated by the end of the next working day

BUSINESS WASTE COMPLIANCE - will be investigated by the end of the next working day

RACIST OR ABUSIVE GRAFFITI - on relevant land will be removed or obliterated within 24 working hours

FLY POSTING - will be investigated and removed from relevant land within 2 working days

FLY TIPPING - will be investigated by the end of the next working day and cleared within 2 working days following completion of any investigation

NUISANCE VEHICLES – will be investigated within 2 working days

DEAD ANIMALS – will be removed from relevant land within 24 working hours

SHARPS/DRUG RELATED LITTER – will be removed from relevant land within 4 working hours

DOG FOULING – will be removed from relevant land within 24 working hours

OVERFLOWING BINS - will be emptied by the end of the next working day

DANGEROUS STREET FURNITURE – will be investigated by the end of the next working day

DAMAGED STREET FURNITURE (no health and safety issues) – will be investigated within 14 working days

REQUESTS FOR NEW STREET FURNITURE – will be investigated within three months

INSTALLATION OF STREET FURNITURE – health and safety or dangerous assets will be addressed by the end of the next working day

INSTALLATION OF NEW/REPLACEMENT STREET FURNITURE – will be carried out within four months

Cheshire West and Chester Council Owned Play Facilities

Depending on the design, size and location of the play areas they are inspected either weekly or monthly, by a qualified ROSPA play inspector.

All Council owned play areas are inspected annually each year by a ROSPA accredited company. ROSPA (The Royal Society for the Accredited Prevention of Accidents) inspections are an independent safety assessment of playgrounds and equipment the Council have responsibility for.

DANGEROUS PLAY EQUIPMENT – will be investigated by the end of the next working day

GENERAL REPAIRS REQUIRED TO PLAY EQUIPMENT (not including health and safety issues) – will be investigated within 2 working days

Public Conveniences – maintained by Cheshire West and Chester Council

Attendance and Cleansing Frequencies

Public conveniences within the remit of Cheshire West and Chester Council are cleansed daily. Throughout the day inspections take place, where it is identified additional cleansing is required, or there is a need for the replenishment of supplies within the facilities, this is addressed. As part of the inspection regime any repair or maintenance work required will be noted, reported, and rectified as soon as possible.

Cleansing

Inside the public conveniences the daily cleansing schedule includes emptying and cleansing of the bins, washing of: hand basins, taps, mirrors, sanitary fittings, urinals, toilet bowls and toilet seats. Surfaces and floor surfaces are swept where relevant and cleansed daily. Part of the cleansing regime includes ensuring replenishment of toilet paper, soap and other materials as necessary.

APPENDIX 1

Grades for litter, detritus, graffiti, and fly posting as per the Defra website

LITTER

Litter – Grade A: no litter or refuse



Litter - Grade B for litter is defined as: 'predominantly free of litter except for some small items'



Litter - Grade C for litter is defined as: 'widespread distribution of litter and refuse, with minor accumulations'



Litter - Grade D for litter is defined as: 'heavily littered, with significant accumulations'



DETRITUS

Detritus – Grade A: no detritus present on the transect



Detritus - Grade B for detritus is defined as: 'predominantly free from detritus except for some light scattering'



Detritus - Grade C for detritus is defined as: 'widespread distribution of detritus, with minor accumulations'



Detritus - Grade D for detritus is defined as: 'extensively covered with detritus with significant accumulations'



GRAFFITI

Graffiti – Grade A: The local environment is completely free of graffiti

Grade B for graffiti is defined as: ‘Some graffiti is present, but it is minor in extent, and many people passing through the local environment would not notice it’



Graffiti - Grade C for graffiti is defined as: ‘Graffiti is present to the extent that it would be clearly visible to people passing through the local environment, and visible at a distance from at least one end of a 50m transect’



Graffiti - Grade D for graffiti is defined as: ‘extensive over a large part of the 50m transect and is likely to be clearly visible and obtrusive to people passing through the local environment, and visible for m any point on the transect’



FLYPOSTING

Flyposting – Grade A: no flyposting present on the transect

Flyposting - Grade B for flyposting is defined as: Some flyposting is present, but it is minor in nature and it is likely that many people would not notice its presence.

This can include tie-bands or other forms of fastening which remain after a notice has been removed'



Flyposting - Grade C for flyposting is defined as: 'Flyposting is present in the local environment to the extent that it is likely to be clearly visible to people using the area, and visible at a distance from at least one end of a 50m transect'



Flyposting - Grade D for flyposting is defined as: 'Flyposting is: extensive throughout much of the local environment and is clearly visible and obtrusive to people passing through the street scene, and visible from any point on a 50m transect'



APPENDIX 2 - GLOSSARY

Litter - includes

- items dropped or discarded by pedestrians/cyclists or drivers and passengers in vehicles
- domestic waste, commercial wastes and construction wastes occurring as litter,
- animal and other faeces
- clinical wastes including drug related litter and needles
- putrescible wastes including animal and bird carcasses
- other solid wastes whose source or identity is unclear.

Detritus – comprises dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other materials.

Fly Posting - is classed as any printed material and associated remains informally or illegally fixed to a structure within public spaces. It includes any size of material from small stickers up to large posters.

Graffiti – is classed as any informal or illegal marks, drawings or paintings that have been deliberately made by a person or persons on any physical element comprising public spaces.

High Obstruction Housing – is an area where the proportion of dwellings with purpose made off street parking is LESS than 50% and there is a high risk of mechanical channel sweeping operations being significantly obstructed.

Low Obstruction Housing - is an area where the proportion of dwellings with purpose made garaging/parking within the property boundary for 3 or more family cars is more than 50% and there is generally a low risk of mechanical channel sweeping operations being obstructed.

Medium Obstruction Housing – is a predominately residential area where the proportion of dwellings with purpose made off-street parking for 1 or 2 family cars is greater than 50% and there is a moderate risk of mechanical channel sweeping operations being significantly obstructed

Business Estates Rural - areas of mainly offices situated within the rural area

Business Estates Urban - areas of mainly offices situated within or adjacent to urban areas

Industrial Estates – Areas consisting mainly of industrial and warehousing units each having access off the public highway.

Industrial Parks – Larger industrial and warehousing areas mainly given over to one or two companies

Dead animal – non-agricultural animals

Streetscene Street Furniture

- Litter Bins
- Dog Bins
- Recycling Bins
- Planters
- Benches
- Fixed Bollards
- Play equipment (Council owned sites)

Public Rights of Ways Assets

- Kissing gates
- Styles
- Hand rails
- Bridle way gates
- Pedestrian gates
- Sleeper bridges
- Bollards

APPENDIX 3 - The Code of Practice on Litter and Refuse (COPLAR)

The Code of Practice on Litter and Refuse provides statutory guidance and standards for those with a duty under the EPA along with advisory standards to encourage bodies to maintain their land within acceptable cleanliness standards.

Grades

The code identifies 4 grades of cleanliness

Grade A	No litter or refuse
Grade B	Predominantly litter free apart from some small items
Grade C	Widespread distribution of litter and refuse with minor accumulations
Grade D	Heavily littered with significant accumulations

Similar grades apply to detritus, graffiti and fly posting (see appendix 2)

Grade A indicates the standard that should always be achieved immediately following cleansing.

Grade B indicates the level below which cleansing is required.

Zones

The code identifies that the two most common features that will have an impact on the levels and frequency of attention that needs to be paid to an area to keep levels of litter and refuse to acceptable standards are

- the intensity of activity in an area, from people and vehicles; and
- health and safety limitations

As such the code, based on these two variables, classifies land into 4 zones to guide the intensity of management required.

- *High intensity of use* – busy public areas
- *Medium intensity of use* – everyday areas including most housing areas occupied by most people most of the time
- *Low intensity of use* – lightly trafficked areas that do not impact upon most people's lives most of the time
- *Areas with special circumstances* – situations where issues of health and safety and reasonableness and practicability are dominant considerations when undertaking environmental maintenance work

Response Times

The code also gives response times, based on these 4 zones, which should be achieved should the cleanliness of an area be identified as falling below a **Grade B**.

	High Intensity of use	Medium intensity of use	Low intensity of use	Special circumstances
Maximum response time to restore to grade A standard if it falls below a grade B	1/2 a day This means by 6pm if reported before 1pm or by 1pm the next duty day if reported between 1pm and 6pm on the previous day	1 day This means by 6pm the following evening	14 days	28 days or as soon as reasonably practicable

Further information on the Code of Practice on Litter and Refuse can be found at

<http://archive.defra.gov.uk/environment/quality/local/litter/code/documents/cop-litter.pdf>