
STREET SCENE SERVICE STANDARDS

The Council has a statutory duty, under the Environmental Protection Act 1990, to ensure that any land under our control is, as far as practicable, kept clear of litter and refuse.

- ❖ All Street scene staff will be courteous, friendly and helpful at all times and be able to provide formal Council identification if requested.
- ❖ All staff will drive and use equipment in a safe and courteous manner and ensure that they meet Health and Safety Guidelines.
- ❖ We will report all risks for remedial action
- ❖ We will regularly monitor the quality of our work.
- ❖ We will regularly inspect standards of cleanliness

STREET SWEEPING & LITTER COLLECTION

Our normal hours of operation are 0500hrs – 1600hrs.

- ❖ To provide an efficient street cleansing service, to ensure that streets are kept clean to the standard of EPA 1990.
- ❖ To respond to all reports regarding accumulation of litter and to restore standards of cleanliness within statutorily prescribed time limits. ([link to defra](#))

LITTER/DOG WASTE BINS

- ❖ All Litter/dog waste bins in the main town centres are scheduled to be emptied daily.
- ❖ Litter/dog waste bins in all other areas will be emptied at least once a week.
- ❖ We will clear and leave tidy the immediate area around the bins.
- ❖ We will respond to reports of damaged or missing bins within 7 days.

PUBLIC CONVENIENCES

The District Council operates the following Public Toilets across the district.

The Street, Castle Combe
High Street, Cricklade
Borough Parade, Chippenham
Monkton Park, Chippenham

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Bath Road, Chippenham
The Pippin, Calne
Boroughfields car park, Wootton Bassett
Newlands Road, Corsham

- ❖ We will clean all Public Toilets once a day to a clean and safe condition. Public toilets are locked at sunset.
- ❖ We will report to our Assets Department any report of repairs required within the next working day.

FLY TIPPING

- ❖ We will respond to all reports of Fly Tipping within 2 working days.

REMOVAL OF DEAD ANIMALS

- ❖ We will remove all dead animals(dogs, cats, badgers, fox's and deer) including domestic pets, from all roads within the district within 2 working days of reporting. We do not remove pets from private property.
- ❖ We do not remove agricultural animals; this responsibility lies with Wiltshire Country Council.

GRAFFITI

- ❖ We will respond to reports of graffiti on all district council owned buildings within 5 working days or 1 working day if of an obscene or racist nature.

GROUNDS MAINTENANCE SERVICE.

- ❖ We will cut the grass and maintain landscaped areas owned by the District Council. We are also under contract to Wiltshire County Council to cut highway verges in urban areas only.
- ❖ We will cut all contracted grass on a 10-15 day working cycle during March to November.
- ❖ We will cut all conservation-grassed areas to agreed frequency.
- ❖ We will remove all litter and obstacles from the maintained areas prior to cutting.
- ❖ We do not remove cut grass from the grassed areas.
- ❖ We will clear all footways of grass cuttings immediately following cutting.
- ❖ We will maintain District Council owned hedges and shrub beds according to requirements.

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- ❖ We will inspect all NWDC controlled Children's Play Area's weekly and report major maintenance work to be undertaken to the Assets Department.
- ❖ We will undertake necessary remedial works to trees on Council owned land.