

## **APPENDIX 1 - Local Highways Service Levels**

### **Litter Collection**

- Identified town centres on week days will receive two hours of proactive litter collection in the morning.
- We will remove litter where present at an unacceptable level (Code of Practice for Litter and Refuse) when reported.

### **Road Sweeping**

- We will sweep detritus where present at an unacceptable level (Code of Practice for Litter and Refuse) when reported.

### **Litter Bins**

- A limited number of litter bins will be provided across the county.
- Litter bins will be placed in identified high user areas.

### **Dead Animals**

Where a dead animal is reported we will:

- Remove the carcass for disposal within the statutory timescale. Should the carcass be in a position that is considered a hazard to highway users, more urgent attendance will be arranged.
- If the carcass is obviously a pet, it will be stored for a period of one week prior to disposal.

### **Fly Posting**

Where we become aware of any fly posting on our land we will:

- Take reasonable steps to contact the originator of the signage.
- If deemed appropriate remove the fly posting
- Return the signage to a depot where it will be stored for a period of 28 days prior to disposal. During this time we accept no liability for loss or damage of the signs.

### **Graffiti**

Where we become aware of graffiti on any assets within the highway or council owned property, we will:

- Take steps to remove graffiti within the statutory time frame.
- If the graffiti is of an offensive nature then we will look to remove it. If this is not possible, then it will be obscured by either over-painting or via another suitable method within an accelerated timeframe.

Where graffiti is on private property it is the responsibility of the owner to remove and is a Planning Enforcement issue or Amenity Enforcement issue.

### **Fly Tipping**

Where we become aware of an instance of fly tipping on council maintained land we will:

- Arrange for collection and disposal within the statutory timeframe

### **Grass cutting Operations**

- Our rural grass cutting takes place once a year and normally takes around six weeks to complete of identified verges. Rural verges are cut to ensure maximum visibility at junctions and also to keep the full width of the carriageway available at all times.
- Our urban grass is maintained to the prevailing weather conditions throughout the year which will impact upon the rate of grass growth and the need for the areas to be maintained.
- Sports pitches will be maintained at the amenity cut standard. If clubs wish to use pitches they will fund the increased cost of maintenance. The council will recover any additional costs incurred from the clubs.

### **Hedge Maintenance**

- The majority of hedges boarding public highway are privately owned. Hedges on property boundaries are the responsibility of the property land owner to maintain.
- The small number of council owned hedges on amenity land will be cut to ensure health and safety is maintained during the autumn/winter period following the bird nesting season.

### **Shrub Maintenance**

- Council maintained shrubs on amenity land will be maintained on a priority bases when resources allow, during the autumn/winter period.

### **Benches and Seats**

- Benches and seats that are located on council land will be maintained to ensure that they are safe.
- As and when existing benches and seats become damaged or unsafe to be used they will be removed from site.
- Local town and parish councils will be allowed to replace any bench or seat that has been removed but will be responsible for the cost of any replacement and future maintenance costs.

## **Play Area inspections and Maintenance**

- All council play areas will be inspected on a regular basis in line with current best practice to ensure that the play equipment, safety surfacing, public seats, gates and perimeter fencing (where installed) is safe for children to use.
- Regular maintenance will be undertaken to keep all equipment safe for children to use. As an item of play equipment reaches the end of its serviceable life, it will be removed from site to ensure that it does not constitute a hazard.

## **Bus Shelters**

- We are responsible for a number of bus shelters. However, there are bus shelters on our highway network that are actually owned by other organisations:
  - Parish / Town Councils (own and maintain most bus shelters except those erected by us).
  - Adshel owns and maintains some shelters with advertising displays in Wiltshire.
- Damage to our bus shelters will be made safe and broken glass, etc removed. Where damage is of a nature that the shelter becomes beyond economic repair, the shelter will be removed. The town or parish council will be given the opportunity to fund the repair and maintenance of any damaged shelter.

## **Weeds and spraying operations**

- We work hard to control invasive and other types of weeds on council land and the highway network. Weeds include Brambles, Ragwort and Japanese Knotweed etc. We will take action depending on the nature of the weed. We will use mechanical cutting of these weeds where allowed as the most cost effective way to control weed growth.
- Proactive spraying of a small areas in town centres and identified residential areas is undertaken to control weed growth.
- Spraying of weeds on the highway is undertaken on an ad hoc bases in line with the council's statutory duty.

## **Highway Defects**

- The council's response to highway defects are stated in its Inspection Manual.
- For defects not covered by the inspection manual, the council monitors the condition, Where discretionary works are required (street name plates, non-safety barriers, signs, lining etc) the council endeavours to complete works at the earliest opportunity. However, due to the priority of statutory and safety works, the time taken for such repairs can be over twelve months.

## **Drainage**

- The council empties identified high risk gullies (risk of house flooding or highway safety) every twelve months to prevent flooding.
- Gullies that are blocked that are anticipated to cause flooding on high speed roads or to houses will receive additional empties on a priority bases.
- Non-safety drainage issues will be left to when resources allow.

### **Dog mess**

- Dog mess is classed as litter. When present at an unacceptable standard (a number of deposits, or dog mess combine with litter at one location) the council has a duty to clear the dog mess.

### **Needles and Syringes**

- Needles and Syringes on the highway or amenity land will be cleared when reported as an emergency response.