

## Contacts

To report a fly tip or litter call the Litter Hotline 01892 602723 or Report on-line at: [www.wealden.gov.uk](http://www.wealden.gov.uk) (follow the 'report it' links)

For general Waste Management queries call the Waste Management Team on 01892 602735.

For Highways queries call East Sussex County Council on 0845 6080193.

If you, or somebody you know, would like the information contained in this document in large print, Braille, tape/CD or in another language please contact Wealden District Council on 01323 443322 or [info@wealden.gov.uk](mailto:info@wealden.gov.uk)

# Street Scene Service Charter

We welcome any comments you may have about our services or suggestions to improve them

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Tel: 01323 443322

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## **This Charter sets out the standards you can expect from the Council's Street Scene section**

### **What is Street Scene?**

Street Scene is the activities of all tiers of Local Councils in respect of outdoor public places.

It includes street cleaning, grass cutting, maintenance of street furniture, removal of graffiti and other environmental crimes. It is linked to other issues such as street lighting, highways maintenance and design as well as maintenance of outdoor public recreational facilities and noise nuisance.

### **What are our aims?**

- To keep the environment a pleasant and enjoyable place to live and work in.
- To encourage the community to take pride in the environment.
- To reduce the impact of environmental crime through effective enforcement action and targeted education activities.
- To maintain the area as one of the best kept environments in the country.
- To improve the levels of satisfaction with these services.
- To achieve year on year improvements to our measured cleanliness standards.

### **What does the District Council do?**

Wealden District Council provides street cleansing services which includes litter picking, highway sweeping, litter bin provision and emptying, dog bin emptying services, beach cleaning, fly tip clearances, abandoned vehicle investigations and removals, graffiti and fly posting removal from public places and environmental crime enforcement actions.

We will also refer any other issues relating to street scene activities to the relevant local

authority (Parish/Town/County) in respect of recreation ground, highway maintenance (including grass cutting) and street lighting, or to other sections of the District Council (eg noise complaints and planning issues).

### **What we will not do**

- Remove waste from private property (unless asked to do so and for which a charge would be made)
- Clean privately owned land

### **What are our Standards?**

We will maintain a schedule of cleaning tasks and frequencies for all areas of public land (highways, public footpaths, public car parks, beaches) which the Council has responsibility for. These schedules will be reviewed periodically and will comply with the requirements of the Environmental Protection Act 1980.

### **Specifically we will**

- Empty all litter bins in town centre areas on a daily basis and weekly in all other areas.
- Sweep or litter pick all roads where the standard of cleanliness falls below acceptable levels.
- Inspect and sweep or litter pick all roads at least three times each year where this is necessary to maintain standards.
- In town centre areas we will sweep/litter pick these areas on a daily basis.
- Arrange the prompt removal of abandoned vehicles (target times from confirmation of the status of an abandoned vehicle is one working day).
- Remove fly tipped waste once reported within two working days.
- Take enforcement action against anyone identified as having committed environmental crime where there is sufficient evidence to ensure a successful prosecution.

We will continually review these standards to ensure they achieve our aims. We will carry out regular customer satisfaction surveys and publish the results on our website [www.wealden.gov.uk](http://www.wealden.gov.uk)

### **What are our performance measures?**

We shall maintain statistical information across a range of activities including:

- The overall cleanliness (litter and detritus) of public highways in accordance with National Performance Indicator criteria.
- The time taken to remove fly tipped waste.
- The time taken to remove confirmed abandoned vehicles.
- The volume of waste collected from street cleansing activities.
- The cost of the Street Scene services.

### **What you can expect if you call us?**

We will investigate all reports promptly, which inform us about littering, fly tipped waste, fly posting, abandoned vehicles and graffiti.

We will advise you of what actions we will be able to take and when any clearance work will be completed by.

### **When you contact us**

We will:

- Reply to your letters within ten working days.
- Answer your call promptly or reply to messages within one working day.
- Reply to e-mails within one working day.
- Use plain English.