

Annex 1

# Thanet District Council

## Street Cleaning Service Standards



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## **1. Introduction**

Thanet District Council serves beautiful coastal towns and villages in East Kent; including Broadstairs, Margate, and Ramsgate and covers 26 miles of coast line.

Thanet District Council is responsible for the collection of dumped rubbish and litter on the publicly owned land within the district. The council is committed through its Core Business Objectives, to looking after our physical environment in partnership with residents.

The Environment section of our Core Business Objectives states that: “Having a clean and well-maintained environment remains important to us. We will be clear with our residents on what we will do and what our asks of residents are – cultivating a shared responsibility approach. Delivering a clean and accessible living environment, maintaining an emphasis on prevention but where necessary we will use an enforcement approach..”

The purpose of these service standards is to support this objective and provide a consistent approach to our street cleaning service, informing residents how we operate, what we expect from them and in return what to expect from us.

The following pages cover what to expect from the service in more detail.

## **2. Definitions**

### **2.1 Street Cleansing**

- Litter bin emptying
- Cleansing of public land
- Cleansing of gullies
- Removal of fly tipped materials from Council-owned land and the public highway
- Removal of graffiti and fly posting that is offensive or on a public building.

### **2.2 Public highway**

The term 'public highway' means any carriageway, bridle-path, footway, path, walkway, bridge, subway or other area over which the public have a right of way as a highway under the Highways Act 1980 or any other legislation and includes the whole width of the highway and the carriageway, footways, grass or planted verges, ditches, central reservations, islands, roundabouts, footbridges, subways.

### **2.3 Public building**

A building in the ownership of an organisation whose work is part of the process of government.

### **2.4 Offensive Graffiti**

Graffiti that is insulting or derogatory to all protected characteristics.

### **2.5 Fly Tipping**

Where the term 'fly tipping' or 'fly tip' is used it means any deposit or accumulation of earth, debris, rubbish, refuse, waste, furniture, equipment or any other thing abandoned or apparently abandoned by any person at any location, on or off the highway, without the approval or authority of the Council.

## **2.6 Gullies**

Gutters at the edge of the highway which facilitate the flow of water into the sewerage system.

## **2.7 Litter, Rubbish or Refuse**

- Paper and cardboard, including containers and boxes. Plastic including containers, boxes, bags and bottles. Glass and broken glass, including bottles and the results of breakages of vehicle glass. Wood including containers and boxes.
- Scrap metal of all sorts.
- Pallets and furniture.
- Fabrics including clothing, rags, curtains and carpets.
- Rubble including sand, cement, plaster, bricks, blocks and other waste building materials, and any other discarded objects deposited on the highway or road.
- "Small items" shall mean items of the size of cigarette ends, drink can ring pulls and similar size or smaller.

## **2.8 Detritus**

Detritus includes dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials. Leaf and blossom falls are to be regarded as detritus once they have substantially lost their structure and have become mushy or fragmented.

### 3. Service Objectives

We work to the national code of practice on litter and refuse. Section 89 of the Environmental Protection Act 1990 places a duty on local authorities to ensure that land for which they are responsible is, so far as is practicable, kept clear of litter and refuse.

We do not have a legal duty to clean roads and streets at a set frequency, so to meet our duty, we focus on the standard of cleanliness rather than the frequency of cleaning.

Also, our cleaning programme focuses on our seafronts and those areas which have the most pedestrian traffic as these are generally the worst affected areas of our district. However, we do have to balance the resources available to respond to complaints and deal with litter hotspots.

The code of practice recommends the following grades of cleanliness;

#### For litter and refuse;

|                |  |
|----------------|--|
| <b>Grade A</b> | No litter or refuse  |
| <b>Grade B</b> | Predominantly free of litter and refuse apart from some small items      |
| <b>Grade C</b> | Widespread distribution of litter and/or refuse with minor accumulations |
| <b>Grade D</b> | Heavily affected by litter and/or refuse with significant accumulations  |

#### For detritus (to be removed on metalled highways and recommended to be removed on all hard surfaces):

|                |   |
|----------------|---|
| <b>Grade A</b> | No detritus   |
| <b>Grade B</b> | Predominantly free of detritus except for some light scattering |
| <b>Grade C</b> | Widespread distribution of detritus with minor accumulations    |
| <b>Grade D</b> | Heavily affected by detritus with significant accumulations     |

The code recognises that a grade A cannot be maintained at all times, and the presence of a few small items of litter and refuse, not yet accumulating, are regarded by the public as acceptable for short periods of time. It is expected that managers of land should, through monitoring and the appropriate use of resources, keep their

land clear of litter and refuse so that it does not fall below a grade B and is cleansed to an A on a regular basis.

Our objective is to adhere to these cleaning standards wherever practicable and to provide a clean and safe environment to both residents and visitors to Thanet.

Monitoring the cleanliness of the streets throughout the district is carried out by TDC staff. Each member of staff is given a pack of randomised photos to grade from A-D on litter, detritus and overall cleanliness. The data from the monitoring provides us accurate information to measure the performance of the service and locations of where there are improvements required.

## **Service Provision**

The provision and management of the street cleaning service in Thanet is managed on a zone based approach to meet with the national standards. The district is divided into 4 zones each with a dedicated street cleaning team, who has responsibility for the cleaning activities in their area.

The main street cleaning operations within each area are as follows:

- Emptying of litter and dog waste bins
- Collection of dumped or fly tipped waste
- Litter picking and/or sweeping of streets

We also deploy manual road sweepers into those areas which see the highest footfall, and mechanical sweepers that service the more residential areas.

In addition to this we carry out a deep cleaning schedule throughout the district with our Environmental Operative team who are responsible for:

- Clearing alleyways
- Graffiti removal
- Weed removal
- Minor works

Our working hours are between 6am - 6pm, Monday - Sunday during the summer months and 6am - 2.30pm in the winter. All staff deployed to work within the street cleansing service are fully trained, and supplied with the appropriate equipment for the task that they are required to carry out.

## **Response Times**

Our zonal crews each work in a geographical area which covers the whole district across 4 cleansing crews. This gives us the ability to respond to reports within the timeframe set below depending on the intensity of use and type of land.

When we receive a report from the general public these reports are issued to the zonal crew responsible for each location.

See tables below:

| High intensity of use   | Medium intensity of use                              | Low intensity of use | Special circumstances                        |
|---|--|----------------------|--|
| 1/2 a day<br><br>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<br><br>This means by 6pm the following evening | 14 days              | 28 days or as soon as reasonably practicable |

### Type of land:

|                               | High intensity of use   | Medium intensity of use  | Low intensity of use  | Special circumstances   |
|-------------------------------|---|--|---|---|
| Retail, office and commercial | Primary and secondary retail, office & commercial areas                       | Primary and secondary retail, office & commercial areas  |   |   |
| Housing land                  |   | Areas of housing (except those located within primary or secondary retail, office & commercial areas which fall within high intensity areas) |   |   |
| Industrial areas              |   | Industry/warehousing /retail parks   |   |   |
| Roads                         | Main roads and other highways running through the above areas                 | Main roads and other highways running through the above areas  | Rural roads and other highways.<br><br>Motorway and trunk road roundabouts and lay-bys, approach and slip roads connecting to these roads | Carriageway, verges and central reservations of motorways and trunk roads |
| Transport interchanges        | Publicly accessible areas in and around transport interchanges in busy public | Publicly accessible areas in and around transport interchanges   | Public areas in and around transport interchanges located   | Operational rail land within urban areas, not covered by other            |



|                           |   |  |  |  |
|---------------------------|---|--|--|--|
|                           | areas (most likely to be major airports, ports, harbours, bus, train, and tram passenger stations in cities and town centres, and car parks)              | located in these areas (most likely to be suburban and important town harbours, bus, train and tram interchanges, car parks and haulage operations)        | in these areas Also, Operational rail land between platforms and within 100m of platform ends  | zones  |
| <b>Educational land</b>   |   | Land of designated educational institutions (most commonly schools, colleges and universities), during term-time, other than weekends or half-term holiday | Land of designated Educational institutions (most commonly schools, colleges and universities), when being used for a purpose authorised by governing body or managers during holidays |  |
| <b>Public open spaces</b> | Parks and open spaces located in busy public areas, or with strategic national importance, or parts of other open spaces subject to high intensity of use | Parks and open spaces located in areas as described above, or parts of other open spaces subject to medium intensity of use                                | Parks and open spaces located in areas as described above, or parts of other open spaces subject to low intensity of use   |  |
| <b>Waterside land</b>     | Waterside land in areas with high intensity of use  | Waterside land in areas with medium intensity of use   | All other waterside land   |  |
| <b>Beaches</b>            |   |  |  | Amenity Beaches should be generally clear of all litter and refuse between 1 May and 30 September inclusive. Individual local authorities should decide the level of cleanliness that they are able to provide to any non-amenity beaches, and where practicable, beaches must be inspected from time to time and cleaned as necessary |
| <b>Other areas</b>        | Other busy public areas   |  | All other areas  |  |

## **Deep Cleaning**

We frequently carry out deep cleans across the district. When a dedicated area has been identified for deep cleaning we will ensure that residents are aware, and ask that they move parked vehicles during that time. Vehicles, and other obstructions can cause difficulty in thoroughly cleaning the streets, and in particular, gullies.

During a deep clean we will remove all weeds, fly posts, graffiti where appropriate.

## **Weeds**

The control of weeds, either by spraying, burning or pulling is the responsibility of Kent County Council. Thanet District Council is responsible for control of weeds along the promenades and the removal once the weeds have died.

## **Beach & Foreshore Cleaning**

During the summer months we extend our services to include the raking and litter picking of the beaches, and keeping the promenades clean and tidy. During the season we will provide additional bins for the deposit of waste and recycling, and increase the frequency of cleaning in those areas.

## **Private Land**

Accumulations of litter on privately owned land are the responsibility of the owner or occupier. We do have powers to make them keep their land clean should this prove necessary, and we enlist the support of our street scene enforcement team to do this.

## **Unadopted Roads /Alleyways**

If a road or alleyway is defined as unadopted or private it means it is a highway not maintainable at public expense. Therefore, we, as the local authority, are not responsible for the cleaning. This responsibility will usually fall to the owners of any properties fronting the road.

## **Adverse weather**

During adverse weather conditions, such as snowfall, we may suspend scheduled cleaning activities. In these circumstances staff are deployed to assist in snow and ice clearing.

## **Dead animals**

Any deceased cats or dogs are collected and taken to a local vets where they are scanned. If possible owners will be notified. All unclaimed animals are disposed of respectfully.

Wild animals are left to return to nature where possible, however if this is not appropriate the carcass will be collected and disposed of.

## **Residents responsibilities**

Householders have certain duties under the law about litter and waste. You must:

- make sure you do not let waste escape from your property or from your control. Littering is an offence for which you could receive a fixed penalty of £100. If you receive a prosecution, a Magistrates Court can issue a fine of up to £2500 under section 87 of Environmental Protection Act 1990
- make sure that you give your rubbish to someone who is legally authorised to take it. Every company or person who transports and disposes of waste must, by law, hold a Higher Tier Waste Carriers Licence with the Environment Agency (Control of Pollution (Amendment) Act 1989). If you don't do this and your waste is subsequently found to have been fly-tipped, under section 34 of the Environmental Protection Act 1990, you could be liable to a £300 fixed penalty notice or legal action in the Court which has an unlimited fine upon conviction
- not illegally dump (fly-tip) your waste. If you commit a low level fly-tipping offence you can receive a £400 fixed penalty notice. Larger fly-tips or those linked to commercial activities are more likely to result in prosecution. Under section 34 of the Environmental Protection Act 1990, the maximum penalty on conviction is currently an unlimited fine and up to 5 years' imprisonment

In addition to this the Council expects residents to;

- ensure that their waste is securely contained until it is collected on its scheduled collection day.
- clear up any spilt or loose waste prior to it being collected.
- not store loose waste or waste that may attract vermin in open spaces.
- ensure that non-household waste is disposed of correctly

## **Bulky Items**

As per Residents Responsibilities above, non-household waste should be disposed of correctly. These items can be taken to the local household recycling centre or disposed of via a licensed waste carrier.

Thanet District Council offers a chargeable bulky waste collection which residents can book. Payment must be received before collections are made. For further information please see the council's website.

## **Toilets**

Whilst it is not required that local authorities provide public conveniences, Thanet District Council has a number of facilities that can be used by residents and visitors. Our opening hours vary seasonally, and are subject to change should there be adverse weather conditions. Locations may open and close at varied times due to location. Information about locations and opening times is available below or on our website.

### **Winter (October to March)**

Opening time: by 10am

Closing time: from 2:30pm

### **Summer (April to September)**

Opening time: by 10am

Closing time: from 5pm

Throughout the winter period we run a deep clean and maintenance schedule whereby each toilet could close temporarily for up to 3 days depending on each location and maintenance requirements.