

Bolsover District and North East Derbyshire District Council

Joint Streetscene Policy

(2015)



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**CONTROL SHEET FOR
JOINT STREETSCENE POLICY**

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1. Introduction

Bolsover District Council (BDC) and North East Derbyshire District Council (NEDDC) have formed a Strategic Alliance and are both situated in one of the most picturesque Counties in England. They are thriving districts of contrast with a combination of developing urban settlements and beautiful rural villages and countryside, covering a combined 43,500 square hectares (435 square kilometres).

The Joint Streetscene Policy sets out how the Councils will undertake to sustain and improve the quality of the district's Streetscene which involves streets, estates, parks and green open space

This means we will directly focus on aspects of our Streetscene for which we are directly accountable and work with our partners to influence areas for which we are not. This includes the planning and design of our Streetscene, its maintenance, upkeep and safety.

We recognise and value the importance our partners play in managing our Streetscene and are committed to working with them and communities to support and facilitate successful outcomes for all communities.

It therefore goes without saying that clean, safe and attractive well managed streets are a fundamental part of quality of life in the Districts. The delivery of Streetscene Services is a complex issue involving many other agencies and bodies, Derbyshire County Council, Town and Parish Councils, Derbyshire Constabulary and the Community Safety Partnership. It is important that we understand what our role is and how we are able to facilitate partnership working to make the most of resources available to us.

1.1 What is Streetscene

Streetscene is the external public living spaces of our communities. It is the streets and paths where we walk to the bus stop or school; the parks and open spaces where we walk and exercise; the play areas and village centres where we spend our leisure time, the car parks, roads and transport infrastructure which we use to access employment and leisure.

Streetscene provides the environment for much of our community life. clean, safe, accessible and attractive streets and open spaces are a fundamental element of a community which is pleasant to live and work in; and also to visit.

1.2 Purpose of the Policy

By introducing this Policy we aim to sustain good standards for our streets, open green spaces and parks by setting out how we aim to achieve this by working with partners and local people to achieve shared aims and aspirations.

The Policy is line with the Council's Corporate Plan aims and priorities.

2. Scope

The Joint Streetscene Policy outlines how Bolsover District Council and North East Derbyshire District Council undertake their duties, working with partners to manage the districts' urban and rural streetscapes.

The Councils are defined as 'Principal Litter Authorities' by way of the Environmental Protection Act 1990 and must ensure, so far as is practicable, clearance of litter and refuse from "relevant land" (s89(1)(c)).

"Relevant land" is land that is open to the air (notwithstanding that it is covered if it is open to the air on at least one side) but not a highway, which is under direct control of a local authority to which the public are entitled or permitted to have access with or without payment (s86(4)). A "relevant highway" is one that is maintainable at public expense (s86(9)) but not a trunk road which is a special road.

In undertaking our duty as 'Planning Authority' we aim to ensure that our urban and rural design facilitates places that work for the people who live and work in and visit them. Good design relies on the collaboration and communication between various professions at an early stage in the planning process.

The Environmental Protection Act 1990 and the Clean Neighbourhoods and Environment Act 2005 not only place duties on Councils (as Principal Litter Authorities) to undertake street cleaning and remove fly-tipped wastes, fly posting and abandoned vehicles from relevant land; they also provide statutory powers to take enforcement action which are set out in the Councils' enforcement policies and concordats, separate to this policy.

The range of statutory duties and instruments to facilitate management of the Districts' Streetscene are:

- Environmental Protection Act 1990
- Clean Neighbourhoods & Environment Act 2005
- Refuse (Disposal) Amenity Act 1978
- Dog (Fouling of Land) Act 1996
- Anti-social Behavior Act 2003
- Control of Pollution (Amendment) Act 1989
- Local Government Act 1972
- Town & Country Planning Act 1990
- Anti Social Behaviour, Crime and Policing Act 2014

Anti-social behaviour affects different people in different ways, for some people it means living next door to nuisance neighbours, for other people it is about socially irresponsible behaviour that adversely affects our Streetscene environment, such as graffiti, littering, fly tipping, dog fouling, abandoned cars and vandalism which can undermine our communities.

3. Service Functions

Streetscene is very complex and involves one or a combination of internal and/or external partners; namely, Housing, Environmental Health, Police, Highway Authority, Town Councils, Parish Councils, Community Safety, Utility Companies, Residents and Businesses.

Partners undertake one or a number of streetscene related functions, highway infrastructure, street signs and furniture, maintenance of bus stop shelters and litter bins. Street cleaning and the removal of fly tipping, graffiti, fly posting, Dog Fouling. Maintenance of parks and open spaces, Pest Control, Roadside Gully Emptying, Verge Maintenance and Structural Highway Maintenance.

Often, people are unable to differentiate responsibility for various aspects of our Streetscene environment; albeit, for instance, they are able to associate streets and public places with the incidence of crime and anti-social behaviour.

3.1 Streetscene Services

Streetscene Service strives to ensure high levels of environmental cleanliness and maintenance standards to the district's streets and public spaces and creates a safe, pleasant and healthy environment for our residents and visitors which is highly valued, and comprises the following teams:

Grounds Maintenance - undertakes the maintenance and care of the district's green urban and rural environments, namely:

- Parks & recreation grounds maintenance (excluding Parish\Town Council)
- Green open space maintenance
- Highway verge maintenance
- Weed control in the Highway
- Cemetery and bereavement services (NEDDC only)
- Closed churchyard maintenance
- Children's and youth play area maintenance
- Tree maintenance

Street Cleansing - undertakes the removal of litter, dog fouling and fly tipping within our district, in accordance with the Council's statutory duty, namely:

- Street cleaning, sweeping and litter picking
- Fly-tipping removal
- Provision and emptying of litter bins
- Provision and emptying of Animal waste bins
- Highway gully cleansing (NEDDC only)
- Collection of dead animals
- Graffiti removal

3.2 Environmental Health Service

The Council's environmental health service is committed to good enforcement practice and the Regulators' Code. This means that the enforcement service will carry out their activities via proportionate, consistent and targeted regulatory activity and working to secure a clean, safe and healthy environment for all and protecting public health. The Council's enforcement policies, separate to this policy, set out the approach we will take when carrying out our duties. Services covered by this policy are:

- Community Services (i.e. CAN Rangers – BDC only)
- Environmental Health Services (i.e. Pollution Control, monitoring of food premises, littering, fly-tipping, abandoned vehicles, dog control/fouling and graffiti enforcement).
- Legal Services (i.e. prosecution through the Court system).
- Planning Services (i.e. Development Control, Planning condition breach).
- Housing (i.e. Rents, Tenancy Agreement).

3.3 Planning Service

The Planning Service aims to promote and secure well designed, sustainable development which enhances the quality of life for the local community and other stakeholders, whilst ensuring that the best of the natural and built environment and heritage is protected from inappropriate alteration. Numerous functions are undertaken, namely:

- Establishing the policy framework against which all new development is assessed and allocated, in accordance with sustainable development principles for new housing, economic development and other land uses. It plays a key role in delivering the spatial elements of Community Strategies and the Council's corporate aims and priorities.
- Determining applications to develop or change the use of land in accordance with the policies of the Council.
- Managing new development to ensure it is undertaken in accordance with the policies of the Council.
- Protecting the best of the District's urban and rural environment from inappropriate alteration.
- Providing expertise to support the wider spatial aims and objectives of the Council.

Planning policies are aimed at creating sustainable communities with better streets and public spaces for people to live, work and enjoy. To achieve this we provide advice to prospective developers on issues of design and will produce a Supplementary Planning Document on Residential Design that will incorporate advice on such matters as parking, road design and connectivity with the existing highway network, materials and street furniture, building design and access and provision for recycling and waste disposal.

Also we produce specific Supplementary Planning Documents on the provision and protection of recreation facilities and open space which incorporate the National Playing Field Association (NPFA) Recreation Standard for the quantity and accessibility of green space, outdoor sport and provision of play areas for children and young people and allotments.

3.4 Leisure Service

Streetscene Category	DCC Highway Land	NEDDC BDC Land	Parish Town Council	Council Housing Land
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Leisure Service provides opportunities for all members of the community to participate in sports, leisure and cultural activities, in turn supporting Healthy Lifestyles and Wellbeing to reduce Inequalities in the Health of our Communities.

The following table summarises Streetscene functions undertaken by Partners:

Highways / Street cleansing				
Blocked gully (NEDDC only)		√		
Broken inspection cover (grass area/footpath)	√	√		
Broken streetlight	√	√		√
Broken streetlight – electrics exposed	√	√		√
Broken kerb	√			
Broken street name plate		√		
Car Parks (Highways, Towns & Estates)	√	√		√
Pothole in pavement	√			
Tree – low hanging	√	√		√
Tree – broken bough	√	√		√
Tree – storm damaged	√			√
Churned or damaged verge	√			
Abandoned vehicle		√		
Fly tipping		√	√	√
Litter and dog fouling		√	√	√
Grit bins	√	√	√	√
Damaged bus shelter			√	
Graffiti – racist		√		√
Graffiti – offensive		√		√
Dead animal		√		

Parks, Green Open Space and Playgrounds				
Dangerous or damaged equipment		√	√	√
Broken glass		√	√	√
Litter		√	√	√
Vandalism to sports areas		√	√	
Dog fouling		√	√	√
Tree – low hanging		√	√	√
Tree – broken bough		√	√	√
Tree – storm damaged		√	√	√
Damaged street furniture		√	√	
Potholes in pathways or access roads		√	√	√
Damage to fences or boundaries		√	√	√
Dead animals		√	√	

Anti-social behaviour				
Damage or vandalism				√
Graffiti - offensive		√		√
Graffiti - racist		√		√
Littering/despoilment		√	√	√
Dog fouling		√	√	√
Fly-tipping		√	√	√
Fly-posting		√		√
Neighbourhood nuisance		√		√
Tenant estate management				√

4.0 Service Standards

A clean, green and safe environment is a high priority for the Councils. We manage and maintain a variety of the parks, recreation grounds, closed churchyards, highway verges and green open areas, in partnership with local Parish and Town Councils and under agency arrangements on behalf of Derbyshire County Council. Standards are outlined in the following sections.

4.1 Grounds Maintenance

4.1.1 Green Open Space and Recreation Grounds

Mowing of grass areas is included in the routine element of the service. Operations commence mid-March and continue through to mid-October each year.

It is anticipated, during the mowing season that the number of cuts achieved will be 12 (High frequency areas, house gardens and estate open spaces) at an approximate frequency of 17 day intervals. It may be a requirement to commence cutting early, extend or suspend the mowing season according to the weather conditions, which vary annually.

Grass cuttings are left in situ. Cuttings deposited on tenant housing paths will be cleared and returned to the grassed area. Litter detrimental to cutting operations will be removed prior to mowing taking place.

4.1.2 Sports Pitches

Maintenance is undertaken to meet the minimum standards of relevant Amateur Sporting Body requirements; in particular, with regard to football, rugby, cricket and bowling facilities which may be situated at recreation grounds.

Outlying areas of recreation grounds (i.e. non-sports surface) are maintained as set out at 4.1.1 (Green Open Space and Recreation Grounds) of this policy.

4.1.3 Highway Grass Verges

The Councils maintain grass verge areas under agency arrangements on behalf of Derbyshire County Council (DCC). Both urban and rural grass verges are maintained under our agreement.

The County Council provides funding to meet 5 cuts annually on urban verges (i.e. estates and roads in built up areas) between mid-March and mid-October, affording a cutting frequency at 6 week intervals. However, we have established the cutting of grass verges more frequently (i.e. 12 cuts per annum) at the same time other grass cutting takes place, enabling 10 cuts achieved from DCC funding. The Councils currently subsidises the cost of undertaking extra cuts to achieve 12 per annum.

Highway verges situated in rural areas (i.e. adjacent to 50 to 60mph roads) receive 2 x 1 metre width cuts from the carriageway edge which is replaced by a full width cut every sixth width cut. Visibility splays and sightlines are cut to maintain motorist visibility at the same frequency as 1 metre width cutting.

Full width cutting is undertaken every 3 years and replaces the sixth swathe width cut. This aims to support highway verge flora and fauna diversity and wildlife habits. We adjust our maintenance arrangements at locations where protected flora is identified, working in partnership with Derbyshire Wildlife Trust.

4.1.4 Tenant Assisted Garden Maintenance, Housing and Flat Complexes (Open Plan and Enclosed Gardens)

Mowing of open plan (non-fenced/bounded) grassed areas is included in the routine element of the service at OAP housing complexes and sheltered accommodation sites. Grass cutting commences mid-March and continues through to mid-October each year.

It is anticipated during the mowing season that the number of cuts achieved will be 12 at an approximate frequency of 17 day intervals. It may be a requirement to commence cutting early, extend or suspend the mowing season according to the weather conditions, which vary annually.

Grass cuttings are left in situ. Cuttings deposited on tenant housing paths will be cleared and returned to the grassed area. Litter detrimental to cutting operations will be removed prior to mowing taking place.

The Councils operate an 'Assisted Garden Maintenance Scheme' for tenants who through disability or infirmity are unable to undertake their own grass and hedge cutting of enclosed (non-open plan) garden areas and is separate to this Policy.

4.1.5 Cemeteries (NEDDC only)

Cemeteries established by the Council are managed in accordance with the Local Authority Cemetery Orders (LACO). The Council also may manage cemeteries on behalf of Parish or Town Councils. In general, cemeteries are those in to which active burial of the dead is undertaken, unlike Closed Churchyards set out separately in this Policy.

It is anticipated during the mowing season that the number of cuts achieved will be 12 at an approximate frequency of 17 day intervals as set out at 4.1.1 of this policy.

Grass cuttings are left in situ and prior to the cutting commencing in March, herbicide is applied to the base of monumental masonry, boundaries and obstacles to discourage establishment of untidy vegetation. This reduces the need to trim around monuments and untidy grass clippings of memorials.

Wider cemetery management is set out in our Cemetery Rules and Regulations which are separate to this Policy.

4.1.6 Closed Churchyards

A closed churchyard is a burial ground which has been passed to the District Council to maintain at the public expense further to the Home Office having issued an order of closure to the Parochial Church Council confirming its closure. Further to which, the Parochial Church Council (i.e. Parish or Town Council) requests the District Council undertakes future maintenance arrangements.

The District Council must meet a closed churchyards future maintenance by way of statutory duty arising from 215 of the Local Government Act 1972.

The extent of the Council's maintenance obligation entails grass cutting, tree and hedge pruning, the upkeep of walls and boundaries and inspections of monumental masonry to ensure the place is safe to visitors.

It is anticipated during the mowing season that the number of cuts achieved will be 8 at an approximate frequency of 26 day intervals.

Grass cuttings are left in situ and prior to the cutting commencing in March, herbicide is applied to the base of monumental masonry, boundaries and obstacles to discourage establishment of untidy vegetation and undermining of masonry and boundary structural stability. This also reduces the need to trim around monuments and untidy grass clippings on memorials.

4.2 Hedge Maintenance

Hedges on Council owned land boundaries are cut back annually affording removal of current season's growth back to the main body of the hedge. This is undertaken at a frequency of once a year. Hedge clippings will be removed after cutting.

Hedges that abut adopted highway footpaths, Council garage site access road and Council housing estate link paths (non-adopted) which are likely to cause obstruction to pedestrians may be cut back twice per annum.

Cutting operations commence in November and continue through to February each year (dormant season). Where second cuts are undertaken (i.e. obstructing adopted footpaths) this will normally be undertaken in July\August; however, this will consist of removing current season's growths only, so as not to present threat of injury to birds or destroying nests or eggs.

Hedge growths that obstruct footpaths, carriageways and byways which are not situated on the Councils' land is the responsibility of Derbyshire County Council Highways Team to contact relevant land owners and request their cutting back.

4.3 Weed Control

The Council treats unwanted vegetation (i.e. weeds) growing on relevant Council owned land and within the adopted public highway.

Prior to grass cutting commencing in March, herbicide is applied to grass edges and bases of boundaries and obstacles to discourage the establishment of untidy vegetation. We also apply selective herbicides to fine turf sports surfaces to meet requirements of the playing surface.

Between April and November we undertake an extensive program treating unwanted vegetation growing within the highway using Quad Bikes with special applicator equipment. We use a herbicide product which is environmentally friendly and controls a wide range of weeds which has been developed with commitment and concern for the environment firmly in mind. It is a non-hazardous substance as defined by COSHH (Control of Substances Hazardous to Health Regulations) when used in accordance with manufacturer label recommendations and also it doesn't carry a hazard symbol due to being non-hazardous.

In the environment, it provides up to 100 fold improvement in safety to some of the most sensitive animal species, when compared to other products. It controls weeds by blocking the plant's enzyme system, which do not occur in humans, animals, birds or fish, hence it is not hazardous to them. It is also classified as safe to use near water courses.

4.4 Shrub Borders

Shrub and rose beds are included in routine maintenance arrangements to ensure weeds and litter are removed and pruning undertaken as necessary during the dormant or and spring\summer periods dependent upon seasonal flowering habits.

Pruning is governed by plant species, form and habit, the purpose of which, is to maintain shape and balance and ensure the plant's long term development; also, remove obstruction to footpaths, sightlines and street lighting.

At each visit the shrub beds will be cleaned of litter and the grass edge border cut back to the soil edge removing all arising from site. Some beds (Low Amenity) receive four visits at equal intervals throughout the year; however some beds in town centres (High Amenity) may receive fortnightly visits between May and September during the Spring\Summer period.

Low amenity beds, where possible, may be covered with bark\wood chippings to a depth of 100mm, to aid weed suppression.

4.5 Seasonal Flower Beds

Spring and summer floral beds are included in routine maintenance arrangements. These are planted in central and/or focal locations to enhance amenity value of the district, providing seasonal variation in colour schemes.

Spring beds are planted in September\October and maintained on a monthly frequency throughout the autumn\winter period, increasing to three weekly intervals between April and May, at which time spring bedding is removed in anticipation of planting summer bedding plants.

Summer bedding planting takes place in June; after which, maintenance visits occur at 3 weekly intervals up until September when bedding plants are removed.

In periods of prolonged dry conditions, summer bedding may be irrigated due to lack of rainfall. This will be dependent upon any water restriction put in place by water companies.

At each visit the flower beds will be cleared of litter, the soil surface cultivated to remove weed growth and plants dead headed to prolong flowering; also, grass edge borders will be clipped back.

The Council provides opportunity to local businesses and organisations in the sponsorship of traffic islands and flower beds throughout the District. Sponsoring a traffic island or floral display is considered a cost-effective way of advertising business organisations to all sections of the community over that of other more expensive media sources which have constrained limited timelines.

The Council has a policy on what is acceptable advertising and Sponsorship. Any organisation interested in exploring sponsorship opportunities should

contact the Council using one of the options as set out below in 'Reporting a Streetscene matter'.

4.6 Children's Playgrounds

Playgrounds will be visited on a monthly basis to undertake equipment safety inspections. These shall incorporate the play area surface, items of equipment, street/park furniture, litter bins, fencing, gates, signs and all other features associated with the area.

The inspection shall be conducted by a recognised trained professional to a level of competence recognised by the Association of Playground Industries (API) and/or ROSPA (Royal Society for the Prevention of Accidents). Safety inspection reports shall be kept detailing all items inspected and defects noted.

Upon each visit play area surfaces will be cleaned and any loose fixings or unsafe equipment repaired or immobilised and/or removed until an affective repair is undertaken.

4.7 Garage Sites (Council Owned)

Garage sites will be visited on two occurrences throughout the year during February\March and August\September, to remove littering and fly-tipping. At each visit, herbicide will be applied around garage plots, physical boundaries and loose\un-bonded surfaces to control unwanted vegetation (i.e. weed) growth.

Grass cutting will be included in the routine mowing programs as set out at 4.1.1 of this policy and hedge cutting as at 4.2.

Dependent upon the nature of garage site, grass cutting may be undertaken to achieve 6 cuts at a frequency of 30 day intervals; or at a higher frequency, to achieve 12 cuts as set out at 4.1.1 of this policy.

4.8 Communal Areas (Council Flats and Sheltered Accommodation Complexes)

Communal and drying areas will be visited on two occurrences throughout the year during February\March and August\September, to remove littering and other discarded debris. At each visit, herbicide will be applied to physical boundaries and loose\un-bonded surfaces to control unwanted vegetation (i.e. weed) growth.

Grass cutting will be included in the routine mowing programs as set out at 4.1.1 of this policy and hedge cutting as at 4.2.

4.9 Tree Maintenance

Trees situated upon Council green open space, recreation grounds, open plan Council housing areas will receive maintenance on a 3 to 5 year cyclical basis, where required. However, where maintenance arises due to public safety, maintenance will be undertaken as and when required.

The Council's Planning Policies aim to protect trees which have historical importance and/or contribute to aesthetics of the District. A range of measures are in place to protect trees; for instance by way of Tree Preservation Orders (Town and Country Planning Act 1990) which are set out separate to this policy.

We recognise that on occasion it may be necessary to remove trees; however, we will not normally remove trees unless:

- It is dead, dying or dangerous.
- In the interest of good arboriculture practice.
- Obstructing or frustrating a statutory requirement (i.e. Highway safety)
- There is immediate risk to the safety of people or property.

Trees that interfere with television and/or satellite reception will only be pruned when all alternative solutions have been explored and only where it is possible to do so without being detrimental to the health or amenity value of the tree.

Residents in general enjoy sunlight and as a result expect to have light to their property. However, there is no absolute right to light from across a neighbour's land, although, under the Prescription Act 1832, a right to light can be acquired provided the light has been uninterrupted for at least 20 years. This is known as an easement, which is a peculiar legal right or privilege; however, this right applies most commonly to a building and more particularly, to the window through which the light enters.

For the right to be infringed, the loss of light must be substantial and interfere with the reasonable use and enjoyment of the property. Needing artificial light during the daytime to read a newspaper might fall into this definition. Shading of a garden is unlikely to constitute an infringement of a right to light

Also, there is no right in law to a view and the obstruction of a view by tree growth cannot legally be regarded as a nuisance; unless, it is causing damage to property arising from the land owner's negligence to undertake proper maintenance.

The Council recognises that trees may give rise to concerns over resident desire to light from shading and/or unobstructed view. However, we will not normally remove trees arising from such; rather, we may undertake pruning operations to alleviate a resident's concerns where this is without being detriment to the health or amenity value of the tree.

We may selectively remove trees that are causing significant shading to properties or gardens where formed from dense groupings of trees and some can be removed to allow more light through without being detrimental to the landscape, or character of the area.

Works to trees which are situated within boundaries of Council tenant gardens, in particular those not included within our 'Assisted Garden Maintenance Scheme' are excluded from our tree maintenance arrangements.

However, where mature trees are identified, we may arrange to undertake pruning works to maintain aesthetical and environmental value to the local amenity; in

particular, where this is considered outside the practical scope and capability of a tenant's gardening skills, disability and \ or infirmity.

4.10 Street Cleaning

We aim to provide a clean, green and safe environment to enjoy and are responsible for keeping Council land and the adopted highways clean and litter free as required by requirements of the Environmental Protection Act.

We aim have routine programmes undertaking litter picking, street sweeping and bin emptying. These are supplemented by extra sweeping as and when necessary.

Our standards are:

- To clean the streets in accordance with our street cleaning programmes
- To remove fly-tipping within 5 working days of it being reported to us or within 24hours if deemed hazardous waste.
- To remove graffiti within 10 working days of it being reported to us or within 24 hours if the content is racist, obscene or abusive.
- To empty litter bins within the District in accordance with planned schedules.
- To meet the grades of cleanliness for litter and refuse as specified within Defra's Code of Practice on Refuse and Litter
- To raise awareness of the problems that dog fouling, litter and fly tipping cause and discourage people from this behaviour.
- To take enforcement action against those who litter, fly tip or do not clean up after their dog has fouled.
- The removal of fly tipping on private land is the responsibility of the land owner/occupier. However, Streetscene will work with Environmental Health and Planning to ensure this is removed as soon as possible.

4.11 Litter Picking

Although sufficient litter bins are provided by the District and Town\Parish Councils, streets must be litter picked regularly to remove strewn litter. Some busy streets such as in town centres and main thoroughfares may require more frequent picking.

Routine litter picking programmes are established undertaking cleansing at quarterly occurrences on non-classified (i.e. A or B status) housing estate roads. In village and town centres roads and precincts may receive litter picking on a daily basis to reflect the amount of vehicular and pedestrian traffic and also the type of businesses from which littering may arise (i.e. fast food outlets).

4.12 Street Sweeping

We aim to keep the environment as pleasant as possible and have routine programmes of street sweeping which is supplemented by extra sweeping as and when necessary.

We do not have sufficient resources to clean every street at the same frequency, so our sweeping programmes reflect the vehicular and pedestrian usage of streets and also business and retail establishment types.

As with litter picking programmes, we undertake street sweeping at quarterly occurrences on non-classified (i.e. A or B status) housing estate roads. In village and town centres roads and precincts may receive sweeping on a daily basis to reflect the amount of vehicular and pedestrian traffic and also the type of businesses from which littering may arise (i.e. fast food outlets).

For example, immediately after a market has closed, we sweep and litter pick the area and adjacent car parks. We use a variety of methods to sweep our streets and use smaller compact sweeping machines for cleaning estate roads, village/town centres and footways.

4.13 Fly Tipping

Fly tipping is the illegal dumping of waste, more often this occurs in some of our more attractive rural parts of the District. It is an offence under the Environmental Protection Act 1990 to fly tip any material and conviction could lead to a heavy fine.

We take fly-tipping very seriously and aim to bring offenders to account for their actions. In an attempt to clamp down on this unacceptable behaviour we have dedicated Enforcement Officers who investigate incidents with a view to identifying the persons responsible.

Also CCTV cameras are used at fly tipping “hotspots” and the Enforcement Officers regularly patrol the District looking to identify offenders and ensure an efficient response to complaints is achieved.

Anyone witnessing fly tipping can report it to the Council and we will carry out an investigation. The Council will need details about the location, description of offender, time, date and any vehicle that may have been used and we will then do the rest and take the appropriate action against any offender.

We work closely with other agencies (i.e. The Police, Environment Agency); in particular, where large scale fly-tipping instances are found.

4.14 Litter and Pet Waste Bins

The Council and Parish/Town Councils provide litter and pet waste bins where there is the potential for such material to be discarded throughout the District. We generally place these near to where litter or dog waste is generated; for instance, near fast food retail outlets or public open space where people exercise their pets.

Bins are emptied on a regular basis, some are emptied weekly and some daily dependant on their usage and location.

If you see a litter or pet waste bin which is overflowing, damaged or wish to request a bin to be sited in a particular place, please contact the Council.

4.15 Highway Gullies

Roadside drainage gullies in Bolsover are cleaned by Derbyshire County Council as highway authority for the area. If you wish to request one is cleaned which is

situated in the Bolsover district please contact Derbyshire County Council on 08456 058058 or via the website www.derbyshire.gov.uk

Roadside gullies in North East Derbyshire are cleaned by North East Derbyshire District Council under an agency agreement with the County Council. If you wish to request one is cleaned, please contact the Council.

4.16 Graffiti

We regularly monitor the District for areas that have been affected by graffiti. We have a zero tolerance stance on graffiti and we do everything in our powers to ensure any offenders are dealt with as quickly and sternly as possible.

We aim to remove graffiti on Council buildings within 10 working days of it being reported to us. We aim to remove any racists, obscene or abusive graffiti within 24 hours of it being reported to us.

If the graffiti is on property or business premises we will work with the occupier to influence its speedy removal. By agreement we may remove graffiti from private or business properties on a rechargeable basis.

If you see any area that has been defaced by graffiti and wish to report it, please contact the Council.

5.0 Reporting a Streetscene Matter

The Following table sets out contact details for Bolsover District Council, Derbyshire County Council and North East Derbyshire District Council to assist residents, visitors and customers bring Streetscene matters to the attention of the relevant Council.

Organisation	Phone	Email and Website
Bolsover District Council, The ARC, High Street, Clowne, Derbyshire, S43 4JY	01246 242424	<ul style="list-style-type: none"> • enquiries@bolsover.gov.uk • www.bolsover.gov.uk
Derbyshire County Council, County Hall, Matlock, Derbyshire, DE4 3AG.	01629 533190	<ul style="list-style-type: none"> • contactcentre@derbyshire.gov.uk • www.derbyshire.gov.uk
North East Derbyshire District Council, Mill Lane, Wingerworth, Chesterfield, Derbyshire, S42 6NG.	01246 231111	<ul style="list-style-type: none"> • http://www.ne-derbyshire.gov.uk/about-north-east-derbyshire/contact-us/#online • www.ne-derbyshire.gov.uk

If a resident or customer wishes to raise service requests for grounds maintenance, street cleansing or report issues of fly-tipping or graffiti; or, is not satisfied with the level of service carried out, they may complete an on-line form at the website

addresses above or speak to a Customer Services Advisor on one of the phone numbers above.

6.0 Education, Awareness Raising and Enforcement

The Councils provide a wide range of information to inform residents and households of arrangements for the upkeep of their Streetscene environment.

The Councils believe that education and raising awareness raising is an important approach to help residents understand their own role in maintaining good standards of Streetscene to make their district a more pleasant place to live, work and play.

The Councils further recognise that, when education and awareness initiatives have not achieved their desired outcomes to encourage residents not to litter or fly-tip in our District; in particular, where a residents actions result in environmental despoilment or anti-social behaviour then the Councils may as a last resort, undertake enforcement activities in accordance with the Councils 'Enforcement Policy' and as such, will follow the principles of a staged approach.

We recognise that despite our efforts, people may continue to discard litter, dump their rubbish or fail to clean up after their dog has fouled, hence, why we employ Enforcement Officers to patrol our District on the lookout for potential offenders.

We also undertake numerous advertising campaigns and special promotions to educate people and raise awareness of the dangers associated with litter, dog fouling and fly tipping.

We will apply temporary street graphics using bio-degradable spray, reminding people not to drop litter or allow their pets to foul public places. These are generally applied in 'hot spots' which are reported by residents and customers.

The Councils have adopted various legislative powers to issue Fixed Penalty Notices (FPN) to residents/households/businesses who despoil our District through their actions, such as littering, dog fouling, fly tipping and graffiti.

All business proprietors and householders have a duty of care to dispose of their waste in a proper manner and the Council has powers to deal with offenders either by the issue of a FPN or via the Courts.

If anyone is caught defacing any property with graffiti they will automatically be issued a Fixed Penalty Notice (FPN), payable within 14 days. If this FPN is not paid, then the offender may be taken to court.

7.0 Principles

The Councils' Corporate Priorities and Strategic Objectives are key principles which underpin the provision and delivery of Streetscene Services to residents, households and business throughout the District.

To further underpin delivery of the Councils' Streetscene, we will ensure:

- (a) **Value for Money** - Flexibility and adaptability of Streetscene Services is essential in order to meet environmental demands of our District and resident's

needs. By working together with our Partners, we aim to provide value for money services which meet our resident's needs.

- (b) **Equality** - The Council is committed to providing services accessible and inclusive to all sections of the community that meet residents and customer's needs. We will tailor our approach to ensure those who have difficulty accessing the service are not disadvantaged and will offer assistance, where an individual's need is demonstrated. Every endeavour will be made to ensure our service meets requirements of the Equality Act 2010. An Equality Impact Assessment has been undertaken.
- (c) **Sustainability** - Sustainability is and will remain a key issue in provision of our Streetscene Services. Principles of the Waste Hierarchy will remain at the heart of our service delivery to best ensure the Districts' organic wastes are disposed of in an environmentally friendly waste; also, that we use the most environmentally friendly products available to treat unwanted weeds and in doing so contribute to a better environment for today and future generations.
- (d) **Partnership Working** – By working in partnership with others we will be able to maximise our resources to positively influence economy and equity in service delivery and encourage shared ownership and engagement in addressing environmental despoilment and in doing so add value to what we are able to achieve.
- (e) **Communication** – Central to our policy will be the need to change attitudes and behaviour in some members of our community, both residents and businesses. Whilst many people are already committed to a 'clean and green' agenda, there are still some that see their waste and litter as "someone else's" problem and that their responsibility ends with discarding it thoughtlessly. The Council will look to engage with the wider community and, in particular, hard to reach members of the community, through education and awareness campaigns to encourage them to improve how they discard their unwanted waste, litter and pet faeces.
- (f) **Better Customer Experience** – The Councils Contact Centres and staff will aim to meet customer queries and complaints with equity and respect at all times and in accordance with the Council's Compliments, Comments and Complaints Procedure.