

# Crawley Borough Council – Neighbourhood Services

## Baseline Service Document – Street Cleansing

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<b>Activity</b>	<b>Street Cleansing</b>
<b>Head of Service</b> (Document sign off)	<b>Kate Wilson</b>
<b>Contact</b>	<b>Darren Standing – Town Centre and Manor Royal Patch Manager</b>
<b>Date</b>	<b>05/09/2022</b>
<b>Review</b>	<b>As required</b>
<b>Renewal Date</b>	<b>TBA</b>

### **Overview of Service**

A comprehensive street cleaning service covering 10,000m of roadway, including.

- Litter bin emptying.
- Hand and mechanical sweeping operations.
- Litter picking.
- Removal of fly tipping and flyposting.
- Collection of needles and other drug related litter.

### **Number of staff & equipment**

The Manor Royal District is currently maintained by staff covering all aspects of Street Scene Services which include Grounds maintenance. Cleansing. Monday – Thursday 7am – 3pm and Friday 7am – 2:30pm.

A wide range of vehicles and equipment are available to the street cleansing teams including.

- Cage/tipper vehicles for collection of waste
- Mechanical Sweeping machines – used to sweep roads gutters and formal crossing points.

All other cleaning is performed using hand tools such as litter pickers, brooms and shovels.

### **Specification and Performance Measures**

The system of grading assessments for litter is based on the four grades defined in the Code of Practice for Litter and Refuse (COPL&R) issued under Part IV of the Environmental Protection Act 1990 for use in assessing litter.

Grade A - no litter or refuse

Grade B - predominantly free of litter and refuse except for some small items

Grade C - widespread distribution of litter and refuse, with minor accumulations

Grade D - heavily littered, with significant accumulations

If the standard falls below Grade B on a particular site – i.e., if there is more than a light scattering of litter – then that is deemed to be unsatisfactory. This is based on practical experience, which shows that grades of B- or worse (C, C – and D) are liable to give rise to complaints from businesses and members of the public.

Manor Royal is litter picked once per month, the 6 litter bins are emptied weekly, Mechanical sweeping takes place monthly depending on need,

The service operates 7am to 3pm Monday to Thursday 7am to 2.30pm Friday.

Service requests, complaints and compliments are reported through the Council's Contact Centre or website '[tell us about a problem](#)' page. Our contact Centre is open Monday to Friday from 8.30am to 5pm on 01293 438000. Service requests are dealt with where possible within 10 working days.

Urgent matters occurring outside of these hours can be reported via the Council's out of hours service on 01293 438000.

### **Non-Compliance Procedure**

Complaints are passed to the appropriate manager who will investigate and respond within 10 working days.

The Street Cleansing staff are employed directly by Crawley Borough Council and therefore adhere to all Council policies relating to customer care.

### **Existing Value of Contract Service**

Whilst detailed information is not collected for distinct areas, the existing budget is allocated over the Town proportionally.

### **Budgetary Process**

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The level of service provided will be dependent upon the availability of funds through the Council's annual budgeting process. Should there be any reduction in service levels, these will not be shared disproportionately or unfairly to the BID area. Changes to the services are made in accordance with demand, survey results, development and changes in equipment.

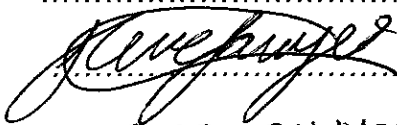
I, the undersigned agree that the contents above reflect the service which is provided to The Manor Royal Business District today. We are committed to providing a continuous service with similar service levels to the BID Area during the period of the BID (5 years). Any changes made to the service during the period of the BID will be in response to external influences and will be discussed with the BID Company.

Date ..... 14/08/2022 .....

Signed .....  .....

Name ..... DARREN STANDING .....  
(Capital letters)

Date ..... 20/9/2022 .....

Signed .....  .....

Name ..... STEVE SAWYER .....  
(Capital letters) EXECUTIVE DIRECTOR  
MANOR ROYAL BID

