

Preston City Council

Clean Environment

Your Service Charter



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What is a Service Charter?

A Service Charter is not a legal contract but its purpose is to

- ✓ Set clear and measurable standards for services.
- ✓ Help service users and partner organisations understand who is responsible for what.
- ✓ Show commitment from the Council to delivering and improving upon its services.
- ✓ Help service users to monitor services and if it is not done in the way it should be, we can then work together to resolve the situation.

How will the Service Charter be monitored and reviewed?

The Council will monitor this Charter. If the Council takes the view that this charter is not being adhered to on a regular basis, then the Council will contact the Director of the relevant service to try and resolve the issue through discussion.

This Charter will be reviewed annually. It is proposed that the review takes place in March each year, with any changes reflecting service user requests received since the last review. A review at this time will also allow changes to be made to take into account the Council's annual financial review and budget setting process. It is possible that as a consequence of the budget setting process the level of service provision in a particular area may be revised either upward or downward.

What to do if you feel the Charter is not being adhered to?

In cases where you feel the Charter has not been followed or you are unhappy with the service provided please contact the service provider via the contact details provided.

The service provider will endeavour to address problems through discussion and agreement with you.

However, the Council recognises that there may be occasions where you are not satisfied with this approach or outcome. In this case you are entitled to make a complaint using the Council's normal complaints procedure. A booklet is available at all Council offices.

What we do for you - A summary.

Cleaning Preston's Streets

- ✓ Remove all litter from roads, pavements. The frequency of removal varies depending on how busy the area is.
- ✓ Remove reports of litter within two working days in the suburban area and within five working days in the rural areas.

Litterbins

- ✓ Provide litterbins and empty all litterbins on a frequency ranging from several times a day (in the City centre) to weekly.

Flytipping

- ✓ Remove flytipping (excluding back streets) within 2 working days of it being reported.

Dog Fouling

- ✓ Remove reported dog fouling within two working days of it being reported.

Graffiti and Flyposter Removal

- ✓ Remove graffiti containing racist or offensive words within two working days and all other reported graffiti within four weeks of the report or receiving authorisation to remove it.
- ✓ Remove unauthorised flyposters within five working days of it being reported.

Abandoned Vehicles

- ✓ Investigate vehicles that may have been abandoned in the street within one working day of you letting us know.
- ✓ Affix a notice and arrange for removal of vehicles after the notice period.

Litter Education

- ✓ Provide an education service to promote the anti litter message across the city.

Monitoring and Enforcement

- ✓ Officers will work closely with the local community to improve the local environment and combat the issues that affect the quality of our neighbourhoods.
- ✓ Officers will carry out enforcement action against litterers, flytippers, flyposters and other relevant environmental offenders.

To find out more about each service please see the relevant section of this document.

Working together

Our promise to you

- To provide the services as set out in this Service Charter.
- To provide the services that Preston City's community need and work closely with all our partners to improve our Cities local environmental quality.
- To ensure our services are provided by staff who work safely are trained and well informed.
- To provide easy to understand information about our services.
- To make sure everyone can obtain appropriate services.
- To keep you informed about our progress by regular updates via newspapers, the Prestonian and the web site.
- To be just and fair.
- Our staff will look after vehicles and equipment provided as part of their work and keep them clean and well maintained.
- Vehicles will be driven courteously and with the minimum of emissions.

Our staff

When communicating with you our staff will:

- Be polite, helpful and treat you with respect.
- Identify themselves and be wearing issued uniform.
- Listen carefully in order to understand and respect your needs.
- Give you an explanation for their actions.
- Deal with your issues personally, through a telephone conversation or by email as professionally and efficiently as possible.

How can you help?

- When dealing with our staff we ask that **YOU** deal with them in the same way they deal with you.
- We ask that you do all you can to keep your local environment clean for everyone by
 - Not dropping litter, chewing gum and cigarette butts
 - Using the litter bin provided
 - Picking your dog fouling up and disposing of it in a bin
 - Not flytipping, flyposting or carry out graffiti.

Cleaning Preston's Streets

Litter makes neighbourhood's look uncared for and unattractive. Preston City Council work 364 days a year to keep them clean.

The **streets in Preston** are divided into zones, depending on **how busy** the streets are each day. The more **frequently** the area is used by pedestrians and vehicles, the more often it will be swept.

Streets in the City centre are swept at least once every day. The majority of Preston's other streets are swept at least **once every week** and this includes the main roads through the rural areas. Streets in the rural areas (beyond the M55) are swept monthly or less frequently depending on need.

WE WILL:-

- ✓ Remove all litter from roads, pavements as detailed above.
- ✓ Remove reports of litter within two working days in the suburban area and within five working days in the rural areas.

WE DON'T:-

- ✗ Remove litter from any private land including gardens, rivers, waterways, motorways or railway lines. For details of who does please see the report it page of this charter.



Clean Street Campaign

Preston City Council are running a **Clean Streets campaign**.

The campaign involves us giving a street a **thorough spring clean** during which our staff clean and remove litter, detritus, graffiti, flyposting and weeds from street including the pavement.

This process leaves the **street looking spotless**.



Litterbins

There are around **1,000** litterbins across the City. Please use the litterbins provided for litter, chewing gum, cigarette butts and dog fouling. Do not use street litterbins to dispose of household waste. A lot of your litter can be recycled, including paper, cans and bottles. Please use recycling bins for these items.

If you see any overflowing litterbins please report it and we will arrange for it to be emptied and if you leave your details tell you the reason.

WE WILL: -

- ✓ Empty all litterbins as required on a frequency from several times a day (in the City centre) to weekly.
- ✓ Remove litter and empty an overflowing litterbin in the City Centre area within one working day.
- ✓ Remove litter and empty an overflowing litterbin in the suburban area within two working days.
- ✓ Remove litter and empty an overflowing litterbin in the rural area within five working days.



Flytipping

Flytipping is a criminal offence and Preston City Council actively prosecutes offenders with a zero tolerance policy.

The law says it is an offence 'to treat, keep or dispose of controlled waste without a waste management licence or in a manner likely to cause pollution of the environment or harm to human health'. This means that if you put any waste anywhere without authorisation you may be prosecuted.

The vast majority of our residents and visitors do not fly tip and those people that do make the area look untidy and the waste can be dangerous to others.

WE WILL:-

- ✓ **Remove flytipping (excluding back streets) within 2 working days of it being reported.**
- ✓ **Get flytipped building material or other non hazardous material removed by the offender if they can be identified. If removed by the Council the costs may be claimed back following prosecution.**
- ✓ **Commence investigations into the person(s) responsible for fly tipping within two working days of the incident being reported if applicable.**
- ✓ **NOT remove Flytipping from back street areas. Any flytipping will be dealt with during community clean up events as part of our Watch Your Backs campaign.**

WE DON'T:-

- ☒ **Remove flytipping from any private land including gardens, rivers, waterways, motorways or railway lines. For details of who does please see the report on page of this charter.**



Watch Your Backs

The Watch Your Backs is a joint campaign which aims at restoring residents respect and ownership for their back streets.

As part of this we **no longer remove waste** from back streets. Before stopping waste removal we ensure that the back street receives a thorough clean so that residents can see what it should look like.

If waste does appear Neighbourhood Management will arrange **community clean up events** during which residents will be asked to come and clean the back street.

If residents do not get involved the waste will remain in the back street.

These photographs show a back street **before** we cleaned it and then **after** we have visited.



Dog Fouling

Incidents of dog fouling has reduced over the past few years but unfortunately some irresponsible dog owners still do not bag and bin their dogs waste. This means that dog fouling remains a persistent problem within the Preston City Council area with up to twenty reports received a day.

Preston City Council provide either dedicated dog waste bins (red bins) or dual purpose litterbins for people to dispose of their dog fouling.

Clean Environment are responsible for the litterbins on the highway pavements and Horticultural Services those within the Park areas.

Dog Wardens also patrol the city and **educate or prosecute** irresponsible owners who do not pick up the dog waste.

All dog owners are asked to be responsible owners and to **pick up the dog waste** which should be put in one of the bins or dispose of it in a responsible way.

WE WILL:-

- ✓ **Remove reported dog fouling within two working days of it being reported.**

Dog waste bin



Dual purpose bin



Graffiti and Flyposter Removal

We provide a **FREE** graffiti removal service to **residential** and **business property** provided that:

- It is the first occurrence we have dealt with on the property
- The graffiti is **accessible** from the highway at ground level
- The property owner, leaseholder or authorised representative gives permission for removal.
- The graffiti is **visible** from the public highway or public open spaces;
- **Graffiti** that does not meet these conditions can still be removed but you may be liable for a charge to cover costs

Flyposting without permission is an offence and will be removed.

WE WILL:-

- ✓ Remove graffiti containing racist or offensive words within two working days of a report.
- ✓ Remove all other reported graffiti within 10 working days of the report.
- ✓ Remove unauthorised flyposters within five working days of it being reported.



Abandoned Vehicles explain

Preston City Council deal with reports of abandoned vehicles. When a report is received

WE WILL :-

- ✓ Investigate vehicles that may have been abandoned in the within street within one working day of you letting us know.
- ✓ Affix a notice to the abandoned vehicles one working day from the point at which we are legally entitled to.
- ✓ Arrange for removal of vehicles after the notice period.

Untaxed vehicles

Untaxed vehicles can be reported to the Driver and Vehicle Licensing Agency by phone on 0300 790 6802 or via the web site.

www.gov.uk/report-untaxed-vehicle



Litter Education

Our **Litter Education Officer** works with schools, colleges and a diverse variety of community groups and businesses to educate the community about litter and environmental issues in order to create more responsible behaviour.

Research tells us that young people feel less guilty about littering and thus promoting the anti-litter message through workshops, talks and activities litter education plays a vital role in maintaining a clean and safe **environment**.

Our Litter Education Officer is also responsible for coordinating four city wide anti-litter campaigns each year. We work with a number of partners such as Preston North End football club in a bid to raise awareness. We use these opportunities to focus on particular types of litter or issues like dog fouling. These events are focused on getting the anti litter message out to as many people as possible and to talk to the public and explain about the adverse effects of litter on our streets.

Litter Education works with Neighbourhood Management and resident groups to help improve standards. We take every opportunity, attending many local events, to advise the community and local businesses on litter related issues.

Please contact us if you would like to arrange a visit from our Litter Education Officer. We are happy to deliver our Litter Education Programme to schools or community groups or to arrange workshops or litter picks.



Enforcement

Our Waste Enforcement Officers work in each ward across the city to maintain our **high standards** of cleanliness.

They play a vital role in maintaining a clean and safe **environment** by providing **information** to the public and **businesses** regarding regulations and duties. **Enforcement** ensures that those **individuals** and **businesses** that spoil the environment are made **accountable** for their actions.

Please contact us if you would like to arrange a visit from your local officer. We are happy to attend community or school discussions, or to arrange workshops regarding street cleansing issues.

WE CAN and WILL:-

- ✓ **Officers will work closely with the Neighbourhood Managers and local community to improve the local environment and combat the issues that affect the quality of our neighbourhoods.**
- ✓ **Officers can take legal action where they can identify the offender who has flytipped, dealt with waste inappropriately, caused graffiti or fly posting.**
- ✓ **Council officers will educate and advise residents and businesses regarding responsibilities for their rubbish.**
- ✓ **Authorised Officers can issue fixed penalty notices for environmental crimes offences including littering, graffiti and flyposting.**
- ✓ **Issuing Fixed penalty notices are used as an alternative to prosecution.**

Contacting Us

For all information about our Clean Environment Services or to report a problem please visit our website at www.preston.gov.uk

By email

neighbourhoodservices@preston.gov.uk

We will answer your email within 10 working days.

By phone

For General Service enquiries telephone **01772 906904**. (Open 8am – 6pm Monday to Friday with a 10.30am start on Thursdays).

By fax

01772 906274

In writing

Neighbourhood Services, Preston City Council, Argyll Road, Preston, PR1 6JY.
We will answer your letter within 10 working days.

In person

You can arrange to make an appointment for an officer to visit you, or to meet at our One Stop Shop Reception at Preston Town Hall or visit our office at Argyll Road between 9am and 5pm Monday to Thursday and 9am to 4.30pm on Friday.
We will try to meet with you within five working days of you asking us.

Further information on litter and local environment quality

Keep Britain Tidy

The environmental charity keep Britain Tidy campaigns on issues such as litter, graffiti, fly posting, abandoned vehicles, gum dropping and dog fouling. Contact <http://www.keepbritainty.org>

Department of Environment Food and Rural Affairs

The Government department responsible for litter and local Environmental Quality. Contact www.gov.uk/local-environmental-quality

Report It

To report issues on land we do not cover please use the following contact details

Motorways and Slip Roads

Highways Agency

Phone: 0300 123 5000

Email: ha_info@highways.gsi.gov.uk

Railways

Network Rail

Phone: 08457 11 41 41

Email: Contact us page on www.networkrail.co.uk

Rivers and streams

Environment Agency

Phone: 0800 80 70 60

Email: enquiries@environment-agency.gov.uk (do not use for reporting environmental incidents)

Canals and waterways

British Waterways

Phone: 0800 47 999 47

Email: enquiries.hq@britishwaterways.co.uk

Other Private Property

Private property is the responsibility of the land owner. Waste issues that are causing a hazard to health should be reported to

Preston City Council Environmental Health

Phone: 01772 906907

Email: info@preston.gov.uk