

# 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>Contact</b>	<b>Darren Standing, Patch Leader</b>
<b>Date</b>	<b>November 2024</b>
<b>Review</b>	November Annually
<b>Renewal Date</b>	<b>April 2030</b>

### Overview of Service

A comprehensive street cleaning service covering roadway, including;

- Litter bin emptying.
- Hand and mechanical sweeping operations.
- Litter picking.
- Dealing with urgent cleansing problems i.e. spillages, vomit, blood, human and animal fouling, dead animals.
- Chewing gum removal.
- Removal of flyposting.
- Cleaning of litter bins
- Collection of needles and other drug related litter.
- Graffiti Removal

### Number of staff & equipment

Crawley Town Centre is maintained by a dedicated daily team of two operatives.

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.
- Specialist graffiti removal vehicle that includes a high pressure washer

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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.

Crawley Town Centre is cleaned daily. Some cleaning such as mechanical sweeping, takes place early in the morning to reduce disruption to businesses also there are fewer parked cars to inhibit the operation.

Bins are emptied and inspected on a weekly basis.

Street Cleansing issues are reported through the Councils Contact Centre or web-site 'report a problem' page. The service operates 7am to 3pm Monday to Sunday. The Council has an emergency out of hours Duty Officer who can instruct contractors to rectify any urgent service issue outside of operational hours.

### **Damaged bins will be replaced as necessary**

### **Non Compliance Procedure**

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

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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

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, on behalf of Street Cleansing Team, agree that the contents above reflect the service which is provided today. We are committed to providing a continuous service with similar service levels to the BID Area (known as Crawley Town Centre) 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 .....

Signed .....

Name .....  
(capital letters)

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### Proposed Potential Additional BID activity

N/A

### Cost of Additional BID activity (to be funded by BID budget)

Unknown

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Tuesday, December 10, 2024

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Tuesday, December 10, 2024