

NEW HARROW PROJECT - REVIEWED SERVICE STANDARDS
PUBLIC REALM MAINTENANCE SERVICES

SERVICE STANDARD - SHOPPING AREAS	CYCLE PERIOD
Collect and remove all litter, detritus, dirt including grit, loose chippings, dust, debris, blossom, leaf fall, vegetation, dead animals, excreta, cans, glass, cartons, paper and any other waste material or discarded items from within the public street area, including private forecourts which are open to the public street. After service, all areas will achieve "Grade A" as defined in the Environmental Protection Act: Code of Practice on Litter and Refuse.	"Central Area" shops and Minor shopping areas, daily.
Empty litterbins.	Twice a day (minimum)
Visit Recycling Centres. Clear boxes, bags etc., and remove dumped rubbish. Report full banks to office. If and when necessary, remove excess materials and keep separate for recycling.	Daily Twice daily (minimum)
Litter-pick all shrubbed areas and adjacent hedges. Undertake maintenance of horticulture features as necessary.	Daily
Water flower beds.	Daily (as required)
Litter-pick all grass areas before cutting.	Daily
Cut grass verges and collect clippings. Keep separate for composting.	Weekly or as necessary
Remove basal growth from street trees if greater than 150mm. Keep separate for composting.	As necessary
Cut back/trim lower branches of street trees to maintain 2.1m clearance across width of paved footway. Keep separate for composting.	As necessary
Subject to confirmation from Street Managers. Trim overhanging bushes/shrubs/trees from adjacent gardens back to back-line of pavement to a height of 2.1m. Keep separate for composting.	As necessary
Remove/fill-in ruts etc., on grass verge and re-seed.	Daily
Cut/trim grass edging to edge of hard surfacing. Keep separate for composting.	Annually, as required
Remove weed growth from shrubbed and paved areas to base of weed. Keep separate for composting.	Weekly
Remove illegal highway signs (e.g., estates agent boards, disco boards etc.)	Daily
Remove fly-posting	Daily
Pick-up/remove fly-tipped rubbish reported by the public/Street Managers. Investigate and retain evidence.	Daily
Pick up/remove all previously un-reported fly-tipped rubbish. Investigate and retain evidence.	Daily
Remove flower tributes to accident victims. Separate vegetation for composting.	Two weeks after first appearance
Remove graffiti.	Daily
Steam clean litterbins and street furniture.	Monthly or as necessary

SERVICE STANDARD - MAIN VEHICLE ROUTES	CYCLE PERIOD
Collect and remove all litter, detritus, dirt including grit, loose chippings, dust, debris, blossom, leaf fall, vegetation, dead animals, excreta, cans, glass, cartons, paper and any other waste material or discarded items from within the public street area, including private forecourts which are open to the public street. After service, all areas will achieve "Grade A" as defined in the Environmental Protection Act: Code of Practice on Litter and Refuse.	Weekly
Empty litterbins.	Once a day (minimum)
Litter-pick all shrubbed areas and adjacent hedges.	Weekly
Undertake maintenance of horticultural features as necessary.	Daily (as required)
Water flower beds.	Daily (as required)
Litter-pick all grass areas before cutting.	Weekly
Cut grass verges and collect clippings. Keep separate for composting.	Weekly during growing season
Removal basal growth from street trees if greater than 150mm. Keep separate for composting.	As necessary
Cut back/trim lower branches of street trees to maintain 2.1m clearance across width of paved footway. Keep separate for composting.	As necessary
Subject to confirmation from Street Managers. Trim overhanging bushes/shrubs/trees from adjacent gardens back to back-line of pavement to a height of 2.1m. Keep separate for composting.	As necessary
Remove/fill-in ruts etc., on grass verge and re-seed.	As necessary
Cut/trim grass edging to edge of hard surfacing. Keep separate for composting.	Annually as required.
Remove weed growth in shrubbed and paved areas to base of weed. Keep separate for composting.	Weekly
Remove illegal highway signs (e.g., estates agent boards, disco boards etc.)	Daily
Remove fly-posting.	Daily
Pick-up/remove fly-tipped rubbish reported by the public/Street Managers. Investigate and retain evidence.	Within 24 hours
Pick-up/remove all previously un-reported fly-tipped rubbish. Investigate and retain evidence.	Daily
Remove flower tributes to accident victims. Separate vegetation for composting.	Two weeks after first appearance
Remove offensive graffiti.	Within 24 hours
Remove other graffiti.	Weekly
Steam clean litterbins and street furniture.	Monthly or as necessary

SERVICE STANDARD - RESIDENTIAL AREAS	CYCLE PERIOD
Collect and remove all litter, detritus, dirt including grit, loose chippings, dust, debris, blossom, leaf fall, vegetation, dead animals, excreta, cans, glass, cartons, paper and any other waste material or discarded items from within the public street area, including private forecourts which are open to the public street. After service, all areas will achieve "Grade A" as defined in the Environmental Protection Act: Code of Practice on Litter and Refuse.	Two weeks
Empty litterbins.	Once a day
Litter-pick all shrubbed areas and adjacent hedges.	Two weeks
Litter-pick all grass areas before cutting.	Two weeks
Cut grass verges and collect clippings. Keep separate for composting.	Two weeks during growing season
Removal basal growth from street trees if greater than 150mm. Keep separate for composting.	As necessary
Cut back/trim lower branches of street trees to maintain 2.1m clearance across width of paved footway. Keep separate for composting.	As necessary
Subject to confirmation from Street Managers. Trim overhanging bushes/shrubs/trees from adjacent gardens back to back-line of pavement to a height of 2.1m. Keep separate for composting.	As necessary
Remove/fill-in ruts etc., on grass verge and re-seed.	As necessary
Cut/trim grass edging to edge of hard surfacing. Keep separate for composting.	Annually as required.
Remove weed growth in shrubbed and paved areas to base of weed. Keep separate for composting.	Two weeks
Remove illegal highway signs (e.g., estates agent boards, disco boards etc.)	Two weeks
Remove fly-posting.	Two weeks
Pick-up/remove fly-tipped rubbish reported by the public/Street Managers. Investigate and retain evidence.	Within 24 hours
Pick-up/remove all previously un-reported fly-tipped rubbish. Investigate and retain evidence.	Two weeks
Remove flower tributes to accident victims. Separate vegetation for composting.	Two weeks after first appearance
Remove offensive graffiti.	Within 24 hours
Remove other graffiti.	Two weeks
Steam clean litterbins and street furniture.	Monthly or as necessary

SERVICE STANDARD - ALL AREAS - STREET MAINTENANCE AND LITTER SERVICE	CYCLE PERIOD
Quality control Inspect standards of work after operations activity to ensure standards are being achieved using LEQS system.	Two weeks
Inspect, identify, prioritise, mark up and issue works orders for maintenance/repair of potholes, trips etc. Emergency - Within 2 hours Priority A - Within 24 hours Priority B - Within two weeks	Two weeks or as per report
Identify/scout street lights/illuminated signs/bollards that are not working, working incorrectly or need maintenance. Report to lighting section for action.	Two weeks
Identify overhanging trees etc., from private property requiring cut back. Contact owner and agree action to remove.	Two weeks
Identify properties that require vehicle crossings. Contact owners and agree action.	Two weeks
Identify blocked, flooded or smelly gullies and report, via call centre, to Gully Section for action.	Two weeks
Identify and investigate abandoned vehicles.	Two weeks or as reported by public
Identify and investigate building materials on the highway.	Two weeks or as reported by public
Identify and investigate footway damage due to skip lorries or material deliveries etc.	Two weeks
Investigate refuse collection problems and resolve in conjunction with refuse service.	As necessary
Investigate waste storage and containment problems. For commercial trade promote Council trade waste service or for residents promote special collection service.	As necessary
Providing estimates for special collections.	As necessary
Investigate litter problems and issue with litter notices as required.	As necessary
Liaison work with the community. e.g., Attending meetings of residents/community groups etc.	As necessary
In addition to the above, Street Managers will be equipped to take direct action to remove fly-tipping, illegal highway signs, etc.	