

Street cleansing



Service summary:

Under The Environmental Protection Act 1990, and its Litter Code of Practice, the council has a duty to cleanse all public highways in North Somerset.

The service is important not only for the appearance of the area but because it plays a vital role in keeping our community safe and prosperous.

We will:

- remove all litter, dog fouling and rubbish
- set how often we clean all areas to cater for the needs of residents and businesses. Some areas will be cleaned more frequently in summer
- provide a special cleaning team active throughout the day in Weston-super-Mare town centre and also rake the beach clean every morning during summer and three days per week in winter. In the summer, we also litter-pick Weston beach during the day.
- continuously monitor the standards our contractors achieve and take whatever action is necessary to maintain standards at the highest level
- provide street washing in areas where there is excessive grease and grime, providing the surface will not be damaged
- clear reported fly-tipping within two working days (very large deposits may take longer due to collection of evidence and haulage arrangements)
- collect reported dead animals within one working day
- collect any reported syringes within two hours. Do not touch the syringes yourself
- apply contact weedkiller at least three times a year to inhibit weed growth on verges or pavements
- add newly-adopted roads to our work schedules.

You can help by:

- not dropping litter and encourage others not to

Revised April 2009

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- reporting any fly-tipping you see – call 01934 888 802
- organising community clean ups – we will support clean up groups by providing equipment and waste collection, for further information go to our website and click on National Spring Clean.

The service does not include:

- cleansing of private land including some shop fronts.
- cleansing of council-owned housing land.

Related services:

- removal of abandoned vehicles

Contact us:

01934 888 802
www.n-somerset.gov.uk

Streets and Open Spaces, North Somerset Council, Weston Court,
Oldmixon Crescent, Weston-super-Mare BS24 9AU

Frequently asked questions with answers for the

Street cleansing service

1. Does the council clean all roads, streets and lanes?

We clean only public roads, including all pavements and carriageways. We do not clean private roads or lanes.

2. Why has my road not been swept recently?

We have to prioritise how often we sweep all roads. Busier areas usually have more litter and therefore receive more attention.

If you report a problem, we will inspect it, usually on the same day, and decide what we need to do to sort it out.

3. Can I report some fly-tipping?

Yes – we like to hear of problems straight away so that we can respond. Please call **01934 888 802** and give us all the details.

4. Can a new litter bin be installed?

We need to maintain our stock of litter bins so if one is damaged please let us know. We will consider requests for litter bins at new sites and let you know what we have decided.

5. How often are litter bins emptied?

Most litter bins are emptied at least once a week, with some emptied much more often. Emptying near houses is scheduled according to how much the bin is used.

6. Why is this litter bin full up?

Sometimes a litter bin fills unusually quickly. We will respond promptly to reports of overflowing litter bins.

7. Can the council do anything about grease or moss on footways?

We do tackle street washing and moss removal where required. Tell us what and where the problem is and we will inspect it and sort it out.

8. I've found a syringe. What should I do?

Don't touch it, don't hide it and inform the owner of the building or land as soon as possible. Call North Somerset Council for further advice on 01934 888 802.

Things we need to know for the

Street cleansing service

- i. Name
- ii. Address
- iii. Telephone
- iv. email
- v. Name of street and exactly where in the street is the problem?
- vi. What is the problem?
- vii. Is it presenting an immediate hazard or danger?
- viii. Did you witness any fly-tipping?