

PROPOSED STANDARD OF STREETSCENE SERVICE

This service standard reflects the level of service that is currently being provided and enhanced to reflect the improvements recommended in paragraph 5 of the accompanying report. It is recommended that this is the service standard the Council should adopt.

This service standard is split into two parts. Part One gives an overview of the service standard categories and Part Two describes the indicative frequencies that tasks will be undertaken to bring the streets up to the Grade A maintenance standard after cleaning and thereafter to ensure that they do not fall below the Grade B standard.

Appendix B provides visual examples of the standards expected for the litter and detritus categories.

Part One – Service Standard Categories

Service	Benefits	Comments
Clean streets to the Grade A standard and then return to site before the standard falls below Grade B.	<ul style="list-style-type: none"> • Output specification. • Current high standards. • Supports inspection. • Supports tourism. 	<ul style="list-style-type: none"> • In line with the EPA and code of practice. • Schedules of work. • Allows schedules to be reviewed and updated if justified complaints are regular.
Highways grass verge cutting as per city grass schedule, to maintain reasonable visual appearance (approximately no more than 80 mm high).	<ul style="list-style-type: none"> • Output specification. • Enhanced customer perception. 	<ul style="list-style-type: none"> • Section 42 pays for 5 cuts, however we choose to cut more often to keep up with the visual appearance, typically 17 times a year.
Street hot washing in the City Centre and suburban shopping areas, twice each week.	<ul style="list-style-type: none"> • Enhanced customer perception. 	<ul style="list-style-type: none"> • Subject to weather conditions.
Gum removal in the City Centre and suburban shopping areas, once a quarter.	<ul style="list-style-type: none"> • Popular with members / public. 	<ul style="list-style-type: none"> • Needs to be followed by street washing to leave a stain free surface. • Subject to weather conditions.

Service	Benefits	Comments
Deep clean schedules, determined by need.	<ul style="list-style-type: none"> • Keep streets to a high standard. • Popular with members / public. • Reputational. 	<ul style="list-style-type: none"> • 200 a year are done. • Dedicated team. • Many requests are received for this service.
Remove abandoned bikes within 14 working days.	<ul style="list-style-type: none"> • Keeps on top of the issues. • Scheduled approach. • Improved appearance. • Supports carbon footprint. 	<ul style="list-style-type: none"> • Schedules new this year. • Non-statutory duty.
328 Make regular inspection between schedules visits	<ul style="list-style-type: none"> • Fit-for-purpose schedules • Increased visibility of staff (public perception) • Demonstrating the Council cares 	<ul style="list-style-type: none"> • Do within NI195/6 local indicators. • Have purchased LEQs Pro to increase criteria and inspections to further enhance the work done. • Structural changes will allow us to increase the frequency of the inspection regime as recommended in the service review improvement plan.
Clean the fast road locations that are the responsibility of Oxford City Council e.g. litter pick and road sweep of ring road areas three times a year	<ul style="list-style-type: none"> • Good partnership working with the county • No shredded litter • Public perception 	<ul style="list-style-type: none"> • Increasing this would mean we would have to pay for traffic management costs in lane closures. • We follow county council schedules, which have resulted in improved levels of litter.
Offer recycling facilities at litter bin locations	<ul style="list-style-type: none"> • Good PR • Supports recycling 	<ul style="list-style-type: none"> • High contamination in City centre
Litter pick grassed areas prior to mowing and strimming	<ul style="list-style-type: none"> • Fundamental part of cutting operation • No shredded litter • Joined up working • Improved visual appearance 	<ul style="list-style-type: none"> • Good practices.
Remove reported fly-posting and fly-tipping waste within 7 days	<ul style="list-style-type: none"> • Upper quartile performance 	<ul style="list-style-type: none"> • In line with EPA

Service	Benefits	Comments
Remove graffiti from the public highway and buildings within 7 days, with offensive graffiti being removed within 24 hours	<ul style="list-style-type: none"> • Upper quartile performance • Excellent relationship with Police • High profile prosecutions 	<ul style="list-style-type: none"> • In line with EPA
Report litterers and fly-tippers to Environmental Development for enforcement action	<ul style="list-style-type: none"> • Increased enforcement action will move us from 'cleaning the streets to keeping streets clean'. 	<ul style="list-style-type: none"> • Partnership working arrangements with Environmental Development team in place.
Investigate reported abandoned vehicles within 24 hours	<ul style="list-style-type: none"> • DVLA audit passed 	<ul style="list-style-type: none"> • Comply to industry standard
Clean Oxford City Council owned car parks including park and ride sites according to our schedule	<ul style="list-style-type: none"> • Good NI195 results in city centre 	<ul style="list-style-type: none"> • Supports tourism.
Clean Council owned housing land according to our schedule	<ul style="list-style-type: none"> • Good NI195 results • Supports housing inspection 	<ul style="list-style-type: none"> • Improves tenant satisfaction
Remove used hypodermic needles from public areas within one hour of a report in the day (2 hours at any other time) and remove dog fouling within 2 hours of a report during normal working times	<ul style="list-style-type: none"> • Improved visual appearance • Safety 	
Maintains grounds maintenance as per the schedules of work / service standards	<ul style="list-style-type: none"> • Visual appearance • Partnership with parks and Leisure team 	<ul style="list-style-type: none"> • Weather dependant
Deep clean street furniture twice a year, maintain the cleanliness of street furniture and replace existing litter bins as required	<ul style="list-style-type: none"> • Improved visual appearance • Standardised bins on Cowley road 	

Part Two – Indicative Task Frequencies

Street Cleaning

- Clean streets thoroughly according to our schedule for the areas of the City as follows:-

City Centre

- Keep streets mostly free of litter and rubbish (apart from refuse awaiting collection) from 6am to 8pm every day.
- Clean streets on a daily basis.
- Wash the main shopping area streets twice each week, or more frequently if the need arises.
- Empty litter bins when they are more than three-quarters full.
- Gum removal once a quarter.

Shopping Areas and High Footfall Areas

- Wash the main shopping area streets twice each week, or more frequently if the need arises.
- Sweep streets and empty litter bins at least once a day.
- Provide extra cleaning where conditions are poor within half a working day of receiving a report i.e. by 6pm if reported before 12pm and by 1pm the following day, if reported on the afternoon of the previous day.
- Gum removal once a quarter.

Densely Built Residential Areas

- Remove litter weekly and sweep the streets at 2 week or 4 week intervals according to the need to maintain the quality as detailed in paragraph 2.

Suburban Areas

- Remove litter fortnightly and sweep the streets every 4 weeks.
- Respond to reported complaints within 48 hours.

Other Areas

- Clean rural lanes, footpaths and by-passes (i.e. with no houses or shops) every month or 3 months or when reasonably practical.

Special Services

- Remove used hypodermic needles from public areas within one hour of a report in the day (2 hours at any other time).
- Remove dog fouling within 2 hours of a report during normal working hours.

Grounds maintenance

- Cut highway and public open spaces grass (excluding parks) every 12-15 days.

- Hard prune shrubs in the winter months and maintain shrub beds 4 times a year and add mulch where needed during the September to March period.
- Cut designated long grass locations twice a year (June and September).
- Cut Council responsibility hedges twice a year (Summer and Winter).
- Schedule weed- killing three times a year in the spring, summer and autumn.
- Liaise closely with the Parks Service who maintain trees on Council estates.
- Maintain shrubs and hedges in Council owned car parks including park and ride sites six times a year.

Street furniture

- Deep clean street furniture twice a year.
- Maintain the cleanliness of street furniture.
- Replace existing litter bins as required.

General

- Make regular inspection between schedules visits, removing any litter we find or you tell us about.
- Make random spot checks in line with national criteria to ensure that we achieve our targets.
- Deep clean heavy usage areas and 'Cleaner, Greener' programmed areas as required.
- Clean the fast road locations that are the responsibility of Oxford City Council e.g. litter pick and road sweep of ring road areas three times a year.
- Offer recycling facilities at litter bin locations.
- Litter pick grassed areas prior to mowing and strimming.
- Remove reported fly-posting within 7 days.
- Remove reported fly-tipping waste within 7 days and adopt a zero tolerance attitude.
- Remove graffiti from the public highway and public buildings within 7 days, with offensive graffiti being removed within 24 hours.
- Report litterers and fly-tippers to Environmental Development for enforcement action.
- Investigate and if appropriate remove reported abandoned vehicles within 24 hours.
- Investigate and if appropriate remove abandoned bicycles within 14 working days.
- Empty litter bins regularly to ensure that they do not overflow.
- Clean Oxford City Council owned car parks, including park and ride sites, according to our schedule.
- Clean Council owned housing land according to our schedule.
- Adjust the service if standards are not being met.

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