

Northampton Borough Council Service Standards

Street Care, Environment and Waste Services



“Taking care of your environment”

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1. Street Care

This service area brings together all elements that contribute to the delivery of the street scene agenda with the aim of providing cleaner, safer and greener communities. These include domestic refuse and recycling collections, street cleansing and sweeping, grounds maintenance, graffiti removal, building cleaning, abandoned vehicle removal, tree and shrub maintenance and public toilet management. The services are integrated to provide a seamless operation to make Northampton a pleasant place to live.

Street Cleansing Service Standards

The Service we provide

Northampton Borough Council operates a street cleansing service throughout the Borough. We will provide the service to all adopted roads in Northampton and town centre cleansing seven days a week to ensure a clean and safe environment for residents and visitors to the town.

We will also enhance the service by ensuring it is cost effective and by taking a sustainable approach to all our operations. We want to create not only a better environment but also an environment where residents can take pride and ownership, helping us to maintain the highest standards.

How you can help

A few simple things residents can do to help us achieve a good environment

- Do not put refuse out, except on collection days.
- Ensure that when out and about you either use the bins that are available or take your litter home with you.
- If you spot anybody dumping/fly tipping any items please let us know.

Customer Contact Centre: 01604 838281

Street Scene (continued)

Fly Tipping Waste Service Standards

The Service We Provide

We collect all reported illegally dumped waste on public open spaces within the Borough of Northampton. This includes household and items classed as hazardous by Government legislation, some examples include:

| | |
|---------------------------------|----------------------|
| Household Waste (black bags) | Gas cylinders |
| Household furniture | Vehicle batteries |
| Builders' rubble | Vehicle tyres |
| Tree felling waste | Asbestos (all types) |
| White goods (Fridges/ Freezers) | Computer Monitors |
| Televisions | Vehicle oils |

Northampton Borough Council's aim is to make us all aware of a growing problem and for the Council to provide a fast efficient service where we will collect reported items within a two-day period, excluding bank holidays and weekends.

We work with other departments, such as Neighbourhood Wardens and English Partnerships with their CCTV systems, investigating possible sources of illegally dumped waste material. Every attempt is then made to prosecute those who are breaking the law in this way.

How you can help

When reporting fly tipping please give accurate descriptions of the waste (where possible) and precise locations. This enables Northampton Borough Council to collect the waste quickly and efficiently and ensures that we are able to provide a first class service.

If you see somebody fly tipping please let us know; any car registration numbers are very helpful.

Customer Contact Centre: 01604 838281

Street Scene (continued)

Abandoned Vehicles

The service we provide

Northampton Borough Council, working in partnership with Northamptonshire Police, Northamptonshire County Council and vehicle recovery contractors have formed the partnership called the E.L.V.I.S Scheme (End of Life Vehicle Impound Scheme). Contractors working for E.L.V.I.S can prosecute anyone who commits the offence of abandoning a vehicle in the Borough of Northampton and arrange for the collection, destruction or sale of the vehicle.

We will investigate promptly all reports of abandoned vehicles, beginning with a site inspection within 24 hours of receiving the report. If we determine that the vehicle is abandoned, we will remove it within 1 working day. We will ensure that the vehicle is recycled as much as possible before disposal.

We work closely with DVLA Swansea to report and remove any untaxed vehicles found on the highway and ensure that the DVLA are informed if a vehicle is scrapped.

It is an offence to abandon a vehicle. Our contractors operate a 'Vehicle Amnesty Scheme' and can arrange for the disposal of your old car, free of charge. Please contact the E.L.V.I.S Administration Team on 08456 121 999 for further information.

How you can help:

By reporting any apparently abandoned vehicle to E.L.V.I.S on 08456 121 999, telling us the exact location of the vehicle, the registration number, the make, model and colour of the vehicle and how we can get in touch with you.

The Service does not include:

- Our involvement in neighbourhood disputes over vehicles that are lawfully taxed and parked.
- Dealing with vehicles for sale on the highway.
- Dealing with vehicles being repaired on the highway.

Frequently Asked Questions

1. I'd like to remain anonymous and report an abandoned vehicle?

We can act on anonymous reports, although if any incorrect or misleading information is provided it will not be possible for us to contact you to confirm any details and the vehicle may not be removed promptly.

Street Scene (continued)

- 2. Can you remove someone else's vehicle abandoned on my private land?**
If our contractor can remove the vehicle using their standard equipment we should be able to help. We will need a letter of indemnity from you giving your permission and telling us that you are inviting the council's contractor on to your land at your own risk. You must also state that the vehicle does not belong to you.
- 3. Can you take away my old car?**
Yes, under the Vehicle Amnesty Scheme. Contact E.L.V.I.S on 08456 121 999 for more details.
- 4. I have reported an abandoned vehicle but it hasn't been moved yet?**
We can update you on progress with a vehicle you've reported.
- 5. Who does this abandoned vehicle belong to?**
Sorry, but we can't give out this information as it is held under the Data Protection Act.
- 5. Can you help with careless parking and parking offences?**
No, we can help only where vehicles appear to be abandoned.

Street Scene (continued)

Fly Posting and Graffiti Removal

The service we provide

We will remove fly posting and graffiti on council land and property. We also provide this service for privately owned property (upon completion of the required indemnity form).

Using only trained staff we will remove graffiti and fly posting within 21 days of notification. We will remove offensive or racist graffiti within 24 hours.

We will collect evidence and keep records of graffiti and fly posting and pass these to the Police as part of our work to tackle crime, disorder and anti-social behaviour.

We keep logs of hotspots for both graffiti and fly posting.

How you can help

By reporting any graffiti and fly posting through to the Customer Contact Centre, giving accurate locations and addresses to reduce time spent searching for occurrences.

Customer Contact Centre: 01604 838281

Street Scene (continued)

Public Convenience Service

Northampton Borough Council provides a number of public conveniences around the town, for residents and visitors to the Borough.

The service we provide

We cleanse all council owned public toilets on a daily basis (except Christmas Day, Boxing Day and New Year's Day).

We provide attendants/cleaners at Sheep Street Toilets.

We provide 2 disabled facilities and 2 baby-changing facilities at Sheep Street, (opposite the Mayorhold Car Park) and Abbey Street in St James.

How can you help

By reporting any maintenance or cleansing issues and any instances of vandalism or anti-social behaviour to our Customer Contact Centre.

Customer Contact Centre: 01604 838281

2. Neighbourhood Wardens and Park Rangers

The Neighbourhood Warden and Park Ranger Services provide a face to face contact point for the public to raise any issues they have concerning their neighbourhood. They focus on education, enforcement and provide a visible presence to reduce anti-social behaviour. They liaise closely with all service areas of the Council and the communities they represent

The Service we provide

The aims of the Northampton Borough Council's Neighbourhood Wardens scheme are to work closely with partners to help reduce anti-social behaviour, minimise the fear of crime and provide a link with services for the community to prevent vehicle crime, abandoned vehicles, street crime, vandalism and burglary.

The Council's aim is to ensure that our wardens are placed in the most needy areas where we provide a highly visible patrol and help by:

- Acting as a link between the community and other agencies such as the police, fire and local authorities. Being a visible presence on the streets and helping to make people feel safer.
- Dealing with complaints about environmental issues and some aspects of anti-social behaviour. Reporting anti-social behaviour and involving the relevant organisations.
- Making sure our neighbourhood looks good by keeping an eye out for problems such as dog fouling, defective street lights, abandoned furniture and other fly tipping, abandoned vehicles, graffiti and vandalism and reporting to the relevant agency for action to be taken.
- Checking on empty properties that may be the target for anti-social behaviour.
- Promoting and supporting local meetings, festivals, fun days and environmental events to help build community spirit.
- Taking part in local area Joint Action Groups to try and solve problems as a team with our partners.
- Taking classes in schools and colleges, giving presentations on topics such as litter, graffiti, and the danger of abandoned vehicles and anti-social behaviour.

How you can help

Advise the Wardens of anything unusual happening in the area (you can speak to them in confidence).

3. Parks, Cemeteries and Open Spaces

This service area deals with the strategic development of all 161 parks and open spaces in Northampton. With full community engagement we ensure that open space usage is maximised. This service also covers all cemetery management and the allotment services.

The Parks service maintains and improves the natural environment within the Borough, with due regard to the need to manage the environment in a sustainable way and to ensure at all times the health and safety of facility users and visitors. The maintenance of the natural environment contributes significantly to the visual attractiveness of the Borough.

It provides and maintains a safe recreational resource for sporting groups, clubs, individuals, events (carnivals, fun days etc) and other users. Implicit in this is the objective of maintaining a high quality of playing facilities, such as football, cricket and bowls as well as areas well prepared for events and activities.

The service works to protect and expand habitats of importance to nature conservation within the Borough. It provides an educational resource for residents and visitors and helps to develop and promote environmental awareness. The Borough's 54 children's play areas create a wide range of safe and stimulating play opportunities for the development and growth of all children. Finally the service encourages the involvement of the community at all levels, including groups, individuals and general users, in the planning, development and use of public open space.

The service we provide

In providing a Parks service to our customers, we will:

- Ensure that parks and areas of open space are safe, clean and maintained. Provide a comprehensive range of sports and recreational facilities that are well maintained and accessible to all
- Keep equipment and facilities maintained to a 'fit for purpose' standard
- Undertake long-term planning to ensure the sustainable management of public green space and outdoor recreation facilities in accordance with the needs and aspirations of the community
- Provide a ranger service to patrol parks and other green spaces
- Provide advice to others to help encourage the sustainable management of green space outside NBC's ownership and to undertake and promote environmentally friendly best practice
- Meet the needs of those affected by bereavement at a sensitive time and to deliver the principles set out in Charter Mark and Charter for the Bereaved 2000.
- Grassed areas and verges will be cut at least every fourteen working days.

Parks, Cemeteries & Open Spaces (continued)

Cleanliness and litter

Waste and litter removal within parks is in compliance with the Environmental Protection Act 1990 and Code of Practice for Litter and Refuse. If the level of cleanliness in a particular park falls below this specified standard, it will be cleansed again as soon as possible.

Litter and dog bins will be emptied before they overflow. Graffiti will be removed within 21 days, though any racist and other offensive graffiti will be removed within 24 hours.

Children's Play Areas/Youth Recreational Facilities

Northampton has 161 Parks and Public Spaces containing many outdoor facilities that include 54 Children's Play Areas, 15 Multi Use Games Areas and 2 Skate Parks. Additionally the Council provides a further 49 children's Play Areas/Multi Use Games Areas within its various Housing Estates. All are managed and maintained by the Streets and Environment Department of the Council. The Council will keep its facilities clean and well maintained. The Council will conduct an annual programme of inspection, maintenance and repair to honour its commitment.

An independent engineer inspects each Play/Recreational area weekly plus an annual inspection/overhaul. All play equipment, fencing, surfacing and park furniture are checked for defects. Any defects found are included in a programme of repairs and repaired within an appropriate timescale. Any dangerous items are made safe or removed. Each Play facility is cleaned and litter picked weekly.

Cemeteries Service Standards

Our cemeteries will always be open and provide relevant information during working hours and in normal circumstances will provide an interment within 48 hours. We deal sensitively with anyone who contacts our Cemeteries Service and ensure our staff identify themselves when dealing with anyone who contacts our Cemeteries Service.

Our cemeteries will comply with current health and safety legislation/guidance as well as Institute of Cemetery and Crematorium Management guidance.

We will provide clear information on our cemeteries service.

Cemeteries Enquiry Line: 01604 838903

Parks, Cemeteries & Open Spaces (continued)

Allotments Service Standards

Northampton Borough Council runs 18 allotment sites across the Borough. We try to ensure that local communities are involved in allotments. The Council will continue to help and encourage these communities to grow and actively run allotment competitions throughout the year.

We will continue to improve sites (where needed) and also look for new sites, in areas where sites are full and/or have waiting lists. Northampton Borough Council work alongside the Northampton Allotment Network to ensure these improvements continue to take place.

Allotment sites can and do provide a welcome relief from the stresses and strains of daily life, if you want to get involved contact the Allotment Officer on 01604 838793 or email: allotments@northampton.gov.uk

How can you help: Please report any damage/vandalism as soon as possible, to the Allotments Officer on 01604 838793.

Tree Management

Northampton Borough Council Tree Inspectors are responsible for nearly two million trees across the Borough.

We will regularly inspect all trees to assess safety and growth patterns and carry out any necessary works.

If you need further information on your responsibilities and the obligations in respect of trees that are on your land or your neighbour's land, please ring the Customer Contact Centre on 01604 838281 and ask for the Tree FAQ sheet to be sent out to you.

4. Waste Management service

Over 80,000 tonnes of household, commercial and industrial waste is generated in Northampton every year. Over 30,000 tonnes of that collected waste is recycled. Waste Services are responsible for the collection, safe disposal and recycling/reuse of all of this waste.

All the functions within the waste collection service are a statutory duty, which means the Council is required to carry them out by law. The Council is obliged to collect household domestic waste from our customers, but the frequency is not prescribed (Environmental Protection Act 1990).

The waste team, working in partnership with Northamptonshire County Council and the Northamptonshire Waste Partnership, will endeavour to help keep the cost of waste disposal down to a minimum. Northamptonshire County Council will also provide for our customers, Household Waste Recycling Centres, enabling them to recycle larger household items.

The service we provide

- We will place wheelie bins and recycling boxes back to where they were collected from, without causing an obstruction and clean up any spillages that result from collection operations.
- Ensure our collection teams are friendly, cooperative and courteous towards our customers and that all our employees carry identity cards and wear the appropriate council uniform.
- Provide assisted collections for disabled or frail customers on request.
- Replace or repair broken or missing wheelie bins or recycling boxes within 7 working days of it being reported.
- **Non-recyclable waste.** Collect non-recyclable household waste in the receptacle provided by the Council. The only exceptions will be specific public holidays where alternative collection days may be arranged. Information about rearranged or cancelled collection days will be placed on our website at www.northampton.gov.uk and advertised in the local press.
- **Recyclable waste.** Collect our customer's recyclables weekly - paper & card one week and plastic & cans the following week, please see your recycling calendar. If you require a recycling calendar then please call our Customer Contact Centre on 01604 838281 or visit our website at www.northampton.gov.uk
- **Bulky items.** Collect chargeable household bulky items on a day agreed with customer, within 8 days of booking

- **Hazardous waste.** Items such as batteries, paint, car tyres, car batteries, gas cylinders, oils and asbestos are classified as hazardous waste. You must not put them in your wheelie bins, recycling boxes or black sacks. To find out how you dispose of these items safely please call our Customer Contact Centre on 01604 838281 or visit our website at www.northampton.gov.uk.
- **Clinical Waste.** On receipt of a request for the collection of clinical waste, the customer will be contacted and a collection day arranged within 5 working days.

How you can help

Collection days

Remember your collection day. If you are unsure of your collection day please do not put your waste out for collection, as it may be the wrong day. You can ask your neighbour, ring the Council's Customer Contact Centre on 01604 838281 or check online at www.northampton.gov.uk

Black wheelie bins or black sacks

- Placed on the kerbside by 7.00am on the day of collection. You may place your waste out for collection from 7.00pm the day before.
- Please make sure they are visible to the collection crews and are not causing an obstruction
- Only put non-recyclable household waste in your wheelie bin or black sack.
- Customers on black sack collections must ensure their bags are securely tied.
- Ensure wheelie bins and black sacks are not too heavy. Overweight wheelie bins and black sacks are a lifting hazard to yourself and our employees. Over weight wheelie bins and black sacks will not be collected nor will any additional waste presented at the kerbside.
- Ensure that all sharp objects are well wrapped before placing them in the wheelie bin or black sack.
- Wheelie bin lids must be closed.

Brown Bins

These are for garden waste only please do not put dog or cat faeces in your brown wheelie bin. Garden waste includes grass, leaves and small cuttings.

- Placed on the kerbside by 7.00am on the day of collection. You may place your waste out for collection from 7.00pm the day before.
- Please make sure they are visible to the collection crews and are not causing an obstruction

Recycling boxes

Secure your recyclable waste in the boxes provided to prevent them from blowing away and littering the streets. Remember, you are responsible for your waste until the Council has collected it.

- Placed on the kerbside by 7.00am on the day of collection. You may place your waste out for collection from 7.00pm the day before.
- Please make sure they are visible to the collection crews and are not causing an obstruction

Bulky items

If you are having paid for bulky item(s) picked up and have agreed a pick up point, it is essential that the item(s) be there from 7.00am on the day of collection.

Residents in flats

If you live in a flat with a non-recyclable waste chute, please be careful not to block it. A large number of flats now have recycling containers within their storage compounds at ground level.

5. Frequently asked questions**Who can I contact if I think the Waste Team has missed my wheelie bins, sacks or recycling boxes?**

The Council prides its self on the low number of missed collections but if you think your collection has been missed then please call the Customer Contact Centre on 01604 838281.

What do I do if I need replacement wheelie bins or recycling boxes?

Unfortunately, wheelie bins and recycling boxes do get stolen or will get broken or worn out over a period of time. If your container has been stolen or broken or needs replacing or repairing then please contact us at www.northampton.gov.uk or call our Customer Contact Centre on 01604 838281. However, if your container has been broken and it cannot be repaired we will require your old container back, so please keep it and we will collect it when we deliver your new one.

If I have just moved into the Borough and need a wheelie bin, recycling box or sacks who do I contact?

Welcome to Northampton. I hope that you will find our services easily accessible and to your satisfaction, if we can help or advise you in any way we will. Depending on the part of town you have moved in to, will depend on the type of collections you will receive. We have to take into consideration access to your property and your access to the kerbside. To find out what type of collection service you will receive, please call our Customer Contact Centre on 01604 838281.

Where and when will I get my annual supply of black sacks

If you have a black sack collection you are entitled to 91 free black sacks per year. We have an annual rota for delivering these sacks. We keep a detailed database on when the sacks were delivered to your door, but if you feel that you have not had your annual supply, then please contact us at www.northampton.gov.uk or call our Customer Contact Centre on 01604 838281.

What do I do with extra waste if it will not fit into my wheelie bin?

The Council provides a number of different ways for the disposal of waste and encourages recycling to reduce the amount of waste sent to landfill. Additional recycling boxes are available free of charge by contacting our customer Contact Centre on 01604 838281. In addition Northamptonshire County Council provide

Household Waste Recycling Centres where you can take additional waste which is not collected in your wheelie bin.

Households comprising 6 or more people may be eligible for a larger wheelie bin. Please contact the Customer Contact Centre on 01604 838281 if you would like further details.

Will the Council collect bulky items from my house?

The Council offers a special service for the collection of large bulky items of household waste. There is a £10 charge for 3 individual items, i.e. a mattress, base and a headboard count as 3 items. You can find out more about this service on our website at www.northampton.gov.uk or call our Customer Contact Centre on 01604 838281 for a leaflet or to make a booking.

Where can I take items for recycling, i.e. glass, plastics, aluminium cans, shoes and clothes?

The Council has 34 bring bank sites strategically located within the borough boundary. You can take items such as, bottles, plastics, aluminium/steel cans, clothes and shoes. You can find out more about this service and their locations on our website at www.northampton.gov.uk or call our Customer Contact Centre on 01604 838281 for a leaflet.

What do I do with my garden waste if I do not have a brown wheelie bin?

The Council provides a free collection of garden waste in sacks to those that do not have a brown-wheelie bin. The customer can have up to 10 bags collected at any one time and they must not be heavy. The customer must provide their own robust sacks to prevent the collection crews from injuring themselves whilst loading them onto their vehicle. These types of sacks can be brought at most DIY and large supermarket stores. You can find out more about this service on our website at www.northampton.gov.uk or call our Customer Contact Centre on 01604 838281.

What if I am not able to move my bin or recycling boxes to the kerbside?

If you have difficulty in moving your bin or recycling boxes to the kerbside on the day of collection and have nobody living in the property with you who is able to move them you may qualify for an Assisted Collection. If you would like to enquire about Assisted Collections or find out if you are eligible for help please contact our Customer Services Centre on 01604 838281.

I am running an organisation/business and have large amounts of waste for collection; will the Council charge me for collections?

Waste produced from a residential hostel, residential home, school, other educational establishment, hospitals, nursing home, camp site, prison and public hall is classified as household waste for which a charge may be made (Environmental Protection Act 1990). The Council shall provide a service for the collections from the aforementioned types of properties in accordance with the current fees and charges. You can find out more about this service on our website at www.northampton.gov.uk or call our Customer Contact Centre on 01604 838281.

How can community groups get involved in recycling waste?

We are keen to encourage recycling and to work with local communities to develop ways in which you can help us. If you have suggestions for ways in which you could promote recycling within your community we would like to hear from you. Please contact our Customer Contact Centre on 01604 838281.

My bins/sacks were not picked up even though I put them out on the right day and the collection team came passed my house. Is there a reason for not collecting them?

All containers and refuse sacks will be left if they are contaminated. Contamination is defined as any material which is not due for collection in that week, eg. plastics mixed in with paper and card or hazardous waste in wheelie bins or sacks.

Black wheelie bins will be left if they are too heavy (over 80kgs) or contain waste that would not be acceptable at a landfill site, such as tyres, car batteries, electrical goods, oils and metals, etc. Your wheelie bin and sacks are only for your normal day to day household waste that cannot be recycled. The lid should be fully closed on the wheelie bin to ensure that waste cannot escape whilst it is being emptied and cause an injury to the collection crew. A closed lid will also help prevent flies and maggots. For more advice on what you can and cannot put in your black wheelie bin or for a copy of our leaflet on how to prevent flies and maggots please call our Customer Contact Centre on 01604 838281 or visit us online at www.northampton.gov.uk where all this information is available.

Brown wheelie bins will be left if they contain anything other than green waste from your garden. You must not put dog or cat faeces in your brown wheelie bin. For more advice on what can and can not be placed in your brown wheelie bin please contact us at the Customer Contact Centre on 01604 838281 or visit our website at www.northampton.gov.uk where all this information is available.

If you are not sure what to put in your black wheelie bin, brown wheelie bin, blue or green box then please contact us at our Customer Contact Centre on 01604 838281 or visit our website at www.northampton.gov.uk where all this information is available.

What do I do with hazardous waste?

Items such as batteries, paint, car tyres, car batteries, gas cylinders, oils and asbestos are classified as hazardous waste. You must not put them in your wheelie bins, recycling boxes or black sacks. To find out how you dispose of these items safely please call our Customer Contact Centre on 01604 838281 or visit our website at www.northampton.gov.uk

What happens if these standards are not met?

We aim to provide our services in accordance with these standards. If you believe that the services we provide fall short of these standards please let us know through our Customer Contact Centre on 01604 838281.

6. Tell us what you think

You can help Northampton Borough Council to maintain and improve the service standards

We want to provide quality services to our customers; we monitor the standards we set but also value feedback from the public, residents and visitors to our facilities. If you have any comments, compliments or complaints there is a form on which you can make suggestions. These can be obtained by downloading a copy from our website www.northampton.gov.uk alternatively you can contact our Customer Contact Centre on 01604 838281 where one of our advisors would be pleased to assist you.

If you want to report any problems or issues with regards to these services please do contact us giving precise and accurate information, as this will ensure Northampton Borough Council can give a first class service.

Are we accessible to you?

We would like to think that all our customers have access to our services one way or another. If you are unable to access services that we offer then please let us know by calling our Customer Contact Centre on 01604 838281 or visit us online at www.northampton.gov.uk We will endeavour to meet your needs wherever practically possible. A copy of our Customer Service Code of Practice is available online or call our Customer Contact Centre and they will post one out to you.

Useful contacts

Customer Contact Centre: 01604 838281

Cemeteries Enquiry Line: 01604 838903

Vehicle Amnesty Scheme (E.L.V.I.S) 08456 121 999

Opening hours of the Household Waste Recycling Centres are:

April – September, Monday to Friday 8.30am -7.00pm

April – September, Weekends and Bank Holidays 8.30am - 5.30pm

October – March, Monday to Friday 8.30am - 5.00pm

October – March, Weekends and Bank Holidays 8.30am - 5.00pm