**What does this service cover?**
- Cleansing of public highways
- Litter picking
- Emptying of litter/dog waste bins
- Graffiti removal
- The removal of fly tipped waste
- Safety checks in children’s play areas
- Grass cutting of public green spaces
- Grounds maintenance of public areas
- The removal of abandoned vehicles and people’s unwanted old cars

**Who is responsible for keeping Chesterfield Clean and Green?**
- Residents
- ‘SpirePride’ (CBC)
- Street Scene Enforcement Team (CBC)
- Housing Neighbourhoods Team (CBC)
- Businesses
- Land Managers
- Visitors

**ENSURING THE BOROUGH IS CLEAN AND GREEN**
- SpirePride will monitor its own performance and respond promptly to ensure all parts of the borough retain high standards of cleanliness
- Regular surveys will be carried out to assess levels of litter, detritus and other key indicators of cleanliness and the results published
- Enforcement Officer for your area will regularly patrol known “hot spots” and will visit areas complained of
- A dedicated team will provide additional services in priority areas. Supported by Housing Services, the team will carry out enhancements to specific estates including the removal of overgrowth on paths, renovating bins etc
- An annual survey of residents’ perceptions of the cleanliness of the borough will be carried out to monitor performance.

**WHAT CAN I DO TO HELP?**
- To not drop litter or leave rubbish around the neighbourhood
- To use the bins provided and clean up immediately after your dog
- To encourage others to also act responsibly
- To report when you see someone fly-tipping or allowing their dog to foul public areas or to stray (this can be done without leaving your name or address)
- Tell us when you think there is a need for an extra litter pick
- Tell us when you come across an abandoned needle/syringe
- Tell us when you come across fly-tipping or graffiti
- Tell us when you suspect a car is abandoned
- Only put wheeled bins out on the day of collection, not leave ‘side waste’ and to promptly return your bin to a safe place off the highway
- To use registered waste carriers for the removal of your rubbish
- To not park where we need to sweep or on grassed areas
- To provide bins for your smoking staff or customers and to keep the area around your business clean
- If you would like to become a “Neighbourhood Champion” please contact your community forum

**ARE WE ACCESSIBLE TO YOU? IF NOT ASK US!**

**What is a Charter?**
To let you know as a resident of Chesterfield, the level of service you can expect to be provided in Chesterfield. What is expected of you as a resident and to tell you how these services will be checked.

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What services can I expect?

The minimum standards are:

LITTER
- Main Shop fronts will receive a litter pick 6 days per week (Mon-Sat)
- Residential areas will be mechanically swept and litter picked twice per year
- Sometimes the streets receive an additional litter pick if there is a particular problem
- Play areas will generally be safety checked and litter picked once a week depending upon level of use
- Litter bins will be emptied once a week or more frequently if required
- Needles, glass and dead animals will be removed the same day as they are reported
- The provision and maintenance of eight gum targets for the disposal of chewing gum in the town centre

DOGS AND DEAD ANIMALS
- Dog bins will be emptied once a week or more frequently if required
- We will remove dead animals from public land or report it to the appropriate authority within 24 hours
- Complaints about areas affected by dog fouling will be assessed within 5 working days and patrolled to catch offenders

GRAFFITI
- Graffiti will be removed within five working days of it being reported. Offensive and racist graffiti should be removed within 24 hours

FLY TIPPING
- Fly tipping on council land will be removed within one working day of being reported and inspected by the enforcement team

GRASSED AREAS
- Public grassed areas (including road side areas, play areas and public green spaces) will be cut during the growing season on average every two weeks
- Grass clippings are not normally collected but the area will be left tidy
- Every effort will be made to carry out a litter pick prior to the grass being cut. During the growing season (spring and summer) public flowers beds will be checked and maintained every three weeks

STREET CLEANING
- The main roads through the borough should be cleaned monthly using a mechanical street cleaner, all the other minor roads and cul de-sacs should be cleaned every three to six months
- Kerb sides and gullies will be sprayed with weed killer twice a year
- Gullies will be checked and cleaned annually and more frequently in priority areas (such as flood risk zones)

ABANDONED CARS
- Cars that are reported abandoned and unwanted should be assessed within 5 days to make sure they are abandoned and if they are, removed within 24 hours of the notice period expiring

COMMUNITY CLEAN UPS AND CAMPAIGNS
- We will loan litter picking equipment and safety gear to voluntary groups seeking to clean up an area and arrange to collect the litter afterwards
- We will have an annual program of education and enforcement to target key issues and use fixed penalty income to fund promotions

ALL ENQUIRIES TO THE
'SpirePride' Hotline
01246 345735
street.scene@chesterfield.gov.uk
Emergency out of hours Careline
01246 471574