

REVISED STREETSCENE AND TRANSPORTATION STANDARDS 2019

Shaded Grey indicates measure no longer appropriate, Shaded Blue are new measures

Measure Type	Description	Target
Abandoned Cars	Time taken to inspect and respond to abandoned vehicles on the highway	2 working days
Household Recycling Centres and Bring Sites	Length of time taken to respond to requests about Recycling Parks (neighbourhood or household recycling centres) or let the customer know what has happened	24 hours
Waste Missed Black/Brow/Food Bins	Time taken to collect bin missed due to the fault of the Service - weather permitting	1 working day
Waste Bulky Items	Time taken to collect bulky items (following customer request)	6 working days
Waste Assisted Collection	Time taken to process applications for assisted bin collections (from receipt of application).	10 working days
Waste Requests for new receptacles	Time taken to deliver new bins, recycling sacks/boxes, caddies etc.	
	Black/Blue Bin	6 working days
	Food waste bins / caddies	6 working days
	Brown Bin	6 working days
	Recycling Bag	6 working days
Missed Collections	Number of bins missed per 100,000 collections	80
Children's Play areas	Time taken to respond (i.e. complete job or contact customer) to service requests about enclosed play areas or fixed play provision	same working day
Dead Animals	Time taken to remove reported dead animals from highway or other Council land (excluding trunk roads)	24 hours
Dog Fouling Children's play areas	Time taken to remove dog fouling at enclosed play areas, or areas of fixed play provision.	Within Working Day
Dog bins	Frequency of inspection/emptying of dog bins	Minimum 2 working days
Litter Bins	Respond to requests for new litter bins	10 working days
Fly posting / Graffiti	Time taken to remove graffiti from council owned property (including Housing)	2 working days
Offensive /Hate Graffiti	Time taken to remove hate graffiti from time of reporting - 24/7 service	Within Working Day
Fly tipping	Time taken to remove fly tipping from council owned land (including Housing land)	24 hours
Grass Cutting & Hedges	Compliance with standards for grass cutting	100% As Policy
Gully Emptying	Frequency of gully cleaning	Minimum one per annum
Gully Emptying	Frequency of gully and soakaway cleaning in known flooding areas	Site dependant - Minimum 2 per annum
Public Conveniences	Time taken to attend and clean a reported dirty/damaged toilet in Council operated facility	24 hours
Reactive Highway	Time taken to inspect non- emergency highways requests	1 working day
Sharps	Time taken to remove sharp objects/needles from Council land (including Housing and school land)	2 hours
Street Cleansing	Footways - Frequency of sweeping Town and shopping areas	Daily - including Saturdays/Sundays and Litter Picking
Street Cleansing	Footways - Frequency of sweeping All other locations	1 per annum
Street Cleansing	Mechanical Sweeping A Roads and Urban B class Roads	4 per annum
Street Cleansing	Mechanical Sweeping other B class Roads	1 per annum
Street Cleansing	Mechanical Sweeping All other Roads	1 per annum
Street Cleansing	Mechanical Sweeping of Council maintained Car Parks	1 per annum

Street Cleansing	Inspect and empty litter bins (as required)	Minimum: Rural = 2 working days / Urban = 1 working day
Street Furniture	Response time to make safe a reported dangerous item of street furniture	2 hours
Street Furniture	Inspection response time to customers regarding repairs to Street Furniture	10 working days
Street lighting	Time taken to repair street lighting (non mains supply fault) - where it is the Council's responsibility	3 working days for locations assessed as vulnerable, CCTV sensitive, traffic calming, traffic sensitive or (speed) illuminated traffic signs and 10 working days for all other locations (except major faults).
Street Name Signs	Time taken to replace a missing street name plate (if replacement is required within policy)	8 weeks
Beach Cleansing	Frequency of beach cleansing (Talacre)	Summer = daily inspection & visit / Winter = inspection & visit 3 times per week
Contact Centre	Percentage of calls Answered in under 15 Seconds	75%
Contact Centre	Percentage of Calls dealt with at first point of contact	80%
Contact Centre	Percentage of 'lost' calls	5%
Bus Shelters	Time taken to respond following a requests/complaints about bus shelters	10 working days
Bus Shelters	Compliance with standards for cleaning bus shelters - 3 times/year urban 2 times/year rural	100%
Environmental Visual Audits (EVA)	EVA's protocol in place in Council Wards	100%
Environmental Visual Audits (EVA)	Ward Priority Agreed	70%
Member Satisfaction	Percentage of Members rating performance of Streetcene Coordinators Service in ward as acceptable or better	90%
Cleanliness	Maintaining the Cleanliness index above the average figure for Wales	100%
P&D Machines	Respond to non working Pay & Display machines	1 working day
Parking Contraventions	Respond to parking complaint	Corporate standard
Environmental Crime - Dog control	Respond by undertaking site inspection to dog control complaint	2 working days
Environmental Crime - Side waste	Monitor side waste presentation	Daily by crews
Noise Nuisance - Domestic PP	Time taken to despatch an acknowledgement letter and noise logging form	5 working days
Smoke Nuisance - Domestic PP	Time taken to visit a report of domestic smoke nuisance	5 working days
Pest Control PP	Time taken to attend Nuisance Pests, e.g. Wasps	3 working days
Pest Control PP	Time taken to attend Public Health pests. e.g. rats	same working day

