

ODS

Streetscene

Service Standards



working
with



At ODS we're building a new kind of business. A business that's good for everyone; one that creates a more inclusive and sustainable economy that truly balances purpose and profit, one that considers the impact of their decisions on their employees, customers, suppliers, community, and the environment.

We want Oxford to be an attractive and enjoyable place for those who live, work in and visit the city. That is why ODS and Oxford City Council is committed to keeping the streets of Oxford clean and tidy.

The city-wide services we provide:

The Streetscene team is responsible for cleaning public land that is maintained by the Oxford City Council, this extends to public streets, parks, countryside, and open spaces.

Services include:

- Litter collection, bin maintenance, removal of detritus, fly-posting, graffiti, and fly-tipping
- Dealing with abandoned vehicles and bicycles, dead animals, and, dog fouling
- Cleaning and maintaining the city's parks, cemeteries, public conveniences, and the covered market
- Cleaning street furniture such as benches and cleaning pavilions within the city's parks.

This document summarises the standards we aim to reach

Standards of cleanliness

Our service aims to comply with the standard of cleanliness as defined in the Code of Practice on Litter and Refuse (Part 4 of the Environmental Protection Act 1990). The Act categorises areas into different zones and the requirements on the service should these areas fall below an acceptable level of cleanliness.

There are 4 grades of cleanliness

Grade A: No litter or refuse

Grade B: Predominately free of litter and refuse except for some small items

Grade C: Widespread distribution of litter and refuse, with minor accumulations

Grade D: Heavily littered, with significant accumulations

We aim to achieve Grade A standard after cleaning all areas of the city, and ensure that the standard does not fall below the Grade B standard.

General Street Cleaning Service - We will:

Clean streets, council-owned housing land, and council car parks, including park and ride sites, formal parks, and cemeteries according to our schedule

Empty litter bins and dog bins, when they are more than three-quarters full, so that they do not overflow

Remove used hypodermic needles reported to Streetscene within one hour of a report in a working day (Monday to Friday 8am – 4pm)

Remove dog fouling within two hours of a report in a working day (Monday to Friday 8am – 4pm)

Remove offensive graffiti from any property in the city within one working day.

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- Remove reported fly-posting within seven day
- Remove reported fly-tipping within seven days and adopt a zero-tolerance attitude
- Investigate reported abandoned vehicles within one working day and instigate the process for removal if appropriate
- Tag bicycles deemed abandoned and remove them after seven days.

Tell us what you think:

Your feedback about our Streetscene services and how these can be improved is welcomed.

Please visit www.oxford.gov.uk/feedback.

All comments, complaints, and suggestions will be responded to.

For further information:

Visit www.oxford.gov.uk

Call 01865 249811

Visit the Customer Services Centre:

Oxfordshire County Council Library, Queen Street,

Westgate, Oxford, OX1 1DJ