

## WEST LANCASHIRE BOROUGH COUNCIL NEW SERVICE STANDARDS FOR THE CLEAN AND GREEN TEAMS – APRIL 2019

<b>Service Standard</b>	<b>Frequency/Timescale for Response</b>
Grass Cutting	8 times during the season (April-October)
Grass Cutting – sheltered housing sites	10 times during the season (April-October)
Sports Pitch Maintenance	As required – determined by season/usage level
Hedge & Shrubbery Maintenance	Annually during winter maintenance programme (Nov-Feb)
Bedding Provision	Twice per year – Spring and Summer
Tree Maintenance on WLBC amenity and housing land	Individually assessed
Manual cleansing – Town Centres	7 days per week
Manual cleansing – Shopping Parades	5 days per week (Monday-Friday)
Manual cleansing	14 day cycle
Mechanical cleansing – Carriageway Channels	12 week cycle (TBC)
Mechanical Cleansing - Footpaths	14 week cycle (TBC)
Fly tipping removal – hazardous/obstructive	1 working day
Fly tipping removal – hazardous/obstructive	3 working days
Dead animal removal	24 hours
Litter bin emptying – Town Centres	7 days per week
Litter bin emptying – Shopping Parades	5 days per week (Monday-Friday)
Litter bin emptying – areas of high footfall	Twice per week
Litter bin emptying – all other areas	Weekly
Graffiti Removal from WLBC owned structures - offensive	1 working day
Graffiti Removal from WLBC owned structures – non-offensive	7 days

### Public Realm agreement tasks undertaken on behalf of Lancashire County Council

<b>Service Standard</b>	<b>Frequency/Timescale for Response</b>
Grass Cutting – low speed roads	8 times during the season (April-October)
Grass Cutting – high speed roads with traffic management	8 times during the season (April-October)
Flail mowing – rural locations	4 times during the season (April-October)
Weed Control	2 applications per year (April/May and Aug/Sept)
Shrubbery maintenance at agreed gateway sites	Annually during winter maintenance programme (Nov-Feb)