

Your Member guide to street cleansing services



In this handy guide you'll find information on litter, street sweeping, abandoned vehicles, graffiti and pest control



Dear colleagues,

Thank you for taking the time to read this new guide to street cleansing that we've created especially for Members.

In this short guide, you'll find information to help in case you're asked a question about litter, street sweeping, litter bins, abandoned vehicles, graffiti and pest control.

Of course, you can find lots of extra information on our website – www.blackburn.gov.uk/waste.

If you can't find the answers in this new guide or online, the Environment Team are always happy to help so please do get in touch.

As a Council we are committed to living in a clean and safe environment and as members, we all have an important part to play in achieving that.

Thank you for your continued support.



A handwritten signature in dark ink, which appears to read 'J Smith'.

Councillor Jim Smith
Executive Member for Environment

Litter, street sweeping and litter bins

The Council has a legal duty to keep the adopted highway and its land clear of litter. We provide litter bins and sweep the streets to help keep them clean and tidy.

We have a dog fouling and litter enforcement team who issue fines to people who drop litter or fail to pick up their dog's mess.

We have over 2000 litter bins in the borough and the ones in the busiest locations are emptied up to 4 times a week!

Our street sweepers sweep the town centres and main roads up to 2-3 times each week, with side roads and housing estates done less frequently, depending upon the amount of litter.



Volunteer litter pickers

Have you seen any red bags at the side of the road when you're out and about? Our 'Keep It Tidy' volunteer litter pickers go about the borough, picking up litter and putting it in red bags for us to collect.

We encourage the volunteers to leave their red bags next to a litter bin for collection.

Reporting litter, requests for litter bins and sweeping

Residents can report litter or street sweeping at
www.blackburn.gov.uk/waste-and-recycling/litter or email
cleansing@blackburn.gov.uk



FAQs - litter, street sweeping and litter bins



Do we provide additional litter bins?

Due to limited resources, we cannot provide any additional litter bins, however we can move a litter bin from one area to another if needed. For this to happen we need a good reason why the new location for the litter bin is more viable than where it is now. These requests will be reviewed each quarter. You can send litter bin requests to cleansing@blackburn.gov.uk.

Does the Council clean back streets?

YES!

We are introducing the removal of bulky rubbish from adopted back streets!

How is littering and dog fouling on the street enforced?



The Council has a specialist enforcement contractor that issues littering and dog fouling fixed penalty notices.

The contractor works across the borough and relies on reports to cleansing@blackburn.gov.uk to direct them to problem areas.

It really helps the team if residents can highlight specific times of the day or days of the week when the environmental crimes are taking place.



What if someone sees litter being thrown from a vehicle?



Throwing litter from vehicles onto public land is a littering offence - it can be reported at www.blackburn.gov.uk/waste-and-recycling/litter/ or email cleansing@blackburn.gov.uk

Please make sure you have the vehicle registration number, date and time of the offence.

Where can overflowing litter bins be reported?

Overflowing litter bins can be reported online at www.blackburn.gov.uk/waste-and-recycling/litter/ or email cleansing@blackburn.gov.uk

How to become a volunteer!



We just couldn't do the work we do without the support of our hard working army of volunteers.



We are lucky to now have more than 1,700 Keep it Tidy volunteers across Blackburn with Darwen.

Despite the pandemic, this year they have worked even harder than ever - helping keep our borough looking spick and span.



If you're outdoors more, why not do a spot of litter picking while you're there?

Our Keep it Tidy volunteers tell us they really enjoy making a difference to where they live and they've seen health benefits too.



Sign-up now at:

www.lancsvp.org.uk

and we'll send you everything you need to get started!

If you don't have the time to volunteer, you can help by carefully disposing of your rubbish.

Please don't litter - take it home with you or use one of our litter bins!

Abandoned vehicles (ABVs)

What is an ABV?

Over 60% of vehicles reported to the Council aren't abandoned, which means we can't take any further action. An abandoned vehicle must have no MOT, no tax or insurance, and show some signs of abandonment such as mould growth or exterior/interior damage.

What can the Council do?

The Council can trace the owner and ask them to move the vehicle, although this can take up to 5 weeks. If the vehicle isn't removed, we can remove and dispose of the vehicle through our contractor. We can also take enforcement action against the owner.

Vehicles without an MOT and/or tax, but in a roadworthy condition, should be reported to the DVLA and/or the Police.

Reporting an ABV

Residents can report an ABV at
**[www.blackburn.gov.uk/roads-and-highways/
problem-vehicles/abandoned-vehicles](http://www.blackburn.gov.uk/roads-and-highways/problem-vehicles/abandoned-vehicles)**
email **cleansing@blackburn.gov.uk**

Residents should read the criteria for ABVs on the webpage before submitting a report.

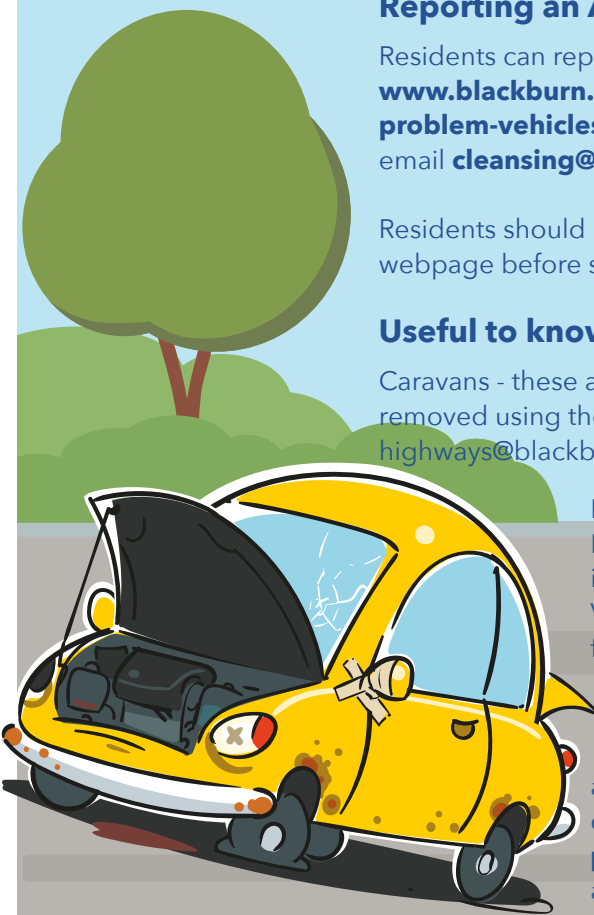
Useful to know

Caravans - these aren't classed as vehicles, but can be removed using the Highways Act. Please report them to **highways@blackburn.gov.uk**

If you see a badly parked vehicle, Parking Services may be able to issue a fine.

Visit **www.blackburn.gov.uk/parking** for more information.

Damaged cars left on the roadside by repair garages - the Council can take action but these cases can be more complex, please contact **publicprotection@blackburn.gov.uk** and **highways@blackburn.gov.uk**





FAQs - abandoned vehicles (ABVs)

• How quickly will ABVs be removed?

We aim to respond to reports within 10 days. Once inspected, the registered keeper will be sought and a 7-day removal notice will be issued and placed on the vehicle. If there is no registered keeper the vehicle should be removed within 48 hours after the notice has been served on the vehicle.

• What if a vehicle has an MOT but no road tax?

If a vehicle has no road tax this needs to be reported to the DVLA at www.gov.uk/check-vehicle-tax

• What if a vehicle has road tax but no MOT?

Legally any vehicle with a valid road tax can park on any highway that is free of parking restrictions. The Council has no powers to remove these vehicles, unless there are restrictions in place, in which case please contact our Highways team: highways@blackburn.gov.uk

If the vehicle is causing an obstruction then the Highways Act can be utilised by the Highways team. For vehicles being serviced on the road, this should be reported to both Highways and publicprotection@blackburn.gov.uk

The Police can only take action on a vehicle with no MOT if it is being driven at the time.

• When should I report an ABV?

ABVs should only be reported to the Council if they meet the criteria on our website: www.blackburn.gov.uk/roads-and-highways/problem-vehicles/abandoned-vehicles

If the ABV doesn't meet the Council's criteria, use the information in this FAQ section to report it to the relevant authority, for example the DVLA or Police.

For any further questions please email cleansing@blackburn.gov.uk

GRAFFITI

Reporting graffiti

Residents can report graffiti on the Council website

[www.blackburn.gov.uk/
environment/graffiti](http://www.blackburn.gov.uk/environment/graffiti)

or email

cleansing@blackburn.gov.uk

What is graffiti?

Graffiti is any drawing, marking or word, which has been scribbled, scratched or sprayed onto any area where it's unwanted. Graffiti often leads to other anti-social behaviour and makes many people feel unsafe. Graffiti is classed as criminal damage and can be:

- **Offensive** - for example of a racial, sexual or abusive nature
- **Non-offensive** - where it's none of the above, but nevertheless is undesirable

What can the Council do?

Through our contractor, we aim to remove obscene and racist graffiti from Council property, land or the adopted highway within 24 working hours and all other graffiti within 10 days.

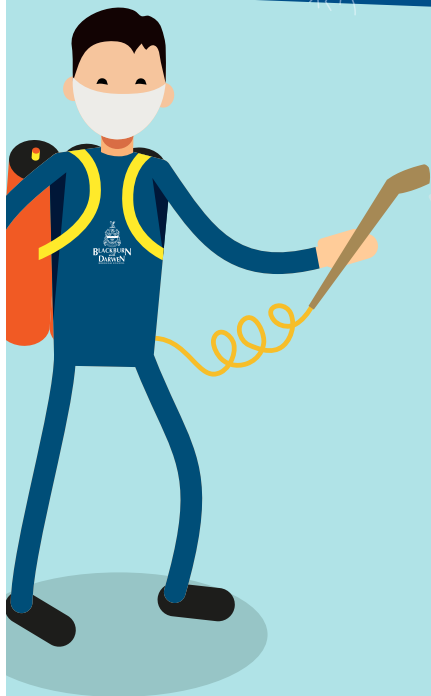
The Council can:

- Issue fines and take Court action against those responsible for graffiti.
- Require property owners to remove graffiti from their land, assets or buildings, including telecoms companies.
- Remove graffiti on Council buildings, land and other assets such as street signs.





Pest Control



The Council provides domestic and commercial treatments for common pests, as well as commercial contracts, pro-active treatments and advice.

Due to the current situation with Covid-19 we will not be able to investigate any reports of pests internally within a property.

If the domestic property is within the same building as a commercial business, please ask the resident to contact their landlord directly.

Pest control services for rats and mice are free. However, gardens are the natural habitat of mice and treatment is not available in this environment.

The following pest control services are chargeable by the Council:

- Cockroaches
- Fleas
- Wasps
- Bed bugs
- Garden ants
- Moles



The Council cannot treat bees, please visit **www.bpca.org.uk** for further advice.



Please ask the resident to check the Council website for more information and to request pest control: **www.blackburn.gov.uk/environment/pest-control**

Contact details:
neighbourhood.health@blackburn.gov.uk



FAQs - Pest Control

- **If a resident is renting their property, whose responsibility is it to sort a pest problem?**

It is the responsibility of the tenant to get advice and request pest control.

- **Does the Council provide a commercial service?**

Yes we do. We have a commercial one off treatment and also offer commercial contracts which are over a 12 month period.

- **How is payment made, does it need to be made in full?**

Payment can be made over the phone by debit or credit card. We will only arrange a visit once the payment has been made in full.

- **What happens if a resident misses a visit?**

If the pest control officer can't gain entry to the property on the pre-arranged visit, the visit will be forfeited. The resident will need to rearrange the visit. If it's a paid for service, we do not offer refunds.

- **Does the Council bait the sewer system?**

The Council carry out a programmed sewer baited treatment throughout the year.

- **How are pests treated?**

Every pest is treated differently. We give recommendations to residents such as housekeeping and proofing prior to putting poisons down which is a last resort.

For any further questions please email:
cleansing@blackburn.gov.uk



Our hard working Environment Team is here to help you!
If you're contacted by a resident with an issue about waste, recycling or cleansing, it's likely they'll be able to quickly report the issue online.



Please direct them to:

www.blackburn.gov.uk/waste

where they can:

- Report fly-tipping
- Arrange a bulky item collection
- Check their bin collection dates
- Let us know if their bin has been missed
- Find out what to do if their bin is contaminated
- Subscribe to the garden waste collection service
- Report a lost, stolen, abandoned or damaged bin
- Report graffiti
- Arrange for bins at a new build property
- Request help with bin collections
- Highlight issues with litter bins
- Book pest control services

... and more!



We've provided information on many of these services in this new leaflet to help you respond to resident's queries.

**Didn't find what you were looking for?
Try looking in your other handy guide
'Member guide to waste and recycling' or
call: 01254 585921 or
email: cleansing@blackburn.gov.uk**



BLACKBURN
with
DARWEN
BOROUGH COUNCIL

 **Blackburn with Darwen Council**

 **@blackburndarwen**

 **bwdcouncil**

**For more information visit:
www.blackburn.gov.uk/waste**