

# Neighbourhood Services Update

## February 2018



# Background - Parks and Grounds Maintenance

- Idverde is responsible for providing grounds maintenance of parks, highway verge and bed maintenance, as well as the administration of cemeteries, allotments and sports bookings. This includes the following provision:
  - Grass cutting
  - Shrub bed and flower bed maintenance
  - Hedge cutting
  - Litter picking and litter/dog bin emptying
  - Playground/ youth facilities maintenance
  - Graffiti/ fly post removal
  - Sport pitch provision and maintenance
  - Fly-tip removal
  - Supporting community clean-up initiatives
  - Cemeteries and allotments administration

# Background - Waste and Streets

- Veolia is responsible for providing waste collection, street cleansing, gully cleaning and winter maintenance services. This includes the following provision:
  - Household waste collection
  - Garden waste collection service (paid for)
  - Bulky waste collection (paid for)
  - Commercial waste collection (paid for)
  - Winter gritting and re-stocking grit bins
  - Street sweeping and litter picking
  - Emptying, maintaining and cleaning of litter bins
  - Graffiti/ fly post removal
  - Gully and drainage system cleaning
  - Weed removal
  - Fly-tip removal
  - Leaf clearing
  - Removal of dead animals
  - Clearance of litter and weeds from tree pits
  - Supporting community clean-up initiatives
  - Emergency cleaning services

# Activities in Carshalton & Clockhouse Local Committee area

## Recent activities:

- Hedge reduction works in Kings Lane, Carshalton
- Oaks Park Garage – security enhancements undertaken by *idverde*
- Jet washing of surfaces under rail bridges– North St and West St
- Flats waste project – resolving outstanding issues
- Bulb planting by friends groups and residents' associations
- Leaf fall clearance November and December 2017
- Veolia support with street cleaning at Yulefest, December 2017

# Activities in Carshalton & Clockhouse Local Committee area

Coming up:

- Enhancement of flower beds – Oaks Park and The Grove
- Review of parks' action plans
- Targeted deep cleaning of heavily parked roads
- Cleaning of road gullies April and May 2018
- Weed treatment programme
- A232 Red Route cleaning around crossing points and junctions
- London in Bloom 2018
- Changeover of hanging baskets, floor planters and barrier baskets June 2018

# On-line reporting of issues

Please report issues at: <https://sutton.gov.uk/report>. This will ensure the requests are properly logged and dealt with as swiftly as possible, as the reports are sent straight to Veolia and *idverde*:

- Missed bin collections
- Damaged/ missing rubbish or recycling containers
- Flytipping
- Litter/dog waste/spills on streets (and to report a street that needs cleaning)
- Graffiti
- Overflowing/damaged litter bins

Issues previously reported can also be escalated using this function.

# Questions



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