

**Meeting of Town Clerk/Assistant Town Clerk with Representatives from Calderdale Council,
(Safer, Cleaner, Greener) Todmorden Street Cleaning - 27 November 2019**

Timing and frequency of cleaning

Bins are emptied, and litter picked up 7 days a week in the centre of Todmorden from the team based at the depot at Vale Centre Park. Cigarette butts are not picked up by hand. The street sweeper picks up cigarette butts etc. on a weekly basis. Backstreets are cleaned less often.

On weekdays this is usually around 7.30-9am in the morning. This was done this morning at 7.30am by a team of two staff out of a team of nine that covers Todmorden and Hebden Bridge. The team also clean around the market although strictly speaking this should be done by the market traders. This is because complaints from the public have been received. The back streets are cleaned less often unless there is a problem. They clean around the Town Hall, including the well area every 6 weeks unless it needs doing sooner. Wardens patrol on a regular basis but unfortunately cannot be in all places at the same time.

Number of bins provided

They mentioned that they had walked Ken Eastwood round the bins and he commented that there were quite a few. Sometimes if more bins are provided this encourages businesses to put commercial waste in them. They have found this outside fast food restaurants where additional bins have been provided and they have been filled with commercial waste.

Links with voluntary groups

They teamwork with voluntary groups and have provided bags, bins and pickers to them. There is work underway to organise this and a Volunteer Coordinator has been appointed to identify local volunteers. It was suggested that the volunteer role could be enhanced and additional cleaning supplies provided. They are considering installing a couple of locked bins in the centre of Todmorden (containing a bin, bags and a litter picker) to be used by volunteers when picking litter. When the volunteers let them know the bins are full the street cleaning team will empty them. It is planned that one will be outside the Golden Lion pub.

Auditing Standards of Cleanliness

A quarterly audit is done to monitor the cleanliness of streets. These are graded on a basis of A-D. They are willing to let the Town Council have access to the data from previous and future audits. They commented that Todmorden is very clean compared to other sites they deal with.

Issues They Have to Contend With

They have additional work caused by:

- Trade waste being put into ordinary street bins – they deal with this by raising it with the organisation concerned.
- Fly tipping - If an instance of fly tipping is reported they are required to deal with this, sometimes ahead of scheduled street cleaning for Todmorden and Hebden Bridge. Where tipping is on the street outside a house the resident concerned is informed about how to get rid of their rubbish.

- The street cleaning team have to take rubbish the rubbish they collect to Halifax (they only have 2 vans). This cannot be taken to the Household Waste Recycling Centre as the current handling facilities are not available there.

Process to Report Issues with 'Grot Spots' that need Attention

The process is to:

- Ring the Halifax Customer Centre – 01706 548135
- Email – parks@calderdale.gov.uk
- Ask Assistant Town Clerk to contact the supervisor of the Cleaning Team with serious issues (who is based at Vale Centre Park)

Currently there is no process to let customers know when an issue reported has been addressed, it is only fed back to Calderdale MBC when the job has been finished.