

**City Services Division (incorporating city clean and city parks)**

**Assistant Director : Gillian Marston**  
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**Service description**

This division provides recycling and refuse collections, waste disposal and street cleansing for the city. Other activities include waste enforcement, communication and education on waste reduction, recycling and reuse, graffiti removal, cleaning and maintenance of public toilets, gulley cleansing and soakaways. This division is also responsible for managing, maintaining and developing green open spaces within the city and the countryside management of the areas of the South Downs owned.

**Service teams**

**Operations**

Head of Operations : (Currently vacant)

Tel : (29) 4753

The Operations team is responsible for managing, implementing and improving a number of service which include:

*Street Cleansing.* This includes the emptying and placement of litter bins, sweeping of litter bins, removal of fly-tips and street washing.

*Refuse Collection.* The collection of domestic waste only from all household across the city from a variety of containers including communal containers, wheelie bins, collapsible containers and black sacks.

*Recycling Collection.* Some 93% of all households across the city have some form of collection from their homes. We currently collect: plastic bottles, cans, paper, cardboard, glass and household batteries. For individual houses recyclable materials are collected from boxes, put out on the day of collection. For low and high rise flats only paper, glass, and cans are collected, they are collected from larger containers next to buildings.

*Recycling Bring Site:* Recycling is still collected from 100 bring sites across the city. Whilst kerbside collection is popular some residents prefer this option, which still yields a large of amount of material.

*Graffiti service.* The council does not provide a graffiti removal service on request. In September 2005 seven areas across the city were identified, where the council would remove graffiti proactively. The objective is to remove graffiti quickly, therefore discouraging 'tagging', this has been successful.

*Litter bins and bench maintenance* - cityclean also maintains the city's Litter bins and Benches

### **Waste Strategy**

Head of Waste Strategy : Jan Jonker  
4722

Tel : (29)

The waste strategy service includes the Project team, the waste enforcement team and the city clean contact centre

The *Projects Team* have varied responsibilities including research and development of the Waste Strategy, (on which consultation is due to start later in 2007), project management for new initiatives, procurement, management and production of statistical information, contract management, corporate waste advise and input into major planning projects for refuse and recycling requirements.

The *Enforcement Team* consisting of five trained enforcement officers, is responsible for tackling waste related offences and ensuring businesses and residents in the city are aware of, and comply with their responsibilities in relation to waste. The team works closely with Cityclean's Operations Managers and deals with the following issues on a daily basis: fly-posting, fly-tipping, traders failing in their duty of care (this can include no waste removal and disposal contract, insufficient waste storage, waste causing littering or insufficient collections), residents putting refuse out on the wrong day, residents not containing their waste in the bin provided by the Council, littering, illegal waste carriers (people without a licence to remove, transport and dispose of waste)

The *City Clean Contact Centre* was launched in January 2005 as part of the Best Value review of Public Access that focussed on improving public safety and the cleanliness of our City.

The contact centre deals with an average of 3000 calls per week relating to CityClean, Environmental Health, Highway Repairs and Highway Operations. This is the first contact centre to deal with multiple departmental calls within Brighton & Hove City Council. In addition to incoming calls the Customer Service Officers are responsible for writing responses to emails, and letters along with administrative support to the service

### **City Parks**

Head of City Parks : Robert Walker

Tel : (29) 2971

The City Parks Service comprising three teams : the city parks team, arboricultural team and nd the countryside team.

The *City Parks Team* is the council's in-house team responsible for the upkeep and organisation of the Parks and Green Spaces service. In providing the service our aim is to have green spaces that are used and valued by the whole community. We manage

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from this service - 98 parks and green spaces, 45 playgrounds, 2300 allotment plots and 229 sports pitches, greens and courts. We are the first point of contact if you wish to use the council's outdoor sports facilities and provide information on locations and availability for sports pitches within Brighton & Hove. We have 6 award winning green flag parks for Easthill Park, Hove Park, Preston Park, St Anns Wells Gardens, Kipling Gardens and the Royal Pavilion Gardens

The *Arboricultural Team* are responsible for the management of thousands of trees in our parks and open spaces, over 9,000 street trees, and 504.61 hectares of woodland around the city. The service protects trees against development, insurance investigations, and managing the significant task of processing applications and notifications for work on trees covered by tree preservation orders or within conservation areas. The Service is internationally renowned for its work in controlling elm disease, plants substantial numbers of trees each year, and is generally involved in most aspects of the council's work.

The *Countryside Team* works to protect and enhance this countryside and seeks to promote a greater understanding and enjoyment of the countryside through guided walks and other events, trail guides, talks and on site information. The team also work closely with local community groups, helping them manage green sites of particular importance to them.

In addition the team provide advice and support from helping to write management plans to providing sustainable produced materials from our woodlands to implement them and try to ensure that all chalk grassland (downland) is being properly managed to preserve the many rare species that rely on it. The team are also responsible for Countryside Rights of Way, that is footpaths, bridleways and byways.

### **City Clean learning resource centre**

In addition to the service areas above the City Clean operation includes a *City Clean Learning Resource Centre*. The centre run a mix of courses for staff, including skills for life courses, IT classes at various levels, makaton classes and ESOL classes (English for speakers of other languages). One of the learners has just won the SE adult learner of the year award and to date over 120 staff from the depot signed up to learning despite traditional barriers to learning.