

Streetscene



Contents

About us	1
About Streetscene	1
Performance and Accolades	2
<i>Meet the Teams</i>	3
<i>Effective Management</i>	3
Professional Services	4
<i>Where we can help</i>	4
Equipment and Machinery	5
<i>Hand tools</i>	8



About us

Newcastle Borough Council employs over 500 staff and provides more than 270 services for residents and businesses in and around the borough.

These services range from refuse collection, recycling, planning, Council Tax and environmental health to leisure facilities and car park management with a huge variety in between.

The council strives for excellence in the services it provides and aims to improve the quality of life for all borough residents as well as supporting the local economy with its policies and activities.

Some of the key drivers of these corporate priorities are the services provided by Streetscene, the council's street cleansing and grounds maintenance department.

About Streetscene

Streetscene provides a co-ordinated approach to maintaining and improving our neighbourhoods - helping to make a real difference to people's lives.

The service pulls together staff from several professions to focus on management of the whole public realm, from parks and communal areas to roads and pavements. Issues range from grass cutting and tree maintenance to tackling graffiti and fly-tipping.

Equipped with the latest digital hi-tech communication and information systems, Streetscene is a modern, well-managed, professional and flexible service.

Our services include those you would expect such as refuse collection, street cleansing and grounds maintenance but they actually form a part of a much wider range of social, cultural and leisure activities.

As part of our commitment to residents and businesses:

- neighbourhoods are kept clean, green and safe.
- park areas, grass verges and open spaces are mowed to a high standard.
- litter is collected from grassed areas before they are mowed and we respond to litter complaints within a timeframe of one hour to one week.

- we empty all litter bins that are reported to be full within 24 hours. Dog waste bins throughout the borough are emptied up to three times a week.
- we clean all 'Zone 1' shopping areas every day and sweep residential streets four times a year. All other areas are cleaned at frequencies ranging from daily to monthly, according to need.
- offensive or racist graffiti is removed within 24 hours of reporting and all other reported graffiti is removed within three working days.
- if a tree is classed as dangerous we respond and make it safe within four hours of it being reported to us.
- we inspect all borough playgrounds every week and any equipment that is found to be dangerous will be made safe within four hours.
- roads and footpaths will be sprayed twice a year to control weeds. Where needed further spot treatment will be carried out.

Performance and Accolades

The council's Streetscene service has been recognised for its outstanding performance and excellent results many times. In 2011 alone it won three national awards and was shortlisted for a fourth.

We have consistently achieved huge success in the national 'In Bloom' competition, which we have entered for over twenty years.

In 2011 we were awarded overall Gold Award Winner in the Small City category for the fifth year in a row and Streetscene was a finalist in the "best performer" award from the Association for Public Service Excellence (APSE). This prestigious accolade is awarded for excellence in parks, open spaces and horticultural services.

Newcastle is the only borough in Staffordshire to boast nine prestigious Green Flag Awards: Lyme Valley, Brampton Park, Queen's Gardens and Bradwell Crematorium were all recognised in the 2011 national awards scheme together with Silverdale and Wolstanton Park and Marsh, Newcastle Cemetery, Bathpool Park and Keele Cemetery.

In 2011, Newcastle was the winner of a Silver Award in the national Small City category as well as Regional and Gold Award winner.

Our reputation for horticultural excellence is outstanding.

Meet the teams

Our operatives are highly skilled and hard-working. As well as having a wealth of on-the-job experience they boast a huge range of collective professional qualifications from National Vocational Qualifications to chartered membership of professional institutes.

Effective Management

And it's not just the managers who are highly trained. The team members also possess a wide range of professional horticulture qualifications which include National Vocational Qualification in Work-Based Horticulture, Levels 1 and 2, and Amenity Horticulture.

For our service to be as efficient and cost-effective as possible we split the borough's 81 square miles into two distinct areas, Northern and Southern, and two dedicated teams are responsible for them.

Southern Streetscene Team -

this team covers Porthill, Wolstanton, May Bank, Bradwell, the town centre, Thistleberry, Westlands, Seabridge, Clayton, Loggerheads and Whitmore.



The Neighbourhood Managers for the Southern area are Stan Beard and Lyndon Ryder.

Northern Streetscene Team - this team covers Silverdale, Knutton, Keele, Holditch, Madeley, Cross Heath, Halmerend, Audley and Bignall End, Chesterton, Talke, Butt Lane, Ravenscliffe, Kidsgrove and Newchapel.

The Neighbourhood Managers for the Northern team are Paul Lawson and Paul Middleton.

Professional Services

As well as serving residents Newcastle's Streetscene team also delivers commercial services to private and public sector clients.

From small independent businesses to large organisations, industrial or commercial, we bring our expertise to a wide range of customers.

Where we can help

In these competitive times it has become even more essential for businesses and service providers to keep their premises clean, tidy and attractive places. First impressions can mean the difference between attracting customers or service users and putting them off.

We can help you create and maintain attractive premises.

The range of services we offer is extensive but we have outlined some of the key ones below:-

- **Regular grounds maintenance** - keeping your grounds looking great all year round with a comprehensive schedule of works tailored to your exact needs.
- **One off tidy-up** - have you got a property which has been vacant? We'll go and tidy up all the grounds and have them brought up to standard in no time.
- **Weed control** - What's worse for the appearance of premises than a bunch of ugly weeds sprouting up all over the place? Our treatment service controls all types of weeds throughout the year including Japanese Knotweed and all other invasive weeds.
- **Environmental controls** - litter picking, waste removal, graffiti removal, culvert cleansing, leaf clearance - we can sort it out for you.
- **Cleansing** - with our wide-ranging fleet we have the right machine and skilled operative for any job, large or small.
- **Maintenance of football, cricket and rugby pitches** - whatever they're used for, all pitches require maintenance, that's a fact. We can help you with a professional initial assessment followed by a planned maintenance programme which suits your needs.

- **Grass cutting** - we can provide a one-off cutting service or a regular contracted programme including cutting, top dressing, verti-draining, fertilising, over-seeding and brushing.
- **Hedge Trimming** - the Streetscene team can take care of your hedges whatever the size, domestic and commercial and can give professional advice on keeping them healthy.

Equipment and Machinery

For sweeping and cleansing work we use Scarab Mistrals, which are the large channel sweepers you see on the roads and Scarab Minors, which are the smaller vehicles that sweep pavements and shopping precincts.



The **Scarab Mistral** combines outstanding sweeping power and versatility with a proven hydraulic system for all sweeping functions and provides a powerful and efficient suction performance. We can access all areas with this vehicle.

The **Scarab Minor** is the most versatile urban sweeper available; being powerful enough for the most demanding jobs but very compact. It has a wide sweep range but is extremely nippy, being able to travel up to 40mph.





The **636 Green Machine** punches way over its weight. The small but perfectly formed 636 can get into spaces that other sweepers don't dare tackle such as subways, garages, bus shelters as well as walkways and tree-lined avenues. It has immense manoeuvrability and can travel at 25mph to get the job done in no time.

The ride-on **424 Green Machine** has high-speed stability and the added bonus of being self-contained as it has a storage space for full bags. No need to dump them for collection later.

We use our fleet of **Refuse Freighters** for a variety of collections from household rubbish, recycling materials, food waste, garden waste to unwanted bulky items. We also work in partnership with Furniture Mine to recycle unwanted but useable furniture.





Our range of **tractors and mowers** is suitable for anything from school playing fields and football pitches to roadside hedges. We can offer verge mowers, rear-mounted mowers, box mowers and gang mowers as well as tools for grass collection.

We have interchangeable tractor flail arms which provide long-term solutions for tackling heavy duty work, shrubs or grass.

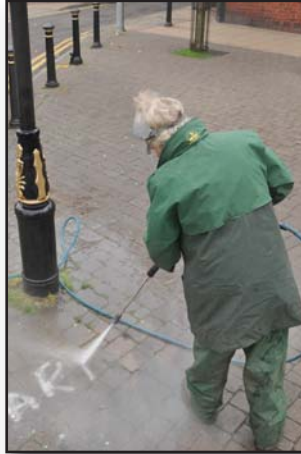


Hand tools

We have a large selection of powerful tools and equipment to choose from. Some of them are pictured in action below:



Chain saw



Jetwash



Blower

Whether you have industrial, commercial or public premises, we can help.

Whatever your needs - sweeping, cleansing, graffiti removal, grass cutting, weed control, hedge trimming or tree surgery - we welcome your enquiry.

Cost effective contracts are arranged to suit customers' needs.

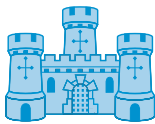
You can expect:

- **Reliability** - in using our services you can count on us to be there when we say we will be and we'll be on time
- **Professionalism** - you can rely on the standard of our work and our professional attitude to the job in hand
- **Quality** - we deliver on all our promises, offering the highest standards you can find anywhere
- **Value** - we deliver excellent services at a price you can afford.

Contact us today:

Please call the Streetscene Team **(01782) 717717** for more information or about Streetscene Services or to request a no obligation quote.

Darren Green (Business Manager)
Streetscene Business Unit
Newcastle-under-Lyme Borough Council
Knutton Lane Depot
Newcastle
Staffs
ST5 2SL



NEWCASTLE
UNDER LYME
BOROUGH COUNCIL