

# LOVE WHERE YOU LIVE VOLUNTEERS HANDBOOK



 [www.rotherham.gov.uk/litterpick](http://www.rotherham.gov.uk/litterpick)

 @LWYLRotherham

# LOVE WHERE YOU LIVE

## About Love Where You Live

Hello and welcome to Love Where You Live - a borough-wide scheme which aims to get people involved in looking after their local area.

By signing up as a volunteer, you will have the opportunity to make new friends, get some fresh air, and make your neighbourhood a nicer place to live!

By volunteering you can help us keep your neighbourhood looking its best by being the eyes and ears of your local community.

There is no commitment required to become a volunteer and you do not have to be physically fit – people of all ages and abilities are welcome to take part.

All we ask is that you report any issues you see in the local area to us, using the details provided. This could be anything from dog fouling and litter to broken or damaged street lights and litter bins.

In celebration of the great community spirit around Rotherham, we will send regular information emails showing what other groups and individuals are doing as well as details of local community events and litter picks.

You can also follow us on Twitter: [@LWYLRotherham](https://twitter.com/LWYLRotherham)

By helping us to identify issues in the community we can work together so we can all Love Where We Live!

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## Street Charter: Grades of Cleanliness

The Council works to the Code of Practice on Litter and Refuse of the Environmental Protection Act 1990 which sets standards for cleanliness

Litter - (A, B & C are acceptable standards)



(D is the standard we wish you to report)

# Fly Tipping

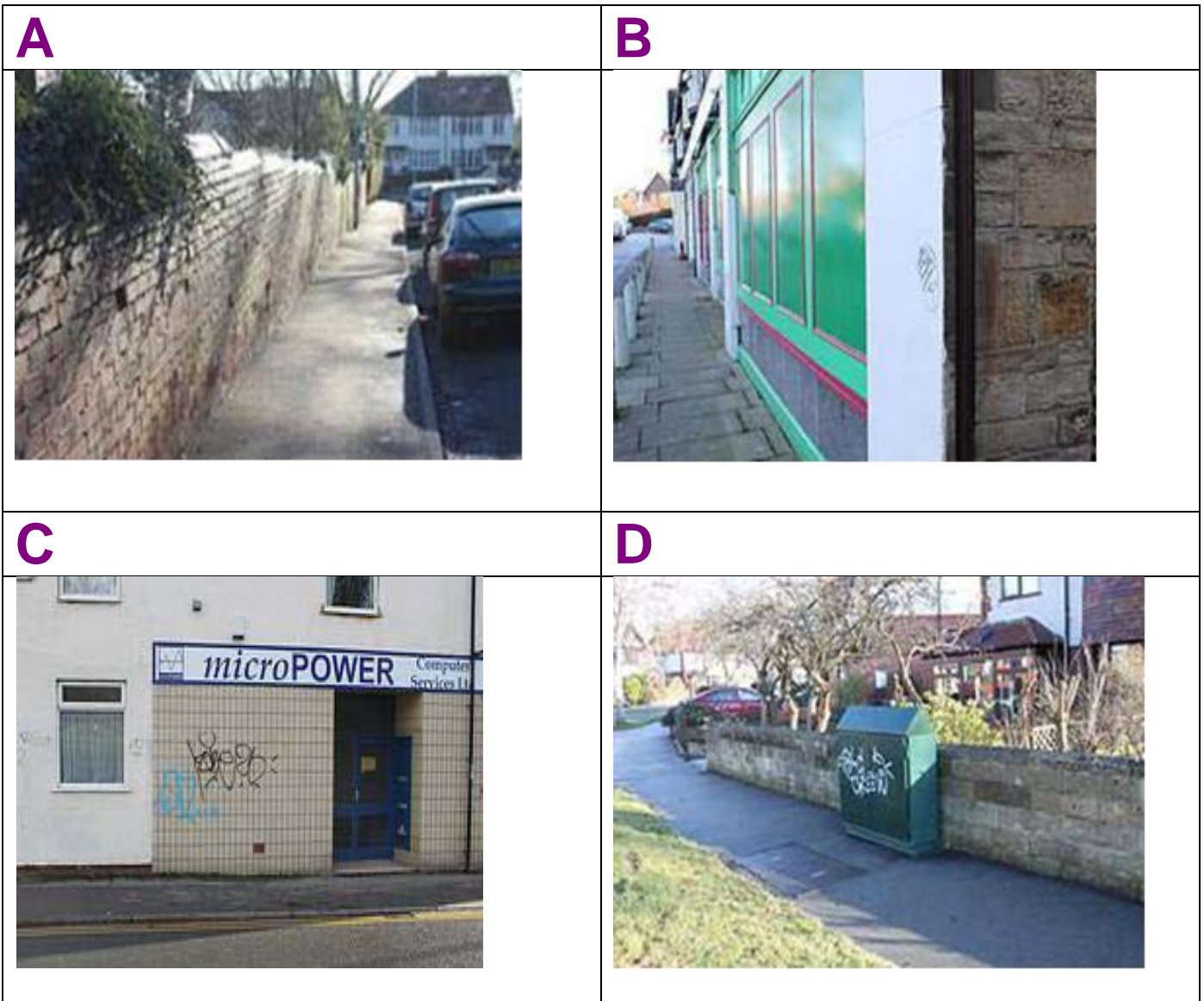
(A is the expected standard)

<p><b>A</b></p> 	<p><b>B</b></p> 
<p><b>C</b></p> 	<p><b>D</b></p> 

(B, C & D are standards we want you to report)

## Graffiti

(A is the expected standard)



(B, C & D are standards we wish you to report)

Where offensive graffiti is being reported please tell us immediately about the nature and quantity – we will aim to remove this within one working day

## Community Clean-Ups

We can support a range of community clean-ups and supply all the equipment you need free of charge.

We can carry out a risk assessment of the area to be cleaned and can also help out on the day if needed.



## Want to arrange a community litter pick/clean up?

- If you start off with a small group, others will join
- Set yourself realistic goals and keep it simple
- Children should always be accompanied by a parent or carer
- Set short, timed picks/clean ups - two hours is a good guide
- Be aware of areas that are private property
- Think about where the rubbish is best left for collection
- Consider a formal structure, constitution or committee as this will open doors for funding and allow others to take responsibility
- However - you do not have to make it formal - above all make it enjoyable and friendly!
- Check out the Love Where You Live page on the Council website for more tips and advice – [www.rotherham.gov.uk/litterpick](http://www.rotherham.gov.uk/litterpick)
- Contact the Love Where You Live coordinator on email: [lovewhereyoulive@rotherham.gov.uk](mailto:lovewhereyoulive@rotherham.gov.uk) for more information or assistance

## Street Lighting, Signs and Amenities

### There are three types of street lighting faults:

**Type 1** – Dangerous streetlight, sign or amenity – accident-damaged or exposed wires.

**Type 2** – Multiple lamp failure (three or more consecutive lamps out).

**Type 3** – Single lamp faults or streetlights on during the daytime

**Note:** The Council does not deal with all faults; some are referred to Northern Power Grid who aim to rectify them within 20 days. These kinds of faults usually affect several or more street lights.

## Highway Network Management

This team is responsible for Rotherham's highway network, which includes all adopted roads, footways and verges.

To keep our highway network in a safe condition, we will inspect any defects reported by the public.

We also carry out a programme of regular highway inspections (between every one and six months depending on the type of road).

[See our current planned road works programme](#)

If you think a road needs resurfacing you can also request that we come and inspect the road.

[Request a highway inspection online](#)

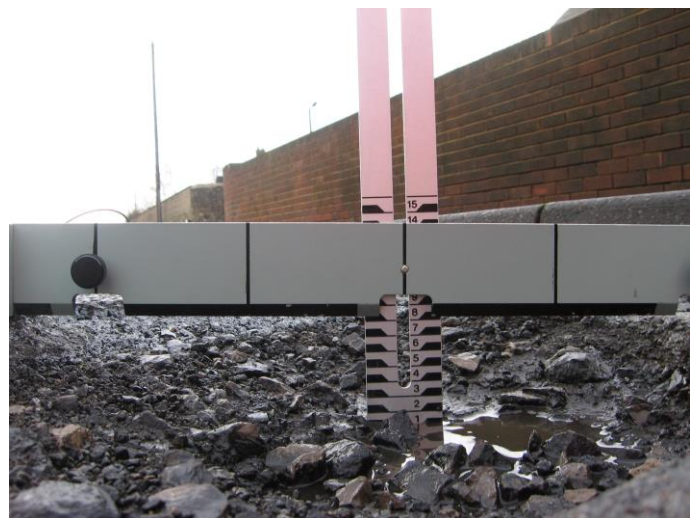


**Not all potholes are dangerous. If a pothole is inspected and is found to be more than 1.5inch deep (40mm) then it probably requires attention.**

**Example of actionable pothole**



**(80mm or 3inches deep)**



**Example of non-actionable pothole (Less than 40mm or 1.5inches deep)**



## Example of actionable defect to footway



(20mm or  $\frac{3}{4}$  inch)

## Example of non-actionable defect to footway



(Less than 20mm or  $\frac{3}{4}$  inch)

**IF YOU AREN'T SURE - REPORT IT!**

## Drainage

The Council is responsible for maintaining the highway drainage system and for the scheduled clearing of road gullies.

### Example of Blocked Road Gully



### Example of Clear Road Gully



## **Highway Winter Service**

**We have 10 priority salting (gritting) routes which cover 500 km of Rotherham's major roads. These include main bus routes and roads leading to fire stations and hospitals.**

### ***Precautionary Salting***

The 10 priority routes get treated before a forecast of ice or snow. This takes approximately three hours to complete. We also prioritise requests from the emergency services. For example, where a patient needs transporting for life-saving treatment.

When we expect settling snow, we also fit ploughs to winter maintenance vehicles. Once traffic is flowing on our priority routes, we will then continue across the borough.

### ***Community Salting***

Once traffic on the priority network is flowing freely, resources are deployed on community routes across the borough. Whilst working on these routes, every effort is made to respond to individual requests.

### ***Hand Salting Teams***

Priority is given to clearing snow and ice from areas where people are most at risk; such as near schools, sheltered housing and busier footways.

### ***Salt Bins***

We have 380 grit bins placed in trouble spots or steep areas of the borough.

### ***Snow Wardens***

During the winter season, we operate a volunteer Snow Warden scheme with members of the public working together for the benefit of their own local communities by clearing snow and ice from pedestrianised areas.

For information on all of the above go to [www.rotherham.gov.uk/winter](http://www.rotherham.gov.uk/winter)

## Tips for reporting

- Please identify the location as precisely as you can, giving as much information as possible
- Describe the issue: e.g. fly tipping, three double mattresses, four large bin bags. This will help us get the right resource to the location first time
- If possible (and safe), please take a photo of the issue and send it in with your report
- Some of the issues you can report may have measurements included; there is no need to measure potholes - an estimate will suffice. Remember, if you think it is dangerous then please report it.
- Remember to state that you are a Love Where You Live Volunteer when reporting
- Don't assume someone else has reported it; we would prefer two reports rather than none
- If you report fly tipping which is on private land, we cannot remove it, but will speak with the landowner who is responsible for disposing of it correctly

## Key response times

We aim to respond to reports within the following target response times:

Service	Report	Target Response Time
<b>Street Cleansing</b>	Removal of fly tipping	Within 4 working days
	Removal of racist/offensive graffiti	Within 1 working day
	Removal of general graffiti	Within 4 working days
	Removal of dog fouling	Within 5 working days (1 working day for children's play areas)
	Litter following public report	Within 5 working days
	Grass cutting	5 times per year (April – Sept)
	Tree services	Inspect and prioritise action as soon as possible
<b>Carriageway</b>	Potholes deeper than 1½" (40mm) and length or width greater than 12" (300mm)	Repair within 24 hours
	Potholes less than 1½ inches and length less than 300mm	Referred for Inspection
<b>Footway</b>	Trip hazards of ¾" (20mm)	Repaired within 24 hours
	Rocking pavement of ¾" (20mm) or greater	Repaired within 24 hours
<b>Street lighting</b>	Unit Fault (Multiple lamp failure)	Investigate within 24 hrs
	Single Unit Fault	3 working days
	Section Fault	Investigate within 24 hours*
		(*May be referred to Northern Power Grid)
<b>Drainage</b>	Clear blocked gully if it is flooded or a property at risk of flooding	4 hours (during normal working hours 7.30am to 3.30pm Monday to Friday)
	Clear blocked gully if a public highway is flooded or at risk of flooding	1 working day
	Clear blocked gully if non-urgent and not causing flooding	15 working days
	Clear blocked gully if a public highway is severely flooded	Sign & guard
<b>Traffic Signals</b>	All lights out	1 hour
	Single bulb failure	24 hours
<b>Highway Winter Maintenance</b>	During periods of heavy snow, waste collection and recycling services may be suspended	
	Where applicable, reinstate black bin service	As soon as possible*
	Where applicable, reinstate recycling service	As soon as possible*
		* Please see <a href="http://www.rotherham.gov.uk/winter">www.rotherham.gov.uk/winter</a> for latest updates if snow has affected services

## Key Contacts

Online reporting for non-emergency reports	<a href="http://www.rotherham.gov.uk/report">http://www.rotherham.gov.uk/report</a>
Email non-emergency reports to our contact centre	<a href="mailto:Streetpride@rotherham.gov.uk">Streetpride@rotherham.gov.uk</a>
Telephone our contact centre 24/7 with urgent reports	<b>(01709) 336003</b>
Email for litter picks, community clean ups, volunteer registration and assistance	<a href="mailto:Lovewhereyoulive@rotherham.gov.uk">Lovewhereyoulive@rotherham.gov.uk</a>
Community Protection Unit: Private sector housing standards; rubbish and gardens; neighbour/noise nuisance; environmental health concerns; bins; noise from stationery vehicles, machinery or equipment.	<b>(01709) 823118</b> <b>(message facility out of hours)</b>
Community Protection Email	<a href="mailto:CPU-admin@rotherham.gov.uk">CPU-admin@rotherham.gov.uk</a>
Emergency: Police, Fire, Ambulance	<b>999</b>
Concerns of a child protection nature. Multi-Agency Safeguarding Hub (MASH)	<b>01709 336080</b> <b>(available 24/7)</b>
Concerns about children, young people and families in need of support. Early Help & Family Engagement. Early Help Triage Team	<b>01709 334905</b>
South Yorkshire Police (Non-emergency)	<b>101</b>