

# FactSheet

www.islandroads.com

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## Keeping the Island clean and tidy

*A guide to our street cleansing and highway litter collection service on the Isle of Wight.*

The Island is a beautiful place, and our crews work hard to keep its streets clean and free from litter. Our crews are responsible for all street cleansing services on the Island's public highway network including emptying litter bins, emptying dog bins and clearing dog fouling on the public highway.

We try to make sure that the public highway is kept free of litter in accordance with the Government's national Code of Practice on Litter and Refuse. You can view the Code on [DEFRA's](#) website. The code states that what is important is maintaining the cleanliness of an area, rather than how often it is cleansed.

The frequency of street cleansing and bin emptying is agreed with the IW Council with increased activity in our town centres and main tourism areas such as esplanades during the holiday season when we have more visitors on the Island.

### Street cleaning



All adopted highway on the Island has been zoned based on factors such as housing density, traffic use, public usage and the presence of retail premises.

A cleansing frequency is then applied to each zone. For example, a residential street will be cleansed less frequently than a main shopping street which has a higher footfall.

Currently town centres are swept manually on a daily basis and esplanade areas are swept weekly during the winter months and daily during the summer months. Additional

localised cleaning is undertaken at particularly busy times such as in Cowes during the Cowes Week regatta.

Residential and rural roads are mechanically (using a road sweeper) and manually swept on a varying frequency according to the intensity of pedestrian use.

We also respond reactively to reports of road drain grilles blocked by leaves or storm debris and slippery conditions in areas of high footfall.

The council has no statutory responsibility to maintain areas of unadopted highway, and there are no resources currently allocated within the street cleansing service to remove litter or fly tipping from such areas.

## Leaf and tree fall



At certain times of the year, predominantly in the autumn months, we deploy additional mechanical and manual sweeping resources to help tackle leaf fall and keep drains, gullies and pavements as clear as possible. Locations that experience increased leaf fall are scheduled for regular visits to remove leaf litter and branches.

Our crews will also remove fallen trees from the highway area and we work closely with organisations like the National Farmers Union (NFU) and Country Landowners Association (CLA) to promote the importance for land and property owners to inspect and maintain trees on their land adjacent to the highway.

You can find more information on our website here <https://islandroads.com/inspect-and-protect/>

## Litter in hedges and on verges

Only around 5% of the Island's hedges are looked after by Island Roads. Those hedges that we do maintain are cleared of litter on the highway side when we undertake hedge cutting between November and January (outside of the nesting season). We also clear litter from verges during our roadside grass cutting cycle.

We are not required to routinely collect grass cuttings on verges and amenity areas, instead these are left to compost into the ground, however cuttings are cleared from footways using hand blowers to keep these areas safe for pedestrians.

The majority of the hedges on the Island are the responsibility of local land and property owners and they are responsible for keeping those clear of litter. Those on public land e.g., in public parks and gardens are the responsibility of the Isle of Wight Council or town and parish councils.

## Litter and dog bin emptying

The frequency of litter and dog bin emptying is agreed with the Isle of Wight Council. Under this agreement, we conduct the following bin emptying cycles:



- During October to April, we empty litter bins in town centres on a daily basis, and three times a week along the esplanades and residential areas.
- During May to September, we empty litter bins in town centres and esplanades on a daily basis and residential areas three times per week.
- Between June and August when visitor numbers are at their peak, we empty litter bins in town centres and esplanades twice a day.

Dog bins are also emptied on an agreed cycle; twice a week during the winter months (October to April) and three times a week in the Spring/Summer months (April to September).

Not all litter bins are the responsibility of Island Roads, only those on the highway network. Those in public parks, for example, are the responsibility of the Isle of Wight Council and others may be the responsibility of private landowners.

Litter bins do have a finite capacity and where litter bins are full, we ask that the public take their litter to another bin that can accommodate it, or to retain their litter and dispose of it at home.

We are unable to add litter or dog bins to the highway network without the consent of the local authority. Any requests will be investigated and added to a document called the Highway Safety Improvement Register. This is reviewed by the council who will then decide whether to instruct Island Roads to make additions to the highway network.



## Dead animals on the highway



We arrange for the removal of domestic dead animals such as cats, kittens and dogs and other large animals e.g., foxes, badgers and swans from all publicly accessible areas of the highway but not private / unadopted roads. As these can present a safety issue, they are removed from the highway promptly on a reactive priority basis.

Small animals such as rabbits, birds and vermin which do not generally pose a danger/hazard to pedestrians or road users are removed from the highway as less of a priority

Cats and dogs that have been collected are taken to our headquarters at St. Christopher House where a member of staff will scan the animal and contact the owner, if it is microchipped.

## Fly-tipping

Fly-tipping is a criminal offence with significant penalties if the perpetrators are caught.

Island Roads is responsible for dealing with fly-tipping within the highway area.

Outside of the highway area, fly-tipping is dealt with by the Isle of Wight Council and their contractor. Please contact the Waste Team on 01983 823777 or by email to [wastecontract@iow.gov.uk](mailto:wastecontract@iow.gov.uk) to report an issue off the highway network.

Fly-tipping on private land is the responsibility of the landowner or occupier.

## **Report a problem**

To report fly-tipping or a dead animal on/adjacent to the highway, or to report any problems concerning street cleaning or litter/dog bins or dog fouling simply click on the [Report it Online](#) section of our website. There you will be able to check if the issue has already been reported and if not, you can enter details to report the problem. The system can also provide updates on progress. Alternatively, you can email [info@islandroads.com](mailto:info@islandroads.com) with the relevant details.

In an emergency where there is a threat to public safety, for example, a fallen tree blocking the highway, please call 01983 822440. This phonenumber is manned 24 hours a day, seven days a week.

**You can visit our website for more details about any of our services [www.islandroads.com](http://www.islandroads.com)**