



ENVIRONMENTAL PROTECTION

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Original - MARCH 2010
Updated – OCTOBER 2011

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CONTENTS

	Page
Introduction	2
Scope	3
Policy Statements	
Domestic Waste Collection	6
Domestic Recycling Collection	8
Commercial Waste Collection	9
Clinical Waste Collection	10
Abandoned Vehicles	11
Environmental Maintenance	11
Grounds Maintenance	13
Cemeteries	16
Community Toilets	23
Pitch Bookings	23

Environmental Protection Policy

1. Introduction

- 1.1 Three Rivers District Council's Strategic Plan has three themes: making our communities **safer** and more **sustainable**, in addition to moving **towards excellence**. The Environmental Protection Department supports these themes by providing services, which assist in achieving the following corporate objectives:

Safer Communities

- 1.1.2 Provide reassurance to the public and reduce the fear of crime
- 1.2.1 Promote the safety of people at work, at home and at leisure.
- 1.2.2 Ensure that waste is managed

Sustainable Communities

- 2.1.5 Improve and facilitate access to leisure and recreational facilities
- 2.2.1 Increase the number of accredited open spaces, parks and woodland areas
- 2.2.2 Minimise waste and optimise recycling

In addition to the above the Environmental Protection Department also works with corporate teams in ensuring the following objectives are achieved for the Services it provides.

Towards Excellence

- 3.1.1 We will develop, publish and monitor service standards for all services
- 3.1.2 We will respond to complaints by learning and improving our services
- 3.1.3 We will improve customer satisfaction
- 3.1.4 We will regularly involve and consult with the local community on key issues
- 3.1.6 We will inform and update residents about the Council's work and services.
- 3.3.1 We will manage and reduce risk
- 3.3.4 We will continue to improve the Council's performance
- 3.4.1 We will ensure employees are properly trained, developed and motivated.

2. **Scope**

2.1 The policy on Environmental Protection in Three Rivers existed previously in various forms via several Executive Committee decisions and minutes, various Council Contracts, the Environmental Protection Service Plan, Best Value Review Improvement Plans, Customer Service Centre scripts, and other documents. This policy document aims to bring together all of these into one over arching Policy statement.

2.2 The policy covers all of the following service areas:

- Domestic waste collection
- Commercial Waste Collection
- Recycling collections
- Clinical Waste
- Abandoned vehicles
- Environmental Maintenance
- Grounds Maintenance
- Cemeteries
- Community Toilets
- Pitch Bookings

2.3 The table below details the measures and targets in place to ensure that the service areas above meet the Strategic plan objectives.

Strategic Plan Priority theme	Strategic Plan objective (inc. ref)	Measure	Target
Safer Communities	1.1.2 Provide reassurance to the public and reduce the fear of crime	NI195 (a) Level of litter NI195 (b) level of detritus NI195 (c) Level of graffiti NI195 (d) Level of flyposting	< 5% (Top quartile nationally) < 5% (Top quartile nationally) < 5% (Top quartile nationally) <2% (Top quartile nationally)
	1.2.2 Ensure that waste is managed	NI196 Flytipping and enforcement EP05 Removal of flytipping	2 (Top quartile nationally) > 90% (Top quartile nationally)

Sustainable Communities	<p>2.1.5 Improve and facilitate access to leisure and recreational facilities</p> <p>2.2.1 Increase the number of accredited open spaces, parks and woodland areas</p> <p>2.2.2 Minimise waste and optimise recycling.</p>	<p>NI 8 Adult participation in sport and active recreation</p> <p>NI 199, Children and young people's satisfaction with parks and play areas</p> <p>Satisfaction with quality/provision of parks and open spaces (PLACE survey)</p>	<p>Increase of 1% per annum</p> <p>Increase of 1 % per year</p> <p>Maintain top quartile nationally</p>
Towards Excellence	<p>3.1.1 We will develop, publish and monitor service standards for all services</p> <p>3.1.2 We will respond to complaints by learning and improving our services</p> <p>3.1.3 We will improve customer satisfaction</p> <p>3.1.4 We will regularly involve and consult with the local community on key issues</p> <p>3.1.6 We will inform and update residents about the Council's work and services.</p>	<p>NI140 Fair treatment by local services</p> <p>Complaints monitoring</p> <p>PLACE survey & individual survey</p> <p>NI 4 % of people who feel that they can influence decisions in their locality</p>	<p>TBC</p> <p>Reduce level of complaints year on year</p> <p>To ensure all services remain in top quartile for satisfaction and improve on performance annually, as detailed in EP Service Plan</p> <p>Remain in top quartile and improve.</p>

	3.3.1 We will manage and reduce risk	Environmental Protection Risk Register	Manage and reduce risks by reviewing on a regular basis
	3.3.4 We will continue to improve the Council's performance	All Service PIS and satisfaction measures	Ensure all PIs are in top quartile nationally.
	3.4.1 We will ensure employees are properly trained, developed and motivated	Training records and appraisals	Review and update regularly

2.3 Policy statements and service standards relating to each of the above follow in detail.

3. Policy Statements and Service Standards

3.1 Domestic waste collection.

3.1.1 **It will be the policy of Three Rivers District Council to minimise the amount of household waste being sent to landfill. It will be the policy of Three Rivers District Council that each resident will receive a fortnightly collection of residual (non recyclable) household waste. The council will supply each householder with one wheeled bin of 140 litre capacity for such waste.**

3.1.2 In the case of households comprising five or more full time residents, the householder may make a written application for a larger (240 litre) bin. Residents may previously have opted for a smaller, 90 litre, bin. This bin is no longer available to new applicants however existing 90 litre bins will be emptied for as long as they remain in use by those residents who currently use them.

3.1.3 In the case of multi-occupancy dwellings, the council will make adequate provision for communal waste bins. This provision will generally be based upon a capacity of 140 litres per household per fortnight, where recycling collection has been provided.

3.1.4 In the case of properties where wheeled bins cannot be accommodated the council will provide 52 plastic sacks for household waste each year. The council will endeavour to reduce the number of properties receiving sack collection where practicable.

3.1.5 Each householder will be required to place the bin at the boundary of the property no later than 0600 hrs on the day of collection. Bins will not be placed on the footway other than by specific requirement. The council will empty each bin and replace it to the point where it had been left by the householder. The council will not collect any waste other than that placed inside the bin, other than i) in the circumstances detailed in 3.1.8 below, or ii) nappy sacks described in 3.1.14 below. The council will collect waste from Three Rivers District Council bins only and will not collect from bins belonging to another local authority or from bins owned by the householder.

3.1.6 The council will clear up any spillage made during collection or immediately thereafter.

3.1.7 The council will record any problems related to the collection at the time of collection. Where a collection has been missed the council will explain to the householder the reason for the missed collection. Where the council has recorded a problem with a bin resulting in a non collection, this non collection will not be counted in the council's performance figures for missed collections, otherwise the council will record and publish the number of missed collections.

- 3.1.8 Where the council has missed a collection and has not recorded the reason prior to the householder reporting it, the council will return to rectify the missed collection before the end of the working day following the day the householder reported it. Where the council has missed a collection and has recorded the reason prior to the householder reporting it, the householder will be advised that excess waste equating to up to 140 litres will be collected the next collection day.
- 3.1.9 The council will not collect waste on Bank Holidays. The arrangements for collecting waste during weeks where a bank holiday falls will be made known to householders. During the week when Christmas Day falls each year, the council may decide to suspend such collections as are necessary to minimise disruption throughout the District.
- 3.1.10 Where collections are disrupted by inclement weather, industrial action or other unforeseeable circumstances, the arrangements for collecting the waste will be made with the intention of collecting the waste as soon as practicable whilst minimising disruption throughout the district, and will be made known to householders by means appropriate to the circumstances.
- 3.1.11 Where a household is occupied by residents who are unable to place the bin at the boundary of the property, the householder may make a written application to the council for an assisted collection. Such an application will be supported by a statement by the householder's GP that the householder is unable to move the bin, and a statement from the householder confirming that no other occupant of the household is able to do so. In such cases the council will collect the bin from such other location as is practicable provided that the bin will be visible at the front of the property.
- 3.1.12 In a household which has been issued with a 240 litre bin, where the number of occupants reduces to fewer than five, the council will recover the 240 litre bin and replace it with a 140 litre bin.
- 3.1.13 The council will not commence collections earlier than 0600 hrs other than on Saturday mornings following Bank Holidays, where earlier start is necessary to compensate for earlier closure of all waste disposal points on Saturdays, or when other operational circumstances dictate.
- 3.1.14 The council will offer for sale special white nappy sacks which will be used by householders who do not wish to participate in the real nappy scheme and whose 140 litre bin is not sufficient whilst disposable baby's nappies are in use.
- 3.1.15 The council will offer a collection service for additional bulky waste items. This service will be subsidised by the council, but will generate income equivalent to 50% of the cost of providing the service. The service will generally be provided for collection of household waste items only. The charges made for this service will be reviewed annually and concessions will be made available for householders who are in receipt of benefits. The council will make separate charges for collecting Waste Electrical & Electronic Equipment.

3.2 Domestic Recycling Collections

- 3.2.1 **It will be the policy of Three Rivers District Council to maximise the opportunities for recycling of household waste. Each household will have the opportunity to recycle its waste. The Council will provide weekly collections of organic waste and fortnightly collections of dry recyclables, and it will be the policy of the council to aim to provide weekly collection of recyclables, if it becomes cost-effective to do so.**
- 3.2.2 The council will supply each household with a minimum 3 boxes, each of approximately 44 litres capacity for dry recyclables (paper, glass, mixed plastics and cans) and one wheeled bin of 240 litres capacity for organic waste (garden waste, food waste and cardboard). Householders who require more boxes will be provided with them free of charge, however householders requiring more than one organic waste bin will be charged an annual fee of £104.00.
- 3.2.3 In the case of multi-occupancy dwellings, the council will make adequate provision for communal waste recycling bins. This provision will generally be based upon a capacity of (3 x 50) litres per household per fortnight.
- 3.2.4 If in the case of communal recycling, the bins provided are continually contaminated with other materials, the Council will send up to 2 letters advising all residents of this. If the contamination continues to happen following receipt of the 2 letters, the Council will remove the bins, in order to avoid the whole refuse load from being rejected.
- 3.2.5 In the case of properties where boxes or wheeled bins cannot be accommodated the council will endeavour to provide alternative recycling points within 1 km.
- 3.2.6 Each householder will be required to place the bin or boxes at the boundary of the property no later than 0600 hrs on the day of collection. Bins and boxes will not be placed on the footway other than by specific requirement. The council will empty each bin and replace it to the point where it had been left by the householder. The council will collect waste from Three Rivers District Council bins only and will not collect from bins belonging to another local authority or from bins owned by the householder, other than dry recyclables contained in plastic bags.
- 3.2.7 The council will clear up any spillage made during collection or immediately thereafter.
- 3.2.8 The council will record any problems related to the collection at the time of collection. Where a collection has been missed the council will explain to the householder the reason for the missed collection. Where the council has recorded a problem with a bin or boxes resulting in a non collection, this non collection will not be counted in the council's performance figures for missed collections, otherwise the council will record and publish the number of missed collections.

- 3.2.9 Where the council has missed a collection and has not recorded the reason prior to the householder reporting it, the council will return to rectify the missed collection before the end of the working day following the day the householder reported it. Where the council has missed a collection and has recorded the reason prior to the householder reporting it, the householder will be advised that the waste will be collected at the earliest opportunity within the next 7 days.
- 3.2.10 The council will not collect waste on Bank Holidays. The arrangements for collecting waste during weeks where a bank holiday falls will be made known to householders. During the week when Christmas Day falls each year, the council may decide to suspend such collections as are necessary to minimise disruption throughout the District.
- 3.2.11 Where collections are disrupted by inclement weather, industrial action or other unforeseeable circumstances, the arrangements for collecting the waste will be made with the intention of collecting the waste as soon as practicable whilst minimising disruption throughout the district, and will be made known to householders by means appropriate to the circumstances.
- 3.2.12 Where a household is occupied by residents who are unable to place the bin or boxes at the boundary of the property, the householder may make a written application to the council for an assisted collection. Such an application will be supported by a statement by the householder's GP that the householder is unable to move the bin and a statement from the householder confirming that no other occupant of the household is able to do so. In such cases the council will collect the bin or boxes from such other location as is practicable provided that the bin or boxes will be visible at the front of the property.
- 3.2.13 The Council will not commence collections earlier than 0600 hrs, other than on Saturday mornings following Bank Holidays, where earlier start is necessary to compensate for earlier closure of all waste disposal points on Saturdays, or when other operational circumstances dictate.

3.3 **Commercial Waste Collection**

- 3.3.1 **The council will provide a collection service, upon request, for the collection of commercial waste. The costs of providing this service will be passed on to the customers of the service and will not be subsidised by council tax payers.**
- 3.3.2 The council will offer a range of sizes of wheeled bins for commercial waste customers. Sacks will be offered only to customers who are unable to accommodate bins on their premises, and any such sacks will be specially marked so as to make them distinguishable from other waste and to demonstrate that the customer has paid the appropriate fee.

- 3.3.3 The council will aim to minimise the tonnage of commercial waste being sent to landfill by recycling commercial waste where possible and where cost effective.
- 3.3.4 The Council will adhere to the agreed Hertfordshire Waste Partnership policy on commercial waste.
- 3.3.5 The fees and charges for all Commercial waste collection services, including recycling be considered by the Council's Public Services & Health Policy and Scrutiny Committee on an annual basis and then passed to the Council's Executive Committee for ratification

- 3.4 **Clinical Waste**
- 3.4.1 **The council will offer a collection and disposal service for clinical waste and will carry out this service free of charge to householders.**
- 3.4.2 The Council will provide yellow clinical waste bags and / or yellow sharps boxes for the containment of clinical waste free of charge to domestic customers. The cost of providing them to commercial customers will be included in their fees and charges.
- 3.4.3 A charge, sufficient to cover the costs of collection and disposal, will be made from commercial customers or any other local authority on whose behalf the service may be provided. The fees and charges for all Commercial clinical waste collection services will be considered by the Council's Public Services & Health Policy and Scrutiny Committee on an annual basis and then passed to the Council's Executive Committee for ratification.
- 3.4.4 The Council will ensure that the clinical waste collected is disposed of via an incinerator licensed for clinical waste. This currently is at the direction of Hertfordshire County Council.

3.5 **Abandoned Vehicles**

3.5.1 **The council will discharge its statutory duty under the Refuse Disposal (Amenity) Act 1978, Clean Neighbourhoods & Environment Act 2005, and other legislation with regard to abandoned vehicles.**

3.5.2 The council will investigate reports of abandoned vehicles within areas for which the council has responsibility under the legislation, within one working day of receipt.

3.5.3 The council will remove for destruction any vehicles proven to be abandoned within areas for which the council has responsibility under the legislation, within one working day of obtaining such proof.

3.5.4 The council will aim to procure the disposal element of the service via a Hertfordshire Waste Partnership Consortium.

3.6 **Environmental Maintenance**

3.6.1 Environmental Maintenance comprises of litter removal, grass cutting, street sweeping, pavement and footpath cleaning, cleaning of car parks and drying areas, maintenance of street litter and dog faeces bins, leaf clearance, weed control and cleaning street nameplates.

3.6.2 **The Council will ensure that, for litter, the standards set down in the Environmental Protection Act (EPA) 1990 Code of Practice on Litter and Refuse are complied with at all times.**

3.6.3 In addition to maintaining the Code of Practice standards, the Council will also ensure a minimum street cleansing schedule of four weeks for all residential streets, weekly for main public highways and daily for shopping areas, recycling centres and areas around schools recycling centres, car parks and areas within 100m around schools.

3.6.4 The Council will ensure a maximum response time of 24 hours for all street cleansing / litter complaints within all areas.

3.6.5 The Council will ensure that all accumulations of leaf/blossom/fruit fall, whatever the source, will be cleared and removed as necessary to maintain the specified standard of cleanliness required under EPA 1990, regardless of the source of the materials. The Contractor should allow for seasonal leaf or blossom fall in the Operational Details. No additional payments will be made for this work.

- 3.6.6 The Council will provide full-time barrow beat services for the Rickmansworth, Abbots Langley and South Oxhey environs and. 2 part-time barrow beats must also be provided in Chorleywood and Croxley Green. The Council will provide a continuous 'one-man' cleansing presence throughout the above areas, over a five day period each week, which must also include Saturday working.
- 3.6.7 The removal of faeces is included in the Environmental Protection Act and the Council will ensure they are removed from all footpaths, paved and grassed areas at the same time these areas are cleaned.
- 3.6.8 The Council will within one hour of receipt of instruction collect dead animals from the street or any **wild** animal found in private gardens or any other location.
- 3.6.9 The Council will ensure that litter bins are emptied to ensure no litter bin overflows, or more frequently, where there is a recurring public health nuisance. All litter bins will be kept in a clean condition by washing and disinfecting them at least once every three months.
- 3.6.10 The Council will ensure that all dog faeces bins are emptied a minimum of once a week.
- 3.6.11 The Council will ensure that every road nameplate and any street sign owned by the Authority e.g. signs to recycling centres will be cleaned once per year, in the spring. The cleaning must include the display face and supporting columns and poles. Where necessary the Council will remove any graffiti or any other material which will be defacing the nameplate
- 3.6.12 The Council will remove all fly tipping or accumulation of waste material on any areas owned by the Council and dispose of it via a licensed disposal site.
- 3.6.13 The Council will ensure that all graffiti is removed from Council owned street furniture, or nameplates within 48 hours of report. Should the situation or content of graffiti warrant immediate removal (e.g. racist or sexist) the Council will remove it within 3 hours of report. It may be necessary on occasions to clear graffiti from privately owned property. Any graffiti removal from private properties is at the property owners risk.
- 3.6.14 The Council will provide an emergency cleansing service to deal with road accidents and major incidents and to enable this will maintain a communication system to provide 24 hours a day contact for each and every day of the Year.

3.6.15 During severe winter conditions the normal street cleaning service in some or all Locations in the district may be suspended. The Council will salt and/or grit, by hand, footpaths, car parks, drying areas etc. In the event of flood or storm damage, or threat of flood or storm, the normal cleaning Service in some or all Locations in the district may be suspended Environmental Maintenance workforce, plant and equipment will be required to assist in overcoming the problems associated with the damage or threat of damage.

3.6.16 It will be the responsibility of the Council to ensure that all litter arisings and other waste collected in accordance with the Environmental Maintenance Contract will be transported to and disposed of at a suitably licensed tip, as specified by Hertfordshire County Council (currently Waterdale transfer station, Garston).

3.7 **Grounds Maintenance**

3.7.1 The Grounds Maintenance service broadly consists of cleaning and maintaining pitches, courts, skate parks and bowling greens; maintaining planted areas; inspecting and some maintenance of play equipment; and day-to-day work and maintenance of cemeteries.

Litter removal and maintenance of football pitches, cricket pitches, hockey pitches, multi-sports areas, tennis courts, and bowling greens;

- (i) Litter removal and cutting of grass on playing fields and open spaces;
- (ii) Litter removal and maintenance of flower beds, rose beds, shrub beds, young trees and hedges in playing fields and open spaces;
- (iii) Emptying litter and poop scoop bins;
- (iv) Cleaning car parks at playing fields and woodlands;
- (v) Maintenance of woodland rides
- (vi) Inspecting, minor servicing (e.g. lubrication) and cleaning of playground equipment.

- 3.7.2 The Council must ensure that all pitches are in optimum condition and prepared for all match fixtures, including any non-scheduled matches, all planted areas are maintained to the specified planting standard and all Locations are maintained at a high level of cleanliness and with a low level of litter.
- 3.7.3 The Council is committed to safeguarding the natural environment through reducing damaging activities and will obtain timber from sources that can confirm that the material is being taken from managed woodlands where the resources are sustainable and where replanting is carried out. Manures, mulches, top dressings, composts and all other organic matter will be free of peat.
- 3.7.4 The Council will reduce the unnecessary use of harmful chemicals and only use pesticides within its open spaces where this will bring tangible benefits, where it will not cause irreversible environmental damage and only where there is no viable, less harmful alternative such as, for example, organic mulch mats around young trees.
- 3.7.5 The Council will ensure that the grass on all amenity and verges never exceeds 75mm. Before each and every grass cut, all litter and other material must be collected from all grassed areas and disposed of as directed by Hertfordshire County Council. Provision should be made for the separate recycling of plastic bottles, cans, paper etc. arising from litter picking, where this is considered to be reasonable.
- 3.7.6 The Council will ensure that all football pitches, hockey pitches, bowling greens, tennis courts, cricket tables, car parks, pathways, walls and planted areas will be kept 95% clear from weeds and moss growth. In addition, any young tree that does not have sheet mulch around its base should be treated with chemicals to ensure that an area of 500mm surrounding the tree is kept free of weeds.
- 3.7.7 The Council will ensure that all pavilions are thoroughly cleaned before the next game. This may be done on the next working day after use unless the pavilion will be used before that day in which case the pavilion should be cleaned before it is secured, e.g. if there are games on Sunday morning and Sunday afternoon the pavilion must be cleaned after the morning game. The changing rooms must be cleaned out in accordance with industry best practice and to a good hygienic standard before the next occupation.
- 3.7.8 Summer maintenance of shrub, rose and flower beds will be carried out twice during the grass cutting season. All dead flowering heads will be removed, any plants and shrubs overgrown paths and grassed areas will be trimmed back, weeds will be removed by hand, followed by light hoeing and raking. The grass edges to shrub, flower and rose beds will be reformed using edging tools to form clean straight lines or smooth curves and the soil will be drawn back from the edges to permit the use of edging shears. At each visit the Contractor should clear all beds of weeds and other debris by hand, hoe, or fork as required avoiding excessive treading of the bed surface.

- 3.7.9 Winter maintenance will be carried out twice (normally November and March) during the winter season. The first winter maintenance will comprise de-budding, removal of dead foliage and suckers, hand weeding and "forking-over" to a depth of approximately 30mm; the second winter maintenance will comprise pruning and fertilising.
- 3.7.10 The Council will ensure that pruning is carried out at least once per year. Pruning will only be carried out with sharp and suitable tools. Cuts will be clean, normally 10mm above a suitable outward facing bud and correctly weathered. Any wound left from a cut too large to be made with normal hand secateurs will be trimmed clean with a sharp knife.
- 3.7.11 The Council must ensure that all play equipment meets with Inspecting equipment to BS EN 1176 and BS EN 1177. Checks must be carried out to ensure that it is serviceable for use as follows:
- (i) three times weekly for twelve weeks, July to September normally Monday, Wednesday and Friday
 - (ii) twice weekly for the remainder of the year, normally Monday and Friday
- 3.7.12 The Council will be expected to carry out litter picks over the weekend in order to comply with the EPA 1990 Code of Practice on Litter. Not all areas will require weekend litter picks, but areas which currently do so, are The Aquadrome, Oxhey Playing Fields (skate park & Multi-sports area); King George V playing fields (multi-sports area, youth shelter and skate boarding area); Leavesden Country Park, Barton Way Play area; Scotsbridge skate park area and Croxley Green Skate Park, however this list is not inclusive. 38.7 In addition to the above, the Council is expected to provide 'out of hours' emergency cover to ensure that any area which falls below a Grade B on a weekend, or bank holiday is returned to Grade A within a 4 hour period.
- 3.7.13 The Council will ensure that litter bins are emptied to ensure no litter bin overflows, or more frequently, where there is a recurring public health nuisance. All litter bins will be kept in a clean condition by washing and disinfecting them at least once every three months.
- 3.7.14 The Council will ensure that all dog faeces bins are emptied a minimum of once a week.
- 3.7.15 During severe winter conditions the normal grounds maintenance service in some or all Locations in the district may be suspended. The Council will salt and/or grit, by hand, footpaths, car parks, etc. Rock salt will be spread at a rate of 10gm per sq. m. The Contractor must avoid spreading rock salt on, near or around trees, shrubs, turf or other plant materials. In the event of flood or storm damage, or threat of flood or storm, the normal cleaning Service in some or all Locations in the district may be suspended Grounds Maintenance workforce, plant and equipment will be required to assist in overcoming the problems associated with the damage or threat of damage.

3.7.16 It will be the responsibility of the Council to ensure that all litter arisings and other waste collected in accordance with the Grounds Maintenance Contract will be transported to and disposed of at a suitably licensed tip, as specified by Hertfordshire County Council (currently Waterdale transfer station, Garston).

3.7.17 Official Notice Boards are situated at or near the entrance to playing field. The display face, backs and supporting columns or poles of Official Notice boards must be totally cleaned so as to leave no residual foreign material twice each year.

3.8 **Cemeteries**

3.8.1 **The Council prides itself on providing cemeteries, which suit the needs of all residents. For this reason we provide areas of consecrated and unconsecrated ground, a dedicated section for interment of Muslims, a children's section, a garden of remembrance and the newly created woodland burial section.**

3.8.2 The Council will ensure that its cemeteries will be open to the public at the following times:

Winter (October to March) 8.00 a.m. to 4.30 p.m. (subject to prevailing light)
Summer (April to September) 6.00 a.m. to 8.00 p.m. (subject to prevailing light)
Sunday, Good Friday, Bank Holidays and Christmas Day usual times apply.

The Council may need to, and therefore reserves the right to, vary the above times without notice. No dogs [guide dogs excepted] will be allowed into either of the cemeteries.

3.8.3 The last interment on any day will be at 4.00p.m and in the winter is subject to available light. Interments out of normal hours are subject to staff availability and payment of additional fees.

3.8.4 The fees and charges for all Cemeteries will be considered by the Council's Public Services & Health Policy and Scrutiny Committee on an annual basis and then passed to the Council's Executive Committee for ratification.

3.8.5 The Council will ensure that the standards set within the Grounds Maintenance Contract for grass cutting and litter are adhered to within Council owned cemeteries.

3.8.6 **Grave Purchasing**

- 3.8.6.1 A person can purchase the exclusive right of burial in any grave space for a period of 100 years only. A deed of purchase will be issued by the Council to this effect. The Charges set apply if the deceased was living in Three Rivers District at the time of death or purchase. In other cases the fees will be increased by 250%
- 3.8.6.2 All gravespaces must be purchased at the time of interment. Three Rivers District Council does not allow the pre-purchasing of grave spaces. The number of persons eventually to be placed within the grave must be stipulated a minimum of 48 hrs prior to the first interment.
- 3.8.6.3 Although every endeavour will be made, subject to availability, to ensure that grave spaces are purchased within the Section of choice, the specific grave space will be allocated by the Council as sections are being filled on a row by row basis.
- 3.8.6.4 Under no circumstances may any individual, company or charity, purchase grave spaces with the aim of selling them on at an inflated price, thereby making a profit. All grave spaces must be sold to the purchaser at the fees agreed by Three Rivers District Council for that year.

3.8.7 **Interments**

- 3.8.7.1 The Council reserves the right to refuse a Notice of Interment in special circumstances. Interments will take place during the hours of 10.00a.m. to 4.00p.m., Monday to Friday. No interments will take place on Sundays or any other public holiday. Interments at other times may be made at the discretion of the Director of Community and Environmental Services and on payment of an additional fee as fixed by the Director of Community and Environmental Services.
- 3.8.7.2 The Council will ensure that upon every opening of a grave or vault in which the exclusive right of burial has been purchased, the Deed of Grant and written authority of the owner must be produced with the Notice of Interment. If the Owner is deceased then an indemnity must be given unless the burial is that of the owner and the registration of transfer of burial rights will take place as soon as possible afterwards.
- 3.8.7.3 The Council will ensure that a Registrar's Certificate for Disposal or Coroner's Order for Burial or Certificate of No Liability to Register must be produced prior to an interment. A Certificate of Cremation must be produced before a burial or scattering of cremated remains can take place.
- 3.8.7.4 The Council does not permit the new construction of any vaults walled or brick graves or mausoleums.

3.8.7.5 In the event of a Notice of Interment being cancelled after work on the preparation of the grave has been commenced, the Council may retain whole or part of the interment fee.

3.8.8 **Transfer of Ownership**

3.8.8.1 After the interment of the registered owner of the Exclusive Right of Burial to any vault or earthen grave space, the legal personal representative will produce to Three Rivers District Council, Probate of the Will of the deceased or Letters of Administration to his or her estate or such evidence as the Council will require so that the change of ownership may be duly established and registered after payment of the prescribed fee. Until satisfactory proof of ownership will have been so given a vault or earthen grave space will not be opened or otherwise dealt with.

3.8.8.2 The Council will ensure that an assignee of an exclusive right of burial will not be entitled to hold or exercise the right in any earthen grave space, including the erection of a memorial, unless the Deed has been registered by Three Rivers District Council.

3.8.9 **Benches in cemeteries**

3.8.9.1 The Council will be responsible for the purchasing and siting of all graves within the Cemetery. All benches will be erected around the perimeter of each Section or in the Garden of Remembrance. People may if they chose order a plaque to be placed on the benches, in memory of their loved ones. Since May 2009, under no circumstances will permission be granted for people to purchase and site their own benches within the Cemetery.

3.8.9.2 The Council reserves to itself the right without giving any notice whatsoever:-

- a) To remove any bench which is not being maintained in a position and in a manner to the satisfaction of the Council.
- b) To remove any bench, or alter its position, if such a course appears to the Council to be desirable, in order to preserve the amenities of the Cemetery.
- c) To remove any unauthorised bench.

In the event of the exercise by the Council of the rights reserved as above, any expense incurred by the Council will be recoverable from the persons to whom the bench belongs.

3.8.10 **Responsibility for Damage and Loss**

3.8.10.1 The Council will not hold themselves responsible for the safe keeping of, or accept any liability in respect of any accident or damage to, monuments or memorials however caused and the owner for the time being of the monument or memorial will keep it in good condition or repair, failing which the Council reserve to themselves the right to remove any broken or damaged portions of monuments or memorials, any wreath case, overgrown evergreens or decayed shrubs or other thing which is or has in their opinion become unsightly or objectionable, or to remove and replace any monument or memorial as occasion may in their opinion require.

3.8.10.2 The Council will not be responsible for, or accept any liability in respect of, any orders or documents sent by post to (or from) the Council Offices or the cemetery, or for any orders which are conveyed by telephone.

3.8.11 **Council and Contracted staff**

3.8.11.1 No Council or contracted staff will receive any gratuity.

3.8.11.2 No employee of the Council or contracted staff are allowed to undertake privately, work of any kind in connection with the cemeteries during the Council's time.

Policies applicable to traditional sections within the cemetery only (i.e. excluding woodland burial section).

3.8.12. **Relating To Memorials**

3.8.12.1 The Council will ensure that prior to any memorial or flower vase being placed on a grave the Council's Memorial Application form must be completed and submitted to the Environmental Protection Section of Three Rivers District Council for approval and that approval obtained. If approved the Memorial Application Permit will be returned and this must be handed to the Cemetery Foreman before any work is commenced.

3.8.12.2 The Council will ensure that at least six months should be allowed for the ground to settle before a memorial is erected on a full grave. Four months should elapse for plots containing ashes or children under 12 months old.

- 3.8.12.3 The Council reserves to itself the right without giving any notice whatsoever:-
- a) To remove any memorial which is not being maintained in a position and in a manner to the satisfaction of the Council.
 - b) To remove any memorial, or alter its position, if such a course appears to the Council to be desirable, in order to preserve the amenities of the Cemetery.
 - c) To remove any memorial so that the opening of a grave may be facilitated.
 - d) To remove any unauthorised memorial or flower container.
- In the event of the exercise by the Council of the rights reserved to it by a) or d) above, any expense incurred by the Council will be recoverable from the persons to whom the memorial belongs.
- 3.8.12.4 The Council will accept no responsibility will be accepted by the Council for the safe keeping of, or damage to, any memorial or flower container.
- 3.8.12.5 The Council will ensure that no Mason or other workmen will be admitted to the Cemeteries before 8 a.m. and must leave not later than 4.30 p.m. or the stated time of closing, whichever is the earlier. The Council will not permit work on Saturdays, Sundays or Public Holidays.
- 3.8.12.6 The Council stipulates that Headstones must not exceed 1m (3 ft.3in.) and foot stones 0.60m (2 ft.) in height measured from ground level EXCEPT in Section F, where Condition 8.2 below applies. The maximum area that may be covered in respect of a single grave space is 2.3m (7 ft.) by 0.80 m (2 ft. 6 ins). The maximum size for a half plot or ashes plot will be 0.80 m (2ft 6ins.) by 0.80m (2ft. 6 ins.).
- 3.8.12.7 The Council stipulates that a York stone or reinforced concrete landing not less than 9cm (4 inches) thick must be used in the erection of all full memorials. A landing not less than 7.5cm (3 inches) thick will be used in other cases.
- 3.8.12.8 The Council prohibits the placing of any glass vases or ornaments, wood, plastic or metal surrounds.

- 3.8.12.9 The Council permits the erection of temporary wooden crosses over graves subject to the following restrictions:-
- a) A Memorial Application is submitted and approved.
 - b) To the crosses not exceeding 0.80 m (2 ft 6 ins) in height by 0.45m (1 ft 6 ins) in width, and not less than 2.5 cm (1 inch) nor more than 7.5 cm (3 inches) in thickness.
 - c) Rotten or dilapidated crosses being subject to removal by the applicant on one month's notice being given by the Council to the applicant at his/her last known address.
 - d) To the crosses being removed by the Council and disposed of if they are not removed by the applicant at the expiration of the one month's notice.
- 3.8.12.10 The Council reserves the right to remove wooden crosses erected without the consent of the Council will be removed pending the submission of an application to erect a memorial.
- 3.8.13 **Planting of Grave spaces**
- 3.8.13.1 The Council will only permit the registered owner of the exclusive right of burial in any earthen grave space to plant annual bedding plants, bulbs, rosebushes or similar species on such grave space. The Council does not permit the planting of any shrubs, conifers and other trees. The Council may at any time trim, cut or entirely remove the same if they think it necessary or expedient to do so.
- 3.8.13.2 The Council will maintain and plant grave spaces, if requested by the Registered Owner of Exclusive Right of Burial. There will be a Fee payable for this service, which will be agreed by Three Rivers District Council on an annual basis.
- 3.8.14 **Supplementary rules applicable to section F (children's section) of the Cemetery.**
- 3.8.14.1 The maximum age for any child buried within Section F will be 14 years, unless permission is sought in writing from the Director of Community and Environmental services
- 3.8.14.2 The Council stipulates that the maximum height of a headstone within Section F, will be 0.80 m (2 ft.6 in.).

3.8.15 **Policies applicable to Woodland Burial section**

- 3.8.15.1 The Council will adhere to the Code of Practice of the Association of Nature Reserve Burial Grounds at all times.
- 3.8.15.2 The Council will ensure that the site is managed in accordance with the Woodland Cemetery Management Plan, in order to encourage maximum biodiversity within the site and members of the public will be expected to respect the policies within it.
- 3.8.15.3 The Council will only permit interments if the deceased is wrapped in a shroud or placed in an agreed ecologically friendly coffin i.e. bamboo or cardboard.
- 3.8.15.4 The Council may grant permission for relatives and/or friends of the deceased to dig a single grave themselves, subject to any equipment, training or safety or regulatory constraints: they may help with filling in the grave. All grave digging will be under the supervision of Council representatives. Guidelines, including health and safety advice for carrying out your own funeral will be available from the Council's Cemetery Department, upon request.
- 3.8.15.5 No memorials of any kind will be allowed within the woodland section. At the time of purchasing the Exclusive Right of Burial to a plot the purchaser will pay a Fee towards the management of the woodland. This Fee will be used for the structured planting of trees around or close to the grave.
- 3.8.15.6 The Council will hold annual tree planting and the planting of bulbs events, usually in October / November.
- 3.8.15.7 The Council will not permit the planting of unauthorised trees or shrubs under any circumstances.
- 3.8.15.8 The Council will remove floral tributes from site fourteen days from date of interment.

3.8.16 **Muslim Section**

- 3.8.16.1 In respect of the Islamic faith's requirement for burials to take place before sunset on the day of death / release of body, the Council Will provide a service 7 days a week within this Section. In order to facilitate this, the Council will ensure that the Muslim Section has 2 pre-dug full sized graves and a baby one within the Section at all times.

3.9 **Community Toilets**

- 3.9.1 The Council will ensure that there are at least 8 community toilets throughout Three Rivers District.
- 3.9.2 The Council will enter into an agreement with the provider of each toilet to pay them an agreed sum to cover additional cleansing and materials.
- 3.9.3 The Council will ensure that the toilets will be available during normal opening hours and that, wherever practicable, they will be DDA compliant.
- 3.9.4 The Council will ensure that all facilities are kept clean by the proprietor at all times, by carrying out regular inspections.

3.10 **Pitch Bookings**

- 3.10.1 The Council will carry out accurate and prompt administration including processing of invoices, receipts and booking forms
- 3.10.2 The Council will provide all users with a dedicated telephone number and email address.
- 3.10.3 The Council will seek customer views and use these to improve the service
- 3.10.4 The Council will undertake to prepare the grounds, mark the pitches, erect the goalposts and provide goal nets and fixings. We will maintain our playing pitches to provide a good, safe playing surface.
- 3.10.5 Each week the Council will decide whether facilities are fit for use or play and provide this information on a dedicated telephone number.
- 3.10.6 The Council will provide keys and ensure the pavilions are open and in a clean and tidy state prior to use and provide sufficient warm water for shower users, ensure toilets are cleaned and inspected on a regular basis.
- 3.10.7 The Council will endeavour to keep pitches and facilities free from vandalism, graffiti and litter.