

Swindon direct

A special open day at Swindon Borough Council's One Stop Shop on Saturday, 4 October, will give you the opportunity to speak to Swindon Borough Council Cabinet members and ask questions about council services. Swindon Mayor Cllr Steve Wakefield will be attending the event, which runs from 9am until 1pm.

It is also an opportunity for you to find out more about a host of topics, including how to comment on the way your services are run, recycling issues, and cultural activities, to name just a few. And it's not just about the Council – representatives from Wiltshire Police will also be attending.

Free refreshments will be on offer, so come along for a cup of tea and slice of cake, and learn something new about the wide variety of services provided by the Council.

The newly-refurbished One Stop Shop, based on the ground floor of Wat Tyler House, in Princes Street, opened in December. The improved service provides extended opening hours from 8am until 6pm, Monday to Wednesday and Friday, and 8am until 8pm on Thursday. The One Stop Shop is also open on Saturdays, from 9am until 1pm.

In addition to the One Stop Shop, which gives face to face advice, there is a new telephone contact centre. All calls to this service, on (01793) 445500, are taken by Swindon-based staff and the centre is open from 8am until 8pm, Monday to Friday, and on Saturdays, from 9am until 1pm.



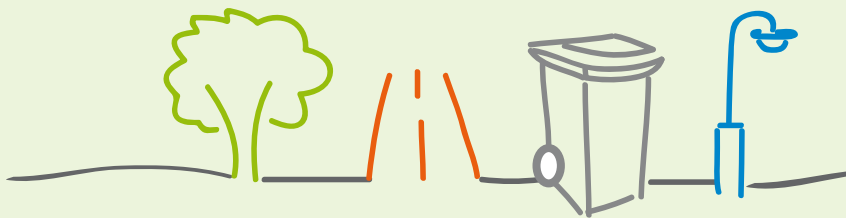
The new StreetSmart service will clean streets and open spaces, remove graffiti, fly tipping, fly posting and abandoned cars, cut grass and hedges, inspect and maintain trees, parks and playgrounds, maintain the highways, empty your bins and collect your recycling. Here are just some of the service standards you can expect:

- Regularly cleaned streets.
- Full litter bins emptied within 24 hours of being reported.
- Offensive graffiti on Council property removed within 24 hours of being reported.
- Investigate and remove fly tipping (dumped rubbish) on Council land within 48 hours of being reported, although large scale tips may take longer to remove.
- Actively pursue the removal of graffiti, fly tipping and fly posting located on non-Council owned land with the landowner's permission. Timescales for removal will be dependent on their agreement and any enforcement action.
- Investigate abandoned vehicles within one working day of receiving the report. We will remove dangerous / burnt out vehicles, and other abandoned vehicles, within 24 hours of it being legal to do so.

StreetSmart – working together to make Swindon safer, cleaner and smarter.

StreetSmart

Working for you, wherever you are.



Did you know there are 25,150 street lights in the borough?



Yeah, but did you know they are all powered by green electricity?

Well, did you two know that across the borough there are 1500 kms of footways & paths?



Street lights are inspected at night every 2 weeks & if reported to be not working are normally repaired within 5 working days. Supply faults are passed to the regional electricity company for repair.

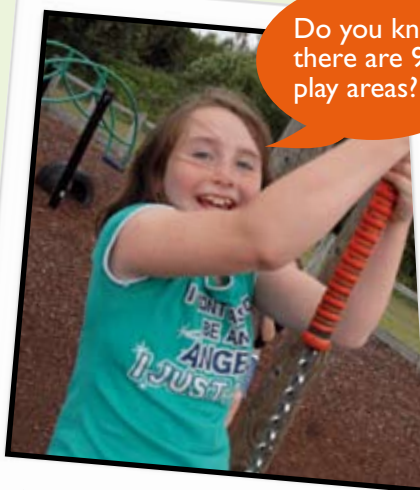
They are inspected, along with roads, by six inspectors at least twice a year to make sure they are safe. Repairs are carried out when damage is found during the inspections.

Did you know there are over 150 parks and open spaces in the borough?



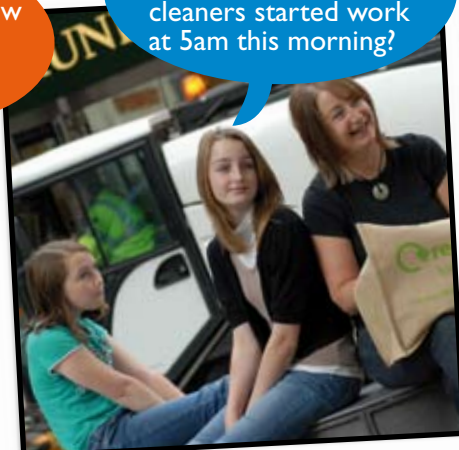
The borough has 18 ride-on mowers and four tractor driven mowers. The team looks after formal parks, most verges in and around the town, and all the open spaces.

Do you know there are 91 play areas?



There are also over 30 sites, in addition to the 91, which are run by Parish Councils.

Do you know that the town centre street cleaners started work at 5am this morning?



There are three large HGV sweepers, five small machine sweepers and one applied sweeper. The town centre is cleaned on a daily basis.

Do you know there are 550 bins?



We empty bins regularly but if you see a full litter bin report it and it will be emptied within 24 hours.

Do you know there are four graffiti removal machines?



StreetSmart offers a free graffiti removal service to private residents. Offensive graffiti on Council property will be removed within 24 hours of it being reported.

Swindondirect

passionate about service

One Stop Shop 

8am - 6pm
Monday, Tuesday,
Wednesday & Friday

8am - 8pm
Thursday

Contact Centre 

8am - 8pm
Monday - Friday

One Stop Shop & Contact Centre  

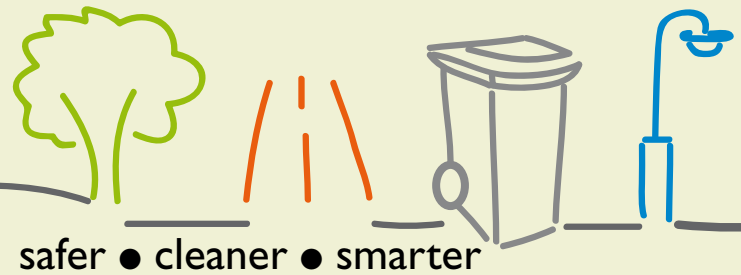
9am - 1pm
Saturday

445500

 **Housing**
445503

 **StreetSmart & Waste** 445501

 **Parking**
445506



one number
one service
01793
445501



www.swindon.gov.uk