

# Douglas

Cleaner, Safer, Greener Charter



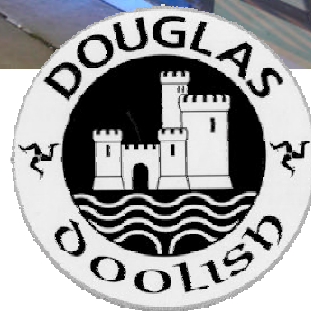
**“Creating Quality Spaces for a Proud and Positive Douglas”**

# Douglas

## Cleaner, Safer, Greener Charter

**“Creating Quality Spaces for a Proud and Positive Douglas”**

**This Charter will help make Douglas a Cleaner, Safer and Greener place to live.**



### THE VISION

**“Working together to create quality spaces for a proud and positive Douglas”**

### THE PLEDGE

We confirm our membership of the Douglas Community Safety Partnership, to improve access to better services and create a cleaner, safer, greener neighbourhood.

Mr Councillor R H McNicholl JP  
Douglas Borough Council  
The Worshipful the Mayor

Mr Councillor DW Christian JP  
Douglas Borough Council  
Council Leader

Mr H Ross  
Douglas Development  
Partnership  
Chairman

Hon. P Gawne MHK  
Department of  
Infrastructure  
Minister

Hon. A Earnshaw MHK  
Department of Home Affairs  
Minister

Hon. M Quayle MHK  
Department of Social Care  
Minister

Hon. J Shimmin MHK  
Department of Environment  
Food and Agriculture  
Minister

Hon. E Teare MHK  
Department of Education and  
Children  
Minister

Hon. D Cretney MHK  
Department of Community  
Culture and Leisure  
Minister



## Who is Responsible and Who Should I Contact?

	Direct responsibility		Shared responsibility		
	Council	Police	D o I	D E F A	All Partners
Abandoned Vehicles	Blue	Blue	Blue		
Anti-Social Behaviour	Blue	Blue			Yellow
Crime		Blue			Yellow
Dog Fouling	Blue	Blue		Yellow	
Dogs – Barking	Blue	Yellow		Blue	
Dogs – Strays	Yellow	Yellow		Blue	
Fly-tipping	Blue	Yellow		Blue	
Fly-posting	Blue	Yellow	Yellow		
Graffiti	Blue	Blue	Blue		
Lighting	Blue				
Street Cleanliness	Blue		Blue		
Street Littering	Blue	Blue			
Noise & Nuisance	Blue	Blue		Blue	Yellow
Parking (on-street)		Blue	Blue		
Parks, Open Spaces, Beach and Foreshore	Blue	Yellow	Yellow		
Play areas	Blue				
Pavements (Condition)			Blue		
Re-cycling	Blue		Blue		
Unsightly buildings and land	Blue			Yellow	
Roads (Condition)			Blue		
Waste (Domestic & Commercial)	Blue		Yellow		
Waste (Hazardous and Other)	Yellow		Blue		



## Introduction to Cleaner, Safer, Greener

We all use public spaces every time we leave home.

Streets and paths we walk along, parks and play areas, the town centre, quayside and Douglas Promenade are all public spaces. We also have libraries, community centres, Douglas town hall and other public and privately owned buildings to which the public has access, such as car-parks, shopping and business areas, the Sea Terminal, bus stops and the Electric and Steam railway stations.

Activities are influenced by our perceptions of the quality and safety of the public spaces; every one of us makes decisions about which areas to use and when and how we use them.

Douglas Borough Council is committed to ensuring we have a “Cleaner Safer Greener” environment. As part of this commitment, a Charter was established which has now developed and grown to include a voluntary partnership agreement between the community, the local authority, more Government departments and businesses.

The Charter describes how collectively we intend to provide improved standards of service which local people can expect to receive.

“The Isle of Man Government recognises the role and responsibilities of families – of all sorts – as vital support networks within our communities” (Isle of Man Government Strategic Plan 2007-2011: October 2007) and this Charter is designed to strengthen local democracy and empower more people to have their say in the decisions that affect their quality of life. In October 2007, The Chief Minister, The Hon. J.A. Brown MHK in the Government’s Strategic Plan 2007-2011 stated:-

*“Our overall strategic vision for the Island is  
to protect and promote the well-being of the family and provide for the  
economic and social inclusion of all the Island’s community”*

### What is a Cleaner, Safer, Greener Douglas?

**Cleaner:** An attractive environment free from litter, graffiti and fly-posting.

**Safer:** Well-lit areas where people feel safe, children can play, and the suffering caused by noisy neighbours and anti-social behaviour is dealt with.

**Greener:** Attractive and inviting parks, gardens and open spaces; other areas free from dumped rubbish and abandoned vehicles.



## Introduction to Cleaner, Safer, Greener

Everyone has a role to play in ensuring that Douglas, the Island's capital, is 'Cleaner, Safer, Greener'.

**This Charter gives ideas on how you can help and information on what you can expect from the Douglas Community Safety Partnership.**

### **You can help by:**

- Not dropping litter, including cigarette ends and chewing gum
- Using the Litter bins, cigarette bins and other appropriate receptacles provided
- Not letting your dog stray, and remembering to pick up and remove any fouling
- Placing your bins out for collection on the right day in the right place. Do not forget to bring the bin in promptly after collection
- Disposing of unwanted bulky items appropriately – do not dump them – take them to the Civic Amenity site
- Reporting quickly any antisocial behaviour you notice
- Ensuring your vehicle is appropriately registered, taxed and insured
- Not dumping or abandoning your vehicle – sell it to a scrap dealer
- Respecting your local area and helping to look after it
- Respecting your neighbours and the community by being a responsible citizen
- Looking after all buildings, gardens and other lands in which you have an interest



# What you can expect from local service providers



## Abandoned Vehicles

### **Department of Infrastructure (Public Highways and private land)**

- We aim to remove abandoned vehicles as quickly as possible
- We must allow 15 days to communicate with the land owner before removal can take place from private land.

### **Douglas Borough Council (Public areas)**

- We will generally remove abandoned vehicles within one week

### **Police**

- We will endeavour to trace vehicle owners and, if appropriate, report them for any offences they may commit by abandoning their vehicle
- We will liaise with our partners to ensure vehicles are removed as soon as possible
- Any vehicles causing a danger to road users or members of the public will be removed immediately and the cost of removal recovered.



## Crime, Safety & Anti-Social Behaviour

### **Douglas Borough Council**

- We will review and upgrade CCTV provision in the town
- We will continue to work with the Police to maximise the effectiveness of the local Community Police Officers based around the Wards of the Borough

### **Police**

- We will work in partnership with others with a view to adopting a problem solving approach
- All calls for assistance will be prioritised, with emergency calls being placed at the fore
- We will endeavour to attend 90% of incidents which require immediate response in Douglas within 10 minutes
- We will prioritise non-urgent calls and the response will depend upon the nature of the call
- In all cases of crime, we will provide information on Victim Support Isle of Man
- We will provide a consistent service with regards to the treatment and support of victims and witnesses
- We will continue to work with and support the ShopWatch initiative

### **All Partners**

- We will all work together proactively to reduce crime and anti-social behaviour



## What you can expect from local service providers



### Dogs – including strays, barking and fouling

#### **Douglas Borough Council**

- We provide and maintain dog waste bins across the borough
- We will enforce dog fouling and dogs at large offences which may result in fixed penalty notices or prosecution

#### **Department of Environment, Food and Agriculture**

- We will continue to facilitate a Dog Warden service and endeavour to respond immediately to all complaints of stray and dangerous dogs
- In conjunction with the Dog Warden notices or prosecution we oversee and enforce the legal requirements of the Dogs Act 1990 in relation to dog licensing
- We will investigate all complaints arising within the curtilage of domestic properties with regards to alleged nuisance from dog barking and fouling.

#### **Police**

- We deal with nuisance, fouling, dangerous and stray dogs out of hours



### Fly-tipping

#### **Douglas Borough Council (in reference to land for which we are responsible)**

- All reported incidences of illegal fly-tipping will be dealt with as soon as possible, and in any case within 5 working days
- We will seek to amend legislation, where necessary, to allow us to deal more effectively with fly-tipping

#### **Department of Environment, Food and Agriculture**

- We will investigate all reported fly-tipping incidents and attempt to identify evidence of the waste source prior to referring to Douglas Borough Council for removal. Where sufficient evidence is found, we may prosecute using powers under the Public health Act 1990



# What you can expect from local service providers



## Fly-posting

### Douglas Borough Council

- We will attempt to remove from public areas immediately if found, and in any case within 2 working days. However, if posters are offensive we will remove them within 24 hours
- We will also remove from private properties where appropriate and may charge if necessary
- We will remove all unauthorised posters within 3 to 5 days
- We will prosecute all repeat offenders

### Department of Infrastructure

- We remove fly-posting and unauthorised banners on the highway and all traffic signs and signals



## Graffiti

### Douglas Borough Council

- We will attempt to remove graffiti immediately if found and in any case within 2 days. However, if the graffiti is offensive we will remove it within 24 hours
- Other graffiti when reported will be removed within 2 weeks
- We will also remove from private properties where appropriate and may charge if necessary

### Department of Infrastructure

- We remove graffiti from the highway and all traffic signs and signals

### Police

- Graffiti is criminal damage. All instances of graffiti will be investigated by the Police
- If offenders are identified it will result in a Criminal Record
- We will liaise with the Douglas Borough Council or other appropriate partners to ensure that graffiti is removed once it has been logged and recorded



## Lighting

### Douglas Borough Council

- We inspect the majority of public lighting installations every 3 weeks and a fault report is generated for every defective installation
- We will attend to general street lighting fault reports within 5 working days
- We will attend to emergency street lighting fault reports within 24 hours





## What you can expect from local service providers



### Street Cleanliness

#### **Douglas Borough Council**

- We clean the streets on a regular basis, both as agents for the Department of Infrastructure, and in our own right. Routes in shopping, business, school and commercial areas are cleaned daily during normal working hours, as well as other times during weekends
- We will attempt to respond to litter reports within 2 working days
- We will prosecute offenders or issue fixed penalties under the Litter Act



### Noise & Nuisance

#### **Douglas Borough Council**

- Investigation of noise and other nuisance complaints are carried out by Environmental Health Inspectors, at the Department of Environment, Food and Agriculture.

#### **Department of Environment, Food and Agriculture**

- We will provide professional advice with regards to noise, nuisance and investigate under the provisions of the Public health Act 1990

#### **Police**

- We will deal with complaints of noise out of office hours and will enforce the provisions of the Noise Act between 11pm and 7am



### Parks, Open Spaces and the Beach

#### **Douglas Borough Council**

- Grassed areas will be maintained regularly throughout the year and litter removed
- Litter will be removed from planted areas weekly
- We will maintain planted areas regularly and renovate them on a 3 year cycle
- We will compost and re-use as much of our green waste as possible
- We will plant and maintain floral displays to a high standard in parks, gardens and other areas throughout the Borough
- We ensure we maximise the use of environmentally-friendly products in our operations
- We will ensure that Douglas beach and foreshore are cleaned regularly and to the highest possible standard



# What you can expect from local service providers



## Play Areas

### **Douglas Borough Council**

- We inspect and clean all play areas weekly
- We will attempt to repair unsafe equipment within 24 hours of reporting. When this is not possible, apparatus will be taken out of service for repair or replacement
- We are committed to the continuing revision and upgrading of existing play areas
- We are committed to ensuring the provision of new play areas by estate developers



## Roads and pavements

### **Department of Infrastructure**

- We provide a team of Highways Inspectors to look after the general maintenance of roads and defects are dealt with on a priority rating system. Those likely to cause an accident, damage or an emergency are given a high priority



## Waste & Recycling (Domestic & Commercial)

### **Douglas Borough Council**

- We work in partnership with the Fire and Rescue Service (Community Safety Team) to ensure correct, acceptable and safe storage of waste prior to collection
- We will encourage everyone to reduce their waste through recycling and proper disposal, either by continuing our kerb-side collection of recyclables, or the free use of the facilities provided at the Eastern Civic Amenity Site
- We offer a collection and disposal service for larger items for a charge
- We also encourage recycling locating several bring bank recycling facilities throughout the Borough.
- We will collect any remaining waste weekly



## Emergency services in Douglas

### [Douglas Neighbourhood Policing Team \(DNPT\) – Phone 631212](#)

The Douglas Neighbourhood Policing Team is responsible for the whole of the Borough of Douglas. Officers are based at Lower Douglas Police Station, on the corner of Lord Street and Fort Street and at other local stations around the Borough.

We aim to provide visible, accessible and familiar policing and in addition to providing 24 hour cover throughout Douglas, we have dedicated officers in place within each Ward area of the town who are responsible for localised visible patrols and the resolution of slow-time, local issues affecting a particular ward area

Across Douglas, we are committed to Officers being seen on patrol and addressing community concerns. We wish in carrying out our patrols in an intelligence led and proactive fashion to increase levels of confidence, satisfaction and reassurance, and in so doing, make people feel safe.

## The Isle of Man Fire and Rescue Service

The Isle of Man Fire and Rescue Service is a division of the Department of Home Affairs, we are a modern day Fire and Rescue Service and are very proud to serve the residents of the Isle of Man and the visitors to the shores of this Island.

The Isle of Man Fire and Rescue Service is committed to making the communities within our Island a safe place to live, work, and visit. Our service is working hard to drive down emergency incidents and promote a safer environment.

The Community Safety Department of our Service will work closely with Douglas Corporation and the Douglas Community Safety Partnership to collaboratively make our Borough a safer place”.



# Partnership Working

## Douglas Community Safety Partnership

The Douglas Community Safety Partnership (DCSP) is a strategic partnership comprising all of the signatories to this Charter. The DCSP seeks to continually improve the quality of life for residents, visitors and businesses in Douglas. Through our joint strategic partnership, we will work together to ensure:

- A formalised strategic approach to Douglas issues
- Our priorities are driven by local information, intelligence and need, and what local people say is important to them.
- That we contribute to the strategic aims and objectives as set out in the IOM Government and Douglas Plans.
- That we deliver positive improvements in the quality of life for residents, visitors and businesses in the town and secure a “Cleaner, Greener, Safer” Douglas.

## Douglas Development Partnership

- We will continue to coordinate high quality improvements to the environment of Douglas town centre making it an even more enjoyable, safe and secure place to visit.

## Keep Britain Tidy

- Keep Britain Tidy is the national organisation that runs the ‘Blue Flag’ for beaches and ‘Eco Schools’ programmes.
- Keep Britain Tidy is also the organisation that devises and audits the standards for the Douglas Local Environmental Quality Survey

## Further Information

For further information on the Charter, please contact the Douglas Community Safety Partnership at Douglas Town Hall. Telephone: 696480

# Contact Details for Local Service Providers



Agency	Phone	Out of Hours	Website
Douglas Borough Council	696300	671100	<a href="http://www.douglas.gov.im">www.douglas.gov.im</a>
Department of Infrastructure	686600		<a href="http://www.gov.im/infrastructure/">www.gov.im/infrastructure/</a>
Police	631212	631212	<a href="http://www.gov.im/dha/police/">www.gov.im/dha/police/</a>
Department of the Environment, Food and Agriculture	685894		<a href="http://www.gov.im/defa/">www.gov.im/defa/</a>
Department of Community, Culture and Leisure	686817		<a href="http://www.gov.im/dccl/contactform.gov?dept=">www.gov.im/dccl/contactform.gov?dept=</a>
Department of Social Care	686202		<a href="http://www.gov.im/socialcare/">www.gov.im/socialcare/</a>
Department of Education and Children	685820		<a href="http://www.gov.im/education">www.gov.im/education</a>
Fire and Rescue Service	647381		<a href="http://www.gov.im/dha/fire/">www.gov.im/dha/fire/</a>
<b>Point of Contact</b>			
Road and pavement defects	686665	672000	<a href="http://www.gov.im/infrastructure">www.gov.im/infrastructure</a>
Refuse Collection	696445		<a href="http://www.douglas.gov.im">www.douglas.gov.im</a>
Eastern Civic Amenity Site	696446		<a href="http://www.im-recycling.com">www.im-recycling.com</a>
Recycling Banks (locations)	686540		<a href="http://www.im-recycling.com">www.im-recycling.com</a>
Douglas Community Safety Partnership - Chairman	696480		<a href="http://www.douglas.gov.im/dcsp">www.douglas.gov.im/dcsp</a>
Enforcement Officer	696326		<a href="http://www.douglas.gov.im">www.douglas.gov.im</a>
Parks & Gardens	696330		<a href="http://www.douglas.gov.im">www.douglas.gov.im</a>
Street Lighting faults	696300	671100	<a href="http://www.douglas.gov.im/LightingFault.asp">www.douglas.gov.im/LightingFault.asp</a>
Dog Warden	494475	494475	
Isle of Man CrimeStoppers	0800 555 111		<a href="http://www.crimestoppers-uk.org/isle-of-man">www.crimestoppers-uk.org/isle-of-man</a>