
Church Broughton Community Plan

How to report highway and litter issues
to the correct council



**Highway structural issues should be reported to
Derbyshire County Council**

**Litter and fly-tipping issues should be reported to
South Derbyshire District Council**

To contact Derbyshire County Council:

By telephone:

01629 533190

From a PC:

The best method is via the DCC website following this link:

www.derbyshire.gov.uk/transport_roads/roads_traffic/

The screenshot shows the Derbyshire County Council website. The header is purple with the council's logo and a search bar. A navigation menu includes links for Business and economy, Community and living, Education and learning, Environment, Leisure and culture, Social care and health, and Transport and roads. The 'Transport and roads' section is expanded, showing a sidebar with links for 'Report a road fault', 'Claims', 'Roadworks', 'Road spillages', and 'Dead animals'. The main content area is titled 'Roads and traffic' and contains text about reporting road faults, street lights, and road closures, with links to 'report road faults', 'street lights', and 'gritting'.

The website offers clear options for reporting different types of road deterioration.



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Road condition

We look after over 3,500 miles of roads and pavements and inspect them regularly. How often we inspect a road depends on the type of road and how much it is used and will vary between once a month for main roads to annually for minor lanes.

What does the fault on the road look like?

Click on the photo below which is closest to the type of fault you are wanting to report.



Deep pothole



Shallow pothole



Road collapse

You can report collapsed roads and pavements using the map below providing as much detail as possible.

Locate and identify the fault on the map

Search



The website has an easy to use mapping system.

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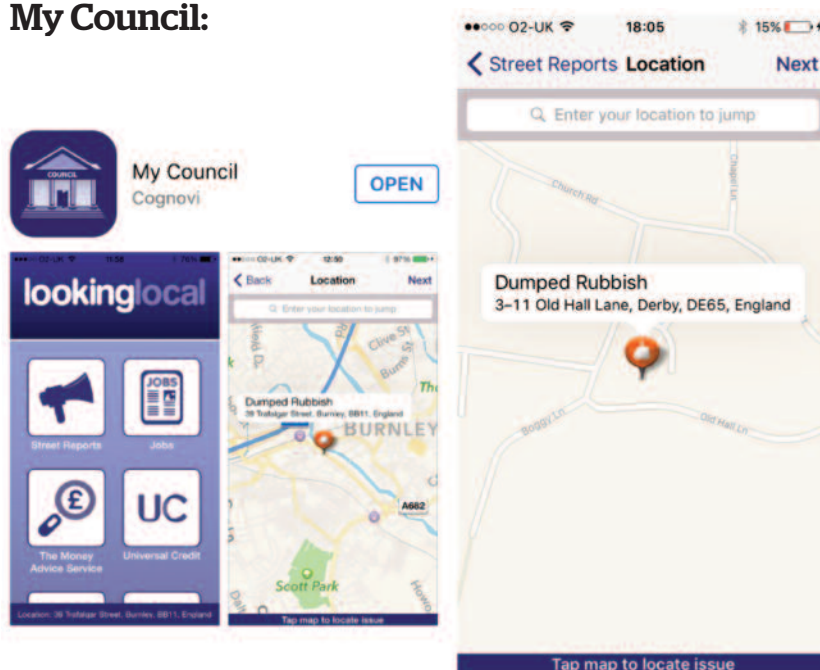
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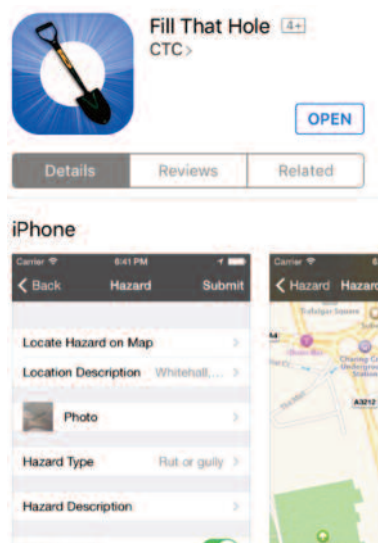
From an App:

There are two options, both seem to work well:

My Council:



Fill That Hole:



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To contact South Derbyshire District Council:

South Derbyshire District Council is responsible for all litter picking and fly-tip removal.

South Derbyshire District Council

Environmental Services

Civic Offices, Civic Way, Swadlincote, Derbyshire DE11 0AH

By telephone:

0800 587 2349

The service we should receive from SDDC includes:

We have made it one of our most important jobs to keep streets and other public spaces clean, tidy and orderly.

Our team of street cleaners aims to reach the highest possible standards. These services are guaranteed as a minimum standard:

Standards

- Litter bins and dog hygiene bins are emptied every week.
- Road channels are cleaned four times a year, main routes eleven times a year.
- Footways are swept twice a year.
- Depending on the area, we pick up litter once, three times or twelve times a year.
- Road drains are cleaned once a year with major routes being cleaned twice a year.
- Bus shelters and lay-bys are cleaned four times a year.

In the centre of Swadlincote our cleaners keep the area maintained to a high standard. They clean the town centre and public toilets every day (except Sundays).

We also work with parish councils to help keep areas tidy and free of litter. The Clean Team will also clean up litter problems and dog fouling promptly.

Street cleanliness is assessed every three months. In 2014/15, 95 per cent of streets surveyed passed the recommended level of cleanliness.

In addition, our street cleansing services include a Rapid Response Unit called [The Clean Team](#) to clean up [fly-tipping](#), [dog fouling](#) and litter incidents.

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To report fly-tipping or other litter related issue contact the clean team on the number below or via the SDDC website report page by following the link.

[www.south-derbys.gov.uk/environment/street_care_and_cleaning/
clean_team_report_form/default.asp](http://www.south-derbys.gov.uk/environment/street_care_and_cleaning/clean_team_report_form/default.asp)

Clean Team 24 hour:

0800 587 2349

Clean Team Report Form:

Contact details	
First name *	<input type="text"/>
Surname *	<input type="text"/>
House name or number *	<input type="text"/>
Road or street *	<input type="text"/>
Town or Village *	<input type="text"/>
County *	<input type="text"/>
Post code *	<input type="text"/>
Contact telephone number *	<input type="text"/>
Mobile	<input type="text"/>
email	<input type="text"/>

Details of incident	
Type of incident *	<input type="text" value="-- Required selection --"/>
Other (give details)	<input type="text"/>
Location of incident (please be as precise as you can) *	<input type="text"/>

Submit

If you experience any problems with this form please contact contact_centre@derbyshire.gov.uk and quote form ID: ILF/320/09
