

Conwy County Borough Council

Environment, Roads & Facilities Customer Charter and Service Standards

Conwy County Borough Council is committed to achieving a sustainable environment for Conwy's residents, businesses and visitors. Environment, Roads & Facilities have an important role to play in this.

This Service Standards document tells you about the service you can expect from us and what we need you to do.

Mae'r ddogfen hon ar
gael yn Gymraeg hefyd.



ERF Values

Our everyday work fits with the Council's corporate vision, values and priorities.

Corporate vision

Conwy – a progressive County creating opportunity

Corporate values



We care about what we do



We are fair to all



We are innovative



We are team players

The Corporate Plan priorities we are working towards:



Safety - People are safe and feel safe



Health - People are healthy and active



Environment - People value and look after the environment

We want to make sure:

- our customers receive high quality, value for money services
- people in Conwy reduce their ecological footprint
- we provide a safe, clean and attractive environment for our residents, businesses and visitors

We will do this by:

- caring about residents and our natural environment
- listening, informing and advising
- being honest, friendly, respectful and helpful
- looking for solutions
- delivering our services fairly
- encouraging members of the public and stakeholders to get involved and work with us





ERF Services

The services we provide

- [Allotments](#)
- [Bereavement services](#)
- [Bridges and retaining walls](#)
- [Coastal management, flood risk & land drainage](#)
- [Great Orme Tramway](#)
- [Green spaces](#)
- [Harbours and seaboard](#)
- [Home to school transport](#)
- [Parking](#)
- [Public toilets](#)

- [Public transport](#)
- [Recycling & waste services: commercial](#)
- [Recycling & waste services: household](#)
- [Roads and pavements](#)
- [Street cleansing](#)
- [Street lighting](#)
- [Street works](#)
- [Traffic and road safety](#)

Get in Touch

e: erf@conwy.gov.uk

t: 01492 575337

Customer Charter

Our commitment to you

We will:

- treat you politely and respectfully
- be fair and helpful
- provide easy to understand information on our website, in printed materials and in person
- try to get things right first time
- listen to your queries and concerns and let you know how quickly we can deal with them
- respect your confidentiality and tell you in advance if information you share with us will be used for other purposes
- deal with your comments, suggestions and [complaints](#) in a positive and responsible way

Get in touch



t: 01492 575337*

e: erf@conwy.gov.uk

Post: Environment, Roads & Facilities,
PO Box 1, Conwy, LL30 9GN

Visit: Coed Pella, Conway Road
Colwyn Bay, LL29 7AZ

Office hours are:

9:00 to 17:00 Mon - Thurs

9:00 to 16:45 Friday

Or visit our website where you can access some of our services, report a problem or send us a request:

www.conwy.gov.uk

*Outside office hours, the message on this number will give you our emergency phone number

We can offer you:

- Welsh and English speaking staff
- a British Sign Language interpretation service
- information in Braille or large print on request
- a translation service on request if your first language is not Welsh or English
- a private interview room for appointments if you would like one
- disabled parking space and facilities

When you contact us, we will:

- answer calls to our advice line as quickly as possible – we usually answer calls within 60 seconds. During very busy periods it may take longer, but we will tell you what position you are in the queue
- offer a call back service from our advice team
- answer your query at the first point of contact whenever possible
- transfer you to the right person straight away on the phone or take your details and ask

someone to contact you if we cannot answer your enquiry

- acknowledge emails to erf@conwy.gov.uk within 1 working day
- answer written correspondence within 10 working days. If it is not possible to do this, we will tell you the reason for the delay and when you can expect a full response.

We ask you to:

- treat us with respect. We will not tolerate abusive language or behaviour to our staff
- help us to help you by giving accurate information
- let us know if you have any specific access or other needs
- ask us to explain anything you are not sure about
- tell us if you are happy with our service. Positive comments help us to work better for you
- tell us if you are unhappy with our service or how we can improve

Allotments

The service we provide

We provide 12 allotment sites across Conwy county, offering plots of various sizes including raised plots for disabled access.

Allotments give people the opportunity to grow their own food and enjoy some outdoor activity.



What you can expect from us

We will:

- inspect allotment plots to make sure they are well maintained
- maintain the areas around the plots
- provide advice and guidance to allotment tenants on how to manage their plot
- let an allotment plot to a new tenant within two weeks of it becoming vacant
- arrange an Allotment Forum where representatives from each allotment site can meet to discuss items of interest

What we need you to do

- Tell us about any tree problems at your allotment site
- Help us form allotment community groups
- Maintain your allotment plot in line with your tenancy terms and conditions
- Let us know if you are interested in having an allotment plot
- Give us feedback on how we can improve

Get in Touch

e: erf@conwy.gov.uk

web link: [Allotments](#)

t: 01492 575337

Bereavement Services

The service we provide

We provide and maintain 11 cemeteries and one crematorium in Conwy county.

We offer woodland burials in Llanfairfechan and Penmaenmawr, using natural materials in the burial and planting a commemorative tree on the grave.

We provide standard cremation or burial funerals free of charge for babies and children under 16.

We are a member of the 'Charter for the Bereaved' which shows we are committed to providing excellent service and meet high standards for burials, cremation and funerals.

What you can expect from us

We will:

- provide a professional and sensitive burial and cremation service
- run a well maintained, safe and environmentally friendly crematorium
- ensure our cemeteries are well maintained
- inspect each headstone every 5 years to make sure they are safe
- provide a range of affordable memorials
- provide direct cremations
- provide tailor-made, personalised funerals
- offer live web casting and visual or audio tributes
- maintain the Children and Infants Memorial Garden and the Garden of Remembrance
- consult with our customers every year and use their feedback to help us improve

Get in touch

t: 01492 577731

e: bereavementservices@conwy.gov.uk

Colwyn Bay Crematorium

Bron y Nant Road, Mochdre, LL28 4YN

Opening hours are:

8.30 to 16:30 Mon - Thurs

8.30 to 16:00 Friday

On weekends there is an automated booking service for funeral directors.

What we need you to do

- Use the facilities at the cemeteries and crematorium responsibly
- Be considerate of other users
- Report any problems at the cemeteries or crematorium
- Dispose of floral or other tributes in the bins provided after an appropriate amount of time
- Park your vehicle responsibly at the crematorium or cemetery car parks



FBCA
Federation of Burial
& Cremation Authorities

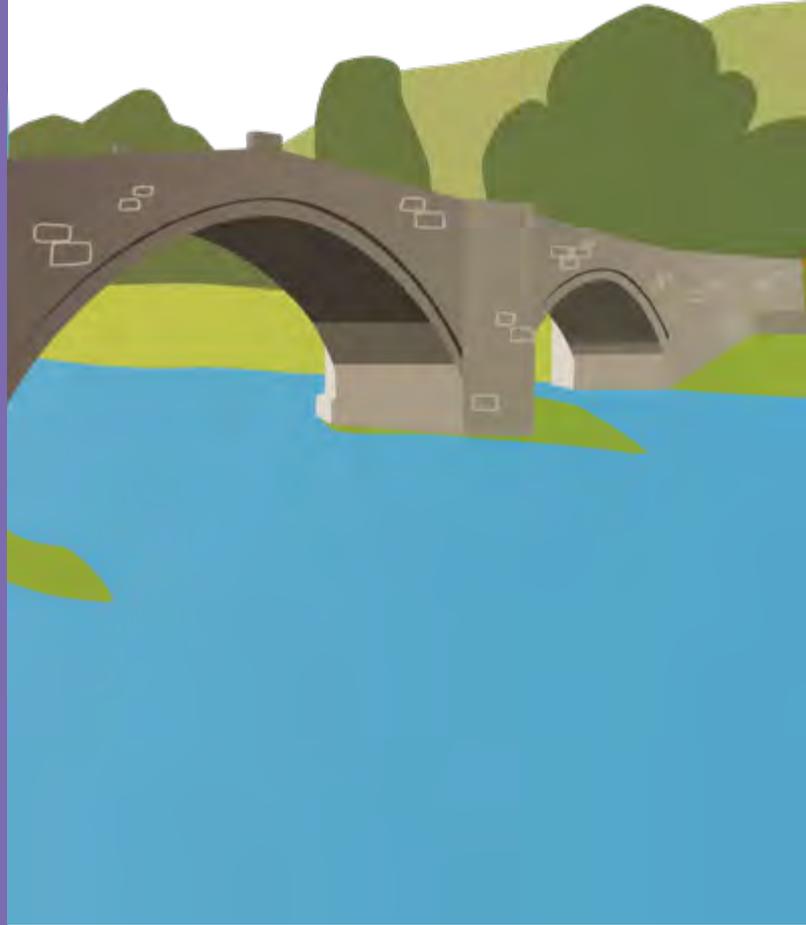
ICCM

Bridges and retaining walls

The service we provide

We are responsible for managing and maintaining 283 bridges and 587 retaining walls across Conwy county.

We make sure that bridges and retaining walls are safe and fit for purpose by carrying out routine inspections to identify hazards and defects.



What you can expect from us

We will:

- inspect all bridges and retaining walls in line with relevant codes and standards
- inspect all structural assets in a two-year inspection cycle
- deal promptly with dangerous defects we find through our inspection programme or which members of the public tell us about
- carry out assessments to check the strength of bridges and retaining walls
- manage the movement of abnormal loads in the county
- do planned and responsive maintenance on bridges and retaining walls including repairs to masonry and concrete, strengthening structures and rebuilding

What we need you to do

- Report any concerns about bridges and retaining walls in Conwy county
- Report overweight vehicles which travel across bridges with weight limits
- Give feedback on how we can improve our service to you

Get in Touch

e: erf@conwy.gov.uk

t: 01492 575337

Coastal Management, Flood Risk & Land Drainage

The service we provide

Coastline Management

We inspect and maintain 13.7 miles of Council-owned sea defences and survey our beaches twice a year to make sure beach levels are maintained to protect coastal towns from flooding.

Flood Risk Management

We are responsible for making sure the Council fulfils its legal obligations to manage flooding in the county. This includes regulating ordinary watercourses (such as rivers, streams,

ditches, drains, cuts, culverts (piped sections), dikes, sluices and passages).

We provide advice on private drains and sewers, and on the land drainage and flood risk impacts of proposed developments. Welsh Water is responsible for shared private drains and sewers.

Land Drainage

We provide advice and guidance to residents on land drainage and flood risk issues.



What you can expect from us

We will:

- identify, investigate and manage flood risks
- inspect and maintain Council-owned flood defences and carry out emergency work
- put up and remove flood defences along Conwy's coastline to reduce the risk of coastal flooding
- survey beaches twice a year and restore beach levels when they fall below set levels
- provide advice and guidance on how you can protect your property from flooding
- work with communities affected by flooding and consult on proposed works to manage flood risk
- provide advice and guidance on land drainage
- regulate ordinary watercourses (such as rivers, streams, ditches, drains, cuts, culverts, dikes, sluices and passages)
- give advice and consent for surface water systems, and adopt and maintain systems serving more than one property
- clean and inspect all highways gullies on a 12-month cycle



What we need you to do

- Report any flood-related problems or concerns to us as soon as possible
- Regularly check drains and sewers which you are responsible for and deal with any blockages to prevent flooding
- Maintain ditches or watercourses on your land and keep them clear of any obstructions
- Protect your property by buying your own flood prevention products
- Provide us with any historical flooding information such as photos or reports
- Get to know your neighbours. They may need your help, or be able to work with you to clear watercourse obstructions from your land
- Speak to us early on if you are planning construction over 100m² or of more than one property, so we can help you with your surface water system design
- Speak to us if you are planning any works to a watercourse
- Give us feedback on how we may improve our service to you

Get in Touch

e: erf@conwy.gov.uk

web link: [Flooding](#)

t: **01492 575337**

The Great Orme Tramway

The service we provide

We run Britain's only funicular, cable-hauled tramway which runs on public roads, taking passengers from Llandudno to the summit of the Great Orme.

The heritage tramway has been running since 1902 and is a unique and historical Llandudno institution.

The Tramway operates between late March and late October. It runs 7 days a week, every 20 minutes from 10am to 6pm (the tramway closes at 5pm in March and at 4pm in October).

www.greatormetramway.co.uk

Facebook: @GreatOrmeTramway

Get in touch

t: 01492 577877

e: tramwayenquiries@conwy.gov.uk

Victoria Station, Church Walks,
Llandudno, North Wales, LL30 2NB

Opening hours are:

10:00 to 18:00 7 days a week

10:00 to 17:00 (March)

10:00 to 16:00 (Oct)



What you can expect from us

We will:

- provide a quality service to all our customers through our 'World Host' trained staff
- offer a service at least every 20 minutes during our operating hours
- assist passengers with mobility issues
- carry out a strict bespoke maintenance regime to ensure our passengers' safety
- take bookings from groups and schools for the Tramway, The Great Orme Copper Mines and the Country Park Visitor Centre
- maintain Victoria Station, the Halfway Station and heritage exhibition
- offer a selection of Great Orme Tramway merchandise

What we need you to do

- Arrive 15 minutes before your departure time if you have a group booking
- Follow the instructions given by our staff for your safety
- Wait in an orderly queue at the stations
- Keep seated while the tram is moving and keep your hands and head inside the tramcar
- Check our access statement if you have mobility issues
- Understand that as a heritage attraction, we cannot always accommodate pushchairs, wheelchairs or mobility scooters
- Tell us about your experience on the Great Orme Tramway on Trip Advisor, Facebook or our website

Green Spaces

The service we provide

We maintain parks, [nature reserves](#), open spaces, 152 play areas and Council-owned road verges throughout the county, making sure they are safe, accessible, attractive, clean and well-equipped.

We aim to conserve and enhance the natural environment of the county. This includes providing horticultural excellence in our towns and villages, managing Green Flag parks, Local Nature Reserves and delivering biodiversity conservation and ecological services.

We run the Great Orme Visitor Centre which is open daily between March and October.



What you can expect from us

We will:

- keep our open spaces well maintained in line with good horticultural practice
- inspect and maintain our trees so that they are safe
- respond to tree safety issues
- carry out regular inspections of play areas, outdoor gyms and skate parks to make sure that equipment is in good condition and meets health and safety requirements
- deal promptly with dangerous defects in play areas
- promote community green space projects that you can get involved in
- make sure conservation is appropriately managed at Sites of Special Scientific Interest, working with Natural Resources Wales
- make sure that biodiversity is appropriately considered in delivering Council services
- promote biodiversity events for you to take part in
- welcome school group visits to our Local Nature reserves

What we need you to do

- Enjoy using and exploring our natural environment
- Encourage biodiversity in your local area
- Report incidents of anti-social behaviour
- Tell us about any tree problems
- Clear up your dog's fouling and bin it or take it home. You can put your dog waste in dog waste bins or litter bins
- Take all your litter home or put it in one of our litter bins
- Tell us about defects or safety concerns in playgrounds
- Stick to local byelaws and be considerate when you use Local Nature Reserves
- Help us form community and friends groups in your local area

Get in Touch

e: erf@conwy.gov.uk

web link: [Green Spaces](#)

t: **01492 575337**

Harbours & Seaboard

The service we provide

We manage and maintain moorings, pontoons, jetties and slipways in Conwy and Rhos-on-Sea harbours and administer mooring permits. We maintain all the navigation aids in Conwy harbour and its approach channel.

We manage all leisure and tourist use of the beaches, promenades and foreshore along the entire 45 mile (73km) coastline of the county, including water-based and shore-based activities.

We control and monitor launching of all types of craft and general water activities, including checking insurance and safety equipment.

We are responsible for maintaining the bye-laws and authorising events on Conwy's promenades and beaches. We also coordinate applications for Blue Flag and Seaside Awards.



What you can expect from us

We will:

- provide a safe environment for everyone who uses the harbours and seaboard
- provide a 24 hour response for environmental emergencies such as maritime spills
- maintain and inspect the moorings
- monitor vessels and inform owners if their vessel needs attention
- inspect our slipways on a regular basis to make sure they are safe for the public to use
- inspect all lifesaving equipment on a regular basis and replace when needed
- respond to public concerns immediately where possible
- provide advice and guidance to all users of the harbours and seaboard
- provide basic first aid cover at main promenades during the summer season

- coordinate applications for Blue Flag and Seaside Awards
- provide and maintain safety equipment along the coastline and up the Conwy Valley

What we need you to do

- Report anything unsafe or that needs our attention (such as missing life rings)
- Tell us about anything suspicious within the harbours and along the seaboard
- Respect the laws and bye-laws of the harbours and seaboard
- Make sure all registrations and fees are returned on time

Get in Touch

e: erf@conwy.gov.uk

web link: [Harbours](#)

t: **01492 575337**

Home to School Transport

The service we provide

We arrange school and college transport for eligible pupils and students. We use buses, minibuses, taxis or cars by the most appropriate route to get value for money.

We manage passenger assistants who travel with students, making sure they have the appropriate training and follow procedures to keep students safe.



What you can expect from us

We will:

- provide an efficient and coordinated school transport service
- deliver a quality, safe and passenger-centred service to meet students' identified needs
- help students to make the most of school or college
- communicate clearly with parents, guardians and schools
- make sure that all drivers and passenger assistants are cleared by the Disclosure Barring Service (DBS) before working with pupils under 16 years old

What we need you to do

- Register for home to school transport with education services before the new term begins
- Make sure pupil information is correct when you register
- Tell us about any changes to personal details as soon as possible

Get in Touch

e: erf@conwy.gov.uk
web link: [School transport](#)
t: **01492 575337**

Parking

The service we provide

We are responsible for managing on-street parking and providing and managing 42 public car parks across Conwy county. This includes 6 coach parks and drop off/pick up points.

We offer annual parking permits for car parks and on-street parking and residents' parking permits in some areas. We can also provide parking dispensations for work vehicles to break parking restrictions, and

We also manage the Marine Drive toll road, a 5 mile scenic route around the Great Orme in Llandudno.



What you can expect from us

We will:

- Inspect car parks to make sure they are safe and useable
- Maintain pay and display machines daily
- Provide coach drop off/pick up areas and ample overnight coach parking with toilets and wash facilities in Llandudno
- Maintain the Marine Drive Toll Road to try to keep access open at all times
- Keep traffic moving, keep roads safe and make sure parking spaces are available, by issuing penalty charge notices to vehicles breaking parking restrictions
- Act on requests to enforce restrictions such as resident's disabled parking, school patrols, bus stops and taxi ranks
- Provide a 24 hour payment service for all penalty charge notices (PCNs)
- Respond in writing to all parking challenges within 14 day periods

What we need you to do

- Park in line with the law and the Highway Code and observe parking restrictions
- Let us know if your parked vehicle is breaking parking restrictions, but you are unable to move it
- Apply for parking dispensation if work vehicles or removal vans have to gain access to your premises by parking illegally
- Report machines or signs that need repairing
- Tell us about any events you are organising in your area
- Write to us and provide evidence if you want to challenge a penalty charge notice (PCN)

Get in Touch

e: erf@conwy.gov.uk

web link: [Parking](#)

t: **01492 575337**

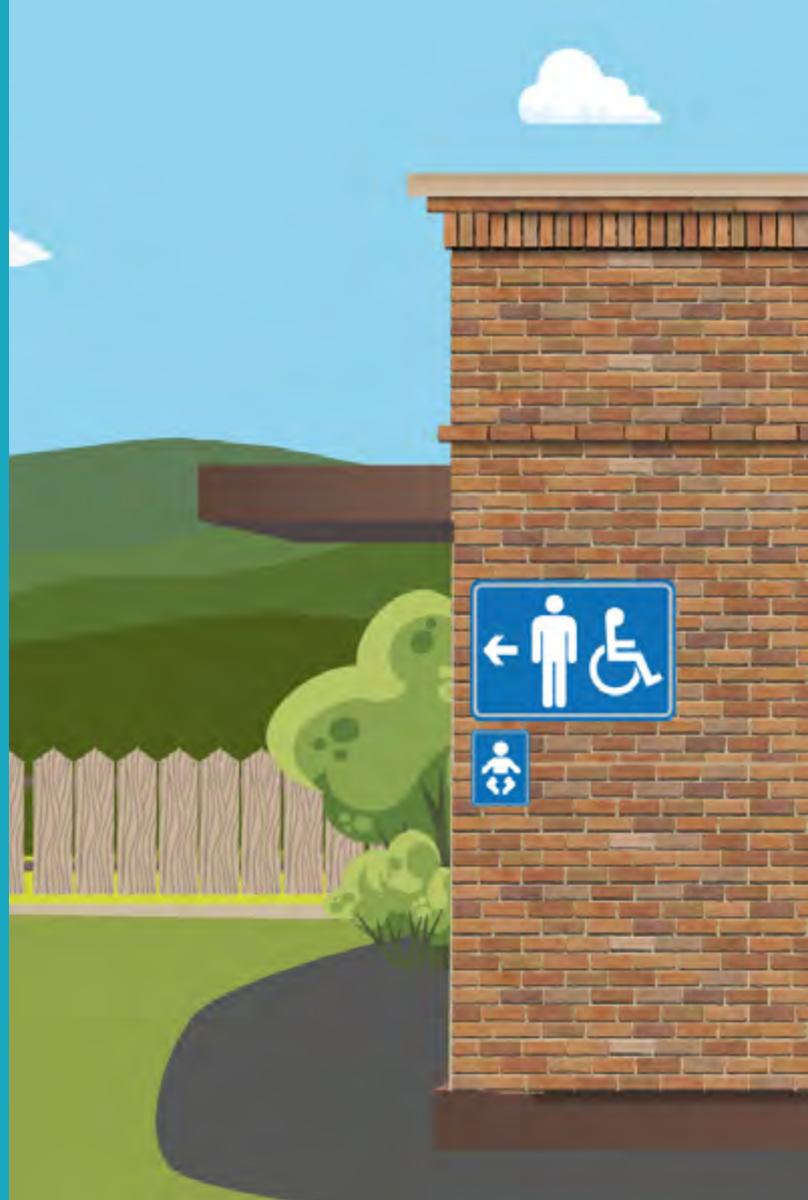
Public toilets

The service we provide

We provide 52 toilets for public use throughout the county. The facilities are cleaned daily, seven days a week.

Our toilets are open every day, all year round, except for Christmas Day and New Year's Day in some locations.

We are committed to the Community Toilet Scheme, a Welsh Government scheme to encourage local businesses to open their toilet facilities to the general public.



What you can expect from us

We will:

- Clean toilets daily
- Respond to problems about cleanliness and repairs within 24 hours
- Inspect our toilets to make sure we maintain a high standard of cleanliness
- Provide public toilets that are accessible to all, where possible
- Upgrade our facilities as budgets allow
- Promote the Community Toilet Scheme and encourage local businesses to sign up to it
- Provide you with information on where public toilets are, what facilities they offer and if there is a charge

What we need you to do

- Use the facilities responsibly
- Treat our staff with courtesy and respect
- Report any problems about cleanliness or repairs to us
- Report incidents of anti-social behaviour

Get in Touch

e: erf@conwy.gov.uk

web link: [Toilets](#)

t: 01492 575337

Street Cleansing

The service we provide

We are responsible for cleaning streets, roads, Council-owned parks and open spaces in the county.

We empty litter bins, clear litter and dog fouling, remove fly tipping and wash pavements in town centre areas.

We comply with the standards set out in the Code of Practice on Litter and Refuse (Part 4 of the Environmental Protection Act 1990).



What you can expect from us

We will:

- Clean streets, parks and open spaces
- Sweep rural roads as required to avoid a build-up of leaf debris
- Provide well-maintained, clean and safe bins for litter and dog waste
- Respond promptly to litter reports
- Identify and target litter 'hot spot' areas
- Work with **Keep Wales Tidy** and community groups, to keep your area litter free
- Inspect our streets to make sure we keep a high standard of cleanliness
- Deal with dead animals found on the roadside promptly and sensitively
- Remove fly tipping within 5 working days of it being reported to us
- Remove discarded hypodermic needles within 1 working day
- Provide litter picking equipment for residents to borrow

- Find ways to increase opportunities for recycling "on the go"

What we need you to do

- Clear up your dog's fouling and bin it or take it home. You can put your dog waste in dog waste bins or litter bins
- Throw away your litter responsibly and use recycling bins where they are available
- Report any litter problems to us
- Tell us about any fly tipping
- Report damaged street furniture and litter bins
- Don't leave hedge clippings or mud on the roadway
- Don't use street litter bins for your household waste

Get in Touch

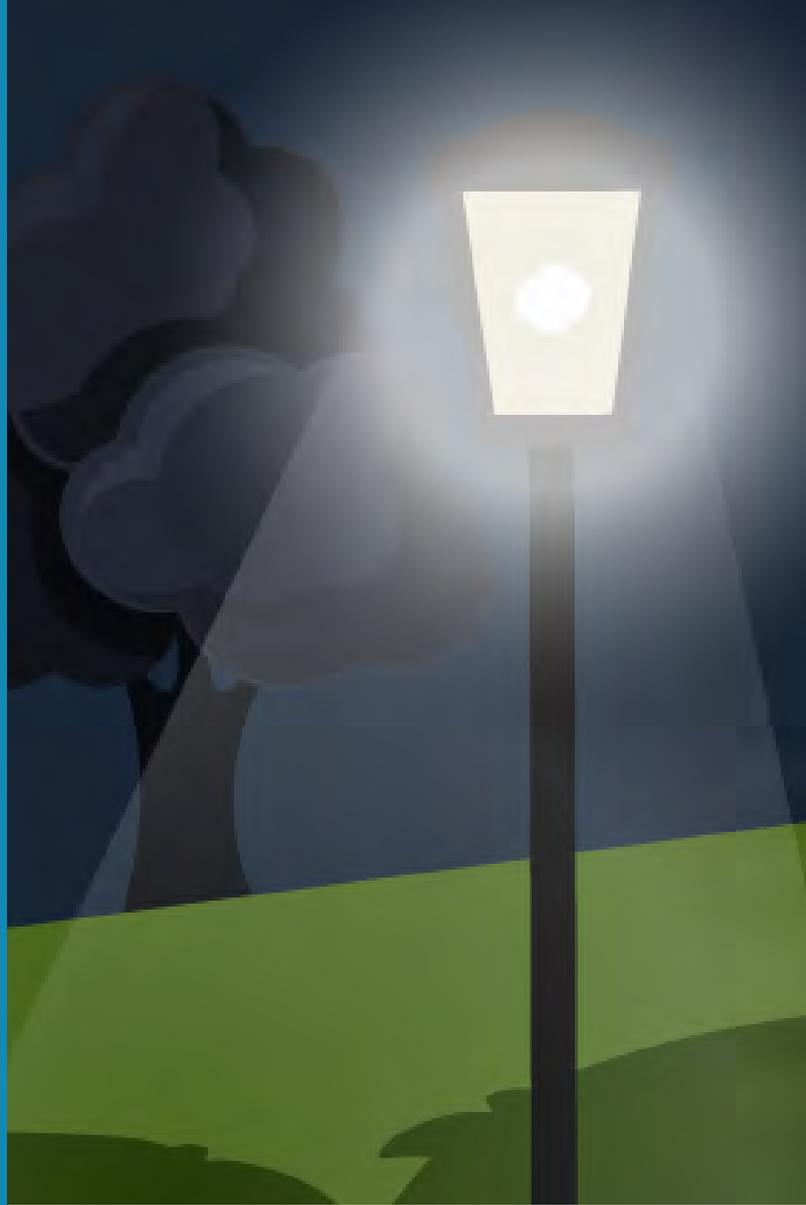
e: erf@conwy.gov.uk
web link: [Street cleansing](#)
t: **01492 575337**

Street Lighting

The service we provide

We aim to provide suitable street lighting to keep vehicles and pedestrians safe at night, reduce crime and reduce the fear of crime.

We look after more than 16,000 streetlights, 2500 illuminated bollards and signs and 60 traffic management systems such as pedestrian crossings.



What you can expect from us

We will:

- Provide a safely-lit highway network for all users, with the main aim of reducing night-time accidents
- Regularly inspect lighting and illuminated signs at night to record and schedule repairs
- Maintain our street lighting to a reasonable standard
- Replace defective lampposts in line with available budgets
- Repair streetlights within an average of 5 working days
- Report electricity supply faults to the local electricity company

What we need you to do

- Report any problems with street lighting and illuminated signs to us;
- Be as accurate as possible when you report the locations of faults
- Understand that faults with electricity supply are dealt with by the local electricity company and we don't have control of the timescales for these types of repairs

Get in Touch

e: erf@conwy.gov.uk

web link: [Street lighting](#)

t: **01492 575337**

Public transport

The service we provide

We subsidise important bus routes, working with bus companies to make sure essential services run.

We publish the Conwy Public Transport Guide every 6 months with up to date bus timetables and travel information.

We manage the Concessionary Bus Pass scheme for people over 60 or with disabilities living in Conwy county, issuing new and replacement passes.



What you can expect from us:

We will:

- Regularly update the Conwy Public Transport Guide
- Issue Concessionary Bus Passes within 10 working days
- Arrange repairs to bus stops and bus shelters

What we need you to do

- Apply for your Concessionary Bus Pass online or in person at our Coed Pella offices
- Check you have all the information and evidence we will need to process your Concessionary Bus Pass application
- Provide any extra information we ask for so we can process your Concessionary Bus Pass application

Get in Touch

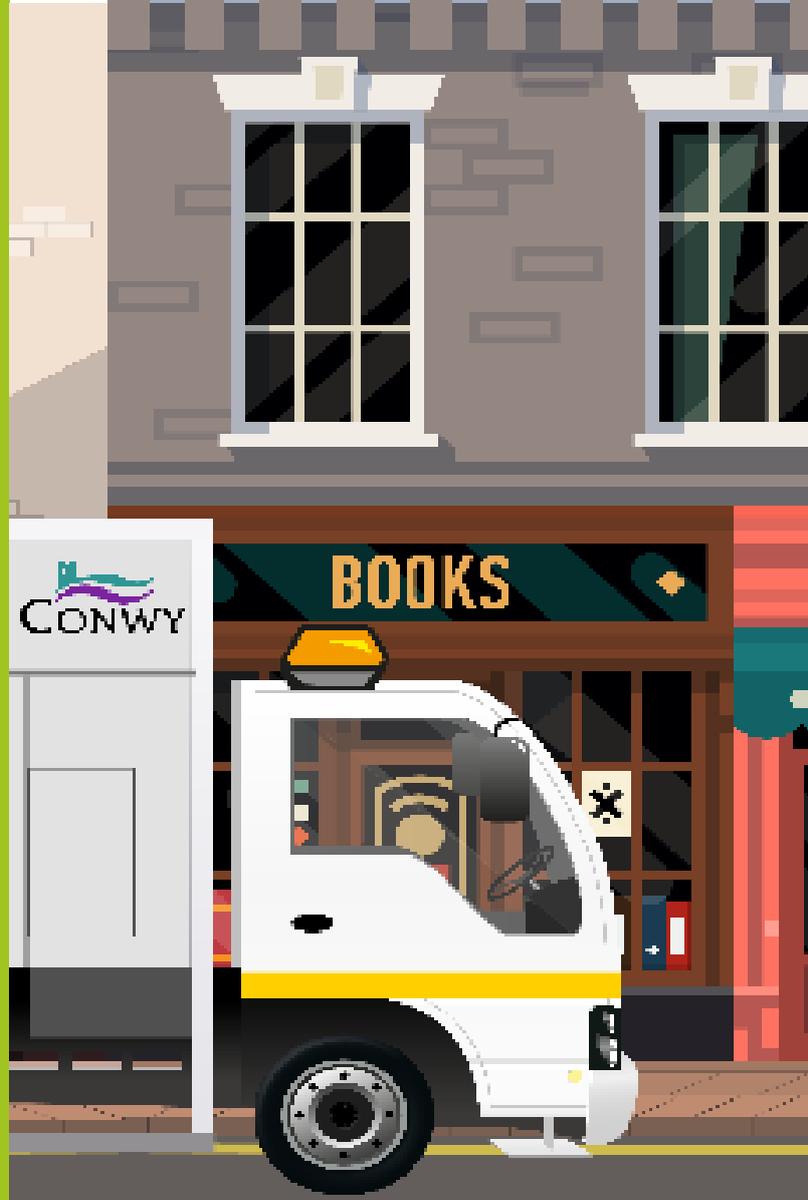
e: erf@conwy.gov.uk
web link: [Public transport](#)
t: **01492 575337**

Recycling & Waste: Commercial

The service we provide

We provide a comprehensive, reliable and professional service for one-off events and for businesses which need regular collections.

We can collect your food waste, glass, paper, cans, plastic and cardboard for recycling.



What you can expect from us

We will:

- give you a reliable recycling and waste collection service package
- give advice on recycling and waste management
- help you increase recycling and reduce waste
- provide suitable containers for your recyclable and non-recyclable waste
- keep you informed of any changes to the service
- return as soon as possible, if we have missed your collection
- deliver your containers within 5 working days of signing the contract for service
- provide you with a controlled waste transfer notice

What we need you to do

- Don't put anything recyclable in your general waste bin
- Keep commercial and household waste separate
- Don't leave extra bags of waste at the side of your bins
- Make sure your bin lids are closed
- Make your refuse and recycling available and accessible by 7am
- Report missed collections as soon as possible
- Keep to the terms of the contract
- Provide us with 28 days' notice if you wish to stop the service

Get in Touch

e: erf@conwy.gov.uk

web link: [Trade waste](#)

t: **01492 575337**

Recycling & Waste: Household

The service we provide

We aim to make it easy for people living in Conwy to be sustainable and recycle as much as possible.

We provide weekly recycling collections for food waste, paper, cardboard, glass, cans, plastic containers, drinks cartons and batteries. We provide fortnightly collections for textiles and electrical items, with our partner Crest Cooperative. We collect non-recyclable waste every four weeks.

We collect nappy and incontinence products weekly, for residents signed up to this service. We offer assisted collections for residents

who are physically unable to move their waste containers.

We offer low cost bulky waste collections for large items, with our partner Crest Cooperative.

We provide a subscription garden waste collection service and sell discounted home composting bins.

We also manage household recycling centres in Mochdre and Abergelge, open 7 days a week, and work with St David's Hospice to reuse items via their Re-Use Shop at Mochdre.



What you can expect from us

We will:

- provide suitable containers for your recycling and non-recyclable waste
- collect household recycling and waste at the kerbside or designated collection point
- provide you with a recycling and waste collection calendar and tell you about any changes to the service
- aim to return within 48 hours of you reporting it, if we have missed your collection
- make sure containers are returned to the collection point and left in a tidy way
- arrange for collection of your bulky items within 2 weeks of you paying
- repair or replace damaged containers
- give you all the information you need to waste less and recycle more

What we need you to do

- Don't put anything in your general waste bin that could be recycled
- Sort your recycling into the correct containers
- Ask for extra recycling containers if you need more space for recycling
- Don't leave extra bags of waste at the side of your bin
- Make sure your bin lids are closed
- Put your refuse and recycling containers out by 7am, to make sure they are collected
- Don't leave your bin or recycling containers out overnight in periods of bad weather, such as high winds or snow
- Bring your containers back inside your property's boundary on the day of collection
- Report missed collections as soon as possible
- Take heavy items to our Household Recycling Centres rather than putting them in the bin

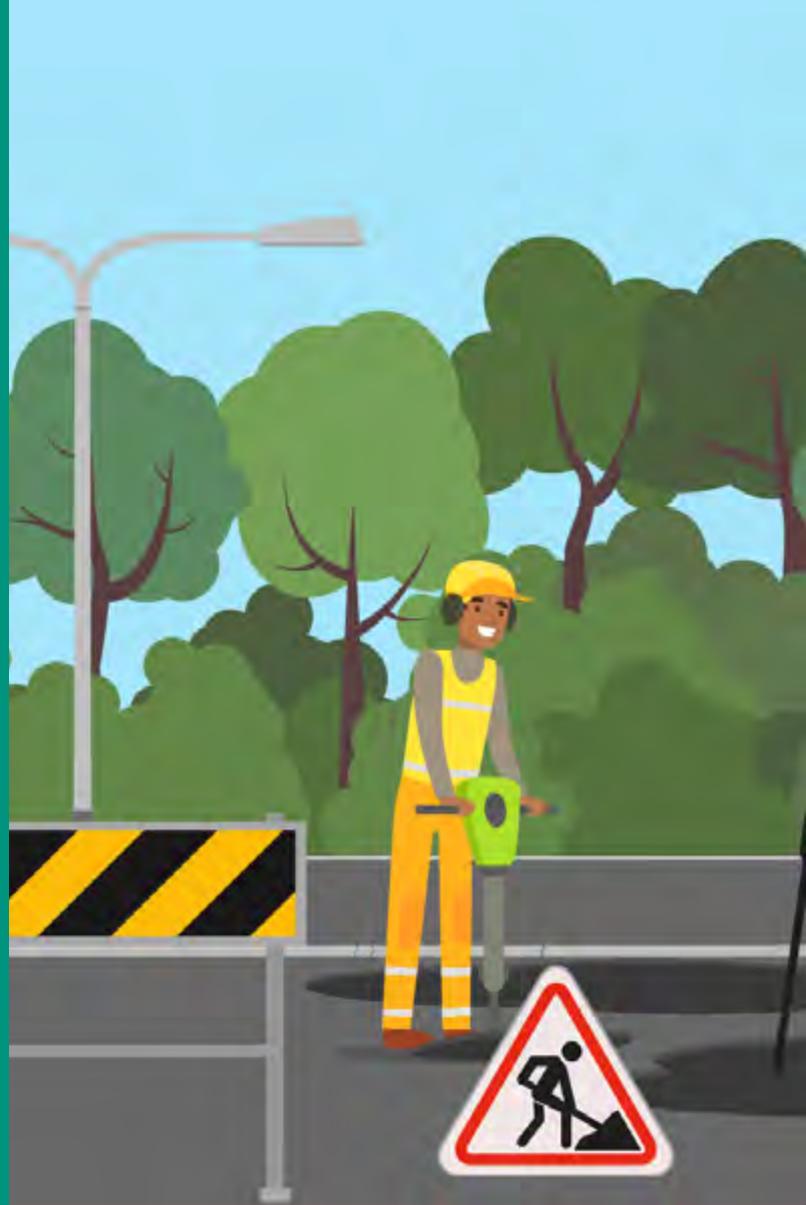
Roads & pavements

The service we provide

We are responsible for maintaining adopted roads and pavements in the county in line with the Highways Act 1980. We also manage the Council's network of 1056 miles of public rights of way and encourage the public to enjoy them.

We routinely inspect roads, pavements and footpaths to make sure they are safe. We carry out maintenance work including road resurfacing, re-kerbing, weed treatment, cutting vegetation, and replacing signage and road markings.

In the winter, our fleet of gritters keep first priority routes gritted, including main roads, main bus routes and emergency service routes. We provide grit bins in urban and rural areas for residents to use, and refill them as necessary.



What you can expect from us

- Inspect roads and footways and carry out necessary repairs
- Deal promptly with accidents and emergencies on the highway reported to us
- Deal promptly with dangerous defects on the roads which are reported to us
- Treat weeds and cut vegetation on our road network
- Make sure that most public rights of way remain easy to use
- Provide walking events and support Cerdded Conwy Walks in organising walking programmes and festivals
- Pre-treat first priority routes on trunk and county roads before ice or snow. These are routes into towns and villages, access to schools and for emergency services
- Provide grit bins on steep hills and busy junctions for residents to use
- Renew and replace worn road markings and signage

What we need you to do

- Use grit from bins available on steep roads and on busy junctions during freezing weather
- Report hazards on the highway and footpath network
- Maintain any hedges or trees on your land so they don't obstruct a road, pavement or footpath
- Don't leave hedge clippings or mud on the roadway
- Maintain ditches on your land and clean grills and catch pits
- Use public rights of way in a considerate and courteous manner

Get in Touch

e: erf@conwy.gov.uk

web link: [Roads and pavements](#)

t: **01492 575337**

Street Works

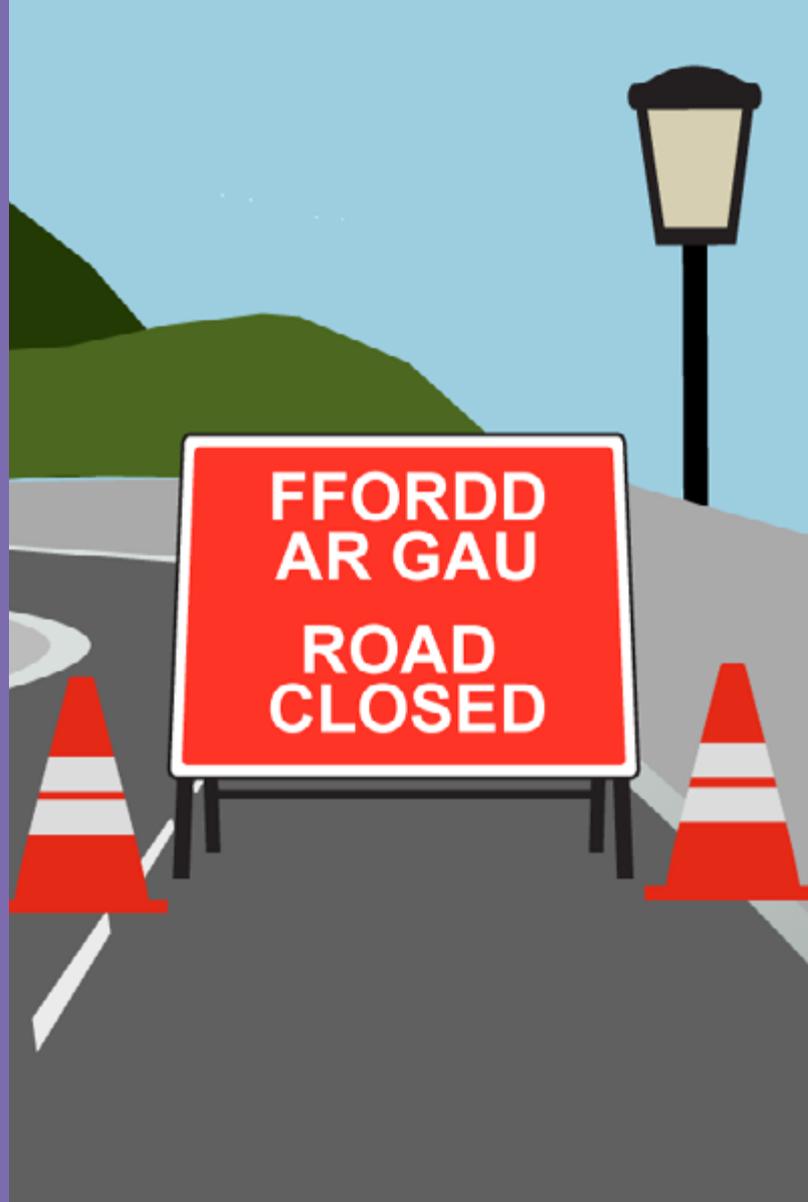
The service we provide

We are responsible for coordinating activities on roads and pavements by utility companies, contractors and others. This includes roadworks, events, skips and scaffolding.

We try to minimise inconvenience and make sure utility companies and other contractors protect the public from hazards and finish their work to a good standard.

We license all activities on the highway, such as skips, scaffolds, events and road closures.

We also make sure that new housing estate roads or other changes to roads are constructed properly before being adopted.



What you can expect from us

We will:

- only give our permission to competent contractors to work in the highway. Utility companies have a legal right to work in the highway
- do our best to keep traffic delays to a minimum by coordinating all works and other activities on the highway
- keep a register of all works the highway
- make sure our roadworks information is as accurate as possible and issue fines to anyone providing incorrect information
- make sure that utility companies and other contractors complete their works within a reasonable time, and charge them if they don't
- inspect a sample of the utility companies' work, to make sure it is safe and to a good standard, and make them put it right if it is not
- only allow a road to be closed if it is not

safe to use during the works or event, or if the closure means less inconvenience overall

- make sure that the construction of new roads meets the standard for adoption

What we need you to do

- Report any problems with utility manhole covers
- Report any roadworks if you suspect they don't have permission or they are dangerous (such as no barriers or lights)
- If you hire a skip or scaffolding, allow plenty of time for the company to apply for a permit
- If you have hired a skip on your drive, don't move it out onto the street
- Don't put anything on the road or pavement without permission
- Tell us if you are planning an event or parade that will affect the roads or pavements

Get in Touch

e: erf@conwy.gov.uk

web link: [Street works](#)

t: **01492 575337**

Traffic & Road Safety

The service we provide



We are responsible for minimising traffic congestion, where practical and affordable.

We carry out studies into traffic collisions and take appropriate measures to try and prevent them.

We rely on funding from Welsh Government to do major road safety improvement works and bid for this funding every year. Welsh Government prioritise improvements that will reduce accidents at sites with significant evidence of past casualties. We analyse collisions over the last three years to prioritise our three bids for funding each year. This is based on evidence from the national database, rather than community requests.

We carry out minor works such as signs and road markings to improve road safety.

We give practical road safety education, training, advice and information to road users, including kerbcraft and cycling training for children, PassPlus courses for young drivers, and workshops and assessments for older drivers.

We make sure that proposals for new developments and new roads are safe, sustainable and won't cause excessive traffic congestion.

What you can expect from us

We will:

- do our best to prevent collisions and congestion by improving our roads, regulating how they are used and providing advice to those using them, within the resources available to us
- analyse traffic collision statistics to find out if there are underlying causes for accidents at particular locations
- try to reduce the risk of vulnerable or high risk road users being involved in accidents by providing education, training, advice and information
- prevent the risk of accidents or congestion from new developments or roads by making sure they are appropriately designed and constructed
- Provide information on active travel (such as walking and cycling)

What we need you to do

- Make sure you drive and park safely, sticking to traffic regulations and the Highway Code
- Encourage vulnerable or high risk road users that you know to get training, advice and information from us (such as your child, your local school, an elderly driver)
- Do your bit to reduce traffic congestion by using the train or bus, cycling or walking rather than using your car, even just for part of your journey
- Act objectively, constructively and reasonably when you ask for improvements
- Give us constructive and reasonable feedback in consultations about new developments, new roads, road improvements or traffic regulations
- Understand that we rely on Welsh Government funding for all major road safety improvement works

Get in Touch

e: erf@conwy.gov.uk

web link: [Traffic](#)

t: **01492 575337**