Research and Development Committee

Street Cleansing Improvement Presentation

Presented by Brendan Coleman
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  - Regional Performance Information (Detritus)

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## Northampton Performance Information
(Captured and monitored by the LAA Group)

### NI 195 - Detritus 2009-10

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<th>Tranche</th>
<th>Corby</th>
<th>Daventry</th>
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<th>Northampton</th>
<th>South Northants</th>
<th>Wellingborough</th>
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### Key
- Orange: High risk problem
- Brown: Medium risk problem (to monitor)
- Yellow: Consistent failure

**Kettering Borough Council**
Regional Performance Information
Kettering high performance/low cost

Costs versus N195a (Litter)
Regional Performance information
Kettering high performance/low cost
Our approach – an overview

What we’re setting out to achieve

- Priorities
- Objectives
- Targets

Multi-layered approach

- Education & Communication
- Operational clean-up activities
- Designing out issues – physical methods
- Enforcement and intelligence gathering

Outcomes

Cleaner area & Greater pride

One aim is to reduce effort and cost required in long term by changing attitudes and behaviours.
Community Engagement & Communications

- Visibility important - Clean-ups can often happen in background
- Inform residents: - What we are doing?
  - What we have done?
- Engage residents: - Where are the issues?
  - How can they help?
- Educate residents: - How to report issues?
  - What we can and can’t do – expectations
- We need ourselves to understand what we have done
- Use variety of means: - Sign post high profile activity
  - Deliver local information through door
  - Voice (resident’s newsletter)
  - Customer service agents
  - Officers & members talking to residents
  - Staff & members observation
Community groups all over the Borough have recently organised litter picks with the use of Council equipment such as litter grabbers, bags and gloves. So to help we recently launched the ‘Love my place’ campaign and now have new ‘Love my place’ bibs for volunteers to wear during events. As well as improving hygiene and road safety, they help create a wider sense of community by showing that people all over the Borough are keen to get involved to improve their local environment.

If you are interested in holding a litter pick in your local area and would like some equipment, please contact Customer Services on 01536 410 333 or email customerservices@kettering.gov.uk

Love your place

Kettering Borough Council is carrying out a wide range of activities aimed at keeping the Borough clean and tidy. We are keen to work with volunteers from the local community to help you get involved in improving your local environment.

Kettering Borough Council

Information about what we are doing to keep your local area clean and tidy

Targeting litter on our streets

Will go to residents in area of clean-up

We’re targeting litter and grime in your area!
Six month plan - Overview

◆ Focus on treating root causes:
- Better education & communication
- Design out issues (bins / bollards etc)
- Coordinated enforcement
- Acting on information – detective work

◆ Greater alignment and targeting of operational activity:
- Coordinated plan of action for Kleen Sweeps, Community Litter picks & related activity
- Street cleansing – reviewing cleaning times etc

◆ Improved partnership working:

◆ Improved awareness of activities amongst residents, staff and members:
- Continue to develop ‘Voice’ articles
- Target information to residents in specific areas
- Members Information Bulletin - updates

◆ Consider role for members:
- Community ambassador role – spreading the word
- Continue to use ward initiative funds
- Supporting community litter picks & volunteer activity
- Continue to provide important intel about area

Kettering Borough Council