

# Research and Development Committee

Street Cleansing Improvement Presentation

Presented by Brendan Coleman



**Kettering**  
*Borough Council*

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# Northampton Performance Information

(Captured and monitored by the LAA Group)

NI 195 - Detritus 2009-10																													
	CORBY			DAVENTRY			EAST NORTHANTS			KETTERING			NORTHAMPTON			SOUTH NORTHANTS			WELLINGBOROUGH			Av	Nat Av						
Tranche	1	2	3	123	1	2	3	123	1	2	3	123	1	2	3	123	1	2	3	123	1	2	3	123	1	2	3	123	
LANDUSE																													
All Areas	6	5	5	5	34	16			11	6	11	9	9	8	4	7	12	13	11	12	32	23	29	28	25	46	35	35	21
Main Retail and Commercial	N/A	N/A	0	N/A	7	22			0	5	0	2	3	0	3	3	5	3	2	3	N/A	N/A	N/A	N/A	17	N/A	N/A	17	3
Other Retail and Commercial	3	0	9	4	45	25			0	3	10	4	13	0	0	4	15	8	15	13	N/A	28	0	22	21	6	3	10	12
Higher Obstruction Housing	3	4	13	6	61	10			22	7	22	17	37	22	3	20	10	28	0	13	40	22	19	26	38	60	67	56	24
Medium Obstruction Housing	0	2	0	1	47	13			25	8	13	16	0	13	0	4	2	8	8	6	24	9	20	18	23	40	41	35	19
Low Obstruction Housing	0	5	0	2	25	10			7	8	12	9	7	10	7	8	5	5	0	3	21	16	34	24	24	29	21	25	20
Industry and Warehousing	31	45	45	40	23	18			25	5	7	12	0	7	3	3	8	27	22	19	N/A	7	N/A	7	7	57	23	28	28
Main Roads	0	2	0	1	40	13			0	8	3	4	0	5	0	2	3	15	7	8	35	14	61	32	29	69	47	47	21
Rural Roads	3	0	0	1	28	15			5	0	7	4	3	9	0	4	5	12	3	7	23	30	37	30	13	58	34	33	32
Other Highways	14	8	0	7	29	25			18	8	36	23	18	3	20	14	47	18	37	34	45	48	34	42	60	71	64	64	35
Recreation	0	6	0	2	21	0			N/A	N/A	N/A	N/A	3	6	0	3	22	9	18	16	39	N/A	50	41	17	36	20	24	16

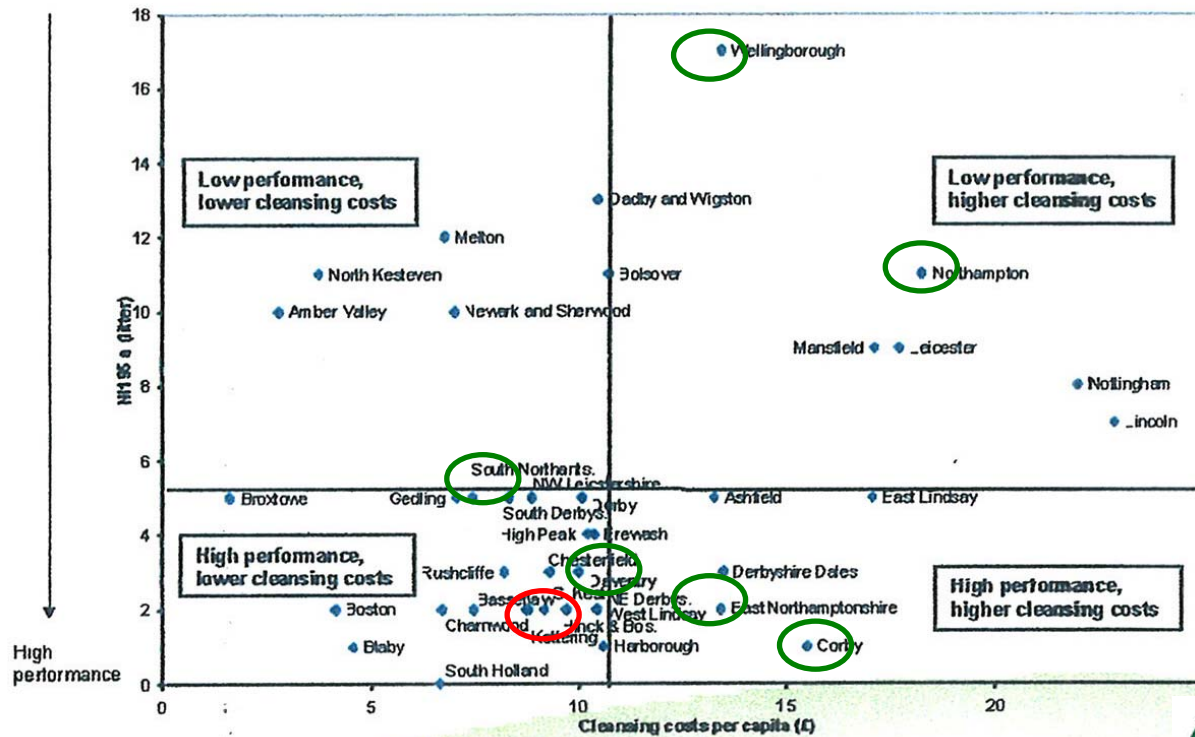
## Key

-  High risk problem
-  Medium risk problem(to monitor)
-  Consistent failure

# Regional Performance Information

Kettering high performance/low cost

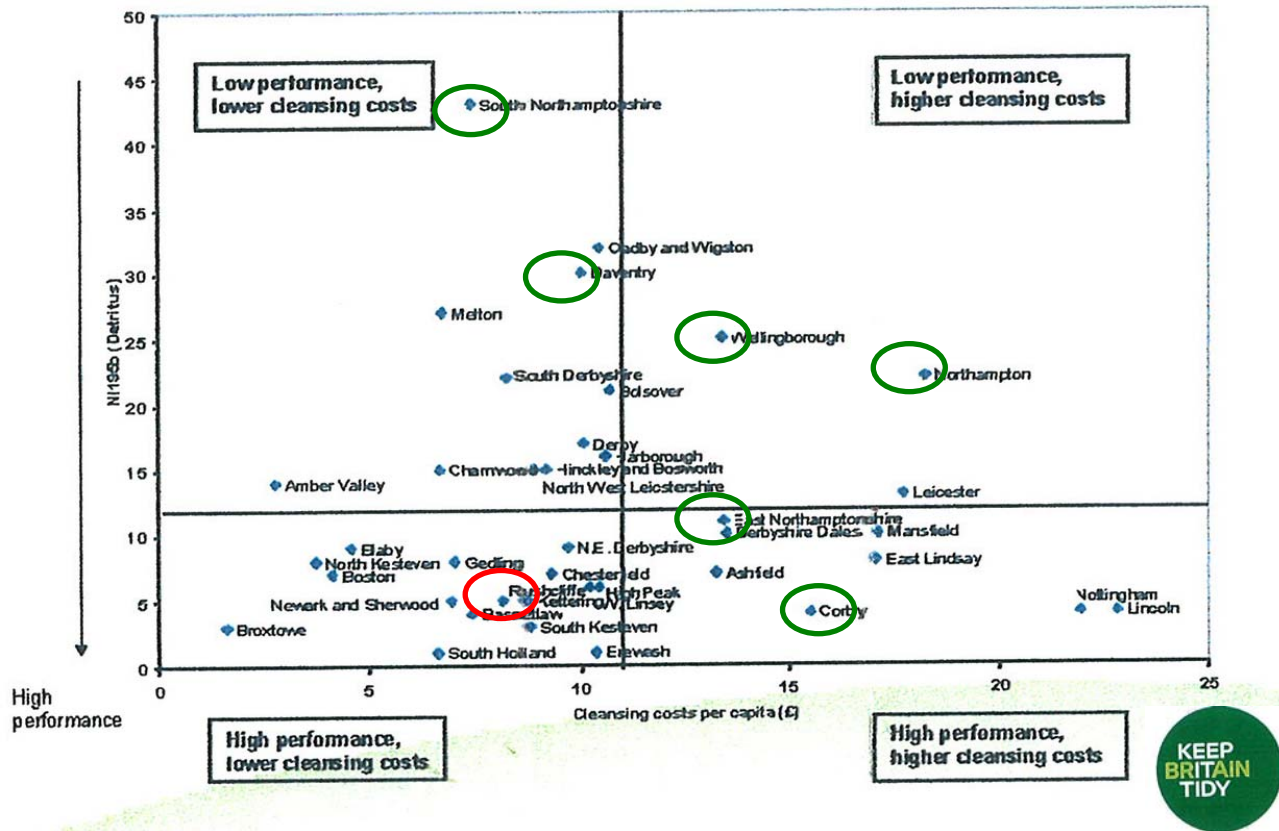
## Costs versus NI195a (Litter)



# Regional Performance information

## Kettering high performance/low cost

### Costs versus NI195b (Detritus)



# Our approach – an overview

**What we're setting out to achieve**

**Multi-layered approach**

**outcomes**

Priorities  
Objectives  
Targets

Education & Communication

Operational clean-up activities

Designing out issues – physical methods

Enforcement and intelligence gathering

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

We're targeting litter and grime in your area!



### Love your place



Volunteers with the equipment and new bibs available for use

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.

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](mailto:customerservices@kettering.gov.uk)

# voice

Community news for the Borough of Kettering

Spring 2010 | Issue 4



## Targeting litter on our streets



WIN A LAPTOP!  
Page 04

National Volleyball Championships come to town  
Page 08



What's on around the borough  
Page 14



**Kettering**  
Borough Council

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

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Will go to residents in area of clean-up

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Borough Council



# 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 Bulleting - 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