

NORTHAMPTON BOROUGH COUNCIL

Scrutiny Panel 2 – Retail Experience

Questions EMS

Do you feel that education or material is required to alter the public's perception to the nuisance of litter, the cost to the Council and local residents of clearing it up and the penalties that can result?

Yes. It is clear that there are a number of educational campaigns that must be undertaken to re-engage the public's emotional contract with the tidiness of the town.

It is also clear that there is a substantial lack of enforcement which has led to complacency and a lack of any consequences for littering in our town centres.

It is also important that relationships are strengthened with partner organisations, alternative authority departments and businesses generally. Examples include smoking areas, independent food outlets and car parks. A consistency in approach is required so that the standards can be maintained and scopes of service fully understood. For example there is confusion around the responsibility for certain town centre car parks that do not form part of our contract.

Possibility exists of closer relationships with outreach centres that can help reduce the impacts of rough sleepers and vagrancy.

A holistic approach to planning that gives opportunity for consultation with those responsible for maintenance. For example removal of installations which give opportunities for graffiti. And the use of "buff" coloured slabs.

Containerisation of waste from businesses should also be on the agenda.

Please provide details of the cleaning rota for the town centre?

We have attached the complete rota and below is the sweeping schedule for the town centre:

	Monday - Friday (Market Sweep Tuesday - Friday only)			Saturday		Sunday
05:00	High Pressure Washing, Trunk road mechanical sweeping, Car Park Sweeping			Early Morning Sweep (inc, Kettering Rd, W'boro Rd & St James)		Early Morning Sweep (inc, Kettering Rd, W'boro Rd & St James)
06:00						
07:00						
08:00						
09:00						
10:00						
11:00						
12:00						
13:00						
14:00						
15:00						
16:00						
17:00						
18:00						
19:00						
20:00						

Improvements:

1. Extended working days to cover peak shopping and home times which sees street sweeping delivered until 8pm (previously 3pm)
2. Provide litter bin washing programme
3. jet wash for urination hotspots every Monday morning
4. Reintroduced barrow sweeping rounds around town centre residential areas for a more effective sweep.
5. Provide additional services of abandoned shop front clean-up which we are looking to extend.

Are there any particular 'hotspots' regarding littering in the town centre, and how do you deal with these?

The following are identified as hotspots from our trend data in the town centre.

Our people work with Wardens and liaise on a day to day basis to highlight and alert immediate issues across the town centre but with particular focus on these hotspots at certain times and days. For example Saturdays outside Fast food outlets and graffiti hotspots during school holidays and weekends..

We respond to incidents within timescales that are strictly monitored and fall within the contract KPIs.

Resource within the town centre is immediately diverted to problem areas when notified. However as issues become more prevalent and are not addressed by education or enforcement it is plain that the resources will be severely stretched and unable to fulfil many daily routine duties.

Hot spots litter from food outlets

1. The drapery MacDonald's (they clear the mess up)
2. the ridings sports direct
3. gold street
4. Abington street kfc

Hot spots leaflets pubs & clubs

1. Bridge street
2. lady lane roadmender

Hot spots General

1. mercers row black bags
2. gold street black bags
3. the drapery black bags
4. market square black bags
5. abington street black bags

Hot spots gaffitti

1. emporium walk
2. drum lane
3. swan yard
4. lady lane. County court walkways
5. jeyes jetty