

# **NORTHAMPTON BOROUGH COUNCIL**

## **OVERVIEW AND SCRUTINY**



### **SCRUTINY PANEL 3 - KEEP NORTHAMPTON TIDY**

#### **CORE QUESTIONS - EXPERT ADVISORS**

#### **Response to the Core Questions from the Managing Director, Wellingborough Norse, (Wellingborough Council)**

The Scrutiny Panel is currently undertaking a review:

- To undertake a review regarding implementing a 'Keep Northampton Tidy' campaign with an accent on preserving wildlife and encouraging children (and adults) to take an interest in their surroundings, to include Community Clean Ups and 'Northampton in Bloom.'
- A review of the problem of littering and fly-tipping, particularly in un-adopted roads and the gateways into the town.
- To explore opportunities to enhance the gateways into the town.

The expected outcomes of this Scrutiny Review are:

- To substantially raise people's awareness and appreciation of keeping Northampton tidy and their role in this
- To continue to get community groups involved in keeping Northampton tidy
- To ensure that existing limited resources are utilised fully to raising people's awareness and appreciation of keeping Northampton tidy and their role in this
- To identify areas that have a detrimental effect on the image of the town
- To work with other Agencies to minimise fly-tipping and littering and discourage this taking place, as well as enhancing the gateways into the town

## CORE QUESTIONS:

A series of key questions have been put together to inform the evidence base of the Scrutiny Panel:

In your opinion, how could people's awareness and their roles in keeping Northampton tidy be raised?

**Campaigns, community involvement, increased awareness of costs.**

Northampton Borough Council engages Community Groups in keeping Northampton tidy, Community clean ups (and the use of tools such as Kangaroo Run) and Northampton in Bloom could the engagement process be enhanced and how?

**Help community to help self. Identify groups currently not involved. This will require a knowledge of the complexion of community/neighbourhood groups in the borough.**

In terms of tidiness and cleanliness, do you feel there are any areas within Northampton that have a detrimental effect on the borough? Please provide further details

**Not known**

Please provide details of how you feel work with other Agencies could take place to minimise fly-tipping and littering and discourage this taking place, as well as enhancing the gateways into the town

**Along with the regular agencies (EA/Police etc) increase engagement with Landowners**

How effective do you feel issues for street cleansing, cleanliness and enforcement are dealt with on main roads and highways; such as reaction time, outcomes and customer satisfaction?

For example at the Borough Council:

**Customer satisfaction** is measured by an annual survey carried out by Enterprise which is done on a basis similar to the Place Survey methodology

**Not frequent enough**

**Outcomes** - the contract is performance measured against specific contract indicators

**Reaction times** - these are governed by the specification as laid out in the attached table

The following are contractual standards for response to various types of service request

| <b>STREETS &amp; GROUNDS - SERVICE REQUESTS / COMPLAINTS</b> |                      |                  |
|--|----------------------|------------------|
| REASON FOR SERVICE REQUEST                                   |                      | NORTHAMPTON SLAs |
| Litter picking or street sweeping request                    | ---                  | 5 working days   |
| Weeds on highways  | ---                  | 5 working days   |
| Shrub/hedge concerns   | ---                  | 5 working days   |
| Grass cutting request  | ---                  | 5 working days   |
| Missed area grass cutting                                    | ---                  | 5 working days   |
| Encroachment of trees  | ---                  | 30 days          |
| Tree branches fallen   | Urgent or non-urgent | 24 hours         |
| Tree complaints  | ---                  | 30 working days  |
| Dog litter bins  | ---                  | 24 hours         |
| Dead animals   | ---                  | 24 hours         |
| Environmental cleansing complaints                           | ---                  | 3 working days   |
| Graffiti removal - Offensive                                 | ---                  | 24 hours         |
| Graffiti removal - Non-offensive                             | ---                  | 16 working days  |
| Self-service graffiti removal - Offensive                    | ---                  | 24 hours         |
| Self-service graffiti removal - Non-offensive                | ---                  | 16 working days  |
|  |                      |                  |
| Fly-tipping request  | ---                  | 24 hours         |
| Self-service fly tipping request                             | ---                  | 24 hours         |

|                       |     |                 |
|-----------------------|-----|-----------------|
| Open spaces complaint | --- | 10 working days |
|-----------------------|-----|-----------------|

The NBC policy for **response time** in respect to service requests for enforcement is normally within three working days.

**Ensure all measurements are based on what is needed rather than a prescribed specification. Flexibility is key.**

Please provide details of your experiences of the main routes into the town centre, both by vehicle and on foot, in terms of cleanliness and tidiness.

**acceptable**

Do you have further information or comments regarding Keep Northampton Tidy or other campaigns which you would like to inform the Scrutiny Panel?

**Need to ensure residents feel pride and responsibility in their town, ownership of the issues. The key elements of Education, Engagement and Enforcement need to be balanced.**