

# **NORTHAMPTON BOROUGH COUNCIL**

## **OVERVIEW AND SCRUTINY**



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

#### **CORE QUESTIONS – EXPERT ADVISORS**

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:

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

Engagement together and working together to raise any concerns or actions required. Update newsletters/online information on improvements being made with before and after photos to promote improvements being made.

2. 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?

We at Network rail also are continuously clearing areas of concern to us and we also run days engaging community clean ups from litter picking, vegetation and graffiti removal. We at present have a large project in clearing the railway infrastructure of all scrap and historical assets left for many years to enhance the look of our infrastructure from a line side perspective. The council could work with NR to enhance areas around the railway network that access can be gained too by all parties whilst trains are still running.

3. 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

None

4. 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

Network rail have used covert cameras in the past in areas of constant fly-tipping and crime. Signage giving this message sometimes stops these issues from arising. Also routine patrols by security or police can help. Signs with 'call us if you see fly tipping' etc and contact numbers may also help.

5. 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?

They seem effective from what we can see. Network rail also have a response time set of 20 days for all service requests made via our helpline 08457 11 41 41. We will get to cases and assess degree of work required and determine what is required to remove and make good any issues. We then plan the works within our teams to rectify the issues. Anything deemed offensive to the public is removed as soon as possible.

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

**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><u>STREETS &amp; GROUNDS - SERVICE REQUESTS / COMPLAINTS</u></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.

- 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.

**Good from our experience.**

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

**Network Rail work endlessly as a corporation in trying to preserve and keep clean any of our property and areas of concern and open daily public view. This is done by reporting through our internal teams or by public issues raised through our national help line 08457 114141. We promise to review issues within 20 days but try to better this when the issue is of concern to safety or deemed offensive to the general public or customers using the infrastructure. We are continuously clearing our property of scrap, vegetation and litter and remove fly-tipping as soon as we can once reported or seen by our staff.**

We also have days out to spend time clearing up known hotspots and areas of concern to us and this includes management team days out working alongside workforce to build awareness and support our goals and promises as a company to the public.