

Northampton Borough Council Overview and Scrutiny



Overview and Scrutiny Committee

10 June 2013

Briefing Note: Cleanliness of open spaces/parks

1 Introduction

- 1.1 Historically, there has been a lack of indicators to measure the standards of parks and open spaces. To address this situation, it was decided in 2010/11, to develop a set of indicators based on the national indicator NI 195, which was used to measure the cleanliness standard of highways.
- 1.2 These indicators were then incorporated into the Environmental Services contract as part of the mechanism for contract monitoring. These indicators are also part of the suite of indicators that are used when calculating any payment deductions due to poor performance.
- 1.3 As per the contract requirements, Enterprise carries out the inspections relating to cleanliness performance indicators. The resulting performance information is then supplied to the Partnership Unit.

2 Cleanliness Monitoring

- 2.1 The degree of cleanliness in parks and open spaces is measured by looking at three different issues that contribute to areas falling below standard.
- 2.2 These are litter, detritus and graffiti/fly posting. Each of these elements is independently measured and scored, to give a percentage of inspections that fall below standard. This percentage is then used to compare actual performance against target.
- 2.3 Although all of the targets are annual targets, inspections are carried out and reported on a quarterly basis and the performance measured as a cumulative performance through the year.
- 2.4 For example, in the first quarter, if out of 40 litter inspections, there is 1 inspection which falls below an acceptable standard, the performance would be 2.5%. ($1/40 \times 100$)

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- 2.5 If then in the second quarter, there are 2 out of 40 inspections that fall below standard then the quarter performance would be 5% ($2/40 \times 100$)
- 2.6 The cumulative performance for the year would be 3.75% ($3/80 \times 100$)
- 2.7 As well as through the use of indicators above to monitor cleanliness, Enterprise also monitor standards in the following ways;
- Audits by the Daventry and Northampton Management Team.
 - Measurement of complaints/service requests.
 - Inspections by Area managers
- 2.8 The Partnership Unit also carry out their own pro-active inspections and will also visit areas as a result of complaints or service requests. Enterprise are advised of any issues that are identified as a result of these inspections.

3 Performance

- 3.1 The table below shows the performance targets for the indicators and the actual performance for 2011/12 and 2012/13. With regards to performance, lower actual figures indicate better performance.

Indicator	Target	Actual	Target	Actual	Target	Target	Target
	2011/12	2011/12	2012/13	2012/13	2013/14	2014/15	2015/16
Litter	5%	1%	4%	0%	3%	2%	2%
Detritus	8%	4%	6%	3%	5%	5%	5%
Graffiti/ Fly Posting	2%	7%	0%	1%	0%	0%	0%

4 Auditing

- 4.1 Each month the Performance and Business Support Officer in the Partnership Unit carries out an audit of the performance data supplied by Enterprise.
- 4.2 In order to validate the inspections for the cleanliness of parks and open spaces, the performance and Business Support Officer will spend a day onsite with the Enterprise officer, and jointly carry out the inspections.

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5 Conclusion

- 5.1 Although graffiti/fly posting in parks and open spaces was below target in the first year of the contract, performance has significantly improved in the second year. Indicators for litter and detritus have remained within target and also improved in the second year of the contract. All other indicators have been within target during the first and second years of the contract.

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