



The importance of the local environment to making places great

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The importance of the local environment to making places great

- Why does the local environment matter beyond resident's perceptions?
- Enhancing an areas value for housing, businesses and growth
- Using performance information strategically
- Monitoring success: How to use performance data in a way that informs future decision making

What makes a great place ?

A great place to do what ?

- **Live?**
- **Visit?**
- **Work?**
- **Bring up a family?**
- **Invest?**

THE SUNDAY TIMES

Best Places to Live 2018

Places were ranked on factors including jobs, schools, shops and broadband speed

Overall winner:

York

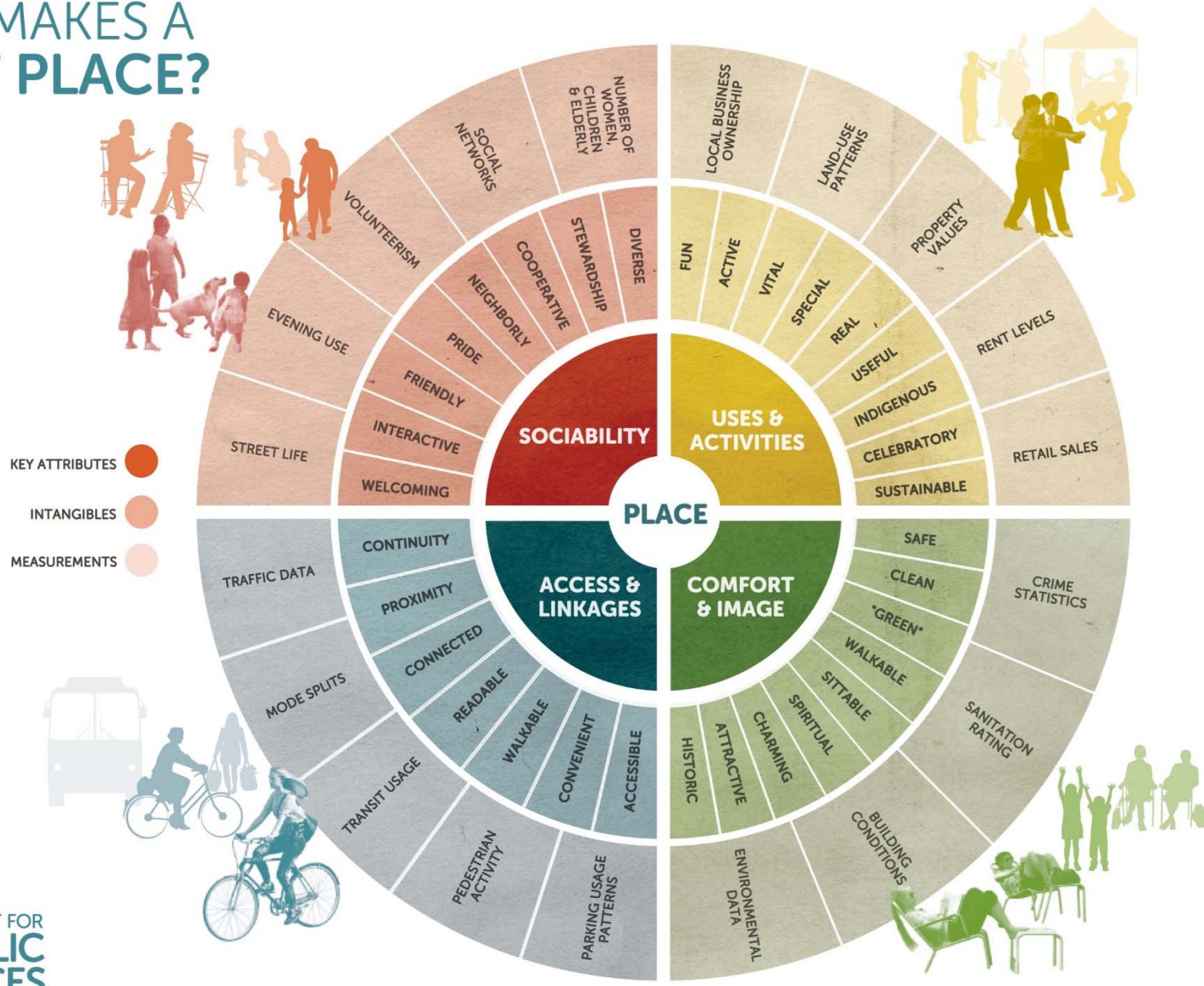


Northern Ireland:

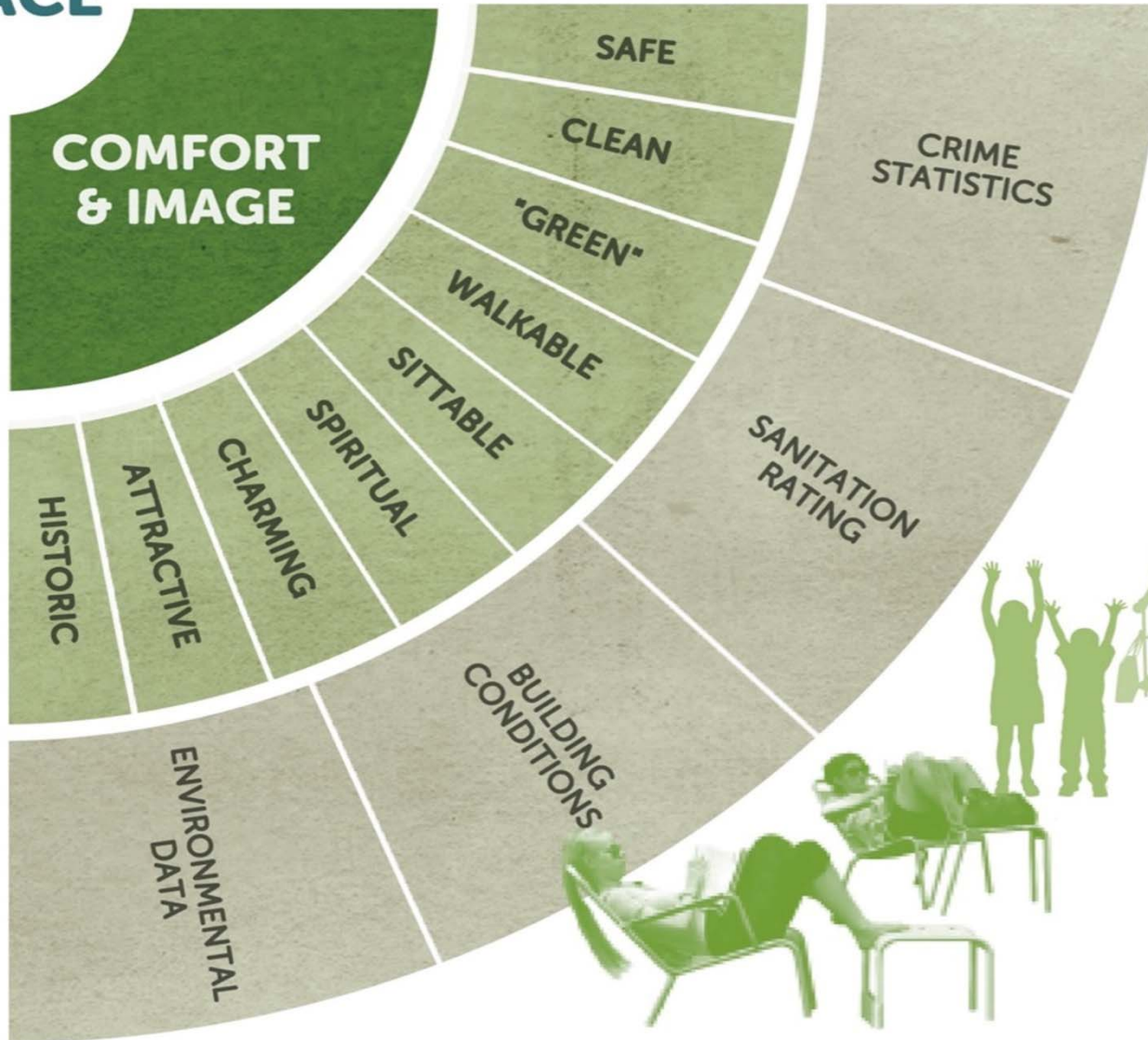
**Ballyhackamore,
Belfast**



WHAT MAKES A GREAT PLACE?



ACE





Our Mission

Project for Public Spaces (PPS) is a nonprofit organization dedicated to helping people create and sustain public spaces that build strong communities. We are the central hub of the global placemaking movement, connecting people to ideas, resources, expertise, and partners who see place as the key to addressing our greatest challenges.

Why does the local environment matter beyond residents perceptions ?

Residents surveys

- What do residents think is important about where they live?

What makes a great place ?

“Comfort & Image”

- **Safe**
- **Green**
- **Clean**
- **Attractive**

Polling on resident satisfaction
with councils: Round 21

October 2018



- 78% of people were satisfied overall with their local area as a place to live
- Lowest return in five years of surveying
- 76% felt safe in their local area at night
- 94% felt safe during the day

Why does the local environment matter beyond residents perceptions ?

Benefits of great places

- Promotes sense of comfort
- Creates improved accessibility
- Nurtures & defines sense of community
- Builds and supports the local economy
- Promotes health
- Social interaction

The opposite effect ?

Broken Window Theory



The opposite effect ?

Litter breeds litter



Cause & Effect:

Not necessarily recognised

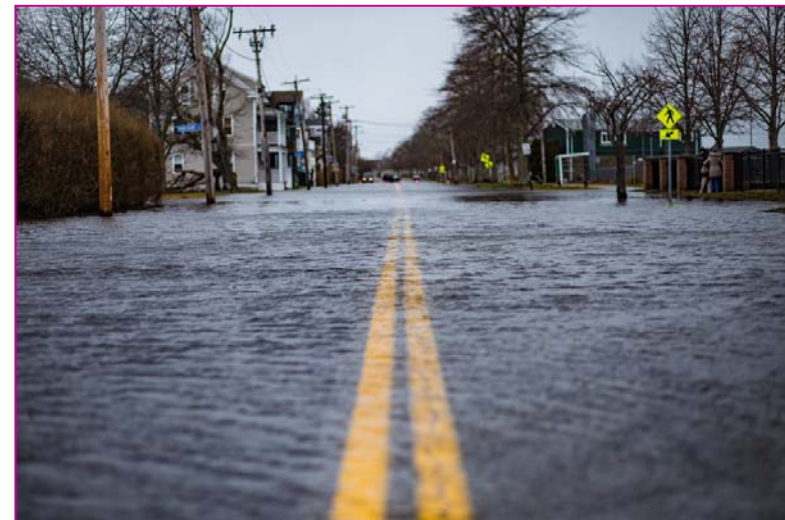
Plastic waste



Cause & Effect:

Not necessarily recognised

Detritus



Cause & Effect:

Not necessarily recognised

Grounds maintenance



THE BENEFITS OF GREAT PLACES



Enhancing an area's value for housing, business & growth

First Impressions



- Town / city centres
- Parks / open spaces
- Arterial routes
- Transport hubs
- Industrial zones

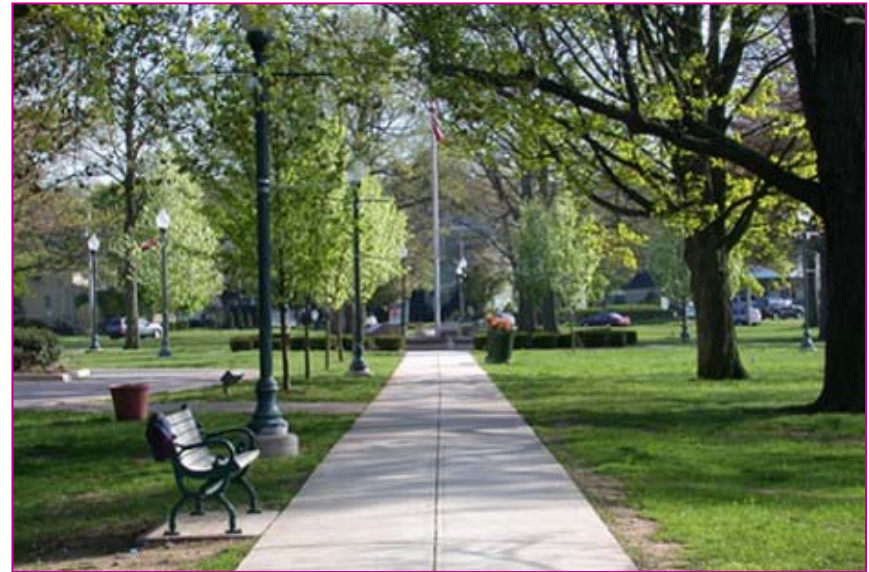
First impressions

City centre



First impressions

Parks & open spaces



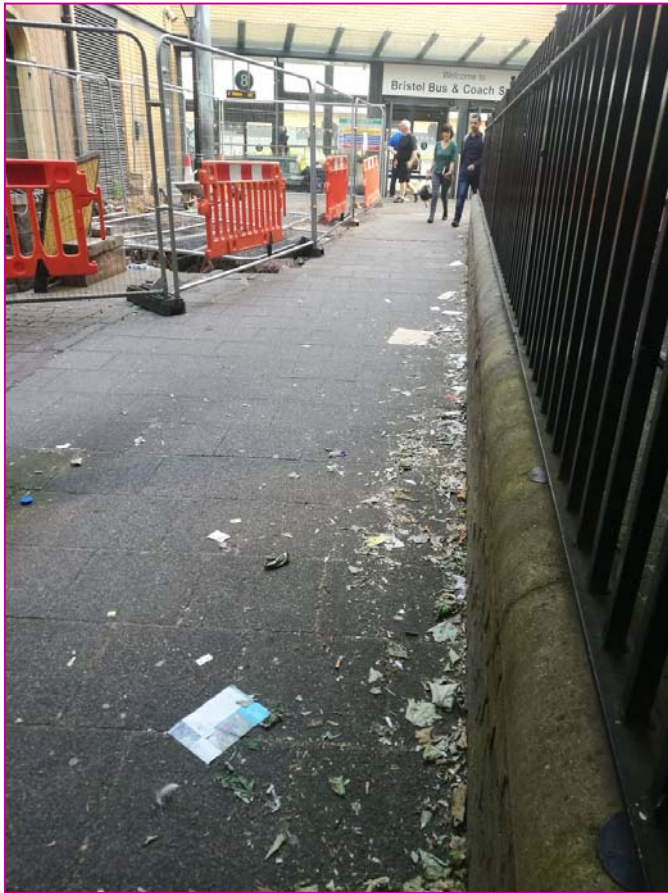
First impressions

Arterial routes



First impressions

Transport hubs



Customer Perception

What makes a great place to visit?





- **Green**
- **Clean**
- **Attractive**







Plenty of litter bins



Underground litter bins





Quality Measure



Using performance information strategically

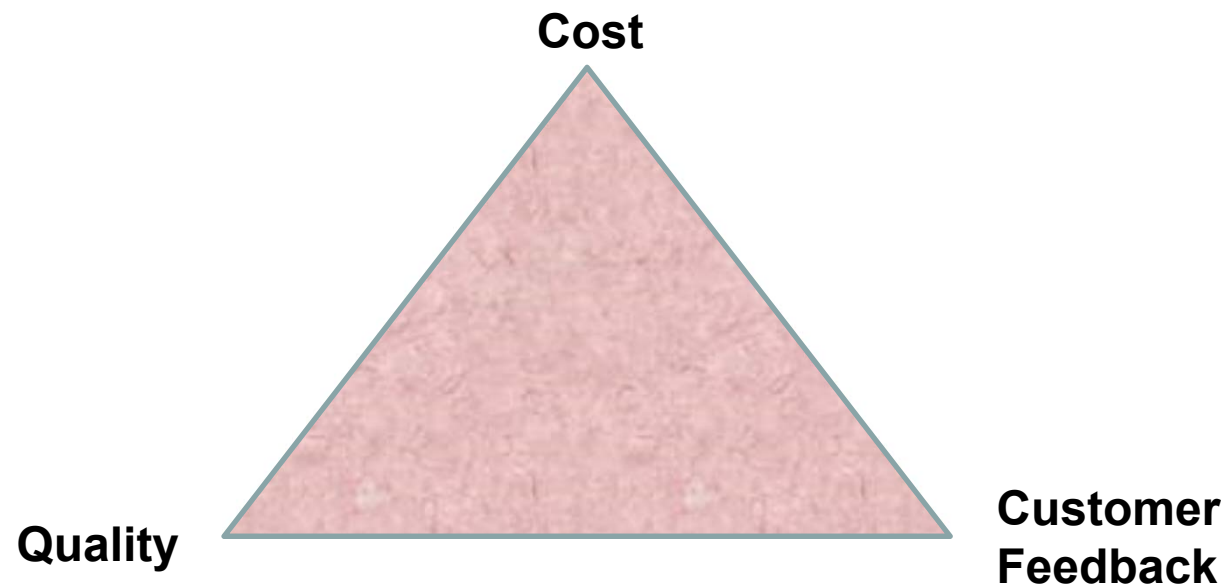
Inspections

- Cleanliness
- LEAMS / LAMS

Performance Management



‘Balanced scorecard’ – it’s not just about cost!



Quality in Environmental Services



- **Parks – Green Flag Awards**
 - “the benchmark national standard for publicly accessible parks and green spaces in the United Kingdom”
- **Street Cleansing – Cleanliness performance indicators**



Using performance information strategically

Information

- Performance indicators
- Statistics

Inspections

- Cleanliness
- BVPI 199 / NI 195
- LAMS
- Hotspots

Northern Ireland's Local Environmental Quality 2016–17

Key facts and figures at a glance for the period 2016–2017

15%

of streets failed to meet the accepted standard for litter, a rise of 3% on the 2015-16 figure.

37%



of the operational time accrued by a mechanical sweeping machine is wasted because obstructions prevent them from reaching the curb or pavement backline

The availability of a bin or not had no statistically significant impact on the litter grade achieved by an individual transect



265



schools earned the right to fly a green flag, 23% of all schools in the country

6%

of streets had dog fouling, a fall of 6% on the 2015-16 figure

5%

of streets were completely free of any litter

There were an average of **431** litter items washed up by the tide per **100m** of Northern Irish beach, of which over **82%** was plastic and over **91%** was likely to be recyclable (plastic metal or glass)

24,500

children took active part in **anti-litter education** through the Eco-Schools programme

Higher spending on street cleansing does not correlate with better Local Environmental Quality

233

**Adopt
A Spot**

groups have adopted a spot in their local area, committing to undertake four clean ups per year in 2016-17

46%



of respondents living in the participating council areas recognised one or more element of the advertising campaign when shown (TV/outdoor/newspaper/social media or council specific poster)

3,724

Fixed Penalties were issued for littering during 2015-16 (the last complete year for which records are available)

Dog fouling tended to be very 'clustered' in High density



Housing areas, with a relatively low percentage of transects experiencing a relatively high total number of deposits

£43m

was spent on street cleansing in Northern Ireland during 2015-16 (the last complete year for which records are available)



1st Live Here Love Here Awards night was held, recognising volunteers in participating Council areas and Partner organisations.

310



Fixed Penalties were issued for failing to clean up dog fouling during 2015-16 (the last complete year for which records are available)

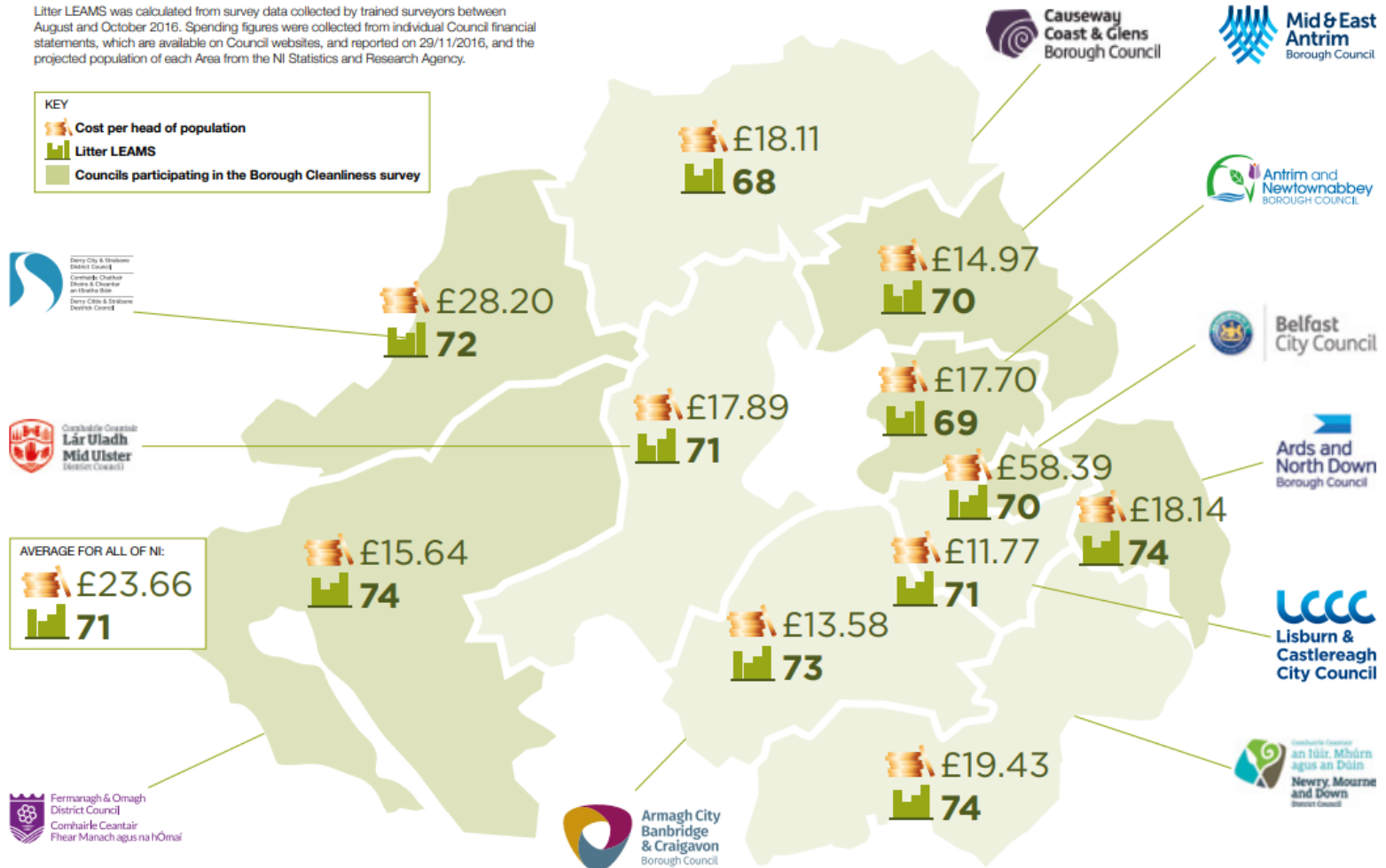
Northern Ireland's Local Environmental Quality 2016–17

Amount spent on street cleansing and the effect of that spend

Litter LEAMS was calculated from survey data collected by trained surveyors between August and October 2016. Spending figures were collected from individual Council financial statements, which are available on Council websites, and reported on 29/11/2016, and the projected population of each Area from the NI Statistics and Research Agency.

KEY

- Cost per head of population
- Litter LEAMS
- Councils participating in the Borough Cleanliness survey






Northern Ireland's Local Environmental Quality 2016–17

Survey results for each Council

Transects badly affected by litter or dog fouling

The percentage of transects which fall below the required standard for litter, and the percentage of transects on which dog fouling was observed in each council area.

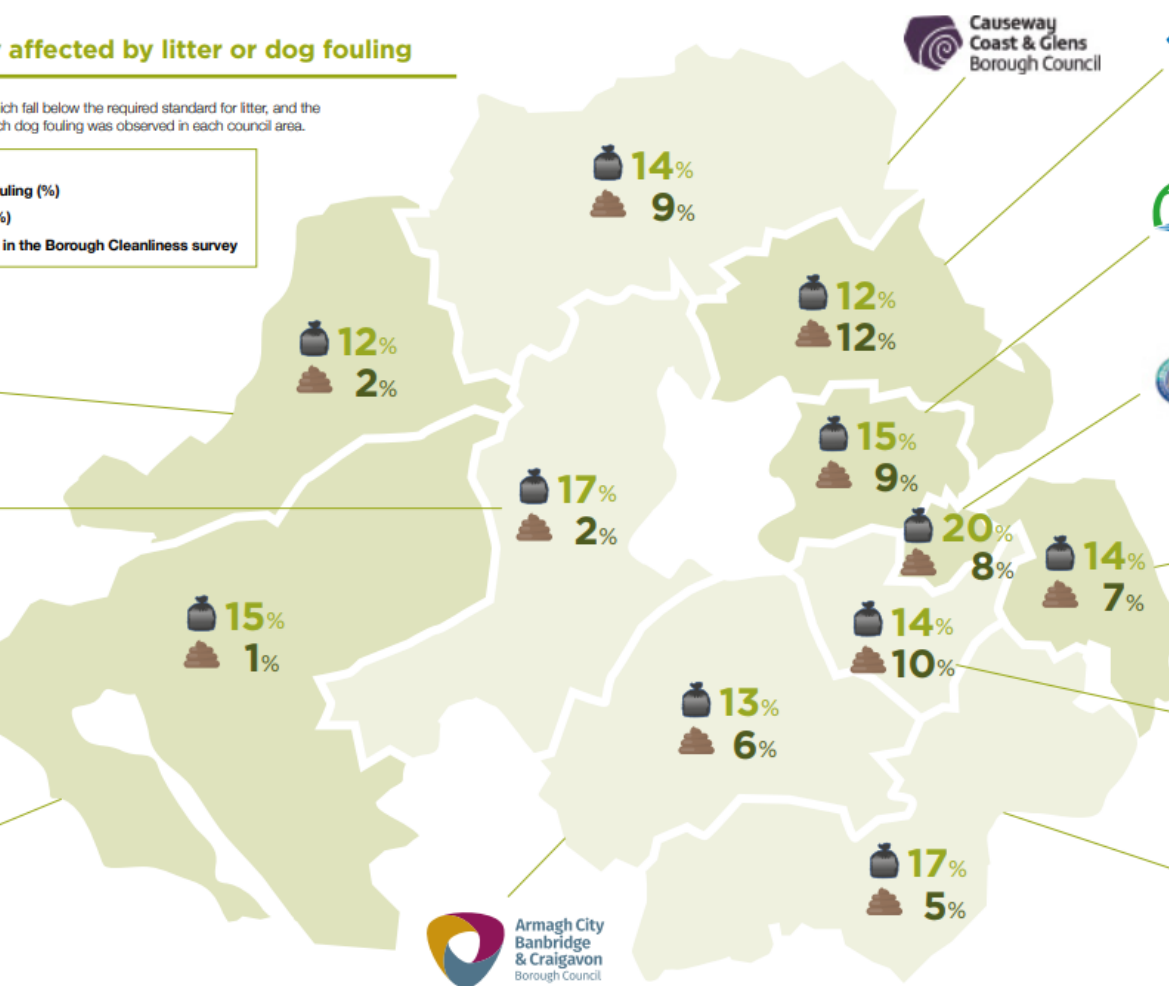
KEY

-  Litter including dog fouling (%)
-  Dog fouling present (%)
-  Councils participating in the Borough Cleanliness survey



AVERAGE FOR ALL OF NI:

-  15%
-  6%



**KEEP
NORTHERN
IRELAND
BEAUTIFUL**

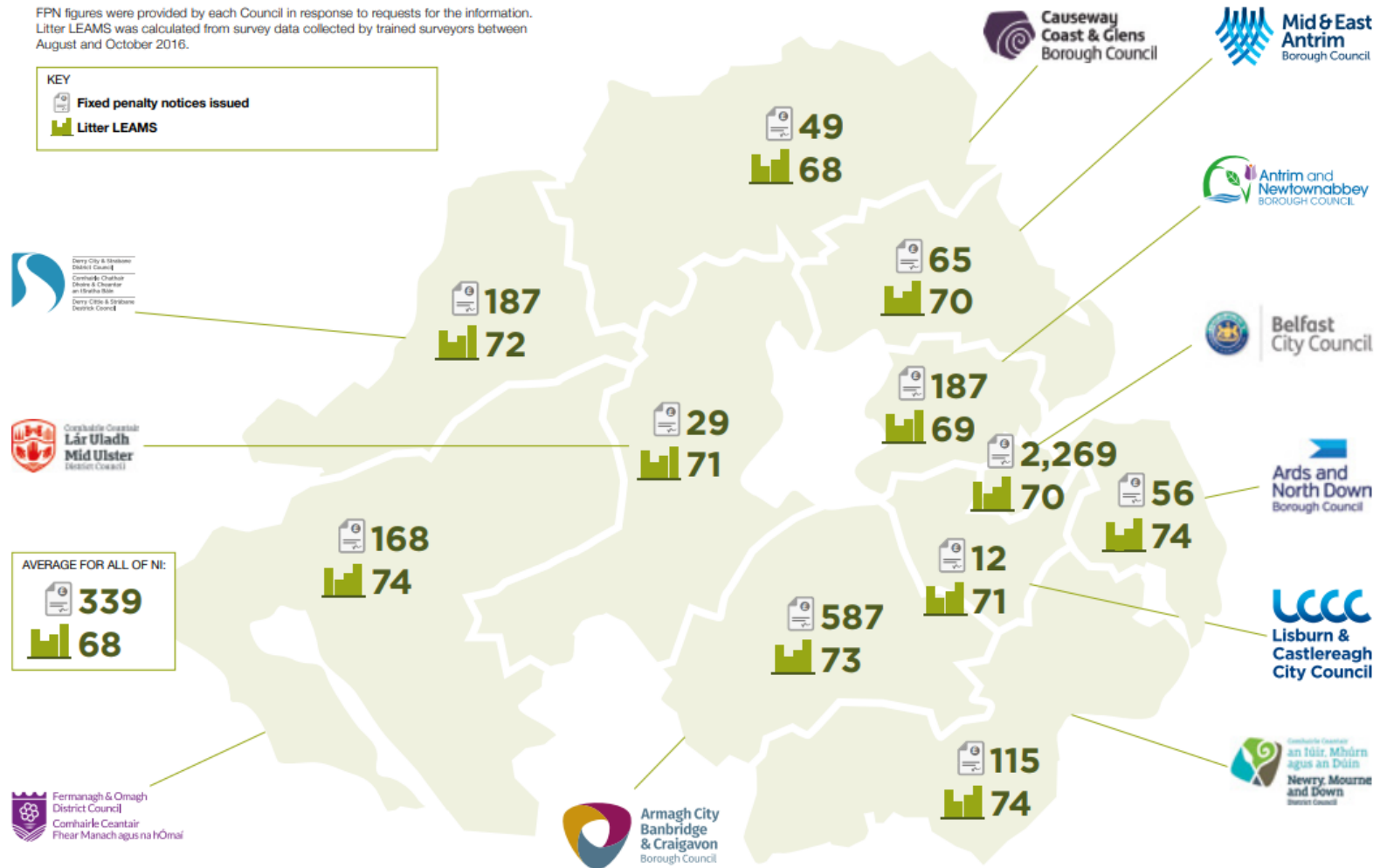
Northern Ireland's Local Environmental Quality 2016–17

Fixed penalties issued by each Council

FPN figures were provided by each Council in response to requests for the information. Litter LEAMS was calculated from survey data collected by trained surveyors between August and October 2016.

KEY

- Fixed penalty notices issued
- Litter LEAMS



Cleanliness Standards



Relevant Legislation

- Environmental Protection Act (EPA) 1990
 - Part II - provisions relating to waste
 - Part IV - provisions relating to litter
- Code of Practice on Litter and Refuse 1999
- Clean Neighbourhoods and Environment Act 2005

Cleanliness Standards



- **BVPI 199** required authorities to grade standards of cleanliness on different relevant land types in their district
- Rolling programme of assessments throughout the year.
- '**Litter**' and '**detritus**' gradings combined to produce an overall BVPI.

Cleanliness Standards



Cleanliness measured using 7 categories graded as A-D, (three intermediate grades introduced to the grading in COPLAR 1999):-

A - clean

B – light

C - significant

D - heavy

Cleanliness Standards



Grade 'A'



No litter or refuse / No detritus

Cleanliness Standards



Grade 'B'



Predominately free of litter, refuse & detritus apart from some small items

Cleanliness Standards



Grade 'C'

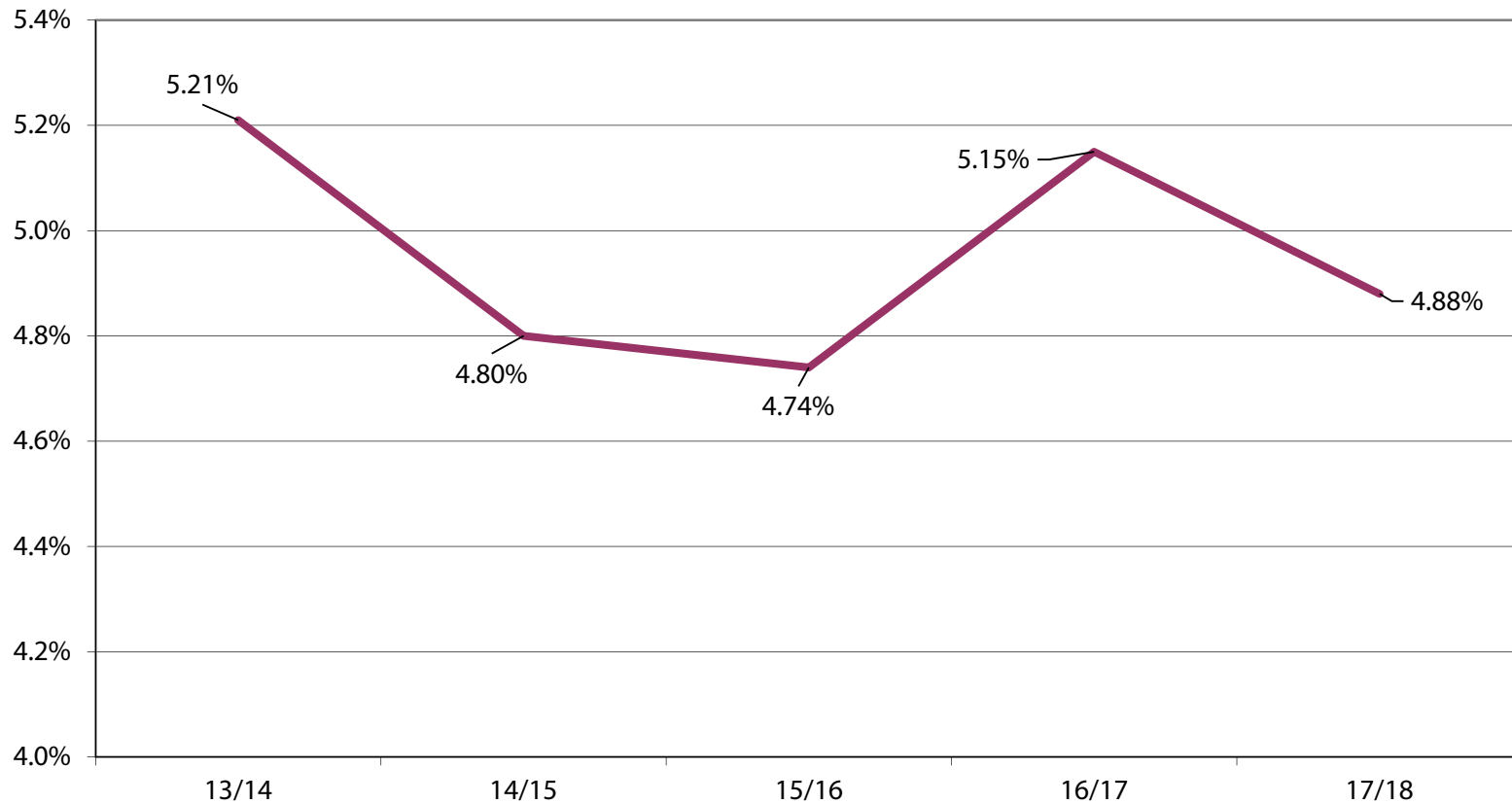


Widespread distribution of litter &/or refuse &/or detritus with minor accumulations

Cleanliness Standards



**PI 37a Percentage of sites that fall below grade B
(England only - full inspections NI 195)**

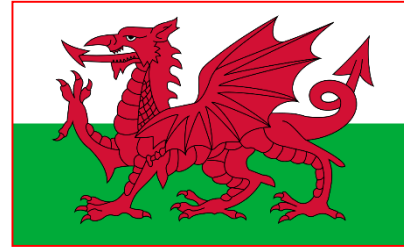


LEAMS - Wales



- Developed as a means to measure street cleanliness as a result of the Code of Practice on Litter and Refuse
- Survey own authority every 2 months
- At least 2% random sample of streets in zones 1, 2 and 3; minimum of 5 streets per zone
- Results benchmarked against other authorities
- Ensures everyone is working to the same standard

LEAMS - Wales



Response Times

Zone	Category	CLEANLINESS STANDARD			
		A	B	C	D
1	Town Centres	← 6hrs			
		← 3hrs			
		← 1hr			
2	High Density Residential	← 12hrs			
		← 6hrs			
		← 3hrs			
3	Low Density Residential	← 2 weeks			
		← 12hrs			
		← 6hrs			

LEAMS - Wales



Grades Of Cleanliness

- **Grade A:** No litter or refuse
- **Grade B+:** No more than three small (3cm x 1cm) items of litter or refuse in the transect
- **Grade B:** Predominately free of litter and refuse with no accumulations.
- **Grade C:** Widespread distribution of litter and refuse with minor accumulations
- **Grade D:** Heavily littered with significant accumulations

LEAMS - Wales



Main Zones

- **Zone 1:** Town centres, shopping centres, major transport centres, central car parks
- **Zone 2:** High density residential areas, land laid out as recreational areas, suburban car parks
- **Zone 3:** Low density residential area, industrial estates

Grade A

Litter free



Grade A

Litter free



Grade B+

No more than three small pieces of litter.



Grade B

Not much
litter apart
from a few
small items



Grade B

Not much
litter apart
from a few
small items



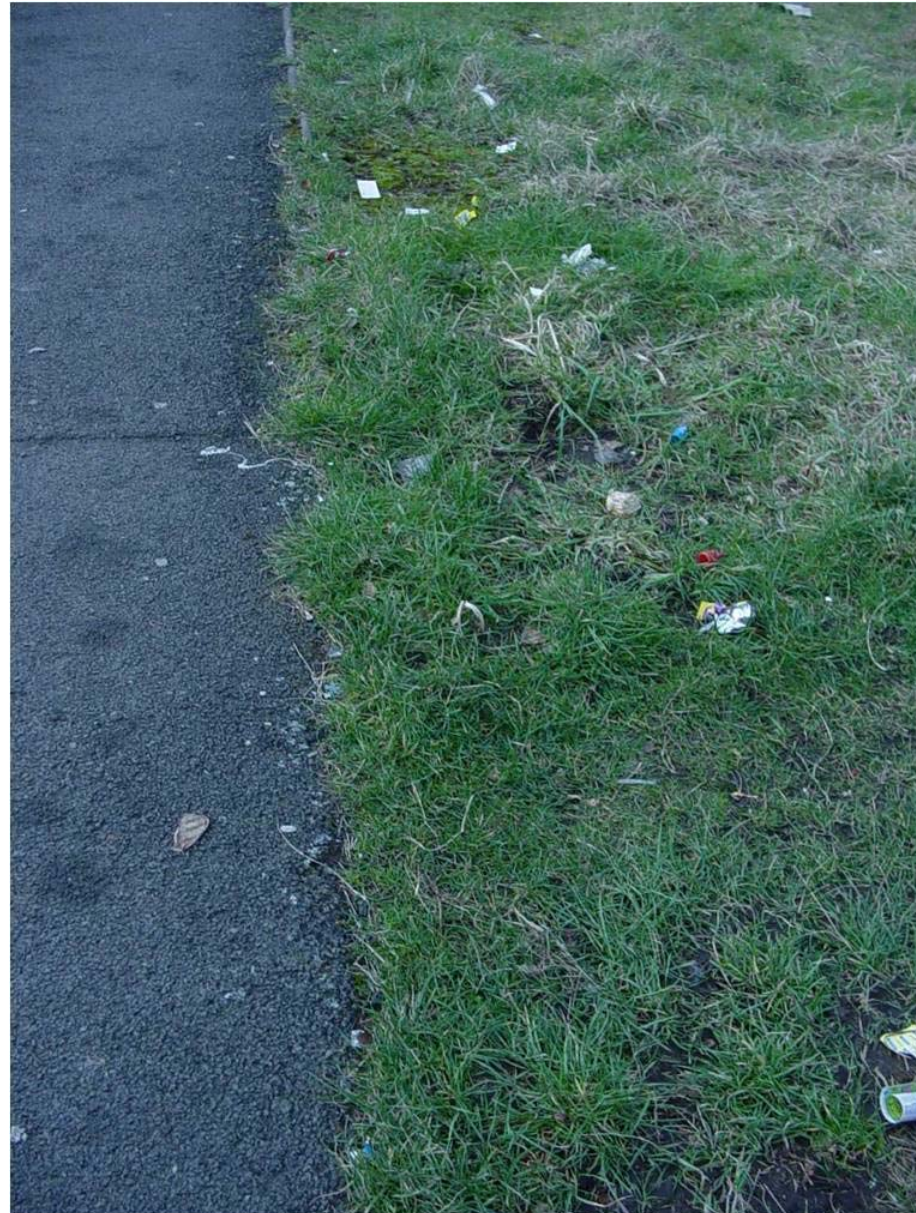
Grade C

Quite a lot
of litter
with small
build-ups



Grade C

Quite a lot
of litter
with small
build-ups



Grade D

A lot of
litter with
big build-ups



Grade D

A lot of
litter with
big build-ups





Land Audit Management System (LAMS)

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Land Audit Management System (LAMS)



- A consistent quality audit of grounds (and streets) maintenance standards
- Developed in Scotland and now rolling out on a UK wide basis
- Monitor grounds maintenance, also can be applied to street cleansing for a total street scene quality score
- Simple and effective performance measuring system
- 'what the public would see' rather than requiring a technical inspection

LAMS



APSE 'LAMS' pilot 2014

- 8 authorities took part in the pilot between April and November 2014
- Inspections took place in 3 tranches during June, August & October
- Review / working group meetings were held as necessary to review
- Report was published by APSE in December
- Rolled out 2015

LAMS



Approach to Zones (actual example)

Three Zone Types:

- ❖ **1 - High Amenity** - *Civic Buildings, Bowling Greens*
- ❖ **2 - Standard Amenity** - ***Everything else!!!***
- ❖ **3 - Low Maintenance** - *All features 7 cuts or less, Woodlands*

Zone 1 - High amenity (high maintenance)

Zone 1 / Grade A - Excellent standard

- Excellent overall presentation
- Grass cut to high standard
- Virtually weed free
- Cultivated soil areas
- No arisings on paths/roads/beds
- Hand cut / defined edges – soil banked up
- Evidence of regular pruning and deadheading
- No accumulation – leaves/branches/arising
- No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)



Zone 1 / Grade B - Acceptable standard

- Good overall presentation
- Grass cut to standard
- Low presence of weeds
- Cultivated soil areas
- No arisings on paths/roads/beds
- Hand cut edges
- Some evidence of regular pruning and deadheading
- Low accumulation of leaves/branches on footpaths or roads
- No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)



Zone 1 / Grade C - Unacceptable standard

- Poor overall presentation
- Grass only cut to medium standard
- Medium presence of weeds
- Weathered soil surface
- Some arisings on paths/roads/beds
- Accumulation of leaves/branches on footpaths or roads
- Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)



Zone 1 / Grade D - Poor standard (immediate intervention)

- Poor overall presentation
- Grass not cut to standard
- Weed growth (high presence)
- Weathered soil surface
- Arisings on paths/roads/beds
- Undefined edges
- No evidence of regular pruning and deadheading
- Decomposing accumulations of leaves/branches/arisings
- Overgrown vegetation
- Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)



Zone 2 – General/medium amenity (standard maintenance)

Zone 2 / Grade A - Excellent standard

- Excellent overall presentation
- Grass cut to high standard
- Arisings collected or evenly spread
- No arisings on paths/roads/beds
- Defined edges
- No presence of weeds
- No accumulation – leaves/branches
- Evidence of regular pruning
- Evidence of a successful weed kill (summer)
- Good overall presentation
- Cultivated soil (winter)
- No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)



Zone 2 / Grade B - Acceptable standard

- Good overall presentation
- Grass cut to standard
- Grass areas tidy; i.e. strimming work done on last cycle
- Beds cleared of arisings
- Low or only fresh accumulation of arisings on paths/roads
- Defined edges; mechanical or herbicide
- Low presence of weeds / Evidence of successful weed kill
- Weathered soil surface
- Some evidence of regular pruning
- No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)



Zone 2 / Grade C - Unacceptable standard

- Poor overall presentation
- Grass only cut to medium standard
- Arisings on paths/roads/beds
- Undefined edges
- Medium presence of weeds
- Medium accumulation of leaves/branches
- No evidence of regular pruning
- Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)



Zone 2 / Grade D - Poor standard (immediate intervention)

- Poor overall presentation
- Grass not cut to standard
- Tails left after last cut
- Arisings on paths/roads/beds
- Cuttings left in beds
- High accumulations of leaves/branches
- Decomposing accumulations of leaves
- Access paths obstructed by growth
- Undefined edges
- High presence of weeds
- Overgrown vegetation forming obstructions
- Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)



Zone 3 – Low amenity (low maintenance)

Zone 3 / Grade A - Excellent standard

- Excellent overall presentation
- Amenity grass cut to standard
- No arisings on paths/roads/beds
- No accumulation – leaves/branches
- Evidence of regular pruning
- Access paths clear of vegetation
- Overhead clearance
- No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)



Zone 3 / Grade B - Acceptable standard

- Good overall presentation
- Amenity grass cut to standard
- Minimal arisings on paths/roads/beds
- Low accumulations – leaves/branches
- Some evidence of regular pruning
- Access paths clear of vegetation
- Overhead clearance
- No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)



Zone 3 / Grade C - Unacceptable standard

- Poor overall presentation
- Amenity grass not cut to specification
- Arisings on access paths / roads
- Medium presence invasive weeds in visible areas / access paths / roads
- Medium accumulations – leaves / branches on access paths / roads
- Access paths overgrown
- Poor overhead clearance on access paths / roads (tree / shrub branches)
- Some evidence of defects (e.g. graffiti / vandalism / litter / detritus / dog fouling / fly tipping / overflowing bins)



Zone 3 / Grade D - Poor standard (immediate intervention)

- Poor overall presentation
- Amenity grass not cut to specification
- Arisings on access paths / roads
- High presence invasive weeds in visible areas / access paths / roads
- Heavy accumulations – leaves / branches on access paths / roads
- Poor overhead clearance on access paths / roads (tree / shrub branches)
- Access paths overgrown
- Overgrown vegetation forming obstructions
- Significant evidence of defects (graffiti / vandalism / litter / detritus / dog fouling / fly tipping / overflowing bins)

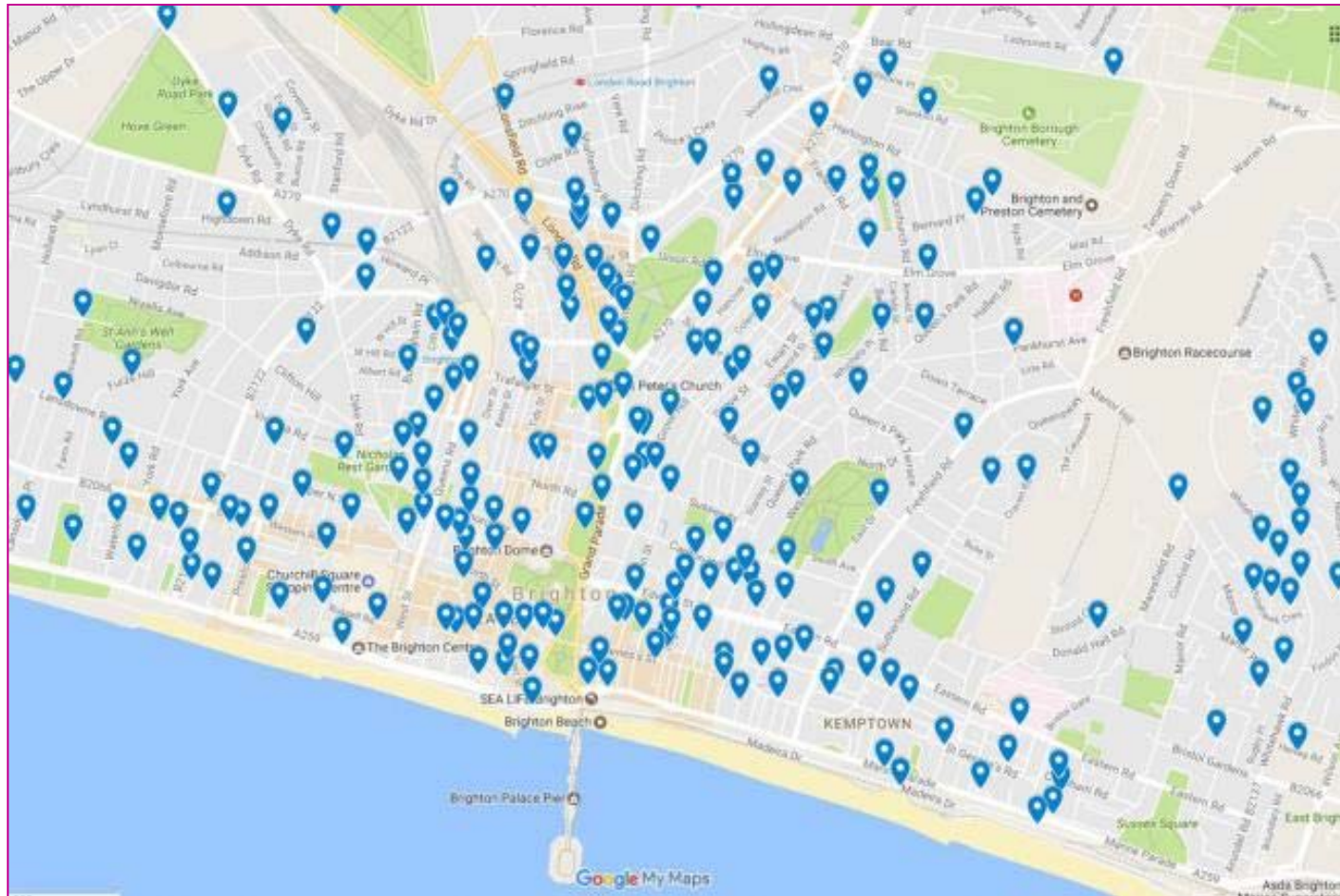


Continuous Improvement

Maintaining & improving Quality

- Identifying “Hotspot” areas and dealing with them
- Prioritising resources
- Encouraging behaviour change

Identifying “Hotspots”



Behaviour change



“Nudge” theory example:

Original experiment in Copenhagen reduced littering by



Behaviour change



“Nudge” theory examples:



Behaviour change



Smart Litter Bins



- Capacity issues
- Solar compaction
- More efficient emptying regime
- De-clutter street
- Litter contained
- Remote monitoring
- Improve efficiency / productivity
- Advertising opportunities



Behaviour change



Discouraging Flyposting



LOCAL SERVICES

LOCAL SOLUTIONS



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