Liam Faulkner,
Head of
Environment

- North Northamptonshire Council

- Created in April 2021, NNC replaced the sovereign boroughs and districts of Corby, Kettering, Wellingborough and East Northants, alongside the functions of the abolished Northants County Council, with 1 Unitary council

- Serving a population of circa. 365,000

- Annual budget of £400.8m

- Approx 3500 employees

- 1 of 10 REFORM led councils following local elections in May 2025

North Northamptonshire Council

Little known fact

The Worlds first garden gnomes were introduced at Lamport House in 1843!!!

North Northamptonshire Council

Parks and Open Spaces Team

- Services delivered in house since 2019, with the final remaining outsourced elements returned inhouse 2023.

- A team of 135 managerial and operational staff.

- With 5 Country Parks, 135 Play Parks, 85 grass roots football pitches, 7 Bowls Greens and 200 other Public Open Spaces service provision is varied and at times challenging.

- There have been opportunities for colleagues to improve existing knowledge, learn new skills and pass on experience to new recruits.

- Introducing opportunities to grow and progress within the team has improved retention and staff morale.

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Historic Performance

In 2019, Corby Borough Council and Kettering Borough Council formed the Shared Service, delivering Parks & Open Spaces, Cleansing and Waste functions with an inhouse team.

The transfer from outsourced provision was challenging – poor performance, low staff morale, lack of investment in training and non-existent progression opportunities coupled with high costs necessitated the change.

First Steps

Baseline data collection to provide a standardised approach to data collection to reflect performance and measure progress.

All staff taken on the journey to reignite service provision and not only know that great services were being delivered but backing it up with data.

APSE LAMS

Why did we use it?

Benchmarking Capabilities - LAMS enabled us to benchmark performance against peers, identifying best practices and improvement areas. YOU ARENT AS BAD AS YOU THINK YOU ARE!

Quality Monitoring Framework - Using consistent visual inspections focused on public perception to ensure services meet community expectations.

Accountability and verification - Includes self-randomiser and GPS navigation to simplify inspections and ensure unbiased data collection.

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Performance Improvement - LAMS data enabled us to identify service gaps and implement targeted maintenance interventions for better quality.

Service Planning - Data trends enabled informed decisions on resource deployment and scheduling for efficient services.

Resource Allocation Optimisation - Detailed LAMS metrics provided us with a clear picture of where our services ere failing and target our resources for improvement.

Reporting and Accountability - LAMS supported transparent reporting and justification of funding by demonstrating service effectiveness to stakeholders.

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What did the data show us?

Identified the KPIs that mattered most to us

Grass Cutting
Litter
Bins
Weeds

Targeted improvements of these areas

Increased cutting provision where it was needed – play areas, housing sites and civic buildings

Dedicated resource for park picking – removed dilapidated infrastructure – resulted in decrease in litter in parks.

Increased channel sweeping and reduction in pesticide use

Improvement Plans

Training and Development of staff – key priority

Engagement with users – QR codes, 'Your Voice Matters', Friends of Groups, Volunteer Officer – 15% improvement over 5 years

Green Flags for 15 parks by 2030

Environmental Commitments

Pollinator Strategy – Increase sources of food, shelter and habitat. Reduce Glyphosate use and remove peat use entirely.

Tree Planting Strategy – Commit to increase canopy cover from 11.5% to 17% by 2050. Planting 10,000 trees per year.

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Service Restructure

Integrating 135 people from 5 different organisations

Delivering 30 different job roles

Data reinforced streamlined, targeted service aspirations

Allowed a break from the old ways and 1 cohesive plan
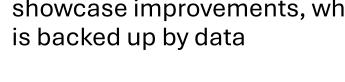
Provided savings of £395k per year

Challenged officers to think about services and how we deliver them

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Green Flag Awards

- Currently hold 5 Green Flags

- Aim is to have 15 by 2030

- Accreditation has helped us showcase improvements, which is backed up by data

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Outcomes

Improved member confidence

Improved resident satisfaction

Budget efficiencies

Staff retention

Green Flag and Green Apple Awards

Finalists for APSE Most Improved Performers and Best Performers

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