

Keep Britain Tidy Neighbourhood Award Criteria Summary

Ref	Silver	Ref	Gold	Ref	Platinum
I1a	The housing provider has a sense of direction as to defining a clean, safe and green neighbourhood	P1a	Cleaner, Safer and Greener is considered within the housing provider's annual business planning process. Dedicated financial and staff resources are allocated	E1a	Community members have been involved in creating a Clean, Safe and Green vision for the organisation and neighbourhood. There is a published policy demonstrating that clean, safe and green issues are a priority.
I1b	Initial basic level of community engagement regarding cleaner, safer, greener issues is in place	P1b	There is a shared definition and understanding of what a Cleaner, Safer and Greener neighbourhood is and community members have had some input into the vision for the neighbourhood	E1b	Clean, safe and green issues are clearly identified for the neighbourhood and improvement activities to achieve desired outcomes are prioritised, measurable, achievable, resourced, evaluated and that feedback is sought and provided.
I1c	A basic neighbourhood action plan is in place which addresses community members concerns relating to clean and green spaces and issues of safety	P1c	Target outcomes in the neighbourhood action plan are specific, measurable, achievable, resourced and time bound and some have been set by community members. Achievements to date against the plan have been reviewed	E1c	There are clearly identified employees that have a responsibility for neighbourhood cleanliness, safety and green space management.
I1d	There is a named lead officer(s) for Clean, Safe and Green delivery	P1d	There is an organisation wide level of awareness of CSG and CSG champions within the neighbourhood are identified	E1d	The housing provider continually invests in its employees in competence and capability for managing the local environment.
I1e	The housing provider recognises the importance of Green Space to the community and a basic maintenance regime exists for grounds maintenance	P1e	The current neighbourhood action plan is starting to consider longer term planning for sustainability of green space and a clean and safe neighbourhood and a robust maintenance regime is in place	E1e	A serious commitment to well designed, well managed green spaces and adaptations to the landscape to lessen the impact of climate change can be demonstrated making the neighbourhood liveable and contributing to quality of life.
I1f	Reporting and recording system established for antisocial behaviour and community safety	P1f	The housing provider has signed up to the ASB Charter for Housing and has conducted a gap analysis of requirements	E1f	The organisation demonstrates its commitment to the RESPECT Antisocial Behaviour Charter for Housing by effectively dealing with ASB

I2a	The aspirations, priorities and views of community members are identified and documented	P2a	Community members vision for the neighbourhood is set out and progress of this is monitored through the neighbourhood action plan	E2a	The Community influence change on an on-going basis and this is reflected in the neighbourhood action plan
I2b	Neighbourhood walkabouts happen periodically and address Clean, Safe and Green issues	P2b	Neighbourhood walkabouts happen regularly, are community led and address Clean, Safe and Green issues identifying priorities for action	E2b	Community members are involved and are actively heard in the form of an action group
I2c	Feedback from community members on Cleaner, Safer, Greener standards and satisfaction levels are collected and used	P2c	There are key community leaders within the neighbourhood that have been identified and are working with the housing provider and its partners	E2c	Community members actively develop and lead initiatives having greater influence on their neighbourhood and are supported by the housing provider and partners
I2d	Hotspots of environmental crime and fear of environmental crime have been identified	P2d	Feelings of safety in the community have been addressed and improvement can be demonstrated	E2d	The housing provider liaises with representatives of the whole community not solely tenants
I2e	The proportion of the community members that feel safe or unsafe is known	P2e	Training opportunities provided by the housing provider and its partners have been taken up by community members to enable greater involvement in their neighbourhood	E2e	There are active clean, safe and green community advocates in the neighbourhood and training opportunities are provided
I2f	Community members are aware that there are service standards relating to maintenance of green spaces	P2f	Community members have the opportunity to hold service providers and contractors to account	E2f	The housing provider works with community members and others to address the difference between perceived neighbourhood clean, safe and green and actual clean, safe and green.
I2g	Community members have been identified who are committed to improving local green spaces	P2g	Community Members use the local green space and it's maintenance is monitored	E2g	Community members influence the shaping of the cleansing and green space service delivery and are actively involved in monitoring performance of contract or service level agreement specifications

I3a	A neighbourhood partnership group has been established and has met at least once	p3a	There is an established neighbourhood partnership group, which includes the Police, and has clear terms of reference and agreed actions	E3a	There is a clear multi-agency approach working with the community to address clean, safe and green issues
I3b	Core partners (including community representatives) are committed to the neighbourhood action plan	p3b	Planned programme of meetings attended by named and relevant partners with a mechanism in place for feedback to community members and senior management team	E3b	Service level agreements, or alternative are in place to deliver clean, safe and green neighbourhoods
I3c	Baseline performance information has been obtained from core partners relating to clean, safe and green	p3c	Action planning to tackle Clean, Safe and Green issues considers skills and resources required to develop longer term improvements in performance	E3c	The local community knows who the local partners are, how to contact them and what standards of service should be delivered
I3d	Identification of publically visible maintenance issues	p3d	Partners have reviewed achievements to date against the neighbourhood action plan and have taken action as a result	E3d	The housing provider is actively engaged with Safety Partnerships or similar at strategic and operational levels
I3e	A network is being established with partners and agencies who are involved in managing or improving public areas in the neighbourhood	p3e	The housing provider has input into local safety partnership or similar at an appropriate level	E3e	A range of proactive diversionary activities for those committing and at risk of committing antisocial behaviour are provided by the housing provider and partners
I3f	Recycling opportunities and information are available for the community members and the current participation levels are known	p3f	Partnership arrangements with relevant service contractors (e.g. grounds maintenance) demonstrate shared objectives for the neighbourhood	E3f	All public areas are mapped and ownership and responsibility is identified to ensure all land and property in the neighbourhood is well managed
I3g	The housing provider can demonstrate links with the safety partnership or similar	p3g	Plans to reduce waste and increase recycling in the neighbourhood are being developed and some are in place	E3g	Interventions and enforcement arrangements are in place and have been implemented to reduce environmental crime in the neighbourhood
I3h	The housing provider has identified key partner organisations that will lead to improved capacity to tackle antisocial behaviour			E3h	Activities to support the community members reduce waste and improve recycling rates are being conducted and are on-going
				E3i	Systems are in place to deal with unforeseen issues which are outside normal contractual arrangements

I4a	The neighbourhood action plan contains simple baseline position with specific, measurable and achievable actions and some have been achieved	P4a	Specific, measurable, achievable, resourced and time bound target outcomes are in the neighbourhood action plan, and most have been achieved	E4a	The neighbourhood is being managed to high standards of cleanliness, has well planned and well managed green space, and has improved levels of safety.
I4b	A photo survey of clean, safe and green hotspots has taken place for baseline information recording location and conditions	P4b	Community member's perception of Clean Safe and Green in the neighbourhood is show improving trends and improved levels of satisfaction for Estate Management can be demonstrated	E4b	Community members and others perceive the neighbourhood to be clean, safe and green.
I4c	There are a range of neighbourhood improvement measures and some have been achieved	P4c	The housing providers internal neighbourhood quality rating shows a satisfactory or higher standard for this neighbourhood	E4c	Community members have set clean safe and green outcomes for the neighbourhood and have monitored performance against these.
I4d	Community members satisfaction relating to clean, safe and green issues, is measured	P4d	There are a number of community action days or similar events	E4d	The outcomes, objectives and performance indicators set in the clean, safe and green neighbourhood action plan have all been met or exceeded
I4e	Satisfactory response times to issues raised by community members	P4e	A range of communication methods and activities relating to Clean, Safe and Green issues can be demonstrated	E4e	There has been a reduction of damage to the physical environment within the defined neighbourhood area e.g. graffiti or criminal damage
I4f	Contracts and service level agreements relating to clean, safe and green are monitored and underperformance is rectified	P4f	The delivery of maintenance contracts and regular monitoring of services demonstrates satisfactory outcomes are being achieved	E4f	Community involvement within the neighbourhood has increased over time and is being sustained through a number of initiatives.
		P4g	There has been a number of community safety interventions implemented in the neighbourhood	E4g	Community use of green space is clearly demonstrated and that local community members of all ages play an active role in deciding what their open spaces should be like, how they should be used and how they should be looked after
		P4h	Positive outcomes for the neighbourhood can be demonstrated as a result of partnership working	E4h	Innovative best practice is shared, adapted where necessary and adopted for the benefit of different neighbourhoods and other housing providers and partner organisations
				E4i	Neighbourhood actions have resulted in changes that demonstrate a positive lasting impact