

# FRONTLINE FOCUS

## Engaging and empowering your Street Scene Operatives to improve cleansing standards Course Outline

Keep Britain Tidy's Perceptions of Place research highlighted the impact frontline staff can have on the public's perceptions of their local environment and the reputation of the services they provide.

This course takes a bite size approach to training operatives in an informal but practical way to highlight the importance of their role in the public eye and also address consistency of cleansing standards by taking a look at the Code of Practice on Litter and Refuse (COPLAR) grades and methods.

This course can be adapted for your organisation by including bespoke elements relevant to your needs.

### Course Aims

To engage and empower frontline street scene staff to be a strong face for the service and develop consistency of standards for street cleansing and grounds maintenance teams.

### Course Objectives

By the end of each session candidates will be able to:

- Recognise the impact street cleansing roles have on public perception and satisfaction
- Differentiate between different standards of cleanliness in accordance with legal requirements - COPLAR and the A - D grading levels
- Identify issues that can be dealt with to improve local environmental quality

## Who would benefit from attending this course?

This course is suitable for existing or new Street Scene Operatives responsible for street cleansing or grounds maintenance or as a refresher session for experienced staff.

### Course duration

A 3 hour session for up to 15 delegates. 2 sessions can be arranged per day allowing for essential staffing resources to be maintained where needed.

### You may also be interested in

- Did you know we can deliver workshops on street cleansing and any related environmental quality issue to elected members?
- Leading the Frontline Focus - a course for those managing or leading teams of Street Scene Operatives
- Monitoring Street Cleansing - applying grading standards and differences in land types

This course can be run in-house, or the hosting can be shared between local authorities to keep costs down.

Discounts are available for Expert & Exemplar Network Members. For a quote or for more information, please contact us by emailing [training@keepbritaintidy.org](mailto:training@keepbritaintidy.org) or call us on 01942 612 625.