

LEADING THE FRONTLINE FOCUS

What motivates frontline staff and how this links to improvement in the street scene environment

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 looks at the role of the team leader or manager of operatives in a street scene function, how to encourage effective and efficient teams and improve and maintain standards. The sessions are a mixture of theory, interactive and practical learning.

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

Course Aims

To consider the importance of engaging frontline staff in service delivery improvements, through team leadership and consistency through grading standards.

Course Objectives

- Recognise the impact street cleansing roles have on public perception and satisfaction
- Identify leadership skills to develop and empower operatives in the execution of their role
- Plan for improvement through partnership development and effective use of resources
- 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 team leaders, or managers responsible for street cleansing and/or grounds maintenance.

Course duration

- One day session

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?
- Frontline Focus – Engaging and Empowering your Street Scene Operatives to improve cleansing standards training
- Monitoring Street Cleansing – applying grading standards and differences in land types training
- 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 or call us on 01942 612 655.