

# DIVERSIFYING THE STREET CHAMPIONS INITIATIVE – WRITTEN SUBMISSION

**Name:** Helena Webster  
**Role:** Community Engagement & Town Centre Improvements Manager  
**Organisation:** Residents Services (Transport & Projects)

## 1. CONTEXT

- 1.1 The Street Champions scheme was first piloted in 2005 as a HIP (Hillingdon Improvement Programme) initiative. It was designed to promote active citizenship and neighbourhood integration by encouraging active reporting to address environmental, criminal and anti-social issues whilst helping to create a feeling of community and safety. Benefits of the scheme include providing:-
- A motivated group of residents who report issues to the Council either online or offline.
  - Residents who act as the eyes and ears of Hillingdon by looking after their local environment and helping to reduce crime.
  - Residents who help to increase community spirit in their areas.
  - Residents who are actively engaged with the Council and its priorities.
- 1.2 Following the successful pilot, the Street Champions scheme was rolled out across the Borough from 2006 led by the then Localities Team, via seven locality working areas which were:-
- **Brunel, West Drayton & Yiewsley** (based upon the same Wards)
  - **Harefield, Northwood & Ickenham** (based upon the same Wards)
  - **Hayes & Harlington** (based upon Botwell, Heathrow Villages and Pinkwell Wards)
  - **Hayes & Yeading** (based upon Barnhill, Charville, Townfield and Yeading Wards)
  - **Ruislip, Eastcote & Northwood Hills** (based upon Eastcote & East Ruislip, Northwood Hills and West Ruislip Wards)
  - **South Ruislip** (based upon Cavendish, Manor and South Ruislip Wards)
  - **Uxbridge** (based up on Hillingdon East, Uxbridge North and Uxbridge South Wards)
- 1.3 Over the following 3-4 years, some 4,600 residents registered as Street Champions, receiving a welcome pack, including:-
- A4 leatherette executive folder
  - Street Champion mug and coaster
  - Street Champion ID card
  - Freepost reporting 'cheque book' and pen
- The welcome booklet and original promotional leaflet is attached for information.
- 1.4 Following restructuring in November 2011, the Localities Team was brought together under the same Head of Service as the Town Centre Improvements Team, where there are clear synergies. This provided an opportunity to reassess the scope for realigning similar services and areas of work together by:-
- promoting the Council's community leadership role, enhancing civic pride and improving the wellbeing of local communities by working closely with residents, Councillors and local representatives of businesses / residents' groups. The aim was to develop, co-ordinate and monitor the implementation of community based initiatives under Feel PROUD promotions such as Chrysalis, Ward Budgets, Street Champions and other community engagement activities.

- promoting the physical, social and economic wellbeing of town centres, as prioritised by the Council, by working with the local community to develop, co-ordinate and monitor the implementation of town centre initiatives, which improve the quality, and economic viability of town centres.

From March 2012 there have been two Community Engagement Officer posts to support the Feel PROUD initiatives and two Town Centre Improvement Officer posts supporting town centre regeneration initiatives.

- 1.5 An overview of activity supporting the Street Champions scheme as part of the overall Feel PROUD initiative for the year from April 2013 to March 2014 is set out at appendix 1. This activity took place across the Borough in four areas which were aligned to match the local policing model, grouping wards as follows:-
- **Hayes** (Barnhill, Botwell, Charville, Townfield and Yeading)
  - **North** (Cavendish, Eastcote & East Ruislip, Harefield, Ickenham, Manor, Northwood, Northwood Hills, South Ruislip and West Ruislip)
  - **Uxbridge** (Brunel, Hillingdon East, Uxbridge North and Uxbridge South)
  - **West Drayton** (Heathrow Villages, Pinkwell, Yiewsley, West Drayton)
- 1.6 In total, eight Street Champion meetings were organised with speakers on a range of issues including Council waste services, town centre improvements, anti-social behaviour investigations and energy efficiency. External partner were also present representing the police, Neighbourhood Watch, Healthwatch Hillingdon and Hillingdon Safer Neighbourhoods Board. A keynote celebration event held on 29 April 2013 recognised the achievement of a number of volunteers including Street Champions who actively dedicated time and commitment to improving their local area and quality of life for residents.
- 1.7 The priority for 2014-15 has been to develop proposals for refreshing the Street Champions scheme including piloting a Feel PROUD of your Neighbourhood initiative in four pilot neighbourhoods within Charville, South Ruislip, Yiewsley and West Drayton wards building on the success of the Street Champions scheme and supporting this RESPOC review.

## 2. GAPS / CHALLENGES

- 2.1 An extensive consultation was undertaken in November 2011 with the aim to:-
- Gain feedback on preferences for future meeting content and times;
  - Identify other community involvement activities that Street Champions were involved in, and
  - Find out the extent of online reporting by Street Champions and barriers to doing so.
- 2.2 In total 4,600 questionnaires were distributed to registered Street Champions. In addition to a printed survey, Street Champions were encouraged to complete a questionnaire online. Responses showed that the preferred timings for meetings were:-
- 48% - Early evening (5.30pm - 7pm)
  - 52% - Evening (7pm - 8.30pm)
- This preference was shared by employed and retired Street Champions alike, although attending meetings was favoured more by older Street Champions.

The preferred format was as follows:-

- 36% - Drop in sessions to speak with officers and/or councillors
- 38% - Group meetings with presentations from guest speakers

Verbal feedback from meetings held in 2013-14 were that the Street Champions who attended the meetings preferred the Council officer speakers to guest speakers on wider issues such as health, and that the meetings were an opportunity for them to vocalise local issues and concerns which are important to them.

With regard to community involvement, the following was found:-

- 72% - are members of other community groups/associations or organisations.
- 80% - are involved in other community activities including litter picks

65% of Street Champions who responded currently use the Council's online services:-

- 77% - report issues
- 39% - book or apply for local services
- 21% - reserve library books
- 10% - pay council tax.

35% of Street Champions did not use online services for the following reasons:-

- 35 % - do not have the internet at home.
- 23 % - do not know how to use the internet.

Comments included:- "I prefer to talk to someone", " Unaware of reporting/information on the Council website" and "Not enough time."

- 2.3 The survey also asked for information on gender, age, occupation and ethnicity to build a demographic profile for registered Street Champions. This showed us that of the 576 (12.5%) responses:-

Gender (2% did not respond)

53% Male

45% Female

This is broadly in line with the overall gender profile of the Borough which is 49.57% male and 50.43% female, across all age groups.

Age (4% did not respond)

13% 18-44

38% 45-64

45% 65+

This indicated potential for finding more inventive ways for encouraging younger adult residents to be involved which could include use of social media.

Ethnic Group (7% did not respond)

79% White – English, Welsh, Scottish, Northern Irish, British

4% Asian or Asian British – Indian

2% White – Irish

2% White- Any other white background

1% Black or Black African

1% Black or Black African – Caribbean

1% Mixed or multiple ethnic group – White and Asian

1% Asian or Asian British- Pakistan

1% Asian or Asian British – Other Asian background

1% Other ethnic background

This indicated potential for encouraging greater participation from wider ethnic community groups, particularly in areas in the south of the Borough. The most recent census information shows that Hillingdon's black and minority ethnic community has increased from 27% in 2001 to 47.8% in 2011.

### Occupation (2% did not respond)

- 52% Retired
- 26% Full-time employment
- 10% Part-time employment
- 2% Unemployed
- 8% Other (student, carer etc.)

This indicated more potential for showing that being an active resident does not need to involve an onerous time commitment and reporting and/or disseminating local information could be done at home and/or during a lunch break.

- 2.4 All reporting of problems/issues/faults are prioritised in accordance with the severity and impact of the issue not on the basis of whether the problem was reported by a Street Champion. The challenge is how to ensure that active, motivated citizens who care about how their local area looks and feels can be encouraged to sustain this motivation and share their local knowledge to address other issues such as low level crime.
- 2.5 Whilst there are some fluctuations in terms of Street Champions entering and leaving the scheme, figures prepared ahead of the refresh and RESPOC review showed that of the 4,488 Street Champions registered from January 2012 to December 2012 51.3% had not reported any issues or problems. Of the 2,184 Street Champions who had reported, the majority had submitted fewer than 3 reports in 12 months, as set out in the table below:-

Reports (Jan-Dec 2012)	No. of Street Champions	%
5 or more	610	13.6
3 or 4	441	9.8
Less than 3	1133	25.3
No reports	2304	51.3
TOTAL	4488	100%

- 2.6 Anecdotal feedback from some Street Champions indicates that they do not always feel sufficiently updated on how the issues they report are followed up and addressed.

### **3. IMPROVEMENTS AND WORK FOR THE FUTURE**

- 3.1 To support the Community Engagement & Town Centre Improvement Team in rethinking how the Street Champions scheme could be improved, an Academician from the Hillingdon Academy has been recruited. Their responsibility has been scoped to provide expertise up to February 2015 to include:-
- Research and analyse the profile of current Street Champions, including levels and methods of reporting and knowledge/use of social media;
  - Pinpoint barriers to online reporting and messaging, making recommendations on how these can be overcome and integrated with the RESPOC review
  - Identify related service initiatives in terms of digital reporting, neighbourhood engagement, communications and community safety, and
  - Devise a methodology to evaluate outcome of pilots in defined neighbourhoods within 4 wards (Charville, South Ruislip, Yiewsley & West Drayton).
- 3.2 Resources including a leaflet to promote online reporting are in development ready for the 4 pilots to be tested up until March 2015 in preparation for a future roll-out.

## Appendix 1

### Street Champions Summary of Activity April 2013 - March 2014

#### Street Champion Meetings 2013/14

Meeting	Speakers	Number of residents attending (incl. Street Champions)
Hayes (April 13)	<ul style="list-style-type: none"><li>Graham Hawkes, Governor, Hillingdon Hospitals NHS Trust</li><li>Colin Russell, Waste Services Manager, LBH</li></ul>	60
North (July 13)	<ul style="list-style-type: none"><li>Steve Kershaw, Hillingdon Police Borough Commander</li><li>Colin Russell, Waste Services Manager, LBH</li></ul>	89
Uxbridge (Sep 13)	<ul style="list-style-type: none"><li>Steve Kershaw, Hillingdon Police Borough Commander</li><li>Graham Hawkes, CEO, Healthwatch Hillingdon</li><li>Natasha England, Hillingdon Clinical Commissioning Group</li></ul>	52
West Drayton Meeting (Oct 13)	<ul style="list-style-type: none"><li>Graham Hawkes, CEO, Healthwatch Hillingdon</li><li>Natasha England, Hillingdon Clinical Commissioning Group</li><li>Jo Gill, Energy Efficiency Team, LBH</li></ul>	45
Hayes Meeting (Dec 13)	<ul style="list-style-type: none"><li>Graham Hawkes, CEO, Healthwatch Hillingdon</li><li>Robert Williams, Waste Development Manager, LBH</li><li>Town Centre Improvements Team</li></ul>	72
Uxbridge Meeting (Feb 14)	<ul style="list-style-type: none"><li>Colin Russell, Waste Services Manager, LBH</li><li>Adoption and Fostering Teams, LBH</li></ul>	35
West Drayton Meeting (Mar 14)	<ul style="list-style-type: none"><li>Steve Kershaw, Hillingdon Police Borough Commander</li><li>Bill Hickson, Antisocial Behaviour Investigations Team Manager, LBH</li></ul>	72
North Meeting (Mar 14)	<ul style="list-style-type: none"><li>Cllr Mills, Cabinet Member for Community, Commerce and Regeneration</li><li>Ian Brooks, Chairman of Hillingdon Safer Neighbourhoods Board</li><li>Ian Burch, Chairman of Hillingdon Neighbourhood Watch</li></ul>	75
Total		500

#### **Celebration Event - 29 April 2013**

The awards ceremony was hosted by Cllr Douglas Mills at the Great Barn in Ruislip and attended by over 75 street champions and community members. The awards recognise the achievements of residents who dedicate their time to improving life in the borough. The Mayor of Hillingdon, Cllr Michael Markham, and ward councillors were also in attendance to congratulate the winners on their success.

- Winner of the North area: Sylvia Ladyman of Eastcote & East Ruislip ward
- Winner of the Trust area: Anne Giddens of Pinkwell ward
- Winner of the Metro area: Douglas Dimpsey of Cavendish ward
- Winner of the Uxbridge Road area: Katrina Patterson of Uxbridge South ward

#### Street Champion runners up

- Runner up of the North area: James Baker of Northwood Hills ward
- Runner up of the Trust area: David Brough of Townfield ward
- Runner up of the Uxbridge Road area: Julie Lumsden and her son Dean Bye of Uxbridge North ward

#### Community Group winner

- Yiewsley & West Drayton Town Centre Action Group

#### Community Group runners up

- First runner up: Friends of Shenley Park

- Second runner up: Hillingdon Abbots Football Club

### **Civic Pride Presentation - June 2013**

Hillingdon's new Mayor, Cllr Allan Kauffman, celebrated the outstanding achievements of the borough's Street Champions and community volunteers on Monday 10 June. They were all recognised for volunteering their time by reporting issues into the council, making a real difference to their local area and across the borough

The winners and runners up from the Street Champion Celebration Evening held on 29 April at the Great Barn in Ruislip were invited to the Mayor's Parlour to meet the Mayor, Cllr Kauffman and receive a unique Civic Pride Pin badge. The Mayor thanked the volunteers for their dedication, saying. "You are motivating people to get on board and keep the community running smoothly. Your efforts as volunteers form the backbone of a happy, healthy and secure community."

### **Mayoral Tours - June & September 2013**

The Mayor, Cllr Allan Kauffman and the Mayoress, Mrs Lynne Kauffman, kindly offered to open the Mayor's Parlour to Street Champions. During their visit, Street Champions were welcomed by the Mayor and had the opportunity to find out about the history of the council and mayoral proceedings  
A total of 24 Street Champions attended.

### **Budget for Campaign**

<b>Item</b>	<b>Cost (£)</b>
Hall Hire	£250
Printing of letters & delivery of invite letters	£4,290
Printing of flyers	£400
Texting	£100
<b>Total</b>	<b>£5,040</b>

### **Advertising of meetings**

#### **Letters**

- Sent to all Street Champions in the relevant area without a valid email address
- Sent to a random selection of residents (500 per ward) selected by Electoral Services

#### **Texting**

- Sent to all Street Champions in the relevant area with a valid mobile number

#### **Email**

- Sent to all Street Champions in the relevant area with a valid email address. If a Street Champion had an email address they did not receive a hard copy letter.
- Sent to resident associations for which we the team had a valid email address for

#### **Council website**

- A feature item on the Council homepage 2 weeks before the event

#### **Social Media**

- An event created on Facebook
- A number of tweets posted on Twitter

#### **Press Release**

- Scheduled to be released the week before the meeting.

#### **All Staff Email**

- Sent to all staff a week before the meeting to invite them to the meetings

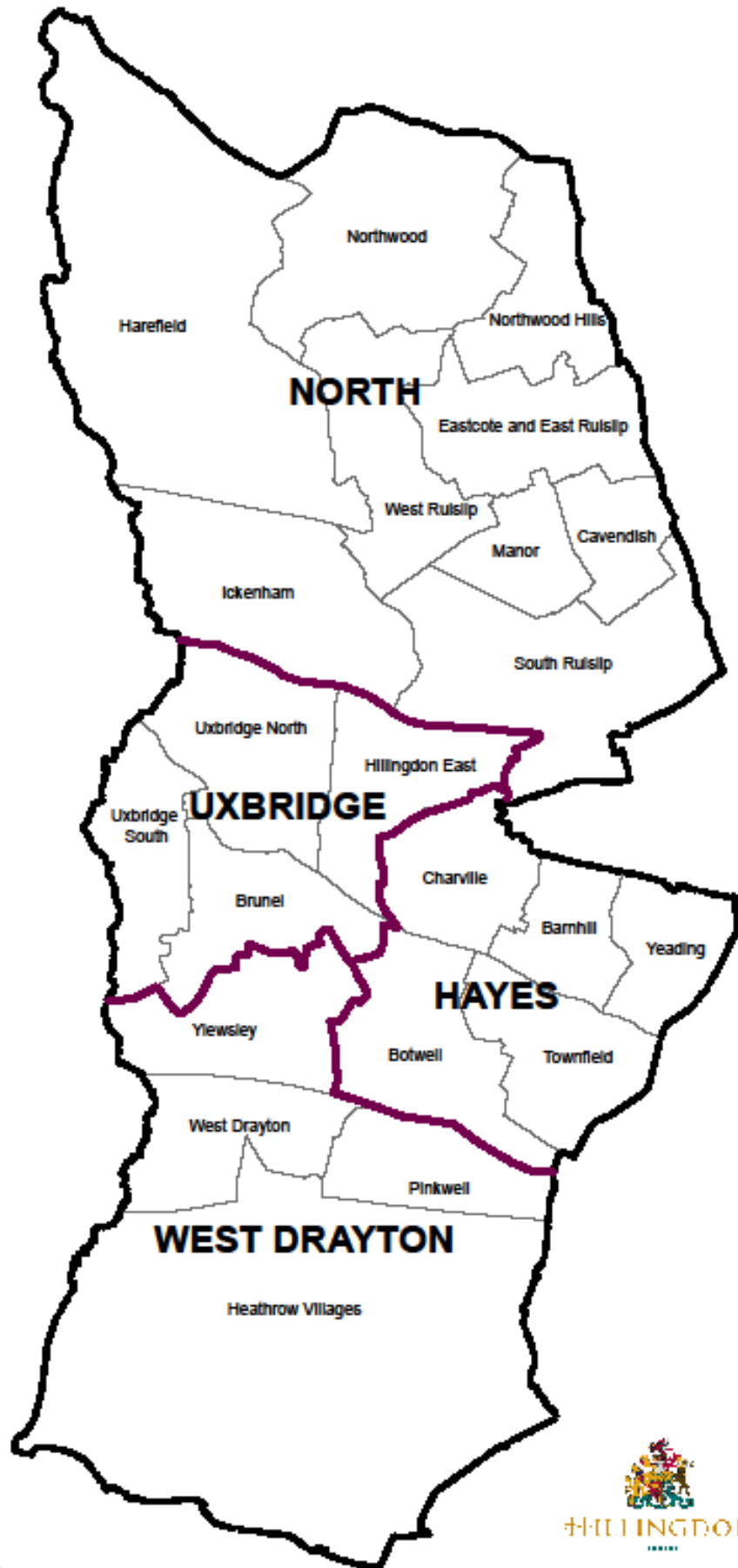
#### **Horizon**

- A feature item on the internal Council intranet to invite staff to the meetings

#### **Hillingdon People**

- Used if the distribution date of the publication aligned with the meeting

# PROUD CAMPAIGN AREAS 2013/14



# Street Champions Scheme

# Welcome booklet



**HILLINGDON**  
LONDON

[www.hillingdon.gov.uk/streetchampions](http://www.hillingdon.gov.uk/streetchampions)



# Welcome

Thank you for volunteering to become a Street Champion.

With your help we can help make Hillingdon a cleaner, greener and safer borough.


In this booklet you will find all the information you need about the scheme, the benefits and opportunities along with hints and tips on reporting, useful contact numbers and much more.

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## Scheme Contact Details

Street Scene Locality Team

 01895 556247

 streetchampions@hillington.gov.uk

 [www.hillingdon.gov.uk/streetchampions](http://www.hillingdon.gov.uk/streetchampions)

 London Borough Of Hillingdon, 4W/05 Civic Centre, Uxbridge, UB8 1UW

## Information on the scheme

Street Champions are volunteers who act as the 'eyes and ears' of the community, to help get things fixed making a real difference to their local area and across the borough.

By reporting problems, you will help us sort them quickly, effectively and play a part in improving your local neighbourhood as well as having a say on local environmental issues.

Built upon the success of the Heathrow Villages street wardens in 2001, the Street Champion scheme started in 2005 and is now operating across all wards in the borough.

With over 4,800 members' borough wide, you can be proud to be a part of the largest scheme of this kind in the United Kingdom.

Recently commended for 'environmental innovation' at the Government Business Awards 2009 and a finalist for the best community and neighbourhood initiative at the Association of Public Service Excellence Awards 2009, the scheme is continuing to receive national recognition.

There is no formal commitment and you can do as much or as little as you like.

### The aims of the scheme include:

- Give you the satisfaction of seeing something you have reported being sorted
- Help the council and ultimately you save money, as we are able to fix problems quicker if we are aware of an issue sooner
- Help reduce crime, the fear of crime and antisocial behaviour
- Help make Hillingdon a cleaner, greener and safer borough

### What's included in the welcome pack?



- A4 Executive folder
- Street Champion ID Card
- Freepost Check Book
- Notepad and pen
- Mousemat and coasters
- Latest issue of Hillingdon People
- Environment and Consumer Protection service standards response targets and information booklet
- Other relevant leaflets

## Issue to report

Below is a small snap shot of the wide range of issues that can be reported to the council's Customer Contact Centre.

### Street scene issues



- Abandoned vehicles
- Broken pavements
- Flytipping
- Graffiti
- Grass cutting, trees and vegetation
- Litter
- Missed recycling or refuse collection
- Noise
- Parks and Open spaces issues (e.g. full dog litter bins, faulty gates, broken glass)
- Street Light defects

### Community safety issues

- Anti-social behaviour including drunken behaviour, criminal damage, threatened violence, begging, drug dealing or inappropriate games
- Racial Harassment

### Other issues

- Fraud
- Community tension
- Planning

### Interesting fact

Street Champions make on average 1,000 reports each month.

# How to report an issue

There are 7 easy and convenient ways for you to report:

1.  **Online**

[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

Click Do it online > Report It

2.  **Email**

[contactcentre1@hillington.gov.uk](mailto:contactcentre1@hillington.gov.uk)

3.  **Text/SMS**

07950 080 321

Your message must include:

- Your name, door number and postcode
- Subject and location

4.  **Free post check book**

Included in your welcome pack

5.  **Fax report**

01895 273636

*Turn to page 18 to find the report template*

6.  **In person**

Come to the reception desk at the Civic Centre, High Street, Uxbridge, UB8 1UW  
between Monday – Friday 8.30am – 5.30pm

7.  **Telephone**

01895 556000 between Monday – Friday 8.30am – 5.30pm

A voicemail service is available outside these hours

If you have hearing difficulties please call 01895 277 730

*Turn to page 17 for a tear out version of this page for your notice board at home*

## Reporting hints and tips

When you report an issue to the Customer Contact Centre you should always:

- Give your Street Champion number (6 digit number found on your id card)
- Give a precise location if possible, if not as much details as you can
- Give a detailed description of the issue
- Attach a digital photograph, if possible
- Provide a telephone number or email address in case we need to contact you for more information

After you have reported an issue, you will receive a unique 7 digit reference number. This can be used to contact us to receive feedback on any progress or actions taken.

### Quick tips

If you are submitting more than one report on an email use bullet points to separate each issue.

Keep a note of your 7 digit reference numbers on page 16

Remember you can report an issue any where in the borough

When reporting make use of abbreviations, it will save both time and space:

Outside **o/s**

Opposite **opp**

Flank of **f/o**

Rear of **r/o**

Adjacent **adj**

# Example reports

## Email

**From:** <you>

**To:** ContactCentre1@hillington.gov.uk

**Subject:** Street Champion 1234567 Report

Dear Contact Centre,

Street Champion Number: 1234567

Since 26/02/09 there has been an accumulation of rubbish outside no.156 Uxbridge Road. This includes carpets, dog baskets and other domestic related waste.

I have attached a photograph for your information.

If you require any further information do not hesitate to contact me on <telephone> or <email>.

Yours faithfully,

Street Champion <id number>

## Check Book

Date: 01 / 08 / 10

Service: .....

Location: .....

01/s 77, 75

Raleigh Avenue,

Hayes, UB4 0EF

Concern: .....

Potholes

(approx 40mm deep).

.....

Reply received:

..... / ..... / .....

Date of report: 01 / 08 / 2010

Name: Mr Street Champion

Street Champion number: 1234567

Exact location of issue (state o/s or opp. of f/o or r/o house name or number):

.....

01/s 77, 75 Raleigh Avenue, Hayes, UB4 0EF

Issue reporting: .....

.....

Potholes (approximately 40mm deep).

.....

.....

.....

.....

## What do Street Champions think of the scheme?

We think it is extremely important to know what Street Champions think of the scheme and to suggest improvements. During February 2009 we surveyed over 1200 Street Champions:

- Over 90% of them rate the scheme either excellent or good
- 70% believe the scheme has a positive effect on local environmental quality
- 60% find the procedure to report issues very easy and another 32% believe is very easy
- 60% were either very satisfied or satisfied with how their reports are dealt with
- 40% have not been involved in any other resident association or “friends of” groups in their local community before
- Over 30 suggestions are being considered to improve the scheme

Full results available at

 [www.hillingdon.gov.uk/streetchampions](http://www.hillingdon.gov.uk/streetchampions)

 01895 556247

 [streetchampions@hillington.gov.uk](mailto:streetchampions@hillington.gov.uk)

*“Being a street champion makes you feel included in how things get done... when you see work done that you have requested, it makes you feel you’re achieving something worthwhile.”*

**Street Champion, Hayes**

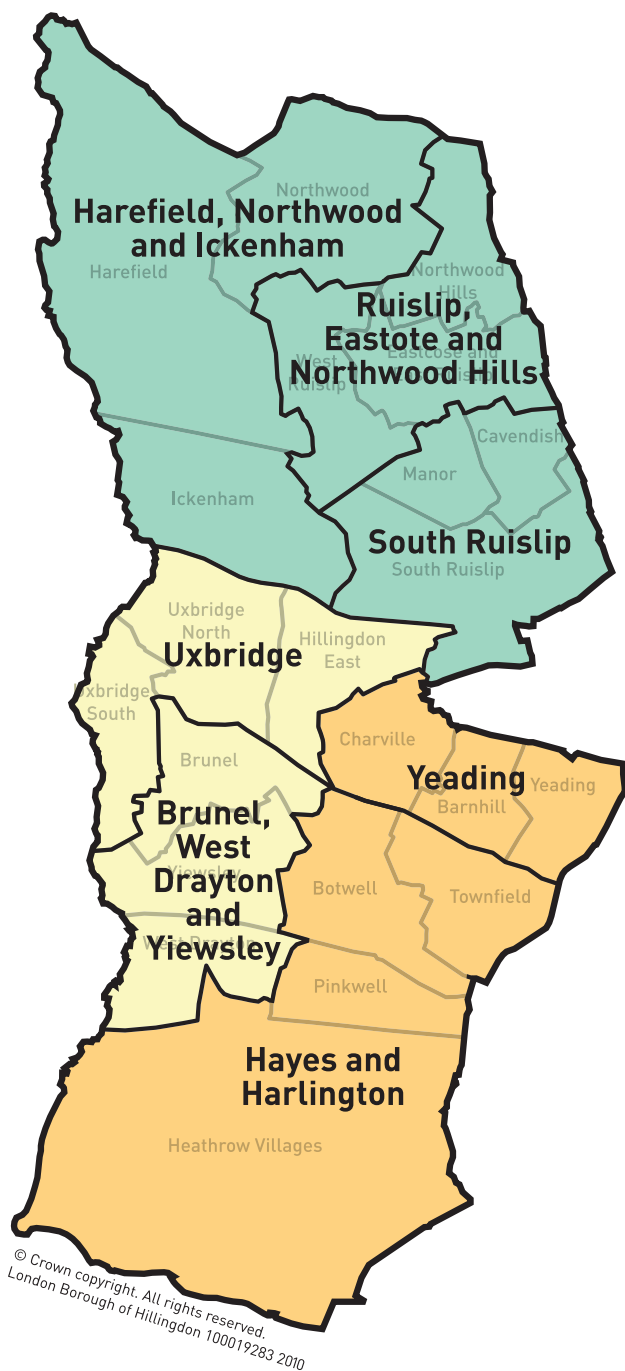
*“You see we blame the council without knowing the facts, that’s where the street champion meetings become very important because we are then able to understand the problems the council have trying to keep us happy.”*

**Street Champion, Ruislip**

*“I believe this is an amazing scheme, one that binds and brings the lacking community spirit together. Many thanks for all your hard work”*

**Street Champion, Uxbridge**

# Scheme structure



The scheme is divided into three area groups; north, west and south as shown on the map.

Each group has its own set of quarterly meetings and a dedicated locality officer to offer advice, support and develop new opportunities for Street Champions.

Depending on where you live, you will receive invites and opportunities tailored for your local area.



Claire Gibson  
**North Area Group**



James Burgess  
**West Area Group**



Stuart Rederick  
**South Area Group**



# Benefits and opportunities

## Quarterly local meetings



Your opportunity to hear presentations, ask questions and speak to Hillingdon Council Officers, Councillors and representatives from our partner organisations e.g. Metropolitan Police. The meetings are also a great opportunity to meet other like minded people from your local area. On average 50 Street Champions attend each meeting.

Past speakers have included:

- Council officers from the Street Scene Enforcement Team, Waste and Recycling, Highways Maintenance and Parking Services
- Transport for London
- London Probation Service (Community Payback scheme)
- Magistrates from Uxbridge Magistrates Court
- Your local Metropolitan Police Safer Neighbourhoods team

*Remember: There is no formal commitment to attend the meetings.*

## Environmental volunteering


Get involved and help make your area cleaner and greener.

You could volunteer by:

- Carrying out a monthly litter pick in your local park
- Clearing graffiti around your local area
- Appearing in photographs for council promotional leaflets
- Monitoring grounds maintenance works
- Represent the Street Champions Scheme at local events

Since 2008 Street Champions and residents have collected over 200 bags of litter!

To organise your own litter pick/clear up in your area please get in touch for advice, equipment and support.

 01895 556247

 [streetchampions@hillingdon.gov.uk](mailto:streetchampions@hillingdon.gov.uk)



## Get involved with other schemes

### Streets Ahead ~ Week of Action



You could attend focus groups to suggest improvements and activities for a week of over 300 activities in your local area.

[www.hillingdon.gov.uk/streetsahead](http://www.hillingdon.gov.uk/streetsahead)

### Canal Keeper Volunteers with Thames 21



In partnership with Thames 21, Street Champions are invited to become canal keeper volunteers to help keep an eye on the canals in Hillingdon.

[www.thames21.org.uk](http://www.thames21.org.uk)

### Trustees of Hillingdon Community Trust



Once a year, Hillingdon Community Trust distributes 1 million pounds in grants to voluntary and community groups. In partnership with the Street Champion scheme, they are continually looking for trustees.

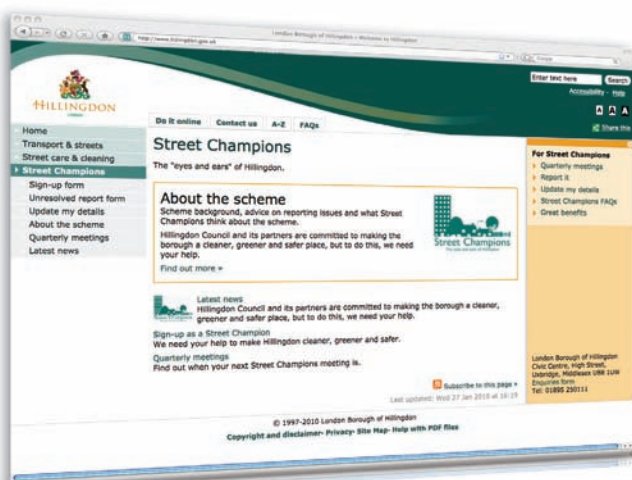
[www.hillingdoncommunitytrust.org.uk](http://www.hillingdoncommunitytrust.org.uk)

## Have your say on council initiatives

Get involved in local decision making to have your say in how council services are prioritised, how the council invests in certain areas, service planning, delivery and evaluation.

Past consultations included:

- Draft climate change strategy 2009 – 2012
- Street Champion Scheme survey 2009
- Enviro-crime survey 2009
- Crime and disorder survey 2009
- How the council should publish information and spend its money



### Street Champions website

Updated weekly, the website is the best source for up to date information on the scheme.

[www.hillingdon.gov.uk/streetchampions](http://www.hillingdon.gov.uk/streetchampions)

Sections include:

- Latest news
- Volunteering opportunities
- Presentations from previous meetings
- Frequently asked questions
- Multimedia downloads
- Order your free graffiti kit

## Email bulletin

Dedicated monthly news update for Street Champions.

- Updates on the scheme
- Latest volunteering opportunities
- News on upcoming council initiatives
- Information from our local partners, e.g. Metropolitan Police Safer Neighbourhoods Team
- Council and community events in your area

You are automatically subscribed when you register and provide a valid email address.

## Celebrating Success

Annual award ceremony celebrating the success of Street Champions.

Over 100 specially selected Street Champions are invited to join Cllr Sandra Jenkins, Cabinet Member for Environment and Cllr Douglas Mills Cabinet Member for Improvements, Partnerships and Community Safety to recognise the work of individual Street Champions and celebrate the success of the scheme.

Award categories include Street Champion of the year, local area award and special recognition.



# Free graffiti removal kits

Do you hate the sight of graffiti and want to help do something about it?

Whilst stocks last, Street Champions are entitled to a free graffiti removal kit. We have selected four types of kits, tailored to suit your needs:

## Small Pocket Gripes



The compact size allows you to easily carry them around in your bag or keep one in the glovebox of your car.

The gripes will remove graffiti tags from lampposts, signs, bus stops and almost any hard surface.

## Large tub of Gripes



The compact size allows you to keep a tub in your porch or with your other household cleaning products.

The gripes will remove graffiti tags from lampposts, signs, bus stops and almost any hard surface.

## Small Graffiti Removal Kit



The kit is ideal for personal use and is recommended for large areas of graffiti tags.

It is designed to remove spray paint or marker pens from lampposts, signs, bus stops and almost any hard surface apart from brick.

## Large Graffiti Response Kit



This kit is ideal for resident associations or community groups.

It is designed to remove graffiti tags written by spray paint, marker pen and ink from a variety of different surfaces including porous surfaces such as brick and concrete, lampposts, signs and even glass.

To order your free kit:

 [www.hillingdon.gov.uk/streetchampions](http://www.hillingdon.gov.uk/streetchampions) and click great benefits

 [streetchampions@hillington.gov.uk](mailto:streetchampions@hillington.gov.uk)

 01895 556247

## Frequently asked questions

### Do I have to attend the quarterly meetings?

You are under no obligation to attend any of the meetings.

You will continue to receive invitations by letter and email to the quarterly meetings to keep you informed of the speakers, and if any of them interest you please come along.

### Do I get preferential treatment?

No, all residents have fair and equal access to our services. Street Champions do not get preferential treatment over other residents.

### Can I find out who are Street Champions in my street?

We are happy to provide details of other Street Champions in your street if they have previously confirmed that they are willing for their details to be shared.

### What are street scene issues?

The phrase street scene issues can seem quite vague. However it is any service the council delivers on your street. For example graffiti removal, refuse and recycling collection and street sweeping.

### Are my personal details stored on a database, can I de-register?

The Council's Onyx Customer Relationship Management (CRM) computer system is used to record that a person has volunteered to register as a Street Champion.

Personal details will never be forwarded to commercial organisations or businesses for direct mailing or marketing purposes.

A person will immediately be de-registered as a Street Champion upon such a request.

A complete list of frequently asked questions available at;

 [www.hillingdon.gov.uk/streetchampions](http://www.hillingdon.gov.uk/streetchampions)

## Conditions of participation

London Borough of Hillingdon provides and operates the Street Champions scheme to promote a cleaner greener and safer borough. Residents are invited to volunteer and participate in the scheme in partnership with the council and therefore registration is granted on the basis that Street Champions do not by their words or actions undermine the principals of the scheme. Consequently, in such circumstances, the authority may de-register a person from the scheme, at its discretion.

By registering it is a requirement that all Street Champion's comply with Hillingdon Council's equality and diversity policy, identified in the Equality and Diversity section on the council's website at:

 [www.hillingdon.gov.uk/7105](http://www.hillingdon.gov.uk/7105)


## Updating your details

If you're moving house, changing phone number or have a new email address make sure you let us know.

Keeping your details up to date will ensure you won't miss out on volunteering opportunities, meeting invites and the upcoming Street Champions newsletter. Subsequently by ensuring our records are up to date you will help us save on postage costs and reduce waste.

 01895 556247

 [streetchampions@hillingdon.gov.uk](mailto:streetchampions@hillingdon.gov.uk)

 [www.hillingdon.gov.uk/streetchampions](http://www.hillingdon.gov.uk/streetchampions) click update your details



*All information is current at the time of print and is subject to change*

# Report notes

Keep a record of all your reports in the boxes below:

Date	Issue	Report reference
Location		

Date	Issue	Report reference
Location		

Date	Issue	Report reference
Location		

Date	Issue	Report reference
Location		

Date	Issue	Report reference
Location		

Date	Issue	Report reference
Location		

Date	Issue	Report reference
Location		

*Please use your free notepad and pen included within your welcome pack to keep on making notes on your reports.*

## Quick reference card

7 easy ways to report an issue to the council:

1.  **Online**

[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

Click Do it online > Report It

2.  **Email**

[contactcentre1@hillington.gov.uk](mailto:contactcentre1@hillington.gov.uk)

3.  **Text/SMS**

07950 080 321 Your message must include:

- Your name, door number and postcode
- Subject and Location

4.  **Free post check book**

Included in your welcome folder

5.  **Fax report**

01895 273636

6.  **In person**

Come to the reception desk at the Civic Centre, High Street, Uxbridge, UB8 1UW between Monday – Friday 8.30am – 5.30pm

7.  **Telephone**

01895 556000 Monday – Friday 8.30am – 5.30pm

A voicemail service is available outside these hours

If you have hearing difficulties please call

01895 277 730

*Cut here to pin me on your notice board*



# Street Champions

The eyes and ears of Hillingdon





**HILLINGDON**  
LONDON

## Street Champions fax report sheet

**To:** Customer Contact Centre

**From (name):** \_\_\_\_\_

**Re:** Street Champion Report

**Street Champion number:** \_\_\_\_\_

**Fax:** 01895 277082

**Fax:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Total pages:** \_\_\_\_\_

**Location**

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**Details of report/Work required?**

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**Comments**

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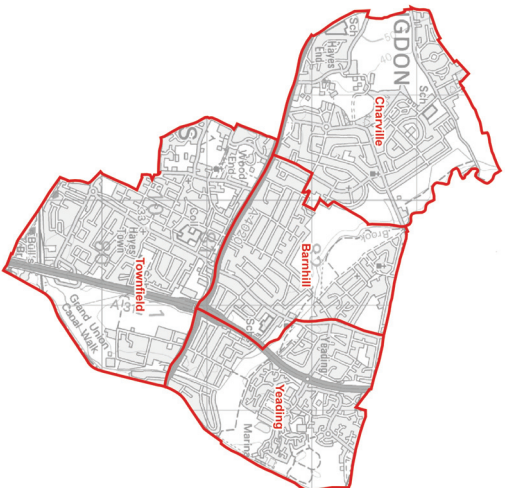
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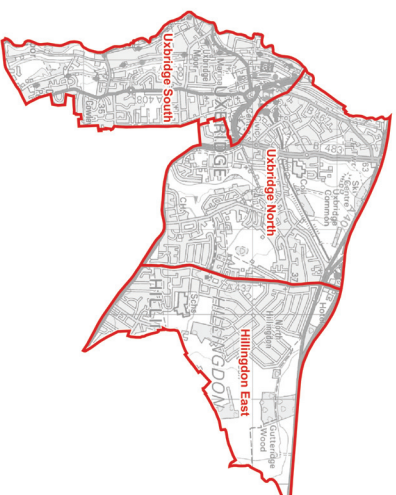
Harefield, Northwood and Ickenham locality area  
October – December 2007



Hayes and Yeading locality area  
January – March 2008



Uxbridge locality area  
April – June 2008



South Ruislip locality area  
July – September 2008



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Produced by London Borough of Hillingdon E&CP Map Research (October 2006)

For further information please telephone  
David Frost (Street Scene Locality Manager)  
on 01895 556247  
email [streetchampions@hillingdon.gov.uk](mailto:streetchampions@hillingdon.gov.uk)  
or visit [www.hillingdon.gov.uk/streetchampions](http://www.hillingdon.gov.uk/streetchampions)

# Could you be a Street Champion?

  
**Street Champions**  
The eyes and ears of Hillingdon



Work with us to make your community a cleaner,  
greener and safer place to live in.



**HILLINGDON**  
LONDON

Hillingdon Council working with our partners are committed to making the borough a cleaner, greener and safer place, but we would also like your help.

Some of our aims include:

- encouraging the public to play an active role in their local area
- building respect in local communities and to reduce anti-social behaviour
- enabling local people to have a greater choice and more influence over local decision-making
- encouraging communities to monitor the cleanliness and maintenance of local streets and parks
- reducing crime and the fear of crime.

## Get involved

If you are concerned about street scene issues in your area, or frustrated about crime and anti-social behaviour, then why not get involved and become a street champion.

We are inviting residents to register to become street champions in their local area as part of a borough-wide roll-out of the scheme.

Street champions act as the 'eyes and ears' of your local community and the commitment can be as little as much as you like – there aren't any set times or hours!

A street champion's role is to report concerns such as graffiti, abandoned cars, noise, damaged

pavements and anti-social behaviour to the council. Also it is to help us monitor the work the work our staff undertake. This allows the council to identify areas that need help and act upon the information provided.

Cllr Douglas Mills, cabinet member for improvement partnerships and community safety, said: "We need to establish concerns amongst local people and take action to address these problems quickly and effectively."

## Why become a Street Champion?

By becoming a street champion you can put something back into the community and help put things right. It's simple and easy; all you have to do is report any matters which you see to the council.

"Being a street champion makes you feel included in how things get done... when you see work done that you've requested, it makes you feel you're achieving something worthwhile." Denise, street champion in Hayes

Currently there are over 450 street champions in Ruislip, Eastcote, Northwood Hills, Hayes End, South Uxbridge and the Heathrow Villages areas. By Autumn 2008, the council aims to increase this number to 3,000 and establish Street Champion groups borough-wide.

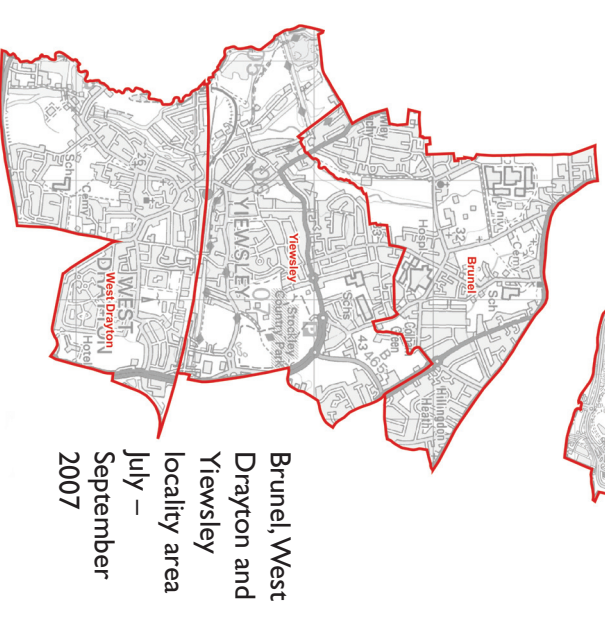
Cllr Sandra Jenkins cabinet member for the environment, said, "We'd like to carry on the good work we have already undertaken and hope that local residents will continue to take part."

## Future street champion areas

The street champions scheme is being rolled out across the borough on a phased programme that started with Ruislip, Eastcote and Northwood Hills in December 2006.

We are rolling out the scheme in the following locality areas by Autumn 2008.

Hayes and Harlington locality area  
April - June 2007



Brunei, West Drayton and Yiewsley locality area  
July – September 2007