

## **Residents' & Environmental Services Policy Overview Committee - Street Champions scheme: update on review recommendations**

**Contact Officers:** Alex Quayle / Helena Webster  
**Telephone:** 01895 250692 / 01895 277040

### **REASON FOR ITEM**

This item is included as an update on a previous review as scheduled in the Work Programme. The review recommendations were presented to Cabinet in November 2015 and there is now limited feedback on the changes made, with greater detail expected later in the year.

### **OPTIONS OPEN TO THE COMMITTEE**

**The Committee is asked to note the update on implementation of the recommendations of the Street Champions Review.**

### **RECOMMENDATIONS AGREED**

1. That the Cabinet Member considers whether Street Champions be contacted to be thanked for their invaluable contribution to the Borough to date and asked to re-register for the Street Champions scheme.
2. That, subject to recommendation 1, the Cabinet Member considers whether the process of re-registering Street Champions also be used to:
  - a. Encourage and offer support for use of the Online Self-Service reporting facility;
  - b. Ascertain whether those registering online would be willing for their contact details to be shared with their local Ward Councillors to encourage greater communication; and
  - c. Promote the Neighbourhood Watch Scheme.

Both recommendations 1 and 2 have been implemented, as evidenced in Appendix 1 - Thank You & Contact Update letter. This has also enabled

3. In order to provide a greater awareness amongst residents of how to report issues online and to increase the understanding of the Council response, that the Cabinet Member considers the introduction of public information sessions and tours of the Contact Centre available to all current Street Champions.
4. That the Cabinet Member asks officers to provide Ward Councillors with quarterly summaries of the key issues being reported by all residents in their Ward when making any contact with the Council.
5. That, subject to the outcome of the Feel Proud of Your Neighbourhood pilot, the Cabinet Member asks officers to consider offering further celebration and community building events for Street Champions to ensure that they feel valued for the important contribution they make to the environment of the Borough.

6. That, subject to the outcome of the Feel Proud of Your Neighbourhood pilot, the Cabinet Member asks officers to consider the diversification of the digital technologies used:
  - a. To make Street Champions aware of the digital tools available for them to better engage with their neighbours in the reporting of local concerns; and
  - b. How the Council could better communicate with volunteers to disseminate information relevant to their local areas.

## INFORMATION

1. Both **recommendations 1 and 2** have been implemented, as evidenced in *Appendix 1 - Thank You & Contact Update letter*. This has also enabled the Community Engagement Team to provide quarterly summaries to all Ward Councillors, as per **recommendation 4**. The most recent update for Q4 2015/16 was sent out on 12 April 2016.
2. **Recommendation 5** has also been implemented and two events have been held. One on 14 September 2015 for Street Champions in the south of the Borough (Hayes and West Drayton police areas) attended by some 106 Street Champions, Ward Councillors and guests. The other on 7 March 2016 focussing on the North and Uxbridge police areas attended by some 125 Street Champions, Ward Councillors and guests. These attendances have been much higher than in previous years following the re-registration and the renewed interest which this generated. See *Appendix 2 - Street Champion Event September 2015* and *Appendix 3 - Street Champion Event March 2016*.
3. In terms of **recommendations 3 and 6**, all on-line information has been refreshed with direct links to on-line reporting. The Community Engagement Team continue to look at ways in which we can make better use of digital technologies.
4. A more detailed update will be available later in the year from Helena Webster, Community Engagement & Town Improvements, should the Committee request it.