STREET CHAMPIONS
Guidance information

www.salford.gov.uk/streetchampions

Improving your neighbourhood IN Salford
First of all I would like to thank you for taking interest in becoming a Salford Street Champion.

If you choose to take on the role you will join a team of volunteers who give their time to tackle environmental waste and make communities nicer places to live.

The role is part of our drive to involve local people in public services. Since Salford Street Champions was launched in August 2013, they have helped to make lasting improvements in local areas and provided a voice so communities can be heard.

It is up to you how much time you choose to volunteer, but when you do we will try and act on your information as quickly as we can. Your reports will help us to prioritise our services to deal with what needs tackling most.

This city is full of proud people that make a positive difference for the lives of others. These people really do have the Sprit of Salford and I cannot thank them enough for all they do.

Once again a big thanks and thanks for helping to make our city a better place.

Paul Dennett
City Mayor
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As a Street Champion, your main role is to act as the ‘eyes and ears’ of your local area by reporting any environmental problems (such as those listed on page 7) to the council or other relevant agency as soon as possible.

This could be as simple as spending a few minutes a week reporting problems in your street or neighbourhood.

However, how much time you feel able to give is up to you. The only thing we ask is that you report any problems to the relevant agency (listed on page 10) as soon as possible.

In return, we promise to take action as quickly as we can and provide you with feedback so you are kept aware of what we are doing.

Other ways to get involved

Reporting problems in your local area is only one way to get involved. There are many other things you can also do in your community that doesn’t require a regular commitment. For example, as a Street Champion you could:

- Be a local point of contact for your neighbours and provide help and advice on things such as when to put bins out for collection or how they can report problems themselves.
- Do a spot of litter picking or organise a community clean up. We can even supply you with a free clean-up kit (See page 6).
- Distribute important information in the local community.
- Get involved in other community events or volunteering opportunities.

Speak to your Street Champion representative (see page 10) for more details.

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Dos AND DON’TS

It is important to remember that as a volunteer, there are some things you can and cannot do in your role as a Street Champion. Listed to the right are some common things to remember!

Do...

- Report problems to the correct agency (see page 10).
- Always treat people with dignity and respect.
- Respect people’s privacy.

Don’t...

- Enter private land or property (including gardens).
- Take pictures of people (unless they invite you to do so).
- Give inaccurate information or provide false promises.
- Be confrontational or act in any way that could be deemed as harassment, violent or threatening.
- Assume that you know what people want or need.
All volunteers participating in the Street Champions scheme are required to read and sign the Volunteer Agreement which sets out clearly what you can expect from us as a volunteer, and what is expected of you.

By signing the agreement, Street Champions are declaring that they will abide by the agreed code of conduct. Please refer to your Volunteer Agreement for more information.

Please be aware that Salford City Council reserves the right to reject new and existing volunteers who do not meet these requirements.

To help you in your work as a Street Champion, you will also receive the following support:

- Ongoing help and advice from your Street Champion representative (see page 8)
- Invitation to meetings to discuss local issues and meet other Street Champions.
- Optional litter picking equipment (see right).

Free clean-up kit

If you are interested in a more hands-on approach to keeping your neighbourhood clean and tidy, you can also receive a free clean-up kit that includes:

- litter picker
- gloves
- bin bags.

Speak to your Street Champion representative for more information.
Some of the most common types of problems that you can report in your role as a Street Champion include:

**Environmental**
- litter, including full litter bins
- missed bin collections
- dumped rubbish
- fly-posting
- graffiti
- dog fouling
- dangerous or overgrown trees
- faulty playground equipment
- noise nuisances
- pests
- abandoned vehicles

**Anti-social behaviour**
- problem neighbours
- yobbish behaviour
- people dealing and buying drugs on the street
- anti-social drinking
- the misuse of fireworks
- reckless driving of mini-motorbikes

**Streets and traffic**
- pot holes
- faulty street lighting and pavements
- parking
- blocked drains
- road markings
- gritting

**Non-council problems**
Sometimes, you may have information about a problem that another agency is better suited to helping you with such as those on land not owned by the council.

Listed below are some of the most common examples of issues that cannot be dealt with by the council. In any of these cases, we ask that these are reported directly to the relevant agency detailed under useful contacts on page 10.

- smells such as gas, smoke, petrol or sewage
- motorways
- waterways and rivers
- utility works
- gas leaks
- damaged BT telephone boxes
- bridges
- faulty traffic signals
How do I REPORT A PROBLEM?

Online

The best way to report a problem to the council is by logging in to your Single Customer Account (SCA) at:
https://youraccount.salford.gov.uk

This way you can also see if the problem has already been reported and track the progress of your requests.

If you do not have a SCA, you can still report problems online at:
www.salford.gov.uk/reportit

By phone

You can also report a problem by calling:

0161 793 2500 for environmental, anti-social behaviour, streets and traffic.

When reporting an issue by phone, please ensure you identify yourself as a Street Champion so you can receive regular updates on the progress of your report.

Are you a Salix Homes, City West Housing Trust or Pendleton Together tenant?

If you are a Street Champion in a Salix Homes or City West Housing Trust area, please report any of the above problems direct to them in the following ways:

Salix Homes
Tel: 0800 218 2000
Online: www.salixhomes.org
E-mail: enquiries@salixhomes.org

City West Housing Trust
Tel: 0300 123 55 22
Online: www.citywesthousingtrust.org.uk/contact-us
E-mail: hello@citywest.org.uk

Pendleton Together
Tel: 0300 555 5567
Online: www.pendleton Together.co.uk/contact-us
Email: enquiries@pendleton together.co.uk
Street Champions representatives

For information about the Street Champion scheme, please contact your Neighbourhood Management Team representative below:

Claremont/Weaste and Seedley
0161 603 4091

Broughton, Kersal and Irwell Riverside (East Salford)
0161 603 4273

Barton, Eccles and Winton
0161 603 4290

Irlam and Cadishead
0161 603 4290

Little Hulton and Walkden
0161 779 8070

Ordsall and Langworthy
0161 603 4091

Swinton and Pendlebury
0161 603 4273

Worsley, Boothstown and Ellenbrook
0161 779 8086

Alternatively please visit our website and contact us using the online form at: www.salford.gov.uk/streetchampions

Other agencies

To report abandoned vehicles, unauthorised use of vehicles and non-emergencies call Greater Manchester Police on 101.

To report smells relating to smoke, chemicals or petrol call Greater Manchester Fire and Rescue on 0161 736 5866.

To report damaged motorways and motorway bridges call the Highways Agency on 08457 504030.

To report smells from landfill sites, river or water pollution call the Environment Agency on 0800 807060.

To report damaged railway bridges or litter on embankments call Network Rail on 08457 114 141.

To report sewage smells, burst water mains or water leak call United Utilities on 0845 746 2200.

To report power outages call Electricity North West on 0800 195 4141.

To report faulty or damaged telephone boxes call BT on 0800 661 610.

To report gas leaks or smells call the National Grid on 0800 111 999.

To report faulty traffic signals call GM Urban Traffic Control on 0845 600 1220.
What is the aim of the Street Champion scheme?
The main aims of the scheme are to:
• improve the quality of the local environment
• make lasting improvements to local areas
• make Salford a cleaner, greener and safer place.

Can anyone be a Street Champion?
Anyone who lives or works in Salford, aged 16 and over is eligible to become a Salford Street Champion.

Do Street Champions get preferential treatment?
Any problems reported by Street Champions are not treated any differently to anyone else. However, Street Champions can receive additional feedback when reporting problems to the council.

How often should I report problems?
Street Champions can report as many different issues as often as they like.

How do I find out what has happened to my report?
Street Champions will receive feedback on request depending on the issue reported.

Will I meet other Street Champions?
Yes, we will be holding meetings where you’ll get the chance to meet other members, share your experiences and provide any feedback you may have.

How can I stop being a Street Champion?
If you no longer wish to be a Street Champion, please call 0161 925 1094 or email streetchampions@salford.gov.uk and we will remove you from our records.