

Street Monitor Gathering

11 Feb 2008



Easton Community Centre, Kilburn Street

Attended

Alexa Tamsitt
Greg Stanton
Hannah Purbrick
Hayley Martin
James Carpenter
Janet Deverell
Jayne Woods
John Richfield
Julie Perkins
Karen Whitaker
Manzoor Unar
Morowa Selassie
Nicky Mackler
Pauline Burrows
Robin Beecroft

Representing

Grounds4Change
Street Monitor
Street Monitor / Easton Community Partnership Resident Rep
Street Monitor
Street Monitor
Street Monitor
Resident
Street Monitor / Easton Community Partnership Resident Rep
Easton Community Partnership - Facilitator
Grounds4Change
Street Monitor
Street Monitor
Street Monitor
Street Monitor
Street Monitor

Apologies

Daria Hamilton, Hilary Howard, Donna Cross, Mary Nicholls, Tom Aggett, Richard Steel

Welcome & introduction

Karen welcomed everyone and went through introductions

What's been achieved?

- Up to 36 street monitors are now covering 53 roads
- Residents in the Easton area are still reporting more problems to customer services than in any other area of Bristol. In December 1037 calls were made to customer services from BS5. Around 100 of these calls are being made each month from street monitors.
- Robin got the prize for most calls made to Customer Services - 51 between Oct and Dec07!

Group work

We split into groups to answer 3 questions about how things are going in the street monitor scheme:

1. What successes have you had as a street monitor?

'Wearing a street Monitor jacket when SITA are doing the bins mean they go back in the right place!'

'Chaplin Rd - alleys near the electricity station were completely cleared – previously not cleared for years. Took one phone call'.

'Customer Services rang with feedback on how they were dealing with tyres under M32'.

'Have got direct numbers of Rawnsley House caretakers cleaning team which means I get a fast response'.

'Graffiti removal – removed within 5 working days'.

'Pleased at response from Council – in a couple of days – Clayton St Park. Lesson: Phone in, get reference number'.

'Fast response from Environmental Health visiting properties with rubbish in front gardens'

'Skips and clean up days. How often could we have a clean up? Recommended area for Clean up: Easton Rd'.

'One Street Monitor has pulled in others to cover nearby patches on an informal basis'.

'Great street cleaning'

'Reported flytipping generally collected within 48 hours'.

2. Where are you getting stuck?

'Interdepartmental communication and follow up e.g. obstructions such as builders mess on road being picked up by highways'

'Cost of calls'

'Drug dealing on street – stay anonymous on these roads'.

'Wearing Street Monitor fleece and recording problems on pad in the open – have had abuse.' (This is not advocated unless you feel safe in your area and wish to promote your presence/the scheme. Street monitor fleeces/t-shirts are used more frequently for giving legitimacy to a group of residents engaged in litterpicking type activities to give legitimacy/promote scheme and this has resulted in a lot of positive feedback.)

'The days after wheelie bin collection day, the streets are messy. Also the day after black box collection day there is more litter around.'

'Time consuming logging all data on calls'

'Small traders dumping'

'Takeaways and shops should be responsible for litter within, for example 75 yards radius'

'Cycle path, poor response from parks'.

'Bus stops – overhanging vegetation, some has been cut back but not completed'.

'Constant presence of litter on certain streets, especially roads where there are shops, cafes and takeaways'.

'Bulky waste collection – 1 pick up free but £15 collection only possible every 3 months'.

'Service providers have become lax and given poor service, managers and directors need to call providers to account'.

'Rubbish in front gardens' 'Front garden schemes like St Pauls please'

'Pocket parks have been allowed to deteriorate'

'What happens when Neighbourhood Management gone? How is work continued including fortnightly service provider meetings?'

3. Comments on the scheme over all

'It makes me really feel part of the community'. From an Easton resident of 12 years

'It makes a difference'

'Its cleaner than parts of Clifton' – meeting on Rawnsley estate, comment made by Clifton resident.

'The Street Monitor scheme makes services accountable, because it is checked'.

'If you do make yourself known you're making other people in the street grateful and take more responsibility themselves'.

'The Street Monitor scheme is changing peoples perception of Easton and it's residents and changing the attitude of city council officers'.

'Great scheme as it makes people think about things'.

Group Work: Related Feedback / Actions

- The Environment Task Group will continue every month and hold service providers to account / help develop service delivery locally. They may take on fortnightly meetings with service providers.
- Takeaway litter problem to be taken to the Environment Task Group
- Recommend Easton Road for next clean up – pass to shine project
- Environmental health will visit front gardens with rubbish in about 48 hours to assess whether enforcement action can be taken (needs to attract rats e.g. food waste)
- Reducing the cost of calling Customer services - e-mail option, use phone at a cheaper time of day or if you/neighbour has a call package allowing free calls. Jim Carpenter also offered to make calls on behalf of people.
- Who owns the land rubbish is on affects how long it takes to get removed. While it is customer services job to find this out, sometimes you can progress cases more quickly if you know who owns the land. Contact John Richfield (street monitor with access to

land ownership database in council or Terriors team (!) via the council switchboard to find out ownership.

- When reporting problems with lampposts remember to give lamppost number and name of street.
- Call bus shelter company if foliage overhanging them as it will be covering their ads and they will be straight out to prune it!
- Parks enquiry line – not the best customer service. Solution here has sometimes been via direct contact with parks manager managing cycle path maintenance.
- If you see something on a street covered by another street monitor feel free to ring anyway as some street monitors may be away or not able to call everything in.
- Bulky waste collection for those who do not have transport, ask neighbours to club items together if you do not have 3 items to take away. You can also bundle things together into one big bag and this would count as one item.
- If streets are especially messy you can ring up and request an extra clean.
- Do you know about the SHINE project? This is a 3 month pilot project being run by resident volunteers befriending/educating residents with rubbish problems in their front gardens and removing the rubbish. David Ducker is the main contact on: **shine_easton@yahoo.co.uk** with referrals.

What happens next?

- Funding is ending for Karen and Alexa's posts in 2 weeks time.
- This means that street monitors will no longer have to fill out log forms for them but further systems are being put in place so there are still other people available to support street monitors (namely the Environment Task Group).
- The free call number 0800 848 8438 will probably cease given the funding cuts.
ACTION: John to bring this up in the Environment Task Group Mini Meeting on Monday and look at future options for funding it.
- Karen handed out some handy contact lists:
 - (1) Useful groups in Easton to link to / get support from
 - (2) Contact details of the Easton Community Partnership members – your local resident rep is there to represent your views on this board with service providers
 - (3) Most frequently used phone numbers for council (environmental type) services

ACTION: Hannah's telephone number to be added to the ECP contact sheet (902 0993)

What support will be available?

Manzoor and Hayley have kindly offered to act as volunteer coordinators for the street monitor scheme. Their roles will be largely one of holding information including:

- List of roads covered by street monitors
- Opt in contact list (mainly email) so that information can be circulated about events etc
- Spare street monitors fleeces and t-shirts for any community litter picks/events
- Supplies of leaflets e.g. black box recycling, bulky waste collections – please arrange to get a pile if you wish to deliver them to neighbours or order your own from 922 3838

- Hold a key contact list with direct phone numbers and emails of council staff who can help with specific issues e.g. housing / parks / waste & streetscene
- E-mailing/phoning all street monitors about forthcoming socials or environment task group meetings focusing on street monitors
- Sometimes attend the Environment Task Group to feed in progress / sticking points as noted on the street monitor website for the group to action
- Put street monitors in contact with each other if people keen to exchange contact details

PLEASE NOTE: It will not be the role of these coordinators to chase up issues other street monitors cannot get resolved as this can become a full-time job in itself. The best way to get help and advice from other street monitors will be through discussion in the street monitor website or via another street monitor you have swapped numbers with.

ACTION: James has also offered to set up a method for street monitors to communicate with each other via posting notes on a website.

NEW STREET MONITOR WEBSITE:

<http://westillhere.com/street/index.php>

ACTION FOR ALL: Visit this site to register (create a username e.g. fred and a password) so that you can log in and see what other street monitors are up to, get some good tips and find out about forthcoming meetings or events.

ACTION: Manzoor attending the Environment Task Group Mini Meeting – Mon 18 Feb, 6pm, Easton Community Partnership Office (276 Stapleton Rd)

ACTION: Hayley attending next Environment Task Group, Weds 12 Mar, 6pm, Lower Hall Room, Muller Hall, Seymour Road

ACTION: Karen to arrange for future Environment Task Group meeting to focus on and invite all street monitors

Easton Notice boards

The following residents (mostly street monitors) are updating their local noticeboards. This information is also posted on the street monitor website.

Key No.	Location	Monitor
1	Stapleton Rd near mouth of Walton St	Greg Stanton
2	Easton Rd opposite Silai for Skills	Morowa Selassie
3	Main entrance of Lansdowne Court	John Harris
5	Lawrence Hill Roundabout nr Barrow Rd	Christina Crossingham
6	Wade St	Jill Dyer
6	Bottom of Church Rd near Lawrence Hill roundabout	Christina Crossingham

8	Goodhind St opposite Clark St	Bob Blackmore
10	Rosemary Lane	Fred Miller
11	Bellevue Rd opposite Greenbank Pub	Sally Reay
12	St Marks Rd in front of St Marks Church	Hannah Purbrick
13	Roman Rd Park	Manzoor Unar
14	Cycle Track – being moved to Bloy St?	REMOVED
16	Seymour Rd	NO UPDATER YET
17	Stapleton Rd Job Centre Plus near Lickin Chicken	Pauline Burrows
18	Stapleton Rd in front of Leisure Centre near Thrissell St	Greg Stanton

Street Monitor – Promotional Clothing

Street monitors helped themselves to t-shirts and fleeces promoting the scheme. Please note however, the phone number on the jacket will become inactive at the end of March.

ACTION: To order a top please contact Karen before Fri 22nd Feb.

Forthcoming events

St Pauls Street Ranger social

Thurs 28th Feb, 7.30

Miners Arms, St Werburghs

The Street Rangers are looking for enthusiastic speaker(s) to come and talk about the Street Monitor scheme in Easton. This will take place from 7.30 – 8.30 at the Miners Arms, St Werburghs and will be followed by the skittles match at the Duke of York, St Werburghs from 8.45pm. **ACTION: James hopes to make this event and share experiences/top tips from being an Easton Street Monitor.**

Environment Task Group

Weds 12 Mar, 6pm

Lower Hall in Muller Hall, Seymour Road

A monthly meeting where local residents talk with local environmental service providers and help influence and improve the way local services are run as well as organize and promote local environmental activities.

'Introduction to Transition Easton'

Tuesday 26th February, 7.30-9.45pm,

Baggator Youth Centre, The Pickle Factory, All Hallows Road

This event will look at what other local environmental/sustainability groups are doing/support networks. Their vision is to involve all sections of the community in using their skills and creativity to develop "A thriving, inclusive, resilient, sustainable Easton that has successfully transitioned to a low-carbon way of life." All welcome and food will be supplied.

Please RSVP to transitioneaston@yahoo.co.uk