

Cleanest-ever streets in H&F – according to independent assessment... But we still expect better

8 December 2016

The streets of Hammersmith & Fulham are the cleanest they've ever been. That's the finding of a recent independent survey by environment quality experts WYG.

The latest street cleanliness survey results have shown that less than one per cent of the borough's roads fell below acceptable standards during August to November this year. That compares to 18 per cent back in 2007.

The fantastic news comes as Hammersmith & Fulham Council launches a huge new crackdown on rubbish dumping and street litter by appointing a Street Czar.

"This independent assessment shows our work to drive up standards is paying off, but we expect much better and we're determined to deliver even cleaner streets," said Cllr Wesley Harcourt, H&F Cabinet Member for Environment, Transport and Residents' Services.

"That's why we've employed a new 'Street Czar' who will be dedicated to working with our residents in the community, to hear their concerns and ensure their issues are dealt with quickly and efficiently.

"Our residents care and are passionate about the appearance of their neighbourhoods. We want to show them we care too."

Our new Street Czar

The new Street Czar, Andy Stocker, will dedicate much of his time to working out in the community, meeting local residents, business and organisations, to hear their concerns, predict trouble spots and give people swift, efficient resolutions. He's also a local resident from Fulham, so knows the borough well.

"Our residents are great at getting in touch to let us know about litter or dumped rubbish, but until now, they've never had a human face to deal with. That's where I come in," said Andy.

"We're not a faceless bureaucracy. We want to work with our residents, so I will be their first point of contact and can't wait to get started with them on getting our streets spotless."

Andy will also be making better use of digital technology to help ensure we tackle issues quickly and effectively and keep our residents satisfied.

Local residents are getting involved

Patrick McNab, from Avonmore Residents' Association, is working with the council to see how residents can help clear up mess in his neighbourhood.

He said: "The council has committed staff who work each day to make Hammersmith & Fulham a cleaner, greener borough."

"The council has also made it very easy for residents to take an active part in keeping the borough clean by providing the [H&F Report It app](#). Any resident using the camera on their phone may take a picture of the problem and report it to the council in less than two minutes"

Working with you, for a cleaner borough

We are going to raise our responsiveness to street cleaning to a new level. We will be more proactive, swifter and more effective.

The new campaign for spotless streets will:

- Work closely with you to understand your problems and provide solutions
- Identify and tackle dumped rubbish 'hot spots'
- Quickly remove dumped rubbish and other mess
- Engage with you in person and on social media when issues arise
- Monitor our waste contractors Serco to ensure minimum standards
- Maximise use of digital technology to tackle environmental street issues.

To report any environmental issues, you can download and use our [handy Report It app](#).