

# TIDY OLDHAM

## Residents can now use their camera phones to send pictures of grot spots direct to the Council

Tidy Oldham is a new service managed by Oldham Council's Street Scene which allows residents to upload publish photos of anything blighting their neighbourhood on a website [www.tidyoldham.co.uk](http://www.tidyoldham.co.uk) This can include litter, graffiti, fly tipping, dog mess and even abandoned vehicles. Once a problem has been reported, Council officers are able to let the resident know when and how it has been resolved by sending a text message or email. It is also possible for anybody to track progress through the website as 'before and after' photos of each grot spot are displayed. Everyone sending a photo can receive an acknowledgement from the Council by text message, within 24 hours, if requested.

The site works using the latest digital technology licensed with Mediaklik. Oldham Council is only the second local authority to use the complete application. Hand held technology through enhanced digital cameras is carried by the Council's Street Scene staff and some other participants. With the help of a global positioning feature, they can pinpoint exactly where the site is, when it was reported and what resources are involved or needed.

Tidy Oldham has developed as a valuable tool helping both residents and street cleansing staff keep the Borough clean. Since it went live in Spring 2007 there have been:-

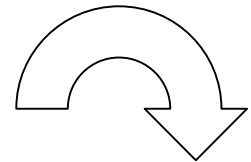
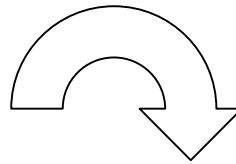
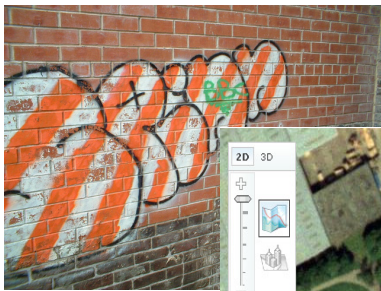
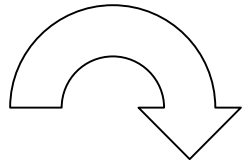
- Over 160,000 hits on the website
- A growing number of registered users (more than 140 registered including 30 staff from Greater Manchester Fire and Rescue Service)
- More than 300 incidents dealt with and recorded
- Selected fire/rescue emergency vehicles equipped with cameras to record incidents



It is also possible to download images from any digital camera on to a lap-top computer and then use your email to report the issue on [street.scene @ oldham gov.uk](mailto:street.scene@oldham.gov.uk) Many people are also using their phones to send an MMS message



**Tidy Oldham couldn't be easier to use. Here, the image of graffiti on a brick wall was sent via an XDA phone. The Mediaklik software added an aerial photograph to show the exact location so the Council's specialist contractor could deal with it direct. He sent the 'after' shot back to the website to show the job had been completed.**



Save Changes  Job Complete 24 May 2007

Name/ID:

Created: Tuesday 22 May 2007, 02:14

Category:

Address Line:

Area:

PostCode:

Oldham



**Tidy Oldham is changing the concept of reporting problems and dealing with them in a timely and cost-effective way. We can say... 'you said and we did' and be sure that the job has been done. It is easy to refer pictures across to other departments within the Council - for instance the Environmental Action Unit and their enforcement officers. The Council's partners – First Choice Homes Oldham and Greater Manchester Police are two examples – will be looking at how they can link with Tidy Oldham to improve their services at a local level.**

**Council Website: [www.oldham.gov.uk](http://www.oldham.gov.uk)**

**Telephone Street Scene: 0161 770 4434**

**Email and MMS: [street.scene@oldham.gov.uk](mailto:street.scene@oldham.gov.uk)**

**Pictures send to: [www.tidyoldham.co.uk](http://www.tidyoldham.co.uk)**