

## **DRAFT**

### **Birkenhead Street and surrounding area Community Conversation 16<sup>th</sup> January 2018**

#### **Follow Up Meeting & Partnership Action Plan**

**This is a live document and will be updated regularly and shared with the community**

#### **Introduction:**

This Action Plan has been developed to inform the community what the Partnership is doing to address the concerns raised at our Community conversation on 16<sup>th</sup> January 2018.

We are looking at each issue of concern raised by the community and trying to understand them from the community's perspective so that we can seek to address them in a way that will meet your needs.

We will also work together with colleagues and Partners to find ways of improving the environment for example, pruning trees and bushes that can sometimes allow the opportunity for antisocial behaviour (ASB) to take place and in some cases will seek support from the community by way of asking you to report these issues when they occur. This will enable us to deal with the concerns quickly.

Some of the problems require longer-term solutions and we will continue to work with our partners and community members to look at ways of taking these forward, please let us know if you have any ideas in this regard.

Where there has been reports about individual cases of ASB/Crime officers the appropriate agency will investigate and work with and support the people involved and the community, making referrals to specialist agencies and exploring the use of legal interventions where necessary.

The Action Plan is a "live" and "working" document, which means that it will change and develop over time as circumstances change and new ideas are agreed. Please let us know the impact of the actions that have happened since the Community Conversation in January and if we need to do things differently. The community's feedback is very important going forward as we need to know what is working well and what needs to change to address current concerns or any other future concerns that may arise. We will organize a follow up Community Conversation to assist with this process.

You asked	We are doing	Lead Officer/ Teams	Target Date	Progress Update
<p>Tackle the youth disorder being experienced on Riverside estate. This includes anti -social congregations, spitting, graffiti, swearing and intimidation.</p>	<p>Re-launching Housing Patrol in January 2018 which is now called Responsive Security Patrol.</p> <p>A resident representative from the DMC area will be invited to join the contract steering group.</p> <p>CCTV monitoring request to be progressed</p>	<p>Deborah Pyne Paul Fairman Stephen Smith Responsive Security Patrol (formerly known as Housing Patrol)</p>	<p>3 months</p>	<p>New Housing Patrol contract launched on the 8<sup>th</sup> Jan 2018</p> <p>CCTV monitoring request for Riverside estate have been in place.</p> <p>The Responsive Security Patrols (RSP) are responding quickly to calls from residents.</p> <p>Please report ASB as soon as it occurs and let us know how we are doing.</p>
<p>Increase levels of street presence resourcing available in Kings Cross</p>	<p>Additional investment has been put in place to deliver new hotspot teams working at entrenched hotspots across the borough including Kings Cross</p>	<p>Guy Arnold David Lovell Tamara Young PC Mick O'Grady</p>	<p>12 months funded project</p>	<p>Levels of ASB have been reduced in Kings Cross while take up of service offers have improved among street base cohort.</p>
<p>Support the community in establishing a Riverside estate TRA</p>	<p>The Council are working with a community member to kick start a local TRA</p>	<p>Hugh Boatswain Joan Ronan Momtag Monaf Paul Fairman</p>	<p>3 months</p>	<p>Please let us know how we can assist further with this.</p>

Improve the collection of waste and re-cycling on Riverside estate and address the current issue pest infestation	Improving the reporting of issues and engagement with Environment Services	Matthew Lane	3 months	<p><b>The information on how to report issues has been circulated to attendees:</b></p> <ul style="list-style-type: none"> <li>- 'Clean Camden' user friendly App – available on all major app stores</li> <li>- Phone: 020 7974 2202</li> <li>- Email: <a href="mailto:uk.veolia.waste.oc.camden.mailbox@veolia.com">uk.veolia.waste.oc.camden.mailbox@veolia.com</a></li> </ul>
Tackle the issue of irregular parking and parking contravention on Riverside estate	Target the estate to address the parking issue	Andy Foster Luke Ellis Sharon Calvey	3 months	Please let us know more about the problems that are taking place.
<p>Improve the frequency and visibility of Police patrols in the ward particularly from 1600 onwards.</p> <p>Target the localities Of Wicklow St, Britannia St and St Chads Place and work with the community to identify “design out” options.</p>	The Neighborhood Policing team are working with the Community at SNP to better meet their needs	Sgt Dean Kirby	Ongoing	<p>The Police have been prioritizing high risk locations with the resources available, this includes improving Police presence after 1600</p> <p>Please let us know if this has made a difference.</p>
Enhance the civil enforcement powers available to Council patrol officer	The Council has begun work to accredit patrol officers with additional enforcement powers	Stephen Smith Deborah Pyne Guy Arnold Michael Hrycak	4 months	Let us know what powers you think it would be useful for Council officers to have.
Work with the community to re-design and improve	Parks and Open Spaces are developing	Gabi Howard Joe Lewis	12 months	Public engagement event planned for Saturday 10 <sup>th</sup>

<p>the Argyle Square green space for all users and help reduce the persistent ASB being experienced.</p>	<p>proposals to re-design the green space and the amenities and are engaging the friends group and local stakeholders to take this forward</p>	<p>Paul Fairman</p>		<p>February 2018. Initial proposals from the project team for re-design of AS to be shared with community.</p> <p>Community Safety to help assess the initial ideas in terms of design out crime aspects. We are continuing to work with the community on the key features of this project. The aim is to improve Argyle Square to make it more welcoming, attractive and encouraging positive use by the local community via our Green Space Investment Program. We will approach it in a phased program from Autumn 2018. Works will include:</p> <ul style="list-style-type: none"> <li>• improved site lines</li> <li>• removing the old outdoor gym and play equipment</li> <li>• upgrading the basketball court surface, and equipment</li> </ul>
<p>Improve community relations between St Mungo's hostel in Birkenhead St and local residents</p>	<p>BSH Community Council Meeting (CCM) to be sustained and Community Conversation reps to be invited.</p>	<p>Kate Tebbet Joe Lewis Caroline Birchall Guy Arnold</p>	<p>6 months</p>	<p>St Mungo's have improved their responsive to concerns generated by hostel residents. Measures have included improvements to building security and locality management. St Mungo's have</p>

	<p>To work with St Mungo's along with other local hostels to refer their residents to Camden's Green Gym (Volunteering for Health and Wellbeing) and look for opportunities for a local "putting down roots" gardening project.</p>			<p>also applied sanctions to hostel residents where they have been involved in issues in the near community. Please let us know if you would like to be involved in the Community Council meetings run by the hostel.</p>
<p>Tighten the planning and licensing regime to reduce the impact of slot machine rooms and betting shops especially when concentrated in a small area. While accepting that some members of the community use them, they are generally seen as negative by the wider community.</p>	<p>Camden's Policy guidelines state: "The number of betting shops, pay day loan stores and pawnbrokers has increased in Camden. The Council considers that a proliferation of these uses could damage the character, vitality and viability of town centres. The Council will therefore monitor the number and impact of betting shops, pay day loan stores and pawnbrokers over the plan period and</p>	<p>Bethany Cullen</p>	<p>ongoing</p>	<p>Please let us know any other actions you think would help reduce the impact of these premises.</p>

	consider whether evidence shows there is a need to introduce limits in such uses in the future”			
Increase the level of enforcement intervention with off Licenses in the ward which are allegedly selling high strength alcohol to inebriated customers	Target off licenses in the ward	Darren Petford	3 months	<p>“Reduce the Strength” has been successfully rolled out to the majority of off licenses operating in the borough of Camden.</p> <p>Enforcement measures have been progressed for those premises consistently flouting the law.</p> <p>Please let us know any other actions you think would help reduce the impact of these premises.</p>
Improve the response to discarded drug paraphernalia and needles caused by drug use and ensure the community are made aware of how to report drug related detritus, particularly Derby Lodge, Wicklow St, Britannia St and local environs.	Increase the awareness of the service available and how to report.	DART team Safer Streets Team		<p><b>Our Drug Action Response Team (DART) will remove discarded needles and other drug paraphernalia from the public highway and external areas of Camden estates free of charge within 24 hours of reporting. There is a charge for removal from private property to recover the costs for staff and materials. We also need consent from the owner. Discarded drug paraphernalia can be reported</b></p>

				<p>through the following channels;</p> <ul style="list-style-type: none"> <li>- 'Clean Camden' user friendly App – available on all major app stores</li> <li>- Phone: 020 7974 2202</li> <li>- Email: <a href="mailto:uk.veolia.waste.oc.camden.mailbox@veolia.com">uk.veolia.waste.oc.camden.mailbox@veolia.com</a></li> </ul>
Improve the experience of blind and visually impaired people visiting the ward by means of coded pathway and enhanced signage	Explore co-design opportunities arising from the Camden Community Impacts/ links to supporting people in the community priority	Rachel Kelly Richard Hunte		Please let us know if you have any ideas or suggestions that would assist with this.
Improve the signage close to the transport hubs to create a welcome for tourists and visitors to the ward. Include signage which helps reduce opportunistic crime like phone snatches	Raise with British Transport Police and Network Rail Assess what is working well in other boroughs	Network Rail BTP Guy Arnold Tim Tubbs (BTP)		Please let us know if you have any ideas or suggestions that would assist with this.
Promote the work of charities working with street population in the ward. The Xmas meal event on the station	Discuss further the opportunity with the Community Partnership Hub and consider raising with the Faith	Francis Conolley Guy Arnold		Local charities in the ward have been working together with our commissioned outreach team to improve the level of engagement with females

<p>concourse is seen as a good example of this.</p>	<p>Leader Forum for example</p>			<p>involved in street activity and diverting them away from harm.</p> <p>Please let us know if you have any ideas or suggestions that would assist with this.</p>
<p>Improve how the Council measures rough sleeping in the borough in ways which directly engage the experiences of those communities impacted by rough sleeping</p>	<p>The Council has revised the methodology and frequency of street-counts and hotspot counts which will be conducted on at least a twice yearly basis.</p>	<p>Guy Arnold Tamara Young</p>		<p>Street-counts will take place in September 2018, November 2018 and January 2019.</p> <p>Please let us know if you would like to be involved with this.</p>