

Surma Centre Community Conversation Partnership Action Plan - September 2017

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 28th September 2017.

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 September 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.

Issue/ Concern	Actions	Lead Officer/ Teams	Target Date	Progress Update
<p>You asked:</p> <ul style="list-style-type: none"> To address your concerns around clients using the Margerete Centre to get their prescriptions then going onto the neighbouring residential areas and causing ASB including supplying/dealing drugs to other street active people. 	<p>We will:</p> <ul style="list-style-type: none"> Speak to the management of the Margaret Centre. 	<p>Guy Arnold – Community Safety and Emergency Management Service (CSEMS)</p>	<p>Long term</p>	<p>We are doing:</p> <ul style="list-style-type: none"> CSEM are working with substance misuse commissioners and with the clinical lead at South Camden Drug Services (the Margerete Centre) in order to: <ol style="list-style-type: none"> 1. Improve the coordination between the drug service and the Safer Streets Team, particularly focusing on service users who are street active and rough sleeping. 2. Reduce the impact that service users are having on the local community,

				particularly in relation to those accessing treatment who then congregate before or after appointments.
<p>You asked:</p> <ul style="list-style-type: none"> About the increase in Rough sleepers in the area: Hampstead Road Everton Mews Drummond St – including George Mews, Exmouth Mews, Tolmers Sq & North Gower St. 	<p>We are & will:</p> <ul style="list-style-type: none"> Joint Patrols are already taking place in the area to address the issues and the Street Services Team (SST), the Police and the Community Presence Officers are working with individuals to encourage them to take up services where possible. 	<p>The joint patrols will continue by the Police, Council Patrols and specialist outreach service (SST) David Lovell – Community Presence officer, Tamara Young – Head of SST, Matt Casey – Met Police If there is a location with street activity taking place including begging and rough sleeping, then we would advise notifying the SST by using the Safer Streets App or contacting them by phone/email directly</p>	<p>Long Term</p>	<p>We are doing:</p> <ul style="list-style-type: none"> As a result of the increase reports of rough sleeping and street based activity a Hot Spot Team was created in December 2017 to address these issues. The Hot Spot Team consists of specialist officers from the Police, SST & Community Presence Officers. Since the targeted work has been carried out by the Hotspot Team there has been a reduction in the number of rough sleepers on the ward by approximately one third. Please let us know if the work carried out by

		so the area can be targeted immediately by specialist workers.		the Hot Spot Team has had an impact on the rough sleeping issue.
<p>You asked:</p> <ul style="list-style-type: none"> • There is currently no CCTV on Everton Mews and residents have reported that drug dealers/users use the area to supply and take their drugs. They feel CCTV would be deterrent. • The Prince of Wales Passage leading to Everton Mews is also a problem where people often park their cars making it hard for to use the walkway. 	<p>We will:</p> <ul style="list-style-type: none"> • Explore the viability of temporary CCTV in the Mews. 	<p>Stephen Smith – Property Management</p> <p>Parking</p>		<p>We are doing:</p> <ul style="list-style-type: none"> • Property Services are carrying out a survey of all the CCTV in the borough and as part of this survey they will be looking at this area • Please let us know what other actions could reduce the need for CCTV?
<p>You asked:</p> <ul style="list-style-type: none"> • Gating to be installed on George Mews due to the constant traffic of people using it as a thoroughfare and using drugs in stairwells and in public. 	<p>We are & will:</p> <ul style="list-style-type: none"> • Have a walkabout with residents to look at the problematic areas. 	<p>TRA, Housing</p>	<p>Long Term</p>	<p>We are doing:</p> <ul style="list-style-type: none"> • A walkabout happened, with residents and Council officers. It was agreed to find out if planning permission would be

				<p>granted before looking at funding options.</p> <ul style="list-style-type: none"> Please let us know what other actions could reduce the need for CCTV?
<p>You asked:</p> <ul style="list-style-type: none"> Youth ASB/loitering on some parts of the estate causing a nuisance. 	<p>We are & will:</p> <ul style="list-style-type: none"> The local SNT, Community Presence Officers and Responsive Security Patrols have been carrying out patrols to deter and help with identifying these young people. 	<p>Regents Park SNT, Community Safety, Youth Services & Stephen Smith - Head of Security</p>		<p>We are doing:</p> <ul style="list-style-type: none"> The patrols are continuing and a number of young people have been spoken to about the impact that their behaviour is having.