

Regents Park Community Conversation – October 2019

Meeting Follow-up and Partnership Action Plan

Achievable Outcomes

You asked	We will do	Lead Officer / Teams	Target Date	Progress update
<p>You fed back: The shrine on Munster Square is leading to large numbers of young people gathering late into the night with associated ASB issues.</p>	<ul style="list-style-type: none"> • Following consultation, remove the shrine on Munster Square. • Work with young people to find alternative ways of remembering the victim – and ensuring they have support for their grief. • Carry out ongoing follow up work with young people to address their wider concerns and increase multi- agency patrols, which balance engagement and enforcement. • The Council and the Police will gather intelligence/ evidence during their patrols in case we need to use legal enforcement to stop the ASB/ Crime. 	<p>Detached Team from Youth Services, Community Safety, Camden Council Hotspot Team and CPO team.</p> <p>Supported by Voluntary Sector groups.</p>	<p>Review March 2020</p>	<p>Although the original shrine was removed on 10th October 2019, there has been ongoing re-creation of the shrine.</p> <p>Discussions are ongoing for the permanent removal of the shrine through constructive dialogue with young people, the wider community and the police.</p> <p>More patrols are in place and we are using CCTV to monitor the situation and to address concerns.</p>

<p>You fed back: The congregation of young people in Munster Square around the shrine has highlighted the need to provide targeted support for young people who are congregating around the shrine.</p>	<ul style="list-style-type: none"> • Develop a coordinated approach between Community Safety and Youth Services teams to ensure support is available for those that may need it. • Consider issues around safeguarding of vulnerable groups who may be targeted and exploited. 	<p>Community Safety/ Youth Services</p> <p>Supported by Voluntary Sector groups.</p>	<p>Review March 2020</p>	<p>Meeting of officers held on 17th October to start discussing opportunities for long term work.</p> <p>Provision of patrols includes engagement with and reassurance to young people and wider group of residents. This will help to de-escalate issues and provide support/ signpost to other services.</p>
<p>You fed back: An increase in fly-tipping, including from trades people, is an ongoing issue.</p> <p>Deterrents need to be in place to ensure that persistent fly-tipping is addressed.</p>	<ul style="list-style-type: none"> • Ensure more robust enforcement where fly-tipping is identified and increased vigilance from Council staff on site. • Secure the bin rooms and ensure that these remain locked when not in use. • Raise awareness amongst residents to ensure they keep bin rooms locked and to encourage reporting of instances of fly-tipping. 	<p>Housing, Environment and Communications Team</p>	<p>Review March 2020</p>	<p>To report: - Use 'Clean Camden' user friendly App – available on all major app stores - Phone: 020 7974 2202</p> <p>We will provide communication in HS2 newsletter/ noticeboards.</p> <p>Issue of rat infestation has been escalated to HS2. Meeting on Monday 28th October with follow up discussions planned to ensure that the matter is escalated to a higher level.</p>

<p>You fed back: Although reduced, rough sleeping across the ward and associated ASB, litter/ mattresses is still prevalent.</p>	<ul style="list-style-type: none"> • Increase hotspot patrols which engage with rough sleepers, increase use of enforcement action (including Community Protection Notices) against persistent aggressive rough sleepers. • More resources are going into addressing issues around homelessness including the multi-agency hub in Greenland Street. • We are developing more holistic support for homeless people such as Camden Routes off The Streets. See: https://camdenrts.co.uk/ 	<p>Camden Council hotspot team / CPO team/ EWT</p>	<p>Review March 2020</p>	<p>Camden Council Hotspot, EWT Teams and CPO team to continue with work targeting ASB and particularly rough sleeping on Regents Park Estate.</p> <p>If there is a location with street activity taking place including begging and rough sleeping, then residents should notify the Hotspot, EWT or CPO team.</p> <p>Or alternatively, to report: Use 'Safer Streets' user friendly App – available on all major app stores - Phone: 020 7846 3535</p>
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<p>You fed back: Residents feel HS2 have not taken responsibility for the disruption to the ward including increased noise, dust, construction traffic and rat infestation.</p> <p>Residents have not found communication with HS2 straight forward and feel uninformed of developments.</p>	<ul style="list-style-type: none"> • Liaise with HS2 at the highest level to ensure residents' concerns are highlighted and seeking solutions to issues related to HS2. • Work with HS2 to improve access to communications/ information about upcoming works. • To ensure residents concerned are better actioned and addressed we have recruited 3 estate-based staff (HS2 Community Liaison Assistants), all of whom are residents of Regent's Park Estate and will be working from the estate itself. • We are continually advocating on behalf of Camden residents and will continue to do so, listening to your concerns around the impact of HS2 and how best to provide short term mitigation and long term support. 	<p>Camden Councils HS2 Team</p> <p>HS2 Ltd and their contractors: CSJV/ SCS</p>	<p>Review March 2020</p>	<p>Senior officer level discussions taking place to address wider issues and a joint approach to meet residents' concerns will be developed in January 2020.</p> <p>Evening walkabout undertaken with HS2 Ltd, Transport for London, Lendlease, MACE as well as senior council staff and a councillor to understand the significant disruptive impacts as well as crime and anti-social behaviour that residents are experiencing.</p> <p>All HS2 communication is scrutinised and reviewed by council as far as possible.</p> <p>Estate based team (HS2 Community Liaison Assistants) will be in post by November 2019. They will be based on the Regent's Park Estate.</p>
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<p>You fed back: CCTV – not all current CCTV in and around the Regent’s Park Estate is operational and in good working order</p>	<ul style="list-style-type: none"> • Will investigate this and seek to remedy any faults with CCTV. • A review of CCTC across Camden is currently taking place. 	<p>CCTV Team with support from Housing and Community Safety Teams</p>	<p>Review March 2020</p>	<p>Following the review of CCTV across Camden that is currently taking place, we will prioritise Regent’s Park Estate in respect of the outcome.</p> <p>We will also explore actions that could be taken, which would reduce the need for CCTV.</p>
<p>You fed back: Work with Peabody Housing Association so their tenants can access services such as RSP and to ensure there is a co-ordinated response to issues affecting the wider estate.</p>	<ul style="list-style-type: none"> • Contact Peabody to explore partnership opportunities for the benefit of the wider community in the Regent’s Park Estate. 	<p>Camden Councils HS2 Team / Peabody Housing</p>	<p>Review March 2020</p>	<p>Exploratory meeting has taken place with Peabody Housing Association to address issues affecting their residents who live on the Cumberland Market Estate.</p>

<p>You fed back: About the lighting in and around the estate not working properly and/ or poorly lit pathways/ streets and 'hidden corners'. This is further affected by the ongoing HS2 works which makes it difficult for people to navigate the area.</p>	<ul style="list-style-type: none"> • Carry out an audit in the area to look at the lighting and fix those that are not in working order. • Ask HS2 to provide street signage so people are able to plan their route and navigate the area. • HS2/CSJV have been asked to develop a range of wayfinding signage to ensure that there is better support in navigating the area. 	<p>Lighting: Housing/ Highways.</p> <p>HS2 Ltd and their contractors: CSJV/ SCS</p>	<p>Regular evening walkabout have identified several lighting concerns that will lead to lighting improvements.</p> <p>The Caretakers on the estate carry out a daily check of all the lighting on the estate/blocks and replace bulbs where necessary.</p> <p>If residents notice faulty lighting outside of working hours, then they can call Contact Camden on 020 7974 4444 to report this and it will be passed on for repairs.</p> <p>HS2/CSJV have been asked to develop a range of wayfinding signage to ensure that there is better support in navigating the area.</p>
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<p>You fed back: Residents would like an ongoing dialogue with Council Officers, so they know how and where to report issues and escalate matters where needed.</p>	<ul style="list-style-type: none"> • Requests for support with anti-social behaviour can be sent to the Community Safety Team: communitysafety@camden.gov.uk • Community safety officers and Community presence officers regularly meet with residents and will look to improve communication and dialogue with residents. 	<p>Camden HS2 Team, Housing and Community Safety</p> <p>Neighbourhood Manager for Regents Park is Anthony Holmes, supported by Neighbourhood Housing Officers:</p> <p>Cheryl Gunter, Chinelo Harry-Brown, Shabbir Kawsar, Annie Freeman, Benjamin Eguaibor, Sipiwe Chikondo, Suzanne Connor and Stephen Hardy.</p>	<p>Review March 2020</p>	<p>New Neighbourhood Housing model ensures there is a single point of contact for all housing related matters.</p> <p>The first point of contact is the Neighbourhood Housing Officer, contact details are published in the HS2 newsletter.</p> <p>Community safety officers attend the Safer Neighbourhood Panel meetings and can attend other meetings.</p> <p>Estate based team (Community Liaison Assistants) will be in post by November 2019.</p>
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<p>You fed back: There is a lack of community cohesion and neighbourliness in the Regents Park Estate</p>	<ul style="list-style-type: none"> • This will be taken forward in consultation with the communities' team and other relevant teams in the council 	<p>Camden HS2 Team (inc. Community Liaison Team) / Community Partnerships Team / Public Health</p>	<p>Review March 2020</p>	<p>HS2 Community Liaison Manager will be addressing this in his engagement strategy.</p>
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Glossary

Camden Council Hotspot Team	A multi-agency outreach team whose aim is to reduce rough sleeping in Camden by linking homeless people into services
CPO or Community Presence Officer	Camden Council outreach team, formerly street wardens
RSP or Responsive Security Patrol	Camden Council outreach team, formerly Housing Patrol team, available 4pm-4am
EWT or Euston Wellbeing Team	The EWT team includes a police officer, community presence officer and an outreach worker. The team provide a bespoke community safety patrol on the Regent's Park Estate and in the Euston area.
SNT or Safer Neighbourhood Team	Police officers dedicated for Regents Park Ward. 1 Sergeant, 2 PCs, 1 PCSO
ASB anti-social behaviour	Any behaviour which causes harassment, alarm or distress
CWG or Community Working Group	A group of resident representatives overseeing implementation of this Action Plan
DMC or District Management Committee	Meet four times a year to discuss housing issues and also have funds available for residents groups to apply for.