

## **Bourne Estate and surrounding area Community Conversation Partnership Action Plan - December 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 14<sup>th</sup> December 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 December 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.

Issue/ Concern	Actions	Lead Officer/ Teams	Target Date	Progress Update
<p><b>You asked:</b></p> <ul style="list-style-type: none"> <li>For the trees and Bushes in the area to be cut back in order for CCTV to capture images effectively.</li> <li>Recently there has also been weapons found hidden in the bushes on the estate – if the bushes are pruned then there would be less opportunity of this happening.</li> </ul>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>Explore with Trees Section regarding cutting back trees and bushes where it is possible so that they are not in the way of the CCTV.</li> </ul>	<p><b>Al Smith – Tree Manager &amp; Darrell Abercrombie/ Carrie Ann Arnold – Grounds Maintenance</b></p>	<p><b>End of January</b></p>	<p><b>We are doing:</b></p> <p><b>The Trees Section have trimmed the Plane trees on the estate during December &amp; January.</b></p> <p><b>A walkabout by the Council was carried out in the week beginning 29<sup>th</sup> January to look at other trees which were obstructing lighting/CCTV. The trees were trimmed where necessary to address this.</b></p> <p><b>The Shrub/hedge maintenance was completed in the week beginning 15/01/18. Colleagues checked with the contractors that carried out the works and they have confirmed that no weapons were found hidden in the shrubs during the time the works were carried out.</b></p>

				<p>Please let us know if the works have been carried out and if it has made a difference to the area.</p> <p>Residents can also contact the Council Trees Section on 0207 974 4444 to report trees obstructing lighting and CCTV.</p>
<p><b>You asked:</b></p> <ul style="list-style-type: none"> <li>About the lighting in and around the estate not working properly.</li> </ul>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>Carry out an audit in the area to look at the lighting and fix those that are not in working order.</li> </ul>	<p><b>Paul Stephens/ William Nash – Senior Lighting Officer</b></p>	<p><b>End of January</b></p>	<p><b>We are doing:</b></p> <p>An audit of the street lights was carried out on the 10<sup>th</sup> and 22<sup>nd</sup> of December 2017 and the 14<sup>th</sup> January 2018. During these times one light was found not to be working on Portpool Lane. An order has been raised for this to be repaired. All faulty street lighting should be reported via Contact Camden on 020 7974 4444.</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. None are currently faulty. If residents notice faulty</p>

				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><b>You asked:</b></p> <ul style="list-style-type: none"> <li>There needs to be more CCTV coverage on the north side of the Bourne Estate as this is where most of the anti-social behaviour takes place.</li> </ul>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>Explore the viability of more CCTV on the north side of the estate – this will be dependent on surveillance regulations, funding and also if it is technically feasible.</li> </ul>	<p><b>Stephen Smith – Property Management</b></p>	<p><b>Long term</b></p>	<p><b>We are doing:</b></p> <p>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 the north side of the Bourne Estate which will include looking to see if it is possible and if there is sufficient funding available. The residents will be kept updated on this.</p> <p>Please let us know if there are other actions that could be taken, which would reduce the need for CCTV.</p>
<p><b>You asked:</b></p> <ul style="list-style-type: none"> <li>For us to address the rough sleeping and begging mainly by Eastern European</li> </ul>	<p><b>We are &amp; will:</b></p> <ul style="list-style-type: none"> <li>Joint Patrols are already taking place in the area to address the issues and the Street Services Team (SST) are working with</li> </ul>	<p>The joint patrols will continue by the <b>Police, Council Patrols and specialist</b></p>	<p><b>This work is currently taking place and partners will continue</b></p>	<p><b>We are doing:</b></p> <p>A street count was carried out on the 23<sup>rd</sup> November 2017 and there was 23 reported activity of rough sleeping on the Holborn &amp;</p>

<p>people in area as it was causing a concern.</p>	<p>individuals to encourage them to take up services where possible.</p>	<p><b>outreach service (SST) David Lovell – Community Presence officer, Tamara Young – Head of SST, Matt Casey – Met Police, Stephen Smith – Property Management</b>          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 so the area can be targeted immediately by specialist workers.</p>	<p><b>to work together to address these concerns and provide a visible presence in areas that are affected by this activity.</b></p>	<p><b>Covent Garden ward – this was concentrated near to the West End rather than the Bourne Estate and surrounding areas.</b></p> <p><b>The Patrols are continuing and we are encouraging anyone that witnesses rough sleeping to report it using the Safer Streets App.</b></p> <p><b>Please let us know if there has been a visible difference in street based activity since our meeting in December.</b></p>
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<p><b>You asked:</b></p> <ul style="list-style-type: none"> <li>• What we are doing about the gang activity (Easy Cash) from Islington and other parts of Camden. This is an issue on the estate and the community are sometimes frightened to go out.</li> </ul>	<p><b>We are &amp; will:</b></p> <ul style="list-style-type: none"> <li>• There are currently joint patrols by Community Safety patrolling teams and the Police taking place in the area to help identify and engage with those that are possibly linked to this activity.</li> <li>• The Detached Team from Youth Services are also present on the estate and engaging with as many young people as possible to divert them into positive activities.</li> <li>• Where appropriate and possible enforcement action will be taken against individuals who continue to cause a concern and come to notice.</li> <li>• The Council and the Police will gather intelligence/ evidence during their patrols in case we need use legal enforcement to stop the ASB/ Crime.</li> </ul>	<p><b>Matt Casey – Met Police Eugene Griffin - Head of Integrated Youth Services Shaheda Rahman – Community Safety</b></p>	<ul style="list-style-type: none"> <li>• Ongoing long term work</li> </ul>	<p><b>We are doing:</b></p> <p><b>The Police, CSEM and Youth Services are continuing to work collaboratively to identify more of these young people that are involved in the ASB and will look at interventions and ultimately enforcement with them.</b></p> <p><b>The Community Safety Officer for this area is continuing to have multi-agency meetings to exchange information and plan interventions with partners around Gang activity and ASB. The next meeting is scheduled for 15<sup>th</sup> February 2018.</b></p> <p><b>Since December 2017 a number of young people have been spoken by the Police and the Council about their behaviour in and around the estate. Some of these individuals have also been given warnings and their activity is being monitored by all agencies.</b></p>
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The joint patrols and work by the Detached Youth Team is continuing.

The Metropolitan Police and the Council organised a “Fun Day Event” for the residents of the Bourne Estate on Saturday 14<sup>th</sup> July 2018. The event was attended by partner agencies, local businesses and emergency services. These services came together to share information and to reassure residents that they are all working together to tackle the ASB/ youth crime issues on the Bourne Estate.

Significant inroads have been made to the gang problem on the Bourne Estate, where a community weapons sweep has also been conducted on 01 February 2018.

Some arrests have been made in terms of perpetrators.

				<p>Please tell us if there has been a reduction in gang related activity on the estate due to the targeted patrols continuing and the interventions being carried out with individuals.</p>
<p><b>You asked:</b></p> <ul style="list-style-type: none"> <li>To stop stolen bikes and mopeds being dumped on the estate.</li> </ul>	<p><b>We are &amp; will:</b></p> <ul style="list-style-type: none"> <li>The TRA have actively met with Santander Bikes and since then this has been less of an issue.</li> <li>The Police will continue to monitor and work with the hire company.</li> <li>The Council, Police and Planning will explore design out options to deter moped theft</li> </ul>	<p><b>Matt Casey – Met Police, Shaheda Rahman - Community Safety Louise McBride Planning &amp; Transport Strategy</b></p>	<p><b>Long term</b></p>	<p><b>We are doing:</b></p> <p>The Police and Council are working together around all estates in Camden including the Bourne Estate to address issues around moped enabled crime.</p> <p>Design out features are also being looked at for longer term work.</p> <p>There have been no further reports since the meeting in December 2017 relating to the Santander Bikes being left on the estate.</p>

				<p>If there have been further incidences involving mopeds/Santander Bikes please report this to the Police in the first instance and also let us know so we can address the issue with Partners and other relevant agencies as well as exploring other ways to address it.</p>
<p><b>You asked:</b></p> <ul style="list-style-type: none"> <li>For the Tenants Association (TA) on the Bourne estate to be more inclusive and reflective of the makeup of the residents in the area.</li> </ul>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>Tenant Participation will link in with the current TA members and look at terms and conditions set out by the council.</li> <li>Interested parties at the Community Conversation will be contacted about being part of the TA on the Bourne Estate.</li> <li>Future TA meetings will be publicised more widely by the current TA members.</li> </ul>	<p><b>Hugh Botswain - Tenant Participation Team, Jon Doyle – Housing Officer</b></p>	<p><b>End of February</b></p>	<p><b>We did:</b></p> <p>A meeting was held with the TRA members and partners to help get more residents involved in the TRA and using the new Community Hall to run community-based activities.</p> <p>TA meetings are now publicised more widely by the TA members.</p> <p>The Youth Offending Service team is currently liaising with TA members and agreeing on dates to start delivering youth projects on the Bourne Estate.</p>

				<p>Please do let us know if the meeting was a success in terms of bringing the residents together to help address the TRA concerns. It may be that we all need to do further work together where all parties are happy and working closely together so everyone benefits from the local facilities and feels involved with the TRA.</p>
<p><b>You asked:</b></p> <ul style="list-style-type: none"> <li>For drinking outside pubs mainly Leather Lane to stop as pedestrians could not use the pavement and the customers caused a nuisance.</li> </ul>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>The Councils Licensing Team will speak to the pub owners about this to ensure regulations are being adhered to as well as making them aware of the concerns raised.</li> </ul>	<p><b>Council - Licensing Team Vicky Wallas</b>  Explore the use of legislation for example, Community Protection Notice (CPN) which was used to address concerns about FullCity Cycles in Leather Lane where businesses in the area raised concerns relating to anti-social congregation by</p>	<p><b>End of February</b></p>	<p><b>We are doing:</b></p> <p>The Licensing Team are carrying out regular visits in the area. They also need names from the public of the venues which are specifically doing this so the Licensing Officer for the area can speak to the owners/managers directly.</p> <p>Camden Police and Council licensing teams have been working closely with local licensed venues within the leather lane area. Licensing have providing advice and guidance around outside drinking and have</p>

		patrons and customers outside the premises.		<p>implemented plans to prevent further nuisance. Premises will continued to be monitored to ensure compliance.</p> <p>The public should call Contact Camden on 020 7974 4444 to report this type of nuisance and anything else relating to licensed premises and the Licensing Officer will follow it up and provide an update to the person who has made the report if a request has been made to do so.</p>
<p><b>You asked:</b></p> <ul style="list-style-type: none"> <li>Young Men’s Christian Association (YMCA) - reports of phone thefts. Can the Police do anything about this?</li> </ul>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>The Police will go and do a talk for the students around mobile phones and safety. This is something that they are looking to do at the beginning of each academic year where there is a new intake of students/ residents.</li> </ul>	<p><b>Matt Casey – Met Police</b></p>	<p><b>Ongoing Crime Prevention advice to be given to residents.</b></p>	<p><b>We are doing:</b></p> <p>Please let us know whether there is other crime prevention advice that would improve safety for the community.</p>
<p><b>You asked:</b></p>	<p><b>We will:</b></p>		<p><b>End of March</b></p>	<p><b>We are doing:</b></p>

<ul style="list-style-type: none"> <li>For more activities in a safe environment for the young people to get involved in on the estate.</li> </ul>	<ul style="list-style-type: none"> <li>Look at delivering a bike project with the young people living on the estate.</li> <li>Bikes will need to be provided for this project – The Police will be assisting with this.</li> </ul>	<p><b>Eugene Griffin - Head of Integrated Youth Services</b>  <b>Matt Casey – Met Police</b></p>		<p><b>The Youth Offending Service team is currently liaising with TA members and agreeing on dates to start delivering the bike project.</b></p> <p><b>We will keep the residents updated on this when we have further information.</b></p>
<p><b>You asked:</b></p> <ul style="list-style-type: none"> <li>For the commercial rubbish to be cleared outside businesses premises on time especially around Hatton Gardens where there are currently late pick-ups.</li> </ul>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>Environmental services to look into this and communicate this to businesses in the area.</li> </ul>	<p><b>Matt Lane – Senior Monitoring Officer</b></p>	<p><b>Long Term ongoing work</b></p>	<p><b>We are doing:</b></p> <p><b>The Hatton Garden area receives two waste collections a day for Camden commercial waste. The day collection service runs from 7am to 2pm and the night collection typically runs from 6pm to 1am. Residents can report commercial rubbish to Street Environment Team by calling the team on 020 7974 4444 or emailing <a href="mailto:environment@camden.gov.uk">environment@camden.gov.uk</a></b></p>
<p><b>You asked:</b></p> <ul style="list-style-type: none"> <li>For Gating/Fencing – There is an area on the estate where bushes and foliage has been removed due to ASB</li> </ul>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>Look at gating/ fencing off the area. Planning permission needs to be obtained for the fencing first.</li> </ul>	<p><b>Dermott Mullan</b></p>	<p><b>End of March</b></p>	<p><b>We did:</b></p> <p><b>This project is no longer needed but please let us know if there are other actions that could be taken,</b></p>

<p>issues – this is now used by people to exercise their dogs which is causing a nuisance for nearby residents.</p>	<ul style="list-style-type: none"> <li>Funding needs to be identified possibly through DMC.</li> </ul>			<p>which would reduce the need for gates.</p>
<p><b>You asked:</b></p> <ul style="list-style-type: none"> <li>For the issues around touting to be addressed in Hatton Gardens/ Greville St. They tend to fight one another and intimidate customers and passers-by.</li> </ul>	<ul style="list-style-type: none"> <li>No immediate solutions however The Police and Council will monitor this and disrupt the behaviour where possible.</li> </ul>	<p><b>Matt Casey – Met Police Chloe Williams - Economic Development</b></p>	<p><b>Long Term</b></p>	<p><b>We are doing:</b></p> <p>We are exploring ways of addressing this with the Police and the collaboration of the business community as there are no direct enforcement powers to deal with this type of behaviour.</p> <p>Please continue to report the issues and if you feel a crime is being committed please report it to the police either using the non-emergency number 101 or by calling 999 if it is an emergency.</p> <p>We will keep you updated on the progress of this work.</p>