

## Highgate Community Conversation July 5th 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 05<sup>th</sup> of July 2018. We are assessing all the issues and concerns raised by the community and trying to understand them from the community's perspective. We are attempting to resolve or improve issues to the point that resources and practicality permit but we will look at all options within these constraints.

We are currently working together with colleagues and Partners to find ways of improving the environment, for example; we are looking at locations affected by moped related crime and antisocial behavior (ASB) to assess the possibility of installing gates and other barriers to impede and slow down mopeds. When possible, all the concerns being addressed will be progressed in partnership with the community. This will be with an emphasis on residents reporting incidents of ASB at the time, as reporting incidents at the time increases the likelihood that a problem can be improved and those responsible for the behavior identified.

Some of the problems raised at the community conversation 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 July 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.

**What are the concerns for you? Are they reflected in the information sheet and do you have any issues to add?**



	<p>Encourage residents to report directly to Community Safety via <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a></p> <p>Community safety to highlight at TRA meetings the importance of witness statements/intel and reporting incidents at the time to either 101 / or RSP. These can be anonymous statements.</p>	<p>Community safety</p>	<p>Ongoing</p>	
<p><b>You want to know :</b> What is being done about moped enabled crime?</p>	<p>When residents report moped related ASB we ensure the police are aware to divert resources to locations. The council and police will look at “design out” options at locations like “Chicane gates” for example when possible.</p> <p>Encourage residents to report moped related incidents on 101 and directly to Community Safety via <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a></p>	<p>Community safety Police Residents Housing department</p>		<p>Safer neighborhood team did an Operation Venice ( Moped crime) walkabout on the 24.07.18</p> <p>Safer Neighborhood Team and Community Safety Officer attended TRA 31.07.18 and fed back Moped statistics and up to date crime map.</p> <p>The possibility of Chicane gates on the College Lane and Denyer house boundary to calm moped users.</p> <p>Walkabout on the Whittington estate to assess design out options (EVA)</p>

<p><b>You asked for :</b> Clarity around the Responsive Security Patrol (RSP) and its role within the community.</p> <p><b>You asked for:</b> Visible patrols in the area from the Councils patrolling agencies i.e Community Presence Officers &amp; the Responsive Security Patrol. This is to make people feel safer and deter ASB/ crime.</p>	<p>We will task patrols in the areas that are most affected where necessary.</p> <p>Encourage residents to request RSP patrols directly to Community Safety via <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a></p> <p>Work with contact Camden and the services provider to improve access</p> <p>Tenants Residents Associations/Community Safety Officers to invite Responsive Security Patrols to TRA meetings to explain role and responsibilities.</p>	<p>Community Safety &amp; Head of Security</p> <p>Community safety &amp; Community partnership</p> <p>Camden Police Safer Neighborhood teams</p>	<p>Ongoing</p>	<p>The Response security Patrol officers the Community Presence Officers have been carrying out targeted patrols at various locations in Highgate.</p>
<p><b>You fed back :</b> There is alleged drugs/dealing in Waterlow park/ Highgate/ Snake Park</p>	<p>Encourage residents to report drug dealing/taking immediately on 999</p> <p>Encourage residents to report directly to Community Safety via <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a></p> <p>We will task patrols in the areas that are most affected where necessary.</p>	<p>Community safety &amp; Community partnership</p> <p>Camden Police Safer Neighborhood teams</p> <p>Community Safety Team</p>	<p>Awaiting intelligence reports</p>	

	CSO to liaise with Camden Parks around any forth coming intel.			
<p><b>You fed back:</b> visible drug taking/ drug dealing/ nitrous oxide on stairwells/recreation areas of local housing estates</p>	<p>Promote number for Responsive Security Patrol on the borough. Observed drug activity should be reported at the time to 101</p> <p>Encourage residents to report directly to Community Safety via <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a></p> <p>Highlights hotspots locations to partners</p>	<p>Community safety &amp; Community partnership</p> <p>Camden Police Safer Neighborhood teams</p>	<p>Ongoing</p>	<p>Community Safety and Camden Police now meet every fortnight at a tasking meeting to discuss 'hotspot locations' and priority problems that require additional resources.</p> <p>Officers from the Partnership Information Hub in Community Safety will now contact anyone reporting to <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a> to update them with a reference number that will allow progress updates for reports of ASB to the service</p> <p>CSO and housing did an informal EVA on the Whittington estate basketball court on the 12.07.18. Housing have applied for the vegetation to be cut back on the basketball court.</p> <p>Community Safety Officer and Community Presence Officer conducted a walkabout 09.08.18 Whittington estate.</p>

<p><b>You fed back:</b> Residents would like a better relationship with Council Officers so they know how and where to report issues.</p>	<p>Requests for meetings should be sent to community safety Community Safety Team <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a> Community safety officers and Community presence officers regularly meet with residents and will look to attend any meetings when possible to improve communication and dialogue with residents. Community Anchors to promote proper pathways for referrals and meeting requests.</p>	<p>Housing &amp; Community Safety          Community Anchors</p>	<p>End of September 2018</p>	<p>Community safety officers attend the safer neighborhood panel meetings and can attend other meetings  Community Safety Officer to attend Camden VOX event 08.08.18</p>
<p><b>You fed back:</b> Street lighting request - you feel unsafe when walking down Croftdown Road alleyway due to the lighting.</p>	<p>Requests regarding street lighting can be reported to the street lighting team via Camden Council website or by calling contact Camden 0207 974 4444.</p>	<p>Community/Anchors/Community Safety to report.</p>	<p>Done.</p>	<p>Community Safety Officer reported issue 10.08.18. Lighting engineers will attend.</p>

<p><b>You fed back:</b>  an increase in  Rough sleepers  Vomit/urine/drugs  Paraphernalia on  your estates</p>	<p>Encourage residents to report directly to Community Safety via <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a></p> <p>Encourage residents to report rough sleeping and other street activity including begging or street drinking to safer streets team please call 0808 8000005</p> <p>Encourage Residents to report needles or dangerous stuff to Veolia on Tel: 020 7974 0522 or external number Tel: 020 7974 2202. If they need clearing from Housing Estate property the DHO, District Housing Office would do the clearance. Tel: 020 7974 0510.</p> <p>Community safety to look at reporting information for drug items and street population related problems on our quick Comm leaflet for dissemination on estates.</p> <p>TRA to think about sharp bins</p> <p>CSO/community anchors to publicise Camden Street Safe Reporting App</p>	<p>Community Safety/Security Patrol</p> <p>Community Safety Team will task teams when reports are received.</p>		
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	<p>The Camden Safer Streets Team is an outreach service that goes out onto the streets of the London Borough of Camden 7 days a week.</p> <p>We offer advice and support to rough sleepers and those involved in street activity to help them find accommodation, access the services available to them and move away from anti-social street activity.</p>  <p>More information <a href="#">here</a></p>			
<p><b>You asked about:</b> CCTV : Denyer house</p>	<p>CCTV was installed at Denyer house in May 2018 but the positioning is being reviewed in partnership with residents</p>	<p>CCTV Manager CSOs</p>	<p>Sept 18</p>	
<p><b>You fed back:</b> The children of Denyer House cannot play outside due to youths loitering, smoking and drinking.</p>	<p>We will commission more youth outreach work in Highgate and continue tasking Responsive security patrol and community presence officers to Denyer house . The council are aware of some of those responsible for the ASB at Denyer house and there is currently a multi-agency approach to address this.</p>	<p>Integrated Youth Support Services and Community Presence Officers.</p> <p>Community Safety Officers</p>	<p>Sept 18</p>	

	residents should report ASB, anonymously if preferred, at Denyer house or even consider providing a statement if they have specific information by emailing <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a>			
<b>You informed us:</b> that you are worried about Burglary at both commercial and residential dwellings	Police to lead on concerns but council will work in partnership and provide support and advice to victims when possible. For details on our locksmith scheme for security improvements please e-mail <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a>	Camden Police Safer Neighborhood teams  Community Safety Officers  Anchor/Tenants residents Association ( Highgate)		Highgate Safer Neighborhood Teams are in talks with the Tenants resident Association about working in partnership around visiting local shops to discuss security  Community Safety Officers's to investigate use of 'anti-climb paint' for the Chester Balmore shops.
<b>COMMUNITY LEAD</b>				
<b>Key partners/VCS action plan</b>				
<b>You fed back;</b> Residents don't feel part of their community	Community lead to update			
<b>You fed back that:</b> Young people from the estate (DH) are being accused of ASB where they live.	Community lead to update			

<p><b>You fed back:</b> Knife crime- Local kids are scared, they are too frightened to report what is going on."</p>	Community lead to update			
<p><b>You fed back:</b> you would like to know more about local community events</p>	Community lead to update			
<b>LONG TERM STRATEGIC PLANNING</b>				
<p><b>You fed back:</b> You wondered how to Tackle violence crime and knife crime in the local area.</p>	Developing and Implementing the recommendations of the Youth Safety Taskforce – Report in September 2018	Community Partnership & Integrated Youth Support Service	Ongoing	Ongoing engagement and research underway, final report due in September 2018
<p><b>You fed back:</b> Community Partners have raised concerns around gaps in services/resources</p>	Discussions to take place around current needs and gaps in services and look for resources –Mayors funds	Community Partnership	Ongoing	Initial meeting has taken place to explore current gaps in services and needs. Discussion to commence around consortium bids to external funders

<p><b>You fed back:</b> Chester Balmore: Leaseholders and tenants have separate meetings</p>	<p>Discussions to take place around current needs and how to proceed in partnership.</p>	<p>CSO and lead Anchors to meet around possible ideas how to move this forward. Buddy system (TRA).</p>	<p>October 18</p>	
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Working Document