

## **Kilburn Community Conversation September 13th 2018**

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

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

#### **Introduction**

We have worked with Camden's communities to develop this Action Plan showing what we are doing to address the concerns raised by you at our Community Conversation on 13<sup>th</sup> September 2018. Together we have used the innovative approach of identifying 'Community Anchors' whom we will support to manage the Action Plan, collaborate with to understand the issues, and participate in resolving the problems you told us about. Together, we hope to find solutions that help Camden communities feel safe, strong and open whilst making the best use of the resources available. This includes working to find ways to improve the environment. For example, we will review waste collection frequencies at key locations to reduce litter and fly-tipping. If you wish to support this work as a 'Community Anchor' please contact us.

We know that some of the problems raised at the community conversation require longer-term solutions, for example the impact of crime and antisocial behavior (ASB) by young people. We continually assess the interventions of our youth outreach service alongside our enforcement patrols to see what has the biggest impact. We will, with our partners and community members, take forward the actions from this plan in collaboration with Community Anchors. When needed, the Council will offer support to progress each action.

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

This Action Plan is a "live" working document, which means that it will change and develop over time as circumstances change and new initiatives are agreed. This is a real opportunity for all of us to improve the environment in which we live and work. The feedback from Camden's communities is vital to making this happen. We will support follow up actions to assist with this process. We will work with our 'Community Anchors' to organise co-ordinated delivery of actions, and further meetings to monitor progress.

You asked	We are doing/What you can do	Lead Officer/ Teams	Target Date	Progress Update
<b>SHORT TERM ACHIEVABLE OUTCOMES</b>				
<p>You wanted:</p> <ul style="list-style-type: none"> <li>An increased visible Police presence to deter ASB/crime and help residents to feel safer.</li> </ul>	<ul style="list-style-type: none"> <li>We will work within available resources to share information about locations and issues reported by residents, so patrols can be targeted appropriately.</li> <li>We will encourage residents to report concerns to 101 or Responsive Security Patrol on 020 7974 4444 at the time an incident is witnessed. These can be anonymous reports. We will also encourage residents to report directly to the Community Safety service via <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a></li> <li>The Police will publicise information about community drop-ins, public Safer Neighborhood Panel meetings and other engagement opportunities via twitter and Next Door.</li> </ul>	<p>Community Safety Community Partnership Police Safer Neighbourhood teams</p> <p>Community Safety Responsive Security Patrol Community Anchors Tenants and Residents Associations</p> <p>Police Safer Neighbourhood teams</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	

You asked	We are doing/What you can do	Lead Officer/ Teams	Target Date	Progress Update
<p>You wanted:</p> <ul style="list-style-type: none"> <li>• More joined up responses between Camden and Brent authorities.</li> </ul>	<ul style="list-style-type: none"> <li>• We will make contact with our Brent counterparts to increase joint working to address cross-border Community Safety issues and explore opportunities to enhance and celebrate cohesion across the borough border, especially tackling crime and feelings of safety on the Kilburn High Road.</li> </ul>	<p>Community Safety Police Safer Neighbourhood teams Community Partnership Brent Council Brent Police Community Anchors</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• The Police Safer Neighbourhood Inspectors for Camden and Brent have agreed to join up policing along the borough border.</li> <li>• We have been invited to attend the next community led cross-borough Kilburn Neighbourhood Forum meeting, date to be confirmed for later in October.</li> <li>• We have requested a meeting with the Brent Council to explore ways to work together, including planning ahead to explore involvement in Brent's Borough of Culture celebrations.</li> </ul>
<p>You fed back:</p> <ul style="list-style-type: none"> <li>• You are worried about funding and availability of resources to support young people</li> </ul>	<ul style="list-style-type: none"> <li>• Camden's Youth Safety Taskforce is driving a community response to break the cycle of exploitation of young people in the borough. This includes funding for frontline projects</li> </ul>	<p>Camden Youth Safety Taskforce Integrated Youth Support Services Community Safety Camden's communities</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• To deliver the Youth Safety Task Force recommendations through increase collaboration. Opportunities for this include our aim to</li> </ul>

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	<p>as well as collective responses to deliver recommendations that address youth violence and offer increased opportunities to young people.</p> <ul style="list-style-type: none"> <li>Camden will continue to support the voluntary and community sector to access funding opportunities that can provide training, apprenticeships and ways out of ASB/crime for young people.</li> </ul>	<p>Community Partnership Community Safety Community Anchors Community Centres and Voluntary and Community Sector</p>	<p>Ongoing</p>	<p>create a new community resource based at the building that used to be the Netherwood Centre, which will provide increased opportunities for young people and families in the area. Under Camden Council's proposal for the Netherwood building, services currently based at Kilburn Youth Station will move to the new site from Nov 2018 onwards.</p> <ul style="list-style-type: none"> <li>The Camden Community Impacts scheme is using £1.6 million of council funding to bring organisations together in new ways to address a number of key issues including youth offending.</li> </ul>
<p>You asked for:</p>		<p>Community Safety</p>	<p>Ongoing</p>	

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<ul style="list-style-type: none"> <li>Action to tackle intimidation by large gatherings of people aged 15-20 years old. You also reported concerns that these young people may be involved in serious matters such as drug use, robbery and knife crime.</li> </ul>	<ul style="list-style-type: none"> <li>We will work in partnership to share information reported by residents, so resources can be targeted appropriately to engage and support young people to address their behaviour. Relevant information will also be shared with the Youth Safety Taskforce, which has been set up to tackle youth violence in the borough.</li> <li>We will work with community drug services to explore ways to address substance misuse by older young people and address its impact on communities.</li> </ul>	<p>Integrated Youth Support Services Police Safer Neighbourhood team</p> <p>Community Safety Housing and Estate Services CGL Community Drug Services Community Anchors Tenant and Resident Associations</p>	Ongoing	<ul style="list-style-type: none"> <li>Camden Community Drug Service Kilburn Hub, based at 210 Kilburn High Road, have agreed a referral route for people of concern.</li> </ul>
<p>You fed back :</p> <ul style="list-style-type: none"> <li>Residents are concerned about the impact of visitors to open access estates.</li> </ul>	<ul style="list-style-type: none"> <li>We will work closely with the community to quickly respond to reports of unusual activity on estates.</li> <li>We will share information with the Police and partners to improve monitoring of</li> </ul>	<p>Community Safety Estate Services Responsive Housing Patrol Service Police Safer Neighbourhood teams</p> <p>Community Safety Estate Services</p>	Ongoing	<ul style="list-style-type: none"> <li>The Kilburn ward Safer Neighbourhood Police team issued a Community Protection Notice to a person witnessed discarding syringes on Alexandra and Ainsworth Estate following receipt of photographic evidence</li> </ul>

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	<p>vacant properties that could attract squatters or other ASB.</p> <ul style="list-style-type: none"> <li>We will continue to provide information to TRAs about “design-out” options to address ASB and crime where requested via <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a> so that funding requests can be applied for via the District Management Committee.</li> </ul> <p>We will encourage residents to report :</p> <ul style="list-style-type: none"> <li>Rough sleeping and other street activity including begging or street drinking to safer streets team please call 0808 800005</li> <li>Needles or dangerous items 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.</li> </ul>	<p>Police Safer Neighbourhood teams Voids and Lettings team</p> <p>Community Safety Estate Services Police Safer Neighbourhood teams Residents and TRAs</p> <p>Community Safety Officer Police Safer Neighbourhood teams Community Anchors</p>		<p>by Estate Services shared after the Community Conversation event. Following this the perpetrator has not returned to the area.</p>

You asked	We are doing/What you can do	Lead Officer/ Teams	Target Date	Progress Update
	<ul style="list-style-type: none"> <li>We will publicise the Camden Street Safe Reporting App</li> </ul>  <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. 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>Download on the App Store ANDROID APP ON Google play</p> <p>More information <a href="#">here</a></p>			
<p>You asked for :</p> <ul style="list-style-type: none"> <li>Proactive patrols by the Council's patrolling agencies to make people feel safer and deter ASB.</li> </ul>	<ul style="list-style-type: none"> <li>We will encourage residents to request patrols directly to Community Safety via <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a> and task the Council's Community Presence Officers and the Responsive Security Patrol in those locations that are most affected by ASB.</li> <li>We will continue work with Contact Camden and the services provider to improve residents' access to services.</li> <li>We will support Tenants Residents Associations to request representatives</li> </ul>	<p>Community Safety Community Partnership Head of Security Community Anchors Tenants and Residents Associations</p> <p>Community Safety Head of Security</p> <p>Community Safety Community Partnership</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<ul style="list-style-type: none"> <li>Community Presence Officers and the Responsive Security Patrol have been carrying out targeted patrols at Alexandra and Ainsworth on 19/09, 25/09 and 02/10, following which we have reported abandoned vehicles and provided outreach to people involved in drug misuse. Further patrols are planned for Webheath Estate, Kilburn Grange Park, West Sidings</li> </ul>

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	<p>from Responsive Security Patrols at their meetings and other appropriate forums.</p>	<p>Tenant and Residents Associations Head of Security</p>		<p>Estate and Maygrove Peace Park.</p>
<p>You fed back :</p> <ul style="list-style-type: none"> <li>There is alleged drugs/dealing in Kilburn Grange Park, and reports of school age children are being groomed by adult offenders to become involved in drug supply.</li> </ul>	<ul style="list-style-type: none"> <li>We will encourage residents to report drug dealing/taking immediately on 999 and to report directly to Community Safety via <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a> and we will liaise with Camden Parks around any forthcoming intelligence.</li> <li>The Police will share information to take action to tackle offenders who are exploiting young people or causing other impacts in the area.</li> <li>We will work with Local Schools and Youth Services to identify young people who may be at risk and put appropriate support and boundaries in place.</li> <li>We will work with Friends of Kilburn Grange Park to explore further ways to help make the park feel safer.</li> </ul>	<p>Community Safety Police Safer Neighbourhood teams Camden Parks Service</p> <p>Community Safety Police Safer Neighbourhood teams Legal Services</p> <p>Integrated Youth Support Services Community Safety Local Schools</p> <p>Community Safety Community Partnership Police Safer Neighbourhood teams</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	

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		Community Anchors Friends of Kilburn Grange Park		
<p>You asked for:</p> <ul style="list-style-type: none"> <li>Better reporting systems, so residents know who and where to report across the Council and Police in both boroughs.</li> </ul>	<ul style="list-style-type: none"> <li>We will work with Brent Council, the Police and Community Anchors to join up information about how to report, including setting up Neighborhood Watch and joining Next Door groups and distribute to residents and community groups.</li> <li>Requests about reporting can also be sent to the Community Safety service for assistance and advice <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a></li> <li>Guidance on reporting is also available at the Kilburn ward Public Safer Neighbourhood Panel meetings. For information please contact Kilburn SNT via email <a href="mailto:CamdenKilburn.snt@met.police.uk">CamdenKilburn.snt@met.police.uk</a> or phone 020 8721 2017</li> </ul>	<p>Community Safety Officers Brent Town Centre Manager Police Safer Neighbourhood team Community Anchors</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<ul style="list-style-type: none"> <li>We will attend the ward Safer Neighborhood Panel meeting on 11/10 to discuss the best way to deliver this in collaboration with community representatives.</li> <li>Council Officers and Police attend the Safer Neighbourhood Panel meetings and can attend other meetings on request.</li> </ul>

You asked	We are doing/What you can do	Lead Officer/ Teams	Target Date	Progress Update
<p>You fed back:</p> <ul style="list-style-type: none"> <li>You feel unsafe when walking down Langtry Walk due to broken street lighting.</li> </ul>	<ul style="list-style-type: none"> <li>Requests regarding street lighting can be reported to the street lighting team via the Camden Council website or by calling contact Camden 0207 974 4444.</li> </ul>	<p>Estate Services Community Safety Community Anchors</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>We are working with Estate Services and the Tenants and Residents Association to identify on which lights are damaged so that repairs can be made.</li> </ul>
<p>You asked for:</p> <ul style="list-style-type: none"> <li>Action to address environmental issues that could encourage crime and disorder, such as fly-tipping, litter and graffiti.</li> </ul>	<ul style="list-style-type: none"> <li>We will review waste collection frequencies at key locations and request that any unnecessary items are cleared from the storage area next to the nursery at the top of Kilburn Grange Park.</li> <li>We continue to share information about serious graffiti with the Police for investigation.</li> <li>We will work with Webheath Tenant and Resident Association to address concerns about new graffiti on the estate.</li> </ul>	<p>Environmental Services Community Safety</p> <p>Environmental Services Community Safety Police</p> <p>Community Safety Estate Services Housing Management Tenant and Resident Association</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<ul style="list-style-type: none"> <li>Webheath Tenants and Residents Association have agreed to put their programme of community art on hold while resident opinions are investigated.</li> </ul>

You asked	We are doing/What you can do	Lead Officer/ Teams	Target Date	Progress Update
<p>You asked about:</p> <ul style="list-style-type: none"> <li>• CCTV : To confirm that all cameras are correctly positioned to capture ASB concerns and increase monitoring of the CCTV camera at Webheath</li> </ul>	<ul style="list-style-type: none"> <li>• We will review the angles of CCTV cameras in the area to make sure they are capturing the best footage and relevant information possible.</li> <li>• We will work to make sure there is monitoring of the camera on the side of Elm House on Webheath Estate.</li> </ul>	<p>Community Safety CCTV Hub</p>	<p>Ongoing</p>	
<p>COMMUNITY LEAD</p>				
<p>Key partners/VCS action plan</p>				
<p>You wanted:</p> <ul style="list-style-type: none"> <li>• To find out more about how you can become involved in taking forward the issues raised at the event.</li> </ul>	<ul style="list-style-type: none"> <li>• We recognise that members of Camden’s communities are best placed to lead on engaging our residents and informing us how we can help Camden thrive as a place that is safe, strong and open to everyone.</li> </ul> <p>If you would like to become a community anchor please email:  <a href="mailto:communitysafety@camden.gov.uk">communitysafety@camden.gov.uk</a></p>	<p>Community Safety Community Partnership Community Anchors</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• We will be working closely with Community Anchors by email and through face to face meetings to continue to develop collaboration and address issues that impact residents.</li> </ul>

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<p>You fed back:</p> <ul style="list-style-type: none"> <li>Residents feel that they do not have enough community resources and are the 'poor relative' within Camden.</li> </ul>	<ul style="list-style-type: none"> <li>We will work with Community Anchors to explore how we can best address these concerns.</li> </ul>	<p>Community Safety Community Partnership</p>	<p>Ongoing</p>	<p>We are arranging a collective meeting of the Community Anchors on 18/10 to collaborate on delivery of this action plan and explore ways to best utilise available resources in the area.</p>
<p><b>LONG TERM STRATEGIC PLANNING</b></p>				
<p>You fed back:</p> <ul style="list-style-type: none"> <li>Some residents reported that they would like to see clearer signage around estates that are close to the Kilburn High Road.</li> </ul>	<ul style="list-style-type: none"> <li>We will work to explore opportunities to improve signage, especially on our estates.</li> </ul>	<p>Community Safety Estate Services Transport Planning</p>	<p>Ongoing</p>	
<p>You fed back:</p> <ul style="list-style-type: none"> <li>You raised people are concerned about their safety when crossing Palmerston Road.</li> </ul>	<ul style="list-style-type: none"> <li>We will explore ways to improve safety regarding traffic flow in the area.</li> </ul>	<p>Community Safety Transport Strategy</p>	<p>Ongoing</p>	