

West End Community Conversation November 20th 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 20th November 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 working together with police, businesses, and residents in order to have a system where ASB can be reported and feedback can be given to those who have reported it. 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
SHORT TERM ACHIEVABLE OUTCOMES				
<p>You asked for:</p> <ul style="list-style-type: none"> An increased visible Police presence to deter ASB/crime and help residents and businesses to feel safer. <p>Feedback:</p> <ul style="list-style-type: none"> There are less police officers patrolling in the West End after 6pm. 	<ul style="list-style-type: none"> We will work within available resources to share information about locations and issues reported by residents and businesses, so patrols can be targeted appropriately. We will encourage residents and businesses to report concerns to 101 or Responsive Security Patrol on 020 7974 4444 (LBC residential properties) at the time an incident is witnessed. These can be anonymous reports. We will also encourage residents and businesses to report directly to the Community Safety service via 	<p>Community Safety Community Partnership Police Safer Neighborhood teams</p> <p>Community Safety Responsive Security Patrol Community Anchors</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>We have been informed that there has been more Police presence in the area since the community conversation took place. The Community Presence Officers have also increased their patrols at the locations and will continue to monitor the situation.</p>

You asked	We are doing/What you can do	Lead Officer/ Teams	Target Date	Progress Update
<p>Feedback:</p> <ul style="list-style-type: none"> Residents and businesses are concerned that there are drug dealers in the West End using their bikes to deal drugs. They start early mornings and congregate outside licensed premises to wait for drug users. Locations of concern are: Shaftesbury Avenue, Charring Cross Road, Neal Street, Cambridge Circus, Seven Dials, and St Martins Lane on Stratham Street, Flitcroft Street and Goodwin's Court. 	<p>communitysafety@camden.gov.uk</p> <ul style="list-style-type: none"> We will encourage residents to report drug dealing/taking immediately on 999 and to report directly to Community Safety via communitysafety@camden.gov.uk and we will liaise with all partners around forthcoming intelligence. We will encourage residents to report drug dealing/taking immediately on 999 and to report directly to Community Safety via communitysafety@camden.gov.uk and we will liaise with all partners 	<p>Police Safer Neighborhood teams Community Safety Police Safer Neighborhood teams Community Partnership Westminster Council Westminster Police Community Anchors</p> <p>As Above.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Residents and businesses have been sharing information with the police and Council. Resources have been allocated accordingly.</p> <p>All patrolling agencies are aware of the locations and are working together to address the concerns and disrupt the behaviour.</p>

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<ul style="list-style-type: none"> There is also drug dealing in New Compton Street, drug users leaving drug paraphernalia behind and causing damage to property. Residents reported that they are scared and that the situation is impacting their safety in their homes. They are feeling under siege in their own properties (residential / business) and having to check cameras before leaving. 	<p>around forthcoming intelligence.</p> <ul style="list-style-type: none"> As above - residents and businesses need to report the incidences so action can be taken as well as gathering intelligence to look at long term solutions. 	<p>As above.</p> <p>Community Safety/ Council Police</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Since the Hotspot team have been patrolling New Compton street, reports of ASB have reduced significantly. The SNT have also been targeting this location.</p>

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<p>You asked for:</p> <ul style="list-style-type: none"> The Council needs to simplify the website so people know how to report drug dealing and ASB. 	<ul style="list-style-type: none"> Community Safety are in the process of updating the website with all the current information along with the correct contact numbers where the community can report ASB/Crime The Police will publicise information about Safer Neighborhood Panel meetings and other engagement opportunities via twitter and Next Door. 		Ongoing	The Police have updated their website with all the relevant information and up to date contact details.
<p>You asked for:</p> <ul style="list-style-type: none"> More co-operation between Camden and Westminster. 	<ul style="list-style-type: none"> We will continue to work with our Westminster counterparts to increase joint working to address cross-border Community Safety issues and explore opportunities to enhance and celebrate 	Camden Council Westminster Council Police from Camden and Westminster.	Ongoing	The Police from both Camden and Westminster have been sharing information and intelligence to target individuals and hot spot locations.

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<ul style="list-style-type: none"> An engagement strategy where residents and businesses can work together and report ASB issues. 	<p>cohesion across the borough border, especially tackling crime and feelings of safety on the West End side border with Westminster.</p> <ul style="list-style-type: none"> This will be discussed with the Community Anchors for their input. 	<p>Community Safety Community Anchors Community Partners</p>	<p>Ongoing</p>	<p>The first post community conversation meeting took place in 7th February 2019. Residents and businesses representatives discussed the Community Safety Action Plan and suggested actions that would reduce the level of ASB happening in the West End. The Action Plan will be updated on an ongoing basis.</p>
<ul style="list-style-type: none"> Design out locations to address ASB 	<ul style="list-style-type: none"> We will continue to work with partners, Police Planning Team and colleagues in the Planning team in order to provide information about “design-out” options to address ASB. 	<p>Community Safety Police Safer Neighborhood teams Council Planning Team Planning Police Team</p>	<p>Ongoing</p>	<p>The Council’s Planning Team have been working with the Police Planning Team to look at locations where “design out” options might be suitable.</p>

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<p>Feedback</p> <ul style="list-style-type: none"> You told us that there are homeless people and street based activity taking place in the West End. There are rough sleepers breaking into blocks, members of the Roma communities begging in the area and sleeping in tents. There have been people rough sleeping and causing ASB at St Giles Churchyard over the summer. 	<p>We will encourage residents to report :</p> <ul style="list-style-type: none"> Rough sleeping and other street activity including begging or street drinking to safer streets team please call 0808 8000005 We will be working with the Safer Streets team who will continue engaging with those causing ASB and addressing their behaviour. We will publicise the Camden Street Safe Reporting App <div data-bbox="598 1096 934 1356"> <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>Download on the App Store</p> <p>ANDROID APP ON Google play</p>  </div> <p>More information here</p>	<p>Community Safety Police Safer Neighborhood teams Safer Streets Team Soho Housing Association Environmental Services team Garden and Open Spaces team</p>	<p>Ongoing</p>	<p>Environmental Services and Gardens and Open Spaces teams cleaned and removed bushes and vegetation from an area behind Phoenix House which faces the southwest corner of St Giles Gardens and attracts ASB activity. The Phoenix House building is owned by Soho Housing. The Community Safety Officer is currently working in partnership with the police to escalate a request to Soho Housing to design out the area to prevent further ASB.</p> <p>Updates: Council and Soho Housing representatives met on 15th February to discuss the ASB issues happening in St Giles and to discuss the design out of the location. Soho Housing will submit a quotation for design out work to be carried out.</p>

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<p>You asked for:</p> <ul style="list-style-type: none"> • More education around begging is needed. It includes notices advising patrons not to give money to beggars. 		<p>Community Safety Officer Police Safer Neighborhoods teams Safer Streets team Community Anchors</p>	<p>Ongoing</p>	<p>The Community Safety and the Safer Streets teams are working together and taking this action forward. There is a discussion around promoting the nextmeal.com card that can be given to beggars.</p>
<p>You asked for:</p> <ul style="list-style-type: none"> • Late Night Levy (LNL) charges to be used towards more patrols. 	<ul style="list-style-type: none"> • All of the LNL funding gets spent on extra police (10) that work across NTE areas across the borough. 	<p>Community Safety Community Partnership Head of Security Community Anchors Tenants and Residents Associations Responsive Security Patrol Community Safety</p>	<p>Ongoing</p>	

You asked	We are doing/What you can do	Lead Officer/ Teams	Target Date	Progress Update
		Head of Security		
<p>You asked for :</p> <ul style="list-style-type: none"> To address environmental issues that could encourage crime and disorder, such as fly-tipping, litter and graffiti. <p>Feedback:</p>	<ul style="list-style-type: none"> We will review waste collection frequencies at key locations. The Environmental Services team will continue washing the streets frequently. We will be working with the Safer Streets team who will continue engaging with those causing ASB and addressing their behaviour. <u>Clean Camden app</u> 	Community Safety Community Partnership Environmental Service Team	Ongoing	Environmental Services have been cleaning the locations of concern regularly and have been responding to reports requesting assistance promptly.

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<ul style="list-style-type: none"> • Urination and defecation on the street. Red Lion Square is a hot spot. <p>You asked for:</p> <ul style="list-style-type: none"> • More bins needed. People stop reporting - broken window syndrome 	<p>You can report cleansing issues from the Clean Camden app by downloading it free of charge on the following app stores:</p> <p>Google play App store</p>  <ul style="list-style-type: none"> • 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. • We continue to share information about serious graffiti with the Police for investigation. 			
<p>Feedback:</p> <ul style="list-style-type: none"> • Residents are concerned that rickshaws use the 	<ul style="list-style-type: none"> • We continue to share information and work with Westminster 	Camden Council Westminster Council	Ongoing.	

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<p>streets the wrong way, are dangerous and cause noise.</p>	<p>Council to address issues regarding rickshaws.</p>			
<ul style="list-style-type: none"> Telephone box and Charing Cross Road and Shaftsbury Avenue being used by drug dealers. 	<ul style="list-style-type: none"> We will continue to work with the police, businesses, residents and colleagues in Planning to address ASB issues linked to the these telephone boxes 	<p>Community Safety Police Safer Neighborhood teams Council Planning Team Planning Police Team Safer Streets team</p>		<p>Council Planning Officers, Community Safety Officers, the police, and local businesses have been working together and escalating requests to British Telecommunications (BT) to remove the telephone box located in Charing Cross Road, outside of Salsa Bar. There have been discussions with the Public Network, owner of the telephone box located in Shaftesbury Avenue. At the moment there is active consideration from both owners to removing these phone boxes.</p>
<p>Feedback</p> <ul style="list-style-type: none"> You have reported that patrons are leaving clubs located around the 	<ul style="list-style-type: none"> We will encourage residents and businesses to report concerns to 101. We 	<p>Community Safety Licensing Team</p>	<p>Ongoing.</p>	

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West End, causing noise and ASB.	will continue to work with the Licensing team and address resident concerns.			
COMMUNITY LEAD				
Key partners/VCS action plan				
<p>You wanted:</p> <ul style="list-style-type: none"> To find out more about how you can become involved in taking forward the issues raised at the event. 	<ul style="list-style-type: none"> 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. <p>If you would like to become a community anchor please email: communitysafety@camden.gov.uk</p>	<p>Community Safety Community Partnership Community Anchors</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> 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.
LONG TERM STRATEGIC PLANNING				
<p>You asked for:</p>		<p>Community Safety Officers</p>	<p>Ongoing</p>	

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<ul style="list-style-type: none"> Better reporting systems, so residents know who and where to report across the Council and Police in both boroughs. 	<ul style="list-style-type: none"> We will work with Westminster 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. Requests about reporting can also be sent to the Community Safety service for assistance and advice communitysafety@camden.gov.uk 	Westminster Council Police Safer Neighborhood team Community Anchors		
<p>You asked:</p> <ul style="list-style-type: none"> Council to outline environmental impact assessment (EIA) approach for local support services. 		Community Safety Officers Westminster Council Police Safer Neighborhood team Community Anchors	Ongoing	In May 2018 Community Safety led an Environmental Visual Audit (EVA) in the West End, working with a range of stakeholders and community representatives to address long standing crime generators in the physical environment. Community Safety are continuing to work

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				<p>the community to address long term issues of ASB and drug activity impacting on the lives of residents. One of the ways to support this work is by understanding the impact on the well- being of residents and ensuring that the steps being taken by the Council, the Police and the numerous partners involved in the complex issues being experienced by residents alleviates the long term distress being caused.</p> <p>Update: Cllr Sue Vincent has been liaising with Camden Council's Community Safety Team, the Director for Communities and the Council Public Health team to progress on the EIA.</p>