

Regents Park Community Conversation January 2019

Follow-up meeting and Partnership Action Plan

Short Term Achievable Outcomes				
You asked	We will do	Lead Officer / Teams	Target Date	Progress update
<p>You fed back: An increase in open drug use by street population across the ward, some of which related to rough sleepers</p>	<ul style="list-style-type: none"> • Increase multi- agency patrols, which balance engagement and enforcement to target aggressive drug users. 	Camden Council hotspot team / CPO team	Review April 2019	In Feb 2019 there were 10 hotspot patrols, 33 Community Presence Officer patrols, and 86 Responsive Security Patrols. Outcomes from patrols include disruption and engagement/reassurance with residents
<p>You fed back: An increase in rough sleeping across the ward and associated litter/mattresses</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 • Improving response times for clearing mattresses. 	Camden Council hotspot team / CPO team	Review April 2019	Hotspot patrol conducted a 2-day Operation targeting ASB on Regents Park Estate in Feb 2019. Outcomes from patrols include removing tents, disrupting rough sleepers
<p>You fed back: An increase in drug dealing across the ward</p>	<ul style="list-style-type: none"> • Liaising with police for extra resources to Regents Park Ward to tackle dealing. 	Regents Park SNT	Review April 2019	
<p>You fed back: Poor security on George Mews, Exmouth Mews and Tolmer's Square and a number of blocks on Regents Park Estate including the new HS2 replacement housing blocks.</p>	<ul style="list-style-type: none"> • A review of request for gating in areas affected by HS2 • Installing improved doors in new HS2 replacement housing is ongoing. 	Planning/ HS2	Review April 2019	Planning team has visited George Mews and Exmouth Mews with residents in Feb 2019 to review gating options, and are gathering evidence for progressing this

<p>You fed back: Residents would like a better response from the Responsive Security Patrol (Housing Patrol)</p>	<ul style="list-style-type: none"> • More targeted patrols on Regents Park by RSP. • Customer Services training for call handlers, and review of how to improve the x4444 switchboard experience • Better co-ordination between patrolling agencies • Proposal for a Resident Safety Panel 	Responsive Security Patrol	Review April 2019	Resident Safety Panel proposal will be submitted before the DMC in March 2019. Joint patrols with hotspot team are planned in March and April 2019
<p>You fed back: Residents would like a better relationship with Council Officers so they know how and where to report issues.</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. 	Housing and Community Safety	Review April 2019	Community safety officers attend the safer neighbourhood panel meetings and can attend other meetings
<p>You fed back: Residents feel HS2 have not taken responsibility for the disruption to the ward including displacing the drug users onto housing land. Residents have not found communication with HS2 straight forward and feel uninformed of developments</p>	<ul style="list-style-type: none"> • HS2/CSJV is in the early stages of establishing a joint working group (which will include the Council) to address the crime and ASB issues in the Euston area. HS2 also has a number of activities in place to deal with these issues including training their staff on how to identify and report crime/ASB, security vehicle patrols and their Customer Experience Reps working with British 	Camden Council	Review April 2019	CSJV is in the early discussion stages on setting up the group

	<p>Transport Police to support a safe environment.</p> <ul style="list-style-type: none"> • Camden Council is working with HS2 to improve access to communications/ information about upcoming works. 			
<p>You fed back: Residents would like safer routes through the ward – some parts of the estate have hidden corners and are ‘no-go’ areas</p>	<ul style="list-style-type: none"> • We held an evening ward walkabout on 19.2.19 to assess these areas for environmental improvements including improving lighting; also liaising with Police Crime Prevention Design Advisor to design out crime. 	Community Safety & CWG	Feb 2019	<ul style="list-style-type: none"> • Since the walkabout 5 sites are receiving improved/repared lighting. • Gating options are being reviewed at Mornington Street, George Mews, Threefields, Clarkson Row. • Residents highlighted the need for fencing of the play area outside Lindale (which is confirmed to go ahead).
<p>You asked about: CCTV – how does this work and can residents arrange their own?</p>	<ul style="list-style-type: none"> • We will explore how this will work. 	CCTV	Review April 2019	

Long Term Strategic Planning				
You asked	We are doing	Lead Officer / Teams	Target Date	Progress update
You fed back: Concerns about gaps in police and other services	Camden and the police will review this with a view to reinvigorate our joint strategic approach	Community Safety/Police	Review April 2019	Camden Council cabinet approved council officer use of Community Protection Notices in Feb 2019. These are powers currently used by police only, and expanding it to council officers will enable more joined up enforcement
You fed back: You would like to see a long term strategy around Drugs including further work with the Margarete Centre	Camden and the police will review this with a view to reinvigorate our joint strategic approach	Community Safety	Review April 2019	
You fed back: You would like Planning to review how they could work more closely with resident groups in the ward regarding existing and further major works	This will be taken forward with planning teams	Community Safety	Review April 2019	

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 Team	Camden Council outreach team, formerly street wardens
RSP or Responsive Security Patrol	Camden Council outreach team, formerly Housing Patrol team, available 4pm-4am
ASB anti-social behaviour	Any behaviour which causes harassment, alarm or distress
SNT or Safer Neighbourhood Team	Police officers dedicated for Regents Park Ward. 1 Sergeant, 2 PCs, 1 PCSO
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.

