

Amphill Estate Action Plan from Estate walkabout 09-11-22

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Red – No update from the officer assigned to action. Immediate action needs to be taken to address the Issue.

Yellow- Officer has updated the action. We are on track. However, it is still not complete.

Green- Action has been completed.

No.	Desired outcomes	Actions	Review / target date & progress update	Responsible Officer & Target Date
1	A reduction in the drug-related crime and ASB currently occurring both in broad daylight and at night across the estate's communal areas.	<ol style="list-style-type: none"> 1. We will be upgrading the CCTV system, the engineering team have been working on the estate already doing the background work, cabling, establishing the links etc. and the final stages are due to start at the beginning of December and should be completed by the end of the year. 2. Residents are encouraged to contact the Council's Responsive Security Patrol (RSP). Officers will investigate complaints relating to RSP officers not leaving vehicles and advise residents what they 	<ol style="list-style-type: none"> 1. The CCTV is being installed now. All cameras apart from the lift cameras are now installed and working. 2. RSP officers are expected to leave their car, carry out a foot patrol in the area that has been identified in the call and deal with any incidents they come across. RSP officers use body worn video on all patrols and this is regularly dip sampled to ensure they are leaving their vehicles and patrolling. 3. Grounds maintenance team is arranging for several areas to be tidied and reduced as requested by the TRA. Areas inc. Bushes adjacent the south of Calgarth (Flats 1-12) Bushes immediately adjacent the vehicle gate behind 	<p style="text-align: center;">Natasha Dickinson/Graeme Dyson</p>

		<p>should expect from a routine patrol.</p> <ol style="list-style-type: none"> 3. We will reduce the height of the bushes at the back of Eversholt House and by Gilfoot. 4. We will consider what we can do at Beckfoot to prevent rough sleepers breaking the security chain/lock to access area near electrical intake room in the vicinity of the car park. 5. The Council will liaise with the Police to inform them of the actions we are taking and to ensure that we have a co-ordinated approach to resolving the matters raised during the walkabout and discussions at the TRA hall. 	<p>Carriage House, 203 Eversholt Street. Planting on the north side of Calgarth (Flats 1-12) at the back of the medical centre. Green Space Project team exploring shrubs at the Hampstead Road gate north of parking area and south of Gillfoot Hampstead Road to be removed with the trees to remain, and to be replaced with grass. Bushes on the left-hand side coming in should be pruned back by about 50%. Curved pathway running south of Gillfoot to Oxenholme. Mature bushes and yucca tree to be kept. Mature bushes to be trimmed and shrub beds to be gap filled.</p> <ol style="list-style-type: none"> 4. This land is owned by Network Rail. Community Safety will be contacting them about improving security to this area. 5. Community Safety is in regular contact with the local Police Safer Neighbourhood Team (SNT), and regular partnership working, including joint patrols, is happening. The Action Plan will be shared with the SNT. 	
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2	Residents know where to report crime and ASB to when it is occurring.	<ol style="list-style-type: none"> 1. We will prepare and distribute an update to all residents advising of contact details for reporting crime and ASB together with what residents can expect of each service. This will include the Neighbourhood Officer, Community Presence Officers and Responsive Security Patrol. (This will also encourage people to report crime when it happens) 2. We will explore the feasibility of installing electronic notice boards in each tower. 3. The Council will arrange for a community noticeboard to be installed outside the TRA hall. 	<ol style="list-style-type: none"> 1. Community Safety will arrange delivery of 'Quick Comms' to all residents, with contact details for how to report ASB. NHM will look at producing separate letter/information sheet on other contact details and keys 2. Officers are exploring the options available and cost this facility 3. there are several notice boards around the estate. (Will need to ascertain the request here and need.) 	<p style="text-align: center;">Natasha Dickinson/NHOs</p>
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3	<p>Effective working of the estate security gates and doors. Vehicle gates are vandalised and left open for months at a time and the door entry system has multiple faults including the call buttons on gates and block entrance doors not working. Multiple gates not shutting/engaging magnet and release buttons to exit are not working. This has happened in Oxenholme and is a real safety issue should there be need for emergency evacuation.</p>	<ol style="list-style-type: none"> 1. The M&E Operations Manager will look into the problems experienced with security gates and doors and seek solutions. 2. A contractor will directly be instructed to check the perimeter gates to the estate to ensure that they function properly and that they release appropriately. 	<ol style="list-style-type: none"> 1. Stockbeck – gate was recently repaired but again damaged by another vehicle reversing into it. A subsequent repair order has been raised by John Sawyer M & E team. 2. Arrangement made for Alfatrack to carry out a review of the gates. They will also investigate any defects to the intercom if reported. 	John Stow
4	<p>Reduced incidents of drug-related crime, drug dealing and ASB arising within blocks especially in the tower blocks. This includes a spate of theft of on-line deliver orders left by courier outside lifts in towers.</p>	<ol style="list-style-type: none"> 1. Community Presence Officers have been asked to target certain floors in relation to requests that officers walk down the stairs from the top floor to witness for themselves the drug abuse and even sexual activity by those thought to be drug users/involved in drugs generally. False ceilings will be checked for weapons being stashed there. 	<p>Community Presence Officers have regularly patrolled the Estate as agreed. It has been noted that the reports from residents to Community Safety have reduced recently, but they may increase once the Quick Comms have been delivered. RSP are tasked, on a rolling basis, to pro-actively patrol the Estate at least once a night</p>	Natasha Dickinson/NHOs

		<ol style="list-style-type: none"> 2. The Responsive Security Patrol will also be asked to patrol the towers from top to bottom. 3. To rectify the problem of people using easily accessible drop-keys to access blocks the 4. Neighbourhood Housing Officer will explore the feasibility of installing secure Gerda - Fire Control Switch Boxes. 5. The information on who to contact about issues on the estate will also inform residents where to obtain gerda keys for estate parking / deliveries. 		
5	<p>Estate lighting fully functioning and dissuading drug use/ dealing in problem areas.</p> <p>Amphill has had bouts of serious loss of lighting, but this does seem to have been largely rectified. When not operating it is often a whole circuit or more than one that goes down.</p>	<p>The M&E Operations Manager will request for a lighting audit to be carried out including a request for the MUGA to be fitted with lighting. The lighting audit will also look at how it might reduce drug dealing and Nitrous Oxide use in problem areas, for example between Beckfort and Stockbeck.</p>	<p>Officers attended site on 23/02/23 to review the area highlighted (columns to the side of the MUGA), to check if they can be turned to face the pitch area. Further assessment required as to whether they can be fitted with time clocks.</p>	<p>John Stow/John Sawyers</p>

6	Lifts working effectively.	The lift Contract Manager will be asked to resolve issues with regards to lifts in Oxenholme and Dalehead.	No lift repairs have been logged at Oxenholme. At Dalehead a problem with lifts were reported in February and rectified. They are both working today. There are currently no outstanding reports of lifts not functioning.	Sam Hulbert
7	Good quality and safe pathways across the estate.	The Caretaker Manager will audit disintegrating walkways across the estate and forward them for action to be repaired.	An order has been raised with Highways and Volker Highways. This was to assess the pathways but due to the ongoing works by the Green Spaces Team, they cannot commence any work.	Marcio Rodrigues
8	A reduction in dog fouling.	The Council will consider a fenced area for dogs to be created as part of Greening Ampthill and promote responsible dog ownership in estate communications.	JN had a walk about with residents on 22 nd February 2023 to discuss. The TRA are going to discuss amongst themselves to see if they can identify a space for a fenced dog area. We discussed the limitations, in that there is no enforcement to make dog owners use a designated dog area.	James New
9	Youth diversion activities.	The TRA is working closely with Somers Town Big Local and discussions are taking place about applying for funding (including from HS2) for various projects engaging youngsters in various physical and creative activities on Ampthill. The Council will support this and will lead on organising a	The Detached Youth Team has worked historically with the young people on the estate and has maintained a regular presence via street-based work. Most of the young people initially engaged have since begun to access other mainstream youth provisions.	Omar Hall

		meeting for young people and their families with the Big Local.	We are currently working with 2 groups of young people encountered on the estate and run weekly sessions with them from the Crowndale Centre. Access to a space local to the estate, like the TRA hall could prove beneficial in working with those young people who are unable to access youth provisions offsite	
10	Good sound insulation in light of HS2.	The Council will facilitate a public meeting with HS2 about sound insulation and ventilation.	<p>A public meeting was held on 21st Feb that was attended by the ASTRA, residents and Officers from Camden, SCS and HS2. At the meeting SCS (HS2's construction partner) reported that a show flat has been open for 2 weeks to showcase the noise insulation (NI) install to residents of the 3 Ampthill Towers. This will be open for a month.</p> <p>Thirty residents living in the 3 Tower blocks have already visited and signed up for NI, which will be installed over the next few months.</p> <p>ASTRA (Ampthill Sq TRA) additionally asked for:</p> <ul style="list-style-type: none"> • 1 month extension so the show flat viewing ends in April • the show flat to be open on evening/weekend for those who are at work during the day 	Sharon Rodney

			SCS will consider their request if there is demand from the residents.	
11	Improve parking for residents in terms of ease of parking and tackling unauthorised parking .	<ol style="list-style-type: none"> 1. The Council will look into increasing the size of bays to accommodate the larger cars people are using. 2. Regular patrols will be carried out by NSL the contractor enforcing parking controls. 3. The Council will also look into the report of residents that fobs are being cloned. 	<ol style="list-style-type: none"> 1. We are waiting for external contractors Volker Highways to visit site and undertake a survey on bay sizes on the estate to ensure they comply with current parking conditions. This is expected to take place this financial year. 2. Frequent request for targeted enforcement patrols are ongoing and data interrogated to establish frequent offenders and action as necessary. 3. The fobs used on the estate are pre-programmed and purchased directly from the manufacturer. It has not been proven whether fobs are being cloned. However, we will look to have the fob system is upgraded to a cloud-based system in the next financial year. 	Jayne Seaman/ Andy Foster