

Tenants and Leaseholder Panel - 3rd February 2016

Eyes & Ears Update - Agenda Item 6

Update

This is an update of activities and events carried out by Neighbourhood Safety Officers in respect of Housing Land and Environments only and do not indicate any activity outside of that remit. The period covered is from October 2105 until the 31st December 2016.

The following table is a high-level breakdown of activity in these environments based upon a percentage of officer time and is shown both as an area based figure and an overall service based figure for that period of time.

NSO Monthly HRA Activity -Rolling Year				
Area	Month Covered	Total Hours	Hours Spent (HRA)	% proportion of duty
South East	October	1428.00	701.29	49.11
South West	October	741.00	250.27	33.77
Central	October	504.00	136.00	26.98
North East	October	621.00	96.00	15.46
North West	October	560.00	140.00	25.00
South East	November	0.00	0.00	0.00
South West	November	752.00	196.00	26.06
Central	November	799.00	230.00	28.79
North East	November	799.00	221.00	27.66
North West	November	730.00	186.00	25.48
South East	December	875.50	392.36	44.82
South West	December	813.00	326.09	40.11
Central	December	664.00	224.25	33.77
North East	December	1142.00	233.08	20.41
North West	December	838.00	220.45	26.31
	Total Hours Worked	11266.50	3552.79	31.53

It should be noted that some areas where there is a low density of Housing demographic will have a lower % contribution but is picked up in areas where the density and demographic is much higher which is why the overall service total is shown as the indicator applied.

The Service implementation Thus Far

I am pleased to report that the implementation of the service has been and continue to be positive. Officers are more visible on estates and are connecting with community groups and other resident forums to promote the new service. As a consequence we are tackling more of the issues that affect residents such as ASB and environmental enforcement issues such as Flytipping and Bulky Waste which are problematic issues for residents.

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A good example of this comes from the South East area New Addington as follows:

- 14 Acceptable Agreements signed
- There has been no new evidence of further fire/arson attacks in the area
- Young people encouraged not to hang around the stairwells on Central Parade
- Shopkeepers have reported reduction in abusive and threatening behaviours
- Theft has significantly reduced
- Young people are not climbing on roofs and throwing missiles at pedestrian

I am working with the Youth Outreach Service (Emily Collinsbeare) and with Community Engagement (Ken Constantine) as members of this management team to develop better information sharing conduits and an agreement regarding the type of information we present as evidence of outcomes and challenges as they relate to the whole service provision.

Moving Forward

I am also working with Housing Management to develop a more detailed reporting mechanism for outputs and outcomes within the Housing Environment and performance measures, which ties in with a new provision for the NSO service which is the implementation of a bespoke service database *Microsoft Dynamic CRM* which is the corporate standard allied to a *Mobile Working* solution based on Smartphones which every NSO has been issued, estimated live roll-out late February 2016. This we hope will provide accurate real time data that as managers we can extrapolate to support the output and outcome data required for this and other Housing Forums.

The Management Team

I will be introducing you to the managers for the areas at the meeting some will be familiar others not so:

Dermot Linehan	NSO North East
Stanley Enyinnaya	NSO North West
Daniel Guildford	NSO Central
Patrick Manet	NSO South West
John Sampson	NSO South East
Chris McAvoy	Environmental Enforcement Team
Ken Constantine	Community Engagement (Housing)
Emily Collinsbeare	Youth Outreach

Regards

Paul Ratcliffe - Neighbourhood Safety Manager.