

# TLP 20160203AR06 Appendix

## Agenda Item 6 Appendix

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### Highlighted Activities from Areas and Services

#### NSO South East – Manager John Sampson

#### NEW ADDINGTON & FIELDWAY ANTI SOCIAL BEHAVIOUR

A group of young people in New Addington and Fieldway who have been involved in varying levels of anti-social behaviour to include; setting of over 50 fires, climbing and jumping on roofs, throwing missiles, hanging out in stairwells smoking and drinking alcohol, abusive and threatening behaviours, theft from the shops on Central Parade, intimidation of shopkeepers, threats to shopkeepers were identified. As a result 12 young people have been signed up to Acceptable Behaviour Agreements.

The group have been recognised as a gang who operate in Fieldway and New Addington by the name of 'FIELDBOYZ'.

Maggie has been working with other professionals to include; London Fire Service, YOT, Inclusion and Fair Access Teams, Education, Resilience Service, Gangs unit and Trident (MPS).

On-going Patrols and monitoring the behaviour of the young people who have signed Acceptable Behaviour Agreements

Positive outcomes to date:

- 14 Acceptable Agreements signed
- There has been no evidence of further fire/arson attacks in the area
- Young people not hanging 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

#### **4 additional ABA referrals on Housing Land (TOTAL 18 ABA's)**

#### **MEETINGS ATTENDED/SUPPORTED**

- Chertsey High Rise & Westcott Close Residents Meeting
- Northdowns Residents Group
- Fieldway/New Addington Ward Panel

#### **CENTRAL PARADE**

Fly tips on Central Parade and at Central Parade NRC have dramatically reduced due to:

- Education
- Duty of care visits
- Issue of Fixed Penalty Notices
- Successful prosecutions
- Supply of dustbins to residents in flats

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### DUTY OF CARE

Duty of Care visits completed at Central Parade, Headley Drive, Calleydown Avenue, Milne Park East and Broom Road. This does help reduce fly tipping in and around Housing land.

### FPN'S ISSUED

Housing land x 38

### CPN WARNING LETTERS

- Untidy gardens x 11
- Dog Fouling (ASB) x 2
- ASB (youth) x1

### Shrublands Estate: CPN WARNINGS ISSUED

- 2x ASB

### FPNS ISSUED

- 13 x Littering
- Overhanging Vegetation Letters complied with x2.

### Positive Outcomes

1. **(Shrublands Estate)**The youth congregation and cannabis smoking previously located in Jasmine Gardens has been dislodged. This was moved to the Broom Road parade of shops. This has now been dislodged too with the help of all members of the team – through constant patrolling, surveillance and engagement with the Broom Road shop owners.
2. Littering offences on Spring Park Road has now reduced due to engagement with the Schools around the area – Eden Park School, Shirley High School.
3. Through residents' engagement, all perpetrators of anti-social behaviour in **Shrublands Estate** – Jasmine Gardens, Erica Gardens and Bracken Avenue have been identified and located through multi agency partnership working and have all been issued with Acceptable Behaviour Agreements.
4. **(Shrublands Estate)**Through multi-agency partnership working, underage drinking and Cannabis smoking located in and around the Goat Pub has now been removed. With visits from the local SNT, Licensing Team and constant patrolling, monitoring and intelligence reports to the Police by the NSO South east team.

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5. Due to constant patrolling in and around 1-23 shepherds way (**Monks Hill Estate**), the anti-social behaviour such as gathering of youths and smoking of cannabis has reduced/stopped in and around the building.
6. Constant patrolling of Kestrel Way (**New Addington**) particularly 49-68 Kestrel way has reduced the constant fly tipping in the blocks around the Bin area.
7. Warbank Crescent (**New Addington**) has seen the reduction in youth playing football and disturbing neighbours on a daily basis. This is due to the interactions with the kids and their parents.
8. Regular patrols of Edgecombe and Broadcombe (**Monks Hill Estate**) have seen less reported ASB regarding youths come into the Council.
9. We have continued with patrols due to hotspots highlighted by the Warden service E.G Chertsey Crescent, New Addington. On-going investigations with the ASB team/Police team regarding motorbikes being ridden dangerously on Addington Vale, Northdowns. Shrublands Estate (Goat Pub, Broom Road).

As a service we assumed responsibility for Abandoned Vehicle from Parking Services in November 2015 and we are identifying these quickly and dealing with either by finding the owner or removing these as quickly as the law allows us too, particularly on Housing land.

#### **NSO North West – Manager Stanley Enyinnaya**

##### Anti-Social Behaviour

- Laxton and Kettering Court –Thornton Heath were identified by the tenancy team as hotspots for youth congregation and possible drug dealing after an elderly resident was assaulted which led to a life changing injury. I drafted a rota for the NSOs which were shared with the Tenancy team, Police and ASB team as we all agreed to alternate patrols of the block. We worked extensively throughout the month of December 2015 and deterred further nuisance in the block.
- The NSOs identified blind spots in the block that had inadequate lighting and made useful recommendation which has been passed onto the Housing Planned maintenance team for their action. Disrepair issues within the block were reported and monitored by the NSOs. The collaborative working was exceptional that led to a very good result.

##### Support for Vulnerable Resident

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- During a routine visit by the NSOs on Prestwood Gardens Estate-Thornton Heath, which was to engage and educate a customer on the appropriate way of disposing waste.

After the visit, the NSOs observed an elderly lady on a mobility scooter struggling to get back to her house. There had been a water leakage in the area and the Council Highways team had dug up the carriage way and footway, and placed some barriers around it. This restricted the access though the footway was open for pedestrian access; the lady could not manoeuvre her mobility scooter and was stuck in between the barriers.

The NSOs who observed this incident quickly came to her rescue and removed the barriers and assisted her in gaining access to her property. She was very thankful and the action of the officers was commended by passer-by and residents. The NSOs have since made contact with Highways Team to ensure that barriers are placed in appropriate way to avoid further restriction for wheel chair users, buggy pushers etc. This singular action of the officers raised the profile of our new service in the estate.

#### **NSO North East- Manager Dermot Linehan**

- COLLEGE GREEN- 3 x flytip. Car parking on grassed area not yet witnessed.
- OXFORD RD. Issue with bin area, resident's letter dropped. TOLL GATE ESTATE. dog
- Dog fouling issues, surveillance carried out, and additional signage erected.
- LONGHEATH GDNS- Report on ASB continuing with surveillance as none to date witnessed. CHURCH ROAD /AUCKLAND ROAD ESTATE- 5xflytips.
- OFFICERS attended and supported Youth Football tournament at Addiscombe Recreational Park on 29th Dec. Contact with Key Residents Tenant Officers and Caretakers continue. Daily patrols AM and PM continue. To sum up rather quieter than we expected however expect more issues once the fine weather and long evenings return and also better coms from housing may see an increase in issues.

#### **NSO South West Team –Manager Patrick Manet**

- Addressing overgrown vegetation at Birchfield Close
- Tackling dog fouling at Tollers Lane
- Engaging with local residents, promoting and raising awareness of the neighbourhood Safety service on all estates particularly at Croftleigh Avenue and Tollers Lane

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- Sting operation at hotspot locations including Old Lodge Lane, Tollers Lane and Croftleigh Avenue which resulted in a number of FPNs issued.
- Worked in partnership with ASB team and Tenancy to address ASB at Old Lodger Lane and Croftleigh Avenue
- Monitoring ASB and dog nuisance at Whitefield House
- Issued FPN for fly tipping and uncovered illegal squatters at 85a Ellis Road. Case passed to the Housing Standard Team
- Reported drug misuse at Goodenough Way, finding passed on to the tenancy team.
- Reported abandoned vehicles at Partridge Knoll

Reported environmental issues such as fly tipping, repairs, damages to street furniture, untidy communal landings on

#### **Central Team**

We have investigated and reported for clearance a significant number of fly tips in the Waddon area in particular with Hillside Road and Denning Avenue being particularly problematic roads. Two FPNs were issued on the 28-12-2015. In Violet Lane we were involved with the issue of a garage that had been broken into and provided the police with information to help their investigations.

We have reported a number of abandoned vehicles across several locations in the Central area that have been in housing car parks some for a considerable amount of time. We have engaged with housing caretakers across a number of sites on these and other issues.

We have increased monitoring on estates in response to complaints of persistent dog fouling. Namely, 9 and 18 Bramley Hill and The Waldrons.

#### **Youth Outreach**

Play and Youth Outreach Team Highlights Sept-Dec 2015

James and Sufian have engaged with well over 200 children, providing diversionary activities and providing support to them and their families by identifying their needs and talking to young people about any issues they may face and signposting to relevant services/clubs/activities. For example we have supported 1 young person from Macedonia with learning disabilities, helping him to engage with the youths within his area via our Walton Green football sessions.

Judy and Wes have sustained their engagement with Sycamore and Concorde House (emergency housing) and played an active part in organising events and a Christmas Party for the children & families there.

A positive outcome Tom has achieved within this service is his engagement with a particular young person and family who are the cause of antisocial behaviour on a housing estate. This

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young person has caused many issues and is known to the Police and ASB team. Tom's role has allowed him to engage with this young person and he has mentored him to change his behaviour in the area as the issues he is creating could result in his family being evicted and therefore be homeless. Tom has provided diversionary activities, conversation, signposting and advice for this young person to change his behaviour and to understand the effect his actions have on the community.

Anthony and Tom, through engagement with schools within our communities, have established the first girl's football team within our service. They attend Aerodrome Primary Academy on a weekly basis to deliver training sessions which are attended consistently by 15+ key stage 2 girls.

This has triggered a tri-borough girl's football league which is also attended by girl's football teams from Park Hill Juniors and The Minster. They have aided in breaking down the barriers and building confidence within the girls to get involved in what was predominantly a male associated sport within school. Since the team has been established they have competitively played, against other teams from the schools mentioned, in two tournaments which was supported by parents and teachers of accompanying schools and participating children.

#### **Community Engagement**

They may be looking for arrangements we've made to cover potential gaps in 'what Wardens used to do',

Vulnerable residents

I told them that was the sole preserve of the 5/6 Tenancy Support Officers and that our COOs dealt with positive engagement, activities & events and tackling isolation they were very surprised there were that many TSOs) and

Shopping in inclement weather etc.:

Responded that I confirmed with Tenancy and everyone else when all the services got together, that we only have 2 Community Outreach officers who aren't patrolling officers, so couldn't do this in isolation, but would join in any frontline staffing effort that required an urgent response.

**Ends.**