

Appendix B



Ward Walks & Community Safety Hubs Implementation and Review

February 2023

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Annex 1 - Feedback results

1. Introduction

- 1.1 Following the May 2022 elections, Barnet Council has a new Labour administration. The new administration has made several commitments, one of which is 'safer streets across the borough, with a strong focus on tackling crime and anti-social behaviour'.
- 1.2 As part of their commitment for 'safer streets', Barnet's labour administration has pledged to provide community safety hubs for members of the public to raise concerns about anti-social behaviour and crime, with the police and council enforcement officers. In addition to this they have committed to deliver a programme of 'safer street audits' (Ward Walks) with police, councillors, resident associations, community safety officers and other council departments to identify together, ways of making spaces safer.
- 1.3 Both projects began in Qtr. 3 of 2022 and have run alongside each other as pathfinders to identify the best way to deliver these commitments to the communities of Barnet.
- 1.4 This report sets out to identify areas of strengths, lessons learned and opportunities for both pathfinder projects.

2. Governance

- 2.1 The following governance has been defined to oversee the delivery of the Hubs and Ward Walks projects:
 - Programme team meeting - meets on a weekly basis to discuss the status of the two projects, including updates on the use of the hubs and actions from the walks.
 - Hubs and walks programme board – meets monthly as the key decision-making group for the two projects. The main discussion points include hub locations and effectiveness of the hub model and the process and schedule for the walks.
 - Member engagement – there is a community safety meeting which takes place fortnightly with Cllr Conway and the Executive Director of Assurance in attendance which is used to update on the progress and steer of the project. However, this meeting is not focussed on the pathfinder projects so will only be utilised as and when needed.
 - Community Leadership and Libraries Committee - this committee has oversight of both pathfinder projects and updates will be provided as part of the wider community safety activity reports.
 - All member briefings – The first all member briefing on hubs and walks took place on 18th January and received positive feedback. Further briefings will take place as and when necessary.
- 2.2 Both pathfinder projects are discussed at the above meetings as they involve a number of the same stakeholders. Other Leads will be invited to the meetings as and when required.

3. Safer Streets

3.1 Community Safety Hubs Pathfinder model

- 3.1.1 A Community Safety Hub is a drop-in centre which allows residents to report issues around community safety and anti-social behaviour to council enforcement officers and when present, police partners.
- 3.1.2 Community Safety Hubs have been introduced as part of a range of pathfinder projects to further increase the feeling of safety and to tackle crime and anti-social behaviour in the borough of Barnet. The hubs are accessible for all who live in, work in and visit Barnet, to anonymously report or raise concerns about crime and anti-social behaviour in the area.
- 3.1.3 The Community Safety Hubs model aims to improve how the council engages with residents and local communities and brings partners together so they can hear directly from residents, and work in partnership to respond to concerns.
- 3.1.4 The Community Safety Hubs also contain a wide range of materials from other services within the council and from partners, to help promote different services, borough wide support schemes available, and to signpost residents.

3.2 Ward Walks Pathfinder model

- 3.2.1 Ward Walks are a programme of walks throughout the borough that enable residents to raise concerns about their area with council officers and police partners. This includes community safety issues but also covers several other council services, for example Highways, Street Scene, Green Spaces and Public Health.
- 3.2.2 Residents are able to report issues they wish to see addressed on the walks in advance; they can raise these via the safer streets inbox saferstreets@barnet.gov.uk, their local Councillors or ward panel chair, their resident association or local community groups.
- 3.2.3 Residents are unable to join the walks and therefore would be represented on the Ward Walks via their local Cllr, resident association, or community groups. This ensures only manageable numbers are present during walks from a safety perspective. Specific issues should be raised beforehand to ensure the route can be planned accordingly and the correct council officers are present to investigate.
- 3.2.4 Ward Walks are adjusted to the intelligence received, therefore if intelligence is primarily about safety issues after dark, the walks will take place then.

4. Delivery

4.1 Community Safety Hubs

- 4.1.1 An initial two hubs were launched as part of a pathfinder project (Fig. 1), with a further four hub launches to be explored thereafter; with 6 proposed hubs to be opened before April 2023.
- 4.1.2 The two Community Safety Hubs in Fig.1 have occurred each week since their launch dates until the week of 19th December where they were paused for the Christmas break. The hubs will reopen again week commencing 6th February 2023 to allow time for learning outcomes to be identified as part of this review.
- 4.1.3 The hubs have been delivered on a part time basis (see Fig.1) due to limited resources. It was not deemed an efficient use of council resources to staff each of the hubs full time, Monday to

Friday. Instead, the hubs have been staffed one day per week for 3 hours, from 3pm – 6pm. This was to coincide with school pick up times and the average workday.

Fig.1 Hub Site address

Site	Address	Ward	Opening Times	Cost
Phase 1 (first 2) Sites				
Edgware Broadwalk Shopping Centre	Broadwalk Shopping Centre, Station Road, HA8 7BD	Edgware	Thursday 3pm to 6pm - 27 th October onwards	None
Metropolitan Thames Valley Community Hub Facility	Community Centre, 7QE, Marsh Dr, NW9 7QQ	West Hendon	Tuesday 3pm to 6pm - 1 st November onwards	None

- 4.1.4 The first two hubs were sited in the west of the borough, with consideration given to anti-social behaviour hotspots and crime hotspots. The location of other services, such as Barnet Mencap Hate Crime reporting hubs and footfall for the area were also included. Locations have also been explored to see if the hubs can join up with existing services/provisions to increase the convenience to residents, whilst allowing for more discrete reporting of issues.
- 4.1.5 Both hubs utilise existing locations with no ongoing costs to the council for hire, or use of Wi-Fi.
- 4.1.6 Hubs were predominantly focussed on community safety and staffed by community safety officers, joined by police partners for Phase 1. Other services have joined the officers at the hubs throughout the process, however, this has been on ad-hoc occasions to promote their services and not to lead or manage the hubs. In addition to this, information on other council services and partners has been made available at the hubs, including cost of living advice, safe spaces, Ask for Angela, victim support and Barnet Mencap Hate Crime reporting centres.
- 4.1.7 Intelligence and enquiries received by the officers at the hubs were logged and tracked as part of a central intelligence spreadsheet. Anonymous enquiries and intelligence were also logged to help track the use of the hubs; however, no contact details were recorded.
- 4.1.8 Feedback forms were placed in the hubs and visitors were encouraged to complete and return them (anonymously if preferred). This was to help record how visitors found the experience, including the location and opening times, and to gather information on equalities, diversity, and inclusion for those accessing the hubs.
- 4.1.9 A recruitment process to hire a full-time co-ordinator to manage both pathfinder projects has begun. This role will assist with the planning and co-ordination of the projects, and member and public liaison.

4.2 Ward Walks

4.2.1 The first initial Ward Walk took place in East Finchley on 2nd November. Intelligence used to form the basis of the walk was taken from the Police StreetSafe data, which allows members of the public to anonymously report areas where they feel unsafe. Data was also taken from the community safety team’s database ECINS, to raise any other hot spot locations linked to anti-social behaviour and complaints. The same data platforms were used to form the following 4 walks during November and December (see Fig.2). However, further intelligence was also taken from resident emails sent to the safestreeets@barnet.gov.uk inbox to inform the walks.

Fig.2 Ward Walk Dates

Ward	Date (2022)
East Finchley	2 nd November
East Barnet	22 nd November
Cricklewood	24 th November
Burnt Oak	28 th November
Colindale North	5 th December

- 4.2.2 Each ward within the borough is to receive two ward walks each before the end of the year, with a schedule of walks drafted and communicated to appropriate ward Cllrs in advance. The ward walks for February have already been confirmed with Cllrs.
- 4.2.3 The walks were attended by Cllr Conway and the ward Councillors (where possible) for the ward in question, along with Community Safety Officers, other relevant council officers and invited representatives from resident associations and community groups.
- 4.2.4 Representatives from resident associations and community groups were invited to attend rather than the walks being open to all residents within an area, ensuring manageable numbers were present from a safety perspective and considering time constraints. Cllrs were also able to raise issues on behalf of residents and act as the voice of the residents on the walks.
- 4.2.5 Ward Walks took place during the hours of 2pm – 4pm during the winter months, therefore areas were experienced during the hours of daylight and dusk.
- 4.2.6 Hi-Viz Ward Walk vests were printed for all attendees of the walk to wear during the walk, to ensure members of the group are identifiable.
- 4.2.7 Walks were co-ordinated by the Safer Streets Co-ordinator. A shared inbox was set up (safestreeets@barnet.gov.uk) and comments boxes were placed in the Community Safety Hubs as well.
- 4.2.8 The Safer Streets Co-ordinator compiled the issues raised and gathered the intelligence from the databases to ensure the relevant services were invited to the walks and a route was then planned around the ward based on the intel. The route was then shared with attendees in advance.

- 4.2.9 Following each walk, a full report was produced to summarise all the issues reported and the status of any follow up actions agreed on the walks. The summary was then sent to everyone who attended the walks and ward Cllrs.
- 4.2.10 Any service level activity in response to the walk was reported to the appropriate services/department, responsible for delivering it.

4.3 Communications

- 4.3.1 Barnet council website pages were updated to incorporate information on Community Safety Hubs and Ward Walks <https://www.barnet.gov.uk/community/community-safety>
- 4.3.2 In October 2022, articles were placed in the Barnet First resident e-newsletter announcing the opening of the first two Community Safety Hubs and promoting the email address saferstreets@barnet.gov.uk for residents to submit their community safety concerns ahead of the Ward Walks.
- 4.3.3 Social media accounts were utilised with targeted area marketing, to announce the launch of the first two Community Safety Hubs and Ward Walks, including how to raise community safety concerns to the safer streets inbox.
- 4.3.4 A photoshoot was arranged with Cllr Rawlings and Cllr Conway at the Edgware Community Safety Hub with the police Chief Inspector, partners and members of the community safety team.
- 4.3.5 A video interview was filmed at the Edgware Community Safety Hub with Cllr Conway for further promotion of the hubs on social media.
- 4.3.6 A press release was sent to the local press announcing the new Community Safety Hubs, this was also posted on the homepage of the Barnet Borough website and on social media.
- 4.3.7 There was a photo call with Cllr Rawlings and Cllr Conway in the community, participating in the first Ward Walk taking place in East Finchley on 2nd November, which was shared on social media.
- 4.3.8 An article was published in the '*barnet first*' newsletter announcing the Community Safety Hubs and Ward Walks
- 4.3.9 In addition to the social media posts and press releases on Community Hubs and Ward Walks, promotional materials for the hubs were also generated. Banners for the hubs were purchased for inside the hub venues (see Fig.3) and teardrop flags (see Fig.4) were purchased for use outside of the venues to attract footfall to the sites.
- 4.3.10 Community Safety Officers (and police officers when present) also engaged with people within the area of both hubs with 'how to report' leaflets (see Fig.5), in order to generate conversations around reporting anti-social behaviour at the hubs and encourage footfall. The leaflets also contain a QR code to allow residents to report issues online without having to report directly to an officer.

Fig.3



Fig.4

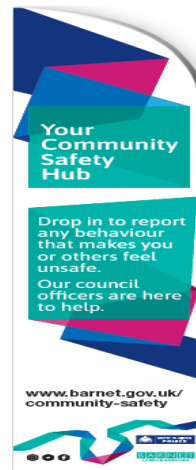


Fig.5



5. Outcomes

5.2 Hubs – Enquiries

5.2.1 An intelligence log was created for both hubs for the community safety officers to record enquiries and issues when present at the hubs. The log requested the following information to be recorded:

- Date and time of visitor
- Officer details
- Issue category
- Description
- Follow up required (yes / no)
- Reason for follow up / no follow up
- Action taken
- Contact details of visitor (or anon)
- Follow up status (resolved /ongoing)

5.2.2 The Edgware hub received 24 enquiries during the eight days of opening between 27th October to 15th December 2022. The subject of enquiries was mixed (see Fig.6), with the largest category of reporting around anti-social behaviour which included street drinking and public urination. The second largest categories were Street Scene and Regeneration. The 'Other' category consisted of; two complaints about the NHS, one resident from Harrow who wanted to complain about a housing issue, and one resident from Kensington and Chelsea who would like to see Community Safety Hubs rolled out where she lives.

Fig.6 Enquiries

Edgware – Opened October	Number
Anti-social behaviour incl. street drinking and public urination	5
Street Scene and Regeneration	4
Burglary	2
Noise disputes	2
Env. Health and PSH	2
Drugs	1
Fly tipping	1
Counterfeit Money	1
Work of Community Safety	1
Other	4

5.2.3 Of the 24 enquiries received at Edgware; 13 have been followed up or resolved, 6 required no further action (either not necessary/wanted or referred out of area/council) and 5 are marked as ongoing investigations.

5.2.4 The West Hendon Hub received 10 enquiries during the 6 days of opening between 1st November and 13th December 2022. The subject of enquiries was mixed (see Fig.7), with the largest category of reports around drug abuse/dealing. The next two largest categories related to anti-social parking and community groups/outreach teams (Safer Hendon Group and Prevent and Wellbeing Team) who asked to link their work into the hub.

Fig.7 West Hendon Enquiries

West Hendon – Opened November	Number
Drugs	3
Anti-Social parking	2
Noise disputes with neighbours	1
Community groups link	2
Cost of living advice (Boost)	1
Local information (library)	1

5.2.5 Of the 10 enquiries received at West Hendon; 7 have been followed up or resolved and 3 are marked as ongoing investigations.

5.2 Hubs – Attendance times

5.2.1 In addition to types of enquiries, the dates and times of visitors were also recorded to help analyse when the busiest times of both venues were (see Fig.8), to inform the opening times of the rollout of the next phase of hubs.

5.2.2 The hub at Edgware recorded their busiest time to be between 1500-1600hrs with 14 enquiries made during this time (see Fig.8), across the 8 days of opening. The hours of 1600 – 1700hrs and 1700 – 1800hrs both recorded 5 visitors each across the 8 days of opening.

5.2.3 The 27th October was the busiest day at the Edgware hub, receiving 10 visitors across the three hours in total, the most seen in comparison to any other day of the hubs opening. However, the

27th October was the Edgware Hub opening day which may account for the higher numbers of visitors, given the same number of visitors has not been repeated on any other day.

5.2.4 Besides the 27th October, only one other day, 10th November, received a visitor between the hours of 1700-1800hrs, with the actual visiting time noted as 17:15hrs.

Fig.8 Edgware Hub Visitor Data

Edgware Date	1500 – 1600hrs	1600 – 1700hrs	1700 -1800hrs
27 th October	3	3	4
3 rd November	1	0	0
10 th November	2	0	1
17 th November	1	0	0
24 th November	1	1	0
1 st December	4	1	0
8 th December	1	0	0
15 th December	1	0	0

5.2.5 The hub at West Hendon recorded their busiest time between 1500hrs-1600hrs with 6 visitors during this time (see Fig.9) across the six days of opening. The hours of 1700hrs-1800hrs were the least popular with only 1 visitor to the hub, with the hours of 1600-1700hrs receiving 3 visitors across all opening dates.

5.2.6 The West Hendon hub launch date was the busiest day (see Fig.9) by one visitor extra (3 in total), than the average 2 visitors for open dates when the hub received visitors.

Fig.9 West Hendon Visitor Data

West Hendon Date	1500 – 1600hrs	1600 – 1700hrs	1700 -1800hrs
1 st November	1	2	0
8 th November	2	0	0
15 th November	0	0	1
22 nd November	2	0	0
29 th November	0	0	0
6 th December	1	1	0
13 th December*	0	0	0

*Hub was not opened due to heavy snowfall/ team sickness

5.3 Hubs – Feedback

5.3.1 Feedback forms and secure return boxes were placed in both hubs to enable a review of the timings, accessibility, quality of service received and overall experience of visiting the hubs. There was also a section for additional comments or suggestions, and a diversity monitoring section.

5.3.2 All visitors were encouraged to complete and return the anonymised form before leaving. However, only 6 feedback forms were returned out of the 34 that were offered (18%). Some

visitors did express concerns over 'the length of the form' and asked to take it away to complete and return it when they had more time.

5.3.3 From the six forms that were returned the following results were recorded (see Annex 1):

- 5 strongly agreed that the timings of the hubs suited their availability
- 4 strongly agreed that the timings were advertised clearly
- 5 strongly agreed that they were able to locate the hub without difficulty
- 5 strongly agreed that the hubs suited their accessibility needs (i.e., wheelchair access)
- 5 strongly agreed that they were able to access a hub in a convenient location
- 6 strongly agreed that they were able to report an issue discreetly, in a way that made them feel safe
- 5 strongly agreed that they were able to speak with a community safety officer or police officer when required
- 6 strongly agreed that they felt comfortable and safe speaking to a community safety officer or police officer
- 5 strongly agreed that they were satisfied with the outcome of their visit to a community safety hub
- 5 strongly agreed that they were satisfied with the response time of the community safety team
- 6 strongly agreed that they were satisfied that the community safety team were able to answer their questions
- 5 strongly agreed that the report was followed up with a helpful response (i.e., referred to other council services if necessary)
- 5 strongly agreed that the presence of the community safety hubs made them feel safer in the community
- 5 strongly agreed that they were likely to visit a community safety hub again

5.3.4 In addition to the rated questions above, there was a free writing space for additional comments or suggestions on 'How can we improve this service?'. Three responses on this section were received:

1. 'New service at present so cannot comment. Will wait to see how it goes'.
2. 'Please keep going'.
3. 'No other way'.

5.3.5 A diversity monitoring section was also added to the feedback sheet, to better inform us of who used the new services from within our communities and whether adjustments need to be made to ensure the community hubs are an accessible service for all. The section did not request any personal contact details and was therefore anonymised, as was the rest of the questionnaire.

5.3.6 The diversity section within the six feedback forms (see results at Annex 1) advised that the hubs were popular with the 65-74 age group with 3 people in that bracket visiting the hubs, with the other 3 visitors classifying themselves to be in the 18-24, 25-34 and 55-64 age groups. Five of the visitors that completed the form were female and one was male; two visitors were white British, two were Turkish/Turkish Cypriot, one visitor ticked Asian other, and the remaining visitor ticked Black other. One person out of the 6 that completed the returned forms considered themselves to have a disability.

5.4 Hubs - Phase 2

5.4.1 For phase 2 of the Community Safety Hub pathfinder project, two more locations have been secured, the Artsdepot in North Finchley and Chipping Barnet Library, Barnet (see Fig.8). Both hubs will launch week commencing 6th February 2023.

Fig.8 Phase 2 Hubs sites

Site	Address	Ward	Opening Times	Cost
Phase 2 Sites				
Artsdepot	5 Nether Street, Tally Ho Corner, North Finchley, London, N12 0GA	North Finchley	Monday 3pm to 6pm – from 6 th February onwards	None
Chipping Barnet Library	3 Stapylton Road, Barnet, EN5 4QT	High Barnet	Wednesday 3 to 6pm – from 8 th February onwards	None

5.5 Ward Walks – Actions

5.5.1 An Action log was created for all Ward Walks for the Project Co-ordinator to note the issues raised. The action log requests the following information to be recorded ahead of the walk and updated after the walk to ensure issues and actions are accurately recorded and followed up where necessary:

- Date and time
- CST officers present
- Location of walk
- Issue category (e.g., absence of CCTV, drugs/alcohol abuse, poor or no street lighting)
- Council service (responsible for action)
- Issue description
- Issue follow-up
- Follow up status (in progress/completed/no further action required)

5.5.2 Each of the five walks have their own action log. East Finchley (see Fig.10) was the first ward walk and took place on 2nd November; 22 issues were reported, with street lighting, the absence of CCTV and blind spots/hidden areas, all receiving the highest notifications (4 each) for investigation and action. Overgrown bushes and trees were noted as the second most reported issue with 3 reports received.

Fig.10 East Finchley raised issues

Row Labels	Completed	In progress	Grand Total
Absence of CCTV	1	3	4
Blind spots/hidden areas	4		4
Drugs / Alcohol abuse	1		1
Empty/derelect/isolated buildings	2		2
Feeling like you are being followed	1		1
Graffiti	1		1
Overgrown bushes/trees	1	2	3
Poor or no streetlighting	2	2	4
Street Cleansing	2		2
Grand Total	15	7	22

5.4.2 East Barnet ward walk (see Fig.11) took place on 22nd November with 18 areas investigated on the walk; poor or no streetlighting was noted as the biggest issue with 6 individual reports. Overgrown bushes were noted as the second highest issue with 3 separate reports received.

Fig.11 East Barnet raised issues

Row Labels	Completed	In progress	Grand Total
Drugs / Alcohol abuse	1		1
Environmental Health Issue	1		1
Fly tipping	1		1
Graffiti		2	2
Other – redundant signage	1		1
Overgrown bushes/trees	3		3
Planning Enforcement Issue		2	2
Poor or no streetlighting	5	1	6
Street Cleansing	1		1
Grand Total	13	5	18

5.4.4 Cricklewood ward walk took place on 24th November and had 16 issues reported for investigation. Several singular issues were noted, including rough sleeping, fly-tipping, parking and street lighting, with absence of CCTV and anti-social behaviour both receiving two complaints each.

Fig.12 Cricklewood raised issues

Row Labels	Completed	In progress	Grand Total
Absence of CCTV	1	1	2
Antisocial Behaviour	2		2
Environmental Health Issue	1		1
Fly tipping	1		1
Graffiti		1	1
Highways	2	1	3
Other – boundary fencing	1		1
Parking Issue	1		1
Planning Enforcement Issue	1		1
Poor or no streetlighting	1		1
Rough Sleeping	1		1
Street Cleansing	1		1
Grand Total	13	3	16

5.4.5 Burnt Oak ward walk took place on 28th November with 24 issues reported ahead of the walk. The drugs and alcohol abuse category received the largest number of requests for investigation with 6 reports. Absence of CCTV received a high number of reports with 5 requests, and poor or no lighting receiving 4 requests for investigation.

Fig.13 Burnt Oak raised issues

Row Labels	Completed	In progress	Grand Total
Absence of CCTV	5	0	5
Poor or no streetlighting	4	0	4
Barnet Homes	1	0	1
Drugs / Alcohol abuse	6	0	6
Fly tipping	2	0	2
Antisocial Behaviour	0	1	1
Overgrown bushes/trees	2	0	2
Blind spots/hidden areas	1	0	1
Empty/derelict/isolated buildings	1	0	1
Other - Harassment	1	0	1
Grand Total	23	1	24

5.4.6 Colindale North ward walk took place on 5th December with 10 sites visited. The biggest concern for Colindale North residents was poor or no streetlighting, which received 3 separate reports. Drug and alcohol abuse received 2 reports.

Fig.14 Colindale North raised issues

Row Labels	Completed	In progress	Grand Total
Absence of CCTV	1		1
Barnet Homes		1	1
Drugs / Alcohol abuse	2		2
Feeling like you are being followed	1		1
Fly tipping		1	1
Highways		1	1
Poor or no streetlighting	3		3
Grand Total	7	3	10

5.5 Ward Walks – Attendees

5.5.1 The five initial ward walks were attended by a range of different representatives from across council departments and partners, to address the issues residents had reported including:

- Cllrs
- Community Safety
- Highways (Street lighting)
- Police
- Public Health
- Street Scene (Street Cleansing)
- Programmes
- Performance & Development
- Residents Associations
- Town Centre Project Team

5.6 Ward Walks – Feedback

5.6.1 Feedback forms via an online link were sent to all attendees of the ward walks to provide an opportunity for Cllrs, officers, and partners to comment on the walks.

5.6.2 Although all 37 attendees across the 5 ward walks received a link to the feedback questionnaire, only 5 (14%), were completed.

5.6.3 The questionnaire consisted of ten main questions revolving around the organisation of the walk, the content of the walk and the participant’s satisfaction with the walk (see Fig.15).

Fig.15 ward walks feedback

	Timings	Length/Area covered	Range of issues identified	Level of detail provided	Prior notice given	Size of group	Overall satisfaction
Very satisfied	2	3	2	1	4	1	1
Somewhat satisfied	1	2	2	3	0	2	3
Neither satisfied nor dissatisfied	2	0	0	0	1	1	1
Somewhat dissatisfied	0	0	1	1	0	1	0

5.6.4 In addition to the set questions there was a section for further comments and suggestions on ‘What did you like most about the ward walks?’ and, ‘How could the walks be improved in future?’(see Fig.16).

5.6.5 The free hand section received five positive comments noted against ‘what did you like most about the walk’ and four comments for improvement were logged against ‘how could the walk be improved’.

Fig.16 Walks questionnaire returns

What did you like most about the ward walk?	How could the walks be improved in future?
Networking with other members within the council	
It was good to see a range of issues with council officers and hopefully get some action on them.	The notes from council weren't clear, so there was some time wasted on issues where we couldn't understand what the problem was. Councillors knew the issues but ones coming from previous reports were not clear. Action slow to follow the walk, some not actioned over a month afterwards.
networking	focus on service specific issues
That issues such as fly tipping and poor lighting were identified and have been followed up.	I think the police need to be taking part and given they are a small team dates need to be found when they are available. I also think more effort from organisers and councillors should be given to inviting other community and resident reps recognising that this does not create too large a group. Hope this report can be shared around so that organisers receive feedback from bodies that did not take part.
that ability to talk to several officers at once.	extend the groups/people who can raise issues and be more inclusive to residents. Instead of an officers led approach.

6. Future Plans/Considerations

6.1 Hubs – Comms

6.1.1 Posters to be sited in windows/display boards within hubs, advertising hub opening times, even when the hubs aren’t on site to aid promotion.

6.1.2 Engage early with ward councillors regarding any proposed hub sites/venues and launch dates, including all ward panel members.

- 6.1.3 Shorten feedback form so completion isn't presumed a laborious task and hub visitors can complete and return whilst on site.
- 6.1.4 Schedule a programme of monthly hub promotions with the comms team, to promote the locations of fixed hubs and potential pop up/mobile hubs.

6.2 Operations

- 6.2.1 Consider the use of a community 'pop up' hub and a vehicular mobile community hub for use around the borough, in parks, town centres, and transport hubs, that can be quickly and easily deployed for community engagement and reassurance when needed, reducing officer times deployed at permanent sites each week.
- 6.2.2 Consider the impact on community safety team officer resources and their business-as-usual work when based at the hubs each week.
- 6.2.3 Consider a shared timetable with other services areas to participate on leading on the hubs on certain days.
- 6.2.4 Consider pop up/mobile hub requests from Cllrs, other services, and partners.
- 6.2.5 Consider changing the delivery of the hub model to incorporate one hub in each area (North, East, West) only, with one mobile (vehicular hub) and one 'pop up' (stand) hub model instead, equating to five hubs across the borough.
- 6.2.6 6.1.10 Consider the very positive agreement to the comments on the feedback form, '*the presence of the community safety hubs makes me feel safer in the community*' (Having a pop-up/mobile hub will enable us to increase the feeling of safety around the borough with quicker deployment).
- 6.2.7 Need to consider that hubs are new projects and will take time to promote and settle into the communities before they are fully utilised.
- 6.2.8 Consider adding performance data (of both pathfinder projects), to the community safety team's quarterly performance dashboard when reported to the Safer Communities Partnership Board.
- 6.2.9 Consider a vehicle hub to tour the wards on a scheduled basis, similar to the ward walks with two visits to each ward a year.

6.3 Opening times

- 6.3.1 Consider adjusting the hub opening times at both Edgware and West Hendon to coincide with the busier visiting times detailed in the intelligence log.

- 6.3.2 Consider a temporary change of opening hours at the West Hendon Hub or move elsewhere due to low visitor numbers.
- 6.3.3 Consider the time of year when the hubs were implemented, autumn into winter with darker and colder nights, which may have discouraged some people from attending.

7. Future Plans/Considerations

7.1 Ward Walks – Comms

- 7.1.1 Reconsider communications approach to walks to actively seek further engagement for ward walks from resident associations, community groups, and ward panel chairs.
- 7.1.2 Promote the Saferstreets inbox for ward walks amongst council officers and staff networks to aid the receipt of area intelligence from those that live and work in Barnet.
- 7.1.3 Collate an area list of local groups from Cllrs, the Community Engagement team, town centre teams and other council departments and partners.
- 7.1.4 Schedule the programme of ward walks for the year to disseminate to Cllrs and teams to aid the availability of participants.
- 7.1.5 Work with comms to develop a social media/comms plan around the programme of ward walks to promote the walks at the appropriate dates/times.
- 7.1.6 Clearer communications are needed on the use of the Saferstreets inbox as some residents have used the email address to report service requests to the community safety team.
- 7.1.7 Any significant changes to the ward walk model to be sent as a briefing to all members so they are informed ahead of any publications being released to residents.
- 7.1.8 Consider how to engage with secondary schools, colleges, and the university to encourage students to report areas of concern for young people into the ward walks.
- 7.1.9 Promote walk successes - 'You said, we did' brief to be sent to Comms team as well as Cllrs for promotion and dissemination.
- 7.1.10 Consider how we improve the notification of the route of the walk to attendees whilst also capturing the most up to date intelligence and reports for the area.
- 7.1.11 Utilise the town centre teams and forums to promote the Saferstreets inbox to hear directly from businesses within Barnet, on any issues they are experiencing or concerned about. This will also provide us with useful data for CCTV review purposes across the borough.
- 7.1.12

7.2 Operations

- 7.2.1 Urgently progress recruitment of the Hubs and Walks Co-ordinator post to support team administration/communication. Dependant on availability of successful candidate, an interim position may need to be considered.

- 7.2.2 Consider how we ensure there is no duplication with services 'business as usual' work and issue management of resident reports.
- 7.2.3 Consider the impact of officer time throughout service areas, clearly set out in the invites that only one representative, who can make decisions/initiate work for an area, is required to attend.
- 7.2.4 Ward walk feedback form to be further developed for next programme of walks to enable officers, Cllrs and partners to report on their experience of the walks.
- 7.2.5 Consider agreeing a timetable in advance with the police for the ward walks schedule, adding key officer contacts to the year's programme, to ensure as far as possible, that police officers are present and aware ahead of their shifts and other commitments.

8. Conclusion

- 8.1 Both pathfinder projects began in Qtr. 3 2022 and continued through to mid-December 2022, before they were paused for the Christmas break and for the review to take place.
- 8.2 Both projects received positive feedback throughout the operational period, albeit the number of responses received were limited with only 14% return for the hubs, and 18% return for the ward walks.
- 8.4 A number of considerations have been realised as a result of this review for both projects, all of which will be discussed at the appropriate project board meetings to understand the feasibility of all options and help inform phase 2 of both projects.

Section 1: Timing

The timings of the community safety hub sessions suited your availability

5 - Strongly Agree	5
4 - Somewhat Agree	
3 - Neither Agree nor Disagree	
2 - Somewhat Disagree	1
1 - Strongly Disagree	

Opening times were advertised clearly to you

5 - Strongly Agree	4
4 - Somewhat Agree	1
3 - Neither Agree nor Disagree	
2 - Somewhat Disagree	
1 - Strongly Disagree	1

Section 2: Accessibility

You were able to locate the hub without difficulty

5 - Strongly Agree	5
4 - Somewhat Agree	
3 - Neither Agree nor Disagree	
2 - Somewhat Disagree	1
1 - Strongly Disagree	

The hub site suited your accessibility needs (i.e., wheelchair accessible)

5 - Strongly Agree	5
4 - Somewhat Agree	
3 - Neither Agree nor Disagree	1
2 - Somewhat Disagree	
1 - Strongly Disagree	

You were able to access a hub in a convenient location to you

5 - Strongly Agree	5
4 - Somewhat Agree	
3 - Neither Agree nor Disagree	1
2 - Somewhat Disagree	
1 - Strongly Disagree	

Section 3: Quality of service

You were able to report an issue discreetly but in a way that made you feel safe

5 - Strongly Agree	6
4 - Somewhat Agree	
3 - Neither Agree nor Disagree	
2 - Somewhat Disagree	
1 - Strongly Disagree	

You were able to speak with a community safety officer or police officer when required

5 - Strongly Agree	5
4 - Somewhat Agree	
3 - Neither Agree nor Disagree	1
2 - Somewhat Disagree	
1 - Strongly Disagree	

You felt comfortable and safe speaking to a community safety officer or police officer

5 - Strongly Agree	6
4 - Somewhat Agree	
3 - Neither Agree nor Disagree	
2 - Somewhat Disagree	
1 - Strongly Disagree	

Section 4: Overall Experience

You are satisfied with the outcome of your visit to a community safety hub

5 - Strongly Agree	5
4 - Somewhat Agree	
3 - Neither Agree nor Disagree	1
2 - Somewhat Disagree	
1 - Strongly Disagree	

You are satisfied with the response time of the Community Safety Team

5 - Strongly Agree	5
4 - Somewhat Agree	1
3 - Neither Agree nor Disagree	
2 - Somewhat Disagree	
1 - Strongly Disagree	

You are satisfied that the Community Safety Team were able to answer your questions

- 5 - Strongly Agree
- 4 - Somewhat Agree
- 3 - Neither Agree nor Disagree
- 2 - Somewhat Disagree
- 1 - Strongly Disagree

6

Your report was followed-up with a helpful response (i.e., you were referred to other council services if necessary)

- 5 - Strongly Agree
- 4 - Somewhat Agree
- 3 - Neither Agree nor Disagree
- 2 - Somewhat Disagree
- 1 - Strongly Disagree

5
1

The presence of community safety hubs makes you feel safer in the community

- 5 - Strongly Agree
- 4 - Somewhat Agree
- 3 - Neither Agree nor Disagree
- 2 - Somewhat Disagree
- 1 - Strongly Disagree

5
1

You are likely to visit a community safety hub again

- 5 - Strongly Agree
- 4 - Somewhat Agree
- 3 - Neither Agree nor Disagree
- 2 - Somewhat Disagree
- 1 - Strongly Disagree

5
1

Section 5: Additional comments or suggestions

How can we improve this service?

<ol style="list-style-type: none"> 1. New service at present so cannot comment. Will wait to see how it goes 2. Please keep going 3. No other way
--

Section 6: Diversity Monitoring

In which age group do you fall?

16-17	<input type="text"/>	55-64	<input type="text" value="1"/>
18-24	<input type="text" value="1"/>	65-74	<input type="text" value="3"/>
25-34	<input type="text" value="1"/>	75+	<input type="text"/>
34-44	<input type="text"/>	Prefer not to say	<input type="text"/>
45-54	<input type="text"/>		

Are you:

Male	<input type="text" value="1"/>
Female	<input type="text" value="5"/>

What is your ethnic origin?

Asian / Asian British	
Bangladeshi	<input type="text"/>
Chinese	<input type="text"/>
Indian	<input type="text"/>
Pakistani	<input type="text"/>
Any other	<input type="text" value="1"/>
Black / African / Caribbean / Black British	
African	<input type="text"/>
British	<input type="text"/>
Caribbean	<input type="text"/>
Any other	<input type="text" value="1"/>
Mixed / Multiple ethnic groups	
White & Asian	<input type="text"/>
White & Black African	<input type="text"/>
White & Black Caribbean	<input type="text"/>
Any other	<input type="text"/>

Other ethnic group	
Arab	<input type="text"/>
Any other	<input type="text"/>
White	
British	<input type="text" value="2"/>
Greek / Greek Cypriot	<input type="text"/>
Gypsy or Irish Traveller	<input type="text"/>
Irish	<input type="text"/>
Turkish / Turkish Cypriot	<input type="text" value="2"/>
Any other	<input type="text"/>
Prefer not to say	<input type="text"/>

Disabilities

Do you consider that you have a disability as outlined?

Yes	<input type="text" value="1"/>
No	<input type="text" value="5"/>

Reduced Physical Capacity (such as inability to lift, carry or otherwise move everyday objects, debilitating pain and lack of strength, breath, energy or stamina, asthma, angina or diabetes)