

<b><u>Meeting</u></b> <b>Community Leadership and Libraries Committee</b>
<b><u>Date and time</u></b> <b>Tuesday 7th February, 2023</b> <b>At 7.00 pm</b>
<b><u>Venue</u></b> <b>Hendon Town Hall, The Burroughs, London NW4 4BG</b>

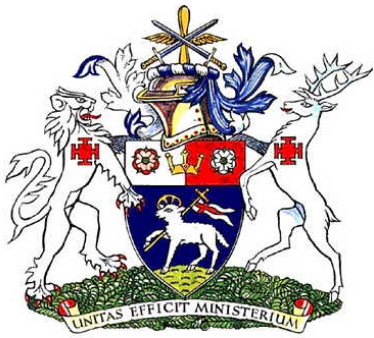
Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

Item No	Title of Report	Pages
11	Community Safety Mid-Year Interim report Qtr 1 and Qtr 2 2022/23 including an update on the delivery of the Community Safety Strategy and Community Safety Hubs and Ward Walks	3 - 52

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# Community Leadership and Libraries Committee

AGENDA ITEM 11

7<sup>th</sup> February 2023

<b>Title</b>	Community Safety Mid-Year Interim report Qtr 1 and Qtr 2 2022/23 including an update on the delivery of the Community Safety Strategy and Community Safety Hubs and Ward Walks.
<b>Report of</b>	Community Leadership and Libraries Committee Chair
<b>Wards</b>	N/A
<b>Status</b>	Public
<b>Urgent</b>	No
<b>Key</b>	No
<b>Enclosures</b>	Appendix A – Community Safety Mid-Year Interim report Appendix B – Ward Walks & Community Safety Hubs Implementation and Review
<b>Officer Contact Details</b>	Maggie Higton-Brown – Head of Community Safety <a href="mailto:maggie.higton-brown@barnet.gov.uk">maggie.higton-brown@barnet.gov.uk</a>  Clair Green, Executive Director of Assurance <a href="mailto:clair.green@barnet.gov.uk">clair.green@barnet.gov.uk</a>

## Summary

This report demonstrates the work undertaken by the Community Safety Team during the period April 2022 – September 2022 and provides an update on the delivery of the five priorities of the Community Safety Strategy. The report also includes the implementation and review of the Community Safety Hubs and Ward Walk projects between October – December 2022 as part of the work of Community Safety Team.

## Officers Recommendations

1. That the Community Leadership and Libraries Committee note and comment on the Community Safety Team interim report.
2. That the Community Leadership and Libraries Committee note and comment on the progress being made against the five priorities set out in the Community Safety Strategy.

<b>3. That the Community Leadership and Libraries Committee note and comment on the implementation and review of the Community Safety Hubs and Ward Walks report.</b>
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## **1. Why this report is needed**

- 1.1 There is a need to inform the Community, Leadership and Libraries Committee of the work undertaken by the Community safety Team (CST) between April 2022 – September 2022.
- 1.2 This report provides the Committee with the opportunity to acknowledge and comment on the work carried out by the Assurance Community Safety Team during April 2022 – September 2022.
- 1.3 This report provides the Committee with the opportunity to acknowledge and comment on the progress made with delivering the priorities of the Community Safety Strategy.
- 1.4 This report provides the committee with an update on the implementation and review of the Community Safety Hubs and Ward Walks projects for note and comment.

## **2. Reasons for recommendations**

- 2.1 The Labour administration has made several priorities, one of which is a 'Safer Barnet'. The ongoing work of the Community Safety Team supports the various commitments including:
  - Provide Community Safety Hubs
  - Develop a programme of 'street safe audits'
  - Working with member agencies of the SCPB to deliver the Community Safety Strategy 2022 – 2027

## **3. Alternative options considered and not recommended**

- 3.1 Not relevant in relation to this report

## **4. Post decision implementation**

- 4.1 Not relevant in relation to this report

## **5. Implications of decision**

### **5.1 Corporate Priorities and Performance**

- 5.1.1 The interim report demonstrates how the Community Safety Team have contributed to the delivery of the council's priorities.

5.1.2 Following the May 2022 elections, the 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'. The interim report demonstrates the delivery of this commitment from the Community Safety Team.

## 5.2 **Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)**

5.2.1 None in the context of this report

## 5.3 **Legal and Constitutional References**

5.3.1 Article 7 of the Council's constitution sets out the responsibility for functions of the Community Leadership and Libraries Committee, which states "To act as the Crime and Disorder Scrutiny Committee in accordance with the Police and Justice Act 2006 (Crime and Disorder (Overview and Scrutiny Regulations) 2009).

## 5.4 **Insight**

5.4.1 None in the context of this report.

## 5.5 **Social Value**

The Public Services (Social Value) Act 2013 requires people who commission public services to think about how they can also secure wider social, economic, and environmental benefits. While there are no Social Value implications for this report, Social Value will be considered in work programmes. All programmes will be developed in a manner that is consistent with the Council's Social Value policy (December 2021)

## 5.6 **Risk Management**

5.6.1 None in the context of this report.

## 5.7 **Equalities and Diversity**

5.7.1 Pursuant to section 149 of the Equality Act, 2010, the Council has a public-sector duty to have due regard to eliminating unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act; advancing equality of opportunity between those with a protected characteristic and those without; promoting good relations between those with a protected characteristic and those without. The, relevant, 'protected characteristics' are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. It also covers marriage and civil partnership with regard to elimination discrimination.

5.7.2 Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- a) Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;

- b) Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
- c) Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

## **5.8 Corporate Parenting**

- 5.8.1 In line with Children and Social Work Act 2017, the council has a duty to consider Corporate Parenting Principles in decision-making across the council. There are no implications for Corporate Parenting in relation to this report.

## **5.9 Consultation and Engagement**

- 5.9.1 N/A

## **5.10 Environmental Impact**

- 5.10.1 There are no direct environmental implications from noting the recommendations. Implementing the recommendations in the report will lead to a positive impact on the Council's carbon and ecology impact, or at least it is neutral.

## **6. Background papers**

- 6.1 None



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## Appendix A

# Community Safety Mid-Year Interim Report: Q1 & Q2 2022/23 Incl. Community Safety Strategy update



# 1. Executive Summary

This is the first mid-year report for Community Safety following the annual reports submitted to the Communities Leadership and Libraries Committee (CLLC) and Barnet Safer Communities Partnership Board (BSCPb) in 2021 and 2022.

The previous annual report highlighted to the Communities Leadership and Libraries Committee (CLLC) that several areas of the Community Safety Team's operational and governance were transferred in 2021 into the Family Services Directorate namely those services for Domestic Abuse-Violence against Women and Girls: The Violence, Vulnerability and Exploitation and Reducing Offending workstreams. These areas of work will bring their own reports to the CLLC and BSCPb as scheduled by those meeting forward plans.

Therefore, this report covers the work of the Community Safety Team within the Assurance Service over the last two quarters (April 2022-September 2022) including:

- o Barnet Community Safety Team's Restructure
- o The Community Safety Team's Case Volumes
- o Anti-Social Behaviour (ASB)
- o CCTV
- o Prevent Agenda (including Hate Crime)

This report will also provide a brief summary of the actions and progress made by the partnership with delivering the priorities of the new Community Safety Strategy 2022-27.

Article 7 section 7.5 in the Council's constitution sets out the responsibility for functions of the Community Leadership and Libraries Committee which include Community Safety. Section 19 of the Police and Justice Act 2006 sets out that every local authority shall ensure that it has a crime and disorder overview and scrutiny committee with power to review or scrutinise decisions made, or other action taken, in connection with the discharge of crime and disorder functions and to make reports or recommendations to the local authority or its executive with respect to the discharge of those functions. The Crime and Disorder (Overview and Scrutiny) Regulations 2009 complement these provisions and are supported by Home Office guidance. Barnet currently operates a committee system form of governance and consequently does not have a system of overview and scrutiny committees save for the statutory Health Overview and Scrutiny Committee. However, the duty to perform crime and disorder scrutiny remains a requirement in committee system authorities. As such, Barnet have elected that the Community Leadership and Libraries Committee to be the committee responsible for discharging responsibilities relating to the scrutiny of crime and disorder matters.

## 2. Purpose of this report:

The purpose of this document is to provide a mid-year summary report on the workstreams of the Community Safety Team; community safety operations, CCTV and Prevent and Hate Crime, undertaken during Qtr 1 and Qtr 2 (April 2022-September 2022) for the financial reporting year 2022/23; Including, the progress being made to deliver the five priorities of the Community Safety Strategy 2022-2027:

- Tackling and reducing anti-social behaviour
- Early intervention and prevention of domestic abuse and violence against women and girls
- Reducing offending including violence, vulnerability and exploitation, with a focus on acquisitive crime
- Safeguard and support those vulnerable to radicalisation
- Access to justice for those affected by hate crime

### 3. Barnet Community Safety restructure:

The new Community Safety Team structure was agreed following approval at Constitution and General Purposes Committee in January 2022 and implemented from 1st April 2022.

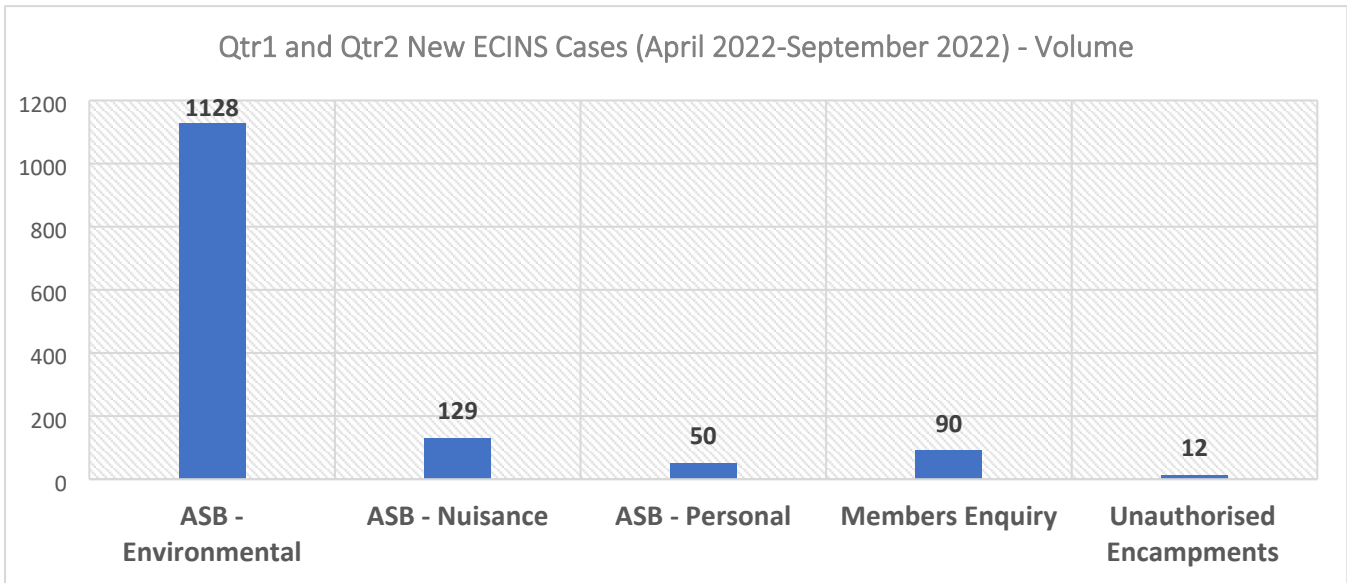
The redesign of the Community Safety Team;

- Provides a uniformed and highly visible, patrolling presence in our communities by seeking to reduce environmental crimes including fly tipping, littering and anti-social behaviour, as well as combat the fear of general crime by providing reassurance and assistance with the aim to create safer streets across Barnet, with a strong focus on tackling crime and anti-social behaviour.
- Adopt a new 7-day shift based working pattern to ensure the streets of Barnet are patrolled by uniformed council officers between the hours of 8am-8pm Monday to Friday, 10am – 5pm Saturdays and 10am – 4pm on Sundays.
- Increased resource to create a ward-based approach to deal with community safety issues.
- Improve productivity and outcomes by exploring opportunities for different enforcement operational models.
- Enhance joint working/multi-tasking across the range of functions by creating a specialist investigation and enforcement capability for the council.
- Work with partner organisations to address issues of anti-social behaviour such as fraud, fly-tipping, noise nuisance and illegal parking.
- Obtain and collate intelligence on anti-social behaviour, suspicious conduct, and criminal activity to instigate remedial counter measures.
- Be a point of liaison for Police, Law Enforcement Agencies (Enviro Agency, DVLA etc), MOPAC, Home Office as well as Council Departments, Partners and Community Groups to enable an effective coordinated response
- Create a dedicated CCTV qualified and specialist service

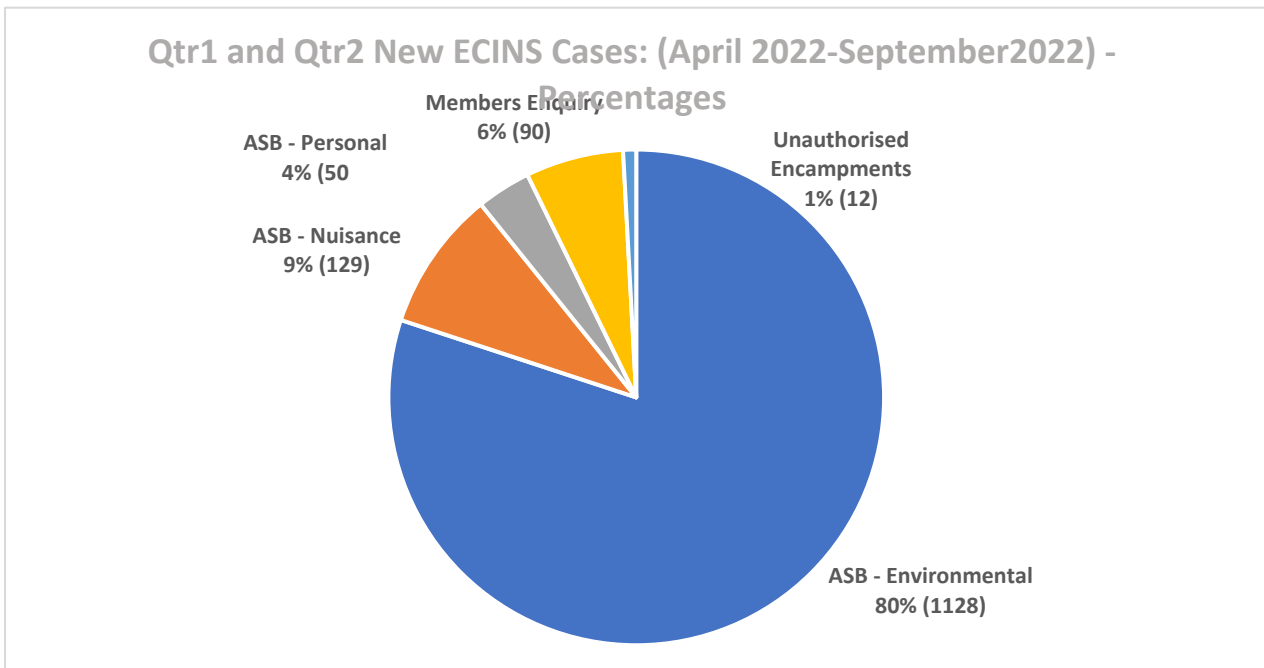
### 4. Community Safety Team case volumes

The ECINS secure web-based case management system is used by the Community Safety Team for all the Community Safety Team's case management functions in Barnet. The ECINS system is also used in Barnet by the partnership officers such as our police and housing linked practitioners enabling a fully integrated partnership case management IT platform. In 2021 the Council's Corporate Anti-Fraud Team adopted the use of ECINS for their case management processes.

The Community Safety Team received and logged **1409** cases between **Apr 2022 – Sept 2022**. This compares to the previous reporting year of **872** cases and represents a **62%** increase in cases. These cases cover the team's multiple multi agency workstreams such as the Community Safety Multi Agency Risk Assessment Conference (CS MARAC); Unauthorised Encampments; Members Enquiries for the Community Safety Team; Environmental Crime Investigations (Fly tipping, ASB – Personal, ASB – Nuisance and ASB – Environmental).



**Fig 4.2: Community Safety Teams cases recorded on ECINS Qtr1 and Qtr2 (Apr 2022 - Sept 2022– Percentages**



## 5. Anti-social behaviour

The term Anti-social behaviour (ASB) covers a wide range of unacceptable behaviours or activities that have a detrimental impact on the quality of life of residents, visitors and businesses in an area. These acts in themselves although may be considered as low-level nuisance can vary to being serious and classified as a high risk of harm depending upon the nature of the conduct and the impact upon the victims and/or witnesses.

The Community Safety Team utilises a multi-agency problem solving approach to managing complex or entrenched anti-social behaviour cases. Most of these cases are identified by either a key partner, such as Barnet Homes, Neighbourhood Policing Team, elected member referrals, or in the most part by complaint by a witness or victim to the police and/or Council.

The Community Safety MARAC (CS MARAC) panel delivers our coordinated multi-agency response for victims of repeat and/or high risk anti-social behaviour. The panel convenes every 6 weeks and routinely has 4 new case referrals per meeting. During Apr – Sept 2022 the panel heard an average of approx. 20 cases per meeting, implementing a bespoke partnership action plan for each case.

## New Referrals received

**20** Cases on average per month are reviewed during each CS MARAC meeting

**4** new referrals are received into the CS MARAC per month on average

Fig 5.1: CS MARAC Case Data Qtr 1 and Qtr 2 (April-September) 2022/23

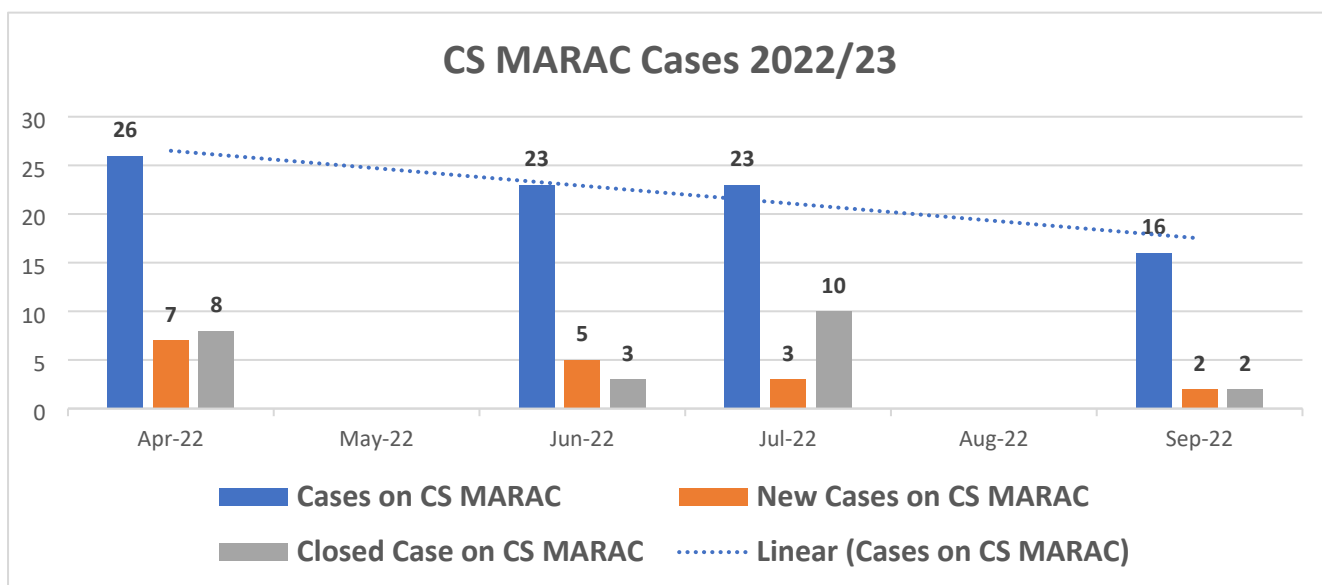
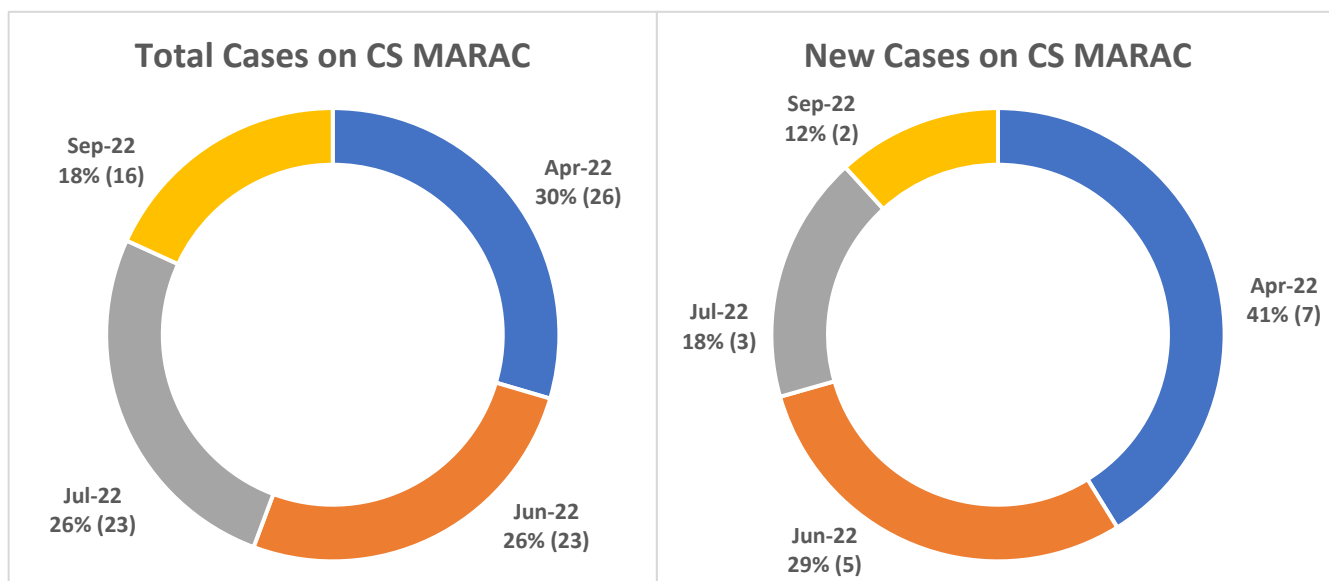


Fig 5.2: Total cases on CS MARAC 2022/23

Fig 5.3: New referrals to the CS MARAC 2022/23



## 6. Community Safety ASB Enforcement tools and powers activity

The data below shows the use of the anti-social behaviour tools and powers used by the Community Safety officers during the period April 2022 – September 2022.

The table in Fig 6.1 below shows that during the reporting period there was a high use of the early intervention power Community Protection Notice Written Warnings **(193)**. The use of this power in this period was linked to various behaviours including a fly tipping prevention project in partnership with Barnet Homes, unauthorised music events, neighbour disputes and the associated ASB, the clearing of waste from private land and managing the behaviours of the occupants of unauthorised encampments in the borough.

Breach rates for these written warnings during the period was relatively low leading to only **5** full Community Protection Notices being served. In some cases, this also contributed to the case management progression in applications for Criminal Behaviour Orders or Closure Orders.

**Fig 6.1: Barnet Community Safety Officers ASB Tools and Powers Return for Qtr1 and Qtr2 Apr - Sept 2022<sup>1</sup>**

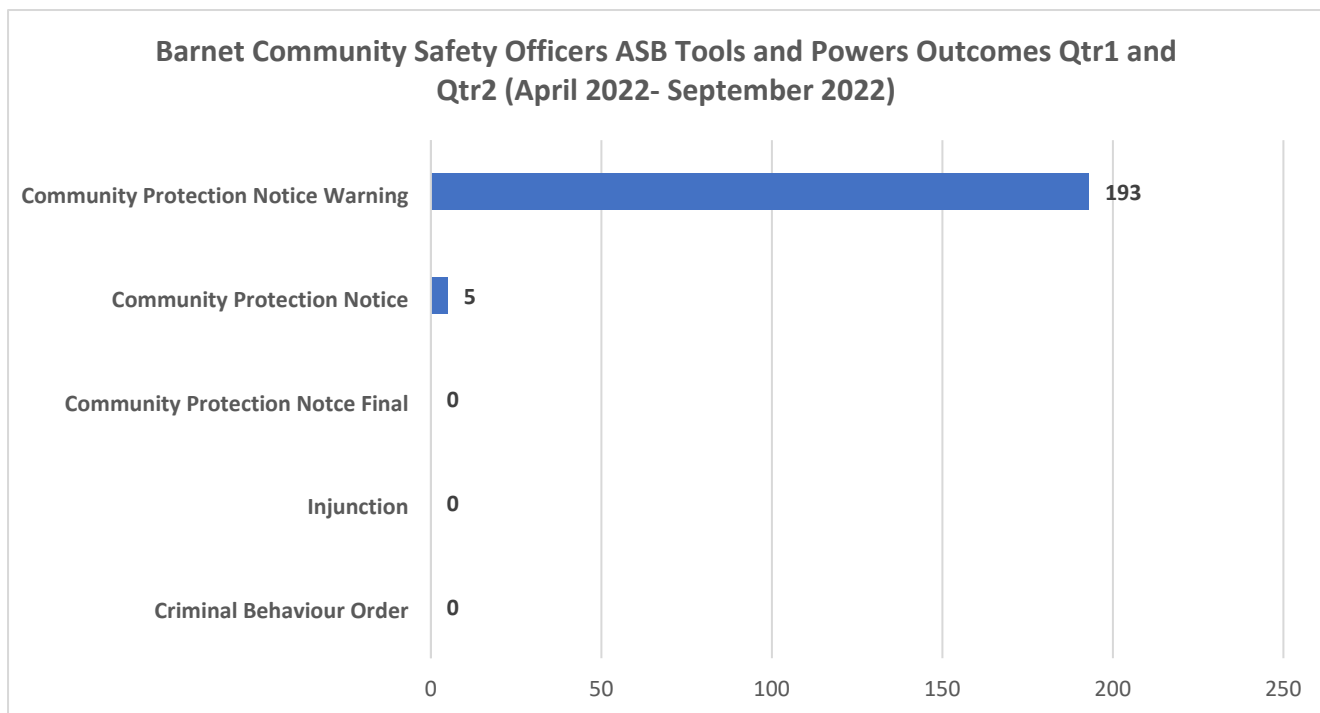
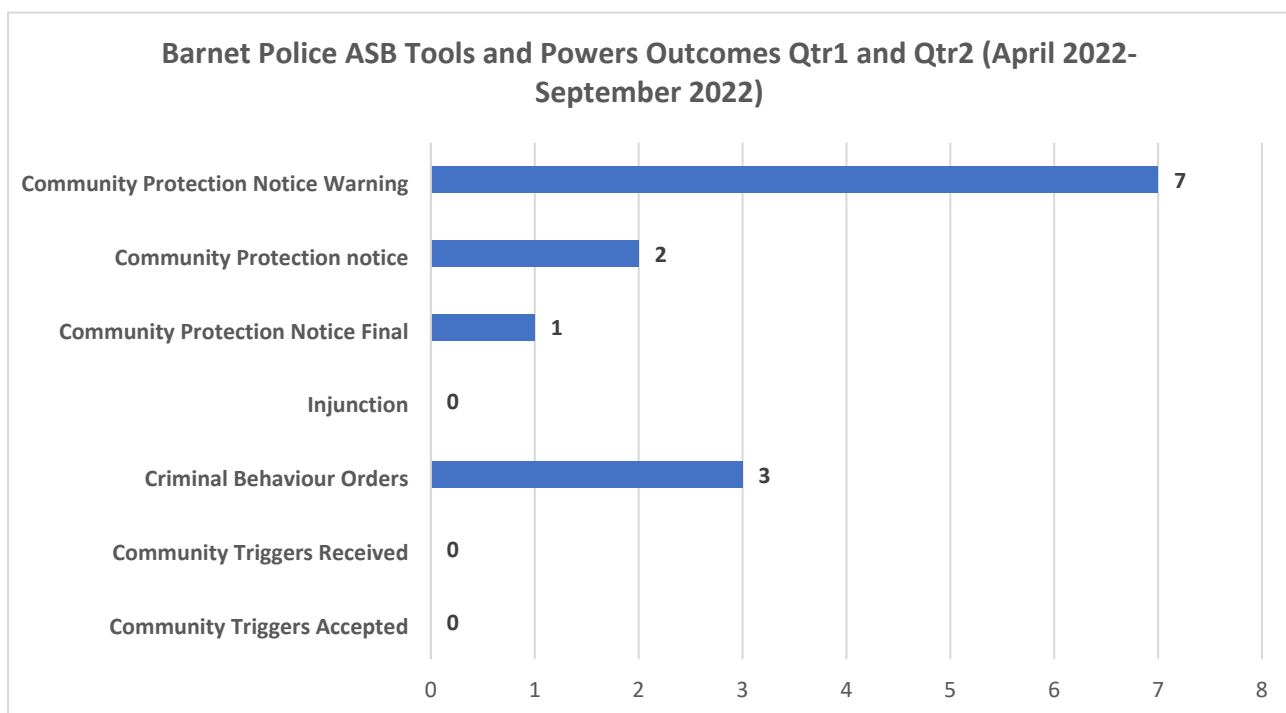


Fig. 6.2 below, shows Barnet Police’s use of tools and outcomes for the same period. There were:

- 7** Community Protection Notice Warnings
- 3** Criminal Behaviour Orders
- 2** Community Protection Notices
- 1** Community Protection Final Notice issued.

<sup>1</sup> \*Significant increase due to fly-tip prevention work with Barnet Homes during the Garrowsfield and Millbridge Estate move.

Fig 6.2: Barnet Police ASB Tools and Powers Return for Qt1 and Qt2 April 2022- September 2022



## 7. Community Triggers

If a victim/complainant has reported instances of anti-social behaviour to the police, council, a housing association, or other agencies but the problem is continuing, they can apply for the Community Trigger.

It gives the victim/complainant the right to call for the Barnet Community Safety Partnership (BSCP) to work together to review the problem and devise an action plan to resolve it, with its main aims being to:

- Support victims and communities
- Reduce the number of repeat victims of anti-social behaviour.

Before a Community Trigger can be heard at a review panel certain criteria must be met:

- A victim/complainant has made three reports to either the council, police or registered housing provider about the same issue in the last six months and no action has been taken\*

**or**

- Five individuals have separately reported about the same issue in the last six months and no action has been taken\*.

**\*Please note that the definition of 'no action has been taken' is defined as:**

- The reported problems have not been acknowledged i.e., no one has contacted the victim to advise what action would be taken
- The reported problems have not been appropriately investigated by the relevant authorities
- The victim's vulnerability and/or the potential for harm has not been considered and this has affected the potential service delivery
- No action has been taken because information has not been shared between partners and this has affected potential service delivery.



During Qtr1 and Qtr2 2022 there was a total of:

**8** community trigger applications of which;

**2** were accepted and made subject to formal community trigger action plans.

**6** were rejected however, the cases were still subject to a full multi agency case review.

## 8. Community Safety Team case studies

Attached at Appendix 1 are three Community Safety Team ASB case studies from Qtr1 and Qtr2 2022/23.

## 9. CCTV

A report submitted to the CLLC on the 6th of October 2021 set out the commencement of a strategic review of Barnet's Community Safety CCTV requirements, including the procurement requirements for new CCTV contracts for the Community Safety Team and the Libraries Service. A further report: CCTV Programme – Revised Outline Business Case & Update on the Strategic Review was presented to the June 2022 CLLC which detailed the work to date and update to the overall project, covering details of the decommissioning of the Enfield site for CCTV monitoring, a new monitoring contract for public space surveillance (PSS) cameras and libraries, and the installation and maintenance of the control room at Colindale (Barnet council offices). A separate update will also be provided at Communities Leadership and Libraries Committee on 7<sup>th</sup> February 2023.

On 1<sup>st</sup> September Barnet council entered into a contract with Enigma for monitoring of the PSS and library cameras within the borough from the Enfield council site. Due to this there has been a change in control room operating hours from 1200 – 0400hrs to 24hours a day/7 days a week. The control room process police generated CCTV enquires (reactive) and control room operator identified incidents (proactive); which are then relayed to the police control room for assistance and in some cases the apprehension of offenders.

As part of this review and in line with the Community Safety Team's restructure implemented from April 2022, the Investigation and Enforcement officers are now issued with Body Worn Cameras (BWC) which are worn whenever the officers deploy into their wards on duty. This is to assist with evidence gathering, crime prevention, officer and public safety, and to support prosecutions.

The Community Safety Team has also procured a dedicated CCTV car which can be deployed to areas of interest to capture activity where required.

## 10. Prevent

Prevent is one of the four elements of CONTEST<sup>2</sup> with a statutory requirement for Barnet Council to safeguard and support those vulnerable to radicalisation and influences towards extreme ideologies, this is referred to as the Prevent Duty.

The Prevent Duty, under the Counter terrorism and Security Act 2015, requires all specified authorities to have "due regard to the need to prevent people from being drawn into terrorism". Barnet Local Authority, and our partners, have a



<sup>2</sup> <https://www.gov.uk/government/publications/counter-terrorism-strategy-contest-2018>  
(CONTEST 2018 - Prevent, Pursue, Protect, Prepare and Overseas)



core role to play in countering terrorism at a local level and helping to protect vulnerable individuals from those that may want them to harm others or themselves.

## 10.1 What does Prevent Do?

At the heart of Prevent is safeguarding adults and children by providing early intervention to protect and divert people away from being drawn into terrorist activity.

Prevent addresses all forms of terrorism but continues to ensure resources and effort are allocated based on threats to our national security.

Barnet's Prevent Strategy is our response to the government's national counter terrorism strategic aims which are to stop people being drawn into or supporting terrorism. The strategy focuses on three key objectives which are:

- responding to the ideological challenge of terrorism and the threat from those who promote it
- preventing people from being drawn into terrorism and ensure that they are given appropriate advice and support
- working with sectors and institutions where there are risks of radicalisation that we need to address

## 10.2 Prevent referrals received 2022/23

Channel and Prevent Multi-Agency Panel is part of the Prevent strategy. The process is a multi-agency approach to identify and support individuals at risk of being drawn into extremism and terrorism.

During the first 2 quarters of 2022/23 there were **32** referrals received and assessed for Channel suitability.

**4** were considered suitable for a multi-agency safeguarding plan.

**81%** were under 18, **46%** of all referrals for concerning behaviour were for Mixed, Unclear and Unstable ideologies, **37%** for Islamic Inspired ideologies and **9%** for Far-Right Wing belief systems.

### Of the 4 Channel cases:

**75%** were male, **25%** female

## 10.3 Prevent Awareness training performance

It is imperative that the Local Authority have a robust training programme in place to ensure staff and volunteers possess the skills required to identify and refer vulnerable individuals for safeguarding.

Barnet's Prevent Coordinator and Prevent Education Officer deliver a continuous programme of training for frontline staff to enable them to recognise, refer and respond to risks of radicalisation that emerge. During the first 2 quarters of 2022/23 **36** training sessions were delivered, reaching **930** education professionals and LA frontline staff.

## 11. Delivery of the Barnet Zero Tolerance to Hate Crime Project

The Barnet Zero Tolerance to Hate Crime Project is delivered by Barnet Mencap and has the overarching aim to "To keep the people of Barnet safe by reducing hate crime in the borough. This continues to be achieved by increasing people's confidence to report hate crimes in Barnet; improve the support for victims of Hate Crime; and raise awareness of how to report Hate Crime in Barnet while safeguarding the most vulnerable

in the community who are impacted”. The attainment of the overarching aim is supported by several key objectives:

- Delivering evidence based multi-agency response to Hate Crime through Barnet Safer Communities Partnership Board.
- Utilising the Met Police Hate Crime Dashboard and through engaging the local partnership, to maintain ongoing assessment of risk locally including specific details e.g., hot spot areas in the borough that may require proactive intervention and additional resource to tackle hate crime.
- Increase awareness of the impact of hate crime. This action includes delivering training to professionals, community groups and volunteers
- To expand the cohort of Barnet Mencap Hate Crime Reporting Centres to include sections of the community that may be vulnerable to hate crime and may lack the confidence to report crimes or seek support
- Through ongoing risk assessment, respond speedily where evidence emerges that a specific section of the community is vulnerable to increased hate crime utilising the local Partnership and safer neighbourhood Police colleagues to provide assurance and information to encourage hate crime reporting.
- Ensuring that all agencies in Barnet are mindful of the impact of hate crime upon vulnerable children and adults who may be victims of other forms of abuse and may require a tailored support package.
- Through engagement with the Communities Together Network and other partners including Inclusion Barnet and the Barnet Multi-Faith Forum, we will identify and respond to all forms of hate crime that emerge within Barnet

The table in Fig 11.1 shows the types of hate crime reported within Barnet for Qtr1 & Qtr2 2022 in comparison to the same period in 2021 and the relative sanction data.

Fig 11.1: Barnet Hate Crime Data Qtr1 and Qtr2 April-September 2022<sup>3</sup>

Hate Crime Qtr1 and Qtr2: April-September	Offences		Change	Sanction Detections		Change
	2022	2021	(%)	2022	2021	(%)
<b>Hate Crime</b>	421	520	-19.0%	48	36	33.3%
<b>Anti-Semitic</b>	61	93	-34.4%	9	2	350.0%
<b>Islamophobic</b>	11	15	-26.7%	1	0	~
<b>Faith</b>	80	116	-31.0%	10	2	400.0%
<b>Racist</b>	347	464	-25.2%	35	27	29.6%
<b>Racist and Religious</b>	360	478	-24.7%	36	27	33.3%
<b>Disability</b>	9	18	-50.0%	1	1	0.0%
<b>Homophobic</b>	52	27	92.6%	12	6	100.0%
<b>Transgender</b>	6	5	20.0%	0	3	-100.0%

<sup>3</sup> Source: Metropolitan Police Crime Dashboard: [Monthly Crime Data New Cats | Tableau Public](#)

## 11.2 National Census

The 2nd tranche of Census data 2021 has been released and many media outlets have picked up on the headline that Britain is no longer a majority Christian country. Nationalist groups are seizing this as an opportunity to spread divisive rhetoric. Patriotic Alternative are using this narrative to add credence to their prediction that native British people will become a minority by 2066.

The census detailed changes to the Barnet communities, people born in Romania and now living in Barnet rose 200% from 4,475 to 13,430 and are now the second largest ethnic group in the borough. Those from Iran rose 55% to 11,335.

Barnet has the largest Iranian community of all London Boroughs. The director of MI5 has recently warned that Iran's instability has caused the threat level from state players to increase in the UK. Some tensions have been observed in these communities and events have been cancelled because it was felt inappropriate to do so while people were suffering in their home country.

## 12. SCPB Strategy update

The Barnet Community Safety Strategy 2022 – 2027 outlines how the Barnet Safer Communities Partnership will work together to reduce crime, the fear of crime and help ensure Barnet remains one of London's safest boroughs to live, work and visit. The strategy outlines the priorities the Safer Communities Partnership Board (SCPB) will deliver in partnership over the next five years:

- 1) Tackling and reducing anti-social behaviour (Community safety leads on)
- 2) Early intervention and prevention of domestic abuse and violence against women and girls (**Family Services leads on**)
- 3) Reducing offending including violence, vulnerability and exploitation, with a focus on acquisitive crime (**Family services leads on**)
- 4) Safeguard and support those vulnerable to radicalisation (Community safety leads on)
- 5) Access to justice for those affected by hate crime (Community safety leads on)

### 12.1 Priority 1 - Tackling and reducing anti-social behaviour

In addition to the 'business as usual' work of CST noted earlier in the report which has contributed to the delivery of priority 1, the Community Safety Team have also carried out other workstreams to tackle anti-social behaviour in the borough:

#### 12.1.1 Public Space Protection Order (PSPO)

A borough wide PSPO with 11 conditions has been implemented in Barnet and is in place for 3 years. A Public Space Protection Order (PSPO) is a power under the Anti-Social Behaviour, Crime and Policing Act 2014. It is intended to allow a council (and police) to deal with a particular nuisance or problem behaviour that is detrimental to the local community's quality of life in a particular area. It allows councils to impose either restrictions or requirements in that particular area, or across a wider area such as the whole borough. They are designed to ensure that people can use and enjoy public spaces safe from nuisance and anti-social behaviour.

Breach of a PSPO is a criminal offence with a maximum penalty of £1000 in court or a £100 fixed penalty notice (30% reduction if paid within 14 days). The PSPO will be enforced by authorised council officers, police officers and police community support officers.

The 11 conditions of the PSPO which apply across Barnet are:

- Not to commit alcohol related nuisance /anti-social behaviour
- Not to cause harassment, alarm, or distress to any individual(s) by committing anti-social behaviour
- You must pick up all dog fouling belonging to a dog under your control
- Not to drive any vehicles on/in green spaces without prior written permission of the council
- Not to be in possession of, or misuse fireworks in any public space in Barnet unless individually licensed by the council
- You must not have any more than 6 dogs under your control at any time
- Not to urinate/defecate; spit or litter in a public place
- Not to beg in an aggressive or intimidating manner
- Not to promote or deliver any music events unless individually licensed by the council
- Not to misuse, nor share with others, or be in possession of any intoxicating substances
- Not to start or attempt to build any open fires or BBQs in Barnet's green spaces

### **12.1.2 Location Problem Solving Groups (PSGs)**

Location problem solving groups look at a specific area/estate where multiple complaints of anti-social behaviour and crime have been received by the council from residents, with a commitment to make a positive change for the residents living there. The complaints are then cross referenced with intelligence from the council database and the appropriate agencies/council departments and policing teams are invited to identify the main areas for improvement and the action they can take individually and as a group to improve the lives of those living on the estate and experiencing issues.

The first location PSG in Barnet was held in August 2022 and has continued each month to date. A resident from the estate was present at the first meeting to describe first-hand how the issues on the estate were affecting her, her family, neighbours and community. The first-hand account was extremely powerful and helped to remind all attendees of the focus of the meeting.

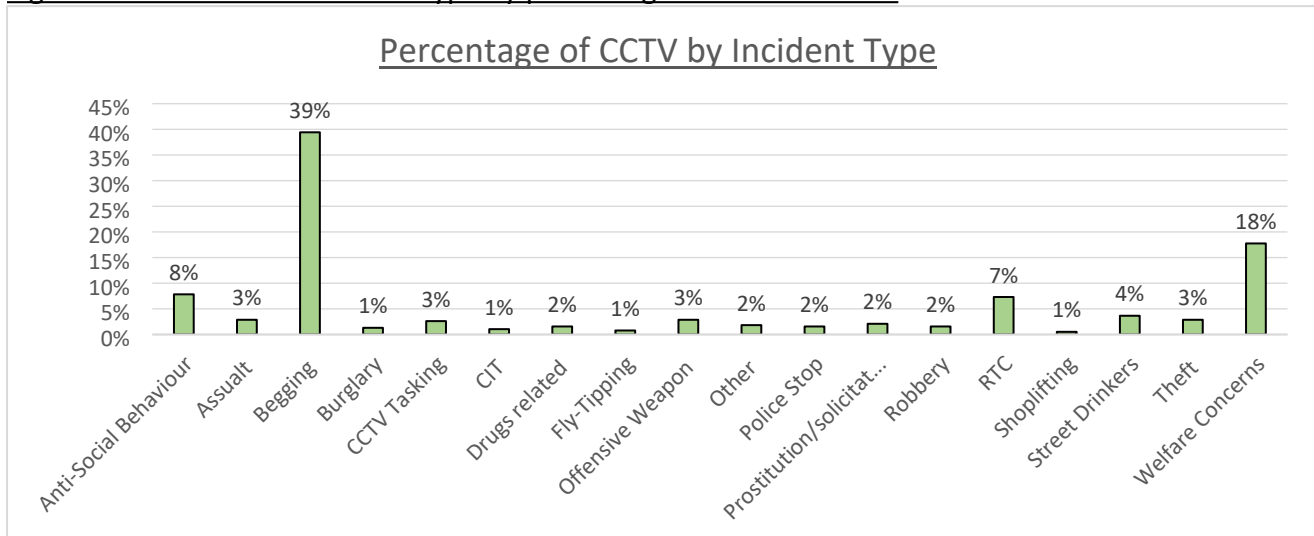
The meetings are held in person, with no online meeting option provided, this has helped to ensure that everyone is engaged and accountable in the meeting and contribute on behalf of their service area/agency.

The location PSG has proved to be very successful so far with members of the meeting expressing their gratitude and that of their residents and contacts within the community. Partners and internal teams have expressed their passion and commitment for the PSG and expressed their willingness for the PSGs to continue and be rolled out throughout the borough for relevant areas.

### **12.1.3 CCTV**

Since the end of October 2022, a report log has been provided by Enigma which is refreshed and sent to Community Safety daily. This captures the number of incidents and whether it was reactive or proactive. The tables below show the number of incidents captured for a month ending in November 2022 by incident type, by time of day and whether reactive or proactive.

Fig 12.1.4 Barnet CCTV incident type by percentage: November 2022



Of the top 4 incidents captured by CCTV during the month of November:

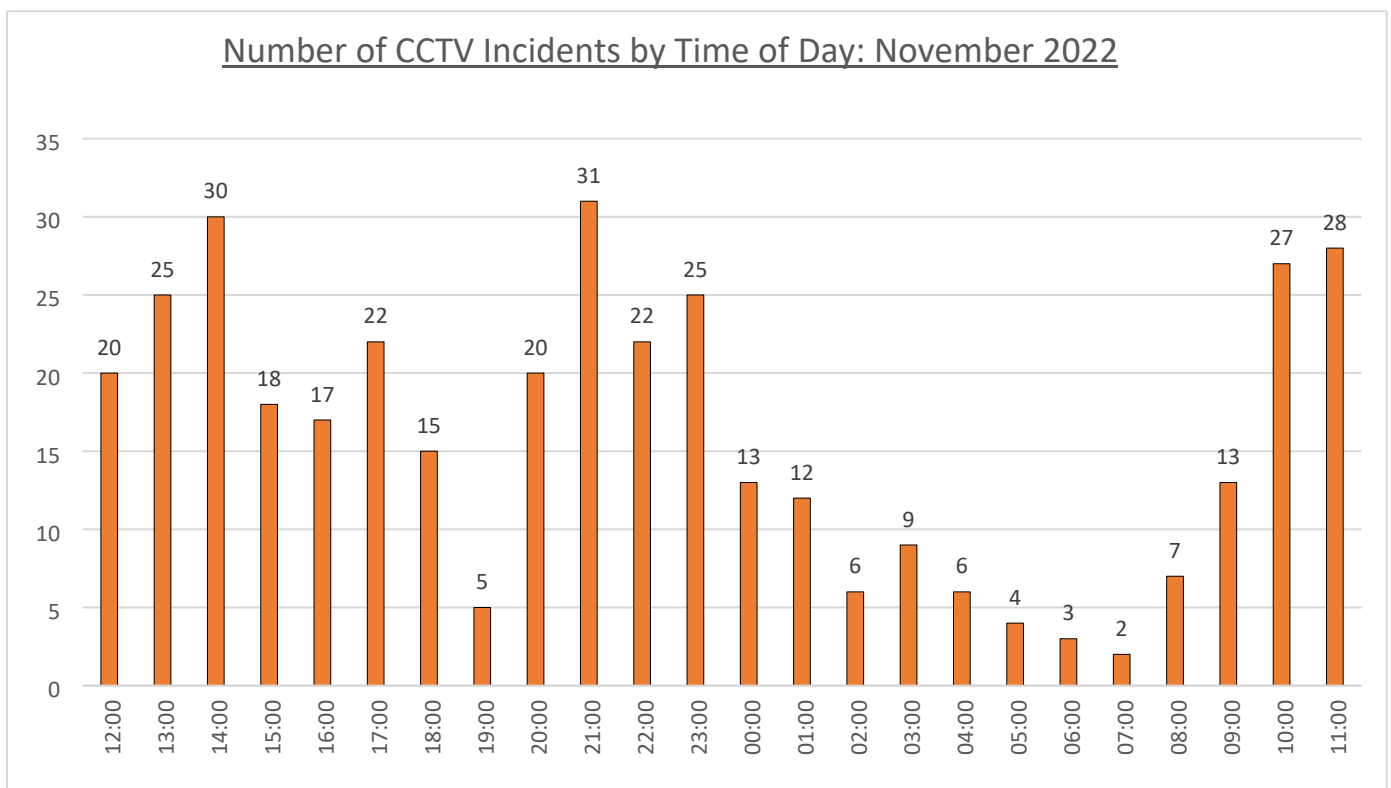
**39%** involved **Begging**

**18%** involved a **Welfare Concern**

**8%** involved **Anti-Social Behaviour**

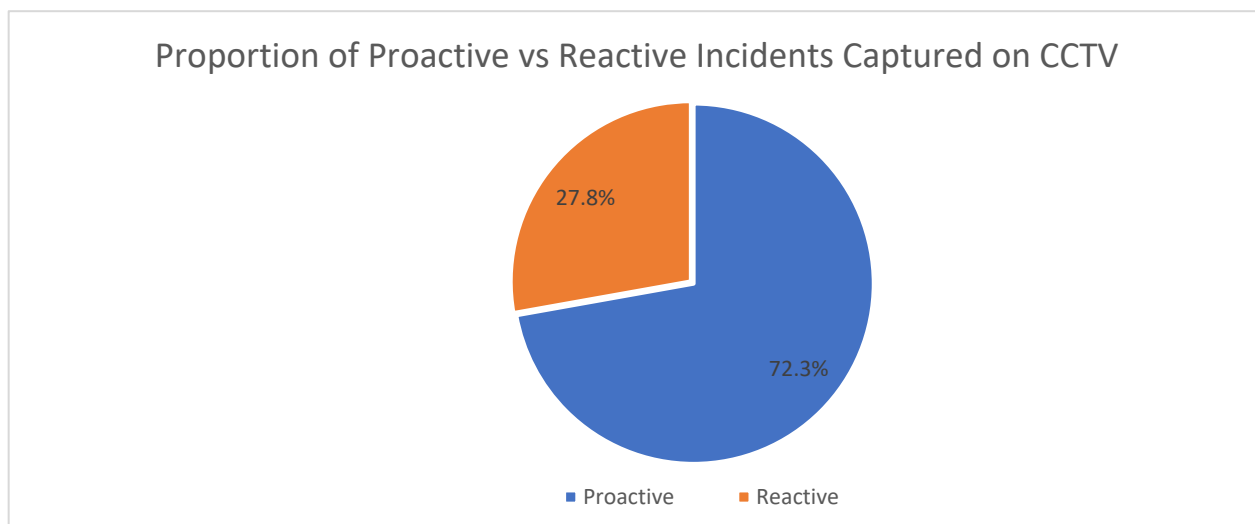
**7%** involved a **Road Traffic Collision (RTC)**

Fig 12.1.5 Barnet CCTV incident volumes by Time of Day: November 2022



The above chart shows during this period, the quietest times were between **00:00** and **09:00hrs**.

Fig 12.1.6 Barnet CCTV incident Volumes (Reactive/Proactive Data) November 22



Over **72%** of incidents captured during this period were 'proactive' (by the control room staff)

### 12.1.7 CCTV Case study

On the 15th of October 2022 at approximately 04:54hrs, a CCTV Operator noticed one adult male & one adult female acting suspiciously at Mill Hill Broadway. The CCTV operator contacted the police and made them aware of his concerns, who confirmed they would attend the scene. Whilst awaiting police attendance, the CCTV operator continued to monitor the suspects who made an attempt to break into a store without success.

The CCTV operator observed the suspects move down the Broadway and break into a delivery that had been left in a loading area for a supermarket. The suspects removed items and placed them in a bag. The police attended the scene and detained both suspects and secured the evidence.

## 12.2 Priority 2 - Early Intervention and prevention of domestic abuse and violence against women and girls update (Lead by Family Services)

The London Borough of Barnet's Domestic Abuse (DA) and Violence Against Women & Girls (VAWG) Strategy 2022-25 sets out how the Barnet Safer Communities Partnership (BSCP) works to prevent and respond to Domestic Abuse and underlines the partnership's commitment to working together to prevent and tackle all forms of violence against women and girls.<sup>4</sup>

## 12.3 Priority 3 – Reducing offending including violence, vulnerability, and exploitation, with a focus on acquisitive crime (Lead by Family Services)

There are several strands to Violence, Vulnerability and Exploitation (VVE), however we often see how they overlap and acknowledge that we must take a multi-layered approach in tackling VVE in the borough. We recognise that must also work alongside adults and create diversionary plans for adults in order protect children and young people.

<sup>4</sup> For more information on the 2022-25 DA and VAWG strategy please visit: [Domestic abuse | Barnet Council](#)

## 12.4 Priority 4 – Safeguard and support those vulnerable to radicalisation

### Homeland Security project funding: Radicalisation priority

Barnet received funding for one project during 2022/23. A partnership project in conjunction with, the Young Barnet Foundation, Shout Out UK and Exposure, the project aimed to raise awareness of online risks. Using a combination of young people workshops and social media, the project would improve understanding of the Prevent Duty. The core outcome is to encourage community participation in referrals of people believed to be vulnerable to radicalisation by identifying the Prevent Duty as a safeguarding process.

## 12.5 Priority 5 – Access to justice for those affected by hate crime

The zero Tolerance to Hate Crime Project has met the following objectives in 2022 which contributed towards the delivery of the community safety strategy priorities:

- **Delivered online Staff Training Workshops for 77 staff at 6 organisations / service providers.** Workshops included information on identifying and reporting hate crime so that frontline staff can support victims to report hate crime to the police.
- **Delivered 8 online Hate Crime Awareness Raising Workshops/Webinars for 69 residents, clients, carers and professionals.** Webinars focused on: Online Hate Crime and Cyber Bullying; Racism and Children – How to address hate speech concerns; Hate Crime, Racism and Cultural Awareness; Hate Crime and Gender – Are women targets of hate crime more than men; and Financial Abuse and Scams.
- **Engaged with over 300 residents at Hate Crime Awareness Week Information Stands** set-up in Finchley Central (Albert Place), Barnet Hospital, Islamic Centre Edgware, Golders Green Bus Station, Edgware Bus Station and Hendon Central Underground Station and signed up **32** volunteers to become Hate Crime Reporting Champions, pledging to report hate crime to the Police if they encounter it in the community. Volunteers receive hate crime reporting bulletins and opportunities to attend workshops.
- **Co-ordinated and monitored 12 Hate Crime Reporting Centres** operating across Barnet where victims and witnesses of hate crime, in particular our more vulnerable members, can access support to report offences to the Police and be referred or signposted to local community organisations for ongoing support. Most Reporting Centres operate a physical and virtual system of reporting hate crimes and incidents, for example Middlesex University officially launched as a community Hate Crime Reporting Centre in October 2021 and has developed an online reporting platform, Report.It.To.Stop.It to facilitate students, visitors and members of the public to report any incident of discrimination, bullying, harassment, intimidation, violence or any other form of hate.
- **Barnet Mencap recorded 7 hate crime incidents and supported clients** to report these incidents to the Police. The Project continues to monitor and provide support to all Hate Crime Reporting Centres to ensure partnership in identifying and responding to all forms of hate crime that emerge in Barnet.
- **Registered 40 sites to be designated Safe Places across Barnet** and engaged with over **50** residents at Safe Place Information Stands. In September 2021 the Barnet Safe Places Scheme was relaunched. A Safe Place helps people (particularly those with learning disabilities, autism, or other care needs) if they feel scared, anxious or at risk when they are out in the community. The Safe place could be, for example, a café, a shop or supermarket, a library or a community centre. Trained staff can help vulnerable adults to phone a family member or carer and/or offer them somewhere safe to wait. Safe Place sites are identified via an official window sticker.

Report ends

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# Appendix 1 Community Safety ASB Case Studies

## Case Study 1

**This case was brought to the Community Safety Team (CST) when the victim felt they had exhausted all efforts of intervention from the Police and external partners. This case was referred to Barnet Community Safety Multi Agency Risk Assessment Conference (CS MARAC) due to the severity of the risk involved.**

The persistent anti-social behaviour caused by a neighbouring couple had been causing issues within the immediate local community for over two years including issues of domestic abuse and child welfare concerns. This conduct had been affecting many of the neighbours and had prompted a local petition to have the couple removed.

This case was deemed complex in that the main victim did not wish to give evidence because of the fear of repercussions from the neighbouring family. The anti-social behaviour has been reported on multiple occasions to the landlord, the police and then to the council's CST.

After conducting an initial investigation review it was established that issues reported included verbal (racial) and physical abuse to the victim; multiple criminal damage incidents, vandalism, and fly tipping incidents to the victims' property, forcing entry to the property, persistent trespassing and allowing dog fouling on the victim's property. Consistent ASB noise disturbances caused by internal domestic arguments and general anti-social behaviour.

Following further incidents of harassment, and threatening behaviour that kept escalating, the victim disclosed that these issues were affecting their health and wellbeing both physically and mentally. The victim confirmed because the frequency of the behaviour was escalating, and the support and reassurance CST had provided them with, they were now willing to support our ongoing investigation.

Additional measures were implemented by CST, which included formal statements being taken from witnesses and evidence being exhibited; these were taken over the phone and through mail with frequent welfare calls being carried out with the victim to ensure their safety was not being put at risk.

Alternative lower-level interventions were considered but rejected due to the serious and persistent nature of the anti-social behaviour, therefore a closure order by the council was implemented. The victim was also referred by CST to Victim Support services and utilised the service successfully.

### **Final Outcome:**

Closure notice was served on the perpetrators address within less than a month of CST being aware of the situation at the property. The perpetrators did not attend the court hearing. As a result of further direct intervention by CST with Barnet Homes Housing Options team, the perpetrators were relocated to another address outside of the borough as a final chance to maintain their accommodation rather than face eviction.

The victim had been considering having to move however, since the action was taken, they have now chosen to remain in their family home. CST liaised with the landlord of the perpetrators and arranged to have the victim's garden cleared from the damage and waste caused by the perpetrators.

The follow up victim support welfare visit was made by the lead officers from CST and the victim confirmed they were very grateful for Barnet Council's assistance and professionalism throughout the case and confirmed that their faith has been restored in the Council and other agencies.

## ASB Case Study 2

**This case was brought to the Community Safety Team (CST) after the victims felt they had exhausted all efforts with intervention by the Police and appropriate Housing Association regarding antisocial behaviour (ASB). A task and finish group (TAFG) meeting with relevant partners was held where we discussed case progression and pathways towards enforcement, to address the ASB perpetrators and how to offer support to the victims of ASB.**

Following the TAFG, CST were made aware of alleged drug consumption, ASB, and nuisance arising from two residents at separate addresses within a block of flats whilst at one property in the block. The complaints evolved over time ranging from drugs, noise nuisance, aggressive behaviours, and repeated breaking of the communal doorway.

CST began with a letter of engagement to the residents in the block coupled with door-to-door enquiries. The aim being to encourage residents to report incidents to the council and explain that we were gathering evidence to progress towards enforcement against ASB within the block. As a result, the team took two witness statements from supporting residents and issued a Community Protection Notice Warning to the perpetrators. Unfortunately, that did not have the desired effect, so CST obtained further statements and issued a Community Protection Notice to the two residents committing ASB at one of the properties. No appeals were received against the notices.

Further complaints were received, and the incident began to escalate again; including the use of a sharp instrument in the communal hallway and soon after a drug-related death occurred in respect of a visiting guest associated with the ASB property and tenants.

The matter was then put forward for the properties to be closed to prevent further ASB and allow victim respite. Witnesses requested to remain anonymous and were afraid of reprisal at this stage, a core witness fully withdrew their support with statements. CST pursued and secured four statements from residents.

CST worked closely with the Police ASB team for the closure on the two properties and a partial closure of the communal area to restrict persons that do not live at the address from entering. A 24-hour closure notice was placed on the properties and communal doorway by policing teams. At the court hearing CST and Policing ASB team presented the evidence. A closure order for two properties and a partial closure preventing any person who did not live at the address from entering the communal area for 3 months was granted.

The Team updated the victims and residents while the police arranged boarding/securing of the properties. The defendants were handed information relating to housing advice and rehoused in temporary accommodation.

### **Final Outcome**

The defendants subsequently gave up their tenancy and have been moved away from the locality.

The victims were extremely pleased with the result and highlighted that the **difference is life changing as they no longer had to live in fear**. Although they expressed concern that an extension to the closure, injunction or ASB Tenancy eviction may be needed to secure a long-term positive outcome.

Overall, this case is a prime example of how effective teamwork within Barnet Council and partnering between the Community Safety Team and local Police can help to combat ASB in the community and achieve beneficial outcomes for local residents affected by crime and ASB.

### **ASB Case Study 3**

**This case was referred to the Community Safety Team as a resident complaint where they reported issues including a group of people gathering outside the address engaging in ASB, resident intimidation, fly-tipping, drug dealing, gang related activities and other environmental crimes.**

The managing agents and residents complained to the council that a Bank, who was responsible for the location where the incidents were happening (car park), had not done anything to try to resolve the reported issues.

Once referred to the council, the Community Safety Team went to the site to investigate the allegations and found evidence of class A drugs on the site. The car park was not well maintained, and the barrier was open. Due to this people were gathering around, sitting on the wall of the car park and partaking in anti-social behaviour. Once we had fully checked the area, we informed the police of the suspected Class A drugs located on the site and an enquiry was sent to the facilities manager of the bank.

A meeting was then scheduled to follow up on correspondence that had been received from the Bank's facilities department, advising that planning permission had been applied for to make changes to the parking area. The Bank accepted responsibility to secure the site and wanted to work in partnership to secure the neighbouring area.

A Task and Finish Group meeting took place, and the following actions were agreed by the Bank, Police and Community Safety Team:

1. To conduct regular checks of the premises in Hi-Viz and Control the barrier.
2. Discourage non-residents from gathering at the entrance of the premises.
3. Keep the area clean and secure until your proposed planning work is complete.
4. Report any ASB activities observed or suspicious people to the police by dialling '999/101'.
5. Joint Patrols by SNT and CST regularly.

#### **Final Outcome**

The Bank confirmed that there will be an on-site guard that will regularly patrol the car park during the day and regular patrols in the evening by guards who will be driving in a marked van. They also confirmed that signage had been installed and they had further signage on order for the whole site. They fixed the control barrier so that it remained closed and could not be bypassed. They agreed for lighting to be installed above the car park, to increase the visibility of the area. They also noted that they had applied for full planning permission to construct a fence around the car park.

The planning application to install the fence was granted in December 2022 and since it was erected, CST haven't received any further complaints or reports of anti-social behaviour. The police safer neighbourhoods team have also conducted site visits to monitor activity.

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# Ward Walks & Community Safety Hubs Implementation and Review

February 2023

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- 2. Governance**
- 3. Safer Streets**
- 4. Delivery**
- 5. Outcomes**
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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 18<sup>th</sup> 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](mailto: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 19<sup>th</sup> December where they were paused for the Christmas break. The hubs will reopen again week commencing 6<sup>th</sup> 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 32



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
<b>Phase 1 (first 2) Sites</b>				
Edgware Broadwalk Shopping Centre	Broadwalk Shopping Centre, Station Road, HA8 7BD	Edgware	Thursday 3pm to 6pm - 27 <sup>th</sup> October onwards	None
Metropolitan Thames Valley Community Hub Facility	Community Centre, 7QE, Marsh Dr, NW9 7QQ	West Hendon	Tuesday 3pm to 6pm - 1 <sup>st</sup> 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 2<sup>nd</sup> 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](mailto:safestreeets@barnet.gov.uk) inbox to inform the walks.

Fig.2 Ward Walk Dates

Ward	Date (2022)
East Finchley	2 <sup>nd</sup> November
East Barnet	22 <sup>nd</sup> November
Cricklewood	24 <sup>th</sup> November
Burnt Oak	28 <sup>th</sup> November
Colindale North	5 <sup>th</sup> 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](mailto: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](mailto: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 2<sup>nd</sup> 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

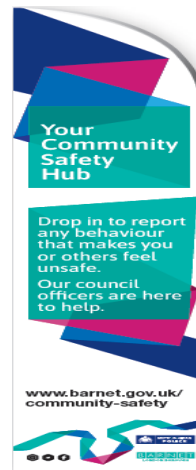


Fig.5



## 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 27<sup>th</sup> October to 15<sup>th</sup> 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 1<sup>st</sup> November and 13<sup>th</sup> 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 27<sup>th</sup> 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

27<sup>th</sup> 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 27<sup>th</sup> October, only one other day, 10<sup>th</sup> 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 <sup>th</sup> October	3	3	4
3 <sup>rd</sup> November	1	0	0
10 <sup>th</sup> November	2	0	1
17 <sup>th</sup> November	1	0	0
24 <sup>th</sup> November	1	1	0
1 <sup>st</sup> December	4	1	0
8 <sup>th</sup> December	1	0	0
15 <sup>th</sup> 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 <sup>st</sup> November	1	2	0
8 <sup>th</sup> November	2	0	0
15 <sup>th</sup> November	0	0	1
22 <sup>nd</sup> November	2	0	0
29 <sup>th</sup> November	0	0	0
6 <sup>th</sup> December	1	1	0
13 <sup>th</sup> 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 6<sup>th</sup> February 2023.

Fig.8 Phase 2 Hubs sites

Site	Address	Ward	Opening Times	Cost
<b>Phase 2 Sites</b>				
Artsdepot	5 Nether Street, Tally Ho Corner, North Finchley, London, N12 0GA	North Finchley	Monday 3pm to 6pm – from 6 <sup>th</sup> February onwards	None
Chipping Barnet Library	3 Stapylton Road, Barnet, EN5 4QT	High Barnet	Wednesday 3 to 6pm – from 8 <sup>th</sup> 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 2<sup>nd</sup> 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
<b>Grand Total</b>	<b>15</b>	<b>7</b>	<b>22</b>

5.4.2 East Barnet ward walk (see Fig.11) took place on 22<sup>nd</sup> 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
<b>Grand Total</b>	<b>13</b>	<b>5</b>	<b>18</b>

5.4.4 Cricklewood ward walk took place on 24<sup>th</sup> 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
<b>Grand Total</b>	<b>13</b>	<b>3</b>	<b>16</b>

5.4.5 Burnt Oak ward walk took place on 28<sup>th</sup> 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
<b>Grand Total</b>	<b>23</b>	<b>1</b>	<b>24</b>

5.4.6 Colindale North ward walk took place on 5<sup>th</sup> 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
<b>Grand Total</b>	<b>7</b>	<b>3</b>	<b>10</b>

## 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
<b>Very satisfied</b>	2	3	2	1	4	1	1
<b>Somewhat satisfied</b>	1	2	2	3	0	2	3
<b>Neither satisfied nor dissatisfied</b>	2	0	0	0	1	1	1
<b>Somewhat dissatisfied</b>	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?**

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)*

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