

Community Safety Service

Who are we, and what do we do?



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Community Safety Officers (CSOs)

Team/role

- CSOs are a team of 10 officers (FTE)
- Each officer works on a 'patch' with more case-work for ASB matters on Camden's Housing estate and street properties.
- Agencies we work closely with include Police, Probation, Children's and Youth services, Adult Social Care, Housing, Parks, Community representatives, Councillors and more.

What we do

- We have a risk management lens.
- We become involved when issues are high risk or create significant community impact.
- Responses can include risk assessment, case-work, legal interventions and community meetings/cohesion events.

Focus on....

Restorative and partnership led approach to thinking around risk and anti-social behaviour

Community Safety Officer patches and contact details

Housing Districts	Kings Cross	Paul.Fairman@camden.gov.uk	020 7974 3141
	Holborn & Covent Garden	Claudio.Pinheiro@camden.gov.uk	020 7974 3460
Holborn DHO	Bloomsbury	Paul.Fairman@camden.gov.uk and Claudio.Pinheiro@camden.gov.uk	see above
Camden Town DHO	St Pancras & Somers Town	Natasha.dickinson@camden.gov.uk	020 7974 5196
	Regents Park (job-share)	Rachel.Fairbairn@camden.gov.uk	020 7974 1022
Kentish Town DHO	Cantelowes	Gary.Andrews@camden.gov.uk	020 7974 3988
	Kentish Town	Steven.Dines@camden.gov.uk	020 79745417
	Highgate	Steven.Dines@camden.gov.uk and Gary.Andrews@camden.gov.uk	020 7974 3988
Gospel Oak DHO	Camden Town & Primrose Hill	ChristinaM.Nunn@camden.gov.uk	020 7974 3434
	Haverstock		
	Gospel Oak	Peju.Sanusi@camden.gov.uk	020 7974 4769
	Hampstead Town		
Hampstead DHO	West Hampstead	Judy.Thomson@camden.gov.uk	020 7974 3494
	Fortune Green & Westcroft estate		
	Kilburn (except below)		
	Alexandra & Ainsworth & Abbey Rd	Thomas.Golden@camden.gov.uk	020 7974 4570
	Swiss Cottage		
	Frognal & Fitzjohns		
Belsize			

Partnership Information Hub

The HUB is the first point of contact for Camden residents, professionals and Member enquiries.

Email:
communitysafety@camden.gov.uk

Tel: 020 7974 2915

If you are sending us a report of ASB please make sure you include as much information as possible.



This helps us build up a complete picture of what is happening.

Please also pass on information such as residents reporting knife finds, offensive graffiti etc

What is happening – describe the ASB

Where – the location, be as precise as possible

When – the frequency, days and times

Who – can you describe who is responsible for the ASB (their appearance if you don't know their names). Who are the victim/s.

Why - Do you know why the ASB is happening?

Community Safety interventions

We can work with partners where there is identified risk in relation to community safety, e.g. **drugs, cuckoo'ing, targeted harassment, hate crime, serious youth violence and youth safety.**

- In the case of issues on Camden's housing estates and street properties, this can include network meetings, home visits, legal interventions (e.g. closure orders, tenancy enforcement), locksmiths' assessments, community interventions to encourage reporting and get a better picture of what is happening.
- In the case of issues on other land-types we can support, advise, provide information about the wider locality
- High risk or ongoing issues can be stepped up to the Community MARAC for support, advice and guidance to discuss blockages and risk.
- We also hold an overview of risk, e.g. we monitor and discuss with police all known drugs address locations to assess localities where vulnerable people and communities may need more support.

Council patrolling services

- Community Presence Officers (CPOs) patrol Camden providing high visibility reassuring presence including:
- Collecting information to be used by partners internally and externally.
- Attend hotspot areas which have been reported via the HUB, gathering information from the community and responding to it.
- Supporting vulnerable clients that are in need of help.
- Engaging with young people to gather their opinions and help them sign post them to relevant agencies.

**To request patrols please contact the
Community Safety Hub
communitysafety@camden.gov.uk**

- The Responsive Security Patrol, (prev. Housing Patrol) cover Camden's Housing estate and street properties.
- They are a unit of ten officers in five cars who provide an out of hours service regarding ASB between 4pm and 4am.
- They can witness activity around criminal and ASB, intervene by sending patrols to disrupt ASB, gather evidence and report any ASB they encounter.
- Proactive patrols can be requested by Housing and Community Safety officers.

**The CCTV control room can be
contacted by officers via
CCTVPatrols@camden.gov.uk
Residents can contact them via
02079744444**

CCTV

- Camden Council has a network of around 1,000 housing and public safety CCTV cameras.
- The CCTV control room on Holmes Road can be contacted regarding whether there is a camera at a location and/or how request monitoring of existing CCTV: CCTVPatrols@camden.gov.uk
- All CCTV must also meet standards set out by the Information Commissioners' Office (ICO) which includes safeguards to people's reasonable expectation of privacy in the public realm.
- Residents and businesses can install their own CCTV providing it meets ICO standards, Camden's local planning criteria and where they have the permission of their landlord if they do not own their property.
- Community Safety have a small number of Rapidly Deployable Cameras which can be utilised with are usually used in relation to multi-agency crime prevention or safeguarding operations instigated by our service

Community MARAC

Multi-Agency Risk Assessment Conference

- The Camden Community MARAC is a multi-agency panel where information is shared on vulnerable victims of anti-social behavior (ASB) or hate crime.
- The aim is to identify the highest risk, most complex cases and problem-solve the issues of concern.
- The main focus of the panel is to manage the risk to the victim and provide options for increased safety. The panel also considers other persons affected, the behavior of any perpetrator/s and managing any impact or risk to the community as well as effective safety planning strategies.
- Regular attendees include Community Safety, Police, Victim Support, Camden Mental Health and Forum+

To discuss a potential Community MARAC referral please speak to a Community Safety Officer or email communitysafety@camden.gov.uk

Other useful contacts

Police

- If you receive information about risk or criminal behaviour which needs the attention of the police, please report it asap by calling 999 in an emergency or use www.met.police.uk/how-to-report-a-crime/
- If you are requesting an escalated police response, this needs to be discussed with the officer in case once a matter has been reported.
- If there is not an open case, it may be more appropriate to involve the Police Safer Neighbourhood Team - contact details are on this link: <https://camdenconnected.com/contact/>

Landlord services

- There is a list of Camden's Housing estate and street properties with named Neighbourhood Housing Officers (NHOs) on essentials <https://lbcamden.sharepoint.com/sites/intranet/Housingmanagement/Pages/Housing-Management-.aspx>
- Housing Commissioning hold a list of properties managed by Registered Social Landlords (RSLs)

Any Questions?

If in doubt, get in contact!

communitysafety@camden.gov.uk