

East End Housing Associations Regeneration Forum, 2nd March 2006

Feedback Report

The Forum organised for the 2nd March was open to all housing organisations operating in the East End. The event was attended by 34 people who represented a variety of housing organisations who operate in the East End. The theme for the forum was Community Safety in the East End and how housing organisations can harness their working relationships with agencies involved in the promotion, facilitation and development of community safety in the East End.

The programme content included presentations from Chief Inspector Ann Callander, Strathclyde Police, Ann Fehilly, Acting Group Manager, Anti Social Behaviour Task Force, Stephen McGeady, Community Safety Development Officer, Glasgow City Council and Frank McFadden, Chief Executive, Streetwatch, Glasgow.

At the end of the presentations there was the opportunity for some discussion, questions and thoughts about how we can improve communication and partnership links with all of those involved in community safety in the East End.

Presentation: Chief Inspector Ann Callander, Strathclyde Police

Ann gave an overview of the role of the Police in relation to Community Safety and some of the areas of work that they have been involved in across the East End. Ann acknowledged that the sharing of information could be better and the coming together of all the housing organisations in the area would contribute to any processes that would make the systems of delivery better. The presentation focussed on the gap in reporting from RSL's and the need for more partnership working to gather information to pass on particularly related to those individuals involved in anti social behaviour. It was suggested by Ann that a meeting is called between directors / senior housing staff to look at developing a true community partnership approach that will put the community safety message across whilst gaining some results. Ann also spoke about RSL's being well placed to take on a more active role in the process of community safety by working with other agencies to assist the police identify and respond to the needs of the communities within which they work.

Presentation: Ann Fehilly, Acting Group Manager, Anti Social Behaviour, Community Services, DRS Glasgow City Council

Ann gave a presentation (attached) on Glasgow City Councils Anti-social Behaviour approach. This included an overview of the Glasgow Strategy, working groups and services. There was also a focus on the ASB Taskforce as a new model of intervention. The strategy included information on the ASB Strategy Group, the specific working groups, the new services launched in December 2004, the full consultation process over

February / March 2005 and the draft strategy and outcome agreement covering all the services in place. Ann also gave an overview of the various stages (7 in total) from Engagement to the Implementation of the Enforcement Strategy.

The make up of the Task Force and its processes for the collation of information was highlighted to the attendees along with the problem solving techniques and models used to ensure good practice.

A brief synopsis of achievements and quotes from the community were given at the presentation.

Specific questions related to the East End were asked during the discussion session.

Presentation: Steven McGeady, Community Safety Development Officer, Glasgow City Council

Steven gave an overview of the Glasgow Community Safety Partnership and the formation of the Community Safety Forums in Glasgow. (Presentation attached). Further information was given on the Safety Forums role and their linkages to the various organisations and strategies in the East End and Citywide. The two forums operating in the East End include Shettleston and London Road. Steven spoke about how the forums can be developed alongside existing partners formulate process for the areas the forums serve. A list of the areas that contribute to making areas unsafe included youth disorder, crime, and fear of crime where among some of the extensive list presented by Steven.

Questions were asked during the discussion session.

Presentation: Frank McFadden, Chief Executive, Streetwatch, Glasgow

The presentation given by Frank titled “The Role of Public Space TV” (Attached) detailed the work undertaken by Streetwatch across the city. This included the role and remit alongside the strategic function for Streetwatch across the city. From an East End perspective Frank had distributed some statistics related to various areas. These stats highlighted areas that were deemed as “hot spots” and others where ASB was prevalent on a consistent basis. Frank also detailed the roles of RSL’s with Streetwatch and the partnerships that had been developed. It promoted the concept of joined up working and the development of appropriate responses to issues that arise. Frank also spoke about the use of mobile CCTV and the advantages that they bring to local communities and that the vans could be booked free of charge to come into any area where ASB was taking place. Frank discussed the need for partnership working, the sharing of information and the development of local solutions to local problems.

Questions were asked during the discussion groups.

Discussion Groups

Questions were asked through the chair to the presenters on their presentations and in particular their significance to the East End. Some of the questions included;

How do we share information better? How can we all do it better?

How can we develop a system for delivering information?

Can we use CCTV as an intervention tool?

ASB Patrol Officer's; why do some areas get and others don't?

Can we develop a professional witness scheme to assist people who report crime?

Un-cooperative complainers, how do we address this?

As the discussion developed taking account of the above questions it is apparent that there is the need for more partnership working that is able to collate information to pass on to the relevant agencies. A community partnership approach was mentioned on several occasions which would in the opinion of attendees get some results and put across a message that is not currently being put across. Some discussion centred on the Court system and the policy of sentencing. Ann Callander spoke of her experiences of being involved in the youth court in Hamilton and the successes that it had achieved in its relatively short time so far. Ann also informed the forum that Glasgow has recently appointed a new Sheriff Principal who hopefully would look at sentencing policy. The discussion also highlighted that it was important to increase the awareness in the East End community that the perpetrators of criminal activity and other forms of ASB were often the minority and that with the support from partners and other landlords this could be tackled strategically.

Summary

It was agreed that the forum, along with its partners could adopt an integrated and multi agency approach to community safety. Some of the key components would include addressing crime, ASB, nuisance neighbours, development of a youth strategy and the development of Community Safety strategy for the East End that would include the holding of regular public meetings and involving residents in developing solutions.

Some action points and suggestions included;

- Involve all the HA's in the East End via the Forum as part of the Community Safety Process.
- Article on Community Safety to be included in the March Outlook paper.
- Develop a community safety plan via the forum.
- Develop a process that ensures sharper information from HA's to the Community Police
(Ann Callander requested that a meeting be set up with directors / senior housing staff)
- Develop a professional witness scheme in the East End
- Arrange a meeting with Streetwatch to follow on from the forum

Overall, it was felt it was important to establish the causes and root problems of ASB and ensure that, working in partnership, effective processes are in place to reduce levels of ASB and increase Community Safety in the East End.

Sean Connor
EEHARF Co-ordinator
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