



# Home Office

## Crime Reduction & Community Safety Group

### Tilley Awards 2008 Application form

Please ensure that you have read the guidance before completing this form. **By making an application to the awards, entrants are agreeing to abide by the conditions laid out in the guidance.** Please complete the following form in full, within the stated word limit and ensuring the file size is no more than 1MB. Failure to do so will result in your entry being rejected from the competition.

Completed application forms should be e-mailed to [tilleyawards08@homeoffice.gsi.gov.uk](mailto:tilleyawards08@homeoffice.gsi.gov.uk).

All entries must be received by noon on **Friday 25<sup>th</sup> April 2008**. No entries will be accepted after this time/date. Any queries on the application process should be directed to Alex Blackwell on 0207 035 4811.

#### Section A: Application basics

1. Title of the project: Camden StreetSafe Project

2. Key issue that the project is addressing e.g. Alcohol related violence:  
Community concerns regarding Anti-Social Street Activity including rough sleeping, street drinking, street based drug use, sex working and begging.

#### Author contact details

3. Name of application author: Mark Palframan

4. Organisation submitting the application: CRi

5. Full postal address:  
StreetSafe Project  
CRi Camden Safer Streets Team  
140 – 142 Kings Cross Road  
London WC1X 6DS

6. Email address:  
[streetsafe@crinet.co.uk](mailto:streetsafe@crinet.co.uk)

7. Telephone number:  
020 7833 7970

#### Secondary project contact details

8. Name of secondary contact involved in the project: Zuzie Poskitt

9. Secondary contact email address: [zposkitt@crinet.co.uk](mailto:zposkitt@crinet.co.uk)

10. Secondary contact telephone number: 07739977148

**Endorsing representative contact details**

11. Name of endorsing senior representative from lead organisation: Mark Moody, London Director.

12. Endorsing representative's email address: mmoody@crinet.co.uk

13. For all entries from England & Wales please state which Government Office or Welsh Assembly Government your organisation is covered by e.g. GO East Midlands: London

**14. Please mark this box with an X to indicate that all organisations involved in the project have been notified of this entry** (this is to prevent duplicate entries of the same project):

**Section B: Summary of application - *In no more than 400 words use this space to provide a summary of your project under the stated headings (see guidance for more information).***

**Scanning:**

The StreetSafe project is commissioned by Camden council to address community concerns about street activity. This covers rough sleeping, begging, sex working, street drinking and drug related activity across the borough. Members of the community are invited to report incidents of such activity. As well as assisting with tackling the problem of street activity in Camden the StreetSafe project also addresses the problem of the community's anxieties about such activity. Through their involvement in this process they are not only made aware of the actions and interventions being offered but also acquire a more accurate understanding of the true levels of such activity. The StreetSafe project receives about sixty reports every month which clearly demonstrates that such street activity remains a concern for the community

**Analysis:**

Camden is a complex borough with some significant regional variations in the areas and the levels and nature of the street activity. It includes the busy drugs markets of the West End and Camden Town, sex working around Kings Cross and St Pancras, street drinking in Kilburn and sporadic begging and rough sleeping across Hampstead and the other more affluent parts of the North of the borough. The reports which StreetSafe receives allow a triangular analysis identifying the locations and the perpetrators as well as those adversely affected by such street activity. StreetSafe has identified existing networks, institutions, businesses and residents and invited all those demonstrating an interest in their local communities to join the project as Community Auditors.

**Response:**

The StreetSafe project was chosen as a way of constructively including the community in the response. Reports from the community provide detailed operational information which is passed on primarily via the area multi-agency Tasking and Targeting meetings. The different agencies are then able to respond – offering services, treatments, accommodation and support as well as enforcement action against those who persist in engaging in such activity. StreetSafe reports back to the local contacts news about the outcomes of the interventions offered.

**Assessment:**

StreetSafe has recruited 73 local contacts as ongoing Community Auditors who provide regular reports about the levels of street activity in their areas. These now include a monthly average of about 14 positive reports of little or no street activity in specific neighbourhoods from individual Auditors, which helps to reassure the wider community about the true extent of the problem.

**State number of words: 388**

**Section C: Description of project - Describe the project in no more than 4,000 words. Please refer to the full guidance for more information on what the description should cover, in particular section 11.**

**Scanning:**

The Camden Safer Streets Team's *StreetSafe* project was commissioned by the local authority in Camden to address existing community concerns about anti-social street activity across the borough. Street activity is defined as including rough sleeping, drug related activity, sex working, street drinking and begging.

People who live and work in Camden are included directly in the process of reducing street activity through their participation in identifying any such activity as they go about their daily lives and reporting it to the *StreetSafe* Coordinator.

As well as assisting with tackling the problem of street activity the *StreetSafe* project also addresses the problem of the community's anxieties about the level of street activity in the borough. Including people living and working in Camden in monitoring incidents of street activity and reporting them to the *StreetSafe* Coordinator encourages them to recognize the actual levels of such activity which might be lower than their perceptions of it.

Local businesses and residents across Camden have been recruited as Community Auditors and invited to submit ongoing reports about street activity in their areas. In response to their concerns they are sent regular updates via email or post about the work that is being undertaken by all partners in contact with street population. This empowers them to feel part of the solution to the problem.

Anti-social street activity has been a major concern for the community and it has been a focus of the Council's Community Safety Agenda for the past three years. The *StreetSafe* project itself provides the community with a mechanism for actually articulating those concerns. *StreetSafe* currently receives on average over sixty reports about such activity per month which clearly demonstrates that it is a problem of significant concern to the community.

*StreetSafe* has been working with all the relevant agencies to identify those members of the community who have concerns about street activity. The Camden Safer Neighbourhood Teams and the Camden Street Wardens have forwarded contact details of any concerned members of the community to *StreetSafe*. Camden Council receives contacts from members of the public as well as the Community Safety Team and those concerned are encouraged to contact the *StreetSafe* project directly. Elected members of the Council, and the local MP, have also been invited to direct any concerned constituents to *StreetSafe*. Managers of projects working with homeless people or those otherwise engaged in street activity are also encouraged to direct any concerned neighbours to contact the project. Through this support and cooperation from all different partners *StreetSafe* has been able to target and identify those people across the borough who are concerned about street activity.

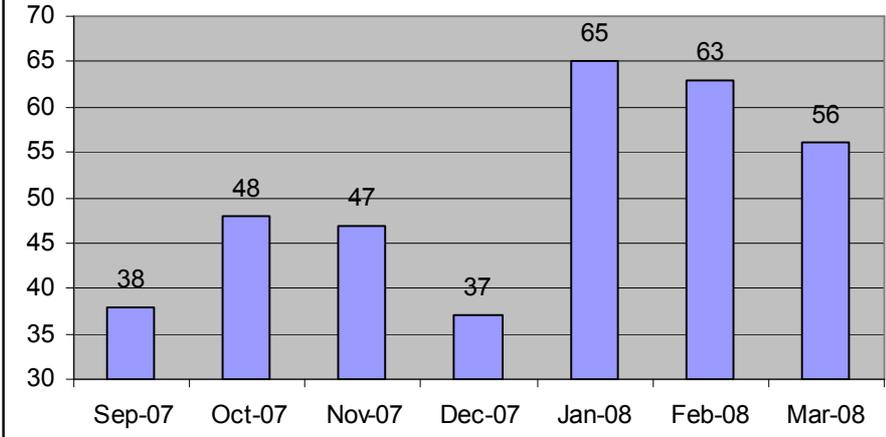
**Analysis:**

*"We have been having great problems with rough sleeping and night-time activity in the church grounds - evidence of drug-taking and sexual activity. The chief problem concerns the needles etc (the grounds are used by a Nursery School), fouling of the garden and great quantities of litter etc. .... we are feeling somewhat beleaguered."*

The Vicar of a church in Camden Town complained of anti-social street activity in his churchyard. (Oct 07)

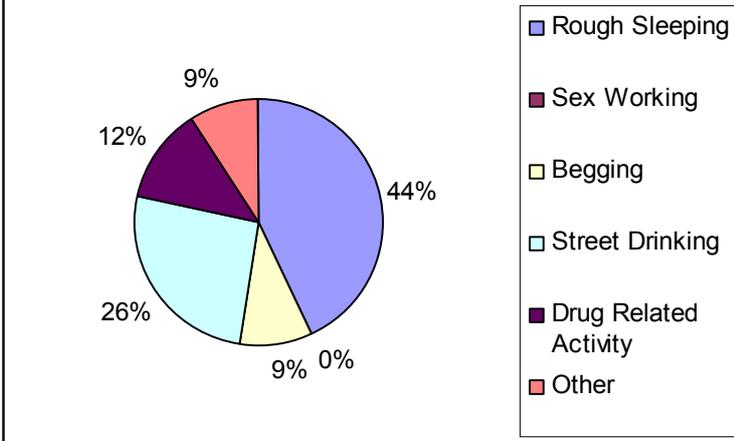
*StreetSafe* measures both the extent of the problem of anti-social street activity and the levels of community concern about such activity. The numbers of reports about street activity which are received each month give an indication of the locations and levels of such activity across the borough. They also reflect the extent to which the community has been adversely affected by this activity.

### StreetSafe Reports Received



Reports from the community do not so much provide information about the causes of street activity itself as they do about how and *why* such activity causes concern to the wider community.

### February 2008 Issues reported by StreetSafe Community Auditors



The presence of people sleeping on the streets of Camden is clearly the biggest motivating factor in getting members of the community to report their concerns. Anti-social drug related activity and street drinking can also cause alarm and distress and motivates people to submit reports. Despite levels of begging across the borough relatively few reports are received about this.

All Community Auditors will be invited to participate in a comprehensive begging audit which we will be undertaking later in the year to establish the precise level of this activity. This will involve over 90 volunteer and Community Auditors across the borough and will be coordinated by the StreetSafe Coordinator.

An analysis of the issues which are reported to StreetSafe provides a valuable indication of which kinds of street activity cause the most concern to the community.

The information provided by those making the reports enables StreetSafe and its partner agencies to provide a triangular analysis of the nature of the problem by identifying the locations, the perpetrators and those adversely affected by the activity. The information about the perpetrators, which is provided by the local contacts, is passed on to social care and enforcement agencies and assists with the identification of those involved. The names of those

engaged in street activity can then be brought to the fortnightly area multi-agency Tasking and Targeting meetings. The precise locations of the activity are identified from the reports to enable them also to be listed and discussed as Geographic areas of concern at the Tasking and Targeting meetings. StreetSafe also monitors who the people are who are making the reports allowing the analysis and identification of those who are adversely affected by the activity.

In recognition of the fact that street activity can adversely affect the whole community - StreetSafe offers an open invitation to all who live or work in the borough to participate in the project. Existing networks, partner agencies, businesses, residents, service providers, councillors and council services were all contacted and invited to participate and to advise anyone else who they were aware of who might have been affected by street activity to also participate.

Camden Safer Streets Team outreach workers were already receiving some reports from the community about street activity but now the StreetSafe Coordinator is able to contact all those who report any concerns and invites them to become Community Auditors. This centralised point of contact for businesses and residents means that consistent feedback is given about what service interventions are being offered and ensures that services operating in the borough are accountable to the public.

StreetSafe has also initiated new contacts and different channels have been pursued in an attempt to spread the information about StreetSafe as widely as possible to different sections of the community across the geographical area.

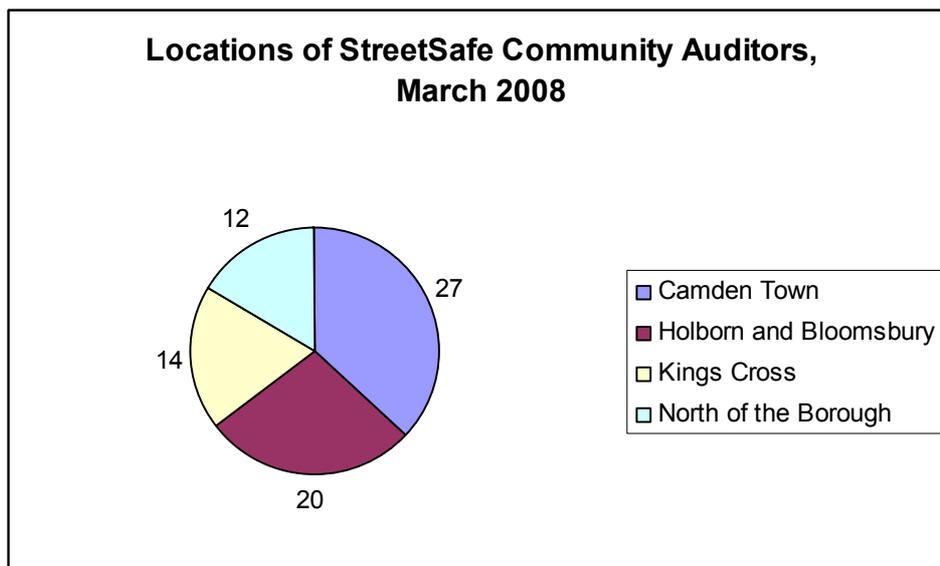
This has included outreach - cold calling at likely contacts – giving presentations at meetings, responding to all contacts, asking other agencies, identifying existing networks, etc.

- All the Camden Libraries were emailed
- StreetSafe attended a Camden Homelessness Forum and gave a presentation about the work as well as arranging for information to be included in the forum email
- Information was included in the Camden Voluntary Sector Newsletter
- All the Safer Neighbourhood Teams were emailed information and leaflets posted to all the SNT offices
- The Police and Community Consultative Group emailed information to all the SNT panels
- Camden Neighbourhood Watch included information in an email and StreetSafe attended and gave a presentation at the quarterly meeting
- Individual large Institutions were emailed directly
- Business networks including the Kings Cross Business Partnership and Camden Town Unlimited included information in their email circulation
- Camden Business Against Crime included information in their email circulars
- Specific supermarket branches from Sainsburys, Tescos and others were targeted and visited, telephoned or emailed
- A number of pubs were visited or telephoned
- A number of Police officers and Street Wardens have forwarded contact details of members of the public who had reported concerns about street activity.
- A number of Managers from different services and projects across the borough have been visited and they have also supplied contacts for local neighbours who have expressed concerns
- A number of churches have been contacted directly and either telephoned or visited
- Park user groups have been identified and invited to join including Friends of Tavistock Square, Friends of St Georges Gardens, etc
- Local Community Associations were identified and encouraged to circulate information to their members – Highgate Society, Belsize Park Residents, Heath and Hampstead Society, Primrose Hill Community Association, Covent Garden Community Association,
- The councils Community Safety Team have also forwarded the contact details of members of the public who have reported concerns.
- StreetSafe attend all the Tasking and Targeting meetings and note any contacts or reports from the community and follow them up directly.
- A leaflet was prepared and distributed.

The project seeks to identify and address any areas of ignorance regarding local information about street activity. Locations of Auditors were marked on a large scale map in the StreetSafe office and geographical areas where there are no local contacts have been targeted. When no reports have been received from a particular area for some time

then the local contacts are contacted for up to date news.

The borough of Camden includes sections of the west end of London – Holborn and Bloomsbury and Covent Garden – with its night time economy and antecedent drugs market. It also includes some large institutions – University College and the Hospital, the British Library – and the railway stations of Kings Cross, St Pancras and Euston with problems of begging and sex working. Camden Town and Kentish Town are also busy areas with the street markets and alternative cultural scene – as well as their own class A and C drugs markets. The rest of the north of the borough by stark contrast includes Highgate, Hampstead and the heath. These areas are much quieter although there are some problems with begging. And on the North West the borough borders onto Brent with another busy area with more social problems in Kilburn which has a tradition of street drinking.



StreetSafe has endeavoured to maintain a good spread of auditors across the borough to ensure that any gaps in local information are addressed.

**Response:**

Recognizing that the problem was not just anti-social street activity but the negative impact this activity has on the community prompted this response whereby the local community are included in addressing the issue. Reports from the community provide detailed operational information which is passed on to the partner agencies primarily via the area Tasking and Targeting meetings. These agencies are then able to respond – offering services, treatments, accommodation and support to those involved as well as enforcement action against those who do not cooperate and persist in engaging in anti-social activity. StreetSafe is then able to feedback to the Community Auditors any news about the outcomes of the interventions offered.

The StreetSafe project was developed as a way of including the local community so that it would also work in reducing their fears of street activity. Community members are involved in identifying and recognising current levels of street activity and through participating in observing and recording the reduction of that activity their fears have also been addressed.

By recording and responding directly to the concerns raised by the community StreetSafe facilitates a greater input from the community in the prioritisation of the issues which are addressed. It is able to monitor not just the geographical areas where street activity takes place but also those specific street activities which provoke the most concern and influences the responses of the partner agencies to address those activities as a priority.

In March it was recognised that one third of all the reports received were related to just two separate individuals. In response to its findings StreetSafe coordinated a prioritised response involving the key agencies who could progress enforcement action against these individuals.

StreetSafe participates in the multi-agency Tasking and Targeting meetings which address the street activity in the different areas. These meetings represent a practical outworking of the hallmarks of effective partnerships.

The meetings are chaired by the Outreach Team Leader from the Camden Safer Streets Team responsible for addressing street activity in the area. As well as the Safer Streets outreach services the meetings are attended by the relevant Police SNTs, the Street Wardens, Camden Councils Street Population coordinator and local accommodation and substance misuse service providers. The meetings are minuted and the participating agencies agree and implement action plans for the different individuals who are involved in street activity. As well as the professional knowledge and skills from the participating agencies supporting information is available from council records, police and probation records, CCTV footage, etc. Clear protocols are in place covering the level of information sharing. The partner agencies are resourced to deliver their agreed actions – if shortfalls are identified then the council may release further targeted financial resources to ensure that the agencies are able to fulfil their roles.

The main challenge facing the StreetSafe project has been to ensure that sufficient numbers of reports about street activity reach the project. There was initially a slow uptake from members of the community but this was addressed by the appointment of a new coordinator and an energetic programme of targeted recruitment. Within three months the number of regular Community Auditors has been doubled. Some of these Community Auditors have also been slow to provide ongoing reports about activity and these are now directly asked for monthly updates.



By March 2008 Street Safe had recruited 73 Community Auditors from across the borough who provide regular reports about street activity in their area. These included 35 residential contacts and 38 businesses.

As a new project StreetSafe is under close observation from the commissioner and the contract management. The project has been running very successfully so there has not yet been any need for major changes. There has been a change to one of the routes of one of the monthly Street Surveys. The Street Surveys are opportunities for members of the community to accompany professional agencies in walking around identifying street activity in specific areas. Following a period of greatly reduced street activity on one of the routes there was a decision to concentrate on a busier route instead.

The project has been able to demonstrate its value to the commissioning local authority and further funding has been agreed.

The project is based within the Camden Safer Streets outreach team and shares the same contact details so even if funding was withdrawn members of the community would still be able to report concerns about street activity, albeit, directly to the outreach team without the dedicated response which StreetSafe has been able to provide.

StreetSafe is considered to be a transferable model and could be replicated in other local authority areas. Interest has already been shown by neighbouring local authorities but the idea has not yet actually been introduced elsewhere.

Streetsafe is an innovative project. Previously there has been some community involvement in the locality management of homeless projects and hostels in the borough but this is the first time this kind of ongoing community reporting and involvement has been organised. This is the first time the local community have been meaningfully involved in this way.

**Assessment:**

The levels of involvement and the quality and quantity of reports received are reviewed on a monthly basis. Where insufficient information is forthcoming about specific areas then StreetSafe is able to target those areas to secure further information or recruit more Community Auditors.

The local authority commissioners set a target for StreetSafe to recruit fifty Community Auditors reporting street activity regularly across the borough. This target was reached in November 2007 with 73 recruited by March 2008.

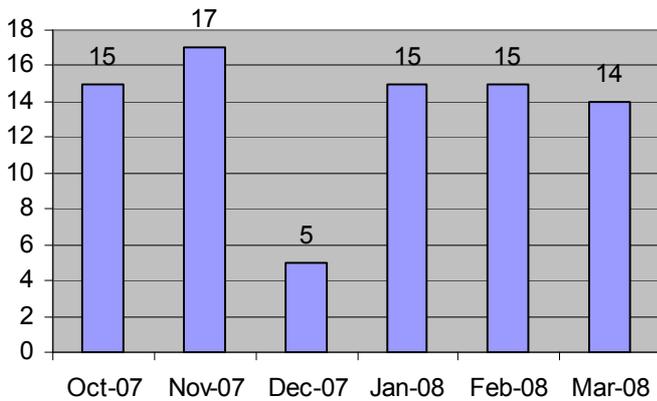
StreetSafe has enabled the swift transfer of information between the community and the relevant agencies to ensure some very positive outcomes reducing the levels and the effects of street activity across the borough:

- St Mark's church yard had been a site for rough sleeping and drug use for a long time. StreetSafe met with the Vicar and coordinated a council funded clean up of the area combined with improved security arrangements as well as increased police patrols. The church yard is now quiet and the last rough sleeper has moved out of the area although he is still resisting moving into more permanent accommodation.
- An office in Warren Street was being refurbished and the builders hoardings provided shelter for a succession of rough sleepers. StreetSafe had an ongoing relationship with the staff there who regularly reported incidents of people sleeping rough. One particular client was identified, booked into a Bed and Breakfast and eventually moved into a hostel near Euston. There is no further rough sleeping at this site.
- The portico at St Pancras church attracts passing rough sleepers and has at times been the major hot spot for rough sleeping in the borough. As a consequence of focused work by Safer Streets Team and the police the area has been cleared of rough sleepers but StreetSafe remains in close contact with the staff at the church as it is anticipated that the situation may re-occur if it is not closely monitored.

StreetSafe has been feeding reports of rough sleeping directly to the outreach team who have been able to respond quickly. At the last street count, undertaken in March 2008, independent verifiers confirmed a figure of just four people found to be sleeping on the streets. Reports from the community passed through StreetSafe have been an important factor in enabling the outreach team to provide such a rapid and effective response keeping the numbers sleeping on the streets well below the outreach team's target of twenty.

*"Congratulations! You guys are doing a damn good job .... St Pancras Parish Church is no longer inhabited by itinerants! Thanks to the splendid job your chaps are doing."*  
HR and Admin Manager, Office in Upper Woburn Place

### Positive Streetsafe Reports of Reduced or No Street Activity



The returns of positive reports from Community Auditors who record when there has been little or no street activity in their neighbourhoods is a clear indication of the success of the project.

Many individual Community Auditors have expressed their satisfaction with the project and they are pleased to have somewhere to report their concerns and know that they are responded to appropriately. The first StreetSafe Annual Report is being prepared and the auditors will be invited to a launch event in May 2008.

*"It all seems quiet and clean which is such a relief, and the garden is a pleasure once more, helped by all the spring growth.....thanks for all your help."* The Vicar of the Church in Camden Town who earlier reported rough sleeping and drug activity in the church yard. (March 2008)

StreetSafe works in partnership with a range of different agencies – particularly at the Tasking and Targeting Meetings. The involvement of partner agencies is also recorded in the reports of the monthly street surveys. These surveys are signed off by all those participating and they consequently formally record the involvement of the Police, the Street Wardens, Hungerford Drugs Project, Holborn Business Partnerships Street Rangers and the Local Authority as well as the community Auditors who have recently included the manager of two West End Theatres, a local architect, a Fitzrovia Neighbourhood activist and representatives from Camden Town Unlimited and the Bloomsbury Improvement Group.

StreetSafe has already established itself as a valuable asset for Camden Safer Streets outreach team. Outreach workers and their partner agencies are unable to provide 24 hour cover over a wide geographical area but the involvement of the local community in this way provides them with operationally useful local intelligence. The project clearly demonstrates the value of including the wider community in identifying and addressing concerns about anti-social street behaviour and contributes significantly to our understanding of the problem and how to include members of the community in its resolution.

**State number of words used: 3,269**

**Section D: Endorsement by Senior Representative** - Please insert letter from endorsing representative, this will not count towards your word or 1MB size limit restrictions.

Tilley Awards Judging Panel  
c/o Alex Blackwell  
Police and Partnership Standards Unit  
4<sup>th</sup> Floor, Fry Building (SW Quarter)  
2 Marsham Street  
London SW1P 4DF

25 April 2008

Tilley Awards 2008

Dear Panel Members

As London Director for CRi I am delighted to endorse this entry for the Camden StreetSafe project for the 2008 award.

We were pleased to accept the commission from Camden Council to run this project in 2007 and after this first year of operation CRi are particularly proud of its achievements. It is a new and innovative project, successfully including members of the community in addressing issues of street activity. Rough sleeping, begging, street drinking, sex working and drug related activity are key concerns for the local community and the StreetSafe project involves both partner agencies and the broader community in delivering a sustainable and evaluated response to these concerns.

I can also confirm that our commissioners at Camden council are aware of this entry.

Yours sincerely

Mark Moody  
London Director CRi

**Checklist for Applicants:**

1. Have you read the process and application form guidance?

2. Have you completed all four sections of the application form in full including the endorsement from a senior representative?
3. Have you checked that your entry addresses all aspects of the judging criteria?
4. Have you advised all partner agencies that you are submitting an entry for your project?
5. Have you adhered to the formatting requirements within the guidance?
6. Have you checked whether there are any reasons why your project should **not** be publicised to other police forces, partner agencies and the general public e.g. civil or criminal proceedings pending in relation to your project?
7. Have you inserted your project name as a footer note on the application form? Go to View-Header and Footer to add it.
8. Have you saved you application form as a word document and entitled your message '**Tilley 08 entry (followed by project name in brackets)**' before emailing it?

Once you are satisfied that you have completed your application form in full please email it to [Tilleyawards08@homeoffice.gsi.gov.uk](mailto:Tilleyawards08@homeoffice.gsi.gov.uk). One hard copy must also be posted to Alex Blackwell at Home Office, Effective Practice & Communication Team, 4th Floor, Fry Building (SE Quarter), 2 Marsham Street, London, SW1P 4DF and be received by 25<sup>th</sup> April 2008.