

# COMMUNITY SAFETY & ENVIRONMENT SCRUTINY PANEL Agenda

**Place**

Committee Room 5 - Town Hall, Wellington Street,  
Woolwich SE18 6PW

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**Date**

Thursday, 19 September 2019

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**Time**

7.00 pm

This meeting is open to the press and public and they are entitled to take photographs, film or record the proceedings.

**Councillors**

Adel Khaireh (Chair)	Labour & Co-operative
Angela Cornforth	Labour & Co-operative
Ann-Marie Cousins	Labour & Co-operative
Ian Hawking	Labour & Co-operative
Rajinder James	Labour & Co-operative
Clive Mardner	Labour & Co-operative
John Hills	Conservative
Tonia Ashikodi	

Members are reminded that Officer contacts are shown at the end of each report and they are welcome to raise questions in advance with the appropriate Officer. This does not prevent further questioning at the meeting.

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If you require further information about this meeting please contact the  
Corporate Governance Officer:

**Jean Riddler**

Telephone: 020 8921 5857

Fax: 020 8921 5864

Email: [jean.riddler@royalgreenwich.gov.uk](mailto:jean.riddler@royalgreenwich.gov.uk)

## Agenda

### **1 Apologies for Absence**

To receive apologies for absence from Members of the Panel.

### **2 Urgent Business**

The Chair to announce any items of urgent business circulated separately from the main agenda.

### **3 Declarations of Interest**

Members to declare any personal and financial interests in items on the agenda. Attention is drawn to the Council's Constitution; the Council's Code of Conduct and associated advice.

### **4 Minutes**

Members are requested to confirm as an accurate record the Minutes of the meeting held on 27 June 2019 and 25 July 2019.

No motion or discussion may take place upon the Minutes except as to their accuracy, and any question on this point will be determined by a majority of the Members of the body attending who were present when the matter in question was decided. Once confirmed, with or without amendment, the person presiding will sign the Minutes.

### **5 Action Points Review of the previous meeting**

The Panel is requested to confirm that the actions requested at previous meetings of the Panel which have been completed and note the status of any actions which are outstanding or ongoing.

**6 Scoping report of the Safer Greenwich Partnership**

To provide the Community Safety and Environment Scrutiny Panel with supporting information to inform their decision as to the scope of the report into the Scrutiny of the Safer Greenwich Partnership (SGP).

**7 Addressing Hate Crime in the Royal Borough of Greenwich**

To provide the Community Safety and Environment Scrutiny Panel with information to allow scrutiny on the work being undertaken to tackle Hate Crime in the Royal Borough of Greenwich.

**8 Commissioning Future Reports**

The Panel is asked to note the work items that are scheduled to be presented to the meeting of the Community Safety and Environment Scrutiny Panel on 28 November 2019.

Date of Issue  
9 September 2019

**Debbie Warren**  
**Chief Executive**

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## **Safety**

## **Fire and Emergency Procedures**

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When you hear the continuous ringing of the fire alarm bells, please make your way out of the building in an orderly manner. The nearest exit from the Council Chamber and the Committee Rooms is through the main exit leading to Wellington Street (at the front of the building). Do not use the lift and do not stop to collect personal belongings. Once outside the Town Hall please make your way to the Assembly Point between Sainsbury's and The Vista via Market Street or Polytechnic Street

<b>COMMUNITY SAFETY AND ENVIRONMENT SCRUTINY PANEL</b>	
<b>TITLE</b> Declarations of Interests	<b>ITEM NO</b> 3
<b>CHIEF OFFICER</b> Chief Executive	

1. Decisions Required

The Panel is requested to:

- 1.1 Note the list of Councillors' memberships (as Council appointed representatives) on outside bodies, joint committees and school governing bodies.
- 1.2 Request that Members orally declare any personal or financial interests, including those detailed, in specific items listed on the agenda as they relate to matters under discussion.

2. Members' Interests

- 2.1 Appended to this report is a list of the outside bodies, joint committees and school governing bodies that each member of Council has been appointed to by the Council or the Leader. The list does not include bodies with which a Member is involved in a personal or private capacity.

**Personal interests**

- 2.2 A Member has a personal interest where any business is likely to affect:

- (a) them, or
- (b) a relevant person or a relevant body (where the Member is aware that they have the interest);

more than a majority of those in the ward you represent.

A **relevant person** is defined as the member's spouse or civil partner, a person who they are living with as husband and wife or as civil partners, or a person with whom they have a close association.<sup>1</sup>

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<sup>1</sup> See the guidance in Annex 1 of the Code of Conduct

A **relevant body** is defined as (a) any organisation, school governing body or outside committee or trust which they have been appointed to by the Royal Borough or by the Leader, or (b) any other voluntary organisation, school governing body or commercial organisation where you are a management committee member, school governor, trustee or director.

- 2.3 Members must declare the existence and nature of any personal interest at the start of the meeting, or when the interest becomes apparent. Members must say which item their interest relates to.
- 2.4 A Member who has a personal interest may stay, speak and vote, except where the business:
- (a) affects the financial position of the Member or any person or body described in paragraph 2.2 above, or
  - (b) relates to an interest that would be affected financially or relates to the determining to any approval, consent, licence, permission or registration in relation to the Member or any person or body described in paragraph 2.2 above

### **Financial Interests**

- 2.5 A Member has a financial interest where any business relates to or is likely to affect an interest set out in paragraph 18 of the Code of Conduct, and which is the Member's interest or the interest of a person described in paragraph 2.2(a) above.
- 2.6 Members must declare the existence and nature of any financial interest at the start of the meeting, or when the interest becomes apparent. Members must say which item their interest relates to.
- 2.7 A Member who has a financial interest must leave the meeting, but may attend to make representations, answer questions or give evidence relating to the business, provided that the public are also allowed to attend the meeting for the same purpose, and provided they leave the meeting immediately after doing so. The Member must not participate in the discussion nor the vote.

## **General**

- 2.8 The Code also requires Members to declare interests in relation to relevant bodies for six months after ceasing from being a member and take the appropriate action in relation to financial interests.

### Background Papers

Agenda and Minutes of the Annual Meeting of the Council – 15 May 2019

Report Author: Gurdeep Sehmi, Corporate Governance Manager  
Tel: 020 8921 5134  
Email: [gurdeep.sehmi@royalgreenwich.gov.uk](mailto:gurdeep.sehmi@royalgreenwich.gov.uk)

Reporting to: Veronica Johnson, Head of Corporate and Democratic Services  
Tel: 020 8921 5004  
Email: [veronica.johnson@royalgreenwich.gov.uk](mailto:veronica.johnson@royalgreenwich.gov.uk)



<b>Councillor</b>	<b>Organisation</b>	<b>Role</b>	<b>Governorship</b>
Ashikodi	-		
Cornforth	Fostering Panel	Member	Bannockburn Primary School
	Greenwich Leisure Limited	Deputy	
	MIND Management Committee	Member	
	Reserves Forces & Cadets Association	Deputy	
	Wiseman & Withers Exhibition Foundation	Member	
Cousins	Greenwich Pensioners' Forum	Member	
	Overview & Scrutiny Joint Health Committee	Deputy	
	LGA General Assembly	Member	
Hawking	Trinity Laban	Member	
Hills	Reserves Forces & Cadets Association	Member	Greenacres Primary School
James, R	-		
Khairah	Greenwich Leisure Ltd	Member	
	Town Twinning Association Executive Committee	Member	
Mardner	-		Abbey Wood Nursery School
	-		St Pauls Academy



# ROYAL BOROUGH OF GREENWICH

## COMMUNITY SAFETY & ENVIRONMENT SCRUTINY PANEL

THURSDAY, 27 JUNE 2019 AT 7.00 PM

### MINUTES

#### PRESENT:

##### Members:

Councillor Adel Khaireh (Chair), Councillors Ann-Marie Cousins and John Hills

##### Under Standing Orders

Councillor Jackie Smith - Cabinet Member for Children's Services and Community Safety

##### Officers

Assistant Director for Community Safety & Environment, Parking Services Manager, CCTV Manager and Corporate Governance Officer

#### Item

#### No.

#### 1 Apologies for Absence

Apologies for absence were received for Councillors Tonia Ashikodi and Ian Hawkins.

#### 2 Urgent Business

There was no urgent business.

#### 3 Declarations of Interest

##### Resolved -

That the list of Councillors' memberships as Council appointed representatives on outside bodies, joint committees and school governing bodies be noted.

#### **4 Minutes**

##### **Resolved -**

That the minutes of the meeting of the Community Safety and Environment Scrutiny Panel held on 24 April 2019 be agreed and signed as a true and accurate record.

#### **5 2019/20 Work Programme Schedule**

The Chair advised the Panel that it was possible to remove items or move them to a new date, within reason, but any new items proposed would need to be put to the Chair of Overview & Scrutiny and Chief Executive for agreement. Consideration would also need to be given to the feasibility of the time available to the Panel to conduct proper scrutiny.

The Cabinet Member for Children's Services and Community Safety addressed the Panel proposing that the Greenwich RESET item be moved to a later point in the programme, as November may be too close to its establishment to provide meaningful data.

The Assistant Director of Community Safety & Environment confirmed that the Police's 3-Borough merger and Safer Neighbourhood Board items, scheduled for February 2020, could be taken at the November Meeting.

The Scrutiny Panel Members indicated agreement to this proposal and that the Work Programme be amended accordingly.

**Action: Corporate Governance**

With regards to the next upcoming meetings the Chair advised 10 Parks Friends Groups representatives had been invited to the meeting of 25 July, these are a mix of long standing Groups and new Groups and cover the Borough. He requested that Members advise the Corporate Governance Officer, by Thursday 4 July of the details of any Friends Groups representatives they wish to be invited.

Further, that if Members had any specific questions or areas they wish officer to address or put to the Friends representatives to email them to him and the Corporate Governance Officer and by Friday 12 July.

A Member proposed that an invitation be extended to the Friends of Bostall Gardens.

**Action: Corporate Governance**

In respect of the September meeting, which would be considering a report on Hate Crime, it was proposed that a number of representatives be invited, as set out on the work programme. If Members had suggestions of appropriate invitees, beyond those proposed, they should email the Corporate Governance Officer with the details by Friday 28 July.

**Resolved –**

That the Community Safety & Environment Work Programme 2019-20 be agreed with the following amendments;

- The Police’s 3-Borough merger be considered at Meeting 4 – 28 November 2019
- Safer Neighbourhood Board be considered at Meeting 4 – 28 November 2019
- Greenwich RESET be considered at Meeting 5 – 27 February 2020

**6 CCTV Scrutiny Scoping Report**

The Head of Parking advised the Committee that the London Council had approved the Royal Borough of Greenwich’s (RBG) approach to the use of CCTV for Highway Infringements. The Full Council meeting in July will determine the Resolution to Adopt Powers to Undertake Enforcement of Traffic Contraventions by CCTV.

The Chair advised that it was for the Panel, with guidance from Officers, to decide how they wish to focus the review and what aspects of the service they wish to Scrutinise, given that they must meet the Four Principles of Good Public Scrutiny

1. Providing a ‘critical friend’ challenge
2. Reflecting the voice and concerns of the public
3. Taking the lead and owning the scrutiny process
4. Making an impact on the delivery of public services

The Chair proposed that a working group of Members be agreed to consider the scope of the review and method of evidence gathering to inform the Panel’s scrutiny of CCTV provision.

The Corporate Governance Officer confirmed that an initial meeting of the Members working group, would be arranged as well as a meeting between the Members working group and officers to discuss the process for the review.

**Action: Corporate Governance Officer**

The Chair confirmed to Councillor J. Smith, Cabinet Member for Children's Services and Community Safety, that the scrutiny would consider all RBG CCTV provision, including in parks and cemeteries.

The Panel raised that the mapping of hot-spots for various forms of anti-social-behaviour, be that fly-tipping, drug dealing / use or violent disorder be mapped so that comparisons between perception and fact could be established. The Assistant Director of Community Safety & Environment confirmed that this information could be supplied, as part of the review and include details of the use of the Mobile CCTV.

**Action: AD of Community Safety & Environment**

**Resolved -**

That Councillor Khaireh, Cousins and Hills would form the members of the Scrutiny Members working group and would establish the scope of the review and method of evidence gathering to inform the Panel's scrutiny of CCTV provision.

## **7 Action Monitoring Introduction**

**Resolved -**

That it be noted that future meetings would include a report to monitor that actions raised by the Panel have been completed.

The meeting closed at 7.16 pm

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Chair

# ROYAL BOROUGH OF GREENWICH

## COMMUNITY SAFETY & ENVIRONMENT SCRUTINY PANEL

THURSDAY, 25 JULY 2019 AT 7.00 PM

### MINUTES

#### PRESENT:

##### Members:

Councillor Adel Khaireh (Chair), Councillors Angela Cornforth, Ann-Marie Cousins and Ian Hawking

##### Under Standing Orders

Councillor Jackie Smith (Cabinet Member for Children's Services and Community Safety & Chair of Licensing Committee)

##### Officers

Deputy Director Communities & Environment, and, Managing Director of GSP Ltd and GSS Ltd, Assistant Manager (P&OS), Head of Parks, Estates and Open Spaces, Community Engagement Officer and Corporate Governance Officer

##### Other People in Attendance

The Chair of the Greenwich Parks Forum and representatives from the Friends Groups for; Coldharbour Open Spaces, Oxleas Woods, Queenscroft Park and Rockliffe Gardens.

#### Item

#### No.

#### 1 Apologies for Absence

Apologies for absence were received for Councillors Ashikodi, Hills and Mardner.

#### 2 Urgent Business

There were no urgent items of business.

### **3 Declarations of Interest**

#### **Resolved -**

That the list of Councillors' memberships as Council appointed representatives on outside bodies, joint committees and school governing bodies be noted.

### **4 Action Points Review of the previous meeting, of 27 June 2019.**

#### **Resolved -**

That it be noted that the actions requested at previous meetings of the Panel been completed and there were no actions which are outstanding or ongoing.

### **5 Service Performance Report - Parks, Estates and Open Spaces**

Before moving to accept the Officers presentation the Chair advised Members and public attendees that the purposed of the report and discussion was to allow the Panel to scrutinise the performance of Parks, Estates and Open Spaces within the resources available. That the debate should be focused on the substance of the report and any issues raised should be in relation to the report and the Borough as an entirety.

The Chair advised that, in addition to Council Officers, the Chair of the Greenwich Parks Forum was in attendance to respond to questions from Panel Members.

The Deputy Director Communities and Environment presented the report, advising that it covered the three main areas of how the Service worked with the Park Friends Groups, safety in parks and waste management in the parks. He thanked all the Friends Groups and staff for their work to maintain the parks during the recent heatwave.

Scrutiny Panel Members sought the Chair of the Greenwich Parks Forum's views on the level of support Friends Groups received from the Council officers.

The Chair of the Greenwich Parks Forum advised the Panel that the Forum represented all the Boroughs Friends Groups and worked to ensure a constant dialogue was maintain in respect of funding issues, ensuring those

funds were well spent and works or projects were completed as quickly as possible. The Forum also allowed Friends Groups to share issues or problems they were having with others who may have a solution, encoring an environment of mutual support between the Groups.

In respect of the support to New Groups, the Chair of the Greenwich Parks Forum confirmed that they supported all groups, whether long term established or in the early stages of being formed. Further, the Forum was looking at the feasibility of creating a mentoring system between established and new groups.

In respect of Panel Members questions on the level of support given to developing new groups the Deputy confirmed that the post of Community Engagement Officer had been filled and the officer was working closely with the Forum and any interested Ward Councillors, on supporting the establishment of new groups. However, Officers need to ensure that any group established adopted and adhered to the agreed Friends of Parks contract.

The Community Engagement Officer confirmed that she was the first point of contact for Friends Groups, supporting both established and new groups as well as helping any person or group interested in setting up a new Friends Group. She advised that there was information on the Council Website on starting a new Friends group and she had been reaching out to interested people through the local Neighbourhood Panels.

The Deputy Director added that the Councils Enforcement Officers, who, dealt with antisocial business (ASAB) in parks, Park Rangers and other Council Officers would pass on the details, by agreement, of anyone identified as interested in maintaining the parks, displaying civic pride or an environmental champion, to encourage further engagement.

He continued that the number of people interested in becoming Environmental Champions was growing and a junior Environment Champion's scheme was being implemented through the Boroughs schools. A range of areas, other than parks and woodlands, could be adopted by Friends Groups or Environmental Champions, such as allotments or through the 'Adopt a Place' scheme which could be to 'adopt' a street or small area. The adoptees or Friends would be responsible for watering the trees and vegetation and any planting, as well as litter picking. He stated that there was a growing awareness among Officers, Members and the public of the value of our natural areas. As the Council resources were diminishing, issues, such as ASAB and littering remained and the local community were often in the best

position to challenge and combat these issues by embracing the areas in which they live.

A Scrutiny Member believed that the level of Parkfest events had decreased, none appeared to be in the East area of the Borough and asked if, once established, if any Friends Group could participate?

The Chair of the Greenwich Parks Forum advised that 11 Friends Groups ran or were involved in the 26 events held and it was unlikely more events could be accommodated within the confines of the financial grant. Having said that, they had not yet had to turn away any Friends group from participating in Parkfest

The Parks Strategy and Development Manger responded to Panel Members that there were 26 established Friends Groups, advising that the Bostall Gardens Group had not yet been fully established. That all established Groups could participate in Parkfest adding that there were a number of other community events supported by or run by Friends Groups, such as the Plumstead Make Merry.

Councillor Jackie Smith, Cabinet Member for Children's Services and Community Safety advised the Panel that the Royal Borough of Greenwich did not have responsibility for any park or open spaces in Thamesmead as they were wholly owned by Gallions and Trust Thamesmead, who funded and ran a number of events and festivals in these parks.

The Scrutiny Panel sought further information on how officers handled situations where the expectations of a Friends Group could not be met?

The Head of Parks Estates and Open Spaces responded that the Officers focus was on supporting Friends groups but making it clear that it could take time to raise funds or find ways to achieve the desired outcome and the onus always had to be on actions for the improvement of or benefit of the park or open space.

The Deputy Director added that the support from Officers and the Council could not always be financial and in order to embrace all individuals' interested in playing their part in maintaining our parks other ways needed to be considered. However, there would always be occasions where funding levels and the outcomes desired by a Friends Groups would not always match and Officers' had to be clear on what was achievable and realistic about the timescales.

The Chair invited the representatives from Friends Groups to make brief presentations to the Scrutiny Panel.

The Friends of Oxleas Woods representative advised the Panel that they were established just over a year with 250 members with an emphasis on preserving the ancient Oxleas woodland. In respect of the Groups relationship with the Council, there were times when the Groups aspirations and work was frustrated by actions taken by the Council due to a lack of communication. He exemplified the Parks Department felling healthy and protected Oak Tree's in Jacks Wood upon instruction of the Councils Insurance Department without, the Group felt, full investigation into the necessity of such action. Further, the Councils Public Health Officers contractor used a Rodenticides based rat poison near the Wood however, Rodenticides are not encouraged for use near wildlife areas. He advised that the Park Rangers were very supportive but the main issues the Group faced were a lack of resources and failure of the Councils interdepartmental communication. He felt that there was a lack of direct involvement by Ward Councillors and believed that up until about four year ago Members were appointed to Friends Groups, but rarely attended meetings.

Members sought information on what could be done to improve departmental joint working

The Deputy Director stated that he felt that cross Departmental communications worked well but there were always opportunities for greater synergies. That as part of the Council's agreement to the Climate Emergency Cabinet Members had to sign off on the agreement for any tree on the highway, estate, in a park, or protected tree to be felled. He accepted that there were challenges and that new groups sometimes had a fresh perspective and picked up on issues that longer established groups did not experience or had developed ways to mitigate. Officers were happy to work with individual groups to focus on these and how to resolve issues. He accepted that there was a need to develop better communications as to when the Council was undertaking activities to ensure the Friends Group knew what, where and why.

**Action: DDC&E**

The Parks Strategy and Development Manager added that, in respect of the issue of the use of a Rodenticides based rat poison, this had been an error, as the contractor had been recommended by the Environmental Health Department and it had been taken on good faith that the appropriate baits would be used. He confirmed that Officers' had learned lessons from this incident.

The Friends of Coldharbour Open Spaces representative addressed the Panel advising that there were also a relatively new, small group, covering a large area. He advised that the Community Engagement Officer had been nothing but helpful and supportive at every step, however there had been breakdowns in communication with the Parks operational team. He exemplified that there had been two incidents, one where volunteers spent some considerable time planting bulbs, which were completely mown down by the Grounds Maintenance team. On another occasion the Grounds Maintenance team carefully mowed around a row of recently planted sapling trees, the next member of the team mowed over the entire row of sapling trees, destroying them all. The Friends group felt that it would be helpful to know that conversations went both up and down the chain of Council Officers. They also had issues regarding the number and location of rubbish bins that everyone but the Park Rangers felt were in the wrong place.

The Scrutiny Panel noted that there had been some failures of communication both between department and with the Friends Group and recommended that Officers to look at ways of improving or developing clearer lines of communication.

The Head of Parks Estates and Open Spaces noted the speakers' comments regarding the cascading of information between Council Departments and Officer. That there appeared to be a need to improve joint working and lines of communication between the Parks and Open Space Management Team, Friends Groups and the Parks Operational teams, particularly around the issues highlighted to establish a common framework of understanding.

**Action: DC&E / Head of Parks Estates and Open Spaces**

The Friends of Rockliffe Gardens representative advised that Friends of Rockliffe Gardens were established around five years ago, following a comment on Facebook and volunteers needed the will to preserve their park as all Friends Groups were formed of volunteers who did not always have a lot of free time.

He echoed the comments of the previous Friends representative as they had similar issues where planting had been undertaken, with the agreement of the Parks Officers, and destroyed by the operational team mowing. He advised that the Group was facing frustration among volunteers who had put extensive time and work into establishing a project which the Council commenced but are slow in progressing. There was a feeling that, as a small group they did not have the time to pursue the Council in the same way larger groups could. The main problem was one of time and how to overcome these delays to maintain volunteers' enthusiasm and each Friends

Group covered a different type of area, were different sized groups with volunteers of different skills a time availability.

He advised that Parkfest was organised and run by volunteers, who were responsible for getting sponsorship and it was not unusual that the responsibility for organising Parkfest or other projects to mainly fall to one volunteer. Further, Rockliffe Gardens was one of the first parks to trial keep its gates open 24/7, as a way to tackle misuse of parks. Initially there was concern at having the gates continuously unlocked, but increased visibility and use appeared to have reduced a number of issues. He stated that the Friends Groups all had a good relationship with Council Officers but there needed to be a realisation and acceptance that the main cost of Friends Groups was volunteers' time.

The Friends of Rockliffe Gardens representative advised that they had an ongoing project and whilst phase one had been completed, the Group was struggling to get the next phase completed, mainly as a result of the volunteers inertia as they need to see the Councils plan for and information on how phase two was to be achieved.

At the request of the Panel the Head of Parks Estates and Open Spaces confirmed that a meeting would be set up, directly with the Friends of Rockliffe Gardens, over this issue.

**Action: Head of Parks Estates and Open Spaces**

The Deputy Director confirmed to the Panel that the Friends Groups volunteer contract and constitution was clear on the strain on their time which could be exacerbated, depending on the capacity of the Group and different Groups would face different challenges.

The Head of Parks Estates and Open Spaces responded to the Panel that the opening of gates 24/7 was conducted, as a trial at a number of parks, which was considered sufficient and successful with the gates, for the trial group, being left open. She confirmed that the data on the action taken and impact on reports of ASAB could be supplied to Member.

**Action: Head of Parks Estates and Open Spaces**

The Panel noted the comments made regarding time pressure and that most members of Friends Groups had full time jobs and had to fit in volunteering. There was a possibility that larger or more demanding groups could take more attention and asked Officers to ensure that they ensured that non-vocal and smaller groups' were supported and Officers be pro-active in mitigating any imbalance from happening. Further, if there was the possibility of

Officers holding regular quarterly meetings directly with respective Friends Groups.

The Deputy Director stated that he felt that there had been a lot of benefit to himself and his officers to hear these comments and to understand the issues created for Friends Groups and the Officers need to develop better flow of communication. He accepted that there may be an element of having created good working practices with established Friends groups that may not, have yet, been replicated with new groups.

The Head of Parks Estates and Open Spaces advised that there was Parks & Open Spaces Strategy and five year action plan detailing agreed priorities and setting out what achievements were anticipated and clear links on how this was to be achieved.

The representative for the Friends of Queenscroft Park expressed that they were experiencing many of the same issues as Rockcliffe Park Friends Group. There were a number of things the Group would like to do and had requested, several times, to see the Management Plan for the Park, which they still had not seen. She confirmed that volunteers knew the commitment that would be required from them and questioned if the smaller and newer groups were getting the same services as other parks and it would be helpful to know the working baseline.

The Panel requested that Officers provide the Friends of Queenscroft Park and any other Group which request it a copy of the Management Plan for the Park.

**Action: Head of Parks Estates and Open Spaces**

The Deputy Director assured the Friends Group representatives and Panel Members that Officers did not have different levels of treatment. However, the Green Flag parks required a slightly higher treatment level. A fine balance needed to be maintained between what the Council and Officers, as well as volunteers, could achieve on the limited resources available. He accepted that there appeared to be a need for greater clarity as to what the Council could do and what was expected from Friends Groups.

The representative for the Friends of Queenscroft Park informed the Panel that 40 new trees had been planted, which the Friends Group were happy to take care of and water. However, there were issues regarding the watering of the trees as, whilst there was water on site they had not been given access to it. This issue had been raised and they needed support in managing this, it appeared to be an issue of miscommunication.

The Parks Strategy and Development Manager confirmed to Members that his team was aware of the situation and was working to resolving the situation.

The Panel appreciated that the situation was being resolved but concern remained that it appeared that there was a failure in the lines of communication that was allowing these issues to be encountered by more than one Friends Group. It appeared that whilst the existing level of communication was good there were some areas where there appeared to have been breakdowns in the lines of communication.

The Panel proposed that that Officers initiated a single email address, which was passed to all the Friends Groups, where they could raise these concerns rather than contacting different departments or officers.

The Head of Parks Estates and Open Spaces confirmed that there was a generic email address for Parks, which was available to all members of the public. She felt that the Members proposal for a dedicated contact email address for the Friends Groups was worth pursuing and committed to investigate the feasibility of making this happened.

**Action: Head of Parks Estates and Open Spaces/ DCS&E**

The representative for the Friends of Queenscroft Park assured Members that the Community Engagement Officer was very supportive and the position on communication between the Friends Groups and the Council had improved. However, Friends were all volunteers and not a replacement for the Councils management of parks and as funding became more restricted a vision on how parks would be managed and Friends Groups supported was needed, with strategic leadership from Council on how to manage this and this needed to be shared with the Friends Groups.

The Friends of Oxleas Wood representative added that it was appreciated that the Council and Officers had limited resources and the Friends Groups were grateful for the support from Officers. However, these lines of communication needed to be maintain and ways of improvement in some areas was needed to support existing Friends Groups and encourage new ones.

The Parks Strategy and Development Manager confirmed that Officers worked closely with the Friends Groups, advising that seven rounds of funding were recently secured through the Friends Groups. He accepted that they were not getting things right every time, and Officers tried to learn

from these mistakes. He felt a lot of good outcomes were being achieved through this partnership working.

The Chair of the Greenwich Parks Forum advised they also work with wildlife groups and all the areas cared for by the Friends Groups were public open amenities of ecological importance. The aims of the Groups and desires of the Council may not always entirely match, or how to achieve the desired outcomes but both the Council and the Friends Groups were dedicated to the upkeep and perseveration of these valuable amenities.

The Panel accepted an address from Councillor Jackie Smith, Cabinet Member for Children's Services and Community Safety, who advised that the Council had to look at ways of maintaining all their services on reducing budgets and with increasing uncertainties. The planting of new trees in the Borough was a long standing policy but Officers needed to ensure that they would be maintained and those tasked with or who have agreed to do so had the resources to do so. The increase of biodiversity, with more 'wild' areas and fewer 'maintained' areas was ecologically sound but a balance between these areas had to be maintained and Officers should be ensuring they was an awareness of areas of mixed wildlife and maintained areas to avoid mowing grass areas and wildflowers alike. She noted that an increasing number of Authorities were allowing central reservations areas to be turned over to sowing of wildflowers and not mowed, this was beneficial for the environment and wildlife as well as being a long term financial saving. She appreciated the benefits of Friends Groups and the projects undertaken in Parks but cautioned there was a need for stringent financial checks and balances to ensure the Authority could preserve front line services.

The Chair thanked the representatives from the Friend Groups for their time and contribution to the discussion and the Panel had learned a lot. He also thanked officers for their presentations and continued support to the Friends Groups.

### **Resolved –**

That the Officers Service Performance Report on Parks, Estates and Open Spaces be noted.

That Officers be recommended to consider

- The establishment of regular meetings between Parks Officers and the Friends Groups to identify specific issues the group was experiencing.

- The creating of a generic contact email address for the use of Friends Groups to directly contact Parks Officer, which is decimated to all Friends Groups.

## **6 Commissioning Future Reports**

The Chair asked Members to advise both him and the Corporate Governance Officer of any parties that they wished to invite to attend the next meeting to give evidence to the Panel in respect of the Item on Hate Crime. Ideally by no later than Friday 28 July 2019.

### **Resolved -**

To note the work items that are scheduled to be presented to the meeting of the Community Safety and Environment Scrutiny Panel on 19 September 2019.

The meeting closed at 8.27 pm

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Chair



<b>COMMUNITY SAFETY AND ENVIRONMENT SCRUTINY PANEL</b>	<b>DATE</b> 19 September 2019	<b>ITEM NO</b> 5
<b>TITLE</b> Action Points Review	<b>WARD (S)</b> All	
<b>CHIEF OFFICER</b> Director of Communities and Environment		
<b>DECISION CLASSIFICATION</b> Non Key	<b>FINAL DECISION</b> Information report	

## 1. **Purpose of the Report**

The Panel is requested to:

- 1.1 Confirm that the actions requested at previous meetings of the Panel have been completed.

## 2. **Follow up action points**

- 2.1 During the course of a report on the agenda the Panel may for example -
  - raise a question which cannot be answered at that particular point;
  - request additional information that is not available at that moment;
  - make a suggestion for a future version of that report.
- 2.2 Subsequent to each meeting an Action Sheet is generated and sent to the relevant Directorates/Officers for them to supply a response. The response is expected to be received before the next meeting. Those actions which relate to future reports will of course be dealt with at the future date of that report.

## 3. **Responses**

- 3.1 Responses are usually circulated to Members by email. At that point Members could raise any additional queries they might have as a result of that response with the relevant Officer.
- 3.2 The Action Sheet will indicate whether or not an action has been completed. If Members are satisfied that it has been completed then it will be removed from the Sheet.

4. **Cross-Cutting Issues and Implications**

<b>Issue</b>	<b>Implications</b>	<b>Sign-off</b>
<b>Legal</b> including Human Rights Act	There are no financial implications arising from this report.	John Scarborough, Director of Legal Services
<b>Finance</b> and other resources including procurement implications	There are no financial implications arising from this report.	Damon Cook, Director of Finance

5. **Appendices**

Appendix A - Actions sheet

Appendix B - Open Parks Trial 2016-17 Briefing note

6. **Background Papers**

Agenda and Minutes of previous meetings of the Panel

Report Author: Jean Riddler – Corporate Governance Officer  
Tel: 020 8921 5857  
Email: jean.riddler@royalgreenwich.gov.uk

Reporting to: Gurdeep Sehmi, Corporate Governance Manager  
Tel: 020 8921 5134  
Email: gurdeep.sehmi@royalgreenwich.gov.uk

Actions Monitoring for Community Safety & Environment Scrutiny Panel

<b>Meeting Date: 25 July 2019</b>				
<b>Item No and Title</b>	<b>Action</b>	<b>Lead</b>	<b>Status</b>	<b>Outcome</b>
<b>4 - Action Monitoring introduction report</b>	All follow up actions, in relation to the meeting of the 25 June were completed and reported to Members.		Completed	No further action required
<b>5 - Service Performance Report - Parks, Estates and Open Spaces</b>	Identified need to develop better communications as to when the Council was undertaking activities to ensure the Friends Group knew what, where and why.	Deputy Director Communities & Environment	Ongoing	It is planned to introduce and trial a quarterly newsletter to keep Friends Groups informed of key actions and activities planned by PEOS. The first newsletter will be issued at the end of September 2019. This will be in addition to regular contact between the PEOS Community Engagement Officer and Friends Groups committee members.
	Noted the speakers' comments regarding the cascading of information between Council Departments and Officer. Apparent need to improve joint working and lines of	Head of Parks Estates and Open Spaces	Ongoing	In addition to the above, Friends Groups will be asked to advise PEOS of any works they have planned with the locations identified in Parks

Actions Monitoring for Community Safety & Environment Scrutiny Panel

	<p>communication between the Parks and Open Space Team, Friends Groups and the Park Rangers, particularly around the issues highlighted to establish a common framework of understanding.</p> <p>Panel requested confirmation that a meeting would be set up, directly with the Friends of Rockliffe Gardens, over issued raised.</p> <p>To provide the Panel with the data on the action taken and impact on reports of ASAB in respect of the trial opening of park gates 24/7</p> <p>The Panel requested that Officer</p>	<p>Head of Parks Estates and Open Spaces</p> <p>Head of Parks Estates and Open Spaces</p> <p>Head of Parks Estates and Open</p>	<p>Ongoing</p> <p>Completed</p>	<p>for e.g. on a map which can be shared with operational teams. This will help avoid the problems identified at the meeting for e.g. operational teams' accidentally cutting through grass areas with newly planted bulbs or small tree whips.</p> <p>The Friends of Rockliffe Park will be contacted following the School Summer Holidays in early September to arrange a meeting at the earliest convenience of representatives of the group.</p> <p>Date provided and action to comply to further requests. (attached Appendix 5.2)</p> <p>A copy of the Queenscroft</p>
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Actions Monitoring for Community Safety & Environment Scrutiny Panel

	<p>provide the Friends of Queenscroft Park and any other Group which request it a copy of the Management Plan for the Park.</p> <p>Establishment of a generic email address for Parks Services only for the use of the Friends Groups</p>	<p>Spaces</p> <p>Head of Parks Estates and Open Spaces / Deputy Director Communities &amp; Environment</p>	<p>Completed 23/08/19</p> <p>Completed 07/08/19</p>	<p>Park Management Plan was sent to the Friends Group on the 7<sup>th</sup> August 2019. In addition discussion will take place with the Council's Web Team to check if the Management Plans for our 13 Green Flag Parks can be provided on the Council's Website.</p> <p>The Council's IT Team have been asked to create a generic email address for Parks Friends Groups. It is proposed that this email address is launched on the 16<sup>th</sup> September 2019.</p>
<p><b>6 - Commissioning Future Reports</b></p>	<p>To note the work items that are scheduled to be presented to the meeting of the Community Safety and Environment Scrutiny Panel on 19 September 2019.</p>		<p>Completed</p>	<p>The Chair asked Members to advise both him and the Corporate Governance Officer of any parties that they wished to invited to attend the next meeting to give evidence to the Panel in respect of the Item on Hate</p>

Actions Monitoring for Community Safety & Environment Scrutiny Panel

				Crime. Ideally by no later than Friday 28 July 2019.
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## BRIEFING NOTE

**Subject: Open Parks Trial 2016-17**

**Date: 23 August 2019**

**To: Dawn Squires, Head of Parks, Estates & Open Spaces**

**From: Paul Martin, Parks Ranger and Unlawful Encampment Manager**

### Background

**Community Safety & Environment Scrutiny Panel, Thursday, 25 July 2019 at 7.00 pm**

The Chair, Councillor Adel Khaireh, requested that the Head of Parks, Estates & Open Spaces provide data to the corporate Governance Officer for forwarding to Members regarding the action taken and impact on reports of ASAB in respect of the trial opening of park gates 24/7 in 2016-17.

The majority (approximately 80) of the Royal Borough's Parks and Open Spaces are have open access with only 13 sites locked overnight.

During the summer of 2016 it was proposed as a service improvement to trial leaving 7 additional parks open overnight. The proposed benefits from the trial were:

- Respond to feedback from a number of residents for increased access to parks, early and late
- Reduce the level of Park Ranger resource needed at the end and start of each day and to reinvest that resource at peak park usage times when parks are busier and park visitors expect to see a uniformed staff presence.

Initially the 7 sites proposed for the trial included; Fairy Hill Park, Plumstead Gardens, Queenscroft Park, Rockliffe Gardens, Southwood Road Park, St. Mary's Gardens and William Barefoot Gardens.

Consultation was undertaken prior to the implementation of the trial with Park Friends Groups, Members and senior officers. This resulted in some concerns regarding the potential for increased anti-social behaviour, particularly at Fairy Hill and Southwood Road Park, if these sites were left open overnight.

Following consultation and feedback a decision was taken to reduce the number of parks in the trial to 3, these included Queenscroft Park, Rockliffe Gardens and William Barefoot Gardens.

The open parks trial for Queenscroft Park, Rockliffe Gardens and William Barefoot Gardens went live on 20<sup>th</sup> August 2016. Park gates were half locked to allow pedestrian access but preventing unauthorised vehicles from entering the sites.

Local Police SNT's were informed of the trial and were supportive of the initiative.

As part of the trial robust monitoring measures were introduced as follows:

- Each morning a member of staff visited the sites to check if any anti-social behaviour or other issues had occurred overnight,
- Check reports were taken during these visits and provided to Park Rangers management to allow for responsive cleansing or repairs to be organised if required and to gather information on whether any issues were repeatedly occurring.
- If it had been identified from the monitoring arrangements, feedback from residents or the SNT that significant/persistent anti-social behaviour was occurred overnight resulting from the open access then these parks would have been relocked.

It was found that during the first 3 months of the trial only 7 incidents were reported, these were either of a low level nature or upon investigation found to be unsubstantiated.

Reported incidents:

- 10/09/2016 - Queenscroft Park -moped in park at 18.20
- 23/09/2016 – Queenscroft Park - report of drug taking – no evidence found
- 27/09/2016 – Queenscroft Park - gate to play ground broken – normal wear and tear
- 29/09/2016 – Queenscroft Park - report of glass around play ground – no glass found
- 27/10/2016 – Queenscroft Park - glass found around mini gym – glass removed by Rangers
- 10/11/2016 – Queenscroft Park –Minor damage to railings at play ground – ranger team made safe – repair carried out.
- 14/11/2016 – Queenscroft Park - 2 motorbikes in park at 10.30pm

As Rockcliffe Gardens and William Barefoot Gardens had no reported issues in the 3-month monitoring period, the Open Park initiative for these 2 parks was implemented on the 20<sup>th</sup> November 2016.

It was agreed that the Park Rangers would continue to monitor Queenscroft Park for a further 1 month. During this extended monitoring period no issues were reported. The Open Park initiative was implemented at Queenscroft Park on the 4<sup>th</sup> January 2017.

### **Conclusions/Recommendations**

The open park trial at Queenscroft Park, Rockcliffe Garden and William Barefoot Gardens was considered by officers to have been a success. The benefits proposed from the trial were achieved i.e. allowing local residents and park user's increased access to their local parks and amenities and enabling Park Ranger resources to be used more efficiently in peak park usage times.

There were a minimal increase in anti-social behaviour and marginal increase in litter at the three sites, which was to be expected with the increased access and usage of the parks. Only one case of ASB has been recorded on the Parks ASB database, since the three parks became permanently open: Rockcliffe Gardens-Plumstead-Criminal Damage-damage caused to grass by motorbike.

Part of the success of the trial was the close working relationship between the Park Rangers and local SNT.

The Park Rangers Management team have not explored extending the trial to any additional parks, in other Wards, as the recent reduction in Police Ward SNT numbers would impact the success of 'open parks' in locations with known ASB.



<b>COMMUNITY SAFETY AND ENVIRONMENT SCRUTINY PANEL</b>	<b>DATE</b> 19 September 2019	<b>ITEM NO</b> 6
<b>TITLE</b> Scoping report of the Safer Greenwich Partnership	<b>WARD (S)</b> All	
<b>CHIEF OFFICER</b> Director Housing and Safer Communities	<b>CABINET MEMBER</b> Children's Services & Community Safety	
<b>DECISION CLASSIFICATION</b> Non Key	<b>DECISION</b> Information item	

### 1. **Purpose of Report and Executive Summary**

- 1.1 To provide the Community Safety and Environment Scrutiny Panel with supporting information to inform their decision as to the scope of the report into the Scrutiny of the Safer Greenwich Partnership (SGP).

### 2. **Links to the Royal Greenwich high level objectives**

- 2.1 This report relates to the Council's agreed high level objectives as follows:
- A Healthier Greenwich
  - A Safer Greenwich
  - A Great Place to Grow Up
  - A Great Place to Be
  - A Strong Vibrant and Well-run Borough

### 3. **Introduction and Background**

- 3.1 The Community Safety and Environment Panel Scrutiny Panel is responsible for the review and/or scrutiny of decisions made, or other action taken, in connection with the discharge by the Council or of the relevant Chief Officer of Police of their crime and disorder functions. In its role as the Crime and Disorder Committee the Panel may co-opt additional people, request information from the Community Safety Partnership (known as the SGP) and require the attendance of representatives from the CSP to give evidence or answer questions at its meetings.
- 3.2 The Community Safety and Environment Scrutiny Panel fulfils this function by receiving a report into a specific aspect of the SGP at one meeting per year. For this municipal year, this will be at the panel's meeting on 1<sup>st</sup> April 2020.

4. **Available Options/Items for consideration**

4.1 The Community Safety and Environment Scrutiny Panel may wish to consider receiving a report on one of the six priorities set out in the Community Safety Plan. The priorities for 2019/20 are:

- Creating and Sustaining Safer Public Spaces
- Tackling Hate Crime and Supporting the Vulnerable and Repeat Victims
- Ending Violence Against Women and Girls
- Preventing and Reducing the Harm from Youth Violence and Gangs
- Disrupting Drug Dealing and Reducing the Harm it Causes to Individuals and Communities
- Reducing the Harm that Alcohol Causes

4.2 Over the last three years, the Community Safety and Environment Scrutiny Panel scrutinised the received reports on issues covered by all priorities with exception of:

- Countering the Threat of Terrorism
- Reducing the Harm that Alcohol Causes

4.3 Alternatively, the Community Safety and Environment Scrutiny Panel may wish to receive a report in relation to one of the current key areas for discussion by the SGP. These include:

- Knife Crime
- Burglary

5. **Next Steps: Communication and Implementation of the Decision**

5.1 A report will be presented to a future meeting of the Community Safety and Environment Scrutiny panel in respect to their selected area of review.

6. **Cross-Cutting Issues and Implications**

<b>Issue</b>	<b>Implications</b>	<b>Sign-off</b>
<b>Legal</b> including Human Rights Act	This is an information report.	
<b>Finance</b> and other resources including procurement implications	This is an information report.	

<b>Community safety</b>	This is an information report seeking Members' guidance on the area that falls within the SGP that they wish to seek further information on.	Aysev Ismail 03/09/2019
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7. **Background Papers**

Safer Greenwich Partnership Action Plan  
Safer Greenwich Partnership meeting 13/12/18 item 4 of the agenda.

Report Author: Aysev Ismail – Community Safety Policy & Performance Manager  
Tel No. 020 8921 3692  
Email. aysev.ismail@royalgreenwich.gov.uk

Reporting to: Sharon Whittington – Safer Communities Manager  
Tel No. 020 8921 8606  
Email. sharon.whittington@royalgreenwich.gov.uk



<b>COMMUNITY SAFETY AND ENVIRONMENT SCRUTINY PANEL</b>	<b>DATE</b> 19 September 2019	<b>ITEM NO</b> 7
<b>TITLE</b> Addressing Hate Crime in the Royal Borough of Greenwich	<b>WARD (S)</b> All	
<b>CHIEF OFFICER</b> Director Housing and Safer Communities	<b>CABINET MEMBER</b> Children's Services & Community Safety	
<b>DECISION CLASSIFICATION</b> <i>Non Key</i>	<b>Information Item</b>	

## **1. Purpose of Report and Executive Summary**

- 1.1 To provide the Community Safety and Environment Scrutiny Panel with information to allow scrutiny on the work being undertaken to tackle Hate Crime in the Royal Borough of Greenwich.

## **2. Links to the Royal Greenwich high level objectives**

- 2.1 This report relates to the Council's agreed high level objectives as follows:
- A Safer Greenwich
  - A Great Place to Grow Up
  - A Great Place to Be
  - A Strong Vibrant and Well-run Borough

## **3. Introduction and Background**

- 3.1 Tackling Hate Crime is important to the Safer Greenwich Partnership. Royal Greenwich is committed to creating an environment where Hate crime is not tolerated, but challenged, reported and dealt with appropriately. The effects of Hate crime are not only felt by individuals and their families, but also impact on the wider community, creating a perception of fear and damaging community cohesion.
- 3.2 Hate Crime continues to be a priority for the Safer Greenwich Partnership and the Royal Borough of Greenwich (RBG) Hate Crime Strategy is being refreshed for 2020-24. This report provides an overview of activity for the period of April 2018 to date.

- 3.3 In RGB, 649 Hate crime offences were recorded by the police in 2018/19:
- 496 racist and religious Hate offences were recorded in 2018/19, compared with 483 in 2017/18. This is an increase of 13 (+2.7%).
  - 74 homophobic offences were recorded in 2018/19, compared with 53 in 2017/18. This is an increase of 21 (+39.5%).
  - 20 disability Hate offences were recorded in 2018/19, compared with 20 in 2017/18. This is an increase of 0 (0%).
  - 40 faith Hate offences were recorded in 2018/19, compared with 36 in 2017/18. This is an increase of 4 (+11.0%).
  - There were also 26 recorded Islamophobic offences, 3 Anti-Semitic offences and 3 Transgender offences.

- 3.4 In order to ensure commonality between partner agencies, the Safer Greenwich Partnership recognises the following definition of Hate crime, as set by the Home Office:

*“A Hate crime is defined as any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic; specifically actual or perceived race, religion/faith, sexual orientation, disability and transgender identity.”*

*“A Hate crime incident is defined as any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic; specifically actual or perceived race, religion/faith, sexual orientation, disability and transgender identity.”*

- 3.5 The borough has an active Hate Crime Strategic Partnership Group (HCSPG) that meets quarterly, with representatives from council services, the police, the boroughs third sector Hate crime services and Charlton Athletic Community Trust. The borough also has an established Hate Crime Case Panel to provide a multi-agency response of support and enforcement to individual complex cases. While many other boroughs in London have not maintained a comparable focus on Hate crime for the past several years (for example lacking a case panel and a designated lead officer), work in Greenwich continues and has been strengthened, for example by additional partners joining the HCSPG and activities organised for Hate Crime Awareness Week in October each year.
- 3.6 However, the borough is aware that Hate crime is still significantly under-reported. There are a variety of reasons behind this, including fear of police attention attracting further abuse, the victim believing that their report will not be taken seriously or that no action will be taken against the perpetrator

and the victim not recognising their experience as Hate crime or doubting that it “counts”. There can also be additional difficulties for victims in accessing reporting mechanisms such as language barriers. Therefore, throughout 2018/19, RBG continued to make efforts to encourage all groups within the community to feel confident in both recognising and reporting Hate crime, which could be reflected in the increase in recorded Hate crime offences.

## **4. Addressing Hate Crime**

### **4.1 The Hate Crime Strategic Partnership Group**

4.1.1 The Hate Crime Strategic Partnership Group (HCSPG) exists to provide strategic direction and partnership co-ordination of activity to tackle Hate crime in Royal Greenwich. The HCSPG is accountable to the Safer Greenwich Partnership.

4.1.2 The HCSPG develops, implements and monitors work to address Hate Crime in the Royal Borough of Greenwich. This includes the delivery of the RBG Hate Crime Strategy and implementing actions to achieve the ambitions agreed in the annual community safety plan set by the Safer Greenwich Partnership.

4.1.3 The group ensures the effective use of partnership resources and monitors the performance of any sub-groups or initiatives for which the Hate Crime Strategic Partnership is responsible, which are detailed below.

### **4.2 Hate Crime Strategy**

4.2.1 Work on a new four-year strategy is underway; after completion and approval by the SGP it will steer the partnership’s work from April 2020 to March 2024. At a meeting earlier this year the HCSPG agreed four priority themes:

- to raise awareness of Hate Crime and encourage reporting,
- to ensure staff have the skills, information and confidence to identify and support victims appropriately,
- to celebrate diversity, promote community cohesion and challenge social intolerance
- to ensure a robust and holistic approach is taken in supporting victims and tackling perpetrators.

4.2.2 Each of these themes was the focus of one of four workshops held to consult a range of partners in May this year, which led to the HCSPG meeting in July agreeing a set of more specific objectives that will be included in the strategy. After further work and consultation the draft strategy is planned to go to the SGP's meeting in December for approval.

### **4.3 Community-based Hate Crime Service: Greenwich Inclusion Project (GrIP)**

4.3.1 To support the work of the HCSPG, RBG commissions a voluntary sector agency to provide a Hate Crime Service to assist victims and help to raise awareness amongst local communities, enabling people to recognise, challenge and report Hate crime.

4.3.2 GrIP, working in a sub-commissioning partnership with Metro and Metro-GAD, has been commissioned by Royal Greenwich through the Voluntary Sector Grants Fund, to provide a Hate Crime service for Greenwich residents since 2015. Funding of £90k per annum has been provided for the delivery of a community-based Hate crime casework and support service for all categories of Hate crime, but with a particular emphasis on Hate directed at people because of their Race, Faith, Sexual diversity, Transgender status or Disability.

4.3.3 In 2018/19, the Hate Crime Service supported 51 people who have either been victims or witnesses to Hate Crime incidents. Support varied from the provision of short term/ one-off telephone or face to face advice to longer-term and more intensive casework support where there are on-going complex issues; these typically require multi-agency support through the Hate Crime panel, to which GrIP and partners make referrals.

4.3.4 The Hate Crime Service delivered 14 workshops to young people in primary and secondary schools in 2018/19, reaching 352 young people and 9 training sessions for council staff, partner agencies and community and faith groups, reaching 186 people. The training sessions were evaluated with 100% of attendees stating that they were good to excellent.

4.3.5 The Council ran a fresh bidding process in late 2018-19 for the Voluntary Sector Grants Programme, which included applications for funding to provide the Hate Crime Service. GrIP, in partnership with Metro and Metro-GAD, was the only organisation to bid for the funding and after evaluation was allocated the £90,000 per annum to continue to deliver the service for 2019-2023.

- 4.3.6 After review of the Hate Crime service in the previous funding period, a revised service specification has been put in place to ensure a greater focus on the provision of a casework service for victims rather than on strategic issues. Initial progress in this direction is indicated by the figure of 32 victims supported during Quarter 1 of 2019-20 (including 17 new cases), compared to the total of 51 for the whole of 2018-19.
- 4.3.7 GrIP, with its partners Metro and Metro-GAD, is now funded to deliver on the following outcomes:
- To be part of a coordinated community response in tackling Hate crimes/ incidents in Greenwich.
  - To ensure the delivery of a Hate crime support/ casework service.
  - To ensure the provision of advice, information and signposting, and facilitation of access to support and other relevant services.
  - To ensure the provision of pro-active support to victims and that victims are aware of their rights.
  - To ensure the provision of pathways to victims and witnesses to access advice and support, including information on how to report Hate crime, particularly in relation to race, religion/faith, disability, homophobia and transgender issues.
  - To effectively contribute to the work of the Hate Crime Strategic Partnership group.
  - To provide advice on possible civil remedies or criminal prosecutions.
  - To ensure the promotion of awareness and encouragement of Hate crime reporting.
  - To effectively raise awareness amongst local communities, which enables people to recognise, challenge and report Hate crime and ensures the promotion of the services available to support victims.
  - To ensure that front line professionals have the skills, information and confidence to identify Hate crime and support and refer victims appropriately
  - Ensure a robust and holistic approach is taken in supporting victims and tackling perpetrators of Hate crime.
- 4.3.8 Under the new service level agreement from April this year, the Hate Crime Service is monitored on three key outcome areas:
- Hate crime casework
    - 1) People who experience Hate crime on the grounds of race, faith, disability, sexual orientation or gender identity are able to access quality holistic support through a community-based service.

- 2) Victims of Hate crimes are able to feel confident in the responses from relevant service providers.
  - 3) Victims of Hate crime are able to feel secure and safe in their personal lives.
- Promotion of understanding and awareness of Hate crime matters
    - 1) There is improved understanding of manifestations of Hate crimes in Royal Greenwich.
    - 2) There is improved recognition of the role of different agencies in addressing Hate crime in the Borough.
    - 3) There is improved understanding of routes available to report Hate crime.
    - 4) More voluntary and community sector organisations are available as signposting agencies, improving access to the community-based Hate crime casework service.
  - Strategic Planning Activities
    - 1) The plans, programme of activities and deliberations of the Hate Crime Strategic Partnership are informed by community engagement activities, feedback from victims and clients, academic reports and public inquiries, both local and national.
    - 2) Local Hate crime data is regularly assessed to help direct priority activities and geographic targeting of the work of the community-based Hate crime service

#### **4.4 The Hate Crime Panel**

4.4.1 The Hate Crime panel is a monthly multi-agency meeting that is in place to develop and establish effective responses for Hate crime cases that require a multi-agency response, or are of a serious or complex nature. The meeting shares information to increase the safety and well-being of victims, determines the risk of harm posed by the perpetrator and jointly constructs and implements case action plans that provide support to victims, reduce the risk of harm and support action against the perpetrator whenever possible.

4.4.2 During 2018/19, the Hate Crime Panel reviewed 21 cases, compared with 33 the previous year. Of these, 1 case dealt with Disability-targeted Hate crime, 18 for Race, and 2 for Sexual Orientation. All cases referred to the Panel are monitored at its meetings subsequent to the initial action planning, to ensure that the plan is progressing and to develop it further if the victim experiences more incidents.

- 4.4.3 The panel has been successful in reducing or stopping Hate crime incidents following cases being heard at the panel, through the provision of support for victims and intervention with perpetrators through the multi-agency network.
- 4.4.4 Since the merger of policing to cover three boroughs there has been a change in the police teams that are responsible for follow-up and investigation of Hate crime incidents, depending on whether they are classified as aggravated or motivated offences. All offences flagged as Hate Crime would previously have been dealt with by the police specialist Community Safety Unit. Now those officers deal only with those identified as the more serious “motivated” category and those that are classified as an aggravated Hate crime (e.g. an escalation of a dispute not initially based on a Hate motivation), are dealt with by response or neighbourhood teams.
- 4.4.5 This, and the fact that response officers formerly for Bexley and Lewisham now share in providing the response to calls from Greenwich residents has led to a marked reduction in police referrals to the Hate Crime Panel. The police made 17 referrals to the panel in 2017-18 (52% of all referrals) but only 2 in 2018-19 (9%). Hate offences are now handled by a much larger number of officers and it is likely that many are unaware of the panel or the support it can help them access for their cases and the victims. The Safer Communities Team is working closely with the police Hate Crime liaison officer, who is supporting the panel to improve this situation, ensuring Hate Crime training for police officers and that they are made aware of the panel.

#### 4.5 **Little Fish Theatre Company**

- 4.5.1 In 2017/18 RBG, through MOPAC funding, commissioned the Little Fish Theatre Company to develop a bespoke Hate Crime play and workshop for Greenwich young people for Hate Crime awareness week. This was undertaken with a view that if received positively it could be rolled out annually for the four year MOPAC funded period.
- 4.5.2 The play was developed because although there had been a steady increase in reports of Hate crime, it is still significantly under-reported, particularly by young people, who often do not recognise or understand Hate Crime. Experience of working with young people around crime prevention issues has highlighted that one of the most positive ways of engaging them is through the use of theatre followed by a workshop to give young people an opportunity to discuss the subject matter and highlight their own experiences.
- 4.5.3 The play was piloted in 2017-18 to a professionals group and to young people in three secondary schools. It received excellent feedback from both young people and professionals and a request for its wider delivery across the

borough. Therefore sixteen performances of the play (and workshop) were delivered in Greenwich secondary schools (to children in year 9 and year 11) and two more at youth centres in autumn 2018. Evaluation questionnaires were done at every performance, and were completed by 1,400 of the 1,800 young people who attended. The questionnaires showed excellent feedback with 84% of the young people stating that it improved their understanding of Hate Crime.

4.5.4 A similar programme will be delivered in autumn 2019, again linked to national Hate Crime Awareness Week.

#### **4.6 Stop Hate UK**

4.6.1 RBG funds Stop Hate UK (SHUK) to provide a 24hr helpline to victims of Hate Crime (funded through the borough's allocation under the MOPAC Crime Prevention Fund). SHUK is a long-established national organisation which offers advice and support to victims of Hate crime and enables them to report offences and obtain help from local services (through direct referrals). It works in partnership with the borough's Hate crime service providers, who receive referrals from SHUK whenever a victim wishes to benefit from local support. It is a valuable option not only for its round-the-clock availability but also as a route for people who do not feel confident about reporting their experience to the police. Royal Greenwich is one of only eight London boroughs subscribing to this service.

4.6.2 The contact number for SHUK, 0800 138 1625, has been advertised through the distribution of leaflets in key venues across the borough, such as libraries and Children's Centres, and is also detailed on the RBG council website, through the Hate Crime pages.

4.6.3 In 2018/19 SHUK received 45 calls from Greenwich residents to their helpline. This is an increase of 66% from 27 calls received in 2017/18. The increase is likely due at least in part to the HCSPG taking proactive steps during 2018/19 to raise awareness of the service.

4.6.4 SHUK also works to raise awareness of the support and services offered to Greenwich residents and has assisted the borough through its national and regional work to address on-line abuse through social media platforms.

#### **4.7 Synergy between Hate Crime and Prevent/Counter-Extremism**

4.7.1 The Hate Crime Strategic Partnership recognises there can be links between Hate Crime and the Prevent/counter extremism agenda.

4.7.2 Local, national or global events, such as terrorist incidents, can influence levels of hostility to certain groups, increase community tensions and increase the risk of innocent groups or individuals being targeted due to their perceived association with the communities identified with the perpetrators. This can also lead to increased activity by extreme groups, for example ‘far right groups’.

4.7.3 Both these areas of work sit within Safer Communities and responsible officers’ work closely to ensure that area-based issues are responded to and victims are offered support. For example, arranging the quick removal of Hate graffiti and ensuring that identified victims that come to attention through Prevent/counter-extremism work are offered the support of Hate crime services. This is in addition to ongoing work with individuals potentially at risk of radicalisation or more extremist views.

5. **Cross-Cutting Issues and Implications**

<b>Issue</b>	<b>Implications</b>	<b>Sign-off</b>
<b>Legal</b> including Human Rights Act	This is an information report.	
<b>Finance</b> and other resources including procurement implications	This is an information report.	
<b>Community safety</b>	This is an information report regarding the borough work to address Hate Crime and therefore fulfils the councils obligations under: (b) Section 17, Crime and Disorder Act 1998 “17(1) Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.”	Annette Hines Senior Community Safety Officer. 03/09/19

6. **Report Appendices**

6.1 None

Report Author: Annette Hines, Senior Community Safety Officer  
Tel No. 020 8921 8378  
Email. [Annette.hines@royalgreenwich.gov.uk](mailto:Annette.hines@royalgreenwich.gov.uk)

Reporting to: Sharon Whittington, Safer Communities Team Manager  
Tel No. 020 8921 8606  
Email. [Sharon.whittington@royalgreenwich.gov.uk](mailto:Sharon.whittington@royalgreenwich.gov.uk)

<b>COMMUNITY SAFETY AND ENVIRONMENT SCRUTINY PANEL</b>	<b>DATE</b> 19 September 2019	<b>ITEM NO</b> 8
<b>TITLE</b> Commissioning Future Reports	<b>WARD (S)</b> All	
<b>CHIEF OFFICER</b> Director of Communities and Environment		
<b>DECISION CLASSIFICATION</b> Non Key	<b>FINAL DECISION</b> Information report	

## I. Purpose of the Report

- I.1 The Panel is asked to note the work items that are scheduled to be presented to the meeting of the Community Safety and Environment Scrutiny Panel on 28 November 2019.
- I.2 The Panel is asked to consider the scope of the reports to be presented to the next meeting of the Panel.
- I.3 The Panel is asked to advise the Chair and Corporate Governance Officer of any parties that they propose be invited to attend, to give evidence to the Panel in respect of the item on the Safer Neighbourhood Board, by no later than Friday 4 October 2019.

## 2. Report

- 2.1 Panel agreed its 2019/20 work programme at their meeting on 27 June 2019.
- 2.2 The Panel is scheduled to receive the following reports at its next meeting, on 28 November 2019.

Report	Scope	Information
The Police's 3-Borough merger	To advise the Panel on the impact of the 3-borough merger.	Cabinet Member to be invited to speak on this item in relation to portfolio aims.  Police liaison Officer to be invited to attend.
Safer Neighbourhood Board	To advise the Panel as to what exists; promotion; what it covers; areas lacking; integration with RBG; police. Include impact Stop and Search	Following to be invited to attend – <ul style="list-style-type: none"> <li>• Chair of SNB</li> <li>• Police liaison Officer</li> </ul>

Action Points Review	Information report to provide the status of actions arising from the previous meeting of the Panel.	Standing item
Notification of reports for the next meeting	Information report to provide details of the forthcoming meetings items for consideration	Standing item

2.3 The Panel is asked to consider the items above and to determine any specific requirements, prior to those reports being commissioned. This will ensure that its lines of enquiry are addressed, information provided is relevant and appropriate and scrutiny practice is effective and well directed.

### 3. **Cross-Cutting Issues and Implications**

Issue	Implications	Sign-off
<b>Legal</b> including Human Rights Act	There are no financial implications arising from this report.	John Scarborough, Director of Legal Services
<b>Finance</b> and other resources including procurement implications	There are no financial implications arising from this report.	Damon Cook, Director of Finance

### 4. **Background Papers**

4.1 Community Safety & Environment Scrutiny Panel – Agenda & Minutes of 27 June 2019

Report Author: Jean Riddler – Corporate Governance Officer  
 Tel No. 020 8921 5857  
 Email. jean.riddler@royalgreenwich.gov.uk

Reporting to: Gurdeep Sehmi – Corporate Governance Manager  
 Tel No. 020 8921 5134  
 Email. gurdeep.sehmi@royalgreenwich.gov.uk