



## Overview and Scrutiny Committee

**Tuesday, 9 February 2010 at 7.30 pm**

Committee Room 3, Brent Town Hall, Forty Lane,  
Wembley, HA9 9HD

### Membership:

#### Members

Councillors:

Jones (Chair)  
Castle (Vice-Chair)  
Clues  
HB Patel  
Leaman  
Mistry  
Thomas

#### first alternates

Councillors:

Beswick  
Dunn  
Bessong  
Eniola  
Motley  
Kansagra  
John

#### Second alternates

Councillors:

Crane  
Green  
Hirani  
HM Patel  
Anwar  
Mrs Fernandes  
Ahmed

**For further information contact:** Toby Howes, Senior Democratic Services Officer,  
0208 937 1307, [toby.howes@brent.gov.uk](mailto:toby.howes@brent.gov.uk)

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**The press and public are welcome to attend this meeting**

# Agenda

Introductions, if appropriate.

Apologies for absence and clarification of alternate members

Item	Page
<b>1 Declarations of Personal and Prejudicial Interests</b>	
Members are invited to declare any relevant financial or other interest in the items on this agenda.	
<b>2 Deputations (if any)</b>	
<b>3 Minutes of the Previous Meeting of the Overview and Scrutiny Committee held on 8 December 2009</b>	1 - 12
The minutes are attached.	
<b>4 Matters Arising (if any)</b>	
<b>5 Appointments to Sub-Committees (if any)</b>	
<b>6 Joint Commissioning Registered Social Landlord Performance</b>	
To follow.	
<b>7 One Stop Service Redesign Project Update</b>	13 - 24
This report updates elected members on the following matters concerning the One Stop Service Redesign Project in furtherance of the report submitted to Overview and Scrutiny on 9 <sup>th</sup> July 2009:	
<ul style="list-style-type: none"><li>• The achievement of efficiency savings identified through the business case for the One Stop Service Redesign project.</li><li>• Customer contacts received via the self service facilities as part of the One Stop Service Redesign including the nature of enquiries received and any increases and decreases in particular service uses.</li></ul>	

**8 Neighbourhood Working January 2009 - January 2010**

25 - 78

The report details the work of the Neighbourhood Working Team between January 2009 and January 2010. It sets Neighbourhood Working in the context of local initiatives to improve the way the council operates and the broader context of local and national elections. Expenditure is reported and analysed and a more in-depth picture of some projects is included by way of case studies. Results of consultation and actions taken to address the results are included, with a particular emphasis on joint activities with partners. The report reviews the actions taken over the last year by Neighbourhood Working and identifies issues to be addressed over the coming year.

**9 Services for Women In and Exiting Prostitution**

79 - 108

The attached report represents the finding and recommendations of the Services for Women In and Exiting Prostitution task group.

**10 Strengthening Local Democracy Task Group**

109 -  
110

The Overview and Scrutiny Committee has asked officers to prepare a task group scoping report on strengthening local democracy. The draft scope is an appendix to this report. There are currently a number of overview and scrutiny task groups in progress which will be completed by the end of the municipal year. Therefore, it makes sense to agree a task group scope at this stage to be started early in 2010/11. The Overview and Scrutiny Committee should consider the scoping document and confirm that it does want to set up a task group to look into this issue. Members should make their comments and suggest changes to the scope at this stage so that they can be incorporated into the scoping document. At this stage the committee does not need to nominate members to work on the task group. The group offices will be contacted to seek nominations after the local elections in May 2010.

## 11 Tubbs Road Councillor Call for Action

The Overview and Scrutiny Committee are asked to note the decisions made by the Highways Committee on 19 January 2010 in response to the Overview and Scrutiny Committee's recommendations to the Highways Committee on 8 December 2009.

Highways Committee Decisions, 19 January 2010

Tubbs Road Councillor Call for Action:

RESOLVED:-

- (i) that the concerns of residents of Tubbs Road and Nightingale Road in relation to traffic conditions in those roads be noted;
- (ii) that it be noted that officers are currently undertaking work on an Area Based Scheme (ABS) for Harlesden, which if progressed, would improve the quality of the public realm in Harlesden and could address parking and traffic issues;
- (iii) that the Head of Transportation be instructed to write to the Chair of the Overview and Scrutiny Committee and Kensal Green ward members to confirm that the scope of the Harlesden ABS includes development of proposals to address the issues identified by the Overview and Scrutiny Committee, including the possible introduction of banned turns and furthermore will include engagement with residents of Tubbs Road, Nightingale Road and adjacent streets to determine their preferred solutions;
- (iv) that the Head of Transportation be instructed to (a) undertake a review of the signage relating to the width restriction signage and make appropriate improvements; (b) install signage to direct drivers to the A40 via Scrubs Lane (A219); and (c) contact map providers with a view to ensuring that the Tubbs Road width restriction is identified on maps and satellite navigation systems; and
- (v) that the request for re-phasing the signals at the western end of Tubbs Road so as to avoid queuing in this road be acknowledged but it be noted that this is likely to encourage traffic to use Tubbs Road and that the Head of Transportation be instructed to work with Transport for London to ensure that any future changes to those signals do not increase queues in Tubbs Road.

<b>12 Willesden Junction Station Councillor Call for Action Request</b>	111	-
	116	

The Overview and Scrutiny Committee has received a councillor call for action request from Councillor James Powney relating to the poor environmental condition in the area surrounding Willesden Junction Station. The report highlights a number of concerns raised by Councillor Powney.

<b>13 Overview and Scrutiny Committee Work Programme</b>	117	-
	130	

This document, for the Committee's information, sets out the Overview and Scrutiny Committee Work Programme.

#### **14 Date of Next Meeting**

The next meeting of the Overview and Scrutiny Committee is scheduled for Tuesday, 23 March 2010 at 7.30 pm.

#### **15 Any Other Urgent Business**

Notice of items to be raised under this heading must be given in writing to the Democratic Services Manager or his representative before the meeting in accordance with Standing Order No 64.



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## LONDON BOROUGH OF BRENT

### MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE

Tuesday, 8 December 2009 at 7.30 pm

PRESENT: Councillor Jones (Chair), Councillor Castle (Vice Chair) and Councillors Clues, Motley (alternate for Councillor Leaman) and H B Patel.

Also Present: Councillors Colwill (Lead Member for Adults, Health and Social Care) and Powney.

Apologies were received from: Councillors Leaman, Mistry and Thomas

#### 1. **Declarations of Personal and Prejudicial Interests**

None declared.

#### 2. **Minutes of the Previous Meeting of the Overview and Scrutiny Committee held on the 13th October 2009**

RESOLVED:-

that the minutes of the meeting held on the 13<sup>th</sup> October 2009 be received and approved as accurate record, subject to the inclusion of Councillor Motley as present at the meeting as an alternate for Councillor Leaman.

#### 3. **Matters Arising (if any)**

*Cricklewood Library Children's Centre Project and Archive Move*

The Chair repeated her request that clarification be provided concerning the covenant on Cricklewood Library. Councillor Castle queried whether this issue could be discussed at Area Consultative Forums. Members noted that Legal Services would respond to these requests.

#### 4. **Review of Representation of Political Groups on Committees**

Members received a report on a review of representation of political groups on committees and noted that the Council had agreed to reduce the membership of the Overview and Scrutiny Committee and the Children and Families Overview and Scrutiny Committee from eight to seven members. The Committee then agreed to Councillor Motley's suggestion that the membership of the Forward Plan Select Committee, Health Select Committee and Performance and Finance Select Committee be reduced from eight to seven members, with the Labour Group

members for or each of these committees reduced from three to two Members accordingly.

RESOLVED:-

- (i) that the report on Review of Representation of Political Groups on Committees be noted;
- (ii) that the Council's decision to reduce the membership of the Overview and Scrutiny Committee and the Children and Families Overview Scrutiny Committee from eight to seven members be noted;
- (iii) that the membership of the Forward Plan Select Committee, Health Select Committee and Performance and Finance Select Committee be reduced from eight to seven members; and
- (iv) that the Labour Group representation on the Forward Plan Select Committee, Health Select Committee and Performance and Finance Select Committee be reduced from three to two members.

## **5. Appointments to Sub-Committees (if any)**

RESOLVED:-

that the changes to the membership of the Forward Plan Select Committee, Health Select Committee and Performance and Finance Select Committee be confirmed by the Labour Group Whip.

## **6. Tubbs Road Councillor Call for Action**

Councillor Powney addressed the Committee on the matter, stating that he felt the response detailed in the briefing note from Transportation Unit lacked positive proposals. He suggested that there be further consideration of the suggestions made at the site visit on 24<sup>th</sup> November 2009, in particular preventing right turns out of Furness Road into Harlesden High Street and left turns out of Tubbs Road into Old Oak Lane. Councillor Powney also felt that the briefing note's assertion that the various measures proposed would result in unacceptable journey times for the residents of Tubbs Road and Nightingale Road was unproven and he asked that residents be consulted on this. With regard to the officer's observation in the briefing note that the suggested measures would impact adversely on other parts of the road network, including Harlesden Town Centre, Councillor Powney asserted that many roads were already heavily used and large volumes of traffic were to be expected.

With the agreement of the Chair, Beatrice Barleon addressed the Committee. Beatrice Barleon expressed her disappointment that no specific solutions had been suggested and she responded to the comments made in the briefing note. She agreed with the findings of the traffic surveys carried out in July 2009 that the volume of traffic, as opposed to speeding, was the main concern and this had also been observed during the site visit. In her view, Beatrice Barleon felt that the introduction of road humps in September 2001, subsequently replaced by 85 millimetre high sinusoidal speed humps in December 2007 were unnecessary and



had not helped ease traffic flow. Furthermore, proposals to introduce pedestrian crossing facilities at the junction of Station Road and Tubbs Road would exacerbate congestion. The assertion that the measures suggested by residents would result in undesirable actions by drivers in other parts of the road network, such as executing 'u' turns to avoid banned turns, she felt had been exaggerated and in view of the fact that these were busy roads, such actions would be difficult and in any case could be addressed through increased enforcement. Beatrice Barleon also disagreed with the suggestion that it would impact adversely on Harlesden Town Centre. Members heard that residents' views had not been sought with regard to the measures leading to unacceptable journey times for residents of Tubbs Road and Nightingale Road. Beatrice Barleon added that residents wanted reduced access to Tubbs Road and Nightingale Road and in her view residents would be prepared to expect extended journey times along Harlesden High Road as a result of this.

Andrew Davies (Policy and Regeneration Officer, Policy and Regeneration Unit) added that at the site visit a number of vehicles had been observed turning right from Furness Road into Harlesden High Street then left into Tubbs Road which suggested Tubbs Road was being used as a cut through towards the A40. It had also been observed that some vehicles including lorries experienced problems passing along the narrowed section of Tubbs Road where only vehicles under 6 feet 6 inches width could pass.

Tim Jackson (Head of Transportation) referred to the briefing note summarising officers' responses to the councillor call-for-action and comments resulting from the site visit. In addition to the comments in the briefing note, Tim Jackson stated that officers had been aware of traffic problems in the area for some time, however he felt that the response had been pragmatic in view of the various implications of undertaking the measures that had been suggested. Members heard that the police emergency services would have concerns about banning turns in and out of Tubbs Road and whether these could be effectively enforced. Transport for London (TfL) could oppose any measures that would impact upon Harlesden High Road, particularly as it would affect bus routes. Various solutions had been considered, however there were concerns that banning right turns at the end of Furness Road could impact upon Rucklidge Avenue and Wrottesley Road. Tim Jackson advised that the proposed pedestrian facilities at the junction of Station Road and Tubbs Road were for green man lights to improve pedestrian safety, however funding for this measure was yet to be approved. He acknowledged that residents had not yet been consulted with regard to turning bans impacting upon journey times in Tubbs Road and Nightingale Road, however he advised that this was because there were no specific measures to consult upon. Tim Jackson felt that signage was adequate, although this could be reviewed and he suggested that sometimes congestion was exacerbated by drivers relying solely on satellite navigation systems and there was a possibility that satnav companies could be informed of the restrictions on Tubbs Road and Nightingale Road.

Tim Jackson informed Members that the Harlesden Town Centre Area Based Scheme was in the early stages of formulation with a view to submit a bid under the TfL's 'Streets for People' funding pot. The intention of the scheme was to improve the quality of the public realm in Harlesden and it could possibly include issues concerning parking and traffic. However, the Committee was advised that there were no proposals at present for Tubbs Road or Nightingale Road under this

scheme, although it was still at the scoping stage and suggestions from Members were welcomed.

During discussion, Councillor Castle in acknowledging that consultation with residents was undertaken as part of the process when considering consultation proposals for Controlled Parking Zones, felt that the same consultation process should apply in this case, particularly as a number of representations had been made by residents. He suggested that a detailed consultation on possible solutions be undertaken with all residents of the affected areas, including an opportunity for residents to add their own views. Councillor Motley felt that there was a need for a review of signage, especially at the top end of Tubbs Road where signs could be hard to identify. With regard to the traffic lights at the junction of Tubbs Road and Station Road, he suggested that these be re-phased to include an extended green light period. Councillor Motley agreed that the suggestion of banning right hand turns from Furness Road onto Harlesden High Road could be of some merit and in addition to satnav companies being informed of the width restriction in Tubbs Road, that Google maps and other web mapping organisations also be advised of this.

Councillor H B Patel sought clarification concerning the possibility of re-classifying Tubbs Road. The Chair acknowledged that TfL representatives had declined the invitation to attend this meeting and hoped that they would be able to meet with Kensal Green ward members in future to discuss this issue. She felt that further consultation and consideration of measures to address the residents' concerns was necessary.

In reply to the issues raised, Tim Jackson stated that it was unusual for a residential road such as Tubbs Road to be classified as an 'A' road, however any attempts to de-classify the road would require a submission to the Department for Transport who would consult TfL. Members heard that TfL was unlikely to support the de-classification because of the possible impact upon bus routes, whilst financial implications also needed to be considered as de-classification would transfer road maintenance responsibilities from TfL to the Council. Tim Jackson also advised that de-classification of Tubbs Road would not influence road use as most drivers used this road daily and therefore there would be no significant benefit to residents.

The Committee then agreed to the Chair's suggested recommendations to the Highways Committee concerning consultation, signage, traffic lights re-phasing, satellite navigation and internet mapping organisations, prevention of certain road turns and with regard to Harlesden Town Centre's 'Streets for People' scheme.

RESOLVED:-

- (i) that the Highways Committee be requested to agree the following recommendations:-
  - (a) that Transportation Unit officers consult residents of Tubbs Road and Nightingale Road and local councillors to find out what traffic calming solutions would be acceptable to them in order to reduce the volume of traffic using both streets;

- (b) that road signs in the area be reviewed so it is clear to drivers that Tubbs Road has width restrictions and should not be accessed by vehicles wider than 6ft 6inches and additional signs to this effect be erected at the junction of Tubbs Road and High Street Harlesden and Tubbs Road and Old Oak Lane if necessary;
- (c) that road signs be erected on High Street Harlesden that clearly directs traffic to the A40 via the Harlesden one-way system (A404 and A4000) and that signs be erected on Furness Road that direct traffic to the A40 via Scrubs Lane (A219);
- (d) that the traffic lights at the western end of Tubbs Road be re-phased so that traffic does not build up beyond the width restrictors in Tubbs Road to ease traffic congestion in the street;
- (e) that satellite navigation companies and internet mapping organisations be contacted by officers in the Transportation Unit to see if the narrow, residential nature of Tubbs Road can be shown clearly on their maps, and that it is not depicted as a major through route, as is currently the case.
- (f) that officers consider the feasibility of:-
  - preventing rights turns out of Furness Road into High Street Harlesden, which drivers appear to be using as a route to Tubbs Road to cut through to the A40. Instead traffic should be directed to the A40 via Scrubs Lane.
  - preventing left turns out of Tubbs Road into Old Oak Lane, again to reduce the number of cars using Tubbs Road by stopping the direct cut through towards the A40; and
- (ii) that in noting that the Harlesden Town Centre's "Streets for People" scheme is being prepared, that the Highways Committee be requested to consider within the scheme's scope the traffic management issues for local roads, including Tubbs Road and Nightingale Road.

## **7. Update on the Voluntary and Community Sector Strategy 2010 - 2015**

Linda Martin (Head of Service Development and Commissioning, Housing and Community Care) introduced the report which summarised progress to date on the Voluntary and Community Sector strategy. She explained that there had been an agreement over what areas the Voluntary and Community Strategy would cover, a broad understanding of how these areas would be addressed and what groups would look at specific areas. The draft strategy had also been approved by the Project Board and work would continue on developing the strategy in January 2010. A 12 week consultation period would commence and a survey was to be sent to all stakeholders to seek further input and engagement. Future events would be held to allow respondents to discuss the findings of the survey and there would be further consultation on the draft strategy in the spring of 2010. Members noted that it was intended to launch the finalised strategy in the summer of 2010.

Jacqueline Carr (Brent Citizens Advice Bureau) was invited to address the Committee. Jacqueline Carr stated that the Citizens Advice Bureau (CAB) had not been involved in development of the strategy up to this point and she highlighted the need for greater communication and for more engagement. Members noted that CAB had learnt about the Council's Main Grant Programme the previous week and Jacqueline Carr added that CAB would be interested in running a scheme under this programme in future. She commented that the Funders Fair event had been a useful exercise.

Keith Lunn (Oxford Kilburn Youth Trust) welcomed the move to three year grants under the Main Grant Programme which he felt offered significant benefits to participants, including providing greater stability. He also felt that the Council was engaging more with voluntary sector organisations through a number of different service areas and through various means. However, Keith Lunn commented that one of the difficulties was the Council knowing what voluntary organisations there were in the various areas of the Borough and what knowledge voluntary organisations had of what areas the Council was involved in. He stressed the importance of spreading information widely and he felt a long term objective would be for the Council to be able to filter information to all voluntary sector organisations in the Borough. The use of electronic information and through locality-based work and a cascading information system was suggested as a way forwards to achieve this, whilst the Voluntary Sector Unit could also be provided with the funds to help circulate and cascade information.

During discussion by Members, Councillor Clues expressed concern that CAB had not been involved in the strategy to date and not been aware of the Main Grant Programme until recently. He sought clarification with regard to Brent Association for Voluntary Action (BrAVA) role and its relationship with voluntary organisations. He felt that the strategy could benefit by taking an Area Consultative Forum (ACF) approach to reach out to the relevant local organisations, particularly those in more deprived areas of the borough. Councillor Clues added that good use could be made of the ACFs' databases to identify relevant organisations. Councillor Castle commented that Brent Police and NHS Brent already made use of the ACFs' database. He welcomed attendance at ACFs from the Council's Voluntary Sector Unit and commented that there was not presently a co-ordinated approach to recording the numerous voluntary groups in the borough. Councillor H B Patel suggested that those who attended ACF meetings tended to because of a specific issue relevant to them was on the agenda.

The Chair stressed the need for the various organisations views to be taken on board during the development of the strategy, including those from the voluntary sector. She felt that capacity training was a particular issue and enquired whether specific training was to be organised. Confirmation of the deadline to apply for grants under the Main Grant Programme and how grant tracking was performing was sought. With regard to the area forums suggestion from Councillor Clues, the Chair added that ward councillors could help identify what local organisations could be involved in the strategy consultation and make use of the ACFs database which could also be shared with other areas of the Council. The Chair stressed the need for the strategy to address communication issues. She also sought confirmation as to when the next update on the strategy would be presented to the Committee.

In response to the issues raised, Linda Martin acknowledged that capacity building was an issue for organisations and NHS Brent was running workshops on this topic with a view to enabling voluntary sector organisations to run community health help sessions. She confirmed that the deadline for applications for funding from the Main Grants Programme was 30 November 2009 and approximately 60 organisations had been funded through this programme since it had began. In addition, a voluntary sector day had take place in 2009 to provide information and advice on obtaining funding through this programme and another such day was planned for 2010. BrAVA were presently responsible for distributing information to voluntary organisations with regard to the Main Grant Programme and the strategy and information also appeared on the Council's and Brent Resource and Information Network's (BRAIN) websites. Linda Martin advised that the Main Grant Programme was theme based and linked to key Council objectives. The themes changed each year and priority was given to those organisations who had applied to run schemes that tied in with these themes and the grants were for a three year duration. Linda Martin commented a number of high quality bids had been received in the first year since the change of criteria to the Main Grant Programme that the first year of applications and that 22 organisations had been successful. Monitoring was undertaken to ensure that the funding provided was being spent in the right area and grant tracking had generally been effective, although it was important that the various service areas of the Council involved were inputting the correct data and appropriate training was required. The Committee noted that there would be future changes to the Main Grants Programme criteria and that BrAVA would need to apply for funding to continue in its role as the local voluntary sector umbrella organisation and that other organisations may also be interested in applying.

Linda Martin continued that that the draft strategy survey took a sector-based approach, whilst voluntary sector representatives had been appointed to the Local Strategic Partnership (LSP) Strategic Forum. She acknowledged that contact with the relevant representative might not always be in place and ways of improving communication were being looked at. With regard to suggestions to utilise ACF databases, Linda Martin stated that this could be considered further, although a sector-based approach was presently taken because funding was theme-based. It was also proposed that some meetings of the Voluntary Sector Service User Consultative Forum take place during the day and each meeting to be theme based. It was acknowledged that there was an active voluntary sector community in Brent and, although not all were necessarily involved with the Council, their contribution to to the community was welcomed.

Members noted that the date of the next update was yet to be confirmed. The Committee then agreed to the Chair's suggestion that ways of improving communication with voluntary and community sector organisations be considered, such as the Voluntary Sector Unit utilising the ACFs' databases to contact relevant organisations.

RESOLVED:-

- (i) that the Update on the Voluntary and Community Sector Strategy 2010-2015 be noted; and

- (ii) that the Executive be requested to agree that the Council consider ways of improving communications with voluntary and community sector organisations, such as the Voluntary Sector Unit utilising the Area Consultative Forums' databases to contact relevant organisations.

## **8. Safeguarding Adults Annual Report 2008/09**

Councillor Colwill (Lead Member for Adults, Health and Social Care) introduced the report which included details of the outcome of the Commission for Social Care Inspection on Independence, Wellbeing and Choice and the implementation of the Mental Capacity Act Deprivation of Liberty Safeguards. The Council was taking a leading role amongst its partners in ensuring safeguarding of adults and Brent NHS and Brent Mencap were amongst other organisations involved. Funding was equally split between the Council and NHS Brent and awareness training on this issue had been provided to Members.

Keith Skerman (Interim Assistant Director of Community Care, Housing and Community Care) then addressed the Committee. He explained that the Adult Safeguarding Committee had been replaced by the Safeguarding Adults Board last year which would focus more on supporting people in care. The Commission for Social Care Inspection had raised concerns with regard to quality assurance and the need to ensure thorough auditing. An action plan had been produced as a result of the Inspection's conclusions and a quality assurance framework was in place, including expanding the Safeguarding Adults Team to include a senior practitioner and support officer for mental capacity/deprivation of liberty safeguards which would bring excellence and expertise to the Team. The Committee noted that there had been a 20% increase in referrals in 2008/09 from the previous year, although the increase was lower than that recorded from the year before and the majority of referrals related to alleged abuse in a client's own home.

During discussion by Members, Councillor H B Patel sought further details as to the situations which led to safeguarding referrals and whether action was taken by those who had committed the abuse. With regard to direct payments, he enquired what monitoring took place of those who had been chosen to provide the service. He also sought reasons for the low attendance of training in 2008/09. Councillor Clues commented that the increased monitoring of victims seemed to be working effectively.

The Chair commented that there still seemed to be an issue concerning attendance of Safeguarding Adults Board and its' sub-group meetings. She sought views regarding the impact of the move to more direct payments and opportunities for respite services available for carers. In noting the relatively large proportion of unsubstantiated cases, she enquired whether monitoring of such cases would cease or whether attempts would be made to seek more evidence.

In reply to the issues raised, Councillor Colwill advised that court action could be taken where there had been evidence of financial abuse. He cited a case of an adult who had regained the ability to talk after securing direct payments with the help of Brent Mencap to be able to live on their own and select their own choice of care. Councillor Colwill informed the Committee that safeguarding training was free to all councillors and that it offered useful guidance.

Anne O'Neil (Brent Mencap) was invited to respond to some of the issues raised. Anne O'Neil advised that Brent MENCAP carried out checks when people went onto direct payments and to date there was not much evidence to suggest there being many victims of fraud. A list of approved agencies was available to clients who were considering direct payments and Brent MENCAP could verify whether a potential provider had been Criminal Records Bureau checked. In addition, a Care Manager would review and monitor each case. Members heard that research had suggested that a person's safety was actually greater when they were not in an institution.

Sarah McDermott (Safeguarding Adults Co-ordinator, Adult Social Care) advised Members that an away day was planned in February 2010 and that representation on the Safeguarding Adults Board and its sub-groups would be reviewed. The Committee heard that the main reasons for safeguarding referrals were physical violence, lack of communication and financial abuse, such as unlawful access to bank accounts. If abuse had been caused by carers, they could be subject to disciplinary action or dismissal. Abuse by family members could result in safeguarding of the victim's money or action taken to ensure court protection. Monitoring of victims involved liaison with all agencies involved with everyone working to appropriate and prompt action. With regard to unsubstantiated cases, no further action would be taken where there was no evidence of any wrongdoing, however where there was possible evidence the case would continue to be investigated and further evidence sought.

Keith Skerman added that electronic and telecare monitoring also took place to complement conventional forms of monitoring. It was recognised that there was a need to provide respite for family members involved in care in view of the stress that could be experienced. He acknowledged that there could be more respite services available to carers generally, and NHS Brent and the Council were working on a Carers Strategy. Staff were to receive more training to assess the implications for the families involved and it was noted that day centres also offered respite services. With regard to training, Keith Skerman advised that attendance could not be enforced, however a charge for non-attendance could be considered to encourage more attendance. It was noted that approximately 50% of organisations involved had attended training sessions to date.

The Chair requested that a breakdown of the various situations involving unsubstantiated cases be provided at a future meeting of the Committee.

RESOLVED:-

that the Safeguarding Adults Annual Report 2008/09 be noted.

## **9. Climate Change Final Task Group Report**

Councillor H B Patel the Chair of the task group introduced the report and informed Members of the task group's purpose of reviewing the Council's Carbon Management Strategy and Implementation Plan. The projects were reviewed under the following themes:-

- Energy efficiency in Council office buildings

- Contribution of IT Unit
- Energy management in school buildings
- Planning
- Raising awareness of climate change and sustainability amongst Brent residents

Councillor H B Patel then referred to the recommendations of the task group as set out in the report.

Councillor Clues spoke of the need to engage schools, and children in particular, in helping to achieve the objectives of the Carbon Management Strategy. He commented that rather than focusing on training on climate change champions, that it would be more effective to have an 'Environmental Implications' section on Council reports.

The Chair enquired how providing more parking spaces at the Civic Centre would tie in with the Green Travel Plan. Details were also sought regarding the Sustainability Forum.

In reply, Councillor H B Patel commented that school buildings were responsible for 27% of carbon emissions in the Borough and was increasing, which could be attributable to schools' longer opening hours. He felt that increasing parking spaces at the Civic Centre to 179 was within the Carbon Management Strategy, especially in view that use of electric cars may increase in the future. In addition, competitors who could host events as well as the Council could be handed an advantage if parking spaces at the Civic Centre were not increased. He advised that the Sustainability Forum met quarterly.

Cathy Tyson (Assistant Director – Policy, Policy and Regeneration) added that the Sustainability Forum was part of the LSP structure and composed a broad range of community groups focusing on six different projects. She stated that the intention of climate change champions was to raise awareness of environmental issues, although she acknowledged that this did not address practical implications. Cathy Tyson advised that each service area was required to show how it would reduce carbon emissions in the strategy.

The Chair thanked task group members for the work that had been undertaken. She concurred with Councillor Clues suggestion regarding report and Members agreed that any formal reports to Members should include an 'Environmental Implications' section where relevant.

RESOLVED:-

- (i) that the Climate Change Final Task Group report be noted;
- (ii) that the Climate Change Final Task Group recommendations be agreed and to include an additional recommendation that an 'Environmental Implications' section be included on all formal reports to Members where relevant; and
- (iii) that the report be passed to Executive for approval.



## **10. Proposals to Enhance Local Democracy - Motion Referred From Council**

Members discussed the motion that had been referred to the Committee by Council. Councillor Motley emphasised the need for more representation for non-Executive members and to engage the public more in local democracy matters. The Chair concurred that there should be a focus on engaging the public more widely.

Members then agreed to the Chair's suggestion that a task group be formed to consider the matter further, of which the scope was to be considered at the next meeting of the Committee, with the task group to commence work in the municipal year 2010/11.

RESOLVED:-

that a task group be formed to consider proposals to enhance local democracy, the scope of which is to be considered at the next meeting of the Overview and Scrutiny Committee on 9<sup>th</sup> February 2010 and the task group to commence work in the municipal year 2010/11.

## **11. Overview and Scrutiny Committee Work Programme**

Andrew Davies (Policy Officer, Policy and Regeneration Officer) advised Members of an opportunity to attend half day training workshop for councillors on scrutiny transformation of services in adult social care at the London Borough of Hammersmith and Fulham Town Hall on Friday, 8<sup>th</sup> January 2010, organised by the London Borough of Ealing.

The Chair commented that answers were still being sought to questions on the Town Centre Regeneration Task Group. Members agreed to the Chair's request that a task group be formed to review alleygating schemes, with the scope to be considered at the next meeting and the task group to begin work in the next municipal year.

RESOLVED:-

- (i) that the Work Programme be noted; and
- (ii) that a task group on Reviewing Alleygating Schemes be added to the Overview and Scrutiny Committee work programme, the scope of which is to be considered at the next meeting of the Committee on 9<sup>th</sup> February 2010 and to commence work in the municipal year 2010/11.

## **12. Date of Next Meeting**


It was noted that the next meeting of the Overview and Scrutiny Committee was scheduled for Wednesday, 9<sup>th</sup> February 2010.

## **13. Any Other Urgent Business**

None.

The meeting ended at 9.30 pm.

L. JONES  
Chair

	<b>Overview and Scrutiny Committee</b> <b>Report from the Director of Business Transformation</b>
For Action/Information	Wards Affected: ALL
<b>Report Title: One Stop Service Redesign Project Update</b>	

## 1.0 Summary

1.1 This report updates elected members on the following matters concerning the One Stop Service Redesign Project in furtherance of the report submitted to Overview and Scrutiny on 9<sup>th</sup> July 2009:

- The achievement of efficiency savings identified through the business case for the One Stop Service Redesign project.
- Customer contacts received via the self service facilities as part of the One Stop Service Redesign including the nature of enquiries received and any increases and decreases in particular service uses.

## 2.0 Recommendations

2.1 Members are requested to note the following:

2.2 There is a renewed focus on securing effective customer service arrangements with a review of the current service models in place and a desire to better consolidate how these are delivered in practice to achieve agreed outcomes.

2.3 The One Stop Service remains key to this evolving vision and members will be kept advised of further recommendations concerning the future and which are currently being considered as part of the One Council - Reshaping Customer Contact Gold Project.

## 3.0 Detail

### 3.1 One Stop Service Redesign Project Update

Members may recall that the One Stop Service Redesign Project was part of the wider Customer Contact Transformation Programme agreed in March 2007. This included a vision of the future of customer contact not only in the One Stop Service, but across the Council and is now incorporated into the work of the new 'Reshaping Customer Contact Gold Project' in line with the One Council improvement and efficiency agenda. The

future customer interaction and transaction arrangements will be determined by the main service delivery departments who will work closely with the existing One Stop Service to modernise and improve service delivery. Some additional related changes are being implemented in line with efficiency targets and the improvement 'journey' however the service is delivering 'business as usual'. The One Stop Service Redesign project scope dealt with here covers the work to date regarding the physical locations in relation to face to face service delivery and was to achieve the following:

- The provision of sharper, more efficient and better targeted customer services and
- The realisation of significant cost savings in the medium and long term.

3.1.1 Key objectives of the One Stop Service Redesign Project were as follows:

- To replace 4/5 Local Offices with Customer Contact Points with facilities for pre-arranged appointments and / or self service and improved signposting for Council services,
- To encourage customer use of the phone and Internet instead of more expensive face to face enquiries,
- To improve the overall service and ensure that the needs of more vulnerable members of the community and those with complex enquiries are met,
- To migrate 25% of One Stop customer contact from face to face to phones and online media as part of a channel migration plan,
- To deliver identified efficiency savings of £479,000 by 2011,
- To maintain and improve existing high standards of customer service.

Whilst these were the objectives for the OSS Redesign Project, further robust targets are now being considered for the immediate future with a renewed focus on improving day to day service delivery.

3.1.2 In relation to the £479,000 identified efficiency savings to be achieved by 2011, the proportion of these due up to and including 2009/10 (i.e. £300,000) has already been achieved with the remaining £179,000 planned for achievement in 2010/11 as previously scheduled.

3.1.3 In relation to the 25% target for migrating customer face to face contact to phones and other media, a 27% reduction in customer demand has been identified for the period April to November 2009 in comparison to the same period in 2007, following the closure of Kingsbury and Kilburn Local Offices. However, it has not been possible to determine how much of this reduction is due to customers accessing other communication channels such as telephones as these have also shown reductions in customer demand. For example, for the same periods as above, telephone enquiries reduced by 18%. However, volumes of enquiries received via email have increased from 10,463 for the period April to November 2008 to 11,620 for the same period in 2009 thus representing an increase of 11%.

3.1.4 Since the last update report in July 2009, construction work has been continuing at Harlesden Library in preparation for the revised re-opening date of the premises in early March and the establishment of the shared service arrangement incorporating the new Brent Contact Point, Library Service and Brent Adult and Community Education Services (BACES).

3.1.5 Members may recall that in the July 2009 report, reference was made to the fact that a customer engagement programme had been carried out at Harlesden Local Office and that

from the responses received, there was a proportion of customers that wanted Harlesden One Stop Service to remain open in its existing format.

- 3.1.6 From the engagement programme, it was identified that further publicity and promotion of the services available from Harlesden Library Plus (HLP) would be needed to ensure that customers were fully aware of the services available to them.
- 3.1.7 Since that time, a Focus Group meeting has been held in November 2009 with a selection of Harlesden customers that participated in the earlier customer engagement programme at Harlesden Local Office. The objective of the meeting was to establish the views of local residents and potential service users concerning the services that would be available from the new premises, how they might use the services available and what would encourage them to make greater use of the facilities.
- 3.1.8 Attendees were informed that the new arrangements would include the following services:
- Pre-arranged appointments,
  - Facilities for handing in documents,
  - Freephones and self service computers,
  - Library facilities including designated areas for study, children and cultural and social interests for the local community,
  - Brent Adult Community Education Services IT suite and formal learning rooms.

Benefits accruing from the above include:

- Removal of the need to queue to see a member of staff,
- Appointments for vulnerable members of the community and for complex enquiries,
- Access to multi Council services, information and advice in one building,
- Staff available to support and assist customers with the new service arrangements Better value for money and service efficiency.

The meeting identified some specific issues / comments from residents concerning the One Stop Service including the following:

- An absence of personal experience in using computers,
- A perception that the introduction of self service will lead to a loss of personal contact with Brent Council employees,
- The perceived security risks associated with using computers for conducting online transactions,
- A preference for appointments was expressed although with an expectation that this will operate on an identical level to the present "drop in" system.

- 3.1.9 Whilst the Focus Group meeting was helpful in obtaining customer engagement and feedback, it was clear that there were some strong views held by members of the Group that wished the present service arrangements available from Challenge House to continue unchanged. Despite the above assurances that were given, it is therefore considered likely that it may take time for the new service arrangements to be fully accepted by some customers. Senior managers from the OSS, Libraries Arts & Heritage and BACES also recently attended the Stonebridge & Harlesden Area Consultative Forum on 12<sup>th</sup> January 2010, to provide an update to local residents on the developments and services that will be available from the new Harlesden Library Plus.
- 3.1.10 In response to the issues raised, the One Stop Service in conjunction with the Library Service will have staff available to assist and support customers with accessing information and using the computers for self service transactions. This will be monitored and reviewed as customer confidence in the use of the facilities increases. Personal contact will be achieved through the provision of pre-arranged appointments for complex enquiries and more vulnerable members of the community and through the deployment of "floor-walking"

staff to assist customers with accessing the information they require. Online transactions for L B Brent services routinely apply secure encryption standards although it is recognised that overcoming customer concerns and perceptions concerning security risks will require a longer term strategy to change these. An appointments system will be operational when the premises opens although this will not operate as a “drop in” arrangement and further marketing of the services available will be carried out in the period prior to the re-opening of the premises.

- 3.1.11 As indicated in the July 2009 report, a Brent Contact Point was being considered within the existing BACES Carlton Centre in South Kilburn. The arrangements for this have now been agreed and it is currently intended that the new self service facility will open in February 2010. This will provide customers with self service touch screen computers and freephones for contacting Council personnel.

### **3.2 Self Service – Freephones**

There are currently four Local Offices (Harlesden, Town Hall, Brent House and Willesden) within the Borough and two contact points (Kingsbury and Neasden). The Local Offices provide a “drop-in” service for customer enquiries plus as well as the provision of freephones and personal computers that are available for customers to use to access Council information and advice.

- 3.2.1 The two Contact Points provide freephones and personal computers for accessing Council information and advice. Kingsbury Library Plus also offers a pre-arranged appointments service. The self service PC's enable customers to search for information and advice and carry out online transactions for accessible web addresses including the Council, Department for Work and Pensions (DWP) and Transport for London (TFL). The provision of these facilities often enables customers to obtain information they require without the need to queue or phone and reduces overall transaction time.
- 3.2.2 An analysis of the service enquiry volumes associated with freephones for each Local Office and Contact Point have been provided in Tables 1 to 3 of Appendix A to this report and may be summarised as follows:
- 3.2.3 Neasden and Kingsbury Customer Contact Points have the lowest average use for all of the freephones available. It is feasible that this is because these Customer Contact Points have been open for a shorter duration than other more established Local Offices and hence have not yet reached an optimum level of usage. However, the relatively close proximity of the Town Hall that operates a “drop in” personal enquiry service attracts a significant number of Kingsbury residents and a small number of Neasden residents (i.e. an average of 416 and 69 per month respectively) and therefore also has an impact.
- 3.2.4 Opening hours at each location determine the time availability for customers to access free-phone services and hence relative usage. However, whilst both Kingsbury and Neasden Contact Points have longer opening hours (i.e. 56 and 43 respectively compared to an average of 38 for the other Local Offices) general access to the Call Centre via the freephones will be restricted to normal service opening hours, which is 8am to 8pm Monday to Friday and 9am to 1pm on Saturdays
- 3.2.5 Willesden Local Office had the greatest average demand for its free-phones during the period April 2009 to November 2009 although Harlesden Local Office and Brent House also experienced a significant amount of usage. These offices all retain a traditional “drop in” personal enquiry service unlike the two current Contact Points and as such

customers appear to be more likely to use free-phones at these premises based upon current findings.

- 3.2.6 The Town Hall experienced the lowest average use per freephone for a Local Office although as 6 of the freephones at this location were installed in September 2008, the current demand pattern is unlikely at present to represent an optimum level of demand. Additionally, as the number of freephones available at this location is currently 8 compared to a maximum of 4 available elsewhere (i.e. At Brent House), the average number of calls per freephone is low in comparison. For example, at Harlesden Local Office, there is only one freephone and consequently the average number of calls per freephone for this location is higher than the Town Hall despite also showing an overall reduction in the number of personal enquiries at the premises.
- 3.2.7 An analysis of the services that freephones are used to contact, shows that almost all of them are used to contact the Council Tax, Housing Benefit and Streetcare services. The freephone at Harlesden Local Office is additionally used to contact Brent Housing Partnership Repairs. This is due to the relatively close proximity of Council Housing in that area to the Local Office and the area formerly having a dedicated BHP Repairs Office. The freephone at Neasden Contact Point is being used to contact the Education Information Service due to the provision of BACES services in the same premises. Environmental enquiries feature in the top five service enquiries for the Town Hall and Brent House although the specific reasons for this are not known and require further investigation.
- 3.2.8 Freephone usage will continue to be monitored and reviewed particularly in relation to the Contact Points and following the recent promotion of services available from Kingsbury Library Plus on Brent Transport buses. Should there be a need to consider varying the current freephone service available from any location this will be based upon trends supported by primary information and data obtained.

### **3.3 Self Service Personal Computers (PC's)**

- 3.3.1 An analysis of the service enquiry volumes associated with the self service PC's at each Local Office and Contact Point has been provided in Table 4 of Appendix A to this report and may be summarised as follows:
- 3.3.2 Harlesden Local Office has a strong showing of customer enquiries in relation to Housing Benefits and Council Tax services and this is generally replicated across other Council premises. Housing Resource features as the top service area contacted from Harlesden Local Office and also features in the top five for Willesden Local Office predominantly due to the location of Council properties in close proximity to these offices.
- 3.3.3 An analysis of customer demand for the self service personal computers available at Local Offices and Contact Points has shown that Locata and Council job vacancies feature strongly in terms of information access although certain services appear to have a stronger showing in some locations than others. For example, access to the Brent Library catalogue features particularly at Neasden and Kingsbury as the Contact Point at each of these locations is in premises shared with the Library Service.
- 3.3.4 Data captured from personal enquiries and telephone calls will continue to be used to review the information available via the Council website and to maximise the potential for customers to obtain their advice and information through self service provision. Additionally, customer trends in accessing websites will be used to ensure that local issues

are afforded the relevant priority in terms of maintaining and updating online information and maximising the potential for online communications.

### **3.4 Customer Demand Patterns at Local Offices**

- 3.4.1 Customer demand for personal enquiries across the Local Offices has shown a 15.3% overall reduction for the period April 2009 to November 2009 in comparison to the same period in the preceding year with the overall number of enquiries reducing from 124,235 to 103,955. Further analysis of customer demand has been shown in Tables 5 to 9 in Appendix A to this report.
- 3.4.2 Some specific events have affected customer demand in 2008/9 and 2009/10 including the introduction of the “lean” process within Brent Housing Partnership, the introduction of compulsory recycling and the One Stop Service “Phone us First” campaign, although these alone are insufficient to explain the broader overall reductions in customer demand experienced.
- 3.4.3 Much of the reduction in customer demand is attributable to more general reductions experienced across the majority of service areas as a consequence of increased availability of service information via both the Council website and other communication media and the provision of online transactions for enquiries that were formerly carried out in person.
- 3.4.4 In the case of volumes of Building Control and Planning enquiries, these have reduced due to the combined effects of the recession resulting in less expenditure on property adaptations and building work generally as well as the facilities available for making online planning and building regulation applications.
- 3.4.5 Education Service enquiries have diminished predominantly due to the dedicated Education team that was established to manage school admission enquiries just over two years ago.
- 3.4.6 Adult Social Services appear to have shown a decrease in the volume of personal enquiries although this contrasts with an increase in call volumes for generic enquiries represented in Table 10 of Appendix A and which now includes Adults and Social Care. Consequently, it appears likely that the increase in call volumes for this service may be due to a migration of personal customer enquiries to telephone as well as the transfer of the call handling service from Adult and Social Care to the One Stop Service.
- 3.4.7 The overall reduction in personal enquiries has been experienced at a time when the economic climate may have been perceived as likely to increase the potential for personal enquiries in certain services. For example, Council Tax collection performance and Housing Benefits caseload may be considered as indicators of general economic well being. However, despite the current economic situation, all service areas have shown reductions in personal enquiries and this trend is anticipated to continue.
- 3.4.8 The One Stop Service will continue to offer existing services from its four Local Offices and two Contact Points until Harlesden Library Plus opens. At that time, Harlesden Library Plus will replace the current Harlesden Local Office and provide self service facilities, pre-arranged appointments and a document handling facility. It is also anticipated that the economic climate will begin to show the early signs of recovery in early 2010 and therefore potentially reduce demand for some of the services traditionally more sensitive to economic conditions such as Housing Benefits and Council Tax.



3.4.9 The One Stop Service will continue to closely monitor customer demand for services in partnership with individual service areas and take appropriate steps to address any variances in trends and performance that may be identified.

### **3.5 Customer Demand Patterns at Call Centre**

3.5.1 An analysis of the service enquiry volumes associated with the call centre has been provided in Table 10 of Appendix A to this report and may be summarised as follows:

3.5.2 As with personal enquiries, the volumes of calls experienced through the Call Centre has shown a reduction over the past two years with an overall reduction of 6.39% from the 447,559 calls received in the same period for 2008/9.

3.5.3 Much of the general reduction in calls is due to a combination of factors including improved service delivery and signposting and more widely available information via the Council website and Internet generally as indicated in the July 2009 report.

3.5.4 However, general enquiry call volumes have shown an increase in the past 12 months, due to the inclusion of Adult and Social Care enquiries that are now received directly by the One Stop Service.

3.5.5 The overall trend in reduction of telephone enquiry volumes is anticipated to continue as further service improvements are identified and implemented and increased online processing of transactions becomes effective.

3.5.6 The One Stop Service will continue to work closely with other service areas and as part of the Reshaping Customer Contact-Gold Project to ensure that these are effectively co-ordinated and controlled to achieve value for money, realise identified benefits and meet customer standards.

#### **Contact Officers**

Patricia McFarlane, Head of One Stop Operations, Business Transformation

Sandra Walker, Assistant Director Customer Services, Business Transformation

#### **Background Papers**

The Future of Customer Contact – CMT 14<sup>th</sup> December 2006

Executive 12<sup>th</sup> February 2007

One Stop Service Redesign Project Update – Overview and Scrutiny 24<sup>th</sup> March 2009

One Stop Service Redesign Project Update – Overview and Scrutiny 9<sup>th</sup> July 2009

GRAHAM ELLIS

Director of Business Transformation

## **Appendix A**

### **Service Volumes for Personal Enquiries and Telephone Calls**

An analysis of customer use of the freephone service available at the Local Offices and Contact Points are shown in Tables 1, 2 and 3 below.

Table 1 represents freephone usage at the OSS Local Offices for the period April 2009 to November 2009 inclusive (except Neasden which is shown for the period mid August

2009 to November 2009) and Table 2 indicates usage at Brent Customer Contact Points.

**Table 1**

<b>Local Office</b>	<b>Number of freephones</b>	<b>Average number of monthly calls made</b>	<b>Average number of monthly calls made per freephone</b>
Harlesden	1	260	260
Willesden	2	846	423
Town Hall	8	798	100
Brent House	4	1001	250

**Table 2**

<b>Customer Contact Point</b>	<b>Number of freephones</b>	<b>Average number of monthly calls made</b>	<b>Average number of monthly calls made per freephone</b>
Neasden	2	105	53
Kingsbury	5	150	30

Table 3 below shows the top five service areas accessed from each location for the periods April 2009 to November 2009 inclusive (except Neasden which is shown for the period mid August 2009 to November 2009).

**Table 3**

<b>Harlesden (Local Office)</b>	<b>Neasden (Customer Contact Point)</b>	<b>Kingsbury (Customer Contact Point)</b>	<b>Town Hall (Local Office)</b>	<b>Brent House (Local Office)</b>	<b>Willesden (Local Office)</b>
Housing Resource	Social Services	General Enquiries	Council Tax	Housing Benefits	Housing Benefits
Housing Benefits	Education Information Service	Housing Benefits	Housing Benefits	Council Tax	Council Tax
Council Tax	Council Tax	Council Tax	Housing Resource	Housing Resource	Streetcare
BHP Repairs	Streetcare	Streetcare	Streetcare	PHIU Lettings	Housing Resource
Education	General Enquiries	Corporate voicemail service	Environmental Health	Environmental Health	BHP South Kilburn Repair Team

Table 4 below indicates the top five most frequently accessed web sites from self service PC's in order of frequency (with the most frequently accessed at the top) for the period September 2009 to November 2009:

**Table 4**

<b>Harlesden Local Office</b>	<b>Neasden Customer Contact</b>	<b>Kingsbury Customer Contact Point</b>	<b>Town Hall Local</b>	<b>Brent House Local Office</b>	<b>Willesden Local Office</b>
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<b>complete</b>	<b>Point</b>		<b>Office</b>	<b>Complete</b>	
PHIU Home-finders	L B Brent website search facility	Brent Library catalogue	L B Brent website search facility	L B Brent website search facility	L B Brent website search facility
L B Brent website search facility	You Tube	L B Brent website search facility	Locata	Locata	PHIU Home-finders
Locata	Brent Library catalogue	Locata	PHIU – Home-finders	PHIU Home-finders	Locata
Transport for London	Locata	Job vacancies	Job vacancies	Job vacancies	Job vacancies
Multimap	Education	Job Seekers Direct	Multimap	Wembley stadium	Wembley Stadium

Tables 5 to 8 below show the top five services (the most frequent service enquiry being at the top) for which enquiries were received at each of the Local Offices during the period April to November inclusive for both 2008/9 and 2009/10 and the proportionate change in customer demand over the same period.

**Table 5 - Harlesden**

<b>Service Area</b>	<b>No of enquiries 2008/9</b>	<b>No of enquiries 2009/10</b>	<b>Percentage change</b>
Housing Benefits	11763	10958	-6.8%
Revenues	2090	2009	-3.9%
Housing Resources	1499	1071	-28.6%
General Enquiries	669	787	17.6%
BHP	841	325	-61.3%

**Table 6 - Brent House**

<b>Service Area</b>	<b>No of enquiries 2007/8</b>	<b>No of enquiries 2008/9</b>	<b>Percentage change</b>
Housing Benefits	26068	22521	-13.6%

Revenues	7416	6774	-8.7%
Planning	3070	2245	-26.9%
Housing Resource Centre	2176	1838	-15.5%
Internal Signposting	1608	1162	-27.7%

**Table 7 - Town Hall**

<b>Service Area</b>	<b>No of enquiries 2008/9</b>	<b>No of enquiries 2009/10</b>	<b>Percentage change</b>
Housing Benefits	9723	9363	-3.7%
General Enquiries	4573	4826	5.5%
Revenues	5916	4115	-30.4%
Internal Signposting	4405	4061	-7.8%
Housing Resource Centre	1145	967	-15.5%

**Table 8 - Willesden**

<b>Service Area</b>	<b>No of enquiries 2008/9</b>	<b>No of enquiries 2009/10</b>	<b>Percentage change</b>
Housing Benefits	13192	13835	4.9%
Revenues	3144	2657	-15.4%
General Enquiries	1551	1561	0.6%
Housing Resource Centre	1211	1194	-1.4%
BHP	935	551	-41.1%

Table 9 below shows the total volume of personal enquiries received by department / service area for the period April to November 2008/9 and 2009/10 respectively.

**Table 9**

<b>Department</b>	<b>2008/9</b>	<b>2009/10</b>	<b>% Change</b>
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Adult Social Services	3345	1873	-44.0%
Housing Benefits	60746	56677	-6.7%
Brent Housing Partnership	4087	1858	-54.5%
Building Control	1061	732	-31.0%
Childrens Services	736	360	-51.1%
Corporate enquiries	1350	974	-27.9%
Education Services	2265	1026	-54.7%
Environmental Health	113	61	-46.0%
Other environmental enquiries	1059	669	-36.8%
General enquiries	8762	8330	-4.9%
Housing Resources	6031	5070	-15.9%
Planning	3253	2368	-27.2%
Private Housing	1659	825	-50.3%
Revenues (Council Tax)	18566	15555	-16.2%
Streetcare	1546	877	-43.3%
Internal signposting	6384	5652	-11.5%
External signposting	3272	2317	-29.2%
<b>TOTALS</b>	<b>124235</b>	<b>105224</b>	<b>-15.3%</b>

**Table 10**

Table 10 below shows the total volume of telephone enquiries received by the contact centre for each service area listed between the period of April and November for 2008/9 and 2009/10 respectively.

<b>Department</b>	<b>2008/9</b>	<b>2009/10</b>	<b>% Change</b>
General Enquiries	40336	49523	+22.76
Housing Benefits	58336	55868	-4.23
Council Tax	84336	72385	-14.17
Streetcare	57310	55059	-3.92

Environmental Health	27349	24203	-11.50
Switchboard	179892	161887	-10.00
Totals	447559	418925	-6.39

	<p><b>Overview &amp; Scrutiny Committee</b> 9 February 2010</p> <p><b>Report from the Director of Policy &amp; Regeneration</b></p>
For Action	Wards Affected: ALL
<p><b>Neighbourhood Working January 2009 – January 2010</b></p>	

## Summary

The report details the work of the Neighbourhood Working Team between January 2009 and January 2010.

It sets Neighbourhood Working in the context of local initiatives to improve the way the council operates and the broader context of local and national elections.

Expenditure is reported and analysed and a more in-depth picture of some projects is included by way of case studies.

Results of consultation and actions taken to address the results are included, with a particular emphasis on joint activities with partners.

The report reviews the actions taken over the last year by Neighbourhood Working and identifies issues to be addressed over the coming year.

## Recommendations

Members are asked to comment on and note the report.

## **1. Context**

- 1.1. Neighbourhood Working operates across all 21 wards to:
  - Support elected Members in their contacts with ward residents to find out what their concerns are
  - Secure long term improvements in the way services are delivered to meet the needs of residents at the local neighbourhood level
- 1.2. In order to do this the team works with colleagues across all other departments to develop projects to tackle residents' concerns and to develop a strategic response to more complex issues. The team's approach is, therefore, entirely in tune with the "One Council" initiative introduced by the Chief Executive over the last year.
- 1.3. Another major initiative in the last twelve months has been the Improvement and Efficiency Strategy and Action Plan. Neighbourhood Working will be reviewed as part of the silver project looking at Total Place.
- 1.4. Like the whole of local government, Neighbourhood Working will be affected by the outcome of local and national elections. All three of the main parties have produced policy statements that refer to giving greater power to local people. The Conservatives have a five-pillar strategy to shift power away from the central state and firmly back to local people; the Labour Party pledges to give a stronger voice to communities to help shape the places they live and local services; while the Liberal Democrats state that they would scrap nationally set targets and performance indicators so that communities would be free to set their own priorities and targets, agreed with other public sector partners. Whoever wins the elections, it appears that Neighbourhood Working will continue to have an important role.

## **2. Structures**

- 2.1. Neighbourhood Working Steering Group

The Neighbourhood Working Officer Steering Group has met three times during this period. (One meeting had to be cancelled at the last minute to accommodate training related to the Improvement and Efficiency Action Plan.) Officers are considering the future of this group in light of agreement to hold quarterly officer meetings for each ACF cluster of wards.
- 2.2. Neighbourhood Working Member Reference Group (MRG)

The MRG has met five times during this period. Members of the Group are:

  - Cllr Gavin Sneddon (Chair)
  - Cllr Alan Mendoza
  - Cllr Mary Farrell (January- May)
  - Cllr Janice Long (May-present)



The MRG receives regular updates on the work of the team, progress on projects and budget expenditure. In addition to this they make recommendations on expenditure in wards where the ward members have been unable to reach agreement.

### **3. Communications**

#### **3.1. External**

- 3.1.1. The team has continued to undertake a regular schedule of walkabouts with members. Following concerns that walkabouts were not as effective in some areas as others, they have been organised in a more targeted way to ensure that contact is made with a larger number of people.
- 3.1.2. Since April 2009 the team have undertaken 17 walkabouts with members. However, members should note that in some wards councillors do not hold walkabouts preferring to use other methods of hearing from residents.
- 3.1.3. During the year the team has increased its contact with schools to improve engagement with children and young people, who are usually under-represented in consultation responses. There have been 18 sessions with young people in schools, 15 of which were attended by ward members. Most of these were held during Local Democracy Week, which also featured a visit to the Council Chamber from Oakington Manor Primary School to meet their local councillors.
- 3.1.4. The range and number of partnership days and events has grown during this year. The team has participated in 14 events including clean-up days with Environmental Health, Community Payback and local residents; Community Improvement weeks with the Police, Fire Service, Trading Standards, Streetcare and others; and "Not in My Neighbourhood Week", a national initiative to raise awareness of what is being done to tackle crime and anti-social behaviour and what residents can do to protect themselves and their property.
- 3.1.5. Over the summer months the team attended the following festivals and events with a "Wish upon a star" prize draw to encourage residents to express their priorities for their areas:
  - Eton Grove Eco-cultural Festival
  - John Kelly School Summer Fair
  - Gladstonebury Festival
  - Respect Festival
  - Queen's Park Day
  - Brent Countryside Day
- 3.1.6. This year members of the team also attended the Eid and Diwali celebrations to engage with people from Asian communities, as these communities had previously been under-represented in consultation responses.

3.1.7. The team regularly attend meetings of community groups and Tenants' and Residents' Associations to hear their concerns and ideas about their areas, a total of 27 in the year. They also attend all Police Safer Neighbourhood Team ward panels.

3.1.8. Work with the Area Consultative Forums (ACFs) has improved since the allocation of wards was changed in April 2009 to reflect, as far as possible, the ACF ward clusters. The same member of the team now attends each ACF meeting in an area, which makes it easier for residents to recognise them and approach them in the networking break, even if they are not speaking on that occasion. Team members have also made presentations to each ACF setting out priorities for each ward, project ideas and expenditure.

3.1.9. The team is now working closely with the Consultation Team to develop ways to make the ACFs more interactive and representative. At the November meeting of the Wembley ACF they piloted a ward-based approach where, for part of the time, the meeting split into small ward groups, each chaired by a ward member, to discuss priorities and projects for Neighbourhood Working funds for that ward. Residents, members and officers all said they found the approach useful so it may now be tried elsewhere.

### 3.2. Neighbourhood Bulletins

3.2.1. In the period January – December 2009 44 Neighbourhood Bulletins were produced and circulated to residents. Each bulletin includes a tear-off slip for residents to suggest ways to improve their area, as well as a "You said... we did" section, information from the local police Safer Neighbourhood Team, details of councillor surgeries and other local information. Results from the tear-off slips are included in the information on consultation in Appendix 2.

### 3.3. Web presence

3.3.1. The Neighbourhood Working Team continues to have a presence on the BRAIN website. However, over the past few months efforts have focussed on the Brent Council website, where we have increased our presence, providing dedicated ward pages and making our Neighbourhood Bulletins electronically available online.

### 3.4. Internal communications

3.4.1. Since April 2009, the Neighbourhood Working Manager has produced a quarterly update for internal colleagues (also sent to some external partners). The update includes:

- Feedback from consultation
- The priorities identified for each ward
- A list of projects the Neighbourhood Working team are undertaking and which partners are involved
- Issues that are being raised across a number of wards, where a more strategic approach may be needed. This is to help to identify areas for joint working and more strategic engagement.

Colleagues have said that they find it very useful and it has encouraged them to come forward with project proposals related to ward priorities.

#### **4. Partnerships**

- 4.1. The Neighbourhood Working team has continued to develop and sustain a wide range of partnerships with external agencies. In total the team operates in 16 ongoing partnerships in addition to the 21 SNT ward panels and more informal partnership working. Appendix 1 shows a list of ongoing partnerships
- 4.2. The aims of the partnerships can vary greatly from information sharing to taking a strategic approach to a particular area, to project development. Appendix 1 also includes a list of joint projects.

#### **5. Consultation results**

- 5.1. The overall results of consultation from festivals and tear-off slips are included in Appendix 2. (The tear-off slips come from Neighbourhood Bulletins, walkabouts and the leaflets that we leave in libraries, one-stop shops etc.)
- 5.2. The information on residents' concerns is used to assist ward members to identify priorities for their ward, which in turn help with deciding between project ideas.
- 5.3. All types of Neighbourhood Working consultation include equalities monitoring questions. The team use this information to target consultation to parts of the community where there has been a low response e.g. Asian communities and young people, as mentioned above (paragraphs 3.1.6 and 3.1.3)
- 5.4. The results of consultation are also passed on to colleagues in the Corporate Policy team, who incorporate them into the corporate evidence base. Although the results are not exactly scientific as they are not based on a representative random sample, they do tend to represent the views of people the council would not otherwise hear from – individuals simply approached in the street or at festivals. This makes them a valuable additional source of information.

#### **6. Ward budgets 2008/09**

- 6.1. In 2008/09, overall ward budgets totalled £639,401 because of funds carried over from the previous year. Total spend was £634,881 leaving an underspend of £4,522.
- 6.2. Appendix 3 gives a list of 2008/09 expenditure by ward. Analysis of this expenditure shows the following.
- 6.3. Table 1 below shows the allocation of funds to priority themes:

**Table 1**

<b>Theme</b>	<b>Number of projects</b>	<b>Amount (rounded figures)</b>
Community Safety	36	£133,300
Sustainable living	4	£6,375
Street Scene	27	£95,875
Transport	3	£11,200
Parks and open spaces	19	£181,400
Refuse and recycling	4	£12,600
Engaging young people	37	£147,250
Businesses, shops and services	3	£4,775
Other	16	£42,100

While these figures give a good indication of how the ward budgets were spent, they can never be entirely accurate because it is often a matter of judgement which category a project should be included in. Is a youth project “Engaging young people” or “Community Safety” if it is intended to reduce anti-social behaviour? Is an alley-gating project “Refuse and recycling”, “Community Safety” or even “Businesses shops and services” if the gates are to prevent fly-tipping and prostitution in an alley-way that runs behind shops?

The table shows that the expenditure broadly reflects the issues that residents raise most frequently with the team i.e.:

- Not enough for young people to do
- Anti-social behaviour
- Concerns about street scene
- Valuing our parks and open spaces (in answer to the question “What do you like best about your area”)

The table also shows that, although the council’s priorities are not the key determinant of NW expenditure, the projects funded have addressed these priorities.

6.4. Table 2 below shows how the funds were spent in conjunction with other departments and the amount of match funding contributed by departments

**Table 2**

<b>Service area</b>	<b>Number of projects</b>	<b>Amount</b>	<b>Match funding</b>
Environmental Health	12	£42,882	£1,475
Libraries Arts and Heritage	15	£67,914	£8,690
Lighting	4	£53,586	
Parks	16	£165,029	£25,000
Sports	5	£18,298	
Streetcare	11	£71,034	
Trees	2	£9,250	

Youth Service	3	£24,418	£7,700
BHP	2	£26,853	£29,353
Town Centre Managers	2	£4,280	£1,455

NB Table 2 does not include funds spent with external partners such as Safer Neighbourhood Teams.

6.5. The table shows the extent to which Neighbourhood Working funds have been employed to support the work of other departments. In many instances it has allowed colleagues to achieve results that they and residents have wanted for some time, but which don't get to the top of the priority lists.

6.6. Neighbourhood Working also funded 36 projects in the voluntary and community sector (VCS) totalling £87,232. Match funding from the VCS, schools and housing associations (including grant funding) totalled £62,610.

## **7. Ward budgets 2009/10**

7.1. Although the financial year still has some time to run, the Member Reference Group asked ward members to allocate all of their funds by the end of December 2009. This means that most ward budgets are fully allocated, but not yet fully spent.

7.2. Appendix 4 shows a list of projects by ward for 2009/10 and the overall budget overview in January 2010. However, members should note that no detailed analysis has yet been undertaken as things may change before the end of the financial year.

7.3. As at the end of January 2010, £337,713 has been allocated and £6,076 has yet to be allocated.

## **8. Achievements**

8.1. The Neighbourhood Working team consider that spending almost the entire budget for 2008/09 on a wide range of interesting and innovative projects was one of their major achievements. Identifying and developing imaginative solutions remains a strength in 2009/10.

8.2. Appendices 3 and 4 give an overview of the wide variety of projects that have been funded. Appendix 5 gives a more in depth picture of some of the interesting initiatives the team have been working on.

8.3. It is easy to get caught up with funding and projects but this is actually only part of the work of the team. A number of issues have been tackled without using any Neighbourhood Working funds, including working with partners to tackle issues arising from neglected empty properties; obtaining a disabled parking bay for sheltered housing; pigeon-proofing under Ealing Road bridge.

8.4. Developing and sustaining partnerships is another key achievement. In particular, the partnership taking forward the paan spitting campaign

(detailed in Appendix 5) has been difficult to maintain and has successfully kept a wide range of partners on board.

## **9. Challenges**

- 9.1. The team continue to face a number of challenges in achieving the aims of Neighbourhood Working.
- 9.2. Since April 2009 each of the coordinators has been working in five wards, while the Neighbourhood Working Manager works in one. This has been hugely challenging for the coordinators and has meant that they have not been able to do as much project development as they would like to do and as members would like them to do. The team are currently considering ways to encourage service area colleagues to take more responsibility for project development and management.
- 9.3. Wards that are split politically present particular challenges and it can often be difficult for the coordinator to arrange meetings and walkabouts and for the members to reach agreement on priorities and projects. (Even in some wards that are not split members are reluctant to meet and prefer to do everything through email.) Coordinators are sometimes put under pressure to meet members from different groups separately, but as this has been shown to breed mistrust they always arrange meetings for all three councillors.
- 9.4. In 2009/10, as in 2008/09, the Member Reference Group was called on to decide which projects to recommend in two wards – Kensal Green and Queensbury. In the former there had been agreement on the allocation of most of the budget and the MRG decided on the remainder. In the latter, only one project had been agreed by all three members, so the MRG decided on the bulk of the budget.
- 9.5. Some members have been reluctant to engage in the way envisaged in the Support Notes for Members. Some members do not want to have meetings and some do not do walkabouts. In these instances the coordinators sometimes undertake what consultation they can without members, (but clearly this does not fulfil the first aim of Neighbourhood Working) and try to get agreement by email, which can be time-consuming and difficult.
- 9.6. Members and officers alike can be passionate about issues and project ideas that they have. This can sometimes mean that they put pressure on the team to fund projects that do not fall within the scope of Neighbourhood Working. This may be because, for instance, they do not meet the priorities set by members for the ward; they have ongoing revenue implications; they should be met from another budget. Officers will always state why they consider that a project is not appropriate for Neighbourhood Working funding, but ultimately the Director of Policy and Regeneration will advise. While it is important that the Neighbourhood Working process is member-led, it must take place within a robust legal and procedural framework.

- 9.7. As stated above in paragraph 1.1, one of the aims of Neighbourhood Working is to secure long term improvements in the way services are delivered to meet the needs of residents at the local neighbourhood level. This has been possible through individual projects, particularly where these have been used as pilots or have stimulated departments to provide a new service or to change the way they deliver an existing service. However, it has not yet proved possible to identify any major achievable long term improvements. The most effective way to achieve this would be through service reviews and the team have already contributed to the review of the Youth Service through the Brent Excellence Support Team.
- 9.8. Linked to this is the need to ensure that projects or project outcomes are sustainable. The MRG asked the team to focus on sustainability for 2009/10. Where there is a physical project such as trees, a DVD or benches, this is not a problem. Some other projects have less tangible outcomes that are, nonetheless sustainable – learning or confidence building from a youth project for instance. Difficulties arise where, an organisation has a good idea to tackle a particular priority issue, but there is no clear exit strategy, long-term outcome or alternative source of funding. Because of the issues raised in paragraph 9.2 above, coordinators do not have the time they would like to support organisations or projects to identify long-term funding.

## **10. The future**

- 10.1. The coming year will be an interesting one for Neighbourhood Working. The local elections will mean that no Neighbourhood Bulletins will be produced between mid-March and the end of May and that none of the ward funds for 2010/11 will be spent before the Annual Meeting.
- 10.2. The elections may also mean that there will be new councillors to work with and the team will play a role in the process of supporting any new members; helping them to familiarise themselves with the Neighbourhood Working process and, if necessary, important contacts and issues in their wards.
- 10.3. As the time in which funds can be allocated and spent will be somewhat truncated, it may be necessary to try a different way of working for 2010/11. For instance, departments and partners could be asked to produce a “shopping list” of costed projects, based on identified resident priorities. This could assist members to identify appropriate projects quite quickly and could be used as the basis for resident consultation. However, it should not be a substitute for the problem-solving approach that is usually applied in Neighbourhood Working. There would still be scope to identify and develop innovative responses to issues in addition to the ideas proposed on the list and to apply individual solutions. Members would still have the opportunity to include their own ideas.

## **11. Financial Implications**

11.1. There are no direct financial implications. However, the effective implementation of Neighbourhood Working is one of the council's initiatives to ensure value for money, by providing services that are targeted effectively and that meet the expressed needs of local residents

## **12. Legal Implications**

12.1. None

## **13. Diversity implications**

13.1. Neighbourhood Working is one of the ways in which the council responds to the needs of our diverse communities in a direct and positive way.

13.2. As mentioned in paragraph 5.3 above, during this year the team has made use of the equalities monitoring information gathered from consultation to specifically target communities where the response has been low compared to the demographic. In addition to these examples, the team has also made contact with Mosaic, the LGBT youth group.

## **Background Papers**

Neighbourhood Working Support Notes for Members

## **Contact Officers**

Christine Collins, Neighbourhood Working Manager  
020 8937 1971

Phil Newby  
Director Policy and Regeneration



## Appendix 1

### Partnership Working

The Neighbourhood Working Team has participated in the following ongoing partnerships.

- All Police Safer Neighbourhood Team ward panels (21)
- All Children and Families Locality Partnership Boards (5)
- Barnhill Partnership including:
  - Chalkhill Primary School
  - Willows Children's Centre
  - Metropolitan Housing Trust
  - Job Centre Plus
  - Brent Regeneration Team
  - Chalkhill Community Centre
  - Chalkhill Forum
  - BHP Wardens
  - Poplar Grove Youth Centre (Brent Youth Service)
  - Safer Neighbourhood Team
- Church Road Multi-Agency steering Group including:
  - StreetCare
  - Town Centre Manager
  - Safer Neighbourhood Team
  - Fortunegate Community Housing
  - LBB Anti-Social Behaviour Team
  - LBB Planning
  - LBB Transportation
- Harlesden Town Centre Partnership
- Hillside Housing Trust including:
  - Hillside Housing
  - Brent Housing Partnership (BHP)
  - Ward Councillors
  - Safer Neighbourhood Team
- Kilburn Town Centre Partnership
- North Kilburn Partnership including:
  - Safer Neighbourhood Team
  - College of North West London
  - Locality Coordinator, Children and Families
  - Voluntary and Community Sector
- Paan Spitting Steering Group including:
  - NHS Brent
  - Safer Neighbourhood Team
  - Brent and Harrow Trading Standards
  - Wembley Town Centre Partnership
  - Streetcare
- Pinemartin Steering Group including:
  - Stadium Housing
  - BHP

- London & Quadrant Housing
  - Pinemartin Residents' Association
  - Groundwork UK
- Tobacco Control Alliance including:
  - NHS Brent
  - Brent and Harrow Trading Standards
  - Fire Service
- Wembley Town Centre Partnership
- Willesden Green Town Centre Partnership

**Joint Projects with partners**

The team has undertaken a range of projects working closely with partners. These include:

- Neighbourhood Watch schemes with Safer Neighbourhood Teams, Brent Neighbourhood Watch Association and RSLs (where relevant)
- Youth diversion activities with SNTs, Brent Youth Service, voluntary and community organisations, Brent ASB team and relevant RSLs
- Consultation projects with RSLs, BHP, Residents' Associations and Groundwork UK
- Crest Academy Youth club with Crest Academy Boys school, Crest Academy Girls school, Connexions service, Youth service, Stadium Housing, Dollis Hill SNT, Kingfisher Community Centre

## Appendix 2

### Consultation results

#### Consultation results 2008/09: At a glance summary

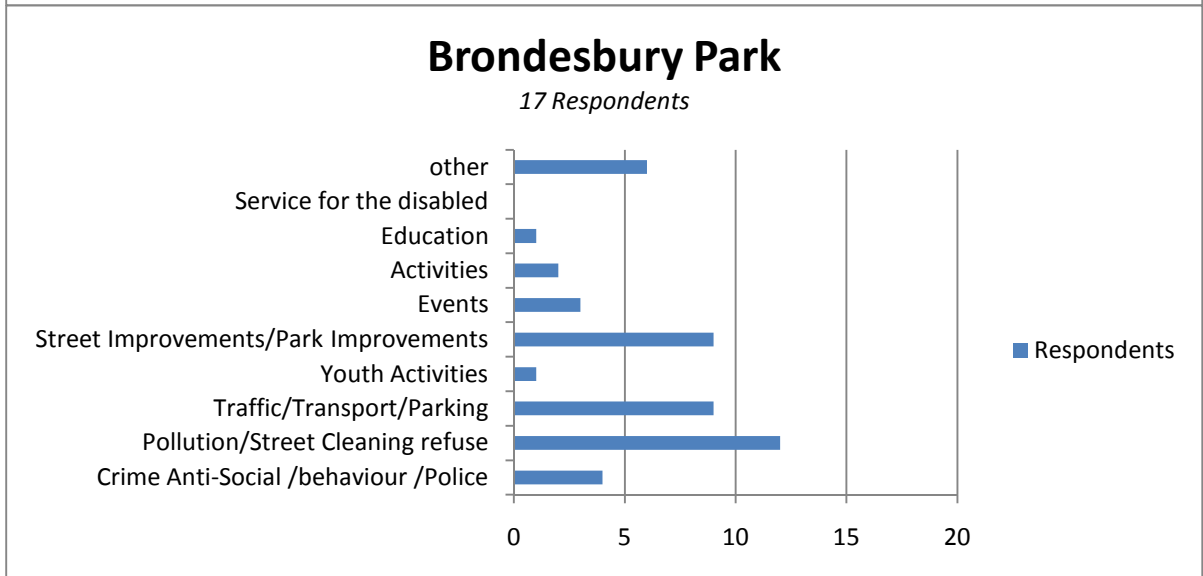
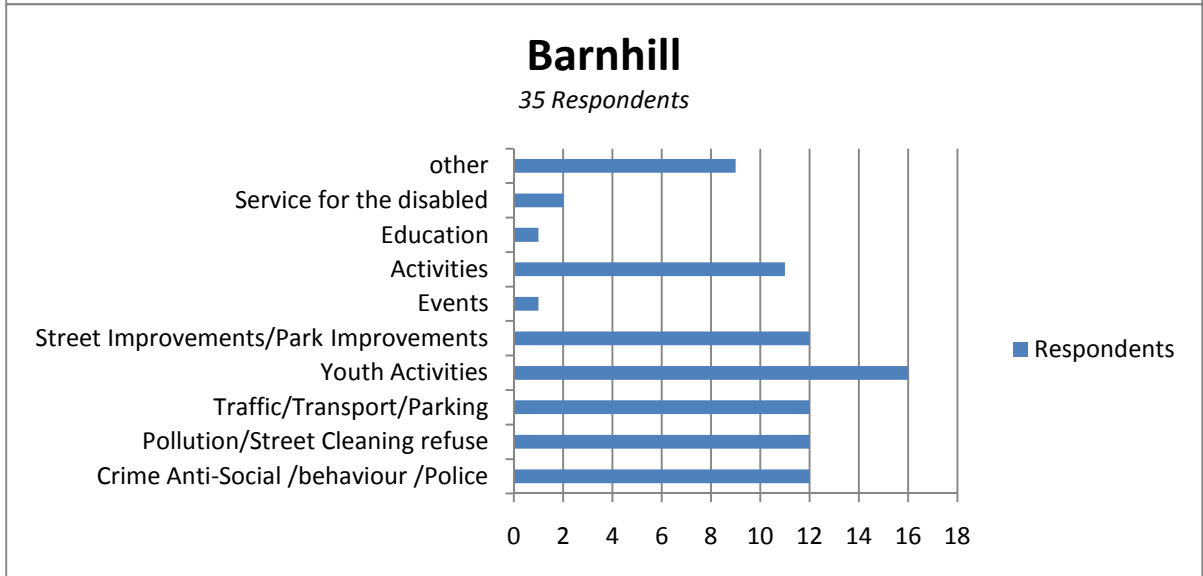
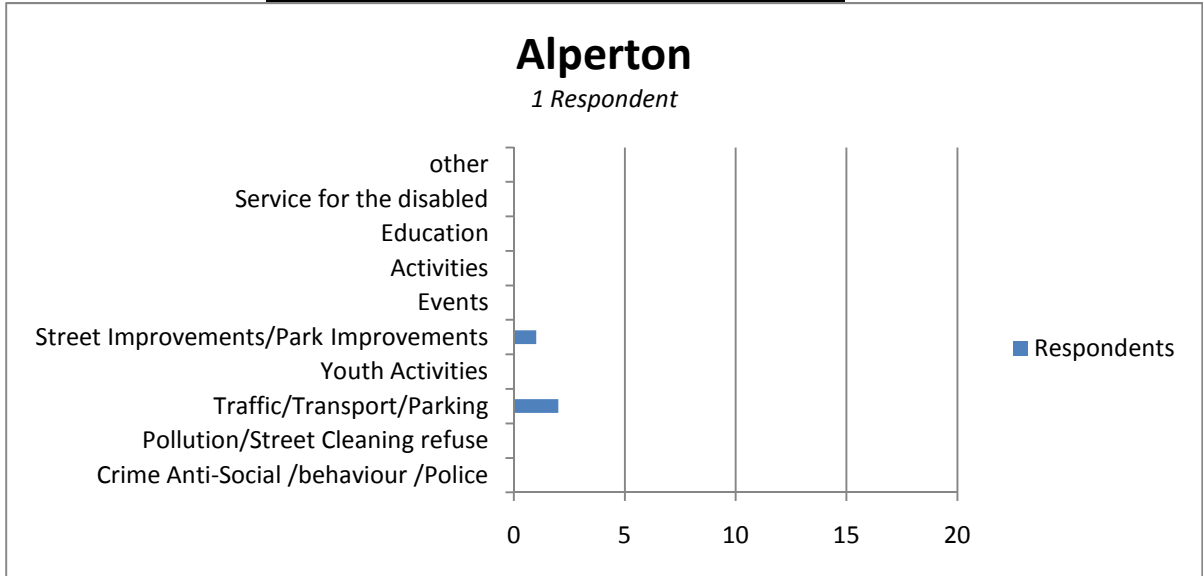
Ward	Top Issues
Alperton	<ol style="list-style-type: none"> <li>1. Street scene (paan spitting, litter, fly-tipping, poor pavements)</li> <li>2. Parking and traffic congestion</li> <li>3. Crime and personal safety (particularly young people)</li> <li>4. Activities for young people</li> </ol>
Barnhill	<ol style="list-style-type: none"> <li>1. Road and pavement repairs</li> <li>2. Parking on pavements</li> <li>3. Litter</li> </ol>
Brondesbury Park	<ol style="list-style-type: none"> <li>1. Crime (residential burglary and vehicle crime)</li> <li>2. Street scene (pavement condition and overall cleanliness)</li> <li>3. Tiverton Green</li> </ol>
Dollis Hill	<ol style="list-style-type: none"> <li>1. Activities for young people</li> <li>2. Fly-tipping</li> <li>3. Pavements</li> </ol>
Dudden Hill	<ol style="list-style-type: none"> <li>1. Street scene (litter and graffiti)</li> <li>2. Youth diversion</li> <li>3. Community safety</li> </ol>
Fryent	<ol style="list-style-type: none"> <li>1. Poor state of pavements</li> <li>2. Street Cleaning</li> <li>3. Activities for young people</li> </ol>
Harlesden	<ol style="list-style-type: none"> <li>1. Crime and ASB</li> <li>2. Activities for young people</li> <li>3. Dog fouling</li> </ol>
Kensal Green	<ol style="list-style-type: none"> <li>1. Activities for young people</li> <li>2. Street cleanliness</li> <li>3. Drug dealing</li> </ol>
Kenton	<ol style="list-style-type: none"> <li>1. Activities for young people</li> <li>2. Speeding traffic</li> <li>3. Pavements</li> </ol>
Kilburn	<ol style="list-style-type: none"> <li>1. Crime</li> <li>2. Fly-tipping</li> </ol>

	3. Youth provision
Mapesbury	1. Fly-tipping 2. Anti social behaviour 3. Poor state of pavements
Northwick Park	1. Cars parking on pavements (especially at Byron Court School) 2. Tree planting 3. Activities for young people 4. Traffic (speeding and poor road surfacing)
Preston	1. Activities for young people 2. Traffic and parking 3. Paving
Queen's Park	1. Activities for young people 2. Poor state of pavements 3. Parking issues
Queensbury	1. Poor state of pavements 2. Fly-tipping 3. Activities for young people
Stonebridge	1. Activities for young people 2. Dumped rubbish, litter and fly-tipping 3. Crime and ASB (including drugs)
Sudbury	1. Street cleanliness 2. Young people, ASB and drugs 3. Traffic and parking
Tokyington	1. Crime 2. Cleanliness 3. Parking
Welsh Harp	1. Poor state of pavements 2. Anti-social behaviour 3. Tree maintenance
Wembley Central	1. Paan spitting 2. Street scene (litter, fly-tipping, poor condition of pavements and street furniture)
Willesden Green	1. Fly-tipping 2. Dog fouling 3. Youth ASB

**Top issues: all wards**

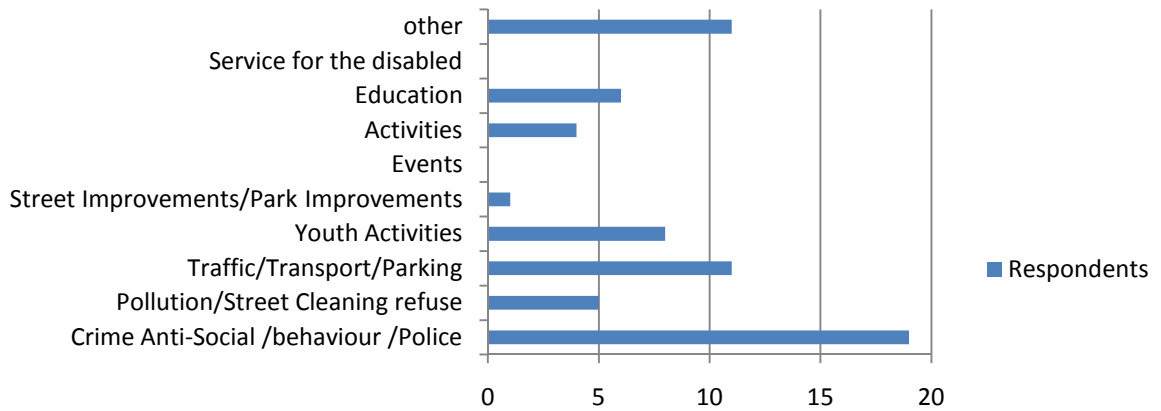
1. Activities for young people
2. Poor state of pavements and roads
3. Street scene (encompassing cleanliness and littering)
4. Parking (home/street) and traffic congestion
5. Crime and anti-social behaviour
6. Fly-tipping

**Overall Festival Results Summer 2009**



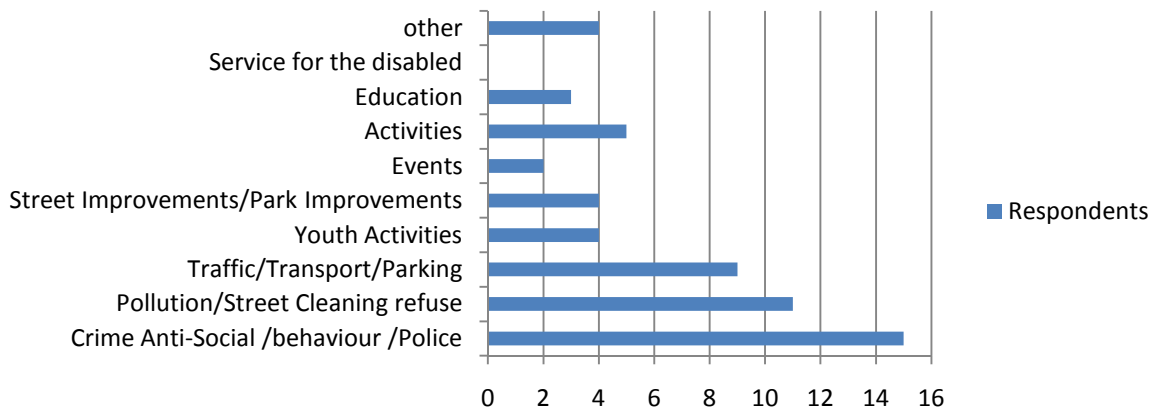
## Dollis Hill

35 Respondents



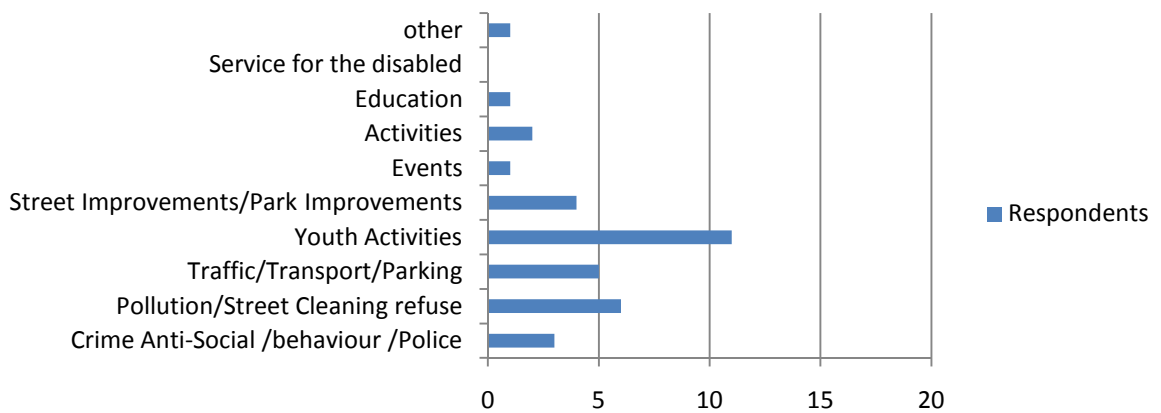
## Dudden Hill

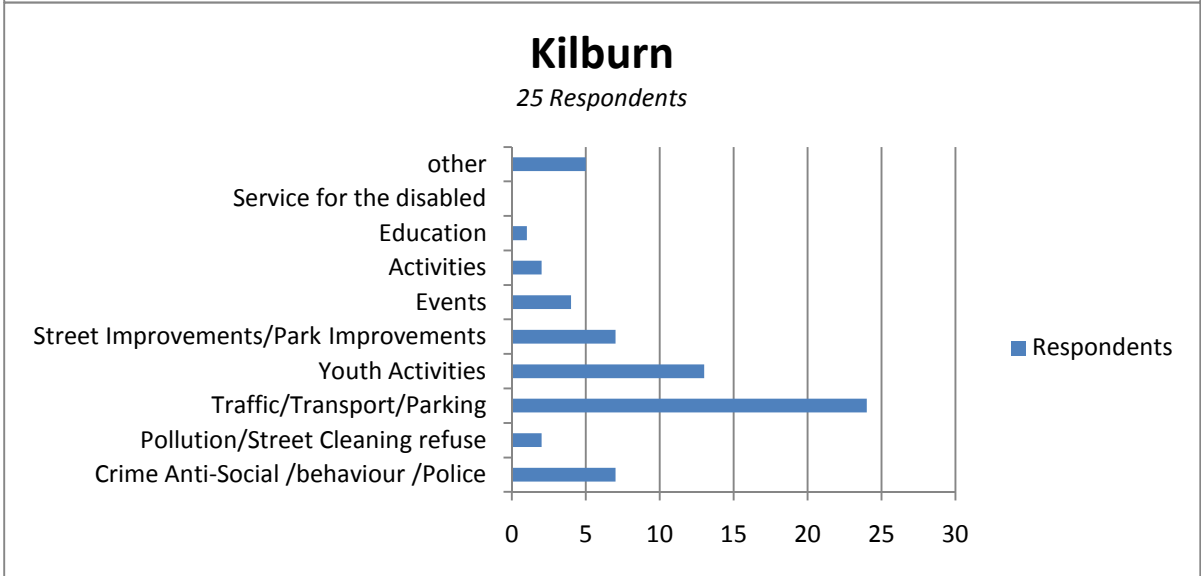
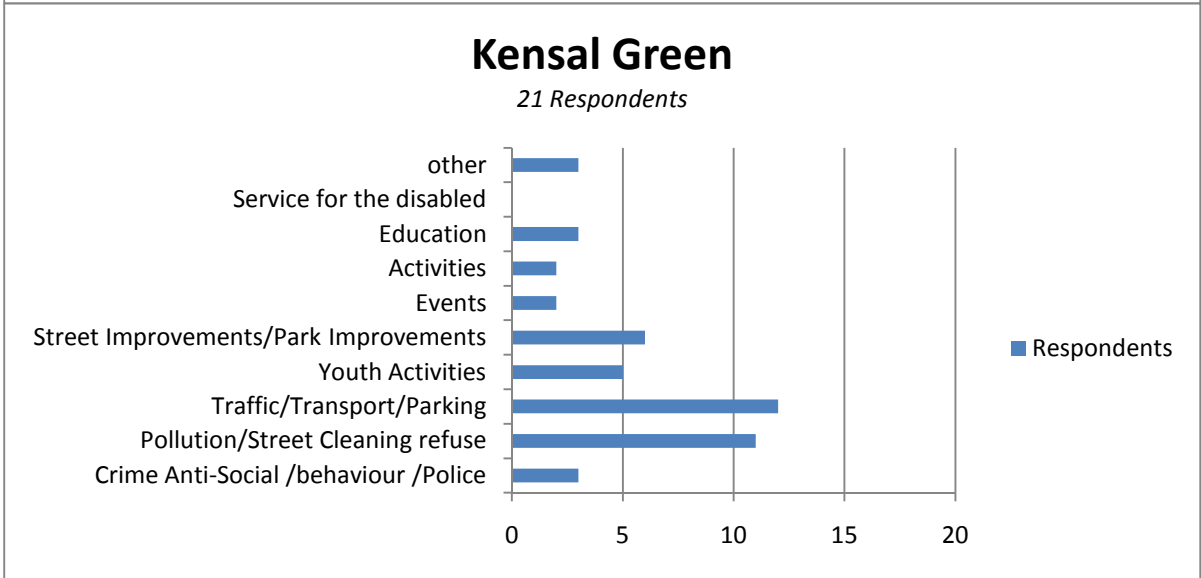
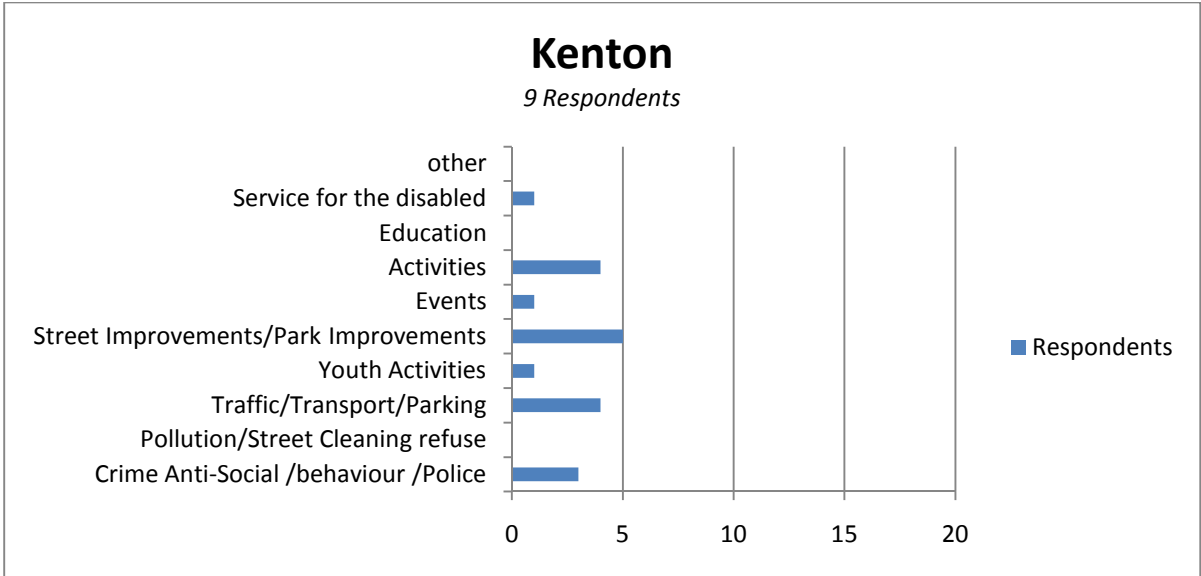
29 Respondents



## Fryent

14 Respondents

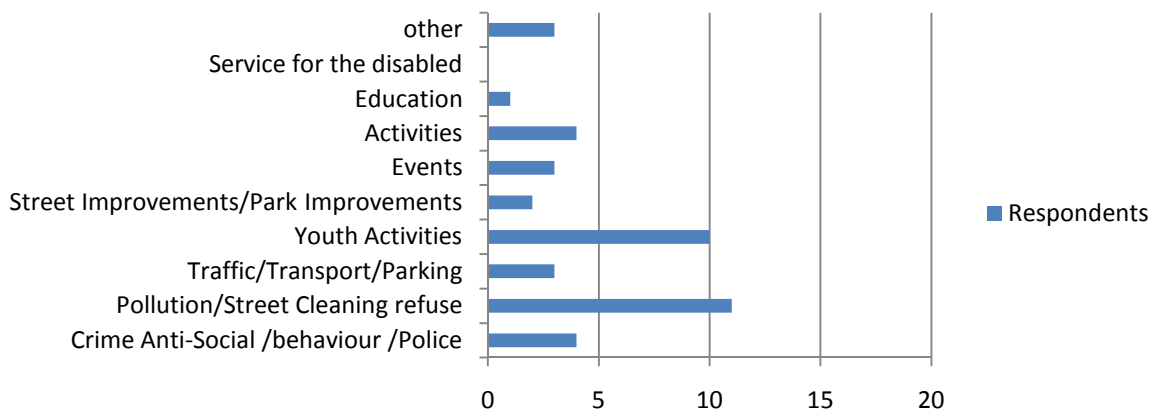






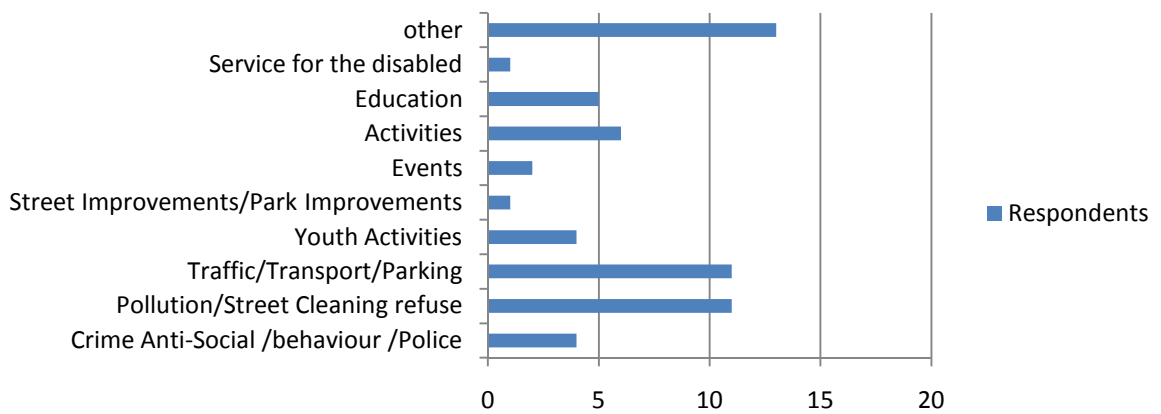
## Harlesden

13 Respondents



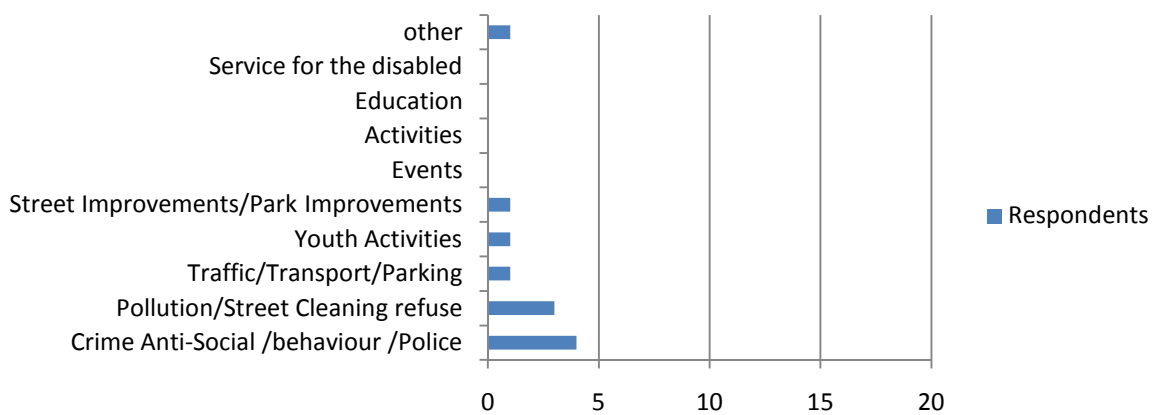
## Mapesbury

25 Respondents



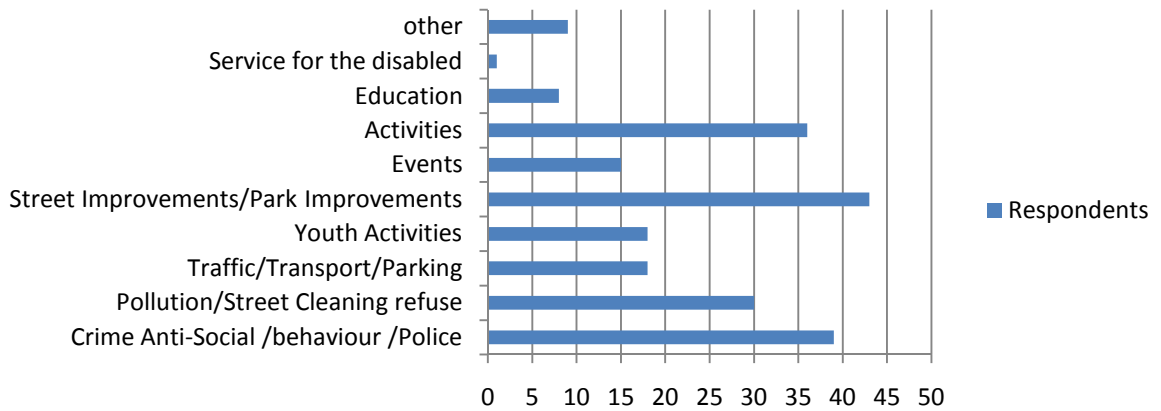
## Northwick Park

4 Respondents



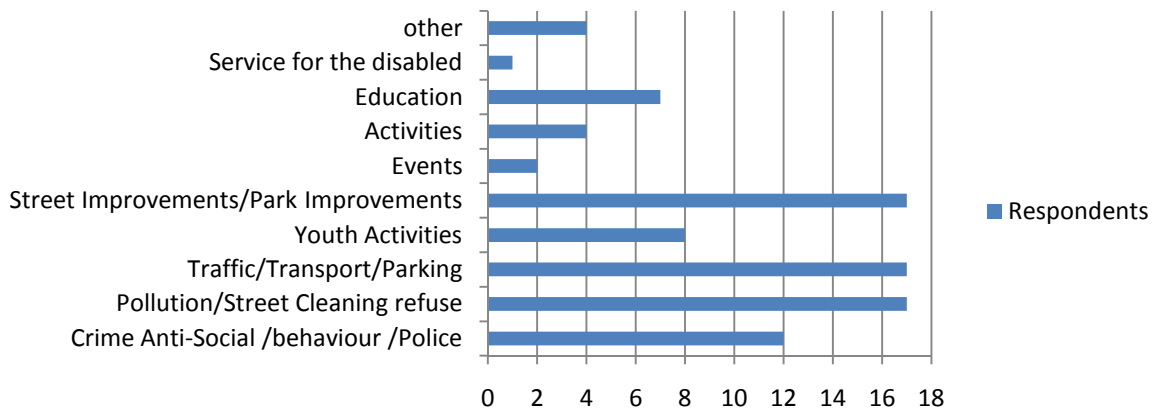
## Queensbury

95 Respondents



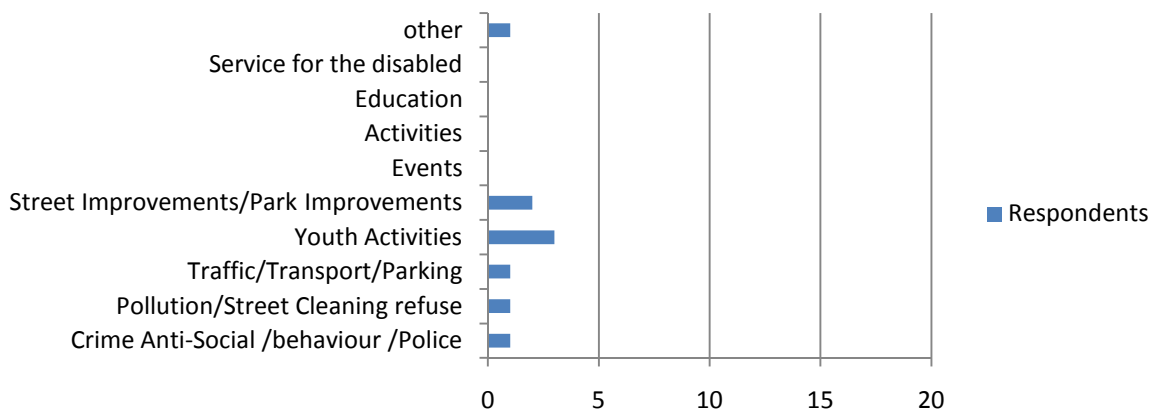
## Queens Park

35 Respondent



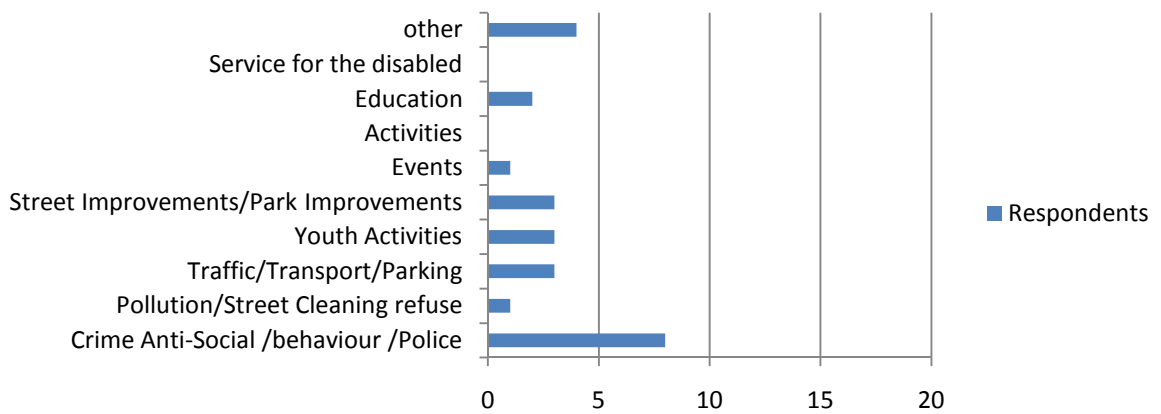
## Preston

3 Respondents



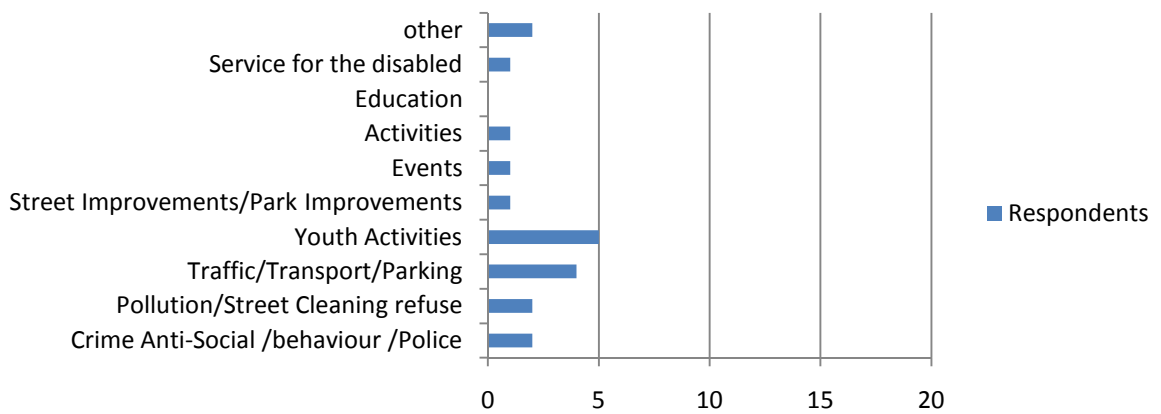
## Stonebridge

12 Respondents



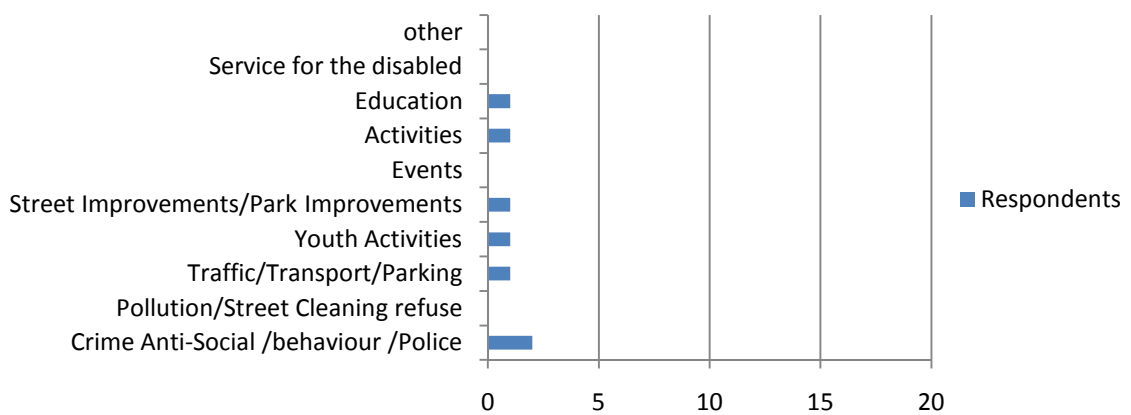
## Sudbury

7 Respondents



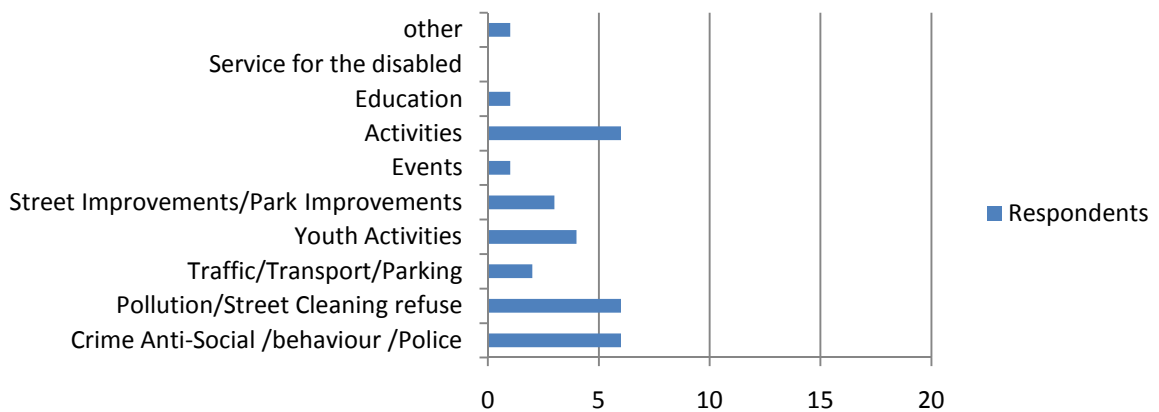
## Tokyngton

3 Respondents



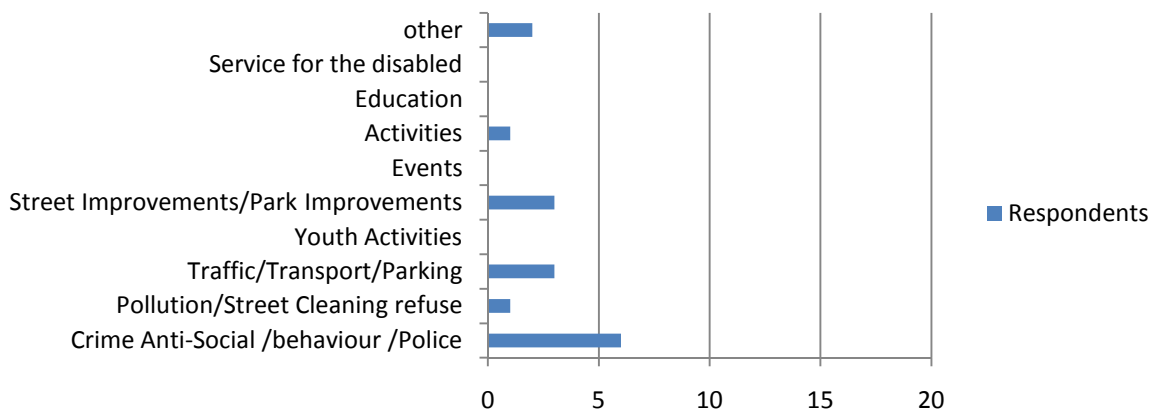
## Welsh Harp

17 Respondents



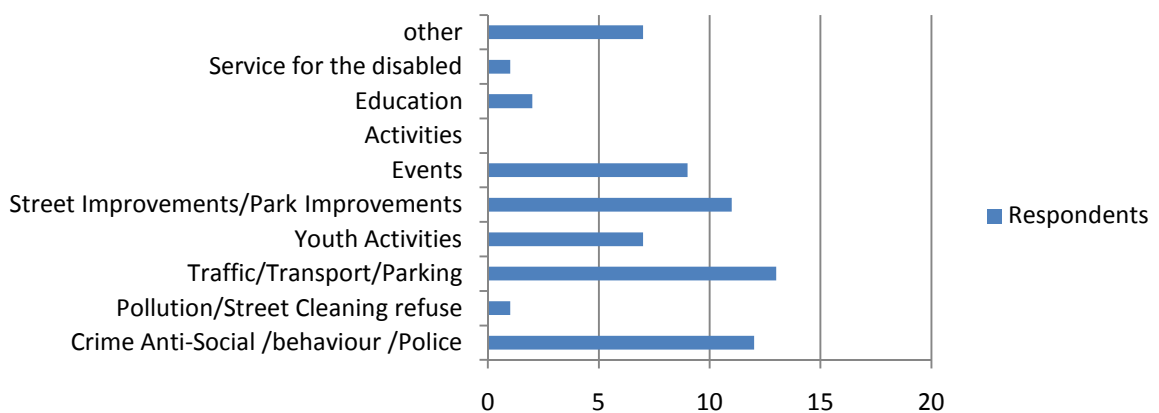
## Wembley Central

5 Respondents

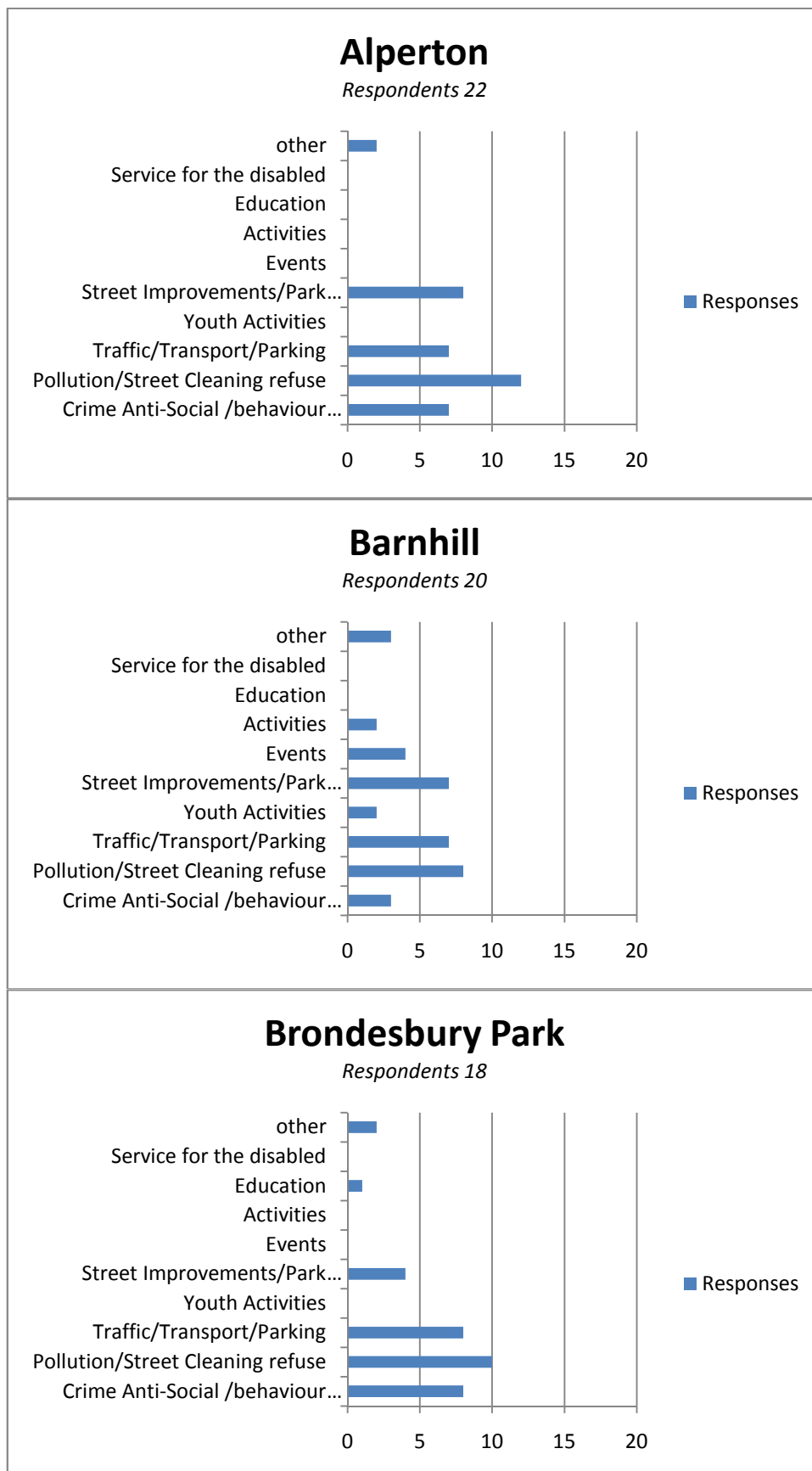


## Willesden Green

25 Respondents

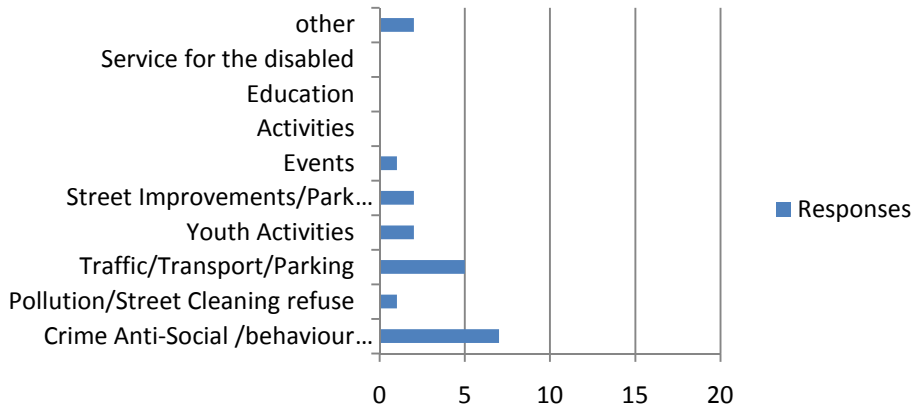


## Consultation results – tear-off slips



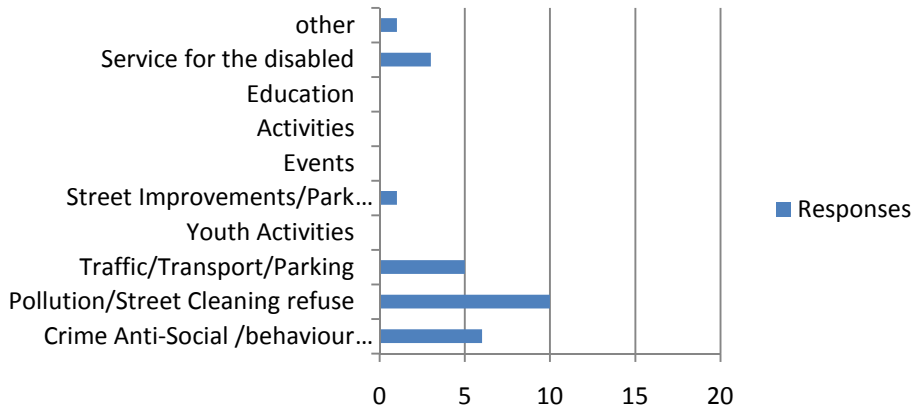
## Dollis Hill

Respondents 16



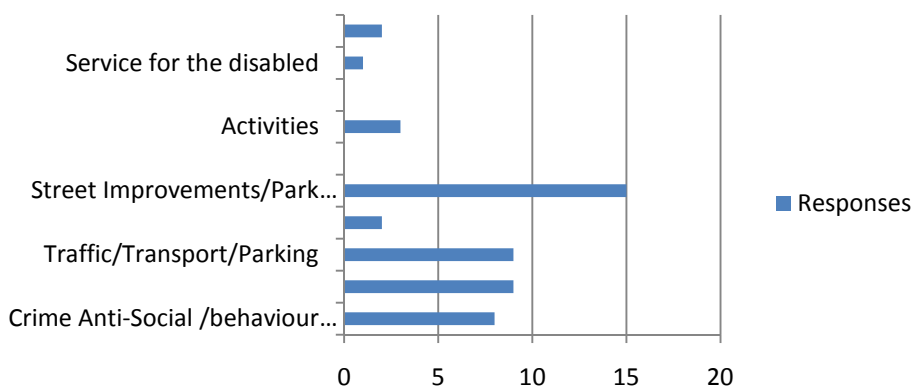
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Respondents 16



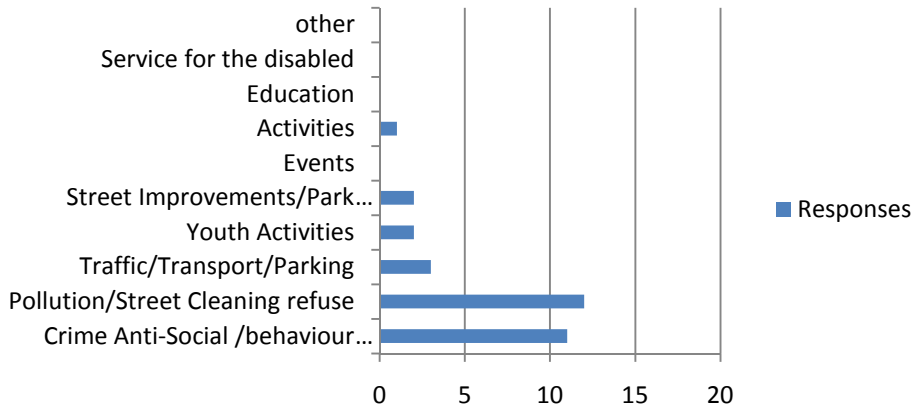
## Fryent

Respondents 24



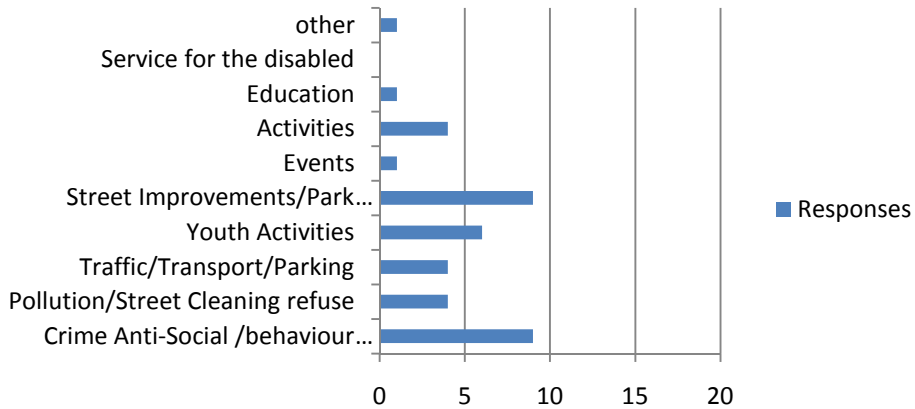
## Harlesden

Respondents 22



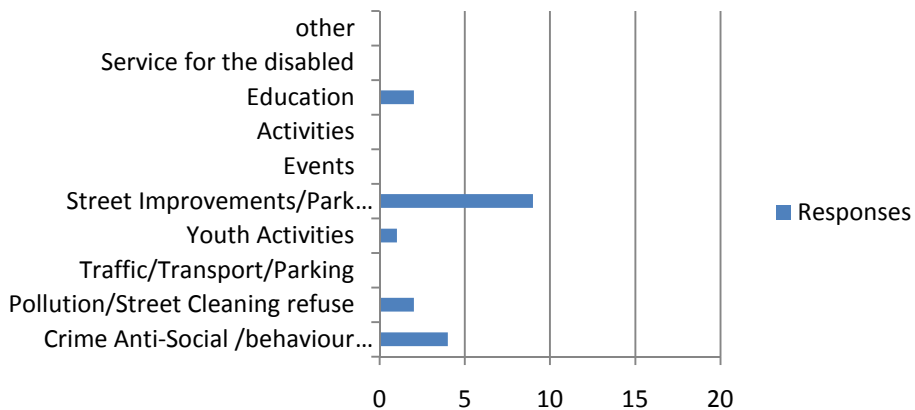
## Kensal Green

Respondents 19



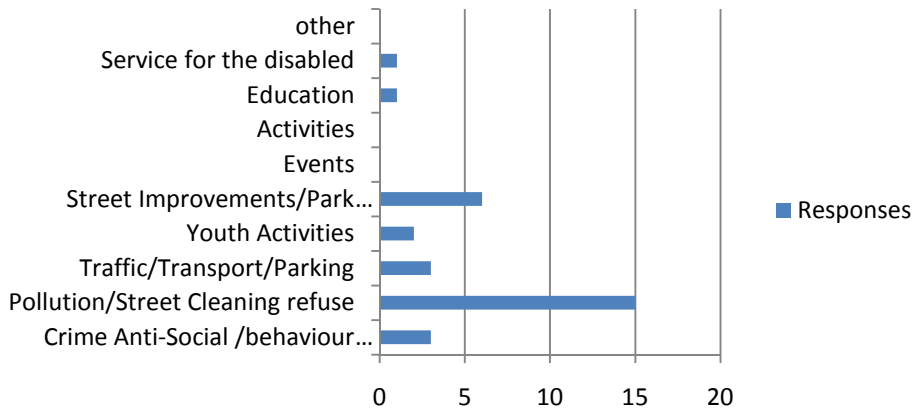
## Kenton

Respondents 12



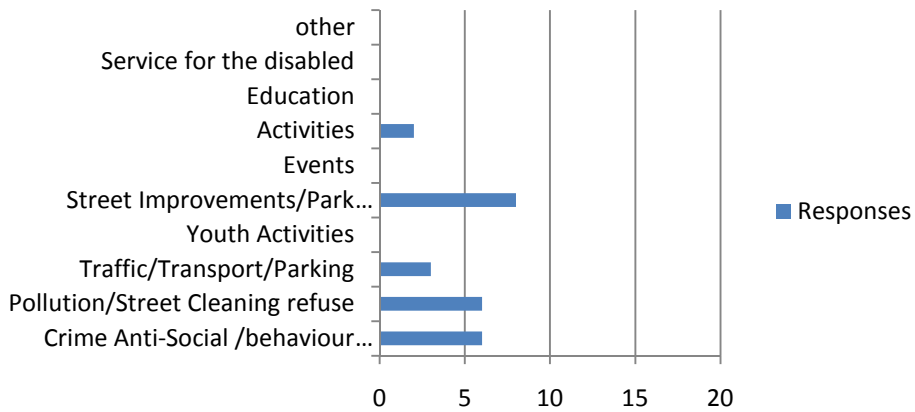
## Kilburn

Respondents 14



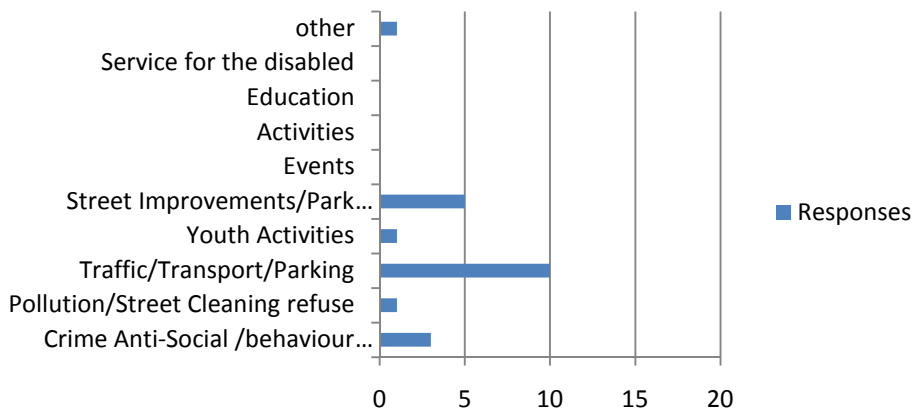
## Mapesbury

Respondents 14

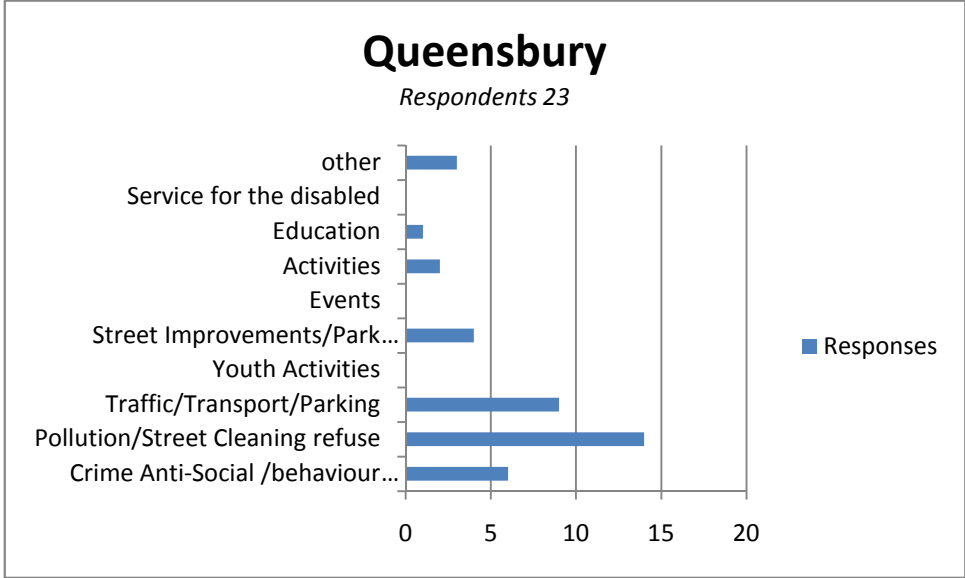
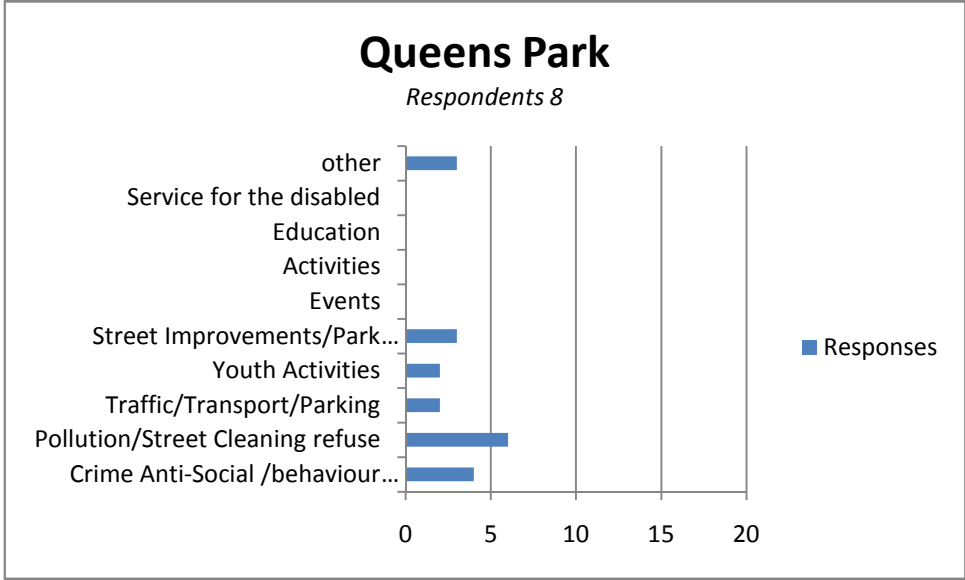
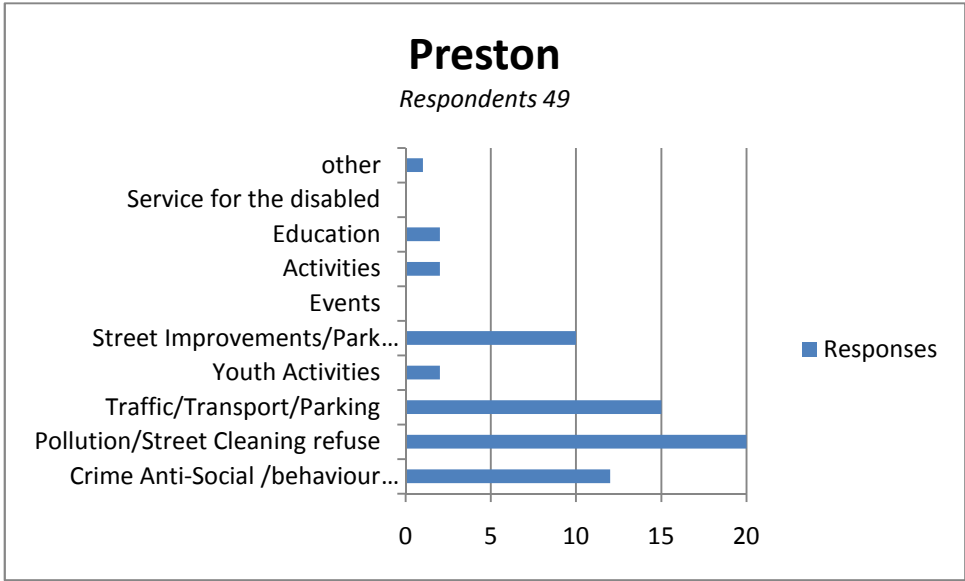


## Northwick Park

Respondents 11

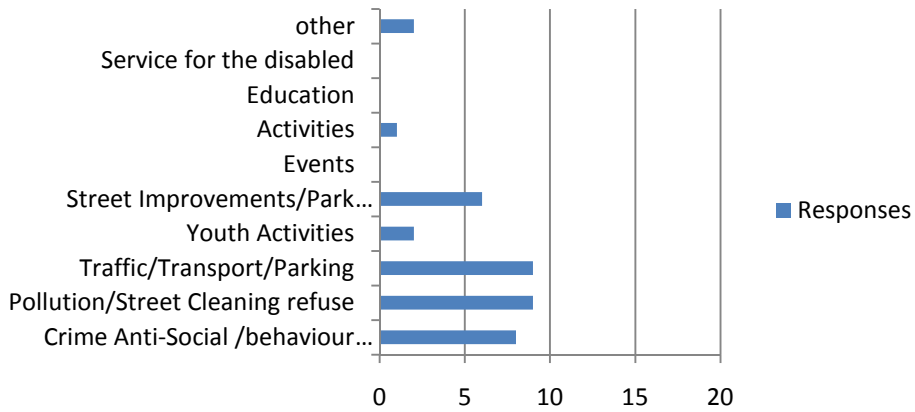






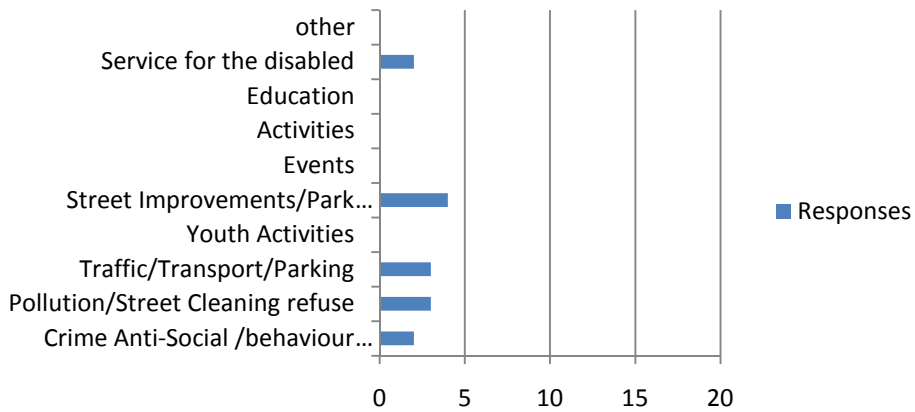
## Stonebridge

Respondents 25



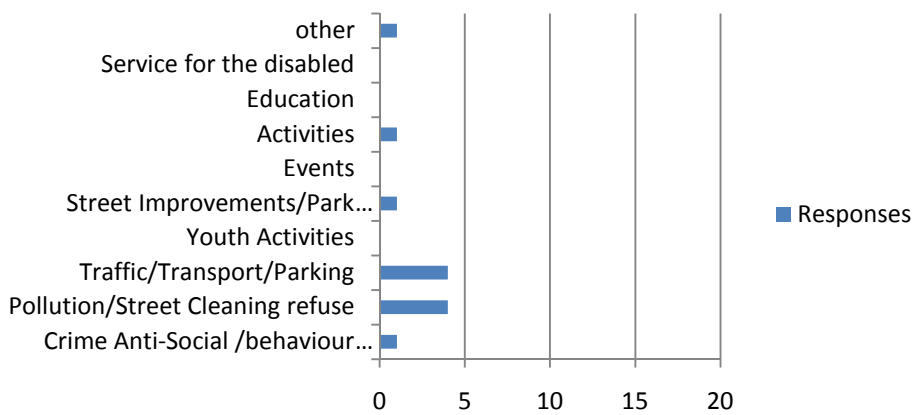
## Sudbury

Respondents 16



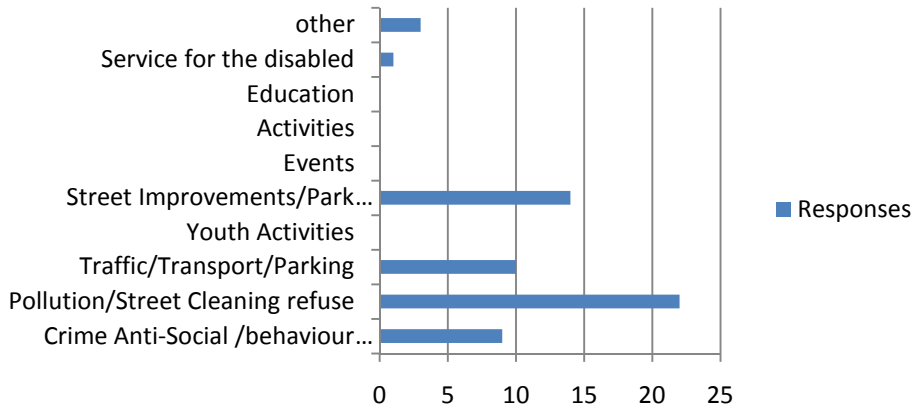
## Tokyngton

Respondent 9



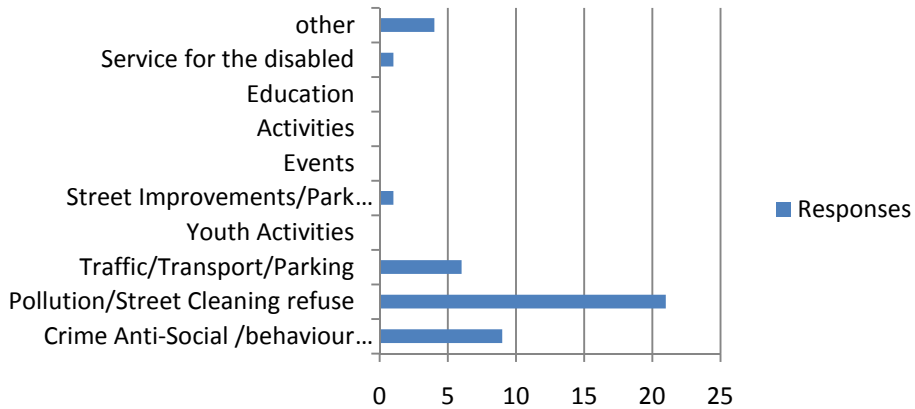
## Welsh Harp

Respondents 34



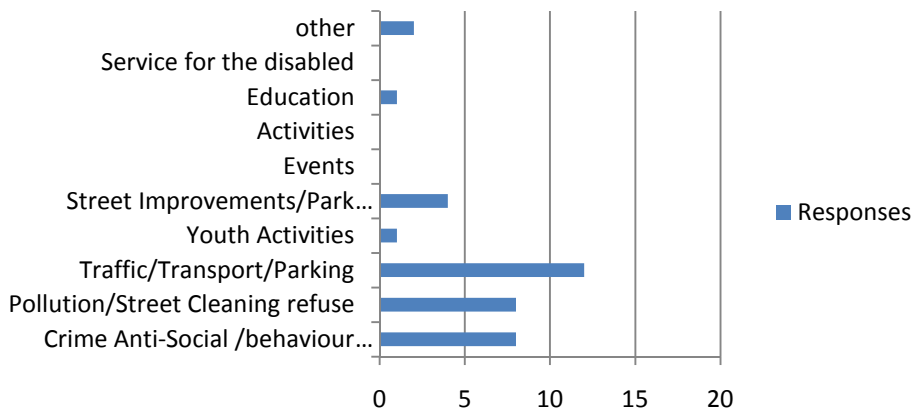
## Wembley Central

Respondents 22



## Willesden Green

Respondents 16



### Appendix 3 2008/09 Expenditure by ward

<b>Alperton spend 2008/9</b>		<b>Budget: £23,500</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Burnside Crescent: removal of abandoned car and weeds	£594.29	
Woodside Close Alley gating scheme	£8,800	
Lyon Park Avenue emergency barrier upgrade	£540	
Abbey Estate Community Centre new boiler	£1,750	
Riverside Gardens: installation of barriers and cycle restrictors	£1,480	
Burnside Crescent/Clifford Road: installation of 3 x vehicular alley-gates	£4,725.60	
Burns Road – clearing of alley and specialist knotweed spraying	£669.14	
Ealing Road Paan spitting campaign Joint funding with Wembley Central ward	£3,500	
Personal alarms for vulnerable residents	£434	
KICKZ football project publicity	£500	
<b>Total Allocated Spend</b>	<b>£22,995</b>	

<b>Barnhill spend 2008/9</b>		<b>Budget: £32,500</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Football goalposts for Barnhill open space	£200	
Securing open space – improving fencing to prevent joy-riders on motor bikes	£800	
Benches for Barnhill open space	£1,500	
Mobile CCTV	£10,000	
Contribution to heating system at Preston & The Mall Youth and Community Centre (50% shared costs with Kenton ward)	£1,200	
Construction of outdoor multi-use games area – Poplar Grove community centre	£18,800	
<b>Total Allocated Spend</b>	<b>£32,500</b>	

<b>Brondesbury Park spend 2008/9</b>		<b>Budget: £27,500</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Burglary prevention around Kilburn tube	£3,000	
New pathway, tree planting and benches for Tiverton Green. Joint project with Queen's Park ward: contributing £8,000	£24,425	
<b>Total Allocated Spend</b>	<b>£27,425</b>	

<b>Dollis Hill Ward spend 2008/9</b>		<b>Budget: £55,000</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Installation of allotment toilet	£17,850	
Installation of security fencing Gladstone Park allotments	£5,000	
Mobile CCTV	£4,000	
Developing activities for young people – Kingfisher Community Centre	£14,000	
Supporting young people to undertake youth award scheme via Brent Youth Service and youth club outing	£1,650	
Environmental improvement McKenzie House - improved fencing	£3,352	
Developing youth engagement workshops– John Kelly Colleges	£4,000	
Developing activities for older people – Elders Voice	£5,150	
<b>Total Allocated Spend</b>	<b>£55,002</b>	

<b>Dudden Hill spend 2008/9</b>		<b>Budget: £27,500</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Mobile CCTV	£2,000	
Mural / Art Project	£5,500	
New benches outside St Mary's Church	£1,686	
Head Cameras and recording equipment for SNT	£1,818	
Removal of fly-tip – Neasden Lane	£6,275	
Northview Primary – equipment for extended school activities	£3,000	
Neasden Library Homework club	£6,800	
<b>Total Allocated Spend</b>	<b>£27,079</b>	

<b>Fryent Ward spend 2008/9</b>		<b>Budget: £40,290</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Contribution to parks furniture (Roe Green Park)	£3,000	
Contribution to setting up Kingsbury High School Youth Café	£5,000	
Contribution to additional graffiti removal	£3,750	
Contribution to Roe Green Park pathway enhancements	£5,000	
Supply and plant new trees for Summit Close	£2,250	
Contribution to Kingsbury Link Homework Club	£1,999	
Contribution to Springfield Mount alley-gate locks	£1,000	
Contribution to mobile CCTV camera	£5,000	
Sports and leisure activities /transport for free swim	£4,768	
Young people's adventure event	£3,000	
<b>Total Allocated Spend</b>	<b>£34,768</b>	

<b>Harlesden spend 2008/9</b>		<b>Budget: £26,045</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Harley Road Mural Project	£5,500	
Harlesden Youth Theatre	£375	
Santa's Grotto	£875	
Newfield Primary/ Longstone Ave pathway	£19,550	
Age Concern Older Men's Group	£1,000	
Removal of artwork on Craven Park Road	£1,000	
Brent Samaritans ( ladder & graffiti removal kits)	£169	
<b>Total Allocated Spend</b>	<b>£28,470</b>	
<b>Budget is over-allocated – some projects may move into next year</b>		

<b>Kensal Green spend 2008/9</b>	<b>Budget: £24,500</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>
Summer youth drama project	£1,436
West Indian Senior Citizens Organisation	£350
Brent NWA to set up Neighbourhood Watch in Rucklidge Avenue	£500
Santa's Grotto	£875
Living Well older people's project	£1,605
Mural Hazel Road	£5,000
Personal alarms for SNT distribution	£573
Homework club – Kensal Rise library	£1,900
Alley gates rear of Park Parade	£1,260
"The Hub" - mixer trolley to facilitate community use	£3,100
Night shelter for homeless people	£2,300
Park Parade cloth bags	£2,275
BPTRG advice day	£2,100
Rucklidge Ave RA - community safety and pocket park initiatives	£1,500
<b>Total Allocated Spend</b>	<b>£24,776</b>

<b>Kenton spend 2008/9</b>	<b>Budget: £27,500</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>
Woodcock Park tennis nets and markings	£3,750
Kenton Hall car park drainage	£4,000
Woodcock Park tennis court fencing	£14,338
Lindsay Park Baptist Church children's play equipment	£2,190
St Gregory's school eco garden	£2,026
Preston and Mall Community Centre: Trojan Boxing Club heating. Barnhill ward also contributing £1,200	£1,200
<b>Total Allocated Spend</b>	<b>£27,504</b>

<b>Kilburn Ward spend 2008/9</b>	<b>Budget: £27,500</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>
Mobile CCTV	£4,000
Development of Kimberley Road Playground - clearing and levelling the site	£23,500
<b>Total Allocated Spend</b>	<b>£27,500</b>

<b>Mapesbury spend 2008/9</b>		<b>Budget: £38,000</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Contribution to Cricklewood Children's Centre/Homework club	£8,000	
Equipment for Willesden Scouts Group	£2,193	
Notice boards for community/residents groups	£1,474	
Conservation area parks project contribution	£8,500	
Support for Sports project and fashion show Cricklewood Homeless Concern	£5,104	
Sports Activities for Gladstone Park	£550	
Contribution to signage, Children's Area for Cricklewood Library	£8,000	
Contribution to mobile CCTV	£2,000	
Contribution to SNT Digital equipment	£500	
Fly-tipping initiative	£2,000	
<b>Total Allocated Spend</b>	<b>£38,321</b>	

<b>Northwick Park Ward spend 2008/9</b>		<b>Budget: £27,800</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Installation of additional lighting at Northwick Park	£7,489	
Tree replacement - 28 trees of various species	£7,000	
Installation of additional lighting Vale Farm car park ( joint funding with Sudbury ward)	£6,223	
Development of Neighbourhood Watch schemes (projected)	£969	
Contribution towards refurbishment of toilets to improve disabled access for community use of hall – St. Cuthbert's Church	£2,113	
Installation of bollard on Spencer Road	£2,475	
St George's church – sound proofing church hall for community use	£1,531	
<b>Total Allocated Spend</b>	<b>£27,800</b>	

<b>Preston spend 2008/9</b>		<b>Budget: £32,500</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Preston Park lighting	£28,692	
Hirst Crescent ASB railings	£1,600	
Hirst Crescent ASB planting	£1,150	
Grasmere Road burglary prevention	£1,500	
<b>Total Allocated Spend</b>	<b>£32,942</b>	
<b>£442 overspend for year</b>		



<b>Queen's Park spend 2008/9</b>		<b>Budget: £26,591</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Contribution to Tiverton Green Open Space	£8,100	
Contribution to SNT burglary initiative/camera	£5,470	
Queens Park Station Mural feasibility study	£3,000	
Contribution to purchase of computer equipment for English Language at Homes (ELAH)	£556	
Contribution to Homework club (Kensal Rise Library)	£1,900	
Notice boards for Pembert and Wakemans Roads	£2,609	
Lights on trees in Salusbury Road	£3,380	
Recycling Plates in Salusbury Road	£720	
Planting bulbs/landscaping Pembert and Wakemans Roads	£1,289	
<b>Total Allocated Spend</b>	<b>£27,026</b>	

<b>Queensbury Ward Spend 2008/9</b>		<b>Budget: £27,500</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Eton Grove fencing	£10,000	
Contribution to Kingsbury Link Homework club	£2,000	
Purchase of SNT Camcorder	£500	
Contribution to Young Peoples drop in café at Kingsbury High School	£5,000	
Alley gates Eton Grove and Byron Ave	£1,150	
Music project Tamil Group	£3,998	
Eco-garden weather station – Roe Green School	£4,787	
<b>Total Allocated Spend</b>	<b>£27,432</b>	

<b>Stonebridge spend 2008/9</b>		<b>Budget: £24,790</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Community Safety initiative	£6,000	
Inter-generational work	£1,500	
Contribution to mobile CCTV	£3,575	
Stonebridge Older People's Forum	£1,900	
St. Raphael's Football team – equipment	£1,642	
Mitchell Brook Primary – Extended Schools activities	£2,170	
Stonebridge Primary School – Extended School activities	£2,500	
St Michael's Youth project	£2,550	
Benches	£980	
Southcroft TA Exercise classes for wheelchair users	£1870	
<b>Total Allocated Spend</b>	<b>£24,687</b>	

<b>Sudbury spend 2008/9</b>		<b>Budget: £30,500</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Flashing speed signs Harrow Road	£4,400	
Mobile CCTV	£4,000	
Youth sports for Hastings Close and Compton Avenue residents	£1,000	
Creative writing Barham Library	£604	
Fencing outside Sudbury and Harrow Road Station	£2,051	
Sudbury and Harrow Road Station toilet preparatory works	£5,000	
Wembley Crime Prevention football project	£2,000	
Vale Farm overflow car park lighting	£7,802	
Flashing speed sign Sudbury Avenue	£2,800	
<b>Total Allocated Spend</b>	<b>£29,657</b>	

<b>Tokyngton spend 2008/9</b>		<b>Budget: £30,600</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Mobile CCTV	£4,000	
Brent River Park Pavilion improvements	£6,658	
Latimer Court alley-gate	£3,333	
Fencing repair to prevent fly-tipping Argenta Way	£4,600	
Library/youth club sessions	£1,400	
Teen furniture for Tokyngton library	£1,032	
Sport taster sessions for young people	£5,980	
Daniel's Den playgroup equipment and publicity	£3,000	
<b>Total Allocated Spend</b>	<b>£30,003</b>	

<b>Welsh Harp spend 2008/9</b>		<b>Budget: £40,906</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Additional planting for Braemar Avenue/Quainton St	£1,702	
Neasden Recreational Ground furniture and pathway	£14,867	
Environmental Health projects	£5,529	
Contribution to Ethorne Gardens alleygates	£1,150	
Smart Water Signs for Metropolitan Police	£690	
Contribution to mobile CCTV	£8,000	
Provision of youth outreach work in Press Road	£3,968	
Contribution to Braemar Avenue alley gates	£5,000	
<b>Total Allocated Spend</b>	<b>£40,906</b>	

<b>Wembley Central spend 2008/9</b>		<b>Budget: £22,790</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Paan spitting campaign	£17,565	
KICKZ football project publicity	£5,000	
<b>Total Allocated Spend</b>	<b>£22,565</b>	

<b>Willesden Green spend 2008/9</b>		<b>Budget: £25,589</b>
<b>Project</b>	<b>Amount (excl. VAT)</b>	
Mobile CCTV	£4,000	
Music production workshop through Brent Summer University at Willesden Green library	£576	
Graffiti removal wipes for shop owners Willesden High Road	£119	
Community event for older people (Brent Neighbourhood Watch)	£764	
Development of activities for children and young people in partnership with the youth service and the library service and resources for youth club evening	£10,279	
Furniture for Willesden Green Library Centre foyer area	£1,000	
Community Clean up day	£2,005	
Environmental improvement project to deal with flooding drain in alley at back of shops Walm Lane	£2,780	
Upgrading Willesden Green Library Centre CCTV system	£4,000	
<b>Total Allocated Spend</b>	<b>£25,523</b>	

## Appendix 4 2009/10 Expenditure by ward (to January 2010)

<b>Alperton Spend 2009/10</b>	<b>Budget £20,000</b>
Project	Amount
Refurbishment of benches at Heather Park Open Space and Abbey Estate (committed)	£1,500
Alley-gating schemes at Egerton Road and Kathleen Ave (committed)	£6,390
Fly- tipping removal at various sites as identified by (EIT) (committed)	£746
Fly-tipping clearance at Clayton Avenue (committed)	£750
Alley gates at Woodside close (committed)	1,580
Railings and Security door at Abbey estate Open Space (committed)	£5,784
Railings at Heath Park Open Space (committed)	£3,250
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Barnhill Spend 2009/2010</b>	<b>Budget £20,000</b>
Project	Amount
Wembley stadium Big Lunch (spent)	£2,000
Cecil James Fun-day, Poplar Grove (spent)	£1,000
Security Gates , Flats on Kenton Road (committed)	£1,029
Burglary Prevention Project (Play) (spent)	£245
Preston and The Mall Community Centre (spent)	£8,000
Town hall library- homework club (spent)	£5,000.00
Kinch Grove Allotment - installation of fencing (committed)	£2,000.00
London Tigers (committed)	£726.00
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Brondesbury Park 2009/2010</b>	<b>Budget £20,000</b>
Project	Amount
Contribution to BPTRG refurbishment (spent)	£5,000
Urban Fruit Harvesting Project (committed)	£1,300
Clements close furniture/ Play area - consultation in progress (proposed)	£3,000
Flashing speed signs (proposed)	£6,000
Tiverton Green design consultation (proposed)	£1,200
Tiverton Green planting (proposed)	£500
Citizens Advice Project (committed)	£3,000
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Dollis Hill 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Elders Voice (spent)	£3,850
John Kelly - presentation event (spent)	£86
Pinemartin Close - consultation (committed)	£3,000
Development of youth club based at Crest Academy school (committed)	£13,064
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Dudden Hill 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Neighbourhood Watch Signs (proposed)	£510
Neasden Lane-Alley gating (proposed)	£4,000
Islamic Advice Centre- Youth engagement (proposed)	
Neasden Signage (proposed)	£6,000
Alley-gating scheme - Eastleigh Close (proposed)	£2,000
Chapter Road improvement of boundary wall (proposed)	£1,000
Scouts Association, storage unit (proposed)	£1,000
<b>Total Allocated Spend</b>	<b>£14,510</b>

<b>Fryent 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Fryent SNT crime Prevention equipment (alarms and chains) (spent)	£1,746
Fryent SNT crime Prevention equipment (alarms and personal) (spent)	£1,000
Fryent Children's centre - Church Lane picnic table (proposed)	£1,200
Libraries service proposals (Trobridge exhibition) (spent)	£3,000
Wakemans Hill Alley/ service road improvements (proposed)	£2,554
Kingsbury Locality board proposals for creative arts (committed)	£5,000
Kingsbury High School drop in (Committed)	£5,000
Libraries service - well being classes for over 50's at Kingsbury plus (committed)	£500
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Harlesden 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Fortune gate Neighbourhood watch scheme (committed)	£1,260.00
Jamaica Day (spent)	£500
Craven park Alley-Gating scheme (spent)	£1,730.00
Beyond the Will Smith Challenge (spent)	£3,000
Harlesden Business Improvement Group (spent)	£2,000
Equipment to Enhance YIP project in Church End (spent)	£500
Brent Homeless User Group (spent)	£2,370
Youth Diversion activities targeted at residents in Church End (proposed)	£3,884
Harlesden Town Centre SNT Lap Top (spent)	£332
Harlesden Library – Black Interest Section (spent)	£2,500
<b>Total Allocated Spend</b>	<b>£18,076</b>

<b>Kensal Green 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Odessa/Palermo Road Neighbourhood Watch Signs (spent)	£448
Odessa/Palermo Road Community Lunch (spent)	£650
Furness Road Pocket Park (spent)	£535
Hazel Rd Youth Project (spent)	£9,150
Furness Road Pocket Park (committed)	£3,414
Hazel Road Youth Outreach Project (committed)	£2,640
Railings at Furness Road (committed)	£1,605
Park Parade alley-gating Scheme (committed)	£80
Neighbourhood Watch (proposed)	£1,478
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Kenton 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Woodhill Crescent alley-gating scheme (committed)	£2,325
St Luke's hospice DVD (spent)	£2,000
John Billam lighting (EIT) (proposed)	£1,600
London Tigers Sports league (committed)	£5,000
St Gregory's Eco Garden (spent)	£970
Claremont High School (committed)	£3,800
Kenton Grange (committed)	£1,000
Uxendon Manor Primary (proposed)	£3,305
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Kilburn 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Contribution to proposal writing costs for Big Lottery North Kilburn Intergenerational Centre (Committed)	£5,000
Street Art project in partnership with LB Camden (spent)	£1,800
Brent Private Tenants Rights Group -proposal being submitted for refurbishment costs (spent)	£8,000
Kilburn SNT Crime Prevention equipment (committed)	£2,250
Kilburn lanterns workshops in partnership with LB Camden (proposed)	£500
Dr Bike storage equipment in partnership with neighbouring wards (spent)	£2,450
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Mapesbury 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Cricklewood Broadway tree lights approx (spent)	£2,800
Willesden Scouts Group - outdoor pursuits/climbing equipment (spent)	£1,287
Cricklewood Homeless Concern - Community cohesion media project with young people (spent)	£4,055
Rainbow Garden Day publicity costs – (spent)	£213
Community Brent in Bloom Plaque – (spent)	£185
Hassop Road enforcements (proposed)	£5,000
Benches for Dell public space (spent)	£1,500
NW2 Allotments project (committed)	£2,000
Contribution to BPTRG refurbishment (spent)	£1,000
Scouts Trailer (spent)	£1,300
Community youth projects (committed)	£660
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Northwick Park 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Byron Road Alley Security Mirror (Spent)	£350
Distraction Burglary Play (Spent)	£245
Tree Planting (Committed)	£4,000
St Andrew's Church (spent)	£3,000
St Cuthbert's youth Engagement (Spent)	£1,000
Breakfast Club pilot activity Wembley high technology college (committed)	£2,500
CCTV signage Northwick Park pavilion (committed)	£98
St Cuthbert's Church disabled toilet (proposed)	£3,500
Burglary Prevention (proposed)	£2,600
Brahmin Centre (proposed)	£2,400
<b>Total Allocated Spend</b>	<b>£19,693</b>



<b>Preston 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Brent Sports League(proposed)	£5,000
Greening the ward (proposed)	£6,900
Alley-gating Grasmere Avenue(proposed)	£5,300
Alley-gating Elmstead(proposed)	£1,800
Cycle Restrictors (proposed)	£600
<b>Total Allocated Spend</b>	<b>£19,600</b>

<b>Queensbury 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Kingsbury Resource Centre TV (spent)	£500
Package of recreational activities for young people (committed)	£2,280
Part Contribution for Alley-gating 6 gate Scheme (committed)	£8,170
Queensbury Eco-cultural Festival (proposed)	£800
Equipped-to-go bus (proposed)	£1,200
Sports Activities in Eton Grove (proposed)	£5,000
Roe Green Residents Association PA system (spent)	£300
Sherborne Gardens Residents Association (proposed)	£1,750
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Queens Park 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Kensal to Kilburn Transition Town – community projects (committed)	£7,868
Keslake Road enhancements to seating area and additional planting Station Terrace (committed)	£2,637
Kilburn Library Garden community project (committed)	£1,000
Queens Park community/wildlife notice board (proposed)	£2,000
Contribution to BPTRG refurbishment (spent)	£1,000
Conservation area signs (proposed)	£1,000
Dr Bike Project (spent)	£1,500
Salisbury World Project (proposed)	£2,995
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Stonebridge 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Summer Holiday Football Scheme (spent)	£2,763
Metropolitan Police Summer Boxing (spent)	£1,560
Hillside After School Support Club (spent)	£3,820
Jamaica Day (spent)	£500
BETS – Gardening for All (committed)	£3,955
WISE Christmas Lunch (committed)	£1,000
Hillside Housing Christmas Party (spent)	£1,040
Benches on Stonebridge Park (Newcroft Court) and install bollards (committed)	£337
Help Somalia Foundation Eid Celebration (spent)	£1,525
Stonebridge Boxing Club (spent)	£3,500
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Sudbury 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Wembley Stadium Learning Zone (Spent)	£261
Distraction Burglary Play (Spent)	£245
Hastings Close Youth Activities (Proposed)	£2,000
Flashing Speed sign Harrowdene Road (Spent)	£2,800
Breakfast Club pilot activity Wembley high technology college (committed)	£2,500
Environmental improvements to green space Barnham close, Perkin Close, Lantern Close Maybank avenue (proposed)	£12,000
<b>Total Allocated Spend</b>	<b>£19,806</b>

<b>Tokington 2009/2010</b>	<b>Budget £20,000</b>
<b>Project</b>	<b>Amount</b>
Personal Alarms (Spent)	£233
The Big Lunch (Spent)	£3,000
Wembley Learning Zone (Spent)	£261
Oakington Manor School Woodland Development (Spent)	£6,100
Winter Night Shelter - Route 18 Project (committed)	£3,000
St Michael's Church security improvements (proposed)	£1,500
Tokington Manor FC sports/Youth activities (committed)	£981
Hermes scanner (proposed)	£1,600
Young people stop smoking project (proposed)	£1,000
Tree planting (proposed)	£2,250
<b>Total Allocated Spend</b>	<b>£19,925</b>

<b>Welsh Harp 2009/2010</b>	<b>Budget £20,000</b>
Project	Amount
Older People Awayday(spent)	£560
Alley-gating Scheme Lavender Avenue (spent)	£6,420
Burglary Prevention - Timers (spent)	£173.91
Music Production workshops via stadium housing (spent)	£2,000
Alley-gating scheme- Braemar Avenue (spent)	£6,000
Alley-gating scheme – Neasden Lane North (spent)	£1,000
Environmental improvement project - Queensbury (spent)	£1,000
Grit bins x 8 Kinloch Road area (spent)	£792
Burglary Prevention - smart water kits (committed)	£2,054
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Wembley Central 2009/2010</b>	<b>Budget £20,000</b>
Project	Amount
Make Wembley Shine (spent)	£1,042
Station Grove alley gate (committed)	£1,750
Ealing road library garden (proposed)	£17,208
<b>Total Allocated Spend</b>	<b>£20,000</b>

<b>Willesden Green 2009/2010</b>	<b>Budget £20,000</b>
Project	Amount
Football Tournament (committed)	£300
Brent Winter Night Shelter (committed)	£3,000
Private Tenants' Rights Group (spent)	£500
Boundary wall, Chapter Road (committed)	£1,000
Environmental improvement parks (committed)	£7,000
Tree Planting (committed)	£1,650
Willesden Green library – increase recording capacity of CCTV (proposed)	£1,500
Security bike marking project (spent)	£1,693
SNT alert box (committed)	£50.00
Purchase of canopies – town centre project (committed)	£2,960.00
Removal of fly-tip Walm Lane alley (committed)	£350
<b>Total Allocated Spend</b>	<b>£20,003</b>

### Budget Overview for 2009/2010 (to January 2010)

Ward	Total Budget 2009/2010	Spend 2009/2010	Total Allocated (proposed/committed) 2009/2010	Un-allocated
Alperton	£20,000	£0	£20,000	£0
Barnhill	£20,000	£16,245	£3,755	£0
Brondesbury Park	£20,000	£5,000	£15,000	£0
Dollis Hill	£20,000	£3,936	£16,064	£0
Dudden Hill	£20,000	£0	£14,510	£5,490
Fryent	£20,000	£5,746	£14,254	£0
Harlesden	£18,076	£12,932	£5,144	£0
Kensal Green	£20,000	£10,783	£9,217	£0
Kenton	£20,000	£2,970	£17,030	£0
Kilburn	£20,000	£12,250	£7,750	£0
Mapesbury	£20,000	£12,340	£7,660	£0
Northwick Park	£20,000	£4,595	£15,098	£307
Preston	£20,000	£0	£19,600	£400
Queens Park	£20,000	£2,500	£17,500	£0
Queensbury	£20,000	£800	£19,200	£0
Stonebridge	£20,000	£14,708	£5,292	£0
Sudbury	£20,000	£3,306	£16,500	£194
Tokington	£20,000	£9,594	£10,331	£75
Welsh Harp	£20,000	£17,946	£2,054	£0
Wembley Central	£20,000	£1,042	£18,958	£0
Willesden Green	£20,000	£2,193	£17,810	(£3)
<b>Total</b>	<b>£418,076</b>	<b>£138,886</b>	<b>£272,727</b>	<b>£6,463</b>

NB The budget figure for Harlesden ward reflects an overspend in 2008/09

## **Appendix 5**

### **Case studies**

#### **1. Wembley Central and Alperton wards**

##### **Paan spitting campaign**

##### **Background**

Paan is a mixture of betel leaf with areca nut lime, spices and tobacco. There is a problem with people spitting it on the streets in Wembley, particularly the High Road and Ealing Road. When spat, it dries to a dark brown stain and is difficult to remove without specialist cleaning, at significant cost to the council.

The accumulation of these stains contributes to a negative image that the Wembley area is dirty and rundown, which in turn can lead to an increase in crime and anti-social behaviour – the ‘broken window’ effect. Many people confuse the stains with dried blood and this contributes to an increased fear of crime.

The need for this campaign has come as a result of consultation with local residents concerned about the unsightly staining, which has become worse in recent years owing to the wider availability of pre-packaged tobacco paan and an influx of new arrivals from South Asia, where chewing tobacco and spitting is more prevalent and culturally accepted.

Previous enforcement initiatives have been undertaken to combat paan spitting (most notably joint action by the police/council in 2007), although these have not proved sufficient to tackle the problem.

##### **Neighbourhood Working input**

Through the council’s Neighbourhood Working initiative Wembley Central and Alperton councillors set aside £17,000 from their annual ward budgets for a new, dedicated campaign to tackle this issue.

Previous attempts to combat paan spitting have focused solely on top-down enforcement. The new campaign provided an opportunity to work with a wider range of partners to join up a number of additional issues associated with paan spitting. This included working with NHS Brent to combat the health effects of paan chewing (the combination of areca nut and tobacco in paan is a contributor to increases in oral cancer) and working with Brent and Harrow Trading Standards to ensure that the supply and sale of paan meets legal requirements.

Crucially the campaign provides an opportunity to work with the South Asian community to tackle the problem. Paan chewing has strong cultural associations. However, people are mostly not aware of the harmful effects of tobacco paan compared with the harmless sweet paan varieties. The new campaign enables us to undertake a wider education and awareness programme to empower the local community to take action and reduce the consumption of paan.

A multi-agency steering group was formed in 2009 comprising:

- Brent Council: Neighbourhood Working, Streetcare and Environmental Health teams
- Metropolitan Police: Wembley Central and Alperton Safer Neighbourhoods teams
- NHS Brent: Health Promotion, Drugs Action Alcohol Team, Tobacco Control
- Brent and Harrow Trading Standards Service
- Wembley Town Centre Partnership

The steering group researched local paan spitting hotspots and the effects of paan chewing generally and produced a report. The report set out four key campaign aims:

- To stop people spitting tobacco paan. The campaign aims to educate spitters that it is anti-social and against the law and then fine those spitters who persistently offend.
- To raise awareness of the health risks of tobacco paan so that people can make an informed decision about whether to chew (and therefore spit). The campaign aims to work with the Asian community to tackle this issue.
- To ensure traders' legal compliance with The Tobacco Products (Manufacture, Presentation and Sale) (Safety) Regulations 2002.
- To provide reassurance to the wider community that we are committed and taking responsive action to tackle paan spitting and improve the Wembley area.

We held a conference with local paan sellers, South Asian community leaders and health professionals in December 2009. The conference was a first step in making the community and key organisations aware of the campaign and to get their buy-in to the key aims. Comments raised at the conference will be fed into the campaign.

The campaign proper launched early in 2010. It includes:

- A high profile poster campaign warning people not to spit
- Education patrols at key paan hotspots
- Follow up zero tolerance enforcement action by police
- Education and outreach with local schools, community and health organisations
- Community events such as a clean-up day for Ealing Road

Wembley Central Members have taken a leading role in the project at all stages, with support from Alperton members.

### **Vision**

Through the campaign we aim to:

- Achieve a reduction in the amount of paan being spat in Wembley.
- Make the South Asian community aware of the harmful effects of tobacco paan (and in turn for them to apply pressure on known spitters to quit)
- Reduce the amount of people who chew paan

- Ensure that all paan sellers are compliant with the legal requirements for sale of paan
- Provide reassurance to the wider community that we are committed and taking responsive action to tackle paan spitting and improve the Wembley area.

### **Challenges**

The key challenges for the project are:

- Working within the confines of the law – paan is not a banned substance and remains legal to sell to those over 18. The government is unlikely to ban it where its most harmful individual ingredient is tobacco
- Challenging the long held cultural beliefs and myths about paan (particularly those promoted by tobacco manufacturers that it is healthy and better for you than cigarettes)
- Making people aware of the harmful effects of tobacco paan and getting them to stop chewing
- Targeting the paan spitters themselves (the majority of paan chewers do not spit and it is difficult to catch people in the act to enforce fines)
- Targeting spitters who are not permanent residents (e.g. students from the Indian sub-continent who do not speak English, come from places where paan spitting is culturally acceptable and have no long-term investment in improving Wembley)
- Ensuring that the aims of the campaign are continued beyond the main period of campaign action

## **2. Dollis Hill ward**

### **Elders Voice Project – Intergenerational Project**

#### **Background:**

Feedback from residents had highlighted the needs of young people in the ward, but the ward councillors felt that from the feedback received the needs of older people were being missed. Contact had also been made with a voluntary sector group, who had previously been running a luncheon club for older people from the Kingfisher Community Centre, but were unable to continue the club due to lack of funds. The organisation confirmed that the luncheon club had been well attended and also felt that older people's needs with regards to service provision were not being met within the ward.

#### **Neighbourhood Working input:**

Contact with Elders Voice had previously been made from working with the group in another ward. The organisation was looking at how they could expand their successes in intergenerational work across Brent. The councillors were informed about the work of Elders Voice and they were happy for potential projects to be explored with the organisation.

A meeting was arranged with Elders Voice to discuss project details and scope of the project and Crest Academy schools were invited to join the project. Neighbourhood Working contributed £9,000 to the project and Elders Voice were able to use their contacts and experience to develop the project.

Members' involvement was limited to agreeing the funding. Dollis Hill is a split ward with 2 Labour councillors and 1 Liberal Democrat councillor and it has been difficult at times to engage members fully in the process.

#### **Vision:**

- To alleviate isolation and depression for older people
- To establish sustainable older volunteer-led arts and activities clubs in Dollis Hill ward.
- To enable residents from a range of ethnic and cultural backgrounds to share skills across the generations.
- To set up a new choir with a local community membership.
- To break down negative stereotypes regarding age and race.
- To provide an accessible service by proactive outreach so that older people and children experiencing social exclusion can be identified and engaged.
- To implement an evaluation process and disseminate its findings.
- To contribute to mental health & emotional well being.
- To share skills, playfulness and enjoyment across cultures.

#### **Outcome:**

The project is still ongoing, but is expected to achieve the following outcomes:

- 150 older people informed of social and practical support available through Elders Voice services.
- 60 older people engaged as volunteers, group members and consultative forum members, thus reducing isolation and increasing mental wellbeing.
- Over 60% participating older people able to state their own levels of isolation and depression have decreased.
- Participants have established social and support networks.
- Improved relationships between participating children and Elders and their respective wider families.
- Dollis Hill schools will have routes for older community members to contribute and support younger residents.

### **3. Kilburn ward**

#### **Case study – Kimberley Road Play area**

##### **Background**

Neighbourhood working initially got involved in this project in July 2008 to try to bring together two capital funding streams committed by BHP, (£26,000) and Playbuilders fund (£20,000), as initially the departments had not known about each others' plans.

Kimberley Road playground is a facility which, although it is part of a BHP housing estate, has historically been used by the wider community. BHP managed the playground and their funding was primarily to improve the site to bring it up to current health and safety standards. The Playbuilders funding was from Central Government to provide inclusive play (for disabled children) and natural play (to encourage children's imagination and creativity). The emphasis was on play facilities for children aged 8 to 13 and the funding had to be used to redesign the play area not just to replace existing equipment.



The surrounding area has limited play facilities and green open spaces and the ward councillors were keen to support the development of this project through Neighbourhood Working.

### **Neighbourhood Working input**

There was a danger that, rather than viewing this as an opportunity for a larger development project, either funder might use the existence of other funding as an opportunity to make savings. To avoid this, the Neighbourhood Coordinator called together all the key players to develop a joint plan for the play area:

- BHP
- Brent Council Parks Service
- Local ward councillors
- Kilburn police Safer Neighbourhood Team
- Children & Families Department

### **Vision:**

The playground site was a large space that could meet the needs of both children and young people from the wider community, by developing the children's play area and a multi use games area for older young people.

### **Challenge**

As long as the play area was managed by BHP it could only be developed by BHP for the use of their own residents and access to S106 funds would be limited.

### **Negotiations**

The Neighbourhood Coordinator acted as a broker for discussions, which ultimately agreed to facilitate development of the site in addressing the needs of the wider community by transferring management of the playground from BHP to Brent Parks Service along with BHP's capital funding allocation of £26,000.

The ward councillors agreed to allocate £23,500 neighbourhood working funds to the project making a total of £69,500 and additional funding could be accessed via section 106 funding and the Parks Service small capital programme.

### **Outcome**

- Parks Service purchased a multi use games area (MUGA) kit at the end of last financial year with funding from BHP and Neighbourhood Working
- The site was levelled and cleared in April 09
- The MUGA kit was funded and installed by the Parks Service in May 09
- Playbuilders funding is allocated for this financial year to complete the project with a play area for young children
- Local residents report the MUGA is very well used and has benefited the local community
- Partnership working has been improved and is continuing, now also including the Planning Service

#### **4. Kensal Green ward Hazel Road Outreach Project**

##### **Background**

Residents complained to councillors, Neighbourhood Working and at SNT ward panel meetings that the young people who attended the Hazel Road Community Centre (and surrounding roads in Kensal Green) were causing a nuisance. Following a meeting at the centre with the young people they expressed an interest in having a programme of activities which engaged them positively. An 11 week programme was developed with the young people in the area.

The ASB included:

- Possible drug dealing; a large number of motor vehicles visiting the area for a very short period of time; groups of individuals with dogs; intimidation
- Large groups of individuals hanging around outside residents property causing noise nuisance, sitting on and standing on resident's motor vehicle
- A large number of dogs; groups of individuals hanging around in the park and open space
- Residents felt intimidated when they had to go past these individuals or see them in the park.

##### **Neighbourhood Working input**

Supported a meeting with the young people at the Hazel Road Youth Centre with local councillors, LEAP, LB Brent's Anti-social Behaviour Team and the Brent Youth Service to first determine what the young people wanted and to establish the views of the young people.

This was then followed by an officer meeting to find out what resources were available and feed back to councillors to establish whether councillors would be willing to pay for outreach and diversionary activities to engage the young people.

There was a further meeting held to discuss what police enforcement and investigative work will be carried out alongside the youth engagement. The Neighbourhood Working Coordinator supported and facilitated public meetings with councillors and residents.

As a result of this part of the project:

- CCTV footage from the community centre was reviewed and council CCTV installed
- Increased police patrols around the youth club
- Hedges around the play area were cut back to increase visibility
- Drug sweeps have taken place
- Stop and search operations have helped identify individuals involved in ASB
- Landlords have been contacted and meetings are being arranged with the parents of the individuals identified

- Street briefings with residents
- A meeting with the young people who attended the youth club which was attended by a ward councillor, officers from Neighbourhood Working and the Brent ASB Team and the Sgt for the Kensal Green Ward;
- Newsletters were sent to every household in the affected roads

The partners in the project were:

- Kensal Green SNT
- LEAP
- GEM Communities
- Youth Service
- Parks
- Residents' Associations
- Brent Anti-social Behaviour Team

Neighbourhood Working contributed £11,790 and £650 came from the Community Safety Partnership team. The ward members were very involved in the project through attending and chairing meetings, door knocking and disseminating information about the projects.

### **Vision**

Less reports of ASB by residents; more young people attending the centre; more residents feeling that their neighbourhood is safer; more people feeling that they have taken part in local decision-making process

### **Challenges**

Residents stated that they did not receive information about the project. Some difficulties were experienced working with Gem Communities. These are overcome by hand delivering leaflets and newsletters to each door in the area holding street briefings and SNT talking to residents about the project.

### **Outcome**

Less reports of ASB by residents and residents have stated that their neighbourhood is safer.

41 young people attended at least once

Under 13s	7 males and no females
13 - 19 years	28 males and 3 females
20-29 year	2 males and 1 female

The programme of activities was as follows

#### **PHASE 1**

Community profiling my area then music workshop

Attitude behaviour and life chance through the two characters 'Johnny' the street hustler and 'Johnny' the professional then music workshop

Looking at consequences of gangs a shooting victim's testimony then music workshop

Half-term daytime Showing of a film called *Don't Trigger* (anti-gun crime DVD) then question and answer session

Half-term evening revisiting the issues around ASB then music workshop  
Saturday music workshops

## **PHASE 2**

Self image and identity then music

Community profiling

Music workshop catch up

Sexual Health and relationships

Kidulthood v. Adulthood

Saturday music and events management workshops

## **Long-term benefits**

In order to sustain this project the Brent Youth Service will work with LEAP and their youth workers to let them have access to training and further resources. Brent Youth Service has developed this programme in partnership with the young people themselves to obtain buy-in to the programme and ensure that the results are sustainable.

LEAP is now able to access mainstream resources to extend their offer in the area. The Parks Service is aware of the issues and will work with residents and the police to maintain the open spaces to deter this behaviour. The residents recognise that they have a voice and can access services that will improve their quality of life.



## Overview & Scrutiny Committee 9<sup>th</sup> February 2010

### Report from the Director of Policy & Regeneration

For Action

Wards Affected:  
ALL

## Services for Women In and Exiting Prostitution

### 1.0 Summary

- 1.1 The attached report represents the finding and recommendations of the Services for Women In and Exiting Prostitution task group.

### 2.0 Recommendations

- 2.1 That the Overview & Scrutiny Committee agrees the recommendation of the Services for Women In and Exiting Prostitution task group.
- 2.2 That the report is forwarded to the Executive.

### 3.0 Detail

- 3.1 This task group was set up by the Overview & Scrutiny Committee in December 2008 following the publication of Eaves POPPY Project's report *Big Brothel – A survey of the off-street sex industry in London*. This report highlighted the scale and nature of the brothel based sex industry in London and identified Brent as having the second highest number of adverts for brothels in London. The issues highlighted in this report were raised at the Crime Prevention Strategy Group by the lead member for Crime Prevention and Public Safety. The partners involved in the group agreed to support the task group's work.

3.2 The task group members are:

Councillor Ann John (OBE) Chair  
Councillor Clues  
Councillor Mistry  
Andy Brown, Head of Substance Misuse, NHS Brent  
DCI Kevin Concannon, Metropolitan Police  
Christine Topping, Violence Against the Person Focus Desk, Metropolitan Police

3.3 In order to complete its work the task group took evidence from the following sources:

- Helen Atkins – Eaves POPPY Project on prostitution and trafficking with a focus on the London Borough of Brent
- David Thrale – Director of Environmental Health on the licensing of massage parlours
- Andy Brown – Head of Substance Misuse, NHS Brent about local themes and perspectives on substance misuse and the sex industry
- Christine Topping – Violence Against the Person Focus Desk Manager, Brent Police, provided an snapshot of police intelligence relating to prostitution in Brent
- Helen Hepburn Development Manager, Make a Change Ipswich, and DCI Tim Beach, Suffolk Constabulary explained how the Make a Change projects had started following the murders of prostitutes in Ipswich, the barriers they faced and their current work in developing an off street prostitution strategy.
- DCI Kevin Hyland CO14, Clubs and Vice, Metropolitan police
- David Blake, Publishing Director, Archant London
- Alice Peycke, Partnership Co-ordinator, Safe Exit, Toynbee Hall, Tower Hamlets told us about an initiative which aims to provide better services for women involved in prostitution
- The Chair of the task group attended the *Solace Human Trafficking Conference* which launched their report into the role of local authorities in addressing human trafficking.
- The Chair of the task group attended the Developments in Prostitution Policy conference organised by the Eaves the parent organisation for

the Poppy Project. Information brought back to the task group included:

- Taking a human rights based approach to prostitution – Cate Briddick, Rights for Women
- Parliamentary developments on legislation against demand for Prostitution – Fiona Mactaggart MP
- GAPS Newcastle, sexual exploitation and sex work in Tyne & Wear – Laura Seebohm & Kelle Holliday
- Successful demand prevention in Nordic Countries – Gunilla Ekberg CATW international

Individual members of the task group reviewed a great deal of literature and academic research in relation to this subject area and a list of references is set out at the end of the task group's report. Ultimately though, the task group was keen to ensure that its report focused on Brent and produced locally implementable recommendations.

3.4 The task group's recommendations are set out on page five of the attached report and focus on the following areas;

- The scale and nature of prostitution in Brent
- The impact of a major sporting arena
- Tackling sex industry adverts in Brent
- Working in partnership to provide services for women in and exiting prostitution in Brent

3.5 The chair of the task group has presented the draft report to the Crime Prevention Strategy Group to consult them about the key findings and recommendations. Members of the Crime Prevention Strategy Group welcomed the report and endorsed the recommendations. The lead member for Crime Prevention and Public Safety has also expressed broad support for the report and its recommendations.

#### **4.0 Financial Implications**

4.1 None

#### **5.0 Legal Implications**

5.1 None

#### **6.0 Diversity Implications**

6.1 None

**7.0 Staffing/Accommodation Implications (if appropriate)**

7.1 None

**Background Papers**

**Contact Officers**

Phil Newby, Director of Policy & Regeneration  
[Phil.newby@brent.gov.uk](mailto:Phil.newby@brent.gov.uk)

Jacqueline Casson  
Senior Policy Officer  
[Jacqueline.casson@brent.gov.uk](mailto:Jacqueline.casson@brent.gov.uk)





# **Services for Women in and Exiting Prostitution**

**An Overview & Scrutiny Task Group Report**

**January 2010**

## **Membership**

**Councillor Ann John (OBE) Chair**  
**Councillor David Clues**  
**Councillor Kanta Mistry**

**Andy Brown**  
**DCI Kevin Concannon**  
**Christine Topping**

**Index**

**Chair’s Foreword by Councillor Ann John (OBE).....3**

**Executive Summary.....4**

**Recommendations.....5**

**Introduction – Scope of the task group.....7**

**Task Group Membership.....9**

**Methodology.....9**

**Policy Context**

**Local.....11**

**National.....11**

**Key Findings**

**The scale a nature of prostitution in Brent.....13**

**The Impact of a major sporting arena.....16**

**Tackling sex industry adverts in Brent.....18**

**Working in partnership to provide services for women in.....20**  
    **and exiting prostitution in Brent**

## Chair's Foreword

This task group was established to investigate the scale and nature of prostitution in Brent, the impact that a major sporting arena would have on the sex trade and what could be done to help those involved in it or otherwise affected by it.

I believe that Brent Council and its partners have a civic duty to tackle the sex trade and thus have a positive impact on those whose lives have been blighted by it.

At the outset, I would like to thank my fellow councillors David Clues and Kanta Mistry and the representatives of partner agencies

including Andy Brown the Head of Substance Misuse at Brent Primary Care Trust and DCI Kevin Concannon and Christine Topping from Brent Police who attended our meetings as well as giving evidence.

I would also like to thank those who also gave evidence notably Helen Atkins of the Eaves *POPPY Project*, David Thrale, Brent's Director of Environmental Health, Helen Hepburn from *Make a Change Ipswich*, DCI Tim Beach of Suffolk Constabulary, DCI Kevin Hyland of the Metropolitan Police Clubs and Vice, David Blake the publishing director of Archant London and Alice Peycke the Partnership Co-ordinator of *Safe Exit* at Toynbee Hall.

I volunteered to chair this task group but didn't fully appreciate how involved I would become and what a personal journey that would entail. I had previously seen the problem primarily as a women's issue but I now believe it to be an issue which all of us should take more seriously.

In exploring the subject my fellow task group members and I have often been surprised, shocked and sometimes deeply upset by some of the evidence we have heard, particularly in relation to the impact the sex trade has on those involved. We knew from the beginning that our task group could not solve the problems of exploitation associated with prostitution and its links to organised crime but we do believe that Brent Council working with its partners can have a positive impact.

Too often society sees prostitution as something which will always be with us and which we can do nothing to tackle. I believe that attitude has led to widespread exploitation of some of our most vulnerable people, including children, the trafficking of fellow human beings and the violence which is endemic within the sex trade.

I hope this report will be a valuable contribution to changing attitudes and changing lives.

**Councillor Ann John (OBE)**



## **Executive Summary**

This task group was set up following the publication of Eaves POPPY Project's<sup>1</sup> report *Big Brothel – A survey of the off-street sex industry in London* in August 2008 which highlighted the scale and nature of the brothel based sex industry in London. When Eaves POPPY Project looked at the number of adverts for brothels in local newspapers, Brent was identified as having the second highest number of adverts. This does not necessarily mean that the borough has the second highest number of brothels. However, as the findings were potentially significant for Brent the task group was charged with finding out the scale and nature of prostitution in Brent and what the council and partners could do.

The task group's key findings are as follows:

### ***The Scale and Nature of Prostitution in Brent***

The task group received evidence from Eaves POPPY Project, Brent police, NHS Brent and CO14 Clubs and Vice. We found that there is both on street and off street (indoor) prostitution in Brent. There are large gaps in intelligence particularly relating to off street prostitution, however the police and Eaves POPPY Project estimating between 54 and 64 brothels in Brent at any one time. The task group would like to see tackling prostitution as a higher and more co-ordinated priority and better guidance and training provided to police officers would deal with women affected by prostitution.

### ***The Impact of a Major Sporting Arena***

The task group looked at evidence relating to major international sporting events including the Olympics and World Cup. We also held discussion with CO14 Clubs and Vice and Safe Exit one of the organisations working with the five Olympic boroughs to develop a joint strategy relating to prostitution. The task group would like to ensure that Brent Council and partners continues working with these organisations to reduce the opportunities for trafficking, organised crime and prostitution associated with major sporting events. We would also like Brent Council and partners to lobby the Mayor of London to ensure that a pan London prostitution strategy is developed.

### ***Tackling Sex industry Adverts in Brent***

The Eaves POPPY Project research identified Brent has having the second highest number of adverts for brothels in London, 59. The government's publication '*Women Not for Sale*' quoted research that suggested that adverts in local newspapers are the most commonly used method used by men to make contact with women for sexual purposes. The task group was not only concerned with the number of adverts but also the wording used eg 'young', 'new' and 'exotic' along with references to nationality or ethnicity. We talked to the

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<sup>1</sup> The POPPY Project provides accommodation and support for women trafficked into the UK for the purposes of sexual exploitation. [www.eaves4women.co.uk/POPPY\\_Project/POPPY\\_Project.php](http://www.eaves4women.co.uk/POPPY_Project/POPPY_Project.php)

Publishing Director who told us that sex industry related advertising accounts for about 10% of their income. We also found that although guidelines were available to their staff who take the adverts, these were not always followed. The task group heard a variety of different views about these adverts and ideally would like to see these adverts banned from local newspapers and would therefore add our voice to the national campaign. Meanwhile we would like the council and partners to work with local news papers to ensure they follow their own guidelines and carry a prevention and deterrent advert next to sex industry adverts.

### ***Working in Partnership to Provide services for Women In or Exiting Prostitution***

The task group talked to a number of organisations to gain a clear picture of the range of services women in or exiting prostitution would require. The predominant message we got was that the needs of this group of women were complex. However the main services could be identified as:

- Emergency medical treatment
- Sexual health
- Mental health
- Drugs and alcohol
- Immigration and asylum
- Supported housing
- Legal advice and advocacy
- Financial assistance
- Training, education and employment

We talked to Safe Exit at Toynebee Hall and Make a Change Ipswich to find out more about how their partnerships developed and worked. The task group was impressed by this approach and would like to see Brent council and partners develop a partnership approach to this issue.

## Recommendations

1. That the Brent police make the tackling of prostitution in Brent a higher and more co-ordinated priority.
2. That Brent Police:
  - Enhance the awareness of Brent police officers and staff about the issues faced by women involved in prostitution and those who have been potentially trafficked.
  - Provide appropriate training to selected police staff around how to support and deal with women affected by these issues. (This is to include for example advice about tactical options in relation to dealing with a report of a local brothel).
  - Provide clear guidance as to partner staff and the public about how to report a crime against a woman affected by these issues and/or other concerns.
3. That Brent Council and partners, via the Crime Prevention Strategy Group, continue the work the task group has started in relation to the Olympics with the CO14, Safe Exit and other Olympic boroughs to reduce the opportunities for organised crime, trafficking and prostitution associated with major sporting events.
4. That the council and partners lobby the Mayor of London to ensure a pan London strategy / approach is developed prior to the Olympics
5. That the council and partners continue the task group's work and keep lines of communication open with the press to influence them to keep to their own guidelines and ensure that adverts relating to the sex industry do not include, for example:
  - Photographs
  - Information on ethnicity
  - Information on age
6. That local newspaper groups operating in Brent agree to carry a prevention and deterrent advert next to sex industry related adverts, the contents of which will be agreed by partners but will include useful contact numbers.
7. That it is a priority for all front line local authority and partner staff to remove cards advertising sex services from public areas.
8. That a Partnership Strategy on prostitution is produced which includes the development of services to help women exit.
9. That a Stakeholder Event is held to bring together all relevant agencies in the borough to help develop the Partnership Strategy.
10. That a Partnership Group be set up to take this work forward. This should be the responsibility of the Crime Prevention Strategy Group and include some of the

**task group membership to ensure continuity of developing expertise. The work of the group should include:**

- Identifying resources available to provide services and assistance for women exiting prostitution**
  - Ensuring all relevant agencies know how to identify and respond to women in need of assistance.**
  - Continue to gather and examine evidence about the scale and nature of prostitution in Brent**
  - Develop and update a list of policy and tactical leads from partner organisations, and a map of services and pathways available to women within Brent and nationally**
- 11. That NHS Brent develops a treatment and care pathway for those women who are involved or want to exit prostitution.**
- 12. That action against landlords is taken when a brothel is identified - eg letter to tell them they are breaking the law, and checks against council tax**

**DRAFT**

## 1. Introduction – Scope of the task groups work

This task group was set up following the publication of Eaves POPPY Project's<sup>2</sup> report *Big Brothel – A survey of the off-street sex industry in London* in August 2008 which highlighted the scale and nature of the brothel based sex industry in London. Their research, which was limited to adverts in local papers, identified approximately 1500 brothels in London and highlighted the prevalence of brothels in every part of London. The report also makes the link between off street prostitution and trafficked women. It suggests that the widespread availability of high risk services, such as sex without a condom, at an 'incredibly' low cost, points to a saturated market where women lack control, choice or economic alternatives.

When Eaves POPPY Project looked at the number of adverts for brothels in local newspapers, Brent was identified as having the second highest number of adverts. This does not necessarily mean that the borough has the second highest number of brothels. However, the number and nature of those adverts is of concern, particularly as in May 2008 the Newspaper Society issued guidelines on restricting the nature and publication of classified advertisement offering commercial sex acts.

These findings were potentially significant for Brent and rather than dismiss or ignore the report, we decided to tackle this issue head on. We wanted to find out if we really have got a problem in Brent and if so what can be done about it. We also wanted to find out what the impact of a major sporting arena would have on the sex trade in Brent.

The issue was raised at the Crime Prevention Strategy Group by the lead member for Crime Prevention and Public Safety, the partners involved expressed concern about the findings of Eaves POPPY Project, particularly the links made between trafficked women and brothels, and have agreed to support a review set up by the Overview & Scrutiny Committee.

Members of the task group have undertaken this piece of work because we believe that this is the right thing to do for our local communities and for a vulnerable group of women. At the start of our work we agreed that this review was not about taking a moral stance about prostitution. However, as we have learnt more about the impact of this 'industry' on the lives of many of the women involved our views have moved on. Two of the most disturbing figures we have seen are firstly that the mortality rate for women in prostitution in London is twelve times higher than the national average<sup>3</sup> mortality rate. Secondly, although less than 1% of children in this country are looked after by the state, 42% of young women involved in prostitution have been in local authority care at some point<sup>4</sup>.

There is a huge debate about whether some women chose to become prostitutes and what level of choice is really available to them. There are a myriad of different views and research available on this issue and these largely correlate to the philosophical, political or ideological stand point of the author. We do not intend to rehearse those arguments in this report, but will comment that we do believe that real choice is closely linked to life chances, ability to control your life, mental health and addiction. Recommendations in this report are not aimed

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<sup>2</sup> The POPPY Project provides accommodation and support for women trafficked into the UK for the purposes of sexual exploitation. [www.eaves4women.co.uk/POPPY\\_Project/POPPY\\_Project.php](http://www.eaves4women.co.uk/POPPY_Project/POPPY_Project.php)

<sup>3</sup> Paying the Price, Home Office

<sup>4</sup> Centre for Social Justice, DFES Children looked after in England 2005-2006



at women who work as prostitutes through real choice, have control over their life, have control over who they see and keep the money they earn. Our concern is with those women who find themselves involved in the sex trade through coercion, whether physical or emotional, addiction to drugs and alcohol, economic circumstances and lack of education, skills and opportunity. The following is an extract from the blog of Rebecca, a survivor of prostitution:

“How many voices and writings of exited prostituted women will it take until prostitution is viewed as a human rights issue.....What is ‘choice’ when it comes to being prostituted?”

- A free choice is not being prostituted in order to pay rent, to afford to care for your children.
- A free choice is not being on the receiving end of childhood abuse, whether sexual, neglect or physical.
- A free choice is not being brainwashed by the porn culture to believe that prostitution is glamorous and an easy way to make a pile of money.
- A free choice would mean the prostituted woman or girl could turn away men if they had bad feelings about them without any consequences.
- A free choice would be not being pushed by a pimp, manager or boyfriend to “just try it”.
- A free choice would mean freedom of movement and knowledge of the world outside prostitution.
- A free choice would mean there would be no need to use drink or drugs to blank out the reality.

We realise that the problems related to prostitution and its links to organised crime and trafficking cannot be solved by Brent Council and its partners alone, but we believe that by working together we can have an impact on the lives of some of the women who live or pass through Brent whose lives have been blighted by their involvement in this industry.

The scope of the review highlights the two main ways of tackling prostitution: reduce the supply of people in prostitution, and reduce the demand for their services.

### *Reducing Supply*

Reducing supply relies on tackling trafficking, preventing women entering prostitution through other avenues and supporting women to exit prostitution.

Women involved in prostitution face a number of problems that impact on their health and life chances. These include:

- Violence
- Substance dependencies
- High risk to sexual health,
- Wider health issues including mental health, and
- Lack of education and skills
- Marginalisation / social vulnerabilities / stigma

Key findings from pilots funded by the Government's Crime Reduction Programme highlighted that enforcement alone merely displaces prostitution and support services are needed to have any impact in helping women.

Finding routes out of prostitution can be a difficult and lengthy process, particularly given the disparate and complex needs of the women involved. Eaves POPPY Project estimate that it can take up to seven years or longer for women to completely exit prostitution. This is compounded when women have been trafficked or are economic migrants with no recourse to public funds and therefore cannot access most public services.

### *Reducing Demand*

Apart from the measures introduced in the Policing & Crime Act 2009 to outlaw paying for sex with someone who is controlled for gain which is discussed later in this report, one way of reducing demand for the service offered from brothels is to reduce the information available on how to access them. As Eaves POPPY Project report highlighted the high levels of adverts for brothels in our local press, it is proposed that this review will investigate this issue and see how the number of adverts for brothels and prostitutes in Brent can be reduced.

The Task Groups key findings are focussed on the following areas:

- The scale and nature of prostitution in Brent
- The impact of a Major Sporting Arena
- Tackling local advertising for sex services in Brent
- Working in partnership to provide services for women in exiting prostitution in Brent

## **2. Task Group Membership**

Councillor Ann John OBE (Chair)

Councillor David Clues

Councillor Kanta Mistry

Andy Brown – Head of Substance Misuse NHS Brent

DCI Kevin Concannon – Met Police Brent

Christine Topping – Violence Against the Person Focus Desk Manager, Brent

Policy support was provided by Jacqueline Casson, Senior Policy Officer, Policy & Regeneration.

## **3. Methodology**

In order to complete the work identified in the scope, and produce a set of recommendations that will start to tackle some of the issues related to prostitution in Brent and the needs of women who wish to exit, the task group gathered evidence from a wide range of sources. These were:

- Helen Atkins – Eaves R&D POPPY Project on prostitution and trafficking with a focus on the London Borough of Brent
- David Thrall – Director of Environmental Health on the licensing of massage parlours
- Andy Brown – Head of Substance Misuse, NHS Brent about local themes and perspectives on substance misuse and the sex industry
- Christine Topping – Violence Against the Person Focus Desk Manager, Brent Police, provided an snapshot of police intelligence relating to prostitution in Brent
- Helen Hepburn Development Manager, Make a Change Ipswich, and DCI Tim Beach, Suffolk Constabulary explained how the Make a Change projects had started following the murders of women involved in prostitution in Ipswich, the barriers they faced and their current work in developing an off street prostitution strategy.
- DCI Kevin Hyland CO14, Clubs and Vice, Metropolitan police
- David Blake, Publishing Director, Archant London
- Alice Peycke, Partnership Co-ordinator, Safe Exit, Toynbee Hall, Tower Hamlets told us about a court diversion initiative which aims to provide better services for women involved in prostitution
- The Chair of the task group attended the *Solace Human Trafficking Conference* which launched their report into the role of local authorities in addressing human trafficking.
- The Chair of the task group attended the Developments in Prostitution Policy conference organised by the Eaves the parent organisation for the Poppy Project. Information brought back to the task group included:
  - Taking a human rights based approach to prostitution – Cate Briddick, Rights for Women
  - Parliamentary developments on legislation against demand for prostitution – Fiona Mactaggart MP
  - GAPS Newcastle, sexual exploitation and sex work in Tyne & Wear – Laura Seebohm & Kelle Holliday
  - Successful demand prevention in Nordic Countries – Gunilla Ekberg CATW international

Individual members of the task group reviewed a great deal of literature and academic research in relation to this subject area and a list of references is set out at the end of this

report. Ultimately though, the task group was keen to ensure that this report focused on Brent and produced locally implementable recommendations.

#### 4. Context

##### *Local*

Prostitution and the implications of the sex trade have not previously emerged as a major community safety issue in Brent. The council and partners were aware of a relatively small amount of on-street prostitution in the south of the borough, and a number of services, particularly relating to drugs and alcohol are commissioned by Brent Primary Care Trust and based in that area. A number of voluntary organisations, such as Women's Aid also provide services to women who work in the on-street sex trade.

Less was known about the off-street (in door) sex trade in Brent, which largely takes place in flats, houses and massage parlours. This was partly because it is not as visible as on-street and partly because the organised nature of much of trade means that brothels can close and reopen in a different premises very quickly. There have been a number of national initiatives aimed at disrupting the off street sex trade with particular focus on trafficking, these include: Pentameter, Pentameter2 and Operation Tolerance. Pentameter was the first proactive policing operation in the UK involving all fifty five forces. The aims of Pentameter included identifying the scale of the problem and the recovery of victims. Brent's local police, were involved in these initiatives and had some success Pentameter, which resulted in 10 brothels being closed, though the majority did re-open soon after in different locations.

As set out earlier in this report the results of research conducted by the Eaves POPPY Project<sup>5</sup> in August 2008 and set out in their report *Big Brothel – A survey of the off-street sex industry in London* highlighted the scale and nature of the brothel industry in London. Approximately 1500 brothels were identified in London. Brent was identified as having the second highest number of adverts (59) in local news papers for brothels. The highest number of adverts for brothels was Westminster with 71 and the lowest Southwark with 8. Although this does not necessarily mean that Brent has the second highest number of brothels, it should be of concern to the council. The report also makes the link between off-street prostitution and trafficked women. It suggests that the widespread availability of high risk services at an 'incredibly' low cost, points to a saturated market where women lack control, choice or economic alternatives.

##### *International, National & London*

A number of counties have experimented with different approaches to dealing with prostitution. In Europe as a whole there is a move towards tighter regulation of the sex trade. Sweden, Iceland and Norway have tackled demand by making it illegal to purchase

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<sup>5</sup> The POPPY Project provides accommodation and support for women trafficked into the UK for the purposes of sexual exploitation. [www.eaves4women.co.uk/POPPY\\_Project/POPPY\\_Project.php](http://www.eaves4women.co.uk/POPPY_Project/POPPY_Project.php)

sex, while ensuring that the women involved are offered support. Other countries such as the Netherlands and New Zealand have legalised or decriminalised the sale and purchase of sex acts in the hope that this would sever the links between prostitution and organised crime.

The British government's coordinated strategy on prostitution *Paying the Price* was published in January 2006. One of the aims of the strategy is to disrupt the sex market and provide appropriate protection and exit routes for those involved.

In January 2008 the Government launched a review into demand for prostitution visiting several European countries, including the Netherlands and Sweden, to explore different legislative approaches to tackling prostitution issues. In November 2008 the Government announced that it would outlaw paying for sex with a woman "controlled for another person's gain" - such as a pimp or brothel owner. In addition, men who pay for a sexual act with someone who has been trafficked into the country could face rape charges. In November 2009 the Policing and Crime Act was passed, which lays out the new proposals in Part 2 Clause 14.

SOLACE recently produced a report<sup>6</sup> which explores how local authorities can improve their response to human trafficking including women trafficked into the sex trade. This report was produced in the context of the Council for Europe Convention on Action against Trafficking in Human Beings<sup>7</sup> which came into force in the UK on 1<sup>st</sup> April 2009. The report identifies five 'core competences' local authorities need to focus on and offers practical ways in which local authorities can help. These are:

- Victim identification
- Victim support
- Assistance with repatriation of victims
- Prevention of Human Trafficking
- Partnership Working

In April 2009 the Mayor of London launched *The Way Forward: A call for action to end violence against women*<sup>8</sup> a consultation on proposed set of actions for dealing with all forms of violence against women in London. This includes prostitution, trafficking, rape and sexual violence.

The existing legislative framework that relates to the sex trade is wide and includes:

- Sexual Offences Act 2003
- Nationality, Immigration and Asylum Act 2002
- Serious Organised Crime Act 2005
- Proceeds of Crime Act 2002
- Asylum and Immigration Act 2004

In addition the protection of women is also included in a number of European and UN Conventions and declarations. These include:

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<sup>6</sup> The role of local authorities in addressing human trafficking [www.solace.org.uk](http://www.solace.org.uk)

<sup>7</sup> [www.coe.int](http://www.coe.int)

<sup>8</sup> A consultation on a proposed programme of action can be found at [www.london.go.uk/mayor/crime/waw](http://www.london.go.uk/mayor/crime/waw)

- European Convention on Human Rights 1950
- UN Declaration on the Elimination of Violence against Women 1994
- European Convention on Action Against Trafficking in Human Beings 2005

## 5. Key Findings

### The Scale and Nature of Prostitution in Brent

The existence of on street prostitution in the south of the borough was, by its nature, well known to the council and its partners. So when ascertaining the scale and nature of prostitution in Brent the main focus of the task group was to find out more about where off street prostitution was located.

A presentation by the police categorised the types of prostitution in Brent as:

- Street prostitution – drug users / criminal networks (on street)
- Commercial premises – saunas / massage parlours (off street)
  - Controlled multi-occupancy – 2 types (off street)
    - Transient work force / strict control with a large number of girls involved who are transported to and from the venue. There is an employed receptionist and security guards. This is where trafficked women are most likely to be found and therefore criminal networks
    - Small number of girls in a less oppressive environment
- Self Controlled – Professional residential home (off street)

We heard from the police that there are distinct clusters of premises in the borough. They told us that they believed that data collected in February 2009 showed that there were an estimated 54-64 brothels in Brent at any one time. However, they also said that this figure could be significantly higher or lower as premises move around, though they tended to be clustered in main shopping areas and are generally in flats above shops. Figures from the police show slightly more premises in the north of the borough, 37 than the south 33.

The table below shows the number of identified/believed premises being used as brothels within each of the hotspot areas.

HOTSPOT AREA	NUMBER OF PREMISES
Kingsbury	16
Sudbury and Wembley	10
Harlesden	5
Willesden	6
Kilburn and Brondesbury	4
Cricklewood	11

Eaves POPPY Project's research, which took place between October 2007 and March 2008, found 59 advertised premises in Brent with at least 121 women working in them. This

compares with the highest number of 71 in Westminster, and the lowest of 8 in Southwark. Their research identified 45% of premises as flats, 36% houses and 19% massage parlours or saunas. A snapshot undertaken by CO14, Clubs and Vice on one day found 15 premises in Brent. As differing methodologies were used and premises move around these figures should not be seen as definitive and can only provide a snapshot. A hotspot map produced by Brent Police is attached at appendix A

The Director of Environmental Health told us that there are four licensed massage parlours in Brent and historically there has never been more than four. These licences are called special licences and are issued under the London Local Authorities Act 1990 – 2000. The vast majority of London boroughs, including Brent, have established a special treatments group to ensure consistency and agree a list of special treatments. This list of special treatments is extensive and includes: acupuncture, body massage, facials, reflexology and tattooing. Licences are issued subject to a number of conditions which include the applicant and therapists passing a fit and proper persons test, qualifications check and an inspection. The location of the massage parlours largely correlate with the commercial hotspots identified by the police in relation to brothels. We heard that these massage parlours are inspected annually and receive few complaints. The inspections focus on compliance with health and safety issues and infection control. The inspections are unannounced and the inspectors check the identity of those present with the qualification certificates provided with the licence application, though he agreed that qualifications could be forged. The inspectors can talk to the women present and if they suspect anything they would inform the police Clubs and Vice Unit CO14.

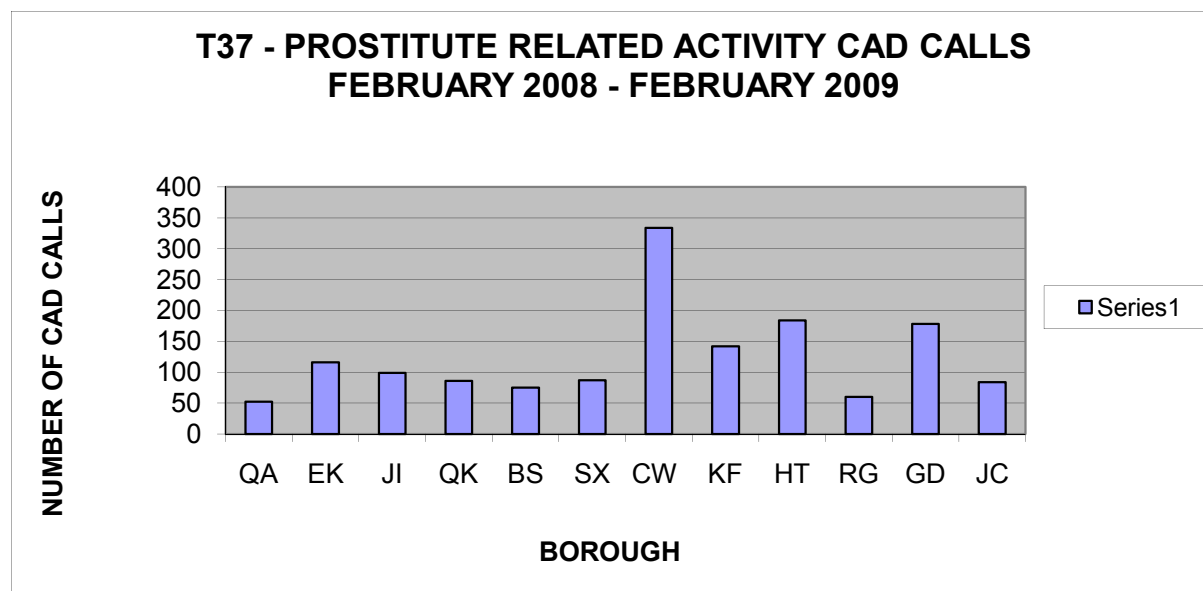
Eaves POPPY Project told us that there had been 13 referrals of trafficked women from Brent between April 2004 and January 2009. This meant that Brent was in the middle in terms of London Borough referrals, Westminster has the highest number of referrals at 109, Bexley has the lowest at 1. The women referred from Brent were aged between 18 and 43 from nine countries and three continents. The top three countries of origin nationally were Nigeria, Lithuania and China. In Brent the top two were Romania and Lithuania. CO14 told us that in London the top two nationalities are Lithuania and Latvia. The sources of referrals to Eaves POPPY Project from Brent included local NGO's, Willesden Police Station, Individual PCs, the Sapphire Unit and the Lithuanian Embassy.

The police provided a breakdown of Computer Aided Despatch reports (CAD), during the twelve months between February 2008 and February 2009, which related to prostitution. Fifty per cent of all calls were received during the weekend (Friday – Sunday) and sixty three per cent were received between 8pm and 8am. There were slightly more calls in the north of the borough than the south of the borough. The task group believes that the greater prevalence of calls from the north of the borough could be because people in the more affluent north of the borough are more likely to be proactive and complain.

Police custody reports covering the twelve months between 1<sup>st</sup> April 2008 and 31<sup>st</sup> March 2009 show a total of 21 arrests in relation to prostitution:

- Controlling a prostitute for gain – 3 arrests
- Keeping / Managing a brothel – 3 arrests
- Managing / assisting the management of a brothel – 4 arrests
- Placing adverts for prostitution - 10 arrests

Information on prostitution related CAD Call for other London boroughs is set out below.



**KEY TO BOROUGHS AND TOTALS**

QA – Harrow	52
EK – Camden	116
JI – Redbridge	99
QK – Brent	86
BS – Kensington & Chelsea	75
SX – Barnet	87
CW – Westminster	334
KF – Newham	142
HT – Tower Hamlets – Olympic Borough	184
RG – Greenwich – Olympic Borough	60
GD – Hackney – Olympic Borough	178
JC – Waltham Forest – Olympic Borough	84

NHS



Brent told us about the link between the sex industry and drugs. A short survey they conducted with alcohol and drug services they commission suggested that between five and 10% of women accessing services are involved in the sex industry, mainly on street work. This would translate into 50 and 125 problem drug users involved the sex industry, though it is difficult to get exact numbers. The main drugs of choice for this group are heroin and/or crack cocaine. The highly addictive nature of crack cocaine means that addicts need to spend £200 - £300 per day. Many women in this situation are selling sex to support their own and in some cases their 'boyfriend's' or pimp's addiction as well.

Brent police told us that prostitution was not high on their list of priorities current top priorities are burglary and violence, though this does include violence against women. They admitted that there are gaps in their intelligence relating to the sex industry in Brent and gaps in training about how to deal with the women they encounter in this situation. The task group is concerned that by not having this as a high priority a space is created within which organised crime could become established and violence against women remain invisible. We are particularly concerned about the impact of a major sporting arena and the Olympics on demand for prostitution, this is dealt with in the next section of the report.

We heard from CO14 that they are able to provide training to Safer Neighbourhood Team's, which Brent Police are now in the process of arranging. The Association of Chief Police Officers, which leads on vice also provide a 4 day residential course to sergeants. In addition CO14 provide advice to the police on their website and are in the process of producing cards and a booklet which will contain useful information including referral routes. This will be available from December 2009.

### **Recommendations**

**That the Brent police make tackling prostitution in Brent a higher and more co-ordinated priority.**

**That Brent Police:**

- **Enhance the awareness of Brent police officers and staff about the issues faced by women involved in prostitution and those who have been potentially trafficked.**
- **Provide appropriate training to selected police staff around how to support and deal with women affected by these issues. (This is to include for example advice about tactical options in relation to dealing with a report of a local brothel).**
- **Provide clear guidance as to how to report a crime against a woman affected by these issues and/or other concerns.**

### **The Impact of a Major Sporting Arena**

The task group was keen to learn more about the impact that a big sporting arena would have on demand for prostitution and opportunities for organised crime. Wembley regularly hosts sporting and entertainment events and will be used to host events during the Olympics.

A report produced by the Future Group entitled *Faster, Higher, Stronger: Preventing Human Trafficking at the 2010 (winter) Olympics*<sup>9</sup> was published in 2007 and investigated the impact that the Winter Olympics in Vancouver would have on rates of human trafficking particularly women trafficked for prostitution. The report highlighted that according to the Greek Ministry of Public Safety's data there had been a 95% increase in the number of identified human trafficking victims during the 2004 Athens Olympics. In 2005 the number had declined by 24% but was still 47% higher than it was in the year preceding the Olympics. In addition it reported that the German Government told the Council of the European Union in 2007 that the demand for prostitution in and around venues did increase during the 2006 World Cup, though this increase was short lived.

CO14 informed us that evidence of increased prostitution was already being seen around some of the Olympic construction sites. DI Hyland believed that Brent should take action now to prevent any increase taking hold because in his view once an increase in organised crime occurs it is difficult to reduce it. We were informed that a new Olympic vice team was being created to work with the five Olympic boroughs and he would ensure that Brent was included in this work.

During our visit to Safe Exit<sup>10</sup> we were told that they were working with the five Olympic boroughs to develop a joint strategy relating to prostitution and that a conference would be held later in the year. The chair of the task group asked Safe Exit to ensure that Brent was included in any future work. The task group asked the interim Head of Community Safety to attend the Prostitution and Olympic Summit which was held on 29<sup>th</sup> September 2009.

While we would like to see Brent Council and its partners continue working with the other Olympic boroughs we realise that this is a London wide issue. Olympic visitors will stay throughout London, not just confined to areas around the venues. We would therefore recommend at the council and its partners lobby the Mayor of London to ensure that a pan London prostitution strategy is developed.

## **Recommendations**

**That Brent Council and partners, via the crime prevention strategy group, continue the work the task group has started with the CO14, Safe Exit and other Olympic boroughs to reduce the opportunities for organised crime, trafficking and prostitution associated with major sporting events.**

**That the council and partners lobby the Mayor of London to ensure a pan London strategy / approach is developed prior to the Olympics**

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<sup>9</sup> The Future Group is a Canadian based organisation [www.thefuturegroup.org](http://www.thefuturegroup.org)

<sup>10</sup> An initiative set up by Toynbee Hall, London Borough of Tower Hamlets, the Metropolitan Police and Providence Row Charity to develop better services for women in prostitution.

## Tackling Sex Industry Adverts in Brent

As already stated the catalyst for this review was Eaves POPPY Project's Big Brothel report that identified Brent as having the second highest number of adverts for brothels in London. This does not mean that Brent has the second highest number of brothels or the second largest prostitution problem in London but the information available to us does indicate that there are pockets of on and off street prostitution in the borough.

Reducing demand for the purchase of sex in Brent would make the sex industry less lucrative for organised criminals and reduce the demand for women. We heard from CO14 that one flat in Soho could generate as much as 1 million pounds a year. To our great surprise we learnt from CO14 that the only person in the sex market chain who could not be prosecuted was the man who purchased sex, unless he was kerb crawling. Those who can be prosecuted include: the person who controls the women, the landlord of the premises, the person that prints the cards, the person who places the cards, the maid and the women,

The government is trying to tackle demand by making it an offence to pay for sex from someone who is controlled for another person's gain. The Mayor of London's proposed strategy on violence against women<sup>11</sup> suggests working with partners including local authorities to develop a public awareness campaign aimed at deterring paying for sex. We would urge Brent Council and its partners to take the opportunity to take part in any campaign that is aimed at reducing demand for the purchase of sex services.

During the course of our investigation we have heard more about the ways that the organised sex industry advertises its trade. These include:

- Local newspapers
- Newsagents window
- Phone cards
- And internet sites

Like any industry, advertising the availability of a 'service' in an area brings those wishing to purchase it into the area if it didn't advert, cards etc would simply not exist. Research suggests that advertisements placed in local newspapers are the most commonly used method men will use to make contact with women for sexual purposes<sup>12</sup>. A government report, *Women Not for Sale* produced by the government Equalities Office 2008, estimates that nationally this type of advert accounts for £44m of advertising revenue this equates to 2% of total classified ads revenue<sup>13</sup>. This report also identified London as one of the regions with a particularly high concentration of this type of advert. In addition there is concern about how explicit the adverts are and the wording used. For instance words like 'young', 'new' and 'exotic' are used along with reference to the nationality of the women advertised.

The Publishing Director of Archant London told us that the revenue from this type of advertising accounts for around £1.5 million annually which is about 10% of income. The

<sup>11</sup> The Way Forward- a call for action on violence against women April 2009

[www.london.gov.uk/mayor/crime/vaw/](http://www.london.gov.uk/mayor/crime/vaw/)

<sup>12</sup> 'its just like going to the supermarket': men buying sex in East London; Kelly et al: Child & Women Abuse Studies Unit 2007. As quoted in 'Women Not for Sale, Government Equalities Office, 2008

<sup>13</sup> Women Not for Sale, government Equalities Office, 2008

percentage has increased recently mainly because income from other core categories of advertising such as property and motoring has reduced. He told us that those placing this type of advert usually pay in cash and the newspaper asked them to sign to say that the premises being advertised is only offering massage, though they realised that this was unlikely to be true. The Publishing Director told us that guidelines were available to those members of staff taking the adverts so that words relating to ethnicity or age were not included. When challenged with examples from a recent edition of the local paper he said that some adverts containing these words do get through but he will raise the issue with his staff. He also informed us that there had, in recent years, been a shift toward internet advertising, but agreed that the number of adverts placed regularly and the fact that those placing them get upset if there is a misprint in the advert suggests that this form of advertising worked.

The task group heard that there has been an ongoing debate within the Archant group about carrying this type of advert, with a huge difference of opinion, but in the end it was a commercial decision for the group to continue to carry them. We also heard that residents in the Ham & High area, another Archant owned local newspaper serving an area close to Brent had successfully campaigned to remove boxed adverts with photographs with line adverts with toned down language. The task group was uncomfortable that a largely middle class campaign could have this result while Brent's local newspaper still had wording that the publisher itself said should not be appearing.

The task group has considered the issues around advertising in the local press very carefully. We have heard the view that the adverts are a good source of intelligence and that they should be toned down rather than removed. We have also heard from CO14 and Eaves POPPY Project that the adverts fuel demand and are frequently situated near the sports pages, the pages most likely to be read by young people, particularly young men. One powerful argument put to us was – you would not find it acceptable for adverts to appear about where to buy drugs or which houses were empty to burgle, so why are these adverts acceptable? We understand that the Crown Prosecution Service is currently exploring ways to make carrying this type of advertising an offence.

We have heard so many times about the links between the organised sex industry, drugs and other forms of organised crime and the plight of the women who become a commodity to trade that we are convinced that it is right to oppose these adverts. Our ultimate aim therefore would be for this type of advert to be banned from local newspapers and would add our voice to that campaign. Meanwhile we would like the council and partners to keep lines of communication open with the local press to influence the content of the adverts, so that pictures and information about ethnicity and age of the women are not included. We would also call on the newspaper publishers to carry a prevention and deterrent advert alongside sex industry adverts. This advert should include useful contact telephone numbers. Similarly prostitution related articles in the local press should also carry these contact numbers.

The Mayor of London and CO14 are working together to talk to telephone companies about blocking the telephone numbers used in adverts and dealing with printers who produce the cards found in telephone boxes and other locations. We believe that the council and

partners could also contribute to this by making it a priority for all front line staff, whether street sweepers or policemen to remove these cards wherever they are found.

### **Recommendations**

**That the council and partners continue the task group's work and keep lines of communication open with the press to influence them to keep to their own guidelines and ensure that adverts relating to the sex industry do not include, for example:**

- **Photographs**
- **Information on ethnicity**
- **Information on age**

**That local newspaper groups operating in Brent agree to carry a prevention and deterrent advert next to sex industry related adverts, the contents of which will be agreed by partners but will include useful contact numbers.**

**That it is a priority for all front line local authority and partner staff to remove cards advertising sex services from public area.**

### **Working in Partnership to Provide Services for Women In and Exiting Prostitution**

To gain a clear picture of the types and range of services that should be available for women wanting to exit the sex industry we talked to a number of organisations. Locally we heard from NHS Brent that they do currently provide drug and alcohol services that were mainly focussed on the drug hotspots in Brent, which largely correlate with areas of on-street prostitution. We also talked to some voluntary groups, like Women's Aid and the Asian Women's Resource Centre who operate in Brent and have been approached by women for help.

The predominant message we got from all of the organisations we talked to was that the needs of the women were complex. Eaves POPPY Project told us that there was a wide range of services required and Safe Exit, who work with mainly street sex workers confirmed that a holistic approach is needed as women have many interlinked problems. Overall services identified by the organisations we talked to were:

- Emergency medical treatment
- Sexual health
- Mental health
- Drugs and alcohol
- Immigration and asylum
- Supported housing
- Legal advice and advocacy
- Financial assistance
- Training, education and employment

We heard that prior to Safe Exit being set up at Toynebee Hall (Tower Hamlets) a stakeholder event was held which showed that lots of different organisations were operating in the area but that there was no co-ordination. A partnership steering group was set up to bring together voluntary and statutory agencies including the police and the local authority. This is chaired by a local councillor. There is a larger forum that operates on a thematic approach and is open to anyone to attend. The initiative is funded by the David Isaacs fund and the Tower Hamlets Partnership.

The Make a Change project was set up just over two years ago following the murders of women involved in prostitution in Ipswich. The Police, Probation Service, DAAT and the local authority came together to develop a clear set of strategic priorities that because they are intertwined needed to be delivered using a multi-agency approach. Strategic priorities included:

- Clear and agreed vision
- Intelligence gathering
- Developing routes out
- Tackling Demand
- Prevention of Children under 18 being abused through sexual exploitation
- Community Intelligence

And more recently:

- Coercive Adults
- Off-Street Prostitution

They did experience some barriers to getting the project going, such as different organisational cultures, commitment and ability to share information, but they are adamant that a strategy owned by all relevant partners provided the leadership and focus that this problem required. They believed that the backing of the council's leadership was key to this approach working.

The Make a Change team have undertaken a lot of awareness raising activities particularly with childcare teams who were not previously looking for sexual exploitation of 13 -15 year olds. Since then the numbers of children being supported have increased from 5 to 35. The team have identified that the same men (some women are involved) are involved in grooming children and adults. Local residents have taken an interest in this work, with public meetings held in affected areas. The team has gained a lot of intelligence this way. They have also gained recognition that prostitution is not 'here to stay or 'part of life'.

At the start of this report we highlighted that a large proportion of young women involved in prostitution had been looked after children. A report recently produced by Barnardo's, *Whose Child Now*<sup>14</sup> highlights the issues around sexual exploitation particularly the links between children who frequently go missing and sexual exploitation and trafficking within the UK. We understand that the local safeguarding children's board has children that go missing as one of its three priorities for the year ahead. We would like to ensure that this issue is highlighted across the partnership.

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<sup>14</sup> Whose child now was published by Barnardos in November 2009

Ipswich are now starting to develop an off street prostitution strategy, but recognises that off street work requires links with different organisations like the fire service and trading standards. Emerging priorities for their strategy include: trafficking, exploitation and young people.

The task group was impressed by the partnership approach to developing a joint prostitution strategy and believes that this is the best way to tackle this problem and develop routes out of prostitution for women in or passing through Brent.

One of the main problems all of the agencies we talked to identified was housing, whether to get women away from situations that were unhealthy like 'crack houses' or to get them away from manipulative 'boyfriends' or criminal gangs.

The task group is aware when talking to organisations like Safe Exit and Make a Change Ipswich that they are mainly dealing with on street prostitution, where the women are visible and are largely British nationals with recourse to public funds. A large proportion of the sex industry in Brent is off street, which, as we have heard is more likely to include foreign nationals and possibly trafficked women, many of whom may not have recourse to public funds.

The Solace report mentioned earlier in this report, *The role of local authorities in addressing trafficking*, says that although many adult trafficked women may not have recourse to public funds local authorities can provide services on a discretionary basis. We believe that this could also apply to local authority partners. Upon identifying a women who may have been trafficked, local authorities or partners should contact Eaves POPPY project or another specialist organisation such as the UK Human Trafficking Centre for advice and assistance

The task group was keen to explore other practical measures that the council and partners could take to disrupt the sex industry in the borough. One option put forward by CO14 was suggested that if a brothel was being run in the area council could write to the Landlord or letting agent and tell them they are breaking the law. CO14 can assist with this by helping to develop a standard letter. It should also be possible to make checks against council tax to check whether the property is listed as domestic or business and to see if incorrect declarations are being made.

## **Recommendation**

**That a Partnership Strategy on prostitution is produced which includes the development of services to help women exit.**

**That a Stakeholder Event is held to bring together all relevant agencies in the borough, to help develop the Partnership Strategy.**

**That a Partnership Group be set up to take this work forward. This should be the responsibility of the Local Strategic Partnership and include some of the task group membership to ensure continuity of developing expertise. The work of the group should include:**

- **Identifying resources available to provide services and assistance for women exiting prostitution**

- Ensuring all relevant agencies know how to identify and respond to women in need of assistance.
- Continue to gather and examine evidence about the scale and nature of prostitution in Brent
- Develop and update a list of policy and tactical leads from partner organisations, and a map of services and pathways available to women within Brent and nationally

That action against landlords is taken when a brothel is identified - eg letter to tell them they are breaking the law, and checks against council tax

That NHS Brent develops a treatment and care pathway for those women who are involved or want to exit prostitution.

DRAFT



## References

The task group referred to a number of reports in the course of its work. Key documents include:

The Poppy Project (2008) Big Brothel A survey of the Off-Street Sex Industry in London, Eaves: London

Sandra Dickson, The Poppy Project (2003). Mapping Commercial Sex Across London, Eaves: London

Julie Bindell, The Poppy Project (2006). No Escape? An investigation into London's Service Provision for Women Involved in the Sex Industry, Eaves: London

Home Office (2004) Paying the Price a consultation paper on prostitution

Home Office (2006) A Co-ordinated Prostitution Strategy and a summary of responses to paying the price

Crime & Disorder Reduction Partnership Ipswich, Street Prostitution Strategy 2007 - 2012

Shelter (2004) Off the streets – tackling homelessness amongst female street-based sex workers

Centre for Social Justice, DFES Children looked after in England 2005-2006

Solace (2009) The role of local authorities in addressing human trafficking

Mayor of London (2009) The way forward – A call for action to end violence against women

The Future Group (2007) Faster, Higher, Stronger – preventing human trafficking at the 2010 Olympics

Government Equalities Office (2008) Women not for sale

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## Overview & Scrutiny Committee 9<sup>th</sup> February 2010

### Report from the Director of Policy & Regeneration

For Action

Wards Affected:  
ALL

## Strengthening Local Democracy Task Group

### 1.0 Summary

- 1.1 The Overview and Scrutiny Committee has asked officers to prepare a task group scoping report on strengthening local democracy. The draft scope is an appendix to this report.
- 1.2 There are currently a number of overview and scrutiny task groups in progress which will be completed by the end of the municipal year. Therefore, it makes sense to agree a task group scope at this stage to be started early in 2010/11.
- 1.3 The Overview and Scrutiny Committee should consider the scoping document and confirm that it does want to set up a task group to look into this issue. Members should make their comments and suggest changes to the scope at this stage so that they can be incorporated into the scoping document. At this stage the committee does not need to nominate members to work on the task group. The group offices will be contacted to seek nominations after the local elections in May 2010.

### 2.0 Recommendations

- 2.1 The Overview and Scrutiny Committee is recommended to:
  - (i). Consider and agree the strengthening local democracy task group scoping document, included at appendix 1 to this report.
  - (ii). Agree to begin work on the task group at the start of the next municipal year, following the council elections in May 2010.

### **3.0 Detail**

- 3.1 At the Overview and Scrutiny Committee meeting on 8<sup>th</sup> December 2009, members considered a motion approved by full Council on strengthening local democracy in Brent. The motion asked for an overview and scrutiny task group to be established to look into the issue and report back with recommendations to “increase the debate at full Council meetings, improve the public’s access to local democracy and encourage more young people to take part (in local democracy)”. The committee agreed that it would like to set up a task group to begin work in May 2010.
- 3.2 A task group scope has been drafted (see appendix 1) as a response to the committee’s decision. Members are asked to consider the scope and make any suggested changes so they can be incorporated into the final version. At this stage the committee does not need to nominate councillors to work on this task group. Officers will approach the group offices on this after the elections in May to seek nominations.
- 3.3 At present there are a number of task groups to be completed which will be reporting to committee’s before the end of the municipal year. This task group won’t begin until work on the outstanding task groups has been completed.
- 3.4 If members have suggestions for other task group topics they should contact the officers in the Local Democracy Team in the Policy and Regeneration Unit. In the meantime, the Overview and Scrutiny Committee is asked to agree the strengthening local democracy task group scope.

### **4.0 Financial Implications**

- 4.1 None

### **5.0 Legal Implications**

- 5.1 None

### **6.0 Diversity Implications**

- 6.1 None

### **7.0 Staffing/Accommodation Implications (if appropriate)**

- 7.1 None

#### **Contact Officers**

Andrew Davies  
Policy and Performance Officer  
Tel – 020 8937 1609  
Email – [andrew.davies@brent.gov.uk](mailto:andrew.davies@brent.gov.uk)

Phil Newby  
Director of Policy and Regeneration  
Tel – 020 8937 1032  
Email – [phil.newby@brent.gov.uk](mailto:phil.newby@brent.gov.uk)



## Overview & Scrutiny Committee 9<sup>th</sup> February 2010

### Report from the Director of Policy & Regeneration

Ward Affected:  
Kensal Green

## Willesden Junction Station Councillor Call for Action Request

### 1.0 Summary

1.1 The Overview and Scrutiny Committee has received a councillor call for action request from Councillor James Powney (appendix a) relating to the poor environmental condition in the area surrounding Willesden Junction Station. Councillor Powney has highlighted a series of problems including:

- The poor and dangerous state of Station Approach (the road up to Willesden Junction Station)
- Underuse of Hythe Road public footpath
- Poor management of land around the station leading to environmental health issues and lack of visual amenity.
- Poor maintenance of Harrow Road footpath
- Poor signage around the station

1.2 Councillor Powney would like the Overview and Scrutiny Committee to consider these issues and recommend a solution to the problems at Willesden Junction Station.

1.3 The councillor call for action was introduced in the Local Government and Public Involvement in Health Act 2007. It enables any member of the council to refer to an overview and scrutiny committee any local government matter which affects their ward. A local government matter is defined as one which:

- Relates to the discharge of any function of the authority

- Affects all or part of the ward for which the referring member is elected or any person who lives or works in the ward
- Is not an excluded matter

1.4 A protocol on how councillor call for action will operate in Brent has been agreed by the Overview and Scrutiny Committee, scrutiny chairs and all group leaders. The protocol recommends that a councillor should try to resolve the issue / problem using the mechanisms and resources available to them including Neighbourhood Working and the council's complaints system, prior to asking an overview and scrutiny committee to take the matter further.

1.5 The Overview and Scrutiny Committee will need to decide whether or not to take the Willesden Junction Station issue forward and could use the criteria set out in the protocol to help to make the decision.

## **2.0 Recommendations**

2.1 The Overview and Scrutiny Committee is asked to decide whether it wants to consider the councillor call for action relating to environmental issues around Willesden Junction Station, Kensal Green ward. If the committee chooses to do this, it will be included on the agenda of a future meeting.

## **3.0 Detail**

3.1 The Overview and Scrutiny Committee has received a councillor call for action request from Councillor James Powney (appendix a) relating to the environmental problems in the area surrounding Willesden Junction Station. Councillor Powney has highlighted a number of problems he would like to see addressed to improve the local area. They include:

- The poor and dangerous state of Station Approach (the road up to Willesden Junction Station)
- Underuse of Hythe Road public footpath
- Poor management of land around the station leading to environmental health issues and lack of visual amenity.
- Poor maintenance of Harrow Road footpath
- Poor signage around the station

3.2 Councillor Powney has contacted London Overground, Transport for London and Network Rail over several of these issues over the course of three years. He does not believe it is a matter that falls within the remit of the Neighbourhood Working Service, and they have confirmed that they are not directly involved in any project to improve the local environment around the station.

3.3 However, this issue is complicated by the fact that Willesden Junction Station is on Brent's boundary with Hammersmith and Fulham and Ealing. Councillor Powney believes that as the borough boundary goes through the station, it is necessary for Brent and Hammersmith and Fulham to examine the problems. Station Approach and the Hythe Road footpath are in Hammersmith and

Fulham. The Harrow Road footpath and much of the land around the station is in Brent, whilst signage issues apply to both Boroughs.

- 3.4 Councillor Powney is asking the committee approach Hammersmith and Fulham Council to set up a joint overview and scrutiny task group to investigate the issues around Willesden Junction Station. If the committee is minded to do this it should be noted that it will not be possible to support a task group until the outstanding task groups are completed. Hammersmith and Fulham would also need to agree to this proposal.
- 3.5 The councillor call for action introduced in the Local Government and Public Involvement in Health Act 2007 enables any member of the council to refer to and overview and scrutiny committee any local government matter which affects their ward. A local government matter is defined as one which:
- Relates to the discharge of any function of the authority
  - Affects all or part of the ward for which the referring member is elected or any person who lives or works in the ward
  - Is not an excluded matter
- 3.6 A protocol on how the councillor call for action will operate in Brent was discussed by the Overview and Scrutiny Committee, scrutiny chairs and agreed by all group leaders. The protocol recommends that a councillor should try to resolve the issue / problem using the mechanisms and resources available to them including:
- Raise the issue through the Neighbourhood Working process. The Neighbourhood Working Co-ordinators advice / assistance should be sought in finding way to resolve the matter.
  - Ensure that the service area or partner agency has been informed of the issue and been given enough time to resolve it.
  - Ensure that this is not an issue that is currently being or should be pursued via the council's complaints process.
  - Ascertain whether or not any other form of local scrutiny is investigating the issue. The Local Involvement Network for instance.
  - Assist local communities with petitions and deputations
  - Ask questions at committee or Full Council
  - Submit motions to Full Council
  - Hold public meetings
- 3.7 Once on the agenda it is for the Overview and Scrutiny Committee to decide whether or not to take the matter further. To aid their decision the committee could use the criteria set out in the protocol. The criteria are:
- Is the committee satisfied that appropriate attempts at resolving the issue/problem have been made by the ward councillor?
  - Has the committee considered a similar issue recently – if yes have the circumstances or evidence changed?

- Has the relevant service or partner agency been informed and been given enough time to resolve the issue? What response has the councillor received?
- Is this a case that is being or should be pursued via the council's corporate or the statutory complaints system?
- Is this an issue currently being looked at by another form of local scrutiny e.g. Local Involvement Networks?

3.8 Assuming that the Overview and Scrutiny Committee does want to look at this subject in the future Hammersmith and Fulham Council will be contacted to see if their Overview and Scrutiny Committee is interested in working on a task group. Once a response has been received from them, officers will come back to the committee with proposals on taking this issue forward.

#### **4.0 Financial Implications**

4.1 None

#### **5.0 Legal Implications**

5.1 None

#### **6.0 Diversity Implications**

6.1 None

#### **7.0 Staffing/Accommodation Implications (if appropriate)**

7.1 None

### **Background Papers**

#### **Contact Officers**

Phil Newby, Director of Policy and Regeneration  
 Tel – 020 8937 1032  
 Email – [phil.newby@brent.gov.uk](mailto:phil.newby@brent.gov.uk)

Andrew Davies, Policy and Performance Officer  
 Tel – 020 8937 1609  
 Email – [andrew.davies@brent.gov.uk](mailto:andrew.davies@brent.gov.uk)



Appendix A

## Councillor Call for Action Referral Form

This form is for use by councillors who wish to refer a local government matter or a local crime and disorder matter (please refer to the CCfA protocol) to an overview and scrutiny committee for consideration. The completed form should be sent to the Local Democracy Team in the Policy and Regeneration Unit. Contact details are at the end of the form.

1. Councillor: Cllr James Powney

2. Ward: Kensal Green

3. Please provide a brief description of issue / problem and what you think an overview & scrutiny committee could do to help resolve it. This should include details of any deputations made by local residents and consultations that have taken place:

There are a series of problems relating to Willesden Junction Station. These are:

- The poor and dangerous state of Station Approach
- Underuse of Hythe Road public footpath
- Poor management of land around the station leading to environmental health issues and lack of visual amenity.
- Poor maintenance of Harrow Road footpath
- Poor signage

I think Brent O&S should propose a joint task group on these issues in conjunction with Hammersmith & Fulham.

4. Are you sure that this issue / problem is not excluded from referral to overview & scrutiny? Please refer to the CCfA protocol.

Yes

Please state why: It does not fall into any excluded categories.

5. Please outline the steps you have taken to resolve the issue / problem. This should include:

- Work undertaken via Neighbourhood Working.
- Contact with and responses from services / partner agencies.
- Discussions with other councillors in your ward
- Investigations under the council's corporate complaints process.
- Any other information / evidence that will help the committee make a decision.

I have repeatedly contacted LOROL, TfL, and Network Rail over several of these issues over the course of three years. This is not a matter susceptible to Neighbourhood Working or the corporate complaints service.

As the Borough boundary goes through the station, it is necessary for both Boroughs to examine the problems. Station Approach and the Hythe Road footpath are in H&F. The Harrow Road footpath and much of the land around the station is in Brent. Signage issues apply to both Boroughs

## Overview and Scrutiny Committee

### Work Programme – 2009/10

#### Overview and Scrutiny Committee – 27<sup>th</sup> May 2009

Pre Meeting Planning		Post Meeting Actions		
Subject and Witness	Issue	Outcomes and Actions Arising	Responsible Officer	Deadline and Status
Crime and Disorder Reduction Partnership – Genny Renard, Interim Head of Community Safety	Crime targets – This item should be considered by the Overview and Scrutiny Committee to give members an overview of the main issues in Brent for the police and the Crime and Disorder Reduction Partnership. This will include information on how the different partners in the CDRP work together to reduce crime in the borough. It is also now a requirement under the Police and Justice Act 2006 for councils to scrutinise the CDRP.	<p>The committee requested the following:</p> <p>Information on operation payback The project being run by the probation service to work with people sentenced to prison for less than 12 months.</p> <p>Information on Section 60, stop and search powers - how this works, when it's been used in Brent, including a breakdown of the age, gender and ethnicity of those people searched under S60 in the last 12 months.</p> <p>These issues should come back to the committee by December 2009. This will form part of its formal work as the Crime and Disorder Scrutiny Committee of the Council.</p>	Genny Renard, Interim Head of Community Safety	December 2009
Voluntary Sector Strategy – Linda Martin, Head of Service Development and	The Committee would like an update on the progress in preparing the Voluntary Sector Strategy. This work is likely to have been moved on following the	<p>The Committee requested a progress update in 6 months focussing on:</p> <ul style="list-style-type: none"> <li>the development of the voluntary sector</li> </ul>	Linda Martin, Head of Service Development and	8 <sup>th</sup> December 2009

Commissioning	Voluntary Sector conference held in Brent in March 2009, which was one of the task group's original recommendations.	<p>strategy</p> <ul style="list-style-type: none"> <li>relationships with the voluntary sector</li> <li>the use of Grant Tracker to avoid double funding organisations.</li> </ul> <p>It was suggested that some voluntary sector representatives might also attend the committee for this item.</p>	Commissioning	
<p>Town Centre Regeneration Task Group Follow Up – Andrew Davies, Policy and Performance Officer</p> <p>Page 118</p>	The Committee will follow up the recommendations made by the Town Centre Regeneration Task Group to ensure they have been implemented, or are being implemented where agreed.	<p>The committee has asked for answers to the following questions:</p> <ol style="list-style-type: none"> <li>1. What is the likely timescale for developing a protocol to agreeing priorities and respond to environmental issues raised by town centre managers?</li> <li>2. Does the council have an existing town centre strategy and is it still relevant, as the development of a new strategy appears to be reliant on funding for an external consultant?</li> <li>3. Are there still plans to review the possibility of introducing dual use of properties in town centres e.g. retail or residential through the LDF in 2010?</li> <li>4. When are PCSOs to begin environmental monitoring as the introduction of this power for PCSOs was one of the reasons why members agreed to stop funding a street warden service?</li> </ol> <p>These will be reported to the next meeting of the committee, in July 2009.</p>	Andrew Davies, Policy and Performance Officer	9 <sup>th</sup> July 2009
Current Task Group Updates - Andrew Davies, Policy and	The Committee will be given progress reports on each of the task groups currently in progress. They are:	Reports noted		Completed. Task Groups will report in due

Performance Officer	Transition Services Recycling in Flats Services for people exiting prostitution Climate change			course.
Task Group Scopes - Andrew Davies, Policy and Performance Officer	The Committee will receive two scoping documents:  Services for adults with learning disabilities Review of councillors commission report  From these scoping documents, members should select which of these task groups they would like to establish once current task groups have been completed.	Agreed to add services for adults with learning disabilities to the list of task groups.	Andrew Davies, Policy and Performance Officer.	Task Group will begin once there is capacity amongst officers to start work on this project.
Overview and Scrutiny Committee Work Programme - Andrew Davies, Policy and Performance Officer	The Committee should consider the items currently listed in the work programme and decide what they wish to prioritise and which items can be removed from the work programme. Members should also add in any issues they wish to consider at future meetings.	Work programme agreed. Members will have the opportunity to discuss the programme at each committee meeting this year to add or take away items depending on priorities.	Andrew Davies, Policy and Performance Officer	Work programme agreed.

### Overview and Scrutiny Committee – 9<sup>th</sup> July 2009

**Pre Meeting Planning**

**Post Meeting Actions**

Subject and Witness	Issue	Outcomes and Actions Arising	Responsible Officer	Deadline and Status
Introduction to work of Business Transformation Department – Graham Ellis, Director of Business Transformation	Business Transformation - Graham Ellis has been invited to the Overview and Scrutiny Committee so members can learn more about the new Business Transformation Department and priorities for the year ahead.	The committee has asked for a progress update on transformation projects to be presented to members in February 2010.	Graham Ellis	9 <sup>th</sup> February 2010.
Leader's Update on Council Priorities – Cllr Paul Lorber  Page 120	Councillor Paul Lorber, leader of the council, will be invited to the Overview and Scrutiny Committee to provide an update on the work of the administration and to give the committee the chance to question him on performance and policy. Members have asked for an update on four areas: <ul style="list-style-type: none"> <li>• the impact of the recession on local people and how the Council is responding to this</li> <li>• progress on delivering the improvement programme</li> <li>• progress on providing new social housing and</li> <li>• efforts made to recruit more permanent social care staff.</li> </ul>	Deputy Leader attended the committee in place of the Leader. As a result, members have asked that the Leader attends in October to answer questions on the following issues: <ol style="list-style-type: none"> <li>1. The provision of school places in the borough</li> <li>2. The impact of the recession on local people and on the council.</li> <li>3. Efforts to recruit social care staff, especially in children's services.</li> </ol>	Andrew Davies to arrange with Ian Young	13 <sup>th</sup> October 2009
One Stop Service – Sandra Walker, Assistant Director, Customer Services	One Stop Service redesign update – Update to include specific information on nature of enquiries and increases / decreases in demand for specific services following discussion on this issue at the Overview and Scrutiny Committee in March 2009.	Report noted by the committee. Members wish to follow up the issue of falling numbers of service users, and the implications this has for the service. This has been scheduled in to the work programme for February 2010.	Sandra Walker	9 <sup>th</sup> February 2010.

<p>Overview and Scrutiny Annual Report – Stella Akintan, Policy and Performance Officer</p>	<p>The Overview and Scrutiny Committee will consider the annual report as part of the process of improving the scrutiny function, to assess what aspects of O&amp;S worked well in 2008/09 and consider areas for improvement in 2009/10.</p>	<p>Report agreed. Will go forward to Full Council.</p>	<p>Stella Akintan</p>	<p>September 2009</p>
<p>Town Centre Regeneration Task Group – Answers to members questions - Andrew Davies, Policy and Performance Officer</p>	<p>Answers to questions about this task group for information, following request in May 2009.</p>	<p>Andrew Davies to follow up and provide answers to members questions.</p>	<p>Andrew Davies / Michael Read</p>	<p>August 2009</p>
<p>Cricklewood Library</p>	<p>The chair of the committee has asked for a briefing on the future plans for Cricklewood Library. This is in response to media reports suggesting the use of the building may be changed. Members will need to decide how they want to take this issue forward if they are concerned about the proposals.</p>	<p>The committee discussed this issue in detail, following representations from two members of the public on the plans for Cricklewood Library and the borough archive. Members support the project to move the archive and refurbish the library to include a children’s centre. The following recommendations were made:</p> <ol style="list-style-type: none"> <li>1). That steps are taken to fully inform Cricklewood Library users on what children's centres do, how they operate, how the centre and library will interact within the refurbished building.</li> <li>2). That information is made available to Cricklewood Library users setting out: <ol style="list-style-type: none"> <li>a). How the £400,000 investment in the building will be spent</li> <li>b). How noise from children's centre will be contained to reduce the impact on library users</li> <li>c). How access to the building will be separately</li> </ol> </li> </ol>	<p>Sue McKenzie, Head of Libraries, Arts and Heritage</p>	<p>September 2009</p>

		for users of the library and children's centre, again to minimise disruption for library users  3). That the outcome of the legal investigations regarding the covenant on the building be reported to the Overview and Scrutiny Committee		
Care Plans for people with physical or learning disabilities	The chair has asked for a briefing on the requirement for local authorities to produce care plans for people with physical or learning disabilities and how these are delivered in Brent Such information will inform questioning on social care items that come to the committee in the future.	Report noted		

### Overview and Scrutiny Committee – 13<sup>th</sup> October 2009

Pre Meeting Planning		Post Meeting Actions		
Subject and Witness	Issue	Outcomes and Actions Arising	Responsible Officer	Deadline and Status
Leader's Update on Council Priorities – Cllr Paul Lorber	Councillor Paul Lorber, leader of the council, has been invited to the Overview and Scrutiny Committee as he was unable to make the July meeting. The purpose of the invite is to provide an update on the work of the administration and to give the committee the chance to question him on performance and policy.	<p>The Committee has asked for written answers to questions on the following:</p> <ul style="list-style-type: none"> <li>Information on referrals to children's services for child neglect / safety issues. Are referrals increasing and what is this attributed to, Baby P, the recession?</li> <li>Information on the number of companies that have</li> </ul>	Cllr Paul Lorber and Ian Young, Liberal Democrat Group Office	December 2009



	<p>Members have asked for an update on:</p> <ol style="list-style-type: none"> <li>1. The provision of school places in the borough</li> <li>2. The impact of the recession on local people and on the council.</li> <li>3. Efforts to recruit social care staff, especially in children's services.</li> <li>4. Shared services opportunities. Original request was to focus on adult social care, but the committee would like a general update on the progress made in this area.</li> </ol>	<p>taken up the council's reduction in business rates, being offered to small business during the recession.</p> <ul style="list-style-type: none"> <li>• Information on the shared services agenda, specifically when the West London Alliance begins to commission services. How much is this arrangement saving the council?</li> </ul>		
<p>Learning disabilities day centres – Lance Douglas, Assistant Director, Quality and Support</p>	<p>Consultation on learning disabilities day centres – Report on outcomes of the consultation and the way forward. This follows on from the committee item on this issue considered in March 2009. A visit to a day centre may also be organised to tie in with this item.</p>	<p>Report back on the further progress agreed for February 2010.</p> <p>The Committee has also requested a visit to a day centre to happen before the report back.</p>	<p>Andrew Davies to liaise with Lance Douglas</p>	<p>December 2009</p>
<p>Local Strategic Partnership Annual Report – Cathy Tyson, Assistant Director, Policy</p>	<p>Overview and scrutiny has a responsibility to bring democratic accountability to local strategic partnerships. Reviewing the LSP's annual report is a useful way of carrying out this role and assessing the impact the partnership has had on services, and the outcomes from those services.</p>	<p>Agreement that future scrutiny of LSP matters will be on where the partnership is adding value. Forward Plan to be added to OSC work programme so that work of LSP can be monitored.</p>	<p>Joanna McCormick</p>	<p>February 2010</p>
<p>Local Strategic Partnership Self Evaluation – Cathy Tyson, Assistant Director, Policy.</p>	<p>LSP Self Evaluation / Assessment – review of LSP self assessment work as part of member involvement in partnership scrutiny.</p>	<p>As above – LSP Annual Report</p>		
<p>Tubbs Road Councillor Call for Action</p>	<p>Councillor James Powney has submitted a councillor call for action request</p>	<p>The Committee has agreed to consider this item at its next meeting in December 2009. A site visit</p>	<p>Andrew Davies to arrange</p>	<p>December 2009</p>

	regarding traffic and congestion concerns at Tubbs Road, Kensal Green. The committee should consider whether it wishes to look at this issue in more detail at its meeting in December 2009.	to Tubbs Road will be arranged to take place before full consideration of the issue.		
Recycling in Flats Task Group	Final report of the task group, for committee endorsement. The report will be sent to the Executive for approval, once recommendations have been agreed by the Overview and Scrutiny Committee.	Recommendations endorsed to be passed to the Executive for approval. Members have requested an update on the Waste Contract Service Review that is to take place.	Jacqueline Casson and Andrew Davies.	February 2010.

### Overview and Scrutiny Committee – 8<sup>th</sup> December 2009

Page 12

Pre Meeting Planning		Post Meeting Actions		
Subject and Witness	Issue	Outcomes and Actions Arising	Responsible Officer	Deadline and Status
Tubbs Road Councillor Call for Action	The Overview and Scrutiny Committee has been asked by Cllr Powney to investigate the traffic issues at Tubbs Road. The committee should call witnesses to the meeting to outline the problem and agree recommendations for a way forward.	The committee made a number of recommendations on this issue for consideration by the Highways Committee in January 2010. The outcome of the Highways Committee discussion on the issue will be reported to Overview and Scrutiny Committee in February 2010.	Andrew Davies to prepare report for Highways Committee.	Highways Committee on 19 <sup>th</sup> January 2010. Report back to O&S in February 2010.
Safeguarding Adults Annual Report – Martin Cheeseman, Director, Housing and	Safeguarding Adults Annual Report – Partner organisations will be invited	Report noted. O&S requested that additional information on unsubstantiated claims be included in the next report, so that they are aware of the reasons why cases haven't been	Sarah McDermott to prepare 2009/10 report for	December 2010.

Community Care		pursued.	committee.	
Voluntary Sector Strategy – Linda Martin, Head of Service Development and Commissioning	<p>In May 2009 the Committee requested a progress update focussing on:</p> <ul style="list-style-type: none"> <li>the development of the voluntary sector strategy</li> <li>relationships with the voluntary sector</li> <li>the use of Grant Tracker to avoid double funding organisations.</li> </ul> <p>It was suggested that some voluntary sector representatives might also attend the committee for this item.</p>	<p>O&amp;S agreed to consider two issues when they follow this up in the future:</p> <ul style="list-style-type: none"> <li>The communication issues raised by CAB and how these will be addressed.</li> <li>Councillors requested area based information on voluntary and community sector organisations in the borough, to help them in their work and to get to know the voluntary sector in their area.</li> </ul> <p>The timetable for developing the strategy is still to be confirmed, but future updates will fit in with this.</p>	Linda Martin	To be confirmed
Climate Change Task Group	<p>Final report of the task group, for committee endorsement. The report will be sent to the Executive for approval, once recommendations have been agreed by the Overview and Scrutiny Committee.</p>	<p>Recommendations endorsed and one other recommendation added:</p> <p>“That each report presented to the council's Executive contains a paragraph outlining its environmental impact, in order to mainstream climate change mitigation in service delivery”.</p>	Stella Akintan	Executive in early 2010. Follow up by O&S in 2010/11
Strengthening Local Democracy – motion from council	<p>Details of the motion to council, passed to Overview and Scrutiny Committee will be included on the agenda. The matter relates to strengthening local democracy and the possibility of an overview and scrutiny task group to look into this. Members should decide how they wish to take the matter forward.</p>	<p>The committee agreed that this task group should take place and have asked for a scope to be presented in February 2010. They have also asked for a scope on a task group to review the ally gating schemes in the borough.</p>	Andrew Davies	February 2010

## Overview and Scrutiny Committee – 9<sup>th</sup> February 2010

Pre Meeting Planning		Post Meeting Actions		
Subject and Witness	Issue	Outcomes and Actions Arising	Responsible Officer	Deadline and Status
One Stop Service Redesign – Sandra Walker, Assistant Director, Customer Services	The Overview and Scrutiny Committee have considered two reports previously on the redesign of the one stop service. They are keen to follow up on the reasons why the numbers of clients using the service is reducing (as reported in July 2009), and the implications this has.			
Joint Commissioning Registered Social Landlord Performance report – (Sona Chumun 2314)	This item will give members of the Overview and Scrutiny Committee an opportunity to question RSLs in the borough on their performance during the past 12 months. Information will be sought from all RSLs with housing stock in Brent.			
Neighbourhood Working – Christine Collins, Neighbourhood Working Manager	Neighbourhood Working – Feedback on key issues: member engagement, commitment and satisfaction with the process and new ways of involving residents and presentation of Annual Report.			
Services for women exiting prostitution task group	Final report of the task group, for committee endorsement. The report will be sent to the Executive for approval,			

	once recommendations have been agreed by the Overview and Scrutiny Committee.			
Task Group Scopes – improving local democracy	Scope requested at the Overview and Scrutiny Committee in December 2009.			
Tubbs Road councillor call for action	Report back from Highways Committee meeting on 19 <sup>th</sup> January 2010.			
Willesden Junction Station councillor call for action	Submitted to overview and scrutiny committee by Cllr Powney for consideration.			

<b>Overview and Scrutiny Committee – 23<sup>rd</sup> March 2010</b>					
Page 127	<b>Pre Meeting Planning</b>		<b>Post Meeting Actions</b>		
	<b>Subject and Witness</b>	<b>Issue</b>	<b>Outcomes and Actions Arising</b>	<b>Responsible Officer</b>	<b>Deadline and Status</b>
	Crime and Disorder Issues follow up – Genny Renard, Interim Head of Community Safety	In May 2009 the committee requested the following:  Information on operation payback The project being run by the probation service to work with people sentenced to prison for less than 12 months. Information on Section 60, stop and search powers - how this works, when it's been used in Brent, including a breakdown of the age, gender and ethnicity of those people searched under S60 in the last 12 months.			

	These issues will form part of its formal work as the Crime and Disorder Scrutiny Committee of the Council.			
Business Transformation: progress check on transformation projects – Graham Ellis, Director of Business Transformation	At the committee meeting in July 2009, members asked for a progress report on the council's transformation programme in March 2010.			
Local Strategic Partnership Forward Plan	The committee has agreed to consider this as part of its work planning process, to inform potential areas of scrutiny in the future. This may be more appropriate for an early meeting in 2010/11 to inform the committee's new work programme.			
Review of Fees and Charges for Adult Social Care	The chair of the committee has asked that this report be included on the committee's work programme. She wants members to monitor the implementation of the new fees and charges for adult social care, and in particular consider the impact on service users and carers. The report will also contain information on fees and charges in relation to personalised social care services. Guidance on this has been released by Government. More likely to come forward in 2010/11.			
Transitions Services Task Group	Final report of the Transitions Services Task group, looking at services for vulnerable young people as they move from children's to adult's services.			
Transforming Adult	The Overview and Scrutiny Committee			

Social Care – update on Day Centres for people with learning disabilities – Lance Douglas, Assistant Director, Quality and Support	has requested an update on this project, to follow on from the meeting in October 2009 where the members discussed this issue most recently.			
Ally Gating	The chair of the committee has requested a report looking at the success of ally gating projects in Brent. The report will include information on their history, the process of installing them, successes and failures and how their use can be improved.			

**Outstanding items – committee date still to be allocated.**

<b>Proposed Item</b>	<b>Issue for Overview and Scrutiny Committee to consider</b>	<b>Meeting Date</b>
Task Group follow up – Andrew Davies, Policy and Performance Officer	Task Groups – updates, final reports and 6 & 12 month follow ups – it is good practice to follow up completed task groups to ensure recommendations that have been agreed are being implemented in line with member’s wishes.	Dates vary, depending on the task group.
Gangs in Brent – Phil Newby, Director, Policy and Regeneration	Independent research into the nature and prevalence of gang activity in Brent has been commissioned. The Overview and Scrutiny Committee may wish to consider the results of this research and could also choose to carry out a task group looking at this issue.	
Residents Attitude Survey – Cathy Tyson, Assistant Director, Policy	The results of the residents’ attitude survey will provide the committee with useful information for its work programme. It will provide information on residents’ views on services and perceptions of the borough. Members will have the chance to scrutinise the results of the survey and ask how the council intends to address issues where resident satisfaction isn’t as high as hoped or expected.	
Consultation and Engagement	The council is reviewing its approaches to consultation and engagement. Overview	

– Toni McConville, Director of Communication and Diversity	and Scrutiny Committee could comment on the proposals and monitor progress in achieving the outcomes being sought from this work.	
Voluntary Sector Strategy Follow up – Linda Martin	<p>O&amp;S agreed to consider two issues when they follow this up in the future:</p> <ul style="list-style-type: none"> <li>• The communication issues raised by CAB and how these will be addressed.</li> <li>• Councillors requested area based information on voluntary and community sector organisations in the borough, to help them in their work and to get to know the voluntary sector in their area.</li> </ul> <p>The timetable for developing the strategy is still to be confirmed, but future updates will fit in with this.</p>	
Safeguarding Adults Annual Report	O&S requested that additional information on unsubstantiated claims be included in the next report, so that they are aware of the reasons why cases haven't been pursued.	
Process for registering town Peens in Brent	Issues suggested by member of the public. This will be allocated if members are interested in the item. It has been prompted by application to register Gladstone Park as a town green.	

### Task Groups

1. Climate Change – Follow up in 2010/11
2. Services for Women Exiting Prostitution – current
3. Transition Services for 16 – 25 year olds – current
4. Gangs – Possible task group once research currently being undertaken is complete
5. Health services for people with learning disabilities - current