

Appendix 4 - Neighbourhood Manager Achievements

Harlesden, Kensal Green and Stonebridge (Ashley Cumberbatch)

Aim	Delivered	Evidence
<p>Tackling local environmental issues</p>	<p><u>Lynton Close</u></p> <ul style="list-style-type: none"> • Tackling untaxed waste carrier vehicles, illegal dumping and antisocial behaviour emanating from the Traveller Site at Lynton Close. • Numerous meetings held with Councillors and local residents to reassure and communicate planned works / operations. • Two operations conducted to date with Veolia and police support to remove 3 untaxed vehicles – further operations planned. • Engagement with Travellers undertaken at Leader / Chief Executive Level. • BHM now tackling issues inside the site leading to improved relationships. • Improvement works undertaken at Woodheyes Road and inset parking works planned for front of site to improve parking problems at this location. 	<ul style="list-style-type: none"> • Positive feedback received from residents in Yeats Close and local councillors. • Improved relations between the council and Travellers. • Noted visual improvement to the area. <div style="text-align: center;">   </div>

Aim	Delivered	Evidence
	<p data-bbox="600 268 788 296"><u>Waxlow Road</u></p> <ul data-bbox="566 304 1245 507" style="list-style-type: none"><li data-bbox="566 304 1245 368">• Rough sleepers in caravans parked on the public highway, illegal dumping<li data-bbox="566 376 1245 440">• St Mungo's involved to assist with potential homelessness needs.<li data-bbox="566 448 1245 507">• Multi agency operation involving towing contractors Veolia and the police.	<ul data-bbox="1294 272 1906 539" style="list-style-type: none"><li data-bbox="1294 272 1906 368">• Case was handled with appropriate sensitivity leading to occupants and council reaching an agreement on good terms.<li data-bbox="1294 376 1906 440">• Site was cleared having been a long term problem and now remains clear.<li data-bbox="1294 448 1906 539">• Site now regular monitored with any repeat rubbish being removed as and when it occurs.  

Aim	Delivered	Evidence
	<p><u>All Souls Avenue, Harlesden & Kensal Green</u></p> <ul style="list-style-type: none"> • Overflowing bins, illegally dumped rubbish and abandoned bicycle frames. • Worked closely with Veolia's education and outreach team to engage with residents and address local issues contributing to the problems. • Also worked with Veolia to re-establish an effective process for reporting and removing abandoned bicycles chained to railings and street furniture. 	<ul style="list-style-type: none"> • Noted immediate visual improvements • Sustainable longer term arrangements put in place 
Establishing and maintaining Member, resident and business relationships	<ul style="list-style-type: none"> • See also 'Lynton Close' 	
Working in partnership	<p><u>Operation Hope</u></p> <ul style="list-style-type: none"> • 4 week Neighbourhood Manager led multi agency operation to tackle criminal and antisocial behaviour in Harlesden. • Focus on crime, ASB, Envirocrime, illegal trading, business licencing, housing etc. • Partners included police, trading standards, 	<ul style="list-style-type: none"> • 55 Arrests made. • 200 Stop & Search carried out. • 82 bits of key intelligence / information gathered and received. • 10 Knives recovered. • 555 PCN's issued • Increase in visible outreach work achieved.

Aim	Delivered	Evidence
	<p>housing enforcement, licensing, and Envirocrime.</p>	<ul style="list-style-type: none"> • 2 New drinking hot spots identified. • 18 Individuals interacted with while on street. • 6 Individuals have taken up the offer of further support. • 7 Business premises visited for test purchasing of knives. • 1 Business found to be conducting under age knife sale. • 1 Premise visited for test purchasing of alcohol. • 30 Properties visited by Trading Standards during the given time period. • 6 Properties identified where further enforcement action is to be taken. • 24 Premises visited by Licensing • 1 Owner invited to discuss the sale of high strength beer. • 1 Verbal warning issued. • 2 Warning letters issued to businesses. • 2 Advisory letters sent to License holders. • 1 Licensee to be interviewed around the varying of their license. • Daily Constant presence in the locality for the duration of the operation. • 16 Investigations of illegally dumped waste. • 6 Investigations where waste crime evidence was obtained • 17 Properties verbally educated • 1 Written warning with associated clear up costs of £100.00 • 1 littering FPN paid at £80.00
	<ul style="list-style-type: none"> • See also 'Lynton Close' and 'All Souls Avenue, 	

Aim	Delivered	Evidence
	Harlesden & Kensal Green'.	
Monitoring contractor performance	<ul style="list-style-type: none"> Over 500 joint monitoring inspections conducted with Veolia to date – linked to contract KOT's. 	<ul style="list-style-type: none"> Performance kept well within contractual targets.
Contributing to the borough wide approach	<ul style="list-style-type: none"> Member of the Enforcement Practitioners Group. Included in the project group for LBOC 2020. 	

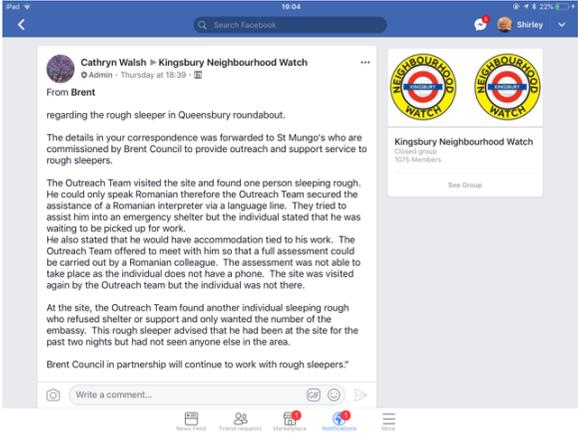
Barnhill, Fryent, Kenton, and Queensbury (Shirley Holmes)

Aim	Delivered	Evidence
Tackling local environmental issues	<p><u>Dangerous pavement in Queensbury</u></p> <ul style="list-style-type: none"> Resident complaint which had been ongoing for over a year. 	<ul style="list-style-type: none"> Direct contact and liaison with Highways & Infrastructure lead to works being undertaken within a week. 
	<p><u>Private alley in Grosvenor Crescent</u></p> <ul style="list-style-type: none"> Alley with multiple ownership in state of disrepair Numerous complaints of dumping and general lack of care by some residents. 	<ul style="list-style-type: none"> Alley cleared in partnership with Veolia. Resident engagement and enforcement action where appropriate taken and ongoing. Talks commenced to undertake a resident led

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	<ul style="list-style-type: none"> Confrontational resident using the land as an extension of his home business. 	<p>project to install alley gates.</p>  
	<p><u>Illegal Rubbish Dumping Project – Kingsbury / Queensbury</u></p>	<ul style="list-style-type: none"> Near instant response from residents when campaign was launched.

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	<ul style="list-style-type: none"> • Individually addressed anti-dumping flyers sent to households in targeted hotspot areas with a view to attracting attention and getting the message home. • Flyers designed to look like official FPN notices. • Flyers inserted into envelopes designed to look like official FPN envelopes as used by Parking when placing FPN's on vehicle windscreens. 	<ul style="list-style-type: none"> • Numerous reactions received – mostly positive. • Requests received from residents outside the area to apply the same approach in their areas. • Ongoing monitoring to establish if there have been any notable changes in levels of dumping. 
<p>Establishing and maintaining Member, resident and business relationships</p>	<ul style="list-style-type: none"> • See also 'Queensbury Station'. • <u>Roe Green Centenary</u> • Various meetings held with organisers as well as hands on involvement with contributing to centenary celebrations. • Arranged for the much loved village sign to be refurbished (unveiled by the mayor) and a vintage police vehicle to be on site on the day. • Attended the event on the day. 	<ul style="list-style-type: none"> • Established a close and positive relationship with residents from Roe Green • Established a personal working relationship with the Mayor of Brent

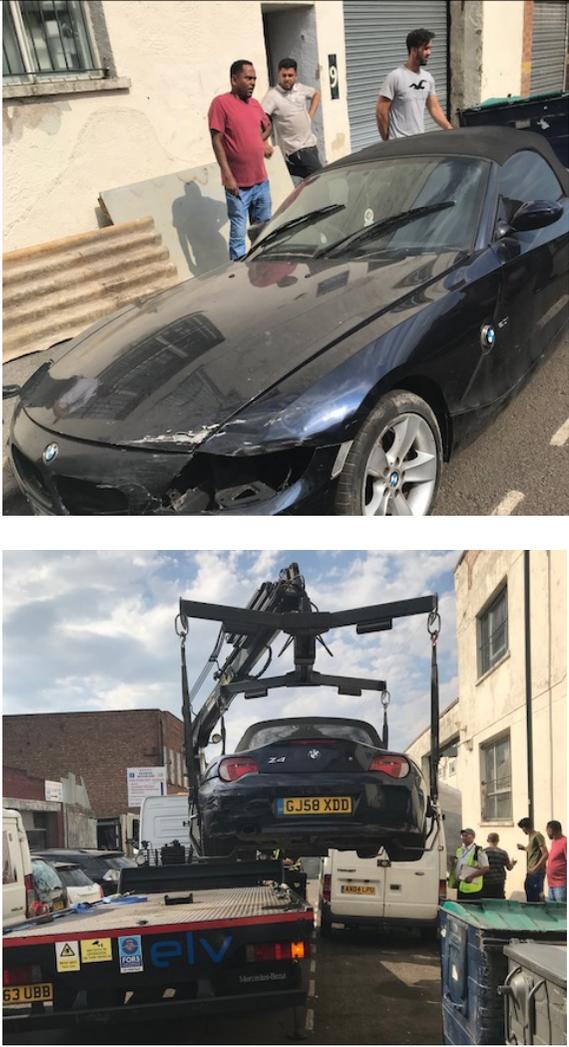
Aim	Delivered	Evidence
		 
	<p><u>Kingsbury Neighbourhood Group</u></p> <ul style="list-style-type: none"> Proposed the setting up of a Neighbourhood Group in Kingsbury at Brent Connects. Group now established with over 1000 members. 	<ul style="list-style-type: none"> Working hands on with the now established group to tackle local issues including setting up a communal skip scheme for resident use, establishing street co-ordinators within the group, tackling the issue of fly posted stickers on street furniture and arranging

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		<p>clean-up days.</p> 
<p>Working in partnership</p>	<p><u>Queensbury Station</u></p> <ul style="list-style-type: none"> • Led and co-ordinated a multi-agency crime focused operation addressing issues such as knife crime, drug dealing, sex exploitation, parking and EnviroCrime. • Lead councillor involvement. • Knife arch deployed at the station. 	<ul style="list-style-type: none"> • Positive reception by local residents, station users and councillors. • Led to calls for investment in knife arches to be deployed on a regular basis at stations (CIL bid ongoing).

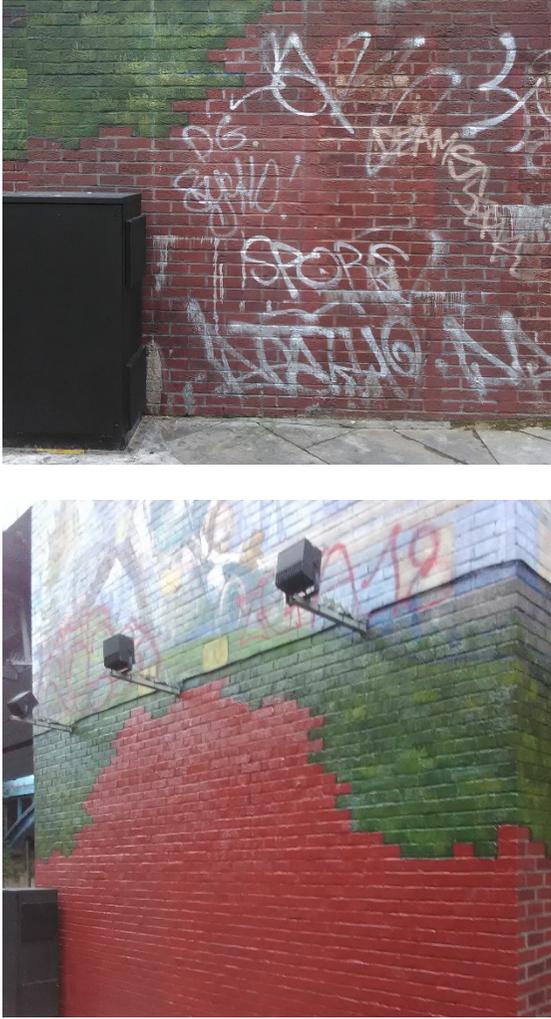
Aim	Delivered	Evidence
		 
Monitoring contractor performance	<ul style="list-style-type: none"> Over 500 joint monitoring inspections conducted with Veolia to date – linked to contract KOT's. 	<ul style="list-style-type: none"> Performance kept well within contractual targets.
Contributing to the borough wide approach	<ul style="list-style-type: none"> Member of the Enforcement Practitioners Group. Included in the project group for LBOC 2020. 	

Brondesbury Park, Kilburn, Mapesbury, and Queen's Park (Dennis Lewis with interim support from Mark O'Brien)

Aim	Delivered	Evidence
<p>Tackling local environmental issues</p>	<p><u>Hassop Road</u></p> <ul style="list-style-type: none">• Ongoing issue going back many years related to behaviour of traders operating car repair businesses in Hassop Road.• Issues include, inconsiderate and illegal parking, dumping, aggression, drain pollution, air quality concerns from spraying, speeding etc.• Site meeting held with concerned affected residents leading to a commitment to develop a sustainable long term solution.	<ul style="list-style-type: none">• Leader, lead member and senior manager meeting held with residents on site.• Short and long term action plan agreed and commenced.• Numerous multi agency operation conducted already.• Noted visible difference in look and feel as well as behaviour on the ground. 

Aim	Delivered	Evidence
		 <p>The 'Evidence' column contains two photographs. The top photograph shows a dark blue BMW Z4 with significant damage to the front end, including a crumpled hood and a bent front bumper. Three men are standing behind the car, looking at the damage. The bottom photograph shows the same BMW Z4 being lifted by a crane on a white truck. The truck has 'eiv' branding and a license plate that reads '63 UBB'. The car's license plate is 'GJ58 XDD'. The truck is parked in a narrow street next to a building.</p>

Aim	Delivered	Evidence
	<p><u>Waste Issues along Kilburn High Road</u></p> <ul style="list-style-type: none"> • Cross boundary problem of waste on the high street emanating mainly from irresponsible traders on both side of the road. 	<ul style="list-style-type: none"> • Joint waste operation conducted with Camden due to shared responsibility for this road. • Numerous enforcement actions taken including 3 x FPNs for littering issues, 6 x business duty of care inspections and 4 x illegal rubbish dumping, investigations. 
	<p><u>Mural Restoration, Kilburn High Road</u></p> <ul style="list-style-type: none"> • Project to restore a popular and prominent graffiti damaged mural at the junction of Christchurch Avenue. • Community led and funded (£70k) mural was 	<ul style="list-style-type: none"> • The mural has again been restored with Veolia leading on the works as well as part funding the effort. • A Kilburn artist is currently being commissioned to repair the damage on the unprotected areas.

Aim	Delivered	Evidence
	<p>installed around 2007 with input and support from Brent.</p> <ul style="list-style-type: none">• Mural depicts scenes of Kilburn past and present.• Brent protected the mural from the start with a washable coating and has maintained it removing graffiti ever since.• Not only has the protective coating deteriorated over time but graffiti was also recently applied on the higher unprotected areas.	 <p>The evidence consists of two photographs of a brick wall mural. The top photograph shows a red brick wall with a mural that is partially obscured by white graffiti. The graffiti includes the words 'POPS' and 'D.S. 8/10'. The bottom photograph shows a different section of the mural, featuring a red brick base, a green brick upper section, and a blue brick top section. There is also some red graffiti on the blue section.</p>

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Establishing and maintaining Member, resident and business relationships	<ul style="list-style-type: none"> • See also 'Hassop Road' 	
Working in partnership	<ul style="list-style-type: none"> • See also 'Hassop Road', 'Kilburn High Road' and 'Mural' 	
Monitoring contractor performance	<ul style="list-style-type: none"> • Over 500 joint monitoring inspections conducted with Veolia to date – linked to contract KOT's 	<ul style="list-style-type: none"> • Performance kept well within contractual targets
Contributing to the borough wide approach	<ul style="list-style-type: none"> • Member of the Enforcement Practitioners Group • Included in the project group for LBOC 2020 	

Alperton, Northwick Park, Preston, Sudbury, Tokyngton, and Wembley Central (Tony Martin)

Aim	Delivered	Evidence
<p>Tackling local environmental issues</p>	<p><u>One Tree Hill, Wembley / Alperton</u></p> <ul style="list-style-type: none"> • This park is regularly frequented by drinkers and drug dealers, plagued by fly-tippers and litter louts, rough-sleepers, gangs and unauthorised unfriendly groups indulging in boisterous field games. • Local action group (WCARA), residents and local councillors have campaigned to have action taken. 	<ul style="list-style-type: none"> • Joint operations undertaken working closely with Community Safety, the police, Environmental Enforcement, WCARA and residents / councillors. • Included in borough wide 'no drinking' PSPO with 'no drinking' signage installed in the park. • Included in the #Summernights operation as a key hotspot ensuring weekend and evening enforcement. • Benches in the park strategically moved or removed to prevent drinking and loitering. • Commendation email received from WCARA.
	<p><u>Bassingham Road Wembley</u></p> <ul style="list-style-type: none"> • Multiple issues requiring attention at this location including unauthorised crossings, extensively damaged grass verge, damaged and missing trees and broken pavements throughout. • Also raised by WCARA at a public meeting 	<ul style="list-style-type: none"> • Meetings held with residents. All properties crossing the footway without an authorised dropped kerb were recorded and photographed and details logged with Highways. Letters issued to properties giving opportunity to apply. • All areas of damaged verge have been recorded and photographed prior to reinstatement. • Landscape Design team currently assessing the road for replacement of trees. • Areas of damaged footway logged with Highways and those meeting intervention level to be repaired shortly. • Highway Enforcement Officers also now monitoring properties for damage to footway and verge caused by existing crossings being misused.

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	<p><u>Queensbury Road, Alperton</u></p> <ul style="list-style-type: none"> Project to tackle an illegal dumping hot-spot and acts of deliberate criminal damage to the Brent installed Point-Closure (barrier) at this location installed to protect the Abbey Estate from users of the Abbeydale Commercial Estate who were illegally by-passing the Hangar Lane Gyratory by using the road as a rat-run thereby endangering lives. 	<ul style="list-style-type: none"> Mobile camera made available through discussions held at EPG meetings and now installed. Camera enables 24hr monitoring with local SNT support to combat fly-tipping and help catch those using the gate illegally. Gate and posts have been redesigned and strengthened and new signage has been erected advising that the gate is for emergency vehicles only. Positive feedback received from residents.
	<p><u>Elseley Road Primary School, Wembley</u></p> <ul style="list-style-type: none"> The school's field was being used by drinkers / drug takers, ASB and the perimeter fencing protecting the site was being vandalised. Additionally, a public footpath travelling around the field and used by parents and pupils was heavily littered and lacked any cleansing regime. 	<ul style="list-style-type: none"> Meetings held with Veolia's village manager resulted in the footpath around the school's field being regularly cleaned and graffiti removed from walls. Visits with the school head teacher lead to identification of areas where joint ASB focussed activity was required. A Brent deployable camera was acquired through Community Safety and installed to overlook the points where the fencing was being cut through and where groups congregated. The site was also assessed by Community Safety for regular visits by the local SNT and this is now ongoing. Noted visual improvements and positive feedback received so far. No further reports of damage to the fence have been received so far.

Aim	Delivered	Evidence
	<p><u>Monks Park Service Road</u></p> <ul style="list-style-type: none"> • Raised by Cllr M. Butt on behalf of his constituents. • Project to tackle a long-standing problem with fly-tipping, alcohol consumption and drug dealing, abandoned trade waste bins and trade waste dumping, obstructive self-set trees, ivy, vine and other vegetation inflicting damage to residents' property, general filth and knee-deep litter. 	<ul style="list-style-type: none"> • The service road cleaned top to bottom, trees and vegetation are in the process of removal. • All bins without a keeper / abandoned have been removed. Veolia trade waste officer engaging on contract checking. • Brent licensing currently checking for licence violations and area to be included on PSPO patrols. • A weekly cleansing operation to deal with litter, fly-tipping and any other aspect of cleansing is now up and running with Veolia. Regular monitoring by Brent and Veolia staff will ensure this area does not degrade anymore.
Establishing and maintaining Member, resident and business relationships	<ul style="list-style-type: none"> • See 'Bassingham Road' and 'Queensbury Road'. 	
Working in partnership	<ul style="list-style-type: none"> • See 'Bassingham Road', 'Queensbury Road', 'Elseley Road' and 'Monks Park Service Road'. 	
Monitoring contractor performance	<ul style="list-style-type: none"> • Over 500 joint monitoring inspections conducted with Veolia to date – linked to contract KOT's. • See 'Elseley Road'. 	<ul style="list-style-type: none"> • Performance kept well within contractual targets. • Local cleansing regime improved.
Contributing to the borough wide approach	<ul style="list-style-type: none"> • Member of the Enforcement Practitioners Group. • Included in the project group for LBOC 2020. 	

Dollis Hill, Dudden Hill, Welsh Harp and Willesden Green (Phillip Stagles)

Aim	Delivered	Evidence
<p>Tackling local environmental issues</p>	<p><u>Neasden Recreation Ground</u></p> <ul style="list-style-type: none">• Project to tackle rough sleeper encampments and general disrepair.• Partnership working initiated with 'Canals & River Trust', St Mungo's, the police and Veolia.	<ul style="list-style-type: none">• Clean-ups undertaken with residents and partners• Veolia's cleansing schedule improved and a reviewed monitoring scheme put in place.• 2 operations conducted with help from St Mungo's Veolia and the police to remove rough sleepers and their encampments. 

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	<p><u>Church Road Car Park / Market Site, Neasden</u></p> <ul style="list-style-type: none"> • Project to tackle issues of dumped rubbish, general untidiness and graffiti at the site. • Multiple ownership land area – part of which belongs to Brent Council. 	<ul style="list-style-type: none"> • Land registry searches undertaken and owners contacted and instructed to clear their land. • Ongoing pressure placed on Corporate Property and private land owners to keep their land clear. • Education undertaken to ensure those responsible know what to do to keep their land in good order. • Graffiti removed with input from Veolia – graffiti removal regime to remove graffiti from private property also refreshed with Veolia. • Wider program of graffiti removal agreed with Veolia – 25 reports a week now being removed in this Connects area alone. 

Aim	Delivered	Evidence
		
	<p><u>Clifford Court, Tanfield Avenue, Neasden</u></p> <ul style="list-style-type: none"> • Project to break to hold of local gangs at this location • Issues included drug dealing, violence including a recent murder and waste. • Co-ordinated effort required to re-establish an owner / occupier body and multi-agency input required to tackle specific issues 	<ul style="list-style-type: none"> • Owners and tenants association developed through Neighbourhood Manager co-ordination. While not yet a success all parties are now working toward finding solutions to resolve what essentially is a private property matter. • Pressure brought to bear on local drug gangs operating out of this block through multiple visits and operations conducted in partnership with Community Safety and the police. • Ongoing interest and support / encouragement continues to be provided.
	<p><u>Railway Bridge, Park Avenue</u></p> <ul style="list-style-type: none"> • Network Rail owned bridge suffering from a pigeon infestation causing concerns to pedestrians walking under the bridge. • Issue ongoing since it was first raised in 2015. • Network Rail were resistant to carrying out further works as they felt they had already netted the bridge to the correct legal requirement. 	<ul style="list-style-type: none"> • This was arguably an Environmental Health issue but taken over by Neighbourhood Management in order to conclude. • Contact made with residents and Network Rail. • Pressure escalated when Network Rail failed to respond. Threat of formal notice communicated. • Eventual capitulation by Network Rail leading

Aim	Delivered	Evidence
		<p>to the full netting of the bridge and resident satisfaction.</p> 
Establishing and maintaining Member, resident and business relationships	<ul style="list-style-type: none"> • See 'Neasden Recreation Ground' and 'Clifford Court'. 	
Working in partnership	<ul style="list-style-type: none"> • See 'Neasden Recreation Ground', 'Church Road' and 'Clifford Court'. 	
Monitoring contractor performance	<ul style="list-style-type: none"> • Over 500 joint monitoring inspections conducted with Veolia to date – linked to contract KOT's. • See 'Neasden Recreation Ground'. • See 'Church Road'. 	<ul style="list-style-type: none"> • Performance kept well within contractual targets. • Improved cleansing regime in place – regular monitoring regime implemented. • Veolia's responsibility to remove graffiti from private land re-enforced after a misunderstanding that this outside their contractual remit.
Contributing to the borough wide approach	<ul style="list-style-type: none"> • Member of the Enforcement Practitioners Group. • Included in the project group for LBOC 2020. 	

All Areas (Mark O'Brien – recently appointed in July)

Aim	Delivered	Evidence
<p>Tackling local environmental issues</p>	<p><u>Traveller Incursions in Brent Parks</u></p> <ul style="list-style-type: none"> • To act as an immediate response mainly during the Summer period when Travellers attempt to set up camp in various parks or open spaces in Brent. • Requires police involvement to issue a S61 notice and help from Veolia. • To act as the council's representative as council presence is required throughout as the 'landowner'. 	<ul style="list-style-type: none"> • 2 Incursions to date this Summer (Roe Green and Gladstone Park) – both successfully resolved within hours. • Between 5 and 8 caravans set up camp on each occasion. • One incident carried over from the Friday to the Saturday requiring a weekend response. 
<p>Establishing and maintaining Member, resident and business relationships</p>	<ul style="list-style-type: none"> • Leads on daily winter service bulletin to members / social media during periods of extreme frost or snow 	

Aim	Delivered	Evidence
		
Working in partnership	<ul style="list-style-type: none"> To provide support / cover during periods of absence or high demand. 	<ul style="list-style-type: none"> Currently part covering Kilburn, Mapesbury etc. while current manager is on secondment
Monitoring contractor performance	<ul style="list-style-type: none"> NI195 training / inspections. 	<ul style="list-style-type: none"> Provides contractor and officer training on cleansing standards (litter, graffiti, flyposting and detritus) and conducts hands on joint inspections
Contributing to the borough wide approach	<ul style="list-style-type: none"> Manages the Winter Service. Manages Veolia's Weed Spraying programme. 	<ul style="list-style-type: none"> Acted as a hands on after hours first point of contact during the snow period last winter working closely with Councillors and contractors to ensure a suitable response was provided and communicated. Currently monitoring Tranche 2 of the 3 Tranche weed spraying programme provided by Veolia.