

Appendix 5 - Neighbourhood Managers Feedback

N.B. Names and identifiable information has been redacted for data protection purposes, except where feedback has been received by a member or employee of the Council.

Ashley Cumberbatch

(Harlesden, Kensal Green and Stonebridge)

*From: Butt, Councillor Muhammed
Sent: 01 August 2018
To: Cumberbatch, Ashley
Subject: Re: Congratulations - QSR Outcome – Operation Hope*

Ashley,

That's a great outcome for the staff and people involved.

Working together does reap its rewards.

Regards

Muhammed

Cllr Muhammed Butt

Labour Councillor For Tokyngton Ward

Leader Of Brent Council

*From: **Individual A**
Sent: 01 August 2018
To: Cumberbatch, Ashley
Subject: Congratulations - QSR Outcome – Operation Hope*

Dear All,

Congratulations!! The quality service report (QSR) that was submitted for you in relation to Operation Hope as attached has been reviewed by the Brent Police Senior Leadership Team and it has been decided to award you a Borough Commanders Commendation. The Commendation ceremony is to be held in September 2018 (details to follow).

The Board were so impressed with the work documented that they have decided to submit the report to the Deputy Assistant Commissioners Panel for consideration for a DAC Commendation.

Once I get an outcome I will let you know.

Thank You for your continuing hard work

Brent Police

From: Individual B

Sent: 12 July 2018

To: Cumberbatch, Ashley

Subject: Waxlow Road / Premier Park Industrial Estate

Dear All

Thank you all very much for all your efforts.

From: Dibben, Matthew

Sent: 17 July 2018 14:56

To: Cumberbatch, Ashley

Subject: Waxlow Road / Premier Park Industrial Estate

Well done Ashley, much appreciated and good holistic response to the issues at hand.

Matthew Dibben

Head of Employment, Skills and Enterprise

Regeneration and Environment

London Borough of Brent

From: Knight, Councillor Promise

Sent: 05 July 2018

To: Cumberbatch, Ashley

Subject: Yeats Close Operation

Dear Ashley,

Many thanks for the feedback we are delighted at the results.

Thanks again,

Promise

Cllr Promise Knight

Stonebridge Ward

From: Aden, Councillor Abdifatah (Abdi)

Sent: 08 July 2018

To: Cumberbatch, Ashley

Subject: Yeats Close Operation

Dear Ashley

Thank you and we really appreciated that.

Regards

Cllr Abdifatah Aden

Labour Councillor for Stonebridge Ward

*From: **Individual C***

Sent: 23 May 2018

To: Cumberbatch, Ashley

Subject: Bikes etc.

Hi Ashley

I saw that the bike I mentioned (approx 112 High St) has been red tagged, brilliant! Thanks for getting onto that so quickly, hopefully it can be removed as soon as the necessary notice period has expired.

Shirley Holmes

(Barnhill, Fryent, Kenton, and Queensbury)

Queensbury – Tackling dangerous pavements.

Dear all,

We, as HIGHCROFT RESIDENTS feel compelled to wholeheartedly congratulate Brent Highways Department regarding the 'sensitivity', 'speed' & 'professionalism' demonstrated by them in carrying out work to resolve the parking issues at HIGHCROFT, LONDON, NW9.

Excellent 'customer service' from our hardworking Council and 'well done' to ALL the staff involved.

Best regards,

Individuals D and E

Kingsbury / Queensbury – Illegal rubbish dumping project.

Social media responses to the Penalty Charge Notice strategy:

Individual F: 'Good. I hope people do call. I had someone dump a toilet ☐ opposite my parents' house the day before I got married. Brent council removed it. This dumping is making such a mess. Glad the council is tackling it.'

Individual G: 'I hope everyone gets this about time too. Brent needs to hang these notices in the parks too.'

Individuals H and I: 'Have you used an unlicensed "man & van" recently? If so that might be the reason you got this.'

Kingsbury – Establishment of a Neighbourhood Group:

Quote: 'Since meeting at the Brent Connects and our one to one meeting the next day on 21st June, we are pleased to be working together council and residents. The Kingsbury Neighbourhood Watch Group and face book page is now up and running with 1,093 members. The first meeting will take place on 25 Sept 2018, ward councillors and MP Barry Gardiner have been invited. A residents clear up of Roe GREEN is planned for 2nd September, thank you for your ongoing support.'

Queensbury Station – Multi-agency operation to tackle crime and environmental issues:

Councillor Shafique Choudhary, June 13:

'Just to emphasis vigilance is now order of the day why not try it alternately every tube and railway stations in Brent provided setting up and removing cost remains within reasonable limits.'

Ashley Cumberbatch June 8:

'Well done to all who worked in putting this together. A good show of partnership working. This was also discussed on a number of social media platforms so it shows that the information and message is being well circulated.'

Dennis Lewis (covered by Mark O'Brien) – includes wider area work undertaken by Mark as well

(Brondesbury Park, Kilburn, Mapesbury, and Queen's Park)

From: Dar, Councillor Tariq
Date: 15 August 2018
To: Mark OBrien
Subject: Hassop Rd Operations.

Dear Mark

Excellent Efforts by you and your team

We have already informed the local Residents Associations and other key players in Cricklewood

Good feedback and praises for you

Thanks

Regards

Cllr Tariq Dar

Mapesbury

*From: **Individual J***
Sent: 08 August 2018
To: Mark O'Brien

Subject: Hassop Road operation

Dear Mark and Councillors

Thought you may like this feedback on ongoing actions you are doing on Hassop Road which is encouraging and very much appreciated:

** No bodywork being done on Mora Road*

** No bonnets up on Mora Road*

** One car is clamped and one has a yellow penalty pouch on its windscreen*

Many thanks

Traveller Incursions:

On 23 Jun 2018 Kabir, Councillor Sandra wrote:

Hats off to you all for your prompt and effective action! Much appreciated.

Regards.

Cllr. Sandra M Kabir

Queensbury Ward, Brent

Chief Whip, Brent Labour Group

On 23 Jun 2018, at 21:00, Whyte, Chris wrote:

Great stuff today. Thank you everyone.

On 23 Jun 2018, at 20:08, Sheth, Councillor Krupa wrote:

Thank you everyone for the prompt action. Appreciate you all taking our time on a Saturday.

Kind regards,

Krupa

Borough-wide winter (gritting) management and response:

From: Downs, Carolyn (who subsequently issued a commendation award)

Sent: 07 June 2018

To: Mark O'Brien

*Subject: Forward Together sessions - Top Achievements - Winter Service
Environmental Improvement.*

That's a great one thanks

From: Southwood, Councillor Eleanor

Sent: 19 March 2018

To: Mark O'Brien

Subject: Re: Winter Service/Gritting Update.

Thanks Mark for all the updates on this.

Best wishes,

Cllr Southwood

From: Carr, Councillor Helen

Sent: 18 March 2018 15:12

To: Mark O'Brien

Subject: Winter Service/Gritting Update.

Bloody hell! Thank you everyone.

Cllr Dr Helen Carr

Tony Martin

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

From: Individual K
Sent: 20 July 2018
To: Whyte, Chris
Subject: Area Manager - Brent Council One Tree Hill

Good Morning Chris

I trust you are well and not overly bothered by the residents during the dry weather conditions.

Following on from our first Open Meeting and various subsequent exchanges with the Brent Council Area Manager – Tony Martin, I thought it is fair to say huge ‘Thank You’ to you and TM from all of us (few residents have commented) for appointing an area Manager for our wards.

Tony Martin is extremely helpful and in spite of too many unnecessary reports for minor issues by residents, he has remained patient and very calm, providing us face to face meetings as when necessary. It has made a huge difference from the past when many residents kept complaining about their inability to get through to BC and/or receive meaningful responses from BC.

On behalf of many of us including myself, we hope that you will continue to provide Tony Martin with the necessary support and backup from other internal team members as and when he requires, in order that he is able to continue this ongoing rapport. After all TM cannot deliver without getting internal support. TM has communicated well making all necessary efforts to address them in a professional and friendly manner.

Recent internal changes you have implemented within your various teams/departments have certainly shown signs of progress and improvement. This is not to say that everything is perfect and in our real world it will never be the case, but it is encouraging that we are beginning to work together and hopefully this will continue in the future.

Once again, thank you to you and Tony Martin.

Have a great weekend.

From: Individual L
Sent: 09 August 2018
To: Whyte, Chris
Subject: Access gate for emergency vehicles - Queensbury Road Alperton

Dear Mr Whyte,

We, the residents of Queensbury Road and Longley Avenue in Alperton would like to thank Mr. Tony Martin for his commitment and perseverance in helping us by organising the access gate for emergency vehicles only to be fixed, separating the industrial estate from the residential area. The road has now returned to a quiet residential no through road again.

This problem had been long standing and Mr Martin was very sympathetic towards our ordeal and was always on hand for advice and updates as to the progress of having the gate fixed. He also had a camera installed near the gate which has been an extremely powerful resource in crime prevention.

It has resolved a number of criminal issues in Queensbury road near the gate and the edge of the park. The drug dealers and users have moved away. Criminal damage to the gate and vehicles has stopped, also theft from motor vehicles in that area. Fly tipping which happened on a daily basis appears to have stopped too.

With the camera in place it acts as a deterrent for both criminal and summary offences being committed as well as evidence should an offence be committed.

Please pass on our sincere gratitude to Mr Martin and others involved.

We look forward to working with Mr Martin again in tackling the litter problem on the canal banks in the very near future as this has now become hazardous to the environment with rodents and foxes in greater numbers roaming the area.

Phillip Stagles

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

From: Individual M
Sent: 12 June 2018
To: Stagles, Phillip
Subject: Park Avenue Bridge / Network Rail

Mr Stagles,

May I first offer my sincerest thanks to you for finally resolving the matter of the bird nuisance - especially given the historic protracted timeline.

I'm sure there are many residents, cyclists and pedestrians who will very much appreciate the absence of roosting birds and their mess when passing by, and I am also mindful of the fact that the residents of Brent will no longer be underwriting a never-ending program of street cleansing operations that were only ever half-hearted cosmetic sops.

I would much rather that these resources were put to much better use – perhaps a much deserved pay rise for our hardworking local Cllr's?

If I am honest, I pleasantly surprised that your efforts have proved so effective, so quickly and are in marked contrast to some of your other colleagues at the Council who were unable/unwilling to properly address this issue. On this matter, you have restored the Council's very poor reputation, so I hope that the relevant department heads take note.

I have noted that as recently as the 6th of this month, Clare Melody trotted out the usual line from Network Rail "We are only required to mitigate the pigeon nuisance over the walkway and will not be installing any further netting over the carriageway"

Could you clarify what prompted their apparent change of heart?