
Overview and Scrutiny

Safer Neighbourhood Teams Review

Safer Stronger Communities Select Committee

March 2007

CONTENTS

1.	Introduction and Background	Page 2
2.	Scope of the Review	Page 2
3.	Policy Context	Page 3
4.	Recommendations	Page 3
5.	Evidence Gathering	Page 6
5.1.	Stronger Communities Select Committee Meeting – 19 October 2006 & 30 November 2006	Page 6
5.2	Safer Stronger Communities Select Committee Meeting - 11 January 2007	Page 8
5.3	Greater London Assembly Budget Committee investigation of Safer Neighbourhood Teams	Page 11
6.	Consultation	Page 12
6.1	Consultation with Lewisham residents	Page 12
6.2	Consultation with Councillors	Page 15
7.	Conclusion	Page 17
8.	Appendices	Page 18
	Appendix A - Safer Neighbourhood Teams online questionnaire results	
	Appendix B - Safer Neighbourhood Teams paper questionnaire results	
	Appendix C - Continental Research – Qualitative Research Findings	
	Appendix D - MORI Research Results	
	Appendix E - Guidance on Setting Up and Maintaining Neighbourhood Panels	

1. Introduction and Background

- 1.1 This report details the Safer Stronger Communities Select Committee's review of Safer Neighbourhood Team's (SNT) policing in Lewisham. The review was carried out throughout the course of the 2006/07 municipal year. The committee took evidence from key stakeholders and carried out consultation with Lewisham residents and Councillors.
- 1.2 Safer Neighbourhood Teams are the most important policing development to have taken place in recent years. The teams have been introduced to provide a 'visible , accessible and familiar police presence that engages with local people and partnership organisations to find lasting solutions to local problems'.
- 1.3 Each Safer Neighbourhood Team has a ward panel. Ward panels are intended to ensure the widest possible representation of Lewisham's diverse communities and assist in identifying and addressing local priorities.
- 1.4 Through the review, the committee sought to assess the general progress of the SNT so far and how best they can have an impact on the communities they work in. The committee felt that reviewing progress at this stage would be useful as close working with residents, the council, councillors and other local agencies is vital for their success. Having only been present throughout the entire borough since 3 April 2006, the committee felt that reviewing progress now would be useful as the teams and the support systems are still evolving.

2. Scope of the Review

- 2.1 The Chair and Vice Chair set the objectives and scope for the review which was agreed by other members of the committee.
- 2.2 It was set out that the review would explore the operation of the Safer Neighbourhood Teams so far, looking at how successful the SNT have been in :
 - providing reassurance to local people and reducing the fear of crime
 - responding to issues identified by local people
 - reducing crime generally
 - consulting & engaging with local people and Councillors – mechanisms used, ward panels, flyers, street events
 - working with other agencies – what are the mechanisms used and do these work
 - resisting abstraction (i.e. whether the officers are called to other duties without good cause)

3. Policy Context

- 3.1 The Safer Stronger Communities Select Committee is required to fulfil Overview and Scrutiny functions in relation to decisions made or actions taken to make Lewisham a safer place, developing stronger communities and ensuring the council's performance in relation to equalities is fulfilled.
- 3.2 The review links to the council's key priority to 'Make Lewisham a safer place and reduce the fear of crime'. The key progress targets that have been set out to help achieve this are set out in the Community Strategy 2003-2013 and also the Lewisham Local Area Agreement 2006-2009:
- Reduce overall crime in line with the local Crime and Disorder reduction Partnerships targets and narrow the gap between the worst performing wards/ neighbourhoods and other areas across the district
 - To reduce the number of street crimes (personal robbery and snatch) recorded by the Metropolitan Police in the London Borough of Lewisham between 2003/04 and 2007/08 from 2414 to 1772.
 - To reduce the percentage of Lewisham Annual Resident Survey respondents who identify crime as an area of personal concern from 49% to 42%
 - To reduce the percentage of respondents who indicate that anti-social behaviour is a 'very big problem' or a 'fairly big problem' from 53% to 46%.
- 3.3 The governments National Community Safety Plan (NCSP) sets out their community safety priorities for 2006-2009 which are around the following 5 themes:
- Making communities stronger and more effective
 - Further reducing crime and Anti-Social Behaviour (ASB)
 - Creating safe environments
 - Protecting the public and building confidence
 - Improving people's lives, so they are less likely to commit offences or re-offend

4. Recommendations

- 4.1 While the Safer Neighbourhood Teams appear to be well received and visible to the community, there are a few issues and areas of concern that have come to light as a result of the review undertaken. Following consideration of the key issues the Committee came up with the following recommendations detailed below.
- 4.2 The committees recommendations come under three main areas including support and staffing of SNT's, publicity and engagement and ward panels and community liaison.

Support and staffing of SNT's

- I. Efforts should be made to ensure that the dedicated intelligence officer/analyst employed to assist SNT's in the analysis and research functions to support the teams in Lewisham is not abstracted to work for other sections. The intelligence officer/analyst is employed to support SNT's by collecting statistics for each ward and creating ward profiles. At present SNT's and panels are not getting the necessary information to set priorities.
 - Evidence from the committees review shows that in some cases the SNT service and the council are working well together whilst with some others, this is not the case. The dedicated intelligence officer/analyst will assist in ensuring that the teams work well with council services to deliver priorities set consistently.
- II. The powers, status, and role of PCSO's needs to be re-assessed by the MPA/ MPS as there is a conflict between their limited powers as PCSO's and also the assurance that they provide to members of public as they are not actual police officers.
- III. The committee would also like to highlight the staffing and retention issues that persist with the recruitment and retention of PCSO's. The MPA/ MPS needs to give some further thought and work needs to be given in respect of how recruitment and retention of PCSO's can be improved.

Publicity and Engagement

- IV. People have seen a visible difference in the number of police on the streets. However, they are unable to attribute this to the presence of SNT's. Each household in the borough should receive a leaflet from their ward panel detailing their priorities to tackle local community safety issues. Leaflets should include contact details, opening hours of the local office, a local map, names of the local officers and any other local police information.
- V. Publicity and communication of SNT's and particularly ward panels needs improvement. The results of the consultation with Lewisham residents shows that there is little knowledge of SNT ward panels and ultimately their purpose.
 - There should be a greater emphasis on educating the public. Publicity should also be developed to improve the representation of Lewisham's residents on the ward panels.
 - Distribution of any information about an individual SNT should also be done on the basis of the ward boundary and not the post code as this has caused some confusion.

- VI. The fact that there are no manned SNT phones is a real concern for the Committee. The committee would like to ask that the MPA/ MPS conduct a feasibility study to look into any alternatives. The result of the committee's consultation shows that although some people may be keen on communicating with SNT's face-to-face, they are not always keen to be seen with the SNT due to the possible negative recriminations from other members of the community.
- VII. The work of SNT's is about engaging with the local community and a key part of this is working with schools. The committee feel that a separate dedicated Schools Liaison PCSO should be in place for every secondary school in the borough. Some thought should be given to having dedicated School Officers across the board and these should link in with SNT's.

Ward Panels and Community Liaison

- VIII. Guidance on setting up and maintaining neighbourhood ward panels should be distributed across all wards and followed up properly. There is a lack of consistency across the borough in this areas as some wards allow at least one Councillor to be a member of the panel and others do not allow any Councillors to become members of the panel. (Guide included in appendix of this report)
- IX. All ward Councillors should receive copies of the notes or minutes of the ward panel meetings. Councillors who are not living in the ward they represent should also be able to participate panels and should receive information from the ward panels as elected representatives of the ward. Essentially, councillors provide a route to the wider community and at least one ward councillor should attend a ward panel meeting.
- X. The committee noted that many ward panels appear to be operating in isolation and struggling with similar issues. Arrangements should be made for all the ward panel Chairs to meet at least quarterly to exchange good practice, views and experiences.
 - In line with this It is suggested that all three Police Inspectors should establish a system of communication and liaison with the ward panel Chairs in their area of control.
- XI. Following discussions at the committee meeting on 13 March it was also felt that cross ward and cross borough liaison needs to be reviewed. Further thought and arrangements by the MPA/ MPS needs to be given to the sharing of information with neighbouring boroughs SNT's.

- XII. The committee is pleased to note that the Mayor has already authorised to recruit 12 more PCSO's.

5. Evidence Gathering

The review was carried out by first taking generic evidence from Petrina Cribb, Chief Inspector of Safer Neighbourhood Teams who attended the committee meeting on 30 November 2006. At the committee meeting on 11 January 2007 the committee took further evidence from:

- Len Duvall, Chair of the Metropolitan Police Authority and London Assembly Member for Greenwich and Lewisham
- Dorian Williams, Chair of New Cross Gate safer Neighbourhood Team's Ward Panel
- Helen Buckley, Forest Hill, Safer Neighbourhood Team Ward Panel

5.1 Safer Stronger Communities Select Committee Meeting – 19 October 2006 & 30 November 2006

At the committee meeting on 19 October, the committee received an update report from Petrina Cribb, Chief Inspector, SNT's. The briefing provided an introduction and update on the progress of SNT's in Lewisham to date.

- 5.1.1 At the committee meeting on 30 November, Chief Inspector Cribb was in attendance and gave members a further update through a presentation. The Chief Inspector outlined that Safer Neighbourhood Policing was a departure from other policing initiatives as it aims to break the cycle of crime in the community by allowing community policing to work with ring-fenced funding which allows for long-term problems to be solved. Community policing aims to solve underlying causes of crime and not just the symptoms.
- 5.1.2 The committee also heard about the other support structures in place to complement Safer Neighbourhood Teams, which include ward panels which have been established in every ward. As well as ward panels, public engagement includes crime intelligence and data collated by a dedicated officer, street briefing/public meetings, surveys of residents and a MORI survey was also commissioned.
- 5.1.3 Joint Action Group with key partners have also been established to make policing in the borough more effective. The Joint Action Group constituted of partners to work together at a tactical level to find solutions to problems identified by public engagement. The key partners include Anti-social Behaviour Action Team (ASBAT), Youth Service, Housing and Environmental Enforcement. It was heard that here is still on-going work to improve the groups effectiveness.

5.1.4 The Chief Inspector also listed a number of Safer Neighbourhood Team successes such as the 'crack house' closure in Laleham Road – Catford, the Dispersal Order in Lewisham Town Centre – combating groups of 100 plus youths causing ASB. Robbery has also been reduced by 26%.

Members raised points and questions in relation to the following:

5.1.5 Ward Panels

- A Member asked why the vast majority of ward panels members were representatives from a group. In response the committee heard that Safer Neighbourhood Teams guidance advised that it was more effective if those on ward panel represented an organisation or group to make representation more expansive. There are some individuals on some ward panels, as well as Councillors on some ward panels.
- The selection process of individuals to ward panels and the publicity to attract people besides the usual suspects was also enquired over. The Chief Inspector explained that it has been recognised that it has been difficult to recruit a large number of people to ward panels as membership requires dedicated people who will be able to put the time and effort in to attend a number of meetings.
- A member of the committee asked if there was any tension in some ward panels over the way they were working. The Chief Inspector said that she was unaware of any problems, but some ward panels may be working more effectively than others as they have been in existence longer than others. Training provided by Sergeants to ward panels has been very good in Lewisham and they are very committed to Safer Neighbourhoods in Lewisham. The Chief Inspector said that it was too early to tell what improvements, if any, needed to be made to ward panels.
- A Member asked why ward panel meetings were not public meetings. The Chief Inspector said individuals could be invited for particular topics when necessary, but the format of the meeting is not as a public meeting.

5.1.6 Anti-Social Behaviour

- A Member asked how Safer Neighbourhoods is changing the police's approach to tackling ASB. The Chief Inspector said that with Safer Neighbourhoods, there is now an ASB behaviour tier to the police's work and they can effectively use information and intelligence to tackle ASB. Also with PCSOs on the ground they can help ensure policing is more effective in the community.

5.1.7 Safer Neighbourhood Teams telephone support

- Each SNT has a phone number that members of the public can call to

raise concerns and report any issues. However, none of the Safer Neighbourhood Teams phones are manned but they all have answer phones. A Member raised concerns over how some calls to the Safer Neighbourhood contact number have not been followed up. The Chief Inspector said that any issues in terms of responding to calls left on the Safer Neighbourhood teams phones should be addressed to senior management of Lewisham Police so that complaints can be followed up.

5.1.8 Police Community Support Officers (PCSO's)

- A Member raised concerns over PCSOs not working effectively with Wardens. Chief Inspector Cribb said that to her knowledge there was very positive and close working between the two services. The Head of Crime Reduction said that there was a good relationship across the borough with PCSOs and Wardens and there are joint-briefings and patrols but she will take back the concerns raised at the meeting.

5.1.9 SNT Team structure in Lewisham

- The Chair asked whether Lewisham would move from the 1:2:3 model to other models at some stage. The Chief Inspector said that for wards of more than 14,000 people or more, the corporate model had been extended to 1:2:6. Six Wards in the borough meet this criteria and are being extended to the 1:2:6 model: New Cross, Downham, Evelyn, Perry Vale, Sydenham and Telegraph Hill. The models are fixed by the Safer Neighbourhood policy, they must be either 1:2:3 or 1:2:6. PCSOs cannot be shifted from one ward to another because crime may be lower in another ward.

5.2 Safer Stronger Communities Select Committee Meeting – 11 January 2007

Len Duvall, the London Assembly Member for Greenwich and Lewisham and Chair of the Metropolitan Police Authority (Chair of the MPA) gave a presentation to the Select Committee on SNT's.

5.2.1 The Chair of the MPA began his brief by explaining that the MPA was established in 2000 and was a single-purpose authority that had oversight of the Metropolitan Police Service (MPS). The MPA has oversight over finance and the policy direction of the MPS.

5.2.3 The Chair of the MPA asserted that SNT was one of the most important reforms of policing in London in recent years. SNT arose from the aftermath of the changes in policing after 9/11 and defending the capital against terrorism. There was also a perception that local police were mostly in cars and there were less police patrolling the streets than in the past. The Mayor and the MPS wanted to create a policy that would deliver a long-term solution to cut crime and the fear of crime in local communities

and respond to local needs.

- 5.2.4 The Chair of the MPA explained that the key feature of SNTs is the ward panel. The ward panel is central to making sure the SNTs work better and respond to local needs. Guidance has been issued by the MPS on the establishment of SNT ward panels across London. He is aware that there has been an issue regarding whether councillors sit on ward panels or not. Current guidance advises that Councillors should play a part in SNT meetings but should not have voting rights nor should they become Chair. However, as it is recognised that Councillors are in a privileged position in terms of access and information, local issues can be solved through joint-partnership.
- 5.2.5 The Chair of the MPA said that SNT are providing reassurance to local communities due to their visibility. 66% of Lewisham residents said in a MORI survey that if they knew they had a SNT in their area they would feel safer. The plans for SNT were accelerated by 2/3 years due to the success of the SNT pilots and local people could see the benefits. The MPS are also monitoring the success of SNT by using surveys, data, polling etc. This needs to be done to help ensure that SNTs are delivering on their objectives.
- 5.2.6 The SNT aim to respond quickly to all types of local criminal activity. The MPS has a problem-solving model to look at how to tackle issues. SNT recognise that they cannot solve all problems swiftly, as many issues need co-ordination and a multi-agency approach to respond effectively. The Chair of the MPA said that abstractions should only occur in emergency cases such as a terror threat.

Members raised points and questions in relation to the following:

5.2.7 PCSO's contribution to SNT's

- A Member said they were pleased with how the SNTs were working in Lewisham and there has been a positive effect in reducing crime and the fear of crime in local communities. The Chair of the MPA said that the use of the PCSOs in London in SNTs is a valuable tool in tackling crime in London. They are an important interface for diverse communities, with some people feeling more comfortable to raise issues with the PCSOs rather than directly with police officers.

5.2.8 PCSO Powers

- Members asked about the powers of PCSOs in comparison to police officers. Chief Inspector Cribb said that PCSOs do not have powers of arrest, cannot interview or deal with prisoners, can only investigate minor offences and do not carry out the more complex and high-risk tasks that police officers can perform. PCSO'S also have the powers to 'stop and account' but not 'stop and search'.

5.2.9 PCSO Recruitment and retention

- A Member asked about the recruitment and retention of PCSOs and their duration of stay in SNTs as this is apparently not working so well. The Chair of the MPA said that there has not been a problem in recruiting PCSOs in Lewisham. Even though the sustainability of SNTs is secure, the nature of the job is that police officers and PCSOs will move on after approximately two years of service in a particular team. In response to a question about PCSOs using the position as a quick stepping-stone to being a police officer, the Chair of the MPA said that the waiting list for becoming a police officer is approximately 12-18 months bar some applicants who may be fast-streamed through the process if they possess special skills.

5.2.10 Ward Panel Publicity

- A Member asked about funds given to ward panels to help publicise their work. Chief Inspector Cribb said that ward panels received £1,000 each for communications though they still needed help to publicise their work. The work of ward panels was featured in Lewisham Life and additional leaflets are being produced to promote ward panels. The MPA are also having discussions about how best to publicise ward panels.

5.2.11 Guidance for Ward Panels

- The Vice-Chair asked about what guidance is given to Sergeants on SNTs about how ward panels should work. The Chair of the MPA said that there was London-wide guidance on how ward panels should work. Chief Inspector Cribb said that the local needs of each ward should be developed according to the individual needs of each ward, as each has particular needs and issues.

5.2.12 SNT's and Young People

- A Member asked whether police should be stationed in schools rather than as part of SNTs where they are in the community. The Chair of the MPA said that the attitude has to be challenged that police officers should not be placed in schools if they are doing a good job in community relations and helping to bring the crime rates down amongst young people. In answering a question about the police relationship with young people in the borough, the Chair of the MPA said that it was about treating young people with respect as issues like bullying, street crime and violent disorder are directly related and sometimes perpetrated on young people so they need to have a relationship with young people to be able to combat these issues. Chief Inspector Cribb said that the visible presence of the police and PCSOs in schools and particularly at 3pm-5pm, the time when the school day ends is important to help bring down crime committed by, and against, young people.

At the meeting on 11 January 2007, the committee also took evidence from ward panel representatives, including Dorian Williams, Chair of New Cross Safer Neighbourhood Panel and Helen Buckley a member of the Forest Hill Safer Neighbourhood Panel.

5.2.13 The Chair of the New Cross SNT ward panel briefed the committee saying that he became Chair in November 2006. The ward panel has met on 8 occasions with 2 additional walkabout sessions with their SNT. The ward panel will in future meet monthly. The key issues for his ward panel are street crime, the street environment and drug/alcohol crime.

5.2.14 The ward panel is trying to tackle these problems on a ward-basis and have developed a communications strategy with 26 different projects to promote the work of the ward panel. They plan to produce a website, a newsletter and themed flyers. The ward panel is also thinking of ways to reach out to harder-to-reach groups in the community. The ward panel has also experienced some problems engaging service providers over certain issues such as enviro-crime. The ward panel had originally decided not to include Councillors on the panel but in 2007 they have decided to include two Councillors on the panel as they believe that their inclusion would be useful.

5.2.15 The representative of Forest Hill SNT ward panel said that she was a representative on a tenancy association who sat on the ward panel. The effectiveness of the ward panel was limited at present as there has not been many meetings yet but publicity for the ward panel in the area is good.

5.2.16 In answering a question from Members on the amount of work ward panels have to oversee, the Chair of New Cross SNT ward panel said that the local authority or the MPS should help ward panels cope with their work capacity. A Member asked why New Cross SNT ward panel had chosen not to have any councillors on its ward panel. The Chair said that the panel wanted to establish their independence first. Now members of the ward panel feel they can benefit from the experience and influence of Councillors. They would also welcome other Councillors to observe their ward panel meetings.

5.3 Greater London Assembly Budget Committee investigation of Safer Neighbourhood Teams – January 2007

5.3.1 The GLA Budget Committee also carried out a London wide investigation on Safer Neighbourhood Teams. The report on the review was published in February 2007. The GLA focussed their review on the impact of SNT's to date and their value for money. The Budget Committee's review sought to address:

- The performance and evaluation systems that are used/ will be used
- How SNT's are working with other warden schemes

The Budget Committee's recommendations are summarised below.

- 5.3.2 Recommendation 1 - In order to measure the success of SNT's, within six months of the full rollout, the MPS/MPA should look into having a wider spread of performance indicators to reflect the problem solving approach and indicators of success.
- 5.3.3 Recommendation 2 - Community consultation and relationships the London boroughs in particular with young people and the form of public meetings should be analysed in six months time by the MPA/ MPS .
- 5.3.4 Recommendation 3 - In line with this best practise in relation to SNT's, local authorities and communities and how they are making use of existing structures should be reviewed.
- 5.3.5 The GLA's review also details the support systems in place for SNT's, which is an area of concern for Lewisham. The GLA cited that Camden has two full time Safer Neighbourhood analysts who identify priority crime issues and access funding to support these actions. This problem solving approach ensures that issues are dealt with efficiently.
- 5.3.6 Westminster also have a dedicated liaison officer and analyst supporting the 'CivicWatch' scheme which consists of ward based multi-agency teams including SNT's, council departments and Registered Social Landlords. Westminster feel that this joint agency approach is crucial for the long-term problem solving approach of neighbourhood policing.
- 5.3.7 The issues of resourcing support officers and analysts was picked up by the GLA. These officers are currently resourced by both authorities.
Recommendation 4 - The GLA Budget Committee recommended that 'within six months of the full rollout, the MPA/ MPS should begin to review the additional resources being supplied for SNT's by some boroughs with a view of developing common good practise and provision. This includes the analytical functions, and should be done as part of the next stage in the development of SNT's.'
- 5.3.8 Recommendation 5 – A framework to share a wider range of performance information to inform the work of SNT's should be considered. This should be done by the MPA/MPS and local authorities in London through the Crime and Disorder Reduction Partnerships.

6. Consultation

As well as gathering evidence from key individuals at meeting, the committee also felt that it was important to consult with Lewisham Councillors and most importantly Lewisham residents to inform the review.

6.1 Consultation with Lewisham residents

6.1.1 The Questionnaire

The committee tried to capture the view of Lewisham residents mainly through a questionnaire. The questionnaire was available online and sent to all the local libraries in the borough. Aware of the fact that residents that tend to access Lewisham's website fall into the category of young, white and middle class, the committee made efforts (within the resources available) to access the view of other residents through other means of which is detailed below.

6.1.2 The questionnaire essentially sought to find out how much residents knew about SNT's, what they knew about SNT ward panels and what they felt should be the priorities of SNT amongst other things.

6.1.3 The questionnaire was presented and approved by the Mayor's Consultation Board in January 2007 and was available online shortly afterwards in early February. Having been through the Consultation Board, the questionnaire will be available on the Council's online database – Consultation Finder.

6.1.4 The questionnaire was publicised by issuing a press release which led to an article in the News Shopper on 14 February 2007, an advertisement on the council notice board and through the March 2007 edition of Lewisham Life.

6.1.5 Detailed below is a summary of the findings from the survey:

- Most people were aware of the introduction of SNT's
- Most people had learnt about SNT's through a leaflet or newsletter
- In response to the most useful method of hearing about SNT's, people expressed that a newsletter or leaflet would be the most useful means
- Residents expressed less knowledge of SNT panels and neither would the majority of them want to get involved.
- The public felt that the top priority for their SNT should be dealing with youth engaging in insulting and threatening behaviour, in correlation with MORI survey. This was followed by muggings and this in turn followed closely by adults engaging in threatening and insulting behaviour
- Despite 62% of people responding to having seen an increased police presence on the online survey and the majority of those returned by paper, people did not feel any safer
- Essentially people also did not feel that there had been a decrease in anti-social behaviour since the introduction of SNT's in April 2006. Although more respondents were unable to say, with 42.2% of people saying they don't know. (Perhaps maybe it is too soon to tell)
- It was felt that the council should continue to fund the additional PCSO's on top of those funded by the Metropolitan Police Service
- 63.4% of those who filled in the questionnaire online were women
- The average age group of those responding to the questionnaire were

- in the 35-45 age bracket
- 61% were also of White British background

6.1.6 The Focus Group

External consultants were commissioned to get the view's of other sections of Lewisham's community that may not access the council website and take part in the online survey. Two focus groups were held consulting Black African and Caribbean residents and Low income/ council tenants.

6.1.7 The qualitative research findings have been summarised below:

- Most of the residents were positive about living in the borough but felt that the area was becoming more unsafe. They felt that lack of provision for the youth was partly to blame for this.
- Residents described an increasing problem of gun and knife crime as well as drug use
- Both groups had little knowledge of SNT's and felt that there were not enough police on the street and welcomed a return to the 'good old days' and were positive about the idea of SNT's in principle.

'Its definitely a step forward, if they do what they say they're going to do'

- It was felt that SNT's would be a deterrent to crime. However, the ambitions of SNT's to solve the causes of crime was felt to be unrealistic
- Both groups have fairly negative attitude toward the police in general.
- Some cynicism was expressed about the value and the role of PCSO's due to their limited powers
- Black males expressed a particular negative view of the police and they are often stopped and searched and approached in an aggressive and hostile way and in turn feel unsafe when the police are around.

'I feel intimidated when the police stop me and ask me what im doing. They always stop me and say 'you fit the description of a burglary that's just happened'. Even when im in my car and they can't possibly see what im wearing'.

- People also expressed fear of engaging with SNT's because they could be labelled a grass.
- People felt that ward panels were positive as they felt that local

representatives had the most knowledge about their individual wards but in correlation with the online questionnaire people did not want to get involved themselves.

- As with the online questionnaire residents felt that leafleting or adverts in the local paper would be the best way to promote SNT's.
- Some work also needs to be done in communicating the purpose of SNT's along with how they operate and what the benefits to residents are.
- In view of the fact that some residents are reluctant to have face-to-face contact with their SNT some publicity about other contact methods needs to be publicised.

6.2 Consultation with Councillors

Every elected member in the borough was sent a questionnaire, seeking their views on Safer Neighbourhood Teams. The committee had very few responses back, of those that did come back the majority of the comments and views expressed were positive.

6.2.1 The responses are detailed below:

- Question 1. Is there increased police visibility in your ward?
All councillors responded yes apart from one.
- Question 2. Is there a reduction or perception of a reduction in anti-social behaviour and other crime in your ward as a result of SNT's?
One member expressed an outright no whilst others felt it was too early to say and perhaps there has been.
- Question 3. Have you been consulted in the setting up of the ward panel?
All respondents had been apart from one.
- Question 4. Are you a member of your ward panel?
All the councillors were on the ward panel apart from one
- Question 5. Have you been asked to work on the ward panel?
Most of the members had been asked to work on the ward panel
- Question 6. Do you receive any information from your local SNT?
Most Members did receive information through leaflets and e-mails. One member expressed that this could be improved on a constituent level
- Question 7. What role do you think you should be playing in your ward panel?

One councillor expressed a strong belief that all Councillors should be ward panel members as often the issues that are raised are matters for the council to deal with.

Another explained that their role on the ward panels was to provide information to the panel that they acquire in their role as a Councillor and also bring the experience of committee's and how they work.

6.1.2 Additional comments:

- A Crofton Park councillor expressed that they receive very little information about the Crofton Park SNT and SNT ward panel and when enquiries have been made with the police, a response is not sent back.
- A Ladywell councillor expressed that their Safer Neighbourhood Team is working well with at least one ward Councillor attending the panel meeting's. When votes are taken, Councillors do not vote. Members have regular communication with the Ladywell SNT and have worked successfully together on tackling graffiti, fly-tipping, car crime and they are looking at youth provision in the area. The increased visible presence of the SNT, particularly on their bikes has also been noted by residents.
- In Ladywell it also appears as though some of the young people are getting to know PCSO's as they have made the effort as on some of the estates where there was formally anti-social behaviour, local residents have reported an improvement. However, there still seemed to be quite a high fear of crime. The Ladywell member expressed that they felt that it would be useful if the SNT introduced themselves to more shopkeepers, residents of sheltered housing etc.
- A Lee Green Councillor expressed that they have been involved in the development of their SNT ward panel from the start. However, it was commented that there were no clear guidelines as to what the ward panels role was, how it should operate and financial support.
- A councillor expressed that the precise duties of the SNT's need clarification and although officers are not supposed to be pulled away on other duties it appears as though this is happening. The councillor also noted that much of the SNT's time is dedicated to school duty, diverting the time for other ward issues.
- The Lee Green councillor expressed that SNT ward panels are definitely positive as they are bringing local policing and residents together and they have already had a positive effect in terms of bringing about a greater understanding of residents concerns, 'I see this as a win-win situation for both the police and local residents...and as resident and local representatives we all have our part to play if local policing is to work effectively'. The councillor also asserted that there are a number of issues that still needs ironing out with regards to

SNT's and SNT ward panels '.

7. Conclusion

In November 2006, the Assistant Commissioner Tim Godwin expressed that ' the key objective of Safer Neighbourhoods was to close....a serious gap in terms of crime falling over the last few years but people not actually feeling safer'. (London Assembly Budget Committee Meeting, 10 January 2006).

If this is the main objective of SNT's then this is not being accomplished yet in Lewisham if we are to look at the evidence from the Committee's questionnaire and the focus group sessions held. The evidence gathered from the committee is consistent with the statement that 'local policing at the moment may be visible, but visibility is no panacea' (Nick Cuff, The Guardian, Thursday 15 June 2006). This leads to the view that perhaps the public need concrete evidence of the value of SNT's as they do not feel any safer although the police are more visible now.

This is in contrast to the MORI survey conducted in April 2006 (prior to the official launch of SNT's across the whole borough). This telephone survey claims that 'there is evidence to suggest SNT's have already had a positive impact on residents feelings of safety within their local areas, before the team was officially launched'.

Although SNT's do not seem to be making residents feel safer, people are encouraged by them and the teams mark a significant and progressive approach to policing. There is also a real commitment from the MPA/ MPS marked by the considerable investment in the teams.

The fact that SNT's have only been in place for a short period also means that more time is needed to assess their impact in reducing crime, the fear of crime and consulting and working effectively with other local organisations and the communities they serve.

The committees review has shown that further thought needs to be given to the support systems in place for SNT including ward panels, the role of PCSO's and a dedicated intelligence officer/ analyst. The way in which SNT and SNT ward panels work with existing agencies and structures such as the LCPCG and Area Forums is another area which needs further consideration. The committee's recommendations draw on some of these issues and areas of concern that have surfaced as a result of the review undertaken.

The evidence gathered from Lewisham residents was invaluable in helping to get a sample of the current perception of SNT's. The committee also wish to thank all the witnesses called to give evidence at the meetings that they held.

8. Appendices

Appendix A - Safer Neighbourhood Teams Online Questionnaire Results

'Safer Neighbourhood Teams: Making Your Neighbourhood Safer'

1. Which Safer Neighbourhood or council ward do you live in?			
		Response Percent	Response Total
Bellingham		1.9%	3
Blackheath		4.4%	7
Brockley		12.6%	20
Catford South		4.4%	7
Crofton Park		1.9%	3
Downham		1.9%	3
Evelyn		1.9%	3
Forest Hill		10.1%	16
Grove Park		1.3%	2
Ladywell		8.8%	14
Lee Green		3.1%	5
Lewisham Central		8.2%	13
New Cross		13.2%	21
Perry Vale		5%	8
Rushey Green		0.6%	1
Sydenham		5%	8
Telegraph Hill		1.3%	2
Whitefoot		2.5%	4
Don't know		1.9%	3
I don't live in Lewisham		10.1%	16
Total Respondents			159
(skipped this question)			2

2. Are you aware of the introduction of Safer Neighbourhood Teams in your area?			
		Response Percent	Response Total
Yes		50.3%	72
No (skip to Question 5)		46.9%	67
Don't know (skip to Question 5)		2.8%	4
Total Respondents			143
(skipped this question)			18

3. How did you learn about Safer Neighbourhood Teams? (Please tick all that apply)			
		Response Percent	Response Total
Personal contact with members of the team		23.5%	16
Leaflet or newsletter from the Safer Neighbourhood Team		41.2%	28
Local newspaper		22.1%	15
Lewisham Life magazine		29.4%	20
Police website		2.9%	2
Council website		10.3%	7
<input type="button" value="view"/> Other (please specify)		32.4%	22
Total Respondents			68
(skipped this question)			93

Other:

Councillor	Other x 2	Victim of crime
Station/ tube advert x 2	Seen them x 2	Employed by LBL x 2
Friends x 2	Area Forum	SE23.com
Employers website	southwark life magazine	Algernon Road

		Residents Association	
Notice on apartment noticeboard, contact with representatives on the streets			
4. How would you like to hear about the activities of your local Safer Neighbourhoods Team? (Please tick all that apply)			
		Response Percent	Response Total
Personal contact with members of the team		29.1%	39
Leaflet or newsletter from the Safer Neighbourhoods Team		71.6%	96
Local newspaper		30.6%	41
Lewisham Life magazine		37.3%	50
Police website		10.4%	14
Council website		25.4%	34
I don't want information about the Safer Neighbourhood Team		3%	4
Don't know		4.5%	6
View Other (please specify)		6%	8
Total Respondents			134
(skipped this question)			27

Other:

Email x 2	would rather money spent on staff and tackling crime, not communicating about activities	publicly displayed notices
Poster campaign	Roadshows - on the street visibility	

5. Are you aware of the ward panels being set up by Safer Neighbourhood Teams to consult with local people?			
		Response Percent	Response Total
Yes - I am a member of a ward panel and/or have attended a		7.8%	10




panel meeting			
Yes - I have heard about the panel, but I have not got involved		11.7%	15
Yes - I have heard about the panel, but I am not interested in getting involved		3.9%	5
No - I have not heard about the panel but I would like to get involved		30.5%	39
No - I have not heard about the panel and I am not interested in getting involved		46.1%	59
Total Respondents			128
(skipped this question)			33




6. What should be the top priority for your local Safer Neighbourhood Team?			
		Response Percent	Response Total
Adults engaging in insulting, threatening or abusive behaviour		51.2%	63
Youths engaging in insulting, threatening or abusive behaviour		69.9%	86
Fly tipping		28.5%	35
Graffiti		25.2%	31
Muggings		57.7%	71
Youths riding mopeds		19.5%	24
Vandalism and other deliberate		39.8%	49




damage to property			
Burglary from homes		40.7%	50
People taking drugs in public places		43.1%	53
Theft of a motor vehicle or from a motor vehicle		17.9%	22
Premises where drugs are sold		33.3%	41
People cycling on the pavement		14.6%	18
Racially motivated crime or abusive behaviour		31.7%	39
Homophobic motivated crime or abusive behaviour targeted at gays and lesbians		23.6%	29
Dangerous driving		26.8%	33
Disturbances outside licensed premises e.g. pubs		16.3%	20
Homeless people living rough		17.9%	22
Street drinkers		23.6%	29
Disturbances outside off licenses		13.8%	17
Total Respondents			123

7. Have you seen more police officers or community support officers in your community since the introduction of Safer Neighbourhood Teams in April 2006?			
		Response Percent	Response Total
Yes		53.3%	65
No		32.8%	40
Don't know		13.9%	17

Total Respondents	122
(skipped this question)	39

8. Do you feel safer as a result of the introduction of Safer Neighbourhood Teams in April 2006?			
		Response Percent	Response Total
Yes		28.9%	35
No		45.5%	55
Don't know		25.6%	31
Total Respondents		121	
(skipped this question)		40	

9. Do you believe that there has been a fall in anti-social behaviour and other crime in your ward since the introduction of Safer Neighbourhood Teams in April 2006?			
		Response Percent	Response Total
Yes		9.8%	12
No		47.5%	58
Don't know		42.6%	52
Total Respondents		122	
(skipped this question)		39	

10. Lewisham Council has funded a number of additional Police Community Support Officers in addition to those funded by the Metropolitan Police Authority. Do you believe the Council should continue to fund additional Police Community Support Officers in Lewisham?			
		Response Percent	Response Total
Yes		84.2%	101
No		5.8%	7
Don't know		10%	12
Total Respondents		120	
(skipped this question)		41	

11. If you have any additional comments on Safer Neighbourhoods please feel free to

use this space to tell us about them

I'd like to see more impact by the Safer Neighbourhoods Team. We don't see enough of them in the area. Although I don't know the stats, there has been a number of break ins in the shops on Perry Hill. The latest was the charity shop(!) yesterday. We need to hear more from the Catford/Perry Vale and Bellingham teams and what they do and how they are doing it. Although we are technically in Rushey Green, we are on the cusp of the 3 wards.
get drunk and abusive adults off the streets who think they can threaten or abuse people on the streets.
I have boys aged 2 and 4. When we see police on their bicycles going down our street or riding horses through Lewisham, it gives us a feeling of both excitement and security. It is a very positive experience for the children to see the officers "in person" rather than through a car window-- not to mention a great reinforcement of environmentally friendly transport. I am really pleased with the increased "beat-presence" of police in our area, and I truly hope it continues. Thanks to the officers who say HELLO to my kids as they're riding by-- and thanks also for keeping an eye out for our safety at the same time!
Back in Jan, I was burgled, contacted SNT Team, to response to my local concerns. I've received none so far, extremely unhappy as a resident/single parent & tax-payer my contribution to policing should be taken seriously. Bellingham Ward may be relatively quiet, doesn't mean it's crime-free!
there is no visible police presence in our immediate area. it would be good if we actually knew who our officers are. mostly this is a safe area, but I have to say I have experienced unprovoked abuse on three occasions (and on one occasion physical attack) in Lewisham three times over the last 4 years, twice in my immediate area of residence.
There should be more relation between residents and safer neighbourhood teams to tackle crime together. I think it would be of benefit to the safer neighbourhood teams to have less paperwork to fill out, following incidents they deal with.
As a single female who lives alone, some streets in the Deptford area need to have brighter lighting. At night I can't even see between cars. I feel very unsafe walking home.
They need to be more visible and easier to contact.
i appreciate that i may not have seen anyone from the teams in the area as i work - however there doesn't appear to be any in the evening. my neighbour's son had his phone stolen from outside his house last week and there was no officers around to report to.
It is all very well and good seeing Safer Neighbourhood officers out and about in the middle of the day, but what about at 3am when the real crime happens? I was mugged a few months ago, and many of my friends have also been victims of crime. All of these attacks have happened at night while Safer Neighbourhood Officers are tucked up in bed. I say have less officers in the day, much more after dark.
It would be wonderful to actually see this program in practice. We need to see police walking around Deptford High Street, particularly after dark.
I feel that the community support officer's role has not been clearly explained to me as a resident. My only experience of them was their over zealous and heavy handed carrying out of their duty. Not a very good introduction from CSO Sharpe. I hope that the officers are clear about their own roles and don't over exert their powers when not necessary.
Crime rate seems to have increased lately in Sydenham...please read resident's experiences on www.sydenham.org.uk who had to face muggings in the streets of Sydenham
More street lighting.
Our children need to be protected. My older son will be starting secondary school in Sept 07, and I wish for him to travel in safety without any muggings or intimidation.
They should get involve more with residents groups and the community, re: youth clubs, have more resident members on the local panels, have notices of meeting in local shops and the area residents newsletters.
Good idea - I think the teams could be more pro-active in reporting graffiti, fly tipping and vandalism to the Council via the love Lewisham site. Good initiative though.
gun crime has also been a huge factor in our area and its about time youths with guns get off the street so we all feel safer to go out freely.
Feel police do not have enough power to deal with youth problems, i.e. often they end up in court as the perpetrator when just trying to do a job.
I have never felt unsafe in the part of Brockley where I live, but I'm sure the Safer Neighbourhood Teams could play a big role in making people feel safe in other areas.
I believe that banning all drinking of alcohol on the streets and on public transport should be enforced. This is the policy in Australia where I recently visited and there is no yob culture at all and the trains are clean (no eating either I have to add) with no beer cans litter or food. Public have respect for this law and all abide by it.
might make life a little easier if residents knew a DEFINITE TELEPHONE NUMBER TO RING if

we have reason to suspect something. without raising 5 police cars, causing an uproar for what might be a very minor incident
Make Crofton Park station a priority - frequently people take drugs there, and then leave behind the detritus, often including human faeces. There must be a drug-dealer nearby - perhaps on Marnock Rd. Fly-tipping is terrible on Marnock Rd, at the east end of Sevenoaks Rd, and under the railway on Bexhill Rd. Safer Neighbourhoods team in Crofton Park should also occasionally be around Crofton School at the start and especially end of the school day, when the kids can be quite intimidating, litter heavily and occasionally graffitit the nearby walls and fences.
would very much like to see a visible presence on the estate I live on.
I wonder what information was circulated before the scheme was implemented. I have no recollection of any material in our street (but may, of course, be wrong). Certainly, there has been nothing to my knowledge in the past 12 months.
Haven't seen any info about Safer Neighbourhood Team, perhaps mailbox leaflets would help spread the word.
I see lots of officer in the town centre but not many patrolling residential areas.
It would be good to see Police setting an example of good driving - i.e. being mindful of their speeding when driving and not using their radios/mobiles (hand held)when driving. Secondly, some inexperienced officers do have attitude, and I feel that better training should be given to address this.
I think it's a great idea and welcome it. Although I believe crime in New Cross has dropped since their introduction, the area where I live (opposite the Avonley Estate) has seen crime increase. Mostly down to a few individuals. This is my hesitation in stating that I feel safer on the streets. I'd welcome the opportunity to get involved with Safer Neighbourhoods and engage with them. I hope they, and the PSCOs, continue to promote ways in which we can do this. Oh, and a last thing, surely we must all fight to stop spitting in public places? That should be on the tick list of priorities.
Was not aware of the teams. IN our area we are close to a public park (Northbrook park) and it's just not safe to go in there after dusk. there are gangs of youths, riding mopeds across the field and intimidating people. It's a shame as we end up driving to Manor Park or similar rather than using the park on our doorstep. Also on Bramdeam Crescent, there are a lot of mopeds and cars with blaring radios driven fast and dangerously. We also suffer with a lot of noise disturbance - from loud music from neighbours. Would be wonderful if anything could be done about this!
STOP FREE BUS TRAVEL FOR UNDER 16's This is allowing groups of youths to travel anywhere i.e. from school to school etc. Obviously, not all youth commit crime, but by having to pay fare home again reason for travel in the first place would be thought about rather than bus hopping. I have witnessed a large gang of youth intimidating people and when the police were on their way they just all split up and jumped on any bus around, knowing they could get off up the road and get another home again.
I've ticked the public drug taking as a priority as I believe its linked with other crime (sometimes petty but it accumulates). I also smell cannabis everywhere, people walking by are smoking it without fear of challenge and a neighbour in my flats smokes it so much is seeps into my flat. (I also suspect that she drives after smoking several joints and I am unclear about what I should do). I'm being a bit too specific I know but its all important.
Never see them on patrol in my street (Hawkesfield Road)or immediate area.
when schools come out @3pm in catford it is horrible, tense and violent there are never officers present @the bus stops etc, but you will see them chatting in groups of 3 in the central island or in various shops drinking coffee ,all officers should be active ,and vigilant and not appearing as scared as the rest of us
I moved to Lewisham after 40 years in Notting Hill and I have to say that the police presence is a lot more visible here. When there was a spate of muggings near Avonley Village where I live, the mobile units and the wardens were out straight away warning people. When things are nipped in the bud quickly, I feel that they don't get a chance to escalate so much.

About You









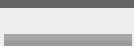



Are you male or female?			
		Response Percent	Response Total
Male		39%	46

Female		61%	72
Total Respondents			118
(skipped this question)			43

Please select your age group			
		Response Percent	Response Total
Under 18 years of age		2.5%	3
18-24 years of age		21.8%	26
25-34 years of age		24.4%	29
35-44 years of age		30.3%	36
45-54 years of age		10.9%	13
55-64 years of age		8.4%	10
65+ years of age		1.7%	2
Total Respondents			119
(skipped this question)			42

If you are disabled, how would you describe your impairments? (Please tick all that apply)			
		Response Percent	Response Total
Visual		11.1%	1
Speech		0%	0
Hearing		22.2%	2
Mobility (a wheelchair user)		0%	0
Mobility (not a wheelchair user)		22.2%	2
Learning disability		11.1%	1
Mental health		22.2%	2
Hidden impairment		44.4%	4
Other (please		11.1%	1

specify)		
Total Respondents		9
(skipped this question)		152

To which of these groups do you consider you belong?			
		Response Percent	Response Total
White - British		55.6%	65
White - Irish		6%	7
White - Other		16.2%	19
Mixed - White & Black Caribbean		2.6%	3
Mixed - White & Black African		0%	0
Mixed - White & Asian		1.7%	2
Mixed - Other		0.9%	1
Asian or Asian British - Indian		0.9%	1
Asian or Asian British - Pakistani		0%	0
Asian or Asian British - Bangladeshi		0.9%	1
Asian - Other		0%	0
Black or Black British - Caribbean		9.4%	11
Black or Black British - African		3.4%	4
Black - Other		0.9%	1
Chinese		0%	0
Other (please specify)	 View	1.7%	2
Total Respondents			117
(skipped this question)			44

Appendix B - Safer Neighbourhood Teams Paper Questionnaire Results

'Safer Neighbourhood Teams: Making Your Neighbourhood Safer'

1. Which Safer Neighbourhood/council ward do you live in?

Bellingham	Blackheath	Brockley 6	Catford South 2
Crofton Park 1	Downham 2	Evelyn 1	Forest Hill 3
Grove Park 1	Ladywell	Lee Green	Lewisham Central
New Cross 6	Perry Vale 1	Rushey Green 2	Sydenham 3
Telegraph Hill 1	Whitefoot	Don't know	I don't live in Lewisham

2. Please insert the postcode of your home address

3. Are you aware of the introduction of Safer Neighbourhood Police Teams in your area?

Yes	No	Don't Know
19	10	1

4. If you are aware of Safer Neighbourhood Teams how did you learn about them? (Tick all that apply)

Personal contact with members of the team	12
Leaflet or newsletter from the Safer Neighbourhood Team	4
Local paper article	1
Police website	
Lewisham Council website	
Lewisham Life article	2
Other (specify)	<ul style="list-style-type: none"> ▪ Sticker on my front window ▪ Long term working with sector working groups and LCPCCG ▪ All of the above x 2

5. How do you want to learn about the activities of your local Safer Neighbourhood Team?

Personal contact with members of the team	9
Leaflet or newsletter from the Safer Neighbourhood team	12
Local paper	2
Police website	
Lewisham Council website	4
Lewisham Life	7
Other (specify)	<ul style="list-style-type: none"> ▪ Through people they know working there ▪ Email x 2
I don't want information on the Safer Neighbourhood team	1
Don't know	<ul style="list-style-type: none"> ▪ All x 3

6. Are you aware of the ward panels being set up by Safer Neighbourhood teams to consult with local people?

Yes, I am a member of a ward panel/have attended a panel meeting	9
Yes, I have heard about the panel, but not got involved	6
Yes, but I am not interested	1
No, I have not heard about the panels but would like to get involved	8
No, I have not heard about the panels and I am not interested	7

7. What should be the top priority for your local safer neighbourhood Team?

Adults engaging in insulting, threatening/abusive behaviour	12
Youth engaging in insulting, threatening/abusive behaviour	16
Fly tipping	8
Graffiti	5
Muggings	6
Youths riding mopeds	6
Vandalism and other deliberate damage to property	9
Burglary from homes	5
People taking drugs in public places	8

Drunk or rowdy people in public places	6
Theft of, or from, a motor vehicle	5
Premises where drugs are sold	10
People cycling on the pavement	4
Racially motivated crime or abusive behaviour	5
Dangerous driving	7
Disturbances outside licensed premises e.g. pubs	
Homeless people living rough /street drinkers	2
Disturbances outside off licenses	2
Homophobic motivated crime/ abusive behaviour targeted at gays/ lesbians	4
Other	<ul style="list-style-type: none"> ▪ All x 6 ▪ Dangerous Dogs ▪ Anti-social noise levels

(Multiple answers provided)

8. Have you seen more police officers or community support officers in your community since the introduction of Safer Neighbourhood Teams in April 2006?

Yes	No	Don't Know
22	7	2

9. Do you feel safer as a result of the introduction of Safer Neighbourhood Teams in April 2006?

Yes	No	Don't Know
15	12	3

Comment: Early days yet but safety is not a personal worry

10. Do you believe that there is a reduction in anti-social behaviour and other crime in your ward since the introduction of Safer Neighbourhood Teams in April 2006?

Yes	No	Don't Know
10	15	5

Comment: There has been some sign or progress

11. Lewisham Council has funded a number of additional Police Community Support Officers on top of those funded by the Metropolitan Police Authority. Do you believe the Council should continue to fund additional Police Community Support officers in Lewisham?

Yes	No	Don't Know
28	1	1

12. Comments

If you have any additional comments on Safer Neighbourhoods please feel free to use this space to tell us about them:

Positive Comments:

- It is vital that this service continues, support officers get to know people and develop intelligence.
- Thanks for your hard work in trying to make Lewisham a better place. It is a lot to do to control problems such as crime. Problems arise from children with wrong norms and values. I see children walking the streets at 1am in the morning, this is not right. It is also important to note the amount of children walking the streets during school hours, harsher rules need to be in place for parents. It is important to note most crime takes place after dark. If children were at homes at these times it could reduce crime rates.
- Delighted with the Teams move to Evelyn Court. This means a quicker response by the teams. The SNT ward panel will help establish the partnership between Police/ Council/ Residents to solve problems. The participation of the team in community affairs means the problems are solved quickly with pro-active decisions. One particular problem to be addressed – young children and youths kicking footballs on cars on the main road – Grove Street. Also dog fouling in communal areas, perhaps notices of fines and enforcement by the council would help.
- Action on all areas in question 7 is essential as prioritising is at the expense of another is counter productive.

Negative Comments:

- My 11 year old Westie was attacked by a Staffordshire Bull Terrier in the Upper Telegraph Hill Park. The young man in his late teens said he was not the owner and would not attempt to restrain the dog. All he did was call him by name 'Rusty'. I managed to pull the dg off. My husband and I were severely shocked. My dog had bite wounds around the eye, the throat and the back of the neck. I rang the Telegraph Hill SNT's number and left a message on Friday morning and left another again on Monday. *What is the point of a number if no one is available at any time?*
- Who are they and where are they then, they certainly are not visible

- We reported a crime happening outside our premises a few weeks ago. The police who answered the 999 call were rude on the telephone, the officers who eventually came missed everything and told us its because there were outstanding emergency calls. Then they caught up with the perpetrators returning to our premises trying to smash our door down and shouting abuse and threatening us telling us that police had told them we had reported them! So much for police protecting innocent people. We would be very reluctant to report a crime in the future because of this experience.
- I have yet to see them do anything about any of the problems listed under question 7. I have seen them walk past a youth with a wild dog, smoking cannabis threatening people outside the takeaway on Milton Court Estate but they were able to come and ask me to put out my cigarette made with rolling tobacco thinking I was smoking drugs. They do not patrol problem areas where the gangs congregate or patrol at key time. They could be a lot more effective.
- Teenagers come out at about 10 o'clock at night on Primrose Close and hang around old people, threatening them if they call the police and will smash their windows. They also take drugs in the door way late at night and young kids are following their example. They need under cover police to deal with them because when the police are around , they hid and when they go, they come out.
- I have not noticed any improvement in law/ good behaviour enforcement . Frequently there are abusive beggars/ vagrants outside New Cross station, although 500 yard from the cop shop, they are not dealt with. If Police permit such behaviour on their own doorstep (Deptford High Street) there is no hope.

Other Comments:

- We at the church are praying weekly for Lewisham Council and the Police Officers and Community Officers. We are told in the Holy Bible to do so. If one cares to read bible verses 1 Timothy, Chapter 2 vs. 1-3.
- SNT's should be hand on in the community, not wet nursing shopping centres where they have already got security. It should be resident lead not Lewisham Council lead, we know what's going on, we live there in Lewisham so we should have a bigger voice.
- Whilst the Community Support Officers do a great job as eyes and ears. I think the community misses out on not having enough experienced officers who know what to look for. What goes on in un-used garages on estates for example
- I think the best time for Community Police is after school due to the fact that it's the time a lot of 'trouble makers' wonder the streets. Its good that Police Community Officers are on the bus especially in two's because it prevents troublemakers from causing trouble as they don't want to get caught in the act. The trouble and crime is cause by the youngsters that wander the streets instead of going to school/ college/ university. This behaviour is being copied by primary school children.
- I haven't heard much about the schemes and should have considering my role in Lewisham's youth projects. I would like to see more about it in the local media.

- What I would like to see is that every school has an after school workshop because many of the children are going home to an empty home because parents are at work and so they get up to no good. It would be useful if they could put in some work into the community like graffiti clean up. This will help to keep them occupied.
- No T.V

To help us ensure we are listening to all sections of the community we would appreciate it if you could complete the following questions:

Are you male or female:

Female	Male
8	19

If you are disabled, how would you describe your impairments (Please tick all that apply)

Your age:

Under 18 years of age 6	18 to 24 years of age 6	25 to 34 years of age 2
35 to 44 years of age 1	45 to 54 years of age 4	55 to 64 years of age 6
Over 65 years of age 6		

If you are disabled, how would you describe your impairments?
(Please tick all that apply)

Visual impairment 1	Mobility (a wheelchair user)	Learning disability
Hearing	Mobility (not a wheelchair user) 1	Mental health 1
Speech	Hidden Impairment 2	Other please specify Arthritic mobility problems

To which of these groups do you consider you belong?

A) White British: 10 Irish: 2	B) Mixed White and Black Caribbean: 3 White and Black African:	C) Asian or Asian British Indian: Pakistani:
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Other: Welsh x 1	White and Asian: Other mixed background: Anglo/ Irish x 1	Bangladeshi: Other Asian background: Sri-Lankan x1
D) Black or Black British Caribbean: 5 African: 4 Other Black Background:	E) Chinese or other ethnic group Chinese Other background:	

