



**NEIGHBOURHOOD WATCH**

## **HARINGEY ASSOCIATION OF NEIGHBOURHOOD WATCHES**

### **MINUTES OF THE HANHW AGM & QUARTERLY MEETING**

Civic Centre, Wood Green

22nd September 2016 at 7pm

#### **Present:**

Ian Sygrave (A/Chair)

Guest speakers: Police Chief Inspector Veronica Morrell, Ian Johns (LAS), Keisha Davidson (CRUTCH Haringey), PCSO Mel Mouzouris (STT), Natasha Johnson (Community Safety Officer N. Haringey).

Cllr. Kaushika Amin, Alison Atkinson, Adebisi Awoniyi, Christine Barnwell, Jennifer Bell, Pat Bromley, Jenny Buzzard, VH Cummings, Ron Dalliday, Friedrich Ernst, Lesley Flynn, Patrick Flynn, Margaret Fowler, Pranabesh Ganguly, Jackie Goodwin, Phil Goodwin, Richard Green, Cllr. Makbule Gunes, Lauritz Hansen-Bay, Martin Iles, Tony Jackson, Eric Jury, Debbie Lambrou, Arthur Leigh, Pauleen Lijertwood, Cllr. Toni Mallett, Eustace McKnight, PCSO Mannion (STT), PCSO Mirza (STT) Olivia Montuschi, Ged Murphy, Victorine Nantineau, Hitesh Oza, Cllr. Sheila Peacock, Vivienne Rochester-Clarke, Jacqueline Servat, Viv Sharma, Pauline Syddell, Jazz Takhar, Peter Thompson, Julie Vanstone, John Walters, Alan Whitehouse, Fred Williams, Simon Zachariou, Francesca Zeeman

#### **Apologies received from:**

Fui Amevor, Celia Bower, Joseph Boyle, Karen Clark, Cllr. Pippa Connor, Mike Dark, Yvonne Denny, Cllr. Sarah Elliot, Renee Fletcher, Cllr. Kirsten Hearn, Wendy Hill, Mary Holtby, Robert How, Gillian Kilby, Brian Livingston, Liisa McDougall, Susan Mears, Cllr. Peter Mitchell, Joan Morrison, Sally Mustoe, Andy Newman, Louise O'Connell, Randolph Pereira, Mary Rawitzer, Cllr. Lorna Reith, Joyce Rosser, Gail Stean, Nick Summers.

#### **1. Welcome - Acting Chair Ian Sygrave**

Welcome to all Neighbourhood Watch coordinators/members, Friends of Parks, Councillors and Guest Speakers.

Three new Watches that have formed since our last meeting: Isobel Place, Summerhill Road and White Hart Lane (West).

The not so good news is that we have lost 7 Watches: Mount View Road, The Drive, Muswell Hill Road, Henrietta House, Twyford, Barnard Hill and Handsworth Road.

These have been discontinued for a number of reasons but mainly because the existing coordinator has moved and there has been no one willing to step into the role of coordinator.

Ian sent out a plea to promote Neighbourhood Watch and If you know anyone in these roads, or any road in Haringey that does not have a Neighbourhood Watch, please encourage them to contact Pauline. Ian explained that, as present coordinators will know, it is not a time consuming role, and it is entirely up to you how much work you put into it. Even if you only pass on emails from Pauline and the Neighbourhood Police, it is still a useful, worthwhile service.

As of today we have a total of 307 Neighbourhood Watches across our borough.

## **2. Minutes of the last meeting held on 26th May 2016**

Minutes from the last meeting were agreed.

## **3. Guest Speaker: Police Chief Inspector for Haringey's Neighbourhood Policing, Veronica Morrell**

Ronnie has been in the Police Force for 30 years, starting in Luton. She moved to the Mounted Police in Hyde Park before moving to Operational Planning. This included organising events such as the Trooping of the Colour, events at the Houses of Parliament and the Olympics, which took six years of planning and organising. She moved to Haringey in May.

- There have been a lot of changes, with a new Mayor for London, and in Haringey we have new Detective Inspector, new Inspectors, and a new Chief Superintendent.
- Keen to engage with the eyes and ears of Neighbourhood Watch (NHW).
- Community confidence has been low and wants to focus on making it better.
- To improve community engagement looking to bring organizations such as youth groups, victim support, NHW, etc. together for a more rounded approach.
- Chief Inspector Morrell informed us that she is also called upon for some major events in London for her experience in Counter Terrorism.
- The Mayor has promised an extra 226 Dedicated Ward Officers (DWOs) for London. One extra DWO for every ward will be phased in over two years. Haringey has 6 new officers already in place, with a further 3 anticipated by Christmas. Where the extra DWOs will be placed is decided as much by internal resources as external demand.

**Action:** Ronnie will send information regarding the placement of the DWOs to Pauline for distribution

- **Q** Are PCSOs staying? We never see our PCs any more – they're always interviewing or arresting someone.
  - **A** Unfortunately there are not enough officers/resources.
  - **Q** Where are the contact points for Police?
  - **A** New contact points are being added in Supermarkets, Community Centres etc
- Action:** Ronnie to provide information on station opening times and contact centres
- **Q** Do the SNT officers work shifts?
  - **A** Yes but they do not work night shifts.

**Action:** Ronnie will give Pauline the shift pattern information.

There are tasking meetings every fortnight where a senior police officer chairs a meeting with council and other partners to discuss crime trends and hotspots with a view to sharing resources. On alternate weeks we look at how we are dealing with actions/ resources etc. For example Turnpike Lane: drug dealing and weapons. The focus is on disrupting the activity using CCTV, injunctions etc

- **Q** The problem is that moving them on means they displace onto our estate. They are dealing drugs in the children's play area.
- **A** We are trying to disperse without this happening by putting in a wrap around to protect the surrounding area. It is difficult. We are taking a holistic approach using a joint partnership.

Inspector Blenkinsopp is arranging a meeting about Duckett's Common/Turnpike Lane and surrounding area. Venue: North Harringay Primary School, Falkland Road. Date: 30 September 2016, Time 5.30 pm – 7 pm.

#### **4. Guest Speaker: Ian Johns from the London Ambulance Service (LAS)**

Ian has been in the LAS (London Ambulance Service) for 13 months. Before coming to England he was part of the ambulance service for New South Wales, Australia – which covers an area that includes desert, snow and water. He is now based in Ilford.

The LAS is one of the largest ambulance services in the world. It covers an area that is incredibly dense with very different challenges to that of NSW.

The care it offers is world class but it is under extraordinary pressure. 75% of the time we manage volunteers. There is the St John's Ambulance as well as volunteers who drive green cars around. In Ilford there are four teams of volunteers who use their own cars. The biggest advance is that of cardiac arrest. There are now thousands of new defibrillator machines across London – including in underground stations and social centres. There is an 80% success rate at underground stations thanks to these machines.

The LAS save success rate is 20 to 30%. Much better than the New South Wales service – there is less far to travel.

Care starts when you dial 999. Details will be taken and instructions given. If a defibrillator is needed and is nearby, you will be talked through how to use it.

- There are 5000 emergency 999 calls per day for LAS and 3000 patients seen by LAS/paramedics per day
- 1500 are in the highest/severe patient category.
- Sickest patients are seen within 8 minutes.
- The severity of the cases is increasing.
- The biggest increase is in women over 75.

People use the emergency services much more readily than before. These days paramedics prefer to keep people in the home, linking up with community teams. Walk-in centres are excellent for minor injuries, freeing up A&E for the major things (major injury, children, stroke, heart attack etc)

- **Q** How do you deal with people who don't speak English?
- **A** We have interpreters if necessary but it's rare that no-one can understand. Sign language and full examination works well. An app on the phone will translate foreign names of medicine.
- **Q** Do you categorise the severity of the calls e.g. drunk/heart attack?

- **A** The call centre will categorise by asking questions. However, for example, an alcohol overdose can be life threatening. The biggest problem is drugs but heroin overdose is quicker and cheaper to treat than a lifelong alcohol problem.
- **Q** Can you access patient's records?
- **A** No. Sometimes even hospitals can't.
- **Q** Do you ever have resistance from people who don't want to go to hospital, for example you want them to go to a walk-in centre but they want to go to A&E?
- **A** Yes. Many reasons. Staff will take you to hospital if you need to go. However you can stay at home if you want to. If you're dying from a heart attack, staff will try to persuade you but you don't have to go.  
There is an international shortage of staff. Because of this, centralisation is inevitable for efficiency. People don't like it because the hospital isn't necessarily local but the care is better.
- **Q** If someone says "Not THAT hospital?"
- **A** The patient will be taken to where they need to go. The most important skill is good communication. The way you walk, breathe, what you do with your hands, your eyes etc is very important.
- **Q** Do you sometimes have to take a patient to where there is a bed available?
- **A** The sickest patients go to specialist units. Less serious will go to the least busy.
- **Q** Can you expunge something written in error from the record later?
- **A** No.
- **Q** Does the system rule out nuisance calls?
- **A** You often can't tell. It's illegal to make a nuisance call.  
In the last two years the LAS have recruited from Australia as they are training more medics there than there are jobs available.

## 5. Guest Speaker: Keisha Davidson, CRUTCH Haringey

[www.crutchharingey.com](http://www.crutchharingey.com)

[info@crutchharingey.com](mailto:info@crutchharingey.com)

20e Walthef Gardens, Tottenham, N17 7DN

(a new project by **Citizen's Advice Haringey** aimed at supporting people going through a crisis)

Launched in May, Crutch Haringey has received lottery funding for the next four years. This will be used to help people in immediate difficulty and will cover N17, N15 and N22.

- Phase 1: emergency food. The food bank is open two days (Wed & Thurs) per week. In an emergency food parcels can be provided for Mon, Tues & Fri.
- Clothing: Donations of clothes are welcome. They have a good selection of women's clothes and also need men's and children's clothing, including school uniform.
- Back to work support.
- Volunteering: People are encouraged to volunteer as this helps them to get involved and equips them with skills and knowledge to get them out of their problem situation.
- Workshops: How to make your money go further. Grow your own food and herbs.

### Events

**16<sup>th</sup> October: Forum** – How best to deal with people in need; i.e. Not being able to use the internet – job applications. There will be a coffee morning with help for those who want to learn computer skills. Everyone welcome.

**20<sup>th</sup> October: Community Workshop**

The main way to support the project is to spread the word over social media. Go to the events you're invited to. Donate men's clothes (and food) – drop them off at the offices but email first to ensure someone is there.

Citizens' Advice: Before there were long queues at the offices in Turnpike Lane or Tottenham High Road but now there are advisors at community centres, health clubs, schools etc.

## 6. Guest Speaker: PCSO Mel Mouzouris, Safer Roads and Transport

**Roadwatch:** a community project to monitor traffic speeds in Haringey

Community Roadwatch started as Speedwatch in rural villages and, because of the good success rate, the idea spread to London. It came to Haringey two and a half months ago and 250 vehicles have been found speeding.

### What is Roadwatch?

- A road safety partnership scheme run by TfL, MPS and CoLP

### Aims:

- To improve road safety in London by reducing speed in residential areas
- To improve public confidence in the MPS and TfL's efforts to reduce speed in residential areas.

Local residents work with their local police teams using speed detection equipment to identify speeding vehicles. This is **NOT** an enforcement exercise; it is about education and engagement only.

### Community Roadwatch Process

- Volunteers will record details of vehicles exceeding 10% plus 2 mph above the limit (as per official guidelines).

At no time will an attempt be made to stop or signal drivers to slow down.

### What happens to the speeder?

- The registered keepers of the offending vehicles are sent a first warning letter.
- If caught a second time, the second letter warns the keeper that if caught a third time the vehicle will be added to ANPR (automatic number plate recognition) and may be targeted for enforcement.
- Third time + offenders will be added to ANPR and considered for targeted enforcement (a separate exercise to Community Roadwatch).

### Site locations

- A combination of injury collision hotspot locations and locations of community concern. (Is it safe? Is there good visibility? Is the road wide enough?).

To prevent potential neighbour confrontation, people will not volunteer on their own road.

### Training and Health & Safety

- On street training on the speed detection devices will be given by fully trained PCSOs.
- Volunteers have to read a volunteer briefing sheet and sign a disclaimer at the beginning of each session
- All sites will be risk assessed by officers prior to use.

## Progress in 2015

- 2,000 vehicles detected speeding in Aug – Dec 2015 in five London Boroughs.

## How to get involved:

The schemes are managed locally by Police Safer Transport Teams. To take part or recommend a location of concern, please contact your local Safer Transport Team:

[www.tfl.gov.uk/CommunityRoadwatch](http://www.tfl.gov.uk/CommunityRoadwatch) or [CommunityRoadwatch@tfl.gov.uk](mailto:CommunityRoadwatch@tfl.gov.uk)

- **Q** Does Roadwatch website have maps showing the roads targeted?
- **A** I don't think so – yet.
- **Q** What is the commitment in terms of hours?
- **A** Maximum 2 hours. Usually 90 minutes.
- **Q** Do you need volunteers now?
- **A** Always.
- **Q** Why volunteers?
- **A** Because we want it to be education rather than prosecution.
- **Q** What is the timing of the events?
- **A** Between 11 am and 6 pm. Although it is getting earlier as it's getting dark earlier. Morning and evening rush hour.
- **Q** Dodgy or foreign number plates?
- **A** We have asked about this as well. Details are sent to central checking.
- **Q** Creating paperwork. There's lots of transcribing to do with a wide margin for error. Is there not a way of digitally recording and sending data?
- **A** Our equipment is a laser gun to record the speed but volunteers have to record the number plate.

## 7. Natasha Johnson, Community Safety Officer, N. Haringey

We want to Bridge the gap between the community and the police.

Why aren't residents reporting crime? Sometimes because they feel there's no point – the Police don't come when called.

Our aim is to make Haringey a safe place to live and work. We also want to make Haringey clean and tidy and restore pride in the community.

Natasha has lived in the community a long time. Living in Northumberland Park, she is well aware of the problems with gangs and drugs etc.

Project aims to get neighbours talking to each other and building a stronger community, raising awareness and getting people around a table to talk and resolve issues.

Would like to hear from anyone who would like to get involved or be a volunteer Safety Champions in the North Tottenham area, to help to tackle fly tipping and eyesore front gardens.

Contact details: email [tottenham.regeneration@haringey.gov.uk](mailto:tottenham.regeneration@haringey.gov.uk), telephone 020 8489 2577.



**NEXT MEETING**  
**Thursday 19th January 2017 at 7pm**  
**Civic Centre, Wood Green, N22**