

The following work has been carried out in March 2017 on behalf of MKCCM and CMK Town Council.

Landscaping

Requests logged: 19

Resolved: 19

Outstanding: 0

Types of job and locations

The following jobs have been carried out within the winter pruning schedules, which ended at the end of March, the Spring & Summer less pruning will be carried out because of the bird nesting season, and grass cutting of verges and parks will commence.

- Landscapes pruning complete all Elder Gate.
- Landscapes pruning complete all Grafton Gate.
- Landscapes pruning complete all Witan Gate.
- Landscapes pruning complete all Saxon Gate.
- Landscapes pruning complete all Marlborough Gate / Campbell Park.
- Landscapes pruning complete all Boulevards / Underpass sections.



Above: Witan Gate Underpass clear.



Above: Saxon Gate Underpass clear.

Rough sleepers

There are approximately 30 rough sleepers (this includes professional beggars) in Central Milton Keynes, the main areas being Marks and Spencer, Sainsbury's Car Park has been much worse recently, with Anti – Social Behaviour in the car park, I have been working closely with management and the in house security teams to resolve this, the offenders have been spoken to and the issues have eased slightly. The Job Centre, the underpass nearest Jury's Inn, the Xscape complex, and centre:mk, Intu, and the Train Station surrounding areas. During March, i noticed a slight decline in rough sleepers, but an increase in aggressive beggars, this is due to milder weather for this time of the year, and this is a pattern that normally occurs. Jointly working with the Police and premises' Security Officers, we have managed to move many of the beggars away to stop them intimidating the general public. Often within less than an hour of the reported issue, the offenders return and the whole process starts again.

During March I attended the Homeless Partnership tasking group meeting, and I was advised until further notice I wouldn't be able to instruct Serco to remove any unsightly tents or bedding from the streets of CMK, by removing these items can leave valuable people in an even more valuable situation. I went on to explain the bigger picture of security risk, health & safety, and problems with needles in bedding this can be a danger to the public, children walking the streets during half term or weekends with the possibility of being pricked by an infected needle, and actually Serco staff have occurred this situation even with protective clothing on, so having seen this situation you can see why I have concerns. The other issues that concern us as an organisation is the public open spaces being used as a Public Toilet, I have raised this with Environmental Health teams, but in general the response is this is a Police matter for enforcement, the issues continue. On a positive note after many years of everyone trying to get the unwanted Bike Shelter opposite door 9 removed, because this was a drug den littered daily with litter, human waste, and 60 plus needles a day and a danger to society, Milton Keynes Council finally arranged for contractors to remove it, the area is now safe, we are working on other hot spot locations within CMK to gain the same type of outcomes for a safer cleaner CMK.

Other reported issues during March problems with drug taking in Sainsbury's car park, and boy racers speeding round the inside of the car park at weekends, after a meeting with Sainsbury's Management it was advised that if possible the speed bumps in the car park could be raised to prevent the drivers causing these issues, Sainsbury's are able to install this and this should stop the ongoing problems. Drug taking in the car park the Police are contacted and I speak to the offenders, the problem eases off, and then few weeks later the situation starts all over again, this situation also occurs at the HUB who have also experienced problems, and the same situation is occurring at Lloyds Court, and issues near the Point, and again without repeating myself this is why we need a Public Space Protection Order, in my view it will be the only way to help ease these problems within the whole grid of CMK.

Further discussions are taking place with Milton Keynes Council & Safer MK around the proposed PSPO, Public Space Protection Order this is a piece of legislation that most Towns & Cities use to help enforce on street begging and intimidation issues, further updates on this situation will be forthcoming in the coming months.

The Winter Night Shelter finished operating at the end of March, the people using this facility will be back on the streets, so obviously we will see an increase of people sleeping rough again during Spring and Summer because of the gaps in the services that support these venerable people, which leads me on nicely to announce the Bus project has taken a massive step forward and a fully converted tour bus has been purchased from Nottingham and will be delivered in the next three weeks, we are still in talks with Milton Keynes Council and other land owners to get permission to actually park the bus in a static location, this stage of the process is proving difficult which is extremely frustrating as it will ease the current situation within CMK.

Highways and Maintenance

Requests logged: 18

Resolved: 2

Outstanding: 16

- All path Station Square nearest Subway to Greggs for inspection works have started.
- DHL – Santander Midsummer all paths for inspection, day works have started.

- Damaged road barriers in all Boulevards still an unsightly issue, won't be removed.
- Granite out of place Lloyds Court repaired.
- Damaged Porte-Cochere op Iceland boarded up but waiting full repair.
- Granite out of place Library repaired.
- Community Clean contractors continue with phase 2 of painting railings and barriers in all Boulevards, this time frame are over 35 week period, working in partnership with Ringway.
- Request has been made to remove the Bike Shed at door 9 near Burger King, this has become a Health & Safety issue with rough sleepers using this as a Den, and setting fires inside the shed area, after contacting the Police and Milton Keynes Council safety team, we had a site visit and it is advised the shelter should be removed before a serious accident happens at this location, I will update further on this situation when more details are available, Milton Keynes Council have agreed to make this area safe, within the coming month of March.
- Path repairs on day works Midsummer Boulevard CBX section continuing.
- White Lining has started in Midsummer Boulevard, including Yellow lines, and parking bays.



Above: Midsummer fresh lines.



Above: Bays fresh lines Job Centre.



Above: Bike Shed drug den.



Above: Clear & tidy Bike Shed.

Trolleys & Litter & Bulky Waste

Requests logged: 18

Resolved: 18

Outstanding: 0

Types of job and locations

- Trolleys collected across Central Milton Keynes.
- During March Serco beat sweepers have been weeding and sweeping paths as an additional clean of CMK, these areas are much improved.
- Large amounts of leaves have been collected in all Boulevards, and Serco will provide us with the total weight collected at the end of the season, you all thought a leaf was as light as a feather, maybe we should run a competition to see who is closest at guessing the weight, I can confirm the weight is 200 tonnes but this is for all of Milton Keynes and surrounding villages, Serco will provide a figure for CMK only.
- Continued problems of Fly-Tipping and waste being dumped at the following locations, South Row South 9th Street, and the gardens between North 12th and 13th Streets, both locations I have identified and gained very good evidence, which has been passed to the Environmental Crime Unit at Milton Keynes Council for further action and possible prosecution, this is ongoing investigation.
- Black bags of waste have started to be a problem on Iceland again at the Recycling Bank, if I can obtain any evidence this will be submitted to the Enforcement Team, these issues continue no evidence has been gathered and the CCTV on the corner of the Iceland building does not work, so I will approach Milton Keynes Council to try and arrange a CCTV camera is installed to combat this localised problem, this would also stop Serco cleaning up here daily.
- New style post bins are popping up around CMK these have lids on and are bird proof.
- I spoke to a resident in South 9th Street about issues of waste being placed out a week early, this has been ongoing for months and I caught the offender red handed, and explained next time it would be a FPN Fixed Penalty Notice and possible prosecution.
- I have spoken to all residents in North 12th & 13th streets also about waste out on wrong days, after further checks the light warning message has worked, the problem has eased.
- Eight separate issues of Fly-Tipping without evidence have been removed from North & South Rows.
- The mirrors in the underpass Midsummer we are waiting for these to be cleaned, this is not the responsibility of Serco, this is down to the Arts Council to arrange these for cleaning, often this does not happen, and the location looks woeful, I have arranged for the Arts Council who don't clean it in line with the proposed agreement at the start of the project who will direct and make payment for Serco to actually put this on a street cleansing schedule so this isn't over seen in future.

Butt bins

In March I have noticed a decline in people disposing of cigarette waste incorrectly. No fixed penalty notices have been issued in March 2017. If there are issues of cigarettes not being disposed of correctly in certain areas, it has been highlighted to building facilities managers who issue internal emails to their staff reminding of the need to use the bins provided.



Above: Butt Bin Acorn House.



Above: Litter in Midsummer.

Graffiti

Requests logged: 91

Resolved: 91

Outstanding: 0

These jobs were logged at various dates during, March most of these are smaller tags normally, but lately larger tags have been visible. See pictures below. Some tags are marker pen sized. Please note a graffiti tag is the offender's personalised signature.



Above: Jaipur location.

Above: Argos location.

Love Where You Live events

The Love Where You Live events include litter picks, street furniture painting, weeding.

- 20th April
- 25th May
- 22nd June
- 27th July (24 Hour event 10am until 10am the following day)
- 21st September
- 26th October
- 14th December (Santa Hat Special)

Engagement with residents

- I continue to work with Hilarie Bowman on the launch of a Neighbourhood Watch schemes for Central Milton Keynes. We are working with a new Thames Valley Officer and we hope to launch this project at the end of April, we are just waiting for signage.

- Meeting with the Hub Management and security teams with the Police, and residents, rough sleepers and begging issues have started in this location again, other areas have increased also, and this is on an ongoing concern.
- Issues in North 9-10 Streets the Police are dealing with this, unable to go into detail data protection Court case pending end of March, this was a successful outcome.
- Issues in North 9th -10th Streets with waste not being put into the bin storage areas, I have spoken to Milton Keynes Council Housing Teams and Enforcement Teams, I have advised all tenants should receive warning letters to stamp out this behaviour, still waiting for this to be actioned, updates to follow.
- Working closely with Peter Gladwin in North 14th Street to improve the look of the street working with Serco closely, date to be confirmed, still awaiting a date, but another issue occurred in this street with paint all over the path and road, Serco cleaned it up within an hour of it being reported, much to Peters delight.
- Residents in South Row near the approach to the Xscape underpass have been complaining about Cyclists on the path passing these houses at speed, signage is up in this location but are ignored; I have passed this onto the Police to monitor, no further action on this at the moment.
- Residents in South Row have submitted evidence regarding fly-tipping issues; this is being investigated by Milton Keynes Council, still no further updates on this.
- Meetings with Bob Stones over the March period of increased litter issues and waste out early, I have passed these reports onto the Housing teams and the local caretaker to action and iron out the situation moving forward.

Local issues outstanding

- Broken railings outside CMK Library.
- 20 'day burning' street lights have been outstanding for months on Midsummer Boulevard near The Pinnacle.
- Bus lanes in and out sections Midsummer Boulevard, urgent inspection was requested due to the condition of the whole road, MKC and Ringway Highways department will monitor the situation, this is in my view a major health & safety issue, concerning busses, cars, and pedestrians using this area, large pot holes, cracked granite, and loose cobbles, after further talks no repair is planned for this location it does concern me works will NOT be carried out.
- Weeds everywhere, including all the central Islands in the all the Boulevards, looking at removing these within LWYL Love Where You Live projects in 2017.
- Central road barriers in all Boulevards damaged unsightly, Milton Keynes Council look at this as a non-safety issue and these barriers will remain like this for the foreseeable future.
- Damaged lampposts with remain on the streets with yellow tape attached to them, very unsightly and Milton Keynes Council unable to remove because of wiring issues into the pavement.