

## **Street Warden Report September 2017**

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

### **Landscaping**

Requests logged: 3

Resolved: 3

Outstanding: 0

#### **Types of job and locations**

The following jobs will be carried out during winter pruning unless otherwise urgent.

- Landscapes pruning all Elder Gate.
- Landscapes pruning all Witan Gate.
- Landscapes pruning all Midsummer Boulevard.
- Landscapes pruning all Silbury Boulevard.
- Landscapes pruning all Avebury Boulevard.
- Landscapes pruning all South Row.
- Landscapes pruning all North Row.
- Landscapes pruning all Gateways.
- Landscapes pruning all Campbell Park Sections.
- Damaged tree Silbury Boulevard removed.
- Damaged tree Midsummer outside Acorn House removed.



Above: Near Travel Lodge.



Above: Outside Acorn House.

### **Rough sleepers**

There are approximately 37 rough sleepers and 15-18 aggressive beggars, 40 tents in Central Milton Keynes, I did a foot patrol over 2 days to identify the latest numbers and locations, my summary is this, from the Train Station all the way to Campbell Park all Boulevards and underpasses have large encampments of tents, rough sleepers and aggressive beggars and drinkers, causing intimidation to the public who are avoiding locations of CMK because of this continued activity.

Certain areas where encampments are located Serco cleansing teams have been unable to clean or remove unwanted graffiti due to staff being threatened and intimidated, we cannot allow this situations to carry on, a massive increase in used needles is happening across CMK, being left on public footpaths,

in landscaped areas, criminal damaged has occurred to cigarette bins to obtain butt ends x 25 bins trashed.

Milton Keynes Council and Thames Valley Police have spoken about a PSPO Public Space Protection Order this will help the local police and council to enforce these issues, and I welcome the Town Council pursuing for an update on the current situation.

The Winter Night Shelter is due to start in December with 18 places available at various churches across Milton Keynes, and the Bus Shelter MK is also hopes to start this winter also with 16 places available, if both these projects are up and running this world see 34 people being helped with a bed for the night, a meal, and a shower, and people on the bus will have the added support of outreach workers and a PO Box address to apply for vacancies and find a pathway into work and get support. Launch dates of both these projects to be announced.

## Highways and Maintenance

Requests logged: 10

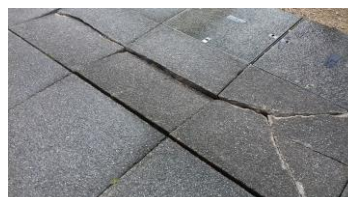
Resolved: 2

Outstanding: 8

- Damaged road barriers in all Boulevards still an unsightly issue, maybe removed following recent talks.
- Porte-Cochere refurbishments continue in Midsummer Boulevard.
- Curb outside All Bar One did get repaired but is damaged again.
- Path inspections Station Square pending for further works, some carried out but not all.
- Underpass sections all that lead to Station Square paths for inspection, pending action.
- All Underpass section Campbell Park entrance for inspection, pending action.
- 6 Slabs for repair side of Law Courts.
- Granite out of position Lloyds Court for repair, still pending.
- Path damaged outside M&S waiting further inspection.
- Santander Station Square path repaired.
- Pothole repaired near old Sainsbury's.
- Road inspection all Avebury Saxon to Backfields Roundabout.



Above: Station Square.



Above: Side Law Courts.

## Trolleys & Litter & Bulky Waste

Requests logged: 5

Resolved: 5

Outstanding: 0

### Types of job and locations

- Trolleys collected across Central Milton Keynes.
- During September Serco beat sweepers have been weeding and sweeping paths as an additional clean of CMK, these areas are much improved.
- Pest control issues across CMK continue, with Milton Keynes Councils contractor Dial-Pest looking at post locations, updates on baited areas will be in my September report, more areas have been looked at and a survey will be carried out shortly, I have seen very large rats in many locations.
- North 12<sup>th</sup> & 13<sup>th</sup> still have issues with bulky waste which is cleaned daily, CCTV would be a great option to catch offenders, but this isn't available, letters have gone out warning residents, but this issue continues and I feel will only improve when someone is prosecuted and this will then set a precedent and send out a firm warning to the whole community, until then nothing will change here.
- Serco continue to try and clean up the mess that rough sleepers leave in the landscaped areas, this additional work includes picking up lots of needles and human faeces, staff also face intimidation and threats within most of these underpasses, Serco have informed me that certain underpass sections will not be cleaned because their staff safety is paramount some are at risk of assault, and until these issues are enforced this situation will remain the same and certain areas of CMK.
- Needles from rough sleepers have increased and Serco rapid crews are clearing up fast after reports come in to make areas safe and clean, this situation is really bad at the moment, I am working very closely with partner agencies to resolve this problem, I would like to point out Serco are amazing cleaning up these issues.
- Seeing a reduction in Trolley's for some reason, which is good.
- As of the first week in October Serco will be cleaning in 2 man teams doing something called block cleaning, the 2 man crews will concentrate on blocks, for example Midsummer Job Centre section working all the way round CBX back round to the Job Centre during a shift, so more attention to detail can be obtained, from littering, to weeding and leaf fall also, and Hilarie maybe drains.
- Fly-Tipping issues are still occurring in-between North 9<sup>th</sup> -10<sup>th</sup> Street Gardens, and in South Row, rapid crews clear away and certain evidence goes to the Environmental Crime Unit Milton Keynes Council for hopefully further investigations and possible court cases.

## Butt bins

In September I have noticed an increase in people disposing of cigarette waste incorrectly, some bins have been damaged by homeless & aggressive beggars, this situation is being monitored, because of

the criminal damage to around 25 bins, members of the public don't walk to another nearby bin if the one that they normally use is out of action, this causes more litter on the floor. No fixed penalty notices have been issued in September. 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: 61

Resolved: 56

Outstanding: 5

These jobs were logged at various dates during September 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. 5 jobs are outstanding due to rough sleepers in the way, and Serco staff being threatened and unable to carry out normal duties.



Above: Jury's Inn Midsummer.



Above: Jaipur Location.

## Love Where You Live events

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

- 20<sup>th</sup> April
- 25<sup>th</sup> May

- 22<sup>nd</sup> June
- 27<sup>th</sup> July ( 24 Hour event 10am until 10am the following day )
- 21<sup>st</sup> September
- 26<sup>th</sup> October
- 14<sup>th</sup> December (Santa Hat Special )

### **Engagement with residents**

- 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, all information given to the Police, this issue continues.
- Meetings with Bob Stones in September period of increased litter issues in the play park, after further investigation this play area is only getting one litter pick per month as scheduled by Serco, an increased litter pick has been requested to ease this problem, at this popular site, also Fly –Tipping and noise issues are becoming too light, ongoing investigations with information being passed to relevant agencies so it can all be resolved.
- Worked with residents in North Row & North 14<sup>th</sup> Streets to resolve problems of encampments and needle infestation, during September these issues have started again all the residents feeling unsafe within that community, waiting for the Police & Council to take action. Campbell Park residents have reported used needles in open spaces, Serco have cleaned this up within an hour of the situation being reported, and again these issues have started again in this location and daily clear ups occur when the intimidating dealers are not around.
- Residents attended LWYL Love Where You Live on 21<sup>st</sup> September 25 bags of waste got collected.
- CMK Town Council residents Forum was well attended by around 25 residents who listened to the police talk about a police forum working closely with the residents Forum which will also link into NHW, to make people feel secure within the grid of CMK.
- Matthew John from Amazing CMK Business Improvement District spoke about how the BID process will improve CMK and the look of the public realm locations, over a 5 year period.
- Meetings with residents who have faced intimidation issues within certain locations within the grid, these investigations are ongoing, due to data protection unable to give further details.
- Meetings with residents in South / North Row over Fly-Tipping issues.

### **Local issues outstanding**

- Broken railings outside CMK Library.
- 20 'day burning' street lights have been outstanding for months on Midsummer Boulevard near The Pinnacle 24 months this has been going on.