

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE Response to the Cabinet Adviser Report on Resident Engagement on Anti-social Behaviour and Community Safety (All Wards) SC/2026/11	
REPORT OF Cabinet Member for Safer Communities	
FOR SUBMISSION TO Cabinet	DATE 14 th January 2026
SUMMARY OF REPORT	
<p>This report sets out commentary and actions in response to Councillor Edmund Frondigoun's Cabinet Adviser report on Resident Engagement on Anti-Social Behaviour and Community Safety. This work is strongly aligned with our We Make Camden challenge that Everyone is safe at home and safe in our communities.</p>	
<p>Local Government Act 1972 – Access to Information</p> <p>No documents that require listing were used in the preparation of this report.</p>	
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<p>RECOMMENDATIONS</p> <p>That the Cabinet:</p> <ul style="list-style-type: none"> a) Note Councillor Frondigoun's report at Appendix 3 b) Agree the actions and responses to be taken in response to Councillor Frondigoun's report as summarised at section 4. 	

Pat Callaghan

Signed: Councillor Patricia Callaghan Cabinet Member for Safer Communities

Date: 18/12/2025

1. Purpose of Report

- 1.1. The Leader of the Council established Cabinet Adviser roles to provide evidence-based recommendations and policymaking support to the Cabinet members of the Council. These Advisers are appointed by the Leader alongside the wider Cabinet and committee chairs annually.
- 1.2. Councillor Edmund Frondigoun was appointed as Cabinet Advisor on “resident engagement on anti-social behaviour and community safety” in 2024/205. This role has encompassed a range of primary and secondary research to explore Camden’s current approach to resident engagement, and it sets out recommendations to support the Council to build on their ongoing work.
- 1.3. Councillor Frondigoun’s report was presented to the Culture and Environment Scrutiny Committee on 15th September 2025.

2. Context and background

- 2.1. Anti-Social Behaviour (ASB) is a top priority for our residents and communities. If not tackled it can harm our public spaces and neighbourhoods and drastically impacting the lives and safety of our residents. We want everyone to feel safe across Camden whether they live, work or travel in the borough, and we have been working consistently to increase our response and prevention mechanisms to tackle ASB.
- 2.2. Over the past year Councillor Frondigoun has worked diligently to conduct interviews and engage directly with our communities, to understand our current systems, and how they receive information from us. His recommendations are based on this insight.
- 2.3. Councillor Frondigoun carried out both primary and secondary research and used this as evidence to tailor the recommendations within his report. During the research phase, it became clear to him that there was a great amount work taking place across the council to tackle ASB, however there was a lack of communication to residents and businesses about this work, leading to frustration within our community. This led to our refreshed ASB Communications Campaign launch, examples of which are set out in Appendix B.
- 2.4. During the time of Councillor Frondigoun’s research, it is also worth noting the significant changes occurring across the Police Service in Camden, namely:
 - A new management team at the Borough Command Unit early this year
 - There was an announcement of a sweeping set of *Tough choices* the Police were making in response to a £260m budget deficit across the entire Metropolitan Police, to date this has led to:
 - o Changes to operating hours of enquiry desks across London, including closing the Kentish Town Police Station front counter – after some serious lobbying we managed to reverse this, and it will now stay open during the day which is a huge relief to many residents.

- Closure of the dedicated Royal Parks Police, which provided a enforcement function at Primrose Hill and Regents Park
- Removing liaison roles (apart from LGBTQ+), also removing school officers, ASB officers, and redeploying these staff to neighbourhood policing roles
- Ceasing to police hate driven activities that are not classified as a crime— with these resources now focusing on core policing

2.5. The refocusing of Police resources to neighbourhood policing is an incredibly important aspect towards the increased visibility and trust within the Police, which residents welcome. The Council is however working hard to ensure that it ameliorates any negative impact these changes have on our communities.

2.6. Camden is an area of high crime, with the second highest rate (per 1,000 population) in London. This is in part due to the success of the borough and the very high number of businesses, major visitor attractions and major transport hubs. However, this increased footfall results in higher levels of recorded crime so therefore it is a priority for us to ensure everyone is safe in Camden. For a trend on overall crime data, please see Appendix 2.

2.7. Whilst we don't have a clear picture of the impact of the changes which have been brought in recently, by either the Council or the Police, the 'Tenant Satisfaction Measures' does include a statistic that has been monitored over the last few years. The most recent result for 2024/25 shows an impressive 11.6% increase in satisfaction from our tenants in response to how the Council handles ASB since 2023/24.

2.8. The implementation of the new ASB reporting process and communications campaign has led to an increase in the number of reports by 95%. The data shows that some estates are disproportionately impacted, and ensuring that we risk assess every report, and implement actions to help everyone feel safe, is a priority for the Safer Communities Portfolio and the Team who provide this service.

2.9. To support this priority, we need to ensure that we have the right resources available to us. The Council allocates £2.9m a year to fund its Community Safety & Enforcement Service, with additional grant funding from the Mayor of London's Office for Policing and Crime (MOPAC). In addition, any income generated by the service through the issuing of Fixed Penalty Notices (FPN) for breaking the law, is reinvested into the team to increase capacity for tackling ASB. In addition, the Council's Late-Night Levy, which charges late night license holders for our services supporting safety and cleanliness in the night time economy areas, directly funds 72 hours per week of additional Police deployment and cleansing functions.

3. Cabinet Advisor recommendations

Recommendation 1 - The Council and Police should work in partnership to issue proactive targeted communications on Community safety to Camden residents, providing an update on Council and police activity and providing

information about meetings and support. Proactive communications should update residents on police activity, meetings and support using language tailored to suit all while also promoting/ encouraging an open attitude to reporting ASB.

- 3.1. Councillor Frondigoun's report highlights the work the Council is already doing to tackle ASB. He references the successes of our ASB Taskforce, ASB working group and Community Safety Enforcement Officers (CSEO's) that all work towards intervention activity, penalising ASB perpetrators, and preventing ASB reoccurring. However, alongside this he has also emphasised the need for residents to be informed of this work taking place, and its successes.
- 3.2. The Council launched a significant ASB Campaign in June 2025 which has led to a 95% increase in ASB reports. The campaign includes posters and leaflets that are displayed and distributed on estate noticeboards, in community centres and libraries and Council screens. We also have communications on core channels, including our Housing Newsletter, Camden magazine, e-newsletters and social media (X, Facebook, Nextdoor and Instagram). The highest performing social media on X reached 1000 views, this was the first post for the campaign. Since then, the views on X posts are between 200 to 900 views – the average across all posts is approximately c350.
- 3.3. The learning from Covid and the Council's channel strategy research has led to a clear approach to ensure that communications reach as many people as we can within our budget. The team work with voluntary organisations and community partners who help us get the message out to our communities, including those that we seldom reach. The Community Safety Team also engage with the public through planned engagement activities at community organisations, estates, youth centres, local businesses, young people in schools, colleges and universities. The engagement activity includes: Community ASB Awareness Events, Youth ASB Awareness Events, targeted hotspot engagement, facilitated discussions with small groups to explore ASB issues in their area, community-led meetings and Neighbourhood Action Days.
- 3.4. Some of the communication materials of the Council's ASB campaign are contained in Appendix 1.
- 3.5. Whilst the campaign continues we are monitoring key metrics:

KPI	Data	
	2023	2025 (Jan-Nov)
Number of ASB cases logged	1604	2570
Number of ASB cases closed	Not recorded	2003
	Only completed for MARAC referrals	1100

Number of Initial Risk Assessments conducted	11	
Number of community engagements	70	147
Number of Informal interventions (warning letters, joint visits, EVA etc)	Not recorded	60
Number of Formal interventions (CPW/N, CPN, NOSP etc)	Not recorded	27

- 3.6. So whilst these are still early days, and within the constraints of local government funding, we are already making great strides in delivering the shared ambition of Councillor Frondigoun's first recommendation.
- 3.7. Based on this recommendation, we are also exploring how we can support those areas where we recognise there is under-reporting of ASB, so that we can undertake focussed communication activity in that area. This will involve data analysis of the crime statistics against the level of received reporting, ensuring that we can focus on those areas with appropriate communication methods, meaning every part of Camden is supported in this way so that we can respond appropriately.
- 3.8. The Community Safety team are currently working on an upcoming communications campaign, A Safer Camden, which will help to support the Police's Clear, Hold, Build work in Somers Town. Our campaign will focus on our wider partnership approach to community safety and can be localised for specific areas or neighbourhoods – such as Somers Town. Messaging will be aspirational and focused on our joint work with the Police and local communities, to make neighbourhoods even better places to live. Bringing residents and communities with us is particularly important as the campaign has a call to action for them so that they can work together to stamp out crime in their area.
- 3.9. Localised campaigning includes posters, flyers and bus stop advertisements – and we will continue to work with local networks, community groups and leaders to get our messaging out. For example, in our libraries, GP surgeries, pharmacies, schools and through our Voluntary and Community Sector etc.
- 3.10. The work of the team is also very significant in Council Housing estates. Over the last year, the tenant satisfaction measure (TP12) has increased to 57.9%, a 11.6%pt rise from the previous year.

3.11. In conclusion, we also want to see the

- Delivery of the Somers Town Clear Hold Build campaign
- A review in the area of under-reporting with a tailored communications campaign to then follow.

Recommendation 2 - The Council should take responsibility for the Camden communities ability to engage and hold the Police to account at ward level.

3.12. The Safer Neighbourhood Ward Panels are an important mechanism for the local community to engage directly with the Police, set priorities and hold them to account.

3.13. The Council recognise this forum as an important one for communities, and the Council's Community Safety team are often involved, in part due to the shared responsibilities that the Council and the Police have to make Camden safe for everyone.

3.14. We recognise that the effectiveness of these panels is down to dedicated individuals, which can lead to some panels being more effective than others. Unfortunately, some wards do not have an existing panel which is something that we need to address.

3.15. It is important that some support is given to these dedicated members of the communities which is why, following this recommendation from Councillor Frondigoun, we have been raising it with the new senior Police leadership team to work towards how we can help panel members become as effective as possible in this work.

3.16. The Council uses other mechanisms to hold the Police to account, such as the Borough Commander's annual attendance at the Culture and Environment Scrutiny Committee, where they give an account of their work during that year and put forward their future plans. Committee members ask questions and comment on this work and the Neighbourhood's Superintendent also regularly reports to the Community Safety Partnership Board Meeting on a quarterly basis.

3.17. We will continue to work with the Police leadership and their neighbourhood officers, to use the experience from the Community Partnership team to support effective volunteer engagement and succession to these roles, to supplement the support provided by MOPAC and the local Borough Command Unit.

3.18. In summary, (and summarised in section 4): we will work with the Local Borough Command Unit for the Police to provide the training and support for effective ward panel meetings (safer neighbourhood meetings) by seeking MOPAC funding and other opportunities, in order to strengthen their productivity and resilience.

Recommendation 3 - The Council should take proactive measures to tackle forms of antisocial behaviour which have a specific impact on certain lesser heard from groups and should communicate these actions to a wider audience. (tackle forms of antisocial behaviour that are not as prominent/well

known but equally impact groups we do not normally hear from, e.g. young people, private renters)

3.19. The Council's contract with Veolia for removing graffiti is effective. However, this relies on local reporting. The Council receives 4,500-5,000 graffiti reports each year. These are mostly via the Love Clean Street application which directly provides a works order to Veolia to remove the graffiti.

3.20. Councillor Frondigoun's work rightly exposes that very localised and troubling graffiti which impacts on members of our communities, may not be recognised by staff, so there is clearly an opportunity to ensure young people in particular, recognise that they can report the impactful types of graffiti to get them removed.

3.21. It is disheartening to see the case referenced by Councillor Frondigoun where a resident was provided poor advice by the Council. Contact Camden have a complex job, so it is time we review the scripting and knowledge available to them to ensure it is up to date and supports our residents as best as it can.

3.22. Since Councillor Frondigoun commenced his work, the ASB Review has updated the reporting process for our residents, making a commitment to:

- Log the report and assign an officer – providing these details to the person who reports the ASB within 7 working days
- Carry out a risk assessment
- Complete an ASB action plan with the respondent
- Investigate and review evidence objectively
- Put in place reasonable adjustments needed and offer support to the respondent
- Work with the Police or other agencies where needed

www.camden.gov.uk/reporting-antisocial-behaviour

3.23. In conclusion to Councillor Frondigoun's third recommendation we propose that our teams work towards delivering (as summarised in section 4):

- Work with Camden Learning and Youth services to ensure we promote Love Clean Streets to our young people.
- A review of the scripting and materials used by Contact Camden to respond to residents raising concerns

4. Summary of actions

	What	When	Who
1	Safer Camden campaign in Somers Town	December 2025 onwards	Community Safety and Communications
2	Review under-reporting so we undertake focussed communication activity.	March 2026	Community Safety and Communications
3	Work with the Local Borough Command for the Police to support the training and support for effective ward meetings by seeking	April 2026 onwards	Community Safety & Neighbourhood Policing Teams

	MOPAC funding and other opportunities.		
4	We will work with Camden Learning and Youth services to ensure we promote Love Clean Streets to our young people.	January 2026 onwards	Community Safety, Environment Services, Camden Learning and Integrated Youth Support Services
5	We will review the scripting and materials used by Contact Camden to respond to residents raising concerns.	Complete	Community Safety & Contact Camden

5. Resource Implications

5.1. This report contains a number of recommendations in relation to Anti-Social Behaviour. The Council will need to agree specific budgets required to enact any of the recommendations via the Council's normal governance arrangements.

6. Legal Implications

6.1. *This report has been reviewed by Legal Services who have no specific comments*

7. Environmental Implications

7.1. The recommendations from Councillor Frondigoun includes increased use of paper and direct marketing materials. The actions agreed in this report do so in a sparing way as to mitigate the negative impact of printing and delivery whilst acknowledging the need for direct marketing on increasing outcomes for our communities.

8. Appendices

- 8.1. *Appendix 1 Camden Communication Campaign Materials*
- 8.2. *Appendix 2 An Overview of Crimes from the Metropolitan Police*
- 8.3. *Appendix 3 Cabinet Adviser Report on Resident Engagement on Anti-social Behaviour and Community Safety*

REPORT ENDS

