

Organisation
Raven Housing Trust
Representative
Laurence Nasskau
What role does your organisation play in improving community safety?
<p>Raven employs 4 Neighbourhood Wardens and one Community Estate Officer. NWs look after communal areas combating graffiti, dumped rubbish and delivering communal area repairs. They build links in the community with young people and also the elderly. They run Junior Warden Schemes and other youth projects, as part of Raven’s work to prevent antisocial behaviour and our commitment to involve young people in our work. They also put on event for older people in sheltered accommodation and community venues, and this both provides reassurance to these valued members of our community and enhances the lives of those who may be isolated. Neighbourhood Wardens also visit victims of ASB to provide reassurance, and assists other staff in the management of ASB cases.</p> <p>Raven’s Community Estate Officer performs communal area repairs, ensures dumped bulky items are removed and also tries to find out who the perpetrator is, working with them to prevent recurrence. He, like NWs combats graffiti and vandalism.</p> <p>Antisocial behaviour cases are managed by 8 Community Housing Managers (CHMs) who are responsible for estate and tenancy management. They and the NWs work closely with partner agencies to ensure appropriate action is taken.</p> <p>CHMs also work on environmental improvement projects around Raven’s areas, and many of these improve community safety (e.g a chicane in an alley way to prevent motor scooters sharing it with push chairs). Raven is also embarking on a programme of Community Housing Action Plans to make a variety of improvements to estates and some of these are driven by a need to improve community safety (e.g. railings to deter groups of young people gathering on a low wall around some flats and intimidating residents and passers by).</p> <p>CHMs and other staff perform regular estate inspections where they pick up any H&S or ASB related issues. Residents are encouraged to attend these inspections.</p>

What successes have been achieved in 2008/09 by your organisation, either individually or in partnership with other organisations?

Several Junior Warden Schemes
 Staffed “criminal damage” stand at 2 Junior Citizens events.
 RSL Football project pilot
 Community Facility in Merstham
 Youth shelter at Merstham
 At least 2 ASB evictions.
 ASB conference at the Harlequin theatre for Raven residents
 4 Community Days arranged on our estates to build community cohesion, engage residents in community litterpicks and advertise information on other agencies work.
 Participated in RBBC Priory park community event in 2008

Have there been any barriers to improving Community Safety in Reigate and Banstead?

How can the Local Committee Members assist in overcoming these?

The youth service is not active in some critical areas e.g. Tadworth/Preston estate...). Members may be able to influence the development of this service.
 It can also be difficult to engage other services when a problem is identified e.g. with mental health issues.

What are your organisation’s aspirations for improving community safety over the next 2 years?

Community Housing Action Plans will roll out over the next 3 years.
 The RSL football project will expand beyond the pilot to cover all of Reigate and Banstead and also other Surrey districts over the next year.
 We are reviewing our Antisocial Behaviour Policy, procedure and resourcing, and aim further to improve this service in the year ahead.

 Raven will hold a 2nd ASB conference in July 2009.

 Raven will participate once more in Junior Citizens events and also the Priory Park event.