

Hi

Not sure who to send this too is it any of your team ???

Thanks ,

-----Original Message-----

From: ycc@york.gov.uk [mailto:ycc@york.gov.uk]

Sent: 22 June 2015 13:27

To: Business Support Hazel Court Mailbox

Subject: thankyou to service (Bars placed across benches at bus station on Rougier street) PASSED TO 22/06/15

Date - 2015-06-22

Caller Details:-

Customer Name :

Customer Address :

Customer Contact Details:

phone -

email -

Associated Street's Details:

Rougier Street, York, York

Case Details:

Case ID: 102855489

Classification: Transport and Streets (100011)>>Roads, Highways And Pavements
(200083)>>(557) Roads - Maintenance (temp)

Title: Highway Maintenance Case

Associated With: Rougier Street

SLA: 20/07/15

Allocation: NS - Highways Admin Queue

Status: Opened

Priority: 3

Severity: 3

Created: 22/06/15

Additional Information: THANK YOU TO SERVICE. Please ring on
to discuss further.

Defect & Description: Mr would like to personally thank the team that have placed bars across benches outside bus station on Rougier Street as this has helped so many people to not feel threatened and can be seated ie. pregnant people or people with medical conditions.

Location of Defect: Rougier Street Bus Station, York

Ward: Guildhall

Call taken by - Date - 2015-06-22

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Customer Name :

Customer Address :

Customer Contact Details:

phone -

email -

Associated Street's Details:

Rougier Street, York, York

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Location of Defect: Rougier Street Bus Station, York

Ward: Guildhall

Call taken by -

From:
Sent: 14 May 2015 11:06
To:
Subject: RE: ASB street drinkers [NOT PROTECTIVELY MARKED]

Morning,

I have spoken to a couple of staff from CYC and the police and I think people would prefer to see the seats go but are happy to see if the arms will help. It will stop people lying down and sleeping in there at least.

One request has been made to take the clear perspex screens out. As they are old / not very clear anymore it is offering cover for people misusing the shelter from officers in the area. It is suggested that they are not replaced as they only offer limited shelter anyway, what are your thoughts on that? If not removed altogether would it be possible to make them completely clear so they offer less of a hiding place?

t:

City of York Council

West Offices | Station Rise | York YO1 6GA

www.york.gov.uk | [@CityofYork](https://twitter.com/CityofYork)

From: I
Sent: 12 May 2015 10:29
To:
Subject: RE: ASB street drinkers [NOT PROTECTIVELY MARKED]

All,

The bus stop is ours, and its use by street drinkers has been a matter of concern for us too (we've been dealing with it through [redacted] who referred the matter on to [redacted], though I haven't heard anything recently and it was on my list of things to chase today).

In terms of what is set out below (I've read the whole of the e-mail chain):

- The benches are ours and we could modify them by fitting them with arms – I have budget available to do this. Very happy to discuss – alternatively, I could just go ahead and order the arms – let me know.
- We discussed removing the benches entirely. I'd prefer not to do this as they are appreciated by bus passengers. I'd prefer to fit them with arms.

- The proposal for deep cleaning the shelter is welcomed. I guess we need to have an internal discussion about where the money to do this comes from.
- One of the reasons the shelter is in such poor condition is that, for at least a couple of years, it's been under threat of imminent demolition – firstly because the building it's attached to was about to be converted to flats, and now a hotel. We are working with the hotel company on a new shelter (which we have planning permission for). The current proposal is that the existing shelter will come down when the hotel company put scaffolding on the front of Roman House, but we don't have a date for that yet.

Happy to discuss. Working from home today but available on

Best wishes,

t: _____

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From: _____
Sent: 12 May 2015 08:51
To: _____
Subject: RE: ASB street drinkers [NOT PROTECTIVELY MARKED]

Hi

Please see below, are you able to assist

t:

City of York Council | Network Management City and Environmental Services |
West Offices | Station Rise | York | YO1 6GA
Follow us on Twitter @york_travel | www.yorklive.info | www.york.gov.uk

From: _____
Sent: 12 May 2015 08:25

To:

Subject: FW: ASB street drinkers [NOT PROTECTIVELY MARKED]

I wasn't sure where to start with this one. The Police are hoping to have some alterations to the seating in Rougier Street bus stop to prevent drinking and sleeping on the seats as it is becoming problematic and intimidating for people waiting for buses. Do you know if the bus stop is ours or a private one and who I would contact to make this request on behalf of the police.

Any help would be appreciated.

Thanks.

City of York Council

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www.york.gov.uk | [@CityofYork](https://twitter.com/CityofYork)

From:

Sent: 12 May 2015 08:12

To:

Cc:

Subject: RE: ASB street drinkers [NOT PROTECTIVELY MARKED]

Hello, I'm happy to meet to discuss potential legal matters which could be considered, I wouldn't know who to speak to in CYC regarding looking at moving the location, I've copied [redacted] in to see if he would know, as I believe he's the [redacted] and [redacted], as [redacted], can you assist?

Thanks

t:

City of York Council | Legal Services

West Offices | Station Rise | York YO1 6GA

www.york.gov.uk | facebook.com/cityofyork | [@CityofYork](https://twitter.com/CityofYork)

From:

Sent: 11 May 2015 20:42

To:

Cc:

Subject: FW: ASB street drinkers [NOT PROTECTIVELY MARKED]

Classification: NOT PROTECTIVELY MARKED

NOT PROTECTIVELY MARKED

From: [\[redacted\]](#)
Sent: 24 April 2015 12:02
To: [\[redacted\]](#)
Subject: RE: ASB street drinkers [NOT PROTECTIVELY MARKED]

Cheers Sounds grim down there, appreciate you keeping on top of it as best you can. Hopefully in the not too distant future our joined up working will help to combat this stuff.

t:

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West Offices | Station Rise | York YO1 6GA
www.york.gov.uk | [@CityofYork](#)

From: [\[redacted\]](#)
Sent: 23 April 2015 20:12
To: [\[redacted\]](#)
Subject: RE: ASB street drinkers [NOT PROTECTIVELY MARKED]

Hello ,

We are also having a few problems down there, the last few weeks have been pretty grim especially with the rough sleepers in there early morning.

We are starting our "once a week" wash down of the snickleways next week, i will put the shelter on the list.

However, we use cold water and jeyes fluid, it needs a good steam clean at least once a fortnight using very hot water.

That is something that _____ may be able to sort but there will no doubt be cost involved.

The place is a "dump" and always will be, from 6am you start to get your bus passengers, from 8am you get your school kids, from 10am you get bus drivers milling around the place, from noon you get the street drinkers, from 3pm you get the kids en-route home, from 5pm you get people going home, from midnight you get the place doubling up as a (legal) taxi rank etc.

All these people drop litter/smoke/throw up/emit bodily fluids etc, its no wonder the place is as bad as it is.

We sweep it around 5am 7 days a week (mechanically and manually) as from next week it will be washed /disinfected once a week, it is swept around 4pm Mon to Fri, there is not a lot more i can do, i really don't have the manpower or resources to offer more.

I just hope the planned extension of the hotel will pull the place down and take away the horrible shelter.

Sorry if i sound negative but this place, along with High Ousegate lane has been the bane of my CYC life for far too many years!

From: _____
Sent: 23 April 2015 15:29
To: _____
Subject: Re: ASB street drinkers [NOT PROTECTIVELY MARKED]

Sorry _____ I've misunderstood you there!! I have copied in _____ as he is always first to respond to these types of things and will probably already be aware.
_____ can you attend and any comments?

Cheers,

Sent from my Samsung device

----- Original message -----

From: _____
Date: 23/04/2015 15:13 (GMT+00:00)
To: _____
Cc: _____
Subject: RE: ASB street drinkers [NOT PROTECTIVELY MARKED]

Classification: NOT PROTECTIVELY MARKED

Facebook: facebook.com/NorthYorkshirePolice

Twitter: twitter.com/NYorksPolice

NOT PROTECTIVELY MARKED

From: [REDACTED]
Sent: 21 April 2015 19:27
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: ASB street drinkers [NOT PROTECTIVELY MARKED]

Hello, just to confirm [redacted] comments below, we had a meeting about the use of Community Protection Notices (CPN) for ASB, the NEO's have the power to issue warnings, CPN's and also fixed penalty notices or prosecute if there are ongoing issues in accordance with the new ASB legislation. We have set up within the Hub an initiative for beggars, but at the meeting yesterday we felt that maybe that initiative could be considered for all issues on the streets, such as begging, street drinking, ASB on streets, etc.

The use of an initiative or step by step guidance allows for officers to be able to look to the new powers and use them effectively and proportionately, but also, if we get to a court scenario we can easily and quickly set out to the court the process we follow before we get to their door, which will assist with some of the judges we've had recently.

[redacted], we are looking to roll out an input to the City SNA, to deal with begging, but if [redacted] is happy for us to roll out the begging initiative as a general street initiative, then we can speak to the team about that approach too. We can also speak with the officers covering the Groves too so that we have a set approach to tackle these general ASB issues.

Thanks

[redacted]

t: [redacted]

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From: [REDACTED]
Sent: 21 April 2015 16:41
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: ASB street drinkers [NOT PROTECTIVELY MARKED]

Hey up [REDACTED].

Sorry for the delay getting back to you mate. I have wandered past twice since your email and noticed people drinking on both occasions. Not that they were causing a right lot of issues at the time but I can appreciate that as an ongoing issue this can be difficult for proper users of the bus stop.

I raised it in a meeting yesterday as some work is going on with begging and the effects it has on the public would appear to need a similar approach which was agreed in principle at the meeting.

I have copied in some of the hub officers and management for consideration of this to be a focus point after / alongside our begging initiative.

Thanks

t: [REDACTED]

City of York Council

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www.york.gov.uk | [@CityofYork](https://twitter.com/CityofYork)

From: [REDACTED]
Sent: 19 April 2015 09:06

To: _____ m

Subject: ASB street drinkers [NOT PROTECTIVELY MARKED]

Classification: NOT PROTECTIVELY MARKED

Guildhalt SNT

North Yorkshire Police

Mill House,

North Street

York

Dial 101, press option 2 and ask for me by name or collar number

If using my collar number please state each number individually

Web: www.northyorkshire.police.uk

Facebook: facebook.com/NorthYorkshirePolice

Twitter: twitter.com/NYorksPolice

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Thank you for your co-operation.

From:
Sent: 04 June 2013 09:17
To:
Cc:
Subject: RE: Tram(p) shelter

Hello,

I had a look at this today and broadly agree with what you suggest below, with a couple of small additions:

1. Given the volume of passengers waiting under the canopy on the Station frontage, can we provide more seating than currently (at the moment there are (I think) three benches – so a seating capacity of 12, which is clearly less than the number of people waiting)? I agree we should use the new standard design – with armrests.
2. As you suggest, in the tram shelter, the bench appears to be the original, so I agree we should look at fitting this with armrests first – rather than replacing it.
3. Yes, I think we should repaint the tram shelter – presumably it's a fairly low cost thing to do and appropriate if we are going to provide bus information there, archive photos etc. We should also take the opportunity to tidy the structure up more generally – removing redundant lighting fittings, bells etc.

Thanks,

From:
Sent: 03 June 2013 16:29
To:
Cc:
Subject: Tram(p) shelter

Hi

I have met with [redacted] and PC [redacted] this afternoon to discuss the issues with rough sleeping and drinking at the station.

The main issue [redacted] have is the attraction of the benches, both in the tram shelter and under the station canopy. They would rather benches were removed altogether but recognise they are an amenity for bus users. Therefore I propose that the bench in the tram shelter has arm rests added to it to deter people from lying down and that the benches under the station canopy are changed to the new type being installed in the city centre, with arm rests, again to deter lying down.

The tram shelter needs the paving replacing within it to make cleaning easier, there are gaps between flags that trap litter, and broken flags. I propose that bright lighting is used and that bus information is mounted on the side walls, and some archive pictures placed along the back wall, to encourage use by more people and also reduce graffiti on the stonework. The shelter itself would benefit from repainting although actually is not in bad condition and this is not vital.

If you have any further ideas let me know and I will begin to get this organised.

t: _____

City of York Council | Sustainable Transport Service | Directorate of City and
Environmental Services | West Offices | Station Rise | York | YO1 6GA
www.york.gov.uk

From:
Sent: 28 March 2014 11:05
To:
Subject: Bench arms
Attachments: IMG-20140328-00339.jpg

Hi

I had a look, but it had already been done - actually, they look OK, but there's nothing below the seat to stop people sleeping on the floor, so I'll e-mail ... about that (also, one of the bench tops is loose and needs to be screwed down ASAP).

had a range of problems with substance abuse and who were already subjects of extensive intervention by CYC's social services and .

- Engaging with the individuals in question is difficult because they have entrenched patterns of behaviour which are very resistant to change.
- NYP are happy to disperse these individuals when they are causing a nuisance. Drivers/ Bus Wardens etc shouldn't engage with them, but the Police will move them on if notified by a call to 101. As such, whenever there is a problem I'd advise staff to raise this with NYP.
- In the short term, I have asked for arms to be fitted to the benches at Rougier Street and for the areas beneath the benches to be boxed in. This should happen in the next 2 weeks and will make the Rougier Street shelter a less attractive place for people to sit in for long periods of time.

- We are also intending to redevelop the shelter at Rougier St. I am going to speak to , who is the architectural liaison officer at NYP about how the detailed design of the new shelter can minimise anti-social behaviour inside it. I am hoping that the existing shelter will have gone in 6 months and the new shelter will be in place in 12 months. Whilst the building work for the Cedar Court's extension is taking place, I'll assume that the anti-social behaviour problems will go away because the stop will be very noisy/ busy.

If you've any further questions, please let me know,

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From:
Sent: 17 May 2013 12:59
To:
Cc:
Subject: RE: Problems with rough sleeping/drinking opposite York Station [NOT PROTECTIVELY MARKED]

Thank you for this update.

Another idea has come to light to help improve the seating arrangement. Could you consider installing separating arms into the bench so that it is broken down into smaller seating areas? This way the rough sleepers would not be able to physically lie down.

I am meeting with Police and Homeless agencies next week to discuss engagement and deterrents. As you say, there are some behavioural issues that no one but the police can tackle.

Look forward to hearing from you with your progress

Best wishes

t: f

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From:
Sent: 16 May 2013 17:10
To:
Cc:
Subject: RE: Problems with rough sleeping/drinking opposite York Station [NOT PROTECTIVELY MARKED]

Dear

My team doesn't have any powers to move people along. It can, however, look at how we can improve matters at this location.

Clearly one solution would be to remove the old tram shelter completely (as I suspect that this is the particularly problematic factor). As the shelter is of 'historical interest', however, this is unlikely to be a measure meeting with approval from our conservation colleagues.

Through the 'Better Bus Area' funding we have available (in the current financial year), we are working with Property Services colleagues to design improvements to the look and feel of the old tram shelter. Provisionally, this would include lighting as well as real time and static information displays. I'm not sure what you can do about people urinating behind the shelter, but it should help to encourage more bus passengers into the shelter, which would hopefully serve to put off sleepers/drinkers, etc.

_____ is the _____ and is leading on this work
– _____ or I will update you as the programme progresses.

Kind regards,

t: _____

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West Offices | Station Rise | York | YO1 6GA
www.york.gov.uk | [facebook.com/cityofyork](https://www.facebook.com/cityofyork) | @CityofYork

From: _____
Sent: 12 May 2013 20:34
To: _____
Subject: Fwd: Problems with rough sleeping/drinking opposite York Station [NOT PROTECTIVELY MARKED]

Dear _____

Would you be able to take a look at the emails about the benches opposite the station. I've been asked whether they could be removed because of the misuse by rough sleepers and drinkers. Would appreciate your thoughts
Thank you

Sent from my iPad

Begin forwarded message:

From: _____
Date: 9 May 2013 11:46:42 BST
To: _____
Subject: RE: Problems with rough sleeping/drinking opposite York Station [NOT PROTECTIVELY MARKED]

Hi

Probably

Cheers

Andy Binner | Head of Highway Infrastructure
t: 01904 553231 | e: andy.binner@york.gov.uk

City of York Council | Highways Maintenance Services
Hazel Court | James Street | York | YO10 3DS
www.york.gov.uk | [facebook.com/cityofyork](https://www.facebook.com/cityofyork)

From: [REDACTED]
Sent: 09 May 2013 11:12
To: Binner, Andy
Subject: FW: Problems with rough sleeping/drinking opposite York Station [NOT PROTECTIVELY MARKED]

Andy
Who would agree to or decline the removal of a bench – its the one in the bus shelter opposite the station.
Cheers

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From: [REDACTED]
Sent: 07 May 2013 16:27
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Problems with rough sleeping/drinking opposite York Station [NOT PROTECTIVELY MARKED]

Classification: NOT PROTECTIVELY MARKED

F

F - - - -
North Yorkshire Police
Acomb Police Station
Acomb Road, York YO24 4HA

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www.northyorkshire.police.uk

NOT PROTECTIVELY MARKED

From:
Sent: 02 May 2013 11:43
To:
Cc:
Subject: FW: Problems with rough sleeping/drinking opposite York Station [NOT PROTECTIVELY MARKED]

Classification: NOT PROTECTIVELY MARKED

Safer Neighbourhood Area Inspector
York West SNA
North Yorkshire Police

*Dial 101, press option 2 and ask for me by my full name or collar number
If using my collar number please state each number individually*

www.northyorkshire.police.uk

image001.jpg
NOT PROTECTIVELY MARKED

From:
Sent: 29 April 2013 11:53
To:
Cc: S'
Subject: Fw: Problems with rough sleeping/drinking opposite York Station

Regards

York City & East

Tel: 101 and ask for me by name or by collar number

Sent from my BlackBerry® phone.

From:

Sent: Monday, April 29, 2013 09:00 AM

To: I

Subject: FW: Problems with rough sleeping/drinking opposite York Station

Dear

Apologies you didn't receive my original email as I mis-spelt your surname. Please can you see the chain of messages below regarding this subject.

Look forward to hearing from you

Regards

t:

City of York Council | Communities & Neighbourhoods

EcoDepot | James Street | York YO10 3DS

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From: I

Sent: 26 April 2013 15:58

To: I

Cc:

Subject: Re: Problems with rough sleeping/drinking opposite York Station

Thanks

They haven't been there the past week a.m., We did have an agreement with the street cleaners and Police in the past when this type of thing arose the street cleaners would phone the Police and they would be moved on. Maybe would could revisit this if we agree a meeting.

To:

From:

Date: 26/04/2013 14:48

Cc:

Subject: Problems with rough sleeping/drinking opposite York Station

Dear All

Apologies if you are not the correct people to contact about this. Street Environment are receiving more and more complaints about the rough sleepers/drinkers that sit in the bus shelter opposite York Station. My understanding is that they are there from early in the morning and then throughout the day.

This is causing the following problems:-

Abuse towards people waiting for buses

Aggressive behaviour towards each other, intimidating the public

Littering and spillages in the shelter

Refusal by cleaning staff to enter the shelter due to obstruction and abuse

Urinating behind the shelter

One of the people involved is , , who is banned from entering the city centre. It seems its the same people most of the time and when moved on, they come back.

I would appreciate if we could meet as a multi agency group to discuss what can and is being done to address this problem. Perhaps something is already taking place, however when members of the public contact the council to report a problem, it is being sent to Street Environment and we have no powers to stop this or require the people to move on.

I would welcome your input and ideally the chance to meet if no case work is taking place already.

Look forward to hearing from you

Regards