

CASE HISTORY

24/01/2017

Case 16175 Deborah Andrews GENERAL Active 180days, Phone call with Perpetrator

Involved Persons

CLIENT (VICTIM) Ms Deborah Andrews

Relationship to Cases

Client (Victim) in ASB Case 16175

Incidents in which Person is involved

Witness :

Current address

113 Burncroft Avenue, Enfield, EN3 7JQ

Main phone

02083500628

Gender

Female

DOB

29/07/1973

Age band

35-44

Ethnic origin

White UK

Appearance

Female, 42 yrs old, White UK,

Involved Persons

CLIENT (ACCUSED) Mr Simon Cordell

Relationship to Cases

Client (Accused) in ASB Case 16175

Incidents in which Person is involved

Witness :

Current address

109 Burncroft Avenue, Enfield, EN3 7JQ

Main phone

020 8245 7454

Gender

Male

DOB

26/01/1981

Age band

25-34

Ethnic origin

White/Black Caribbean

Notes about this person

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved. She explained that they use to be acquaintance's before the relationship went sour. She believes the whole problem started when he claimed the decoration in his flat was damaged as a result of a leak coming from her flat. She confirmed that she had a leak from her overflow a few months ago which has since been repaired but, the damage alleged had occurred.

CASE HISTORY

24/01/2017

Appearance

Male, 34 yrs old, White/Black Caribbean,

Incidents Reported

23/09/2015 : Threats and intimidation Date reported : /09/2015

Threats and intimidation (General)

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri

Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved.

She explained that they use to be acquaintance's before the relationship went sour. She believes the whole problem started when he claimed the decoration in his flat was damaged as a result of a leak coming from her flat. She confirmed that she had a leak from her overflow a few months ago which has since been repaired but, the damage alleged had occurred.

History

23/09/2015 :

Sent: 23 September 2015 15:07

To: Carmel Naessens; Loretta Walsh

Cc: Charles Elkington; Dawn Allen

Subject: 113 Burncroft Avenue, Enfield, EN3 7JQ [SEC=PROTECT]

Importance: High

Classification: PROTECT

New case

VICTIM

Ms Deborah Andrews

113 Burncroft Avenue ENFIELD EN3 7JQ

29 / 07 / 1973

02083500628

Perpetrator

Simone Cordell

109 Burncroft Avenue ENFIELD EN3 7JQ

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri

Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved.

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Ms Andrews also recalled an incident when the perp spat in her face. It's been one issue after the other she advised

The recent event which took place a week ago. She was on her way out to attend her appointment with her CPN when he apprehended her and threatened to kill her. She was pretty shaken from the incident that instead of attending her appointment, returned home immediately. She advised that she contacted the police but, wasn't

CASE HISTORY

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taken seriously as they assumed she was drunk at the time of the call. She advised that she wasn't in the list drunk but, just the way she spoke due to her condition. She still wasn't taken seriously and had to abandon the call.

She found this very frustrating and advised that it was not the first time this would happen to her. Her CPN also confirmed her statement and expressed her dissatisfaction at the way she was treated.

Ms Andrews felt completely let down by the police and became frightful for her safety especially, as she knows the perpetrators has shells in his flat.

I observed in her flat that her floors were very creaky, I was made aware by Dawn that most of the flats in the block are like that. Unfortunately, the creakiness exacerbates the noise level in the flats and cause more problems than usual.

I advised that I will contact the police to make further enquiries. I will also contact MHT to enquire if Mr Cordell is known to them. At some point the perpetrator will need to be interviewed and a warning letter issued on him. I will contact the repairs team and try to arrange a surveyor to visit her flat and see what assistance can be offered

I further advised that her case will be investigated and an officer will get back to her to discuss further with her . Her CPN and TMO will be kept informed of updates

Bola Quadri has already put in place a safe guard alert.

Thank you

Dolly Ogunseye
Anti-Social Behaviour Officer
Housing Anti-Social Behaviour Team

History

23/09/2015 :

INTERVIEW NOTES FOR Ms Deborah Andrews

VICTIM
Ms Deborah Andrews
113 Burncroft Avenue ENFIELD EN3 7JQ
29 / 07 / 1973
02083500628

Perpetrator
Simone Cordell
109 Burncroft Avenue ENFIELD EN3 7JQ

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri

Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved.

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24/01/2017

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I further advised that her case will be investigated and an officer will get back to her to discuss further with her. Her CPN and TMO will be kept informed of updates

Bola Quadri has already put in place a safe guard alert.

History

23/09/2015 : Contact Complainant

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri

Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved.

History

23/09/2015 : Update Complainant

Follow on action from Contact Complainant

History

23/09/2015 : Letter - sent

ACTION PLAN PROVIDED TO THE VICTIM AND A COPY FORWARDED TO HER CPN BOLA QUADRI

History

23/09/2015 : Email - sent

Classification: PROTECT

Hi Mark,

On second thoughts, could you contact her on her landline instead and speak to her directly please? Her number is 02083500628

Thank you for your assistance

Dolly Ogunseye
Anti-Social Behaviour Officer
Housing Anti-Social Behaviour Team
Tenancy Management
Enfield Council

Classification: PROTECT

Good morning Mark,

CASE HISTORY

24/01/2017

Thank you for the information, yes she suffers from mental health and his behaviour continues to exacerbate her condition. I will appreciate if you visit him sooner than later and also pop round to 113 to reassure her.

Thank you for all your assistance

Dolly Ogunseye
Anti-Social Behaviour Officer
Housing Anti-Social Behaviour Team
Tenancy Management
Enfield Council

From: Mark.Tilley2@met.pnn.police.uk [mailto:Mark.Tilley2@met.pnn.police.uk]
Sent: 18 September 2015 17:23
To: Dolly Ogunseye
Subject: 113 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ Miss Debra Andrew [SEC=PROTECT]

Hi Dolly,

Myself and Nick attended 113 a while ago and spoke to the lady a while ago when she originally called Police. At the time she didn't want us to speak to her neighbour as things had got better. The lady handed us a letter about what had happened but none of it made any sense.

We believe she was suffering from mental health issues. On another occasion we popped round to see her and she wouldn't come and speak to us so instead she spoke through her letterbox to us. The male at 109 - Simon Cordell who is causing the problems is very well known to Police and is also very anti Police. I know some Officers went round and spoke to him and things seemed to get better. After that we have had no further calls from the lady at 118.

We will try and get round to see her when were back on duty on Monday.

Kind Regards

Classification: PROTECT
Good afternoon Mark,

Could you kindly assist with this query please. Following reports of ASB by the above tenant, my colleague and I visited her this morning and were alarmed by the nature of her complaints. She has in the past few months being constantly harassed, intimidated, bullied, stalked and threatened to kill by her neighbour at 109.

As a result of his behaviour, she has become too scared to leave her flat for fear of what may happen to her. She is a vulnerable tenant who requires support from services. However, the unsettling behaviour exhibited by number 109, has hindered her from attending her appointments and exacerbated her condition. At the moment, she feels very disorientated / agitated and will like the harassment to stop.

She advised that she had reported this to the police a few times but, wasn't taken seriously.

I will appreciate if you could stop over at 113 to reassure her that the matter is being dealt with and also to stop by 109 and advise him that you are aware of what is going on and the repercussions should it continue.

Thank you for your support and assistance

Dolly Ogunseye
Anti-Social Behaviour Officer
Housing Anti-Social Behaviour Team
Tenancy Management
Enfield Council

Referral Details

23/09/2015 :

Organisation making referral

Housing Anti-Social Behaviour Response Team

History

23/09/2015 : Agree an Action Plan with the Complainant

ACTION PLAN PROVIDED TO THE VICTIM AND A COPY FORWARDED TO HER CPN BOLA QUADRI

CASE HISTORY

24/01/2017

March 12 – 1st contact with MH services following arrest after a bad trip of taking LSD & alcohol, mental state assessed remained in custody of police – no MH input
March 14 – 2nd contact, assessed by team psychiatrist, presented with anxiety & suicidal thoughts in context of social stressors due to pending court case leading to stress. Discharged from MH services, suicidal thoughts are longstanding from early childhood and present at times of high stress, not 'A typical' of other forms of suicide as relates to thoughts as opposed to wish to die, and usually found in context of those presenting with early childhood trauma as a way of expressing emotions.
Nov 14 – Mental Health Act assessment, not detained in hospital, discharged from mental health services. Presented highly volatile, angry & paranoid about motives of others, presented in context of social stressors due to on-going issues with police & court process – mother reported he has been targeted by police causing him stress??

He has a medical history of Crohn's disease which may impact on mood stability particularly if not compliant with treatment and monitoring of symptoms.

All assessments completed by mental health services have found no evidence of serious mental illness, he appears to be a very angry young man who has had an extremely difficult and traumatic early childhood which is likely to explain his distrust of people in authority (e.g. police) and being angry at others and at the world....

Regards,
Debbie

Classification: PROTECT
Good afternoon Debbie,

Hope you are doing well? could you kindly advise if the above tenant is known to your service and if he is, does he have a CPN and does he engage?

Thank you for your assistance

Mr Simon Cordell, 109 Burncroft Avenue, Enfield, EN3 7JQ
DOB=26/01/1981 (34 yrs)
Phone=020 8245 7454

Dolly Ogunseye
Anti-Social Behaviour Officer
Housing Anti-Social Behaviour Team
Tenancy Management
Enfield Council

History

01/10/2015 : Email - sent
Classification: PROTECT
Good afternoon Mark,

Just received some disturbing news about an incident that took place today. I was made aware that Simon Cordell attempted to strangle the tenant of 113 Burncroft Avenue. She managed to escape his grip but, extremely shaken by the whole episode. She is petrified at the moment and refuses to leave her flat.

Would it be possible to contact / visit her today ASAP please.

Thank you

Dolly Ogunseye
Anti-Social Behaviour Officer
Housing Anti-Social Behaviour Team
Tenancy Management
Enfield Council

History

01/10/2015 : Email - sent
Dear Bola,

CASE HISTORY

24/01/2017

History

23/09/2015 : Provide Action Plan to Complainant
Follow on action from Agree an Action Plan with the

History

23/09/2015 : Contact Perpetrator
Follow on action from Agree an Action Plan with the

History

23/09/2015 : Action Plan Reviewed
Follow on action from Agree an Action Plan with the

History

23/09/2015 :

History

23/09/2015 :

History

24/09/2015 : Email - sent
RE Re SOVA Alert - D.A - 1009639

Classification: PROTECT
Dear Susan,

Thank you for your email. Please note that as from Monday 28th September 2015, all high level cases of anti-social behaviour will be transferred to the Council's Community Safety Unit.

In light of the above, Ms Andrews case has been identified as one of many cases involved in this process. You will shortly hear from an officer within the Community Safety Unit advising you of the name of the officer that will be dealing with Ms Andrews case.

Kind regards

Dolly Ogunseye
Anti-Social Behaviour Officer
Housing Anti-Social Behaviour Team
Tenancy Management
Enfield Council

History

24/09/2015 : Letter - sent
TRANSFER TO CSU LETTER MS DEBORAH ANDREWS

History

24/09/2015 : Email - sent
Classification: PROTECT
Good morning Debbie,

Glad you are doing well. Thank you for being ever so helpful. I know, "we are busy bees"

I appreciate the detailed information you've provided It will assist us in deciding a way forward.

Have a peaceful weakened

Warm regards

Dolly Ogunseye
Anti-Social Behaviour Officer
Housing Anti-Social Behaviour Team
Tenancy Management
Enfield Council

Hi Dolly,

I'm well thanks, I see your department is busy as ever...

Re: SC, he is not open to MH services and doesn't have a MH worker.

CASE HISTORY

24/01/2017

Care-coordinator / CPN / Nurse Prescriber
Psychosis Service Line
Barnet, Enfield & Haringey Mental Health NHS Trust / 58-60 Silver Street, Enfield EN1 3EP
Tel: 0208-3794142 / Fax: 0208-3795094 / Mob: 0208-7023296
Email: bola.quadri@beh-mht.nhs.uk / Trust Website: www.beh-mht.nhs.uk
Team Manager – George Benyure/ Tel: 0208-3794142/

History

13/10/2015 : Email - sent

From: Dolly Ogunseye
Sent: 13 October 2015 14:19
To: Louise Brown (nee Wainwright)
Subject: RE: HUB case 16175 Deborah Andrews [SEC=PROTECT]
Importance: High

Classification: PROTECT

Also forgot to mention that we are still in the process of locating a suitable TA for Ms Andrew pending the time her case is resolved

Dolly Ogunseye
Anti-Social Behaviour Officer
Housing Anti-Social Behaviour Team
Tenancy Management
Enfield Council

From: Dolly Ogunseye
Sent: 13 October 2015 14:14
To: Louise Brown (nee Wainwright)
Subject: RE: HUB case 16175 Deborah Andrews [SEC=PROTECT]
Importance: High

Classification: PROTECT

Good afternoon Louise,

Sorry I missed your call, I was at a meeting at the time. Called and left a message on your voice mail.

Ms Andrews suffers from a history of mental health, She is currently being supported by Bola Quadri
Care-coordinator / CPN / Nurse Prescriber
Psychosis Service Line
Barnet, Enfield & Haringey Mental Health NHS Trust / 58-60 Silver Street, Enfield EN1 3EP

She made complains about her neighbour at number 109 , harassing , verbally abusing her , intimidating , shouting threatening to kill her. The mean concern here is that the perpetrator in question also suffers from mental health and is known to be very aggressive, violent and anti-police. He has on a few occasions threatened to kill her and petrified the life out of her.

It was on this basis that a decision was made to move her out immediately.

Hope the above information is useful

Thank you

Dolly Ogunseye
Anti-Social Behaviour Officer
Housing Anti-Social Behaviour Team
Tenancy Management
Enfield Council

Classification: PROTECT

Dolly,

CASE HISTORY

24/01/2017

Please can you contact me regarding this case as I would like an update and the full reasons as to her vulnerability and why we have put her up in the hotel?

Thanks you

Louise Brown
Anti Social Behaviour officer
Community Safety Unit
Regeneration & Environment Department
London Borough of Enfield
020 8379 4467
louise.brown2@enfield.gov.uk

History

22/11/2015 :

History

18/01/2016 :

email from police

From: James.Flesher@met.pnn.police.uk [mailto:James.Flesher@met.pnn.police.uk]
Sent: 18 January 2016 15:31
To: Louise Brown
Subject: RE: Cordell [SEC=PROTECT]

Hi Louise,

Thanks for this - I'm pleased to hear you think Deborah is being properly supported and that she sounded better - she was in a right state when we spoke to her last.

Good news that it looks like she might be able to get help to move.

For the camera, we are very happy to come along for a visit. I've spoken to our Sgt and as we understand it the ideal course of action is to advise him to remove it in our presence, then if he refuses I believe you can take it down and that should be fine so long as the camera itself is returned to Cordell. Let me know when your best days for it would be and I'll see when we can manage best.

Best wishes,

James

PC James Flesher 337YE | Dedicated Ward Officer for Enfield Highway | North Cluster NPT Team B | Enfield Borough OCU | james.flesher@met.police.uk |

Ward Mobile Number: 020 8721 2903

Follow @MPSEnfield for updates of what we're doing across the borough!

From: Louise Brown [mailto:Louise.Brown2@Enfield.gov.uk]

Sent: 18 January 2016 11:03

To: Flesher James D - YE

Subject: RE: Cordell [SEC=PROTECT]

Classification: PROTECT

Hi James,

I spoke with Deborah Andrews this morning, the leak issue was sorted over the weekend this was from the flat above.

I do not know anything about Mr Cordell moving in two weeks time, unless she is getting confused with his threat that he will get her in two weeks time?

Overall I am concerned that Deborah is not managing and appears to be getting more confused the last few times I have spoken to her last week and today, she is also feeling that she needs further support by way of supported accommodation. I do agree with her as the level of support that St John of God provide is high and the dependency with other agencies is also constant and not something that housing or myself could provide long term.

Deborah was much calmer this morning and I reassured her that if she has any concerns to contact me.

With regard to the camera not he is not allowed it to be train on anything else other than his front door. Probably means I will need to visit him to get this sorted. I may request your assistance with this I don't really fancy

CASE HISTORY

24/01/2017

seeing him on my own!! (sorry)

Kind regards
Louise

Louise Brown
Anti Social Behaviour officer
Community Safety Unit
Regeneration & Environment Department
London Borough of Enfield
fv 020 8379 4467
fx louise.brown2@enfield.gov.uk

From: James.Flesher@met.pnn.police.uk [mailto:James.Flesher@met.pnn.police.uk]
Sent: 18 January 2016 08:35
To: Louise Brown
Subject: Cordell

Hi Louise,
I hope you are well.

Since 15/01/2016 we have had further calls from Debra Andrew relating to the issues she has been having with Simon Cordell.

Given the nature of the calls, we visited Debra yesterday for a reassurance visit. She said that there has been a leak in the building causing 'flooding' in both her flat and Cordell's flat, and Cordell has been making accusations relating to it. She said that she believes Cordell is leaving his flat in two weeks, which I hadn't heard, but said I would look into it - do you know if that's true by any chance?

Debra said that if Cordell does not leave, she wants to leave her flat and move somewhere else herself.

While at the address we also noticed that Cordell has now installed a CCTV camera which is placed at the top of the internal communal door leading to flats 109 and 111, facing towards the main door of the block. I am unsure as to whether he's allowed to do this and shall look into it, but just wanted to let you know!

Best wishes,
James

PC James Flesher 337YE | Dedicated Ward Officer for Enfield Highway | North Cluster NPT Team B | Enfield Borough OCU | james.flesher@met.police.uk |
Ward Mobile Number: 020 8721 2903

Follow @MPSEnfield for updates of what we're doing across the borough!

History

25/01/2016 :

History

26/01/2016 :

History

26/01/2016 :

from customer services re simon cordell

From: Laura Goodson
Sent: 26 January 2016 14:10
To: Louise Brown
Cc: Jackie Gubby
Subject: Simon Cordell 0208 245 7454 109 Burncroft Ave [SEC=PROTECT:INVESTIGATION]

Classification: PROTECT - INVESTIGATION

Hi Louise, Jackie,

Mr Cordell called this afternoon requesting to speak with yourselves in regard to his case against his neighbour.

I am sure you know the details however, he did say that his neighbour is making noise when he undresses. He did go on to mention an incident that resulted in both himself and his neighbour in an awkward position when he attempted to help her move her bed.

Mr Cordell is expecting a call back this afternoon.

Kind Regards

CASE HISTORY

24/01/2017

176 Durants Road
Enfield
EN3 7DF

Tel: 020 8804 7873

From: Louise Brown [mailto:Louise.Brown2@Enfield.gov.uk]
Sent: 27 January 2016 12:34
To: Sarah Stumpo
Cc: Yvonne Stacey; bola quadri
Subject: RE: Debra Andrews [SEC=PROTECT]
Sensitivity: Confidential

Classification: PROTECT
Dear Sarah,

Thank you for your email and updated information. This incident yesterday I am assuming that this is a different incident from 15/1/16 where Mr Cordell approached Ms De Polla? Please can you confirm if this was reported to the police, and if this was not why? This is harassment and can be treated and reported as a criminal offence. Yes this is a separate incident to 15.01.2016. The police were not called as a crime had not been committed and Barbara was able to walk away without Mr Cordell trying to prevent her or following her.

In relation to Deborah please can you confirm if your concerns for her welfare are being reported back to the Mental health team prior to this email (I do appreciate that Bola has been on leave for a few weeks) Yvonne has copied Bola into the same communication as yourself and expressed concerns. Debbie has also contacted Bola.

I am receiving if not daily calls from Deborah or every other day, with her explaining to me that she feels she is not coping at all, she is looking to me for reassurance. Deborah has expressed that she is not managing independent living and would like to go back into supported accommodation. Supported living is something Bola would need to arrange. Can you confirm that you have reported your concerns for Debbie's welfare to the mental health team.

Please can you confirm if she has expressed this to staff at St John of god? Also please can you confirm if you feel that Deborah is not coping at present. If so has this been reported to the mental health team? As you are aware, Debbie has said that she is not coping and I understand that you are in the process of providing a report in order to facilitate Debbie's move. Can you confirm that this has been completed and if so, what the next step of the process is and how long this is likely to take?

Also given the current hours that currently allocated to Deborah if this is suitable in this situation for her need? If I recall this was expressed at a SOVA meeting that this should be extended as her needs are becoming greater? We are requested and funded to provide 6 hours support per week (3 hours twice a week for shopping). Bola is responsible for increasing the care package if Debbie is assessed as needing more support.

With regard to the Safe guarding plan I do feel that a mental health strategy meeting needs to take place as issues beyond our control will also have a direct impact on the wellbeing of Deborah. I am raising this directly with George Benyure Bolas manger. My understanding was that Bola had already raised a safeguarding alert?

Regards
Louise

Louise Brown
Anti Social Behaviour officer
Community Safety Unit
Regeneration & Environment Department
London Borough of Enfield
fv 020 8379 4467
fx louise.brown2@enfield.gov.uk

History

CASE HISTORY

24/01/2017

27/01/2016 :

email report and response from St John of God.

From: Louise Brown
Sent: 27 January 2016 12:34
To: 'Sarah Stumpo'
Cc: Yvonne Stacey; bola quadri
Subject: RE: Debra Andrews [SEC=PROTECT]
Sensitivity: Confidential

Classification: PROTECT
Dear Sarah,

Thank you for your email and updated information. This incident yesterday I am assuming that this is a different incident from 15/1/16 where Mr Cordell approached Ms De Polla? Please can you confirm if this was reported to the police, and if this was not why? This is harassment and can be treated and reported as a criminal offence.

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Please can you confirm if she has expressed this to staff at St John of god? Also please can you confirm if you feel that Deborah is not coping at present. If so has this been reported to the mental health team?

Also given the current hours that currently allocated to Deborah if this is suitable in this situation for her need? If I recall this was expressed at a SOVA meeting that this should be extended as her needs are becoming greater?

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Regards
Louise

Louise Brown
Anti Social Behaviour officer
Community Safety Unit
Regeneration & Environment Department
London Borough of Enfield
fv 020 8379 4467
fx louise.brown2@enfield.gov.uk

From: Sarah Stumpo [mailto:SarahStumpo@sjog.org.uk]
Sent: 27 January 2016 11:44
To: Louise Brown
Cc: Sarah Stumpo; Kate Kelly; Yvonne Stacey; bola quadri
Subject: Debra Andrews
Importance: High
Sensitivity: Confidential

This message has been sent on behalf of Yvonne Stacey.

Hi Louise

I am extremely concerned about Debbie Andrews neighbour and the increased risk to the support workers and indeed Debbie, who, as you are aware is unable to leave her own home unescorted.

Yesterday it was reported to me that the neighbour approached Barbara de Polla as she entered the communal door, he was very aggressive and began shouting at her saying, "You shouldn't be coming here, she's an alcoholic, you shouldn't take her out anywhere etc.." Barbara said that she didn't want to talk about it and walked away from him, luckily, he did not follow her.

In relation to Debbie's safety, I strongly feel that it is only a matter of time before something serious or even fatal happens to her. As you are aware, the neighbour has a dog, which appears to be a staffordshire bull terrier which

CASE HISTORY

24/01/2017

he allows to roam free in the communal area which is highly intimidating and potentially very dangerous.

Please can you clarify the interim safeguarding protection plan and timescale as to when Debbie will be moved to a place of safety.

I have completed an internal incident form and unfortunately, if another incident occurs, I will have no other option but to temporarily withdraw our service, which will put Debbie in a situation where she is even more at risk.

I look forward to hearing from you at your earliest convenience.

Regards

NB: Please can you forward this message to your line manager.

Sarah Stumpo
Service Manager
Mental Health Team

Saint John of God Hospitaller Services
176 Durants Road
Enfield
EN3 7DF

Tel: 020 8804 7873

History

01/02/2016 :

communication between CSU & Bola Quadri CPN

From: Louise Brown
Sent: 01 February 2016 14:36
To: bola quadri; george benyure (george.benyure@beh-mht.nhs.uk); Craig Susan
Subject: FW: Debra Andrews [SEC=PROTECT]
Sensitivity: Confidential

Classification: PROTECT
Dear George & Bola,

Thank you for your email, I have only copied you both as there is other information on Mr Cordell that urgently needs to be considered.

I received an email informing me that a mental health warrant had been granted for Mr Cordell. This will cause a greater issues especially if he is released back into the community. My fear is that this will indirectly cause further distress for Deborah. A plan needs to be put in place with full considerations.

Please can an urgent mental health strategy meeting be held regarding Deborah Andrews, given the above information and the urgent need for full consideration in this case due to the complex needs and issues with both clients, who are known to your services and tenants of Enfield Council.

Deborah is contacting me if not daily every other day these calls are coming through at all different days and times. She is informing me that she is not coping with everything and wants to go back into supported accommodation, she feels extremely frightened and vulnerable. I must confirm that it Deborah stating that she is not coping as I am not in a position to make these decisions. When I speak with Deborah asking if she is attending her appointments she states that "it's a quick jab, in and out no one speaks with you".

With regards to the management transfer this is still being prepared and waiting to be heard by panel, I am waiting to hear the next available date for this. It was explained when I suggested this action may be a route forward that this is not a quick process and all elements need to be considered. It is not necessary for Ms Andrews to currently go into emergency accommodation either. This case will be assisted by moving Ms Andrews, however this may not resolve all of the concerns or the overall future welfare of Ms Andrews.

Transferring Ms Andrews into another independent accommodation without fully assessing her current needs and the full support required should to be considered before this happens. As moving her may not solve all of Deborah Andrews concerns. She is only going out when SJOG are visiting, however they are only allocated 3 hours per week. More recommendations need to be put forward to provide a comprehensive package to support

Mr Simon Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Please reply to: Lemmy Nwabuisi
Anti-Social Behaviour Team
Community Safety Unit
B Block North
Civic Centre
Enfield
EN1 3XA
E-mail : lemmy.nwabuisi@enfield.gov.uk
My Ref :
Your Ref :
Date : 29 December 2016

Dear Mr Cordell,

Re: Reports of Anti-Social Behaviour, Harassment, Intimidation and Threatening Behaviour

I write with regards to reports of anti-social behaviour, intimidation, harassment and threatening behaviour made against you by your neighbours.

The reports include using threatening, abusive and insulting words and language; aggressively demanding money, intimidation and making threats towards your neighbours. It is also alleged that on 4th November 2016, you banged on your ceiling and you later started to bang and kick at your neighbour's door. It is alleged that you were very aggressive and was shouting through your neighbour's door and that you then proceeded to drag his motorbike from where it was parked and started to smash it up.

It is also alleged that your dogs are left by themselves all day and night barking and causing noise disturbances to your neighbours. Your neighbours have also alleged that you have installed a CCTV in the communal area with the camera pointing towards the main entrance to the block thereby making them to feel very uncomfortable when entering and leaving the block. Your neighbours have alleged that this is an invasion of their privacy.

If these allegations are true, they are in breach of the following terms and conditions of your Tenancy Agreement:

2.2.1 Anti-social behaviour, nuisance and noise disturbance.

We will consider all legal remedies available to us to deal with anti-social behaviour, domestic abuse, harassment, rate crime, nuisance, gang activity and other criminal activity where this is supported by sufficient evidence.

If we take legal action, we will ask the court to give us an order against you for the legal costs we have incurred.

Condition 10. You must not act in any way which causes, or is likely to cause, a nuisance or annoyance or is anti-social.

Condition 11. You must install any radio and/or video equipment or carry out any physical measures to respond to any nuisance or anti-social behaviour which you are suffering from without first consulting us.

2.2.3 Harassment and hate crime.

Condition 16. You must not harass or threaten to harass anyone because of their age, colour, culture, disability, ethnic origin, gender, gender reassignment, HIV status, nationality, race, religion, sexual orientation or for any reason.

2.2.6 Other unacceptable behaviour

Condition 21. You must not abuse, harass, make offensive comments and/or malicious allegations, use or threaten to use violence against any of our officers or agents, or against a councillor. This applies at any time and in any place. We may report the matter to the police.

2.15 Pet(s) and animal(s)

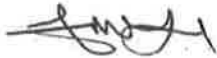
Condition 76. You have the right to keep one pet, or animal such as a cat, a dog, small bird, fish, non-poisonous insect, spider, small snake or lizard, rabbit, hamster, guinea pig, mouse, gerbil or domestic rat as long as they do not cause damage to the property, or nuisance or annoyance to anyone in your locality.

Condition 81. If your pet(s) or animal(s) is/are causing a nuisance, annoyance or disturbance to others, or is/are being treated inappropriately or cruelly, we

will take action and give written notice asking you to remove it/them from your home.

It is very important that we meet with you to discuss these very serious allegations and give you the opportunity to respond to them. I have therefore arranged for you to meet with me at the Civic Centre, Silver Street, Enfield, EN1 3XY at 2pm on Tuesday, 6th December 2016 to discuss this matter. Please ask to see Mr Lemmy Nwabuisi from the ASB Team, Community Safety Unit at the reception when you get to the Civic Centre.

Yours Sincerely



Lemmy Nwabuisi
ASB Team

IMPORTANT – Enfield residents should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time – to set up your account today go to www.enfield.gov.uk/connected

Mr Simon Cordell
109 Burncroft Ave
Enfield
Middlesex
EN3 7JQ
24/11/2016

Re: Formal Complaint due to letter dated 29/11/2016 this Formal Complaint is to be added to the Formal Complaint dated 24/08/2016.

Dear Lemmy Nwabuisi and any other person who is copied in this letter.

I am writing this letter on behalf off Mr Simon Cordell of 109 Burncroft Ave, EN3 7JQ regarding the letter you wrote dated the 29/11/2016 which was received on the 01/12/2016.

I am not sure if you are aware there is an ongoing formal complaint that is being addressed by Mr Daniel Ellis from Complaints & Access to Information Team which addresses some of the information you have included into your letter, but I will be covering points in this reply and also forwarding it to the people it needs to be addressed to.

The 1st point I will address is the meeting you have set up for Mr Simon Cordell on the 06/12/2016 at 14:00 hours at Enfield Civic Centre.

I do not believe that it is justified to hold this meeting before the formal complaint is dealt with as stated many points in your letter has been covered in my formal complaint dated 24/11/2016, also until I have the subject access request information dealt with and have a list of dates and times these so called complaints where meant to have taken place and the reports from police that have been sent to Enfield Council I do not think holding this meeting would be appropriate.

I have spoken to my solicitor in regards to this matter and on advice taken from him he has told me to give limited information until I have the subject access request, this is why my formal complaint did not have full information in it as my solicitor does believe we have a case to take legal action, and if any data is withheld as it was when I requested my last subject access request for all my information I will have to take this up with the ICO.

However it does seem there is more injustice going on within the ASB unit and Enfield Council then I had proof of before you wrote your letter dated 29/11/2016. There has been complaints put into Enfield council since 2014 about Mr Simon Cordell's neighbours and what they were doing to him, Enfield Council and ASB unit took the option and done nothing, not even replied to my complaints, took no reports, and did not even looked at the video footage Mr Simon Cordell has of the noise, the banging the intimidation my son has taken from his neighbours, and the way they are doing all they can to get Mr Simon Cordell to move, the way he has been treated by Enfield Council by way of Enfield Council doing nothing to help him. You have been told many times the effect this is having on Mr Simon Cordell's heath yet still choose to do nothing.

Yet as soon as Enfield Council gets reports against Mr Simon Cordell you are willing to address these complaints. Once again I will say I feel this is due to reports the police have put in to Enfield Council about Mr Simon Cordell, Meetings that took place with the Met police and Enfield council in regards to Mr Simon Cordell which Mr Simon Cordell knew nothing about until after the fact, and the colour of Mr Simon Cordell skin, why Enfield council have done nothing to address any issue Mr Simon Cordell was having with his neighbours regarding what his neighbours was doing to him.

Mr Simon Cordell has had his own place since 1999 and was housed by Enfield Council in 109 Burncroft Ave, Enfield, Middlesex, EN3 7JQ I believe in 2006 due to a fire that happened in his flat before this address, in this time Mr Simon Cordell had no complaints put in about him until now 2016.

You have written in your letter multiple things to be addressed which Mr Simon Cordell was meant to have done.

- "Include using threatening, abusive and insulting words and language, aggressively demanding money, intimidation and making threats towards your neighbours. It is also alleged that on 4th October 2016, you banged on your ceiling and you later started to bang and kick at your neighbour's door. It is alleged that you were very aggressive and was shouting through your neighbour's door and that you then proceeded to drag his motorbike from where it was parked and started to smash it up".

At this point I will only say the above is untrue, once I have the information including all dates, times and complaints in order from my subject access request it will be at this time I will address each point of concern above.

You have also stated:

- "It is also alleged that your dogs are left by themselves all day and night barking and causing noise disturbances to your neighbours".

Mr Simon Cordell has had one dog only at his flat, when Mr Simon Cordell was housed in 1999 he had a dog, no complaints was ever put in re Mr Simon Cordell dog being left by herself all day and night barking and causing noise disturbances to neighbours and being neglected.

When Mr Simon Cordell was moved into 109 Burncroft Ave, Enfield, Middlesex, EN3 7JQ I believe in 2006 he had the same dog, when she passed away in 2007 he got a new dog same bred and since 2006 there has been no complaints by neighbours of Mr Simon Cordell leaving her alone all day and night or her barking all night and all day and him not looking after her and neglecting her, and her causing noise disturbances to his neighbours. Mr Simon Cordell does not leave his dog all day and night she is always looked after, if Mr Simon Cordell is not going to be there overnight or for a long time during the day then the family look after the dog. So how someone can say she is left alone is beyond me.

Mr Simon Cordell's dog is looked after very well she has never been left all day and all night alone, and I feel very angry any person could ever say Mr Simon Cordell has ever mistreated and neglected his dog he is an animal lover as all our family are and we would never mistreat or neglected any animal.

Once again it seems beyond belief Mr Simon Cordell has had his dog and no complaints has been put in by any neighbours about the way my son allegedly mistreats and neglects his dog since 2006, until now 2016.

It seems totally unbelievable my son could have his dog for so many years with not one complaint of mistreatment and neglect and now all of a sudden in 2016 my son mistreats and neglect his dog leaves her alone all day and night with the dog only now in 2016 causing noise disturbances to his neighbours. You can take that how it reads as I am so angry right now that any person could say the dog is mistreated and neglected she is always cared for and loved and not left alone all day and night barking and making noise.

In fact the dog that lives a few rows up barks more and makes more noise then Mr Simon Cordell dog does its always barking and making a noise so does this mean they are going to have action taken against them?

My son's dog only as a rule barks when someone comes into the building to Mr Simon Cordell front door and this is only for a short time until the door is opened for them, there is also the fact Mr Simon Cordell does not have many people at his flat the main people are his family, so his dog hardly barks at all.

Mr Simon Cordell for the last 3 years does not even go out of his flat any longer due to what has been going on, he once in a while goes across to the shop but that is not often at all and only when the family can not get what he needs as they are busy. If Mr Simon Cordell has to go out for a meeting he always has someone with him it has become this way due to how he has been treated by the Met police.

You have also stated:

- "Your neighbours have also alleged that you have installed a CCTV in the communal area with the camera pointing towards the main entrance to the block thereby making them to feel very uncomfortable when entering and leaving the block. Your neighbours have alleged that this is an invasion of their privacy".

I have already put an appeal in my formal complaint dated the 24/11/2016 in regards to the CCTV and I am awaiting a reply as to what information I need and how I address the appeal. I will say that the CCTV is for security, but so far has protected me due to malicious information that has been passed to people, but it was not installed for that reason but has helped in this the main reason it was installed was due to security.

But since the 14/08/2016 when the police themselves damaged the CCTV camera due to what they were doing to Mr Simon Cordell, it has not worked. So at this time there is no CCTV in operation in the communal area of the block the only CCTV that is operational at this time is the ones inside Mr Simon Cordell flat itself. When Mr Simon Cordell was on a phone call to Sarah Fletcher on the 22/11/2016 she did say if the CCTV camera was facing Mr Simon Cordell's front door there would be no problem with that this is at this time being acted on.

It also seems that this complaint has come in very late as if any neighbours felt that this was an invasion of their privacy why was this not acted on in 2013 when it was installed? Why has it taken them until 2016 to say they feel this is an invasion of their privacy?

In fact I feel it has protected Mr Simon Cordell's neighbours there has been crime in the area and many break ins within the housing estate where everyone lives, yet not one person has been effected in the block Mr Simon Cordell lives in by crime and I believe this is due to the CCTV being there, and if anything happened to any of the neighbours in the block the police could obtain a copy. The CCTV camera does not show any neighbours living in the block, front doors or windows. And only showed part of the ground floor communal area leading up to Mr Simon Cordell's own front door.

It also makes us feel the only reason that the neighbours have now said about the CCTV is due to what they are trying to say about Mr Simon Cordell in these complaints, I feel that at this time the CCTV is the thing that protected Mr Simon Cordell against what the neighbours have alleged, why else would it have taken them over 3 years to say they now felt it was an invasion of their privacy?

As said in my formal complaint the police don't like Mr Simon Cordell and this has been for many years when the police go to Mr Simon Cordell flat he feels safer that the CCTV is there as it shows what the police are doing to Mr Simon Cordell so makes him feel safer, has the police put a report in about the CCTV camera also?

As stated these allegations are very serious and I would like them addressed as soon as possible but until I have the information I have asked for so know what dates and times these complaints were put in I feel that Enfield council is only taking one side to this and that is the neighbours, as since 2014 all my calls and emails and letter about my complaints re the neighbours Enfield Council has done nothing to help me or Mr Simon Cordell address this.

Mr Simon Cordell feels he has no option left to him but to move away from his home due to what has been ongoing for a long time with no one addressing it. He feels that is the only way he will feel safe again from what the neighbours are doing to him, yet Enfield Council have said they will do nothing about this to help him and while this is ongoing it is affecting his health more and more.

Mr Daniel Ellis has said that my formal complaint should be addressed by the 14/12/2016 but is trying to compete this sooner, he has been told that no one within Enfield Council is addressing moving Mr Simon Cordell to a new address and this needs acting on as soon as possible as what is going on can not be left with nothing being done as this is making Mr Simon Cordell's life hell living in fear, and so far I believe no one within Enfield Council is addressing moving Mr Simon Cordell to a new place, this is unacceptable by any means for Enfield Council not to be addressing this issue, I have made many calls and not one person has called me back to gather information or give me an update if anything is being done about addressing a move for Mr Cordell, so from what I can see once again Enfield Council is not acting in an appropriate manner.

I also believe when I get the information from the subject access request which can take up to 40 days this will incur more issues and I believe there will be data that needs to be corrected which Enfield Council holds on Mr Simon Cordell, as under the data protection act data which is held has to be 100% accurate, I also believe it will help to clear up much information that you have included in your letter.

I have also asked that any letters sent to Mr Simon Cordell are also sent to Miss Lorraine Cordell this was included in my email with the attached letters dated 24/11/2016 this has not been done with your letter why?

I would be most grateful if you could reply to this letter also including myself Miss Lorraine Cordell this can be done via my email lorraine32@blueyonder.co.uk or my address which is included in the letters dated 24/11/2016.

Regards

Miss Lorraine Cordell
Mr Simon Cordell



People that have been copied into these letters are below

Joan Ryan: MP for Enfield

Mr Rob Leak: Chief Executive Enfield Council

Mr Ray James: Director of Health, Housing and Adult Social Care

Ms Sally McTernan: Assistant Director Community Housing Services

Sarah Fletcher Sarah: Housing Officer

Jackie Gubby: Housing officer

Lemmy Nwabuisi: ASB Team

Daniel Ellis: Complaints & Access to Information Officer



CASE HISTORY	  
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Case17753 George Quinton
NEIGHBOUR Active ,Phone call with Victim

Involved Persons**CLIENT (VICTIM) George Quinton,****Relationship to Cases**

Client (Victim) in CASE 17753

Incidents in which Person is involved

Witness :

Current address

113 Burncroft Avenue,Enfield,EN3 7JQ

Main phone

07708934948

Gender

Male

DOB

21/12/1995

Age band

18-24

Ethnic origin

Other

Appearance

Male,20 yrs old,Other,

CLIENT (ACCUSED) Mr Simon Cordell,**Relationship to Cases**

Client (Accused) in CASE 16175

Client (Accused) in CASE 17753

Client (Accused) in CASE 17818

Client (Accused) in CASE 17834

Incidents in which Person is involvedWitness : COMPLAINT: NO SPECIFIC DATE -
Threats and intimidation (General)Witness : INCIDENT: SINCE 05 Oct 16 - Threats and
intimidation (General)Witness : COMPLAINT: NO SPECIFIC DATE -
Making threats

Witness :

Current address

109 Burncroft Avenue,Enfield,EN3 7JQ

Main phone

020 8245 7454

Gender

Male

DOB

26/01/1981

Age band

35-44

Ethnic origin

White/Black Caribbean

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his

movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved. She explained that they use to be acquaintance's before the relationship went sour. She believes the whole problem started when he claimed the decoration in his flat was damaged as a result of a leak coming from her flat. She confirmed that she had a leak from her overflow a few months ago which has since been repaired but, the damage alleged had occurred.

Notes about this person

Appearance

Male,35 yrs old,White/Black Caribbean,

History

05/10/2016 : Threats and intimidation , Date reported : 06/10/2016

Threats and intimidation (General)

Perpetrator has been harassing complainant for a while in relation to alleged noise nuisance. Yesterday evening the perpetrator was banging on the ceiling (the complainant lives above perpetrator) and then came upstairs and tried to kick the door in. He was very aggressive, shouting through the door. He then went outside, dragged the complainants motorcycle from its parking space and started smashing it up. The police were called and the perpetrator was arrested.

Referral Details

06/10/2016 :

Organisation making referral

Housing Anti-Social Behaviour Response Team

History

06/10/2016 : Contact Complainant , 06/10/2016 : Contact Complainant , 06/10/2016 : Contact Complainant , 06/10/2016 :

Social worker for George Quinton (complainant) is Blossom Nation (Triangle Hse) 07947 406 733

10/10/2016 : Update Complainant ,

Follow on action from Contact Complainant

19/10/2016 : Update Complainant ,

Follow on action from Contact Complainant

08/11/2016 : Update Complainant ,

Follow on action from Contact Complainant

21/11/2016 : 21/11/2016 : 28/11/2016 : 29/11/2016 :

Copy of letter sent to Mr Cordell giving him until 25/11/16 to remove the CCTV he installed on the internal communal door attached.

06/12/2016 :

Letter of complaint received from Mr Cordell's mother, copy attached.

16/12/2016 : 11/01/2017 :

I met with Mr Quinton today at the Civic Centre to discuss his complaints against Mr Simon Cordell. Mr Quinton stated that the problems started soon after he moved into the block in April 2016. He stated that soon after he moved into his flat, he went round to SC's flat to introduce himself. After he introduced himself, SC said to him that there is some kind of war going on between him and other neighbours. SC also told him that he's got a load of issues with the police and that he was trying to

sue them because he felt that they were treating him unfairly. He told SC that he was a musician and that he does not want anything to do with his issues.

Straight after he moved in, SC will come up to his flat at least once a week to shout at him and complain about loud banging from his flat and knocking pipes. SC would accuse him of making noise on purpose to wind him up and he will always explain to him that it is not true, that he does not make any banging noises inside his flat and that he cannot explain why the pipes were making knocking noises.

Mr Quinton stated that on 4/10/16, he was sleeping when SC started to bang on his ceiling but he ignored him. SC then came up and started kicking at his door and he still ignored him. SC then went downstairs, dragged Mr Quinton's motorbike from where he parked it, threw it on the ground and started to hit it with what he believed to be a mop pole, he is not sure how many times he hit it. He then called the police and they came and took him away, CAD No. 3309/4 Oct. 2016.

On 11/12/16, SC came up to his flat 3 times to shout abuse and complain about noise from his flat. Mr Quinton explained that the first time, he was running a bath when SC came and knocked on the door to complain about knocking pipes. He did not open the door and he shouted abuse at him and his friends and called them homophobic names. He later came back again to bang on his door and shout further abuse. He also made threatened him and his exact words are 'I'm off curfew in 12 days, when I'm, I am coming for you', he shouted further abuse and walked off. Mr Quinton stated that he is not sure why he came back the second time but he assumed that it was because of the pipes again. He later came back again the third time and this time he opened the door because he has had enough. SC complained about noise from his flat and he told him that he was not making any noise. SC then went on to tell him that he has been away for a long time and that his family was coming to look after his dog. He asked SC if he knew anything about his bike and SC replied 'You know what, I'm a grown man I'm not gonna lie, it was me that smashed your bike and I was gutted that the stick broke and I couldn't smash it up more'. He then asked SC about his tyres which was punctured with a knife and he denied cutting them. He then explained to SC that the knocking pipes has nothing to do with him and that he does not bang or make deliberate noise and he advised SC to play his music over the noise if it happens again as there is nothing he can do about the pipes and the noise as it is the nature of the building. SC said cool, fair enough and walked off and as he walked off, he turned round and gave him a dirty look.

About a week later, 2 of his friends left his flat and a short while later he heard SC running out of the front door. Soon after one of his friends called and told him that they have just had a confrontation with SC in the street. His friend informed him that SC ran up to them in the street and confronted his friend Jazz about the knocking pipe noises from his flat. Jazz told SC that it has nothing to do with him. SC then head-butted Jazz and as Jazz fell on the floor, SC jumped on top of him and started to punch him. His other friend Jevon who was with Jazz at the time pulled SC off Jazz and held him until 2 Turkish men came and separated them.

Mr Quinton stated that the police did not contact him to update him on what action was taken against SC regarding his smashed bike. He stated that he has recording of SC admitting to smashing up his bike and played the recording to me. Although it was very faint but you could make out what sounded like SC talking about smashing the bike. He stated that he wants to sue SC for criminal damage, he also wants to take out a restraining order against him and possibly an injunction.

He stated that his friends Simon Cocks (07393285528), Julian Jackson (07387277163) and Jazz Bramble (07375651241) are willing to provide witness statements and will attend court to give evidence on his behalf. He also wants us to find out why what action the police took regarding his smashed bike.

I received a call from Simon Cordell of 109 Burncroft Avenue at approx. 1.20pm. The call was transferred by the customer services team informing me that Mr Cordell wished to discuss his housing options/how to move. I took the call – he sounded agitated and said that he had a few things that he wished to discuss with me. He said he was calling in response to a letter that I had sent him requesting the removal of a CCTV camera that he had installed on the inner communal/fire door on the ground floor of the block. He informed me that he would not be removing the camera as he believed he was legally allowed to have the camera as the communal area was his. I explained that he was in breach of his tenancy conditions as permission had not been sought or granted for the installation and he could not install anything in the communal area as this belonged to the Council. He maintained that his neighbour in another block had a camera and had taken the Council to court about it and won the case. I responded that I could not comment about other cases but my position remains as per the letter I sent: That the camera was in breach of tenancy conditions, was invasive to the privacy of other residents in the block as it points at the outer communal door and should be removed by Friday 25th November or the Council will remove it and charge him for the cost of doing so. He then said that the camera was fake so it didn't need to be removed. I responded that it did still need to be removed. His voice was raised throughout the exchange and I had to ask him to calm down and lower his voice more than once. He then said that he wanted to move on to finding out about moving to another address. He proceeded to give me a full history of his experiences with the police and previous housing management and alleged that 'Jackie', who had previously lived above him and 'Stan', his immediate neighbour on the ground floor, had victimised him over a long period of time and that he had done nothing wrong. This history was very full and it was difficult to get a word in because he was so worked up so I let him relay the information to me as it seemed like he wanted to get it off of his chest. He was very derogatory about the police and previous housing staff who had signed a request for an asbo application against him. I told him that I could not comment about previous action taken. He then came on to more recent events and stated that there had been an incident between him and another resident where she had shouted at him out of her window because of him starting up a scrambler bike in his garden. He maintained that he was courteous during the exchange but the police came and arrested him because she told them that he had threatened to kill her and that he had been put in the mental hospital, had won his case in court and was able to go home as of today. He said that he wanted me to give him 'points' so that he could move. I explained that his best means of moving would be through a mutual exchange but he was adamant that he did not want to do this and wanted to be moved in the same way that he moved into this property 11yrs ago by being given points. I explained that a transfer was unlikely based on what he had told me so far but that I could look into the position for him. He said a lot about his perceived victimisation by his neighbours and expressed that he felt that I should have a duty to protect him. I explained that I had a responsibility to all residents living at Burncroft Avenue and took the opportunity to mention that I had received some reports about anti-social behaviour by him that I would need to discuss with him but suggested that we leave that for today. He then put his mother on the line (she had been trying to interject throughout the conversation) who said she wanted to know why I had not responded to her messages to call her. I apologised for this and explained that I have been very busy but that I needed to know whether we had written permission from Mr Cordell for us to speak to her – she said that there was a written note recorded on our files in 2015. Mr Cordell asked her what I was asking her and when she replied that I was querying permission I clearly heard Mr Cordell say angrily and aggressively "I'm gonna do her over" and then "I'm gonna take her job just for fun". I informed Mrs Cordell that I had overheard these remarks and that I was ending the call. She said that her son had now left the room and she was talking to me. I repeated that I would be ending the call and that she should put what she wanted to say in writing to me.

Sarah Fletcher
Neighbourhood Officer

Simon Cordell
109 Burncroft Avenue
Enfield
Middlesex
EN3 7JQ

Sarah Fletcher
Neighbourhood Officer
The Edmonton Centre,
36-44 South Mall,
Edmonton
London N9 0TN
Sarah.Fletcher@enfield.gov.uk
0800 40 80 160

18th November 2016

Dear Mr Cordell,

Re: CCTV camera on inner communal/fire door

It has been brought to my attention that you have fitted a security camera onto the inner communal/fire door on the ground floor of our building.

This is in breach of tenancy conditions as it has been fitted without permission.

Please arrange for the camera to be removed by Friday 25th November 2016.

Failure to remove the camera by this date will result in the Council arranging for the removal of the camera and carrying out any necessary repairs to the structure of the building for which you will be charged and we may take action against you for breach of tenancy conditions.

Please contact me on or before 5.00pm on Friday 25th November 2016 to advise that the camera has been removed or we will proceed with the action as advised above.

Yours Sincerely,



Sarah Fletcher
Enfield Council

CASE HISTORY	 
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W



Case17818 Stanley Curtis Burncroft Avenue 111 EN3 7JQ
GENERAL Active ,Phone call with Victim

Involved Persons**CLIENT (VICTIM) Mr Stanley Curtis,****Relationship to Cases**

Client (Victim) in CASE 17818

Incidents in which Person is involved

Witness :

Current address

111 Burncroft Avenue,Enfield,EN3 7JQ

Main phone

07870655010

Gender

Male

DOB

16/02/1935

Age band

Over 60

Ethnic origin

White UK

Appearance

Male,81 yrs old,White UK,

CLIENT (ACCUSED) Mr Simon Cordell,**Relationship to Cases**

Client (Accused) in CASE 16175

Client (Accused) in CASE 17753

Client (Accused) in CASE 17818

Client (Accused) in CASE 17834

Incidents in which Person is involvedWitness : COMPLAINT: NO SPECIFIC DATE -
Threats and intimidation (General)Witness : INCIDENT: SINCE 05 Oct 16 - Threats and
intimidation (General)Witness : COMPLAINT: NO SPECIFIC DATE -
Making threats

Witness :

Current address

109 Burncroft Avenue,Enfield,EN3 7JQ

Main phone

020 8245 7454

Gender

Male

DOB

26/01/1981

Age band

35-44

Ethnic origin

White/Black Caribbean

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his

movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved. She explained that they use to be acquaintance's before the relationship went sour. She believes the whole problem started when he claimed the decoration in his flat was damaged as a result of a leak coming from her flat. She confirmed that she had a leak from her overflow a few months ago which has since been repaired but, the damage alleged had occurred.

Notes about this person

Appearance

Male, 35 yrs old, White/Black Caribbean,

History

06/07/2016 : Making threats, Date reported : 06/07/2016

Making threats

Elderly

The defendant using threatening/abusive/insulting words and behaviour with intent to cause fear - provoke unlawful violence - directed at the victim.

31/10/2016 :

From: John Duncan [mailto:johnboy0070@virginmedia.com]

Sent: 31 October 2016 18:09

To: Kaunchita Maudhub

Subject: Contact phone number for Mr Stanley Curtis

Hi Kaunchita,

This is the contact phone number for Stanley Curtis.

0787-0655010

As stated, he is partially deaf so may not hear the phone some times.

If I can be of further assistance, please do not hesitate to call me.

Thanks for your help.

Regards,

John Bates

03/11/2016 :

From: Kaunchita Maudhub

Sent: 03 November 2016 10:13

To: Jean Barton

Subject: FW: Contact phone number for Mr Stanley Curtis

Dear Jean,

We received a phone call from a Mr John Bates on behalf of his friend Mr Stanley Curtis. He explained that Mr Curtis is 83 and having to attend court to give evidence against a male named Simon Cordell who verbally abused him. We are aware of Simon Cordell as Steve/Pat obtained an ASBO against him for illegal raves etc. I believe he is also a council tenant (I need to check)

Could you initially contact Mr Curtis – obtain his address and the reasons he is going to court. Also ascertain what support he needs. It is not an open case as such but depending on your findings we

Wednesday to check it has been finalised. I will update you as soon as CPS contacts Witness Care.

Kind regards,

Thomas.

15/11/2016 :

From: Thomas.Jones@met.pnn.police.uk [mailto:Thomas.Jones@met.pnn.police.uk]
Sent: 15 November 2016 11:56
To: Jean Barton
Subject: R v CORDELL - UPADTE from WITNESS CARE

Hello Jean,

CPS has not confirmed the taxi yet. I have a close eye on the case, with a view that we have till tomorrow – 16:00hrs - to obtain this information. As soon as CPS responds I will contact you.

Regards,

Thomas.

Thomas JONES | Witness Care Officer | Camden & Islington CJU | Holborn Police Station
Met Prosecutions Crime | MetPhone 746339 | Telephone 0208 733 6339 | Facsimile 746391 (0208 733 6391) | Email thomas.jones@met.police.uk
Camden Police - Reducing Crime, Serving Camden

16/11/2016 :

I received a call from Thomas Jones – Witness Care he advised that the CPS have dropped the case of Curtis v Cordell. Reason – Not enough evidence to provide a realistic prospect of any conviction. In further discussion Thomas said DC Campbell was of ill – has now returned; however, he said he will contact Mr Curtis in relation to the current position of the matter. I asked Tom if the CPS will be writing to Mr Curtis directly – he said they should to advise accordingly. Tips given to report further incidents and keep records.

16/11/2016 : 16/11/2016 : 16/11/2016 :

Visited Christine (flat 97 Burncroft Avenue) and Karen (flat 105). Christine stated that she witnessed the September when Mr Cordell threatened Mr Curtis. She stated that she was with her neighbour Karen when they heard Mr Cordell shouting and as they came out to see what was happening, she saw Mr Cordell shouting at Mr Curtis. She alleged that he was shouting abuse and threats and that Karen told him to leave Mr Curtis alone, that he is an old man. Mr Cordell then started shouting abuse and threats at Karen. Christine stated that she is not prepared to give a statement and that she will not keep incident logs.

We then met with Karen outside the block. She stated that she and Christine witnessed the incident that happened in September. She stated that Mr Cordell was shouting abuse and threats at Mr Curtis and that she told him to leave Mr Curtis alone as he is an old man and that Mr Cordell then turned against her and started threatening her. She stated that she is not afraid of him when she is on her own, that her only concern is that she is looking after 2 very vulnerable children and she will not be able to defend herself and them if Mr Cordell was to attack her when she is with them. She is happy to make a statement and will log any further incidents.

17/11/2016 :

Visited Mr Curtis and Karen to hand deliver incident diaries.

28/11/2016 :

Copy of the letter sent to Mr Cordell giving him until 25/11/16 to remove the CCTV he installed on the internal communal door attached.

07/12/2016 : 09/12/2016 : 14/12/2016 : 09/01/2017 : 10/01/2017 : 10/01/2017 :

Joint home visit conducted with Lemmy. Mr Curtis said that he has had no further problems from

Simone Cordell however, he was aware of altercations between Simone Cordell and other residents in the block. Mr Curtis said he will still maintain his own logs and call the police and the council if necessary. The camera directly outside of Simone Cordell flat has been removed however, we notice that there was a camera in the communal area pointed toward the staircase – we need to find out who the camera belongs to.

Simon Cordell
109 Burncroft Avenue
Enfield
Middlesex
EN3 7JQ

Sarah Fletcher
Neighbourhood Officer
The Edmonton Centre,
36-44 South Mall,
Edmonton
London N9 0TN
Sarah.Fletcher@enfield.gov.uk
0800 40 80 160

18th November 2016

Dear Mr Cordell,

Re: CCTV camera on inner communal/fire door

It has been brought to my attention that you have fitted a security camera onto the inner communal/fire door on the ground floor of our building.

This is in breach of tenancy conditions as it has been fitted without permission.

Please arrange for the camera to be removed by Friday 25th November 2016.

Failure to remove the camera by this date will result in the Council arranging for the removal of the camera and carrying out any necessary repairs to the structure of the building for which you will be charged and we may take action against you for breach of tenancy conditions.

Please contact me on or before 5.00pm on Friday 25th November 2016 to advise that the camera has been removed or we will proceed with the action as advised above.

Yours Sincerely,



Sarah Fletcher
Enfield Council

CASE HISTORY	 
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Case17834 Markandu Mathiyalakan Burncroft Avenue 117 EN3 7j
GENERAL Active ,Interview with Victim

Involved Persons

CLIENT (VICTIM) Mr Markandu Mathiyalakan,
Relationship to Cases

Client (Victim) in CASE 17834

Incidents in which Person is involved

INCIDENT: SINCE 06 Aug 16 - Threats and intimidation (General)

Current address

117 Burncroft Avenue,Enfield,EN3 7JQ

Main phone

07891740939

Gender

Male

Ethnic origin

Unknown

Appearance

Male,Unknown,

CLIENT (ACCUSED) Mr Simon Cordell,

Relationship to Cases

Client (Accused) in CASE 16175
 Client (Accused) in CASE 17753
 Client (Accused) in CASE 17818
 Client (Accused) in CASE 17834

Incidents in which Person is involved

Witness : COMPLAINT: NO SPECIFIC DATE -
 Threats and intimidation (General)
 Witness : INCIDENT: SINCE 05 Oct 16 - Threats and
 intimidation (General)
 Witness : COMPLAINT: NO SPECIFIC DATE -
 Making threats
 Witness :

Current address

109 Burncroft Avenue,Enfield,EN3 7JQ

Main phone

020 8245 7454

Gender

Male

DOB

26/01/1981

Age band

35-44

Ethnic origin

White/Black Caribbean

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has

Notes about this person

missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved. She explained that they use to be acquaintance's before the relationship went sour. She believes the whole problem started when he claimed the decoration in his flat was damaged as a result of a leak coming from her flat. She confirmed that she had a leak from her overflow a few months ago which has since been repaired but, the damage alleged had occurred.

Appearance

Male,35 yrs old,White/Black Caribbean,

History**06/08/2016 : Threats and intimidation , Date reported : 17/10/2016**

Threats and intimidation (General)

Letter received from complainant via MEQ alleging that another resident who is drug addicted has been aggressively demanding money, making threats and exhibiting threatening behaviour towards him/his wife. Complainant requesting action be taken against Waltham Forest District Council and the police. (Complainant is living in a leasehold property - accommodation provided by Waltham Forest?). Perpetrator identified as living on ground floor but door number not specified.

Referral Details

17/10/2016 :

Organisation making referral

Housing Anti-Social Behaviour Response Team

History

17/10/2016 : Contact Complainant , 17/10/2016 : Contact Complainant ,

17/10/2016 : Contact Complainant ,

We discussed the complaint; confirmed that the perpetrator was Simon Cordell at 109 Burncroft Avenue; confirmed that complainant is housed in temporary accommodation by Waltham Forest District Council and has been trying to report issues to them and police; Issues have been going on for some time and include: intimidating/threatening behaviour, aggressive demands/threats for money, tyres slashed, swearing/name calling etc.

20/10/2016 :

Response sent to Members Enquiry - no prior reports received from Complainant - may have been reporting to Waltham Forest District Council? Contact information requested for complainant in order to investigate further.
Contact number subsequently provided.

26/10/2016 : Update Complainant ,

Follow on action from Contact Complainant

01/11/2016 : Update Complainant ,

Follow on action from Contact Complainant

02/11/2016 : Update Complainant ,

Follow on action from Contact Complainant

11/11/2016 : Interview Complainant,

I interviewed the Complainant. He reported that the issues have been on going for about 18 months (He, his wife and daughter have lived at Burncroft Avenue in temporary accommodation provided by Waltham Forest DC for 2.5yrs). Please see attached notes of interview - The complainant is really

frightened for his family - Mr Cordell is very aggressive and has previously kicked him in the nose/face and threatened to hit him with a piece of wood; his wife is so scared that she accompanies him to work and waits in the car with their daughter for his shifts.

28/11/2016 :

Copy of the letter sent to Mr Cordell giving him until 25/11/16 to remove the CCTV he installed on the internal communal door attached.

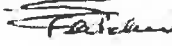
06/12/2016 : 06/12/2016 : 07/12/2016 : 08/12/2016 : 22/12/2016 : 10/01/2017 : 16/01/2017 :



ASB Interview Record

<u>Name Of Interviewer(s)</u> Sarah Fletcher		<u>Name Of Interviewee(s)</u> Mr <u>Markandu</u> Mathiyalakan.	
<u>Date Of Interview</u> 11-11-16		<u>Reason for Interview</u> ASB Complaint.	
<u>Start Time</u> 10:05 am	<u>End Time</u> 11:15 am	<u>Location</u> Green Towers meeting rm	

Interview Details

<p>Resides at 117 Burncroft Avenue - placed by Waltham Forest District Council (temp. accommodation) → has lived there for 2.5 yrs. Household: Mr + Mrs Mathiyalakan + 2 yr old daughter.</p>	
<p>Complaint re: Mr Cordell, 109 Burncroft Avenue Have been experiencing issues for about 18 months. Mr Mathiyalakan was approached by Mr Cordell asking him to write a letter of support in relation to a problem he was having with the lady who used to live at 113 Burncroft Avenue. Mr Mathiyalakan told Mr Cordell that he did not wish to get involved as he had no problems with the lady that lived at 113 (this lady moved out earlier this year).</p>	
<p>Since then, Mr Cordell has made living in this block difficult for Mr Mathiyalakan's family.</p>	
<p><u>Signed, Printed And Dated (Interviewers)</u>  11-11-16 SARAH FLETCHER</p>	<p><u>Signed, Printed And Dated (Interviewees)</u> M. Mathiyalakan 11.11.16 MATHIYALAKAN MARKANDU</p>




Interview Details

Incidents include:	
- Threatening / intimidating behaviour - aggressively demanding money (6-8-16) (27-9-16) (28-9-16)	6pm 11.45pm 5.30pm
- Constantly going on about noise - Mr Mathiyala can't try to be quiet / damaged	to be quiet / damaged
- Tyres slashed on car (all 4).	toddling / no carpet / through
- Living in fear → wife + child	→ No complaints from
(When Mr Mathiyala can goes to work, they are frightened to stay at home so accompany him and stay in car).	113 (new resident since summer 2016) young man
- Damaged fuse box resulting in no electricity (8-8-16)	
⇒ Suspect that Mr Cordell uses drugs / possible mental health issues.	
⇒ Has a big dog that he brings out with him when he approaches	
⇒ Has put a camera on his door (facing communal)	
- Physically threatened with a piece of wood.	
o Have reported all of the issues to the police	
o Have tried to report the problem to Waltham Forest District Council (Jabin, Kehinde, Ibrahim?)	
	↳ temp accommodation team:
	Tue 16-10-16 Ibrahim 020 8496 5503
	Fri 12-8-16 Kehinde 5501/5502
	↳ Advised to contact Enfield Council about Mr Cordell.
o Have written to MP.	
Signed, Printed And Dated (Interviewers)	Signed, Printed And Dated (Interviewees)
<i>Sarah Fletcher</i> 11-11-16 SARAH FLETCHER	11-11-16. Mathiyalan MATHIYALAN MAR KODDI

Action Plan

To be agreed and signed for before the end of the interview

Action Point	Actioned By Who?	Target Date
o Copies of records kept / relevant documentation taken	SF	11-11-16
o Contact Edmonton Police / Safer neighbourhood team	SF	18-11-16
o Contact Waltham Forest District Council	SF	18-11-16
o Incident log sheets provided	SF	11-11-16
o Incident log sheets to be completed until end of Nov - returned to SF.	MM	7-12-16
o Advised to contact police 101 or 999 if necessary.	MM	-
o Contact neighbours to ascertain whether they are experiencing any issues	SF	25-11-16
o Mr Cordell to be contacted.	SF	25-11-16

<p><u>Signed, Printed And Dated (Interviewers)</u></p> <p> 11-11-16 SARAH FLETCHER</p>	<p><u>Signed, Printed And Dated (Interviewees)</u></p> <p>11-11-16 MARYAM MARYAM and MARWAN</p>
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