

COMMUNITIES OVERVIEW & SCRUTINY PANEL

THURSDAY, 5TH SEPTEMBER, 2019

At 6.30 pm

in the

COUNCIL CHAMBER - TOWN HALL, MAIDENHEAD

SUPPLEMENTARY AGENDA

PART I

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
6.	<u>ANNUAL COMPLAINTS REPORT</u> To consider the report.	3 - 8
10.	<u>PRESENTATION ON THE WORK OF THE COMMUNITY WARDENS</u> To Receive a presentation on the work of the Community Wardens.	9 - 26

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24 July 2019

By email

Duncan Sharkey
Managing Director
Royal Borough of Windsor and Maidenhead Council

Dear Mr Sharkey

Annual Review letter 2019

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2019. The enclosed tables present the number of complaints and enquiries received about your authority, the decisions we made, and your authority's compliance with recommendations during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

As ever, I would stress that the number of complaints, taken alone, is not necessarily a reliable indicator of an authority's performance. The volume of complaints should be considered alongside the uphold rate (how often we found fault when we investigated a complaint), and alongside statistics that indicate your authority's willingness to accept fault and put things right when they go wrong. We also provide a figure for the number of cases where your authority provided a satisfactory remedy before the complaint reached us, and new statistics about your authority's compliance with recommendations we have made; both of which offer a more comprehensive and insightful view of your authority's approach to complaint handling.

The new statistics on compliance are the result of a series of changes we have made to how we make and monitor our recommendations to remedy the fault we find. Our recommendations are specific and often include a time-frame for completion, allowing us to follow up with authorities and seek evidence that recommendations have been implemented. These changes mean we can provide these new statistics about your authority's compliance with our recommendations.

I want to emphasise the statistics in this letter reflect the data we hold and may not necessarily align with the data your authority holds. For example, our numbers include

enquiries from people we signpost back to your authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside our annual review of local government complaints. For the first time, this includes data on authorities' compliance with our recommendations. This collated data further aids the scrutiny of local services and we encourage you to share learning from the report, which highlights key cases we have investigated during the year.

Last year I commented on the delay in your Council responding to our enquiries and my Assistant Ombudsman and I met with your senior officers to discuss this. I am pleased to say the changes the Council has made have resulted in a better position during the year. I welcome this improvement in your Council's liaison with my office and hope to see it continue.

New interactive data map

In recent years we have been taking steps to move away from a simplistic focus on complaint volumes and instead focus on the lessons learned and the wider improvements we can achieve through our recommendations to improve services for the many. Our ambition is outlined in our [corporate strategy 2018-21](#) and commits us to publishing the outcomes of our investigations and the occasions our recommendations result in improvements for local services.

The result of this work is the launch of an interactive map of council performance on our website later this month. [Your Council's Performance](#) shows annual performance data for all councils in England, with links to our published decision statements, public interest reports, annual letters and information about service improvements that have been agreed by each council. It also highlights those instances where your authority offered a suitable remedy to resolve a complaint before the matter came to us, and your authority's compliance with the recommendations we have made to remedy complaints.

The intention of this new tool is to place a focus on your authority's compliance with investigations. It is a useful snapshot of the service improvement recommendations your authority has agreed to. It also highlights the wider outcomes of our investigations to the public, advocacy and advice organisations, and others who have a role in holding local councils to account.

I hope you, and colleagues, find the map a useful addition to the data we publish. We are the first UK public sector ombudsman scheme to provide compliance data in such a way and believe the launch of this innovative work will lead to improved scrutiny of councils as well as providing increased recognition to the improvements councils have agreed to make following our interventions.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2018-19 we delivered 71 courses, training more than 900 people, including our first 'open courses' in Effective Complaint Handling for local authorities. Due to their popularity we are running six

more open courses for local authorities in 2019-20, in York, Manchester, Coventry and London. To find out more visit www.lgo.org.uk/training.

Finally, I am conscious of the resource pressures that many authorities are working within, and which are often the context for the problems that we investigate. In response to that situation we have published a significant piece of research this year looking at some of the common issues we are finding as a result of change and budget constraints. Called, [Under Pressure](#), this report provides a contribution to the debate about how local government can navigate the unprecedented changes affecting the sector. I commend this to you, along with our revised guidance on [Good Administrative Practice](#). I hope that together these are a timely reminder of the value of getting the basics right at a time of great change.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M King', with a stylized flourish at the end.

Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Royal Borough of Windsor and Maidenhead Council
For the Period Ending: 31/03/2019

For further information on how to interpret our statistics, please visit our [website](#)

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
13	2	5	9	4	1	5	4	1	44

Decisions made

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Decisions made				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate (%)	Total
3	0	15	11	5	12	71	46

Note: The uphold rate shows how often we found evidence of fault. It is expressed as a percentage of the total number of detailed investigations we completed.

Satisfactory remedy provided by authority

Upheld cases where the authority had provided a satisfactory remedy before the complaint reached the Ombudsman	% of upheld cases
0	0

Note: These are the cases in which we decided that, while the authority did get things wrong, it offered a satisfactory way to resolve it before the complaint came to us.

Compliance with Ombudsman recommendations

Complaints where compliance with the recommended remedy was recorded during the year*	Complaints where the authority complied with our recommendations on-time	Complaints where the authority complied with our recommendations late	Complaints where the authority has not complied with our recommendations	
13	12	1	0	Number
	100%		-	Compliance rate**
<p>Notes:</p> <p>* This is the number of complaints where we have recorded a response (or failure to respond) to our recommendation for a remedy during the reporting year. This includes complaints that may have been decided in the preceding year but where the data for compliance falls within the current reporting year.</p> <p>** The compliance rate is based on the number of complaints where the authority has provided evidence of their compliance with our recommendations to remedy a fault. This includes instances where an authority has accepted and implemented our recommendation but provided late evidence of that.</p>				

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Subject:	Community Wardens
Reason for briefing note:	To provide the Communities Overview and Scrutiny Panel with a presentation on the work and role of the Community Wardens Team, in response to a request from the Panel.
Responsible officer(s):	David Scott, Head of Communities, Enforcement and Partnerships, 01628 798748.
Senior lead sponsor:	Andy Jeffs, Executive Director, 01628 796484.
Date:	5 September 2019

www.rbwm.gov.uk



SUMMARY AND CONTEXT

The Communities Overview and Scrutiny Panel asked for a presentation on the work and role of the Community Wardens team at the meeting held 10 June 2019.

The Panel will receive a presentation which sets out the organisation of the teams, and the work they undertake to support the purpose of the Community Wardens.

The Community Wardens form a key part of the Community Protection Service which in turn is a part of the Communities, Enforcement and Partnerships unit. The work of the team links closely to the Community Safety Partnership and the joint work with a number of partners, including Thames Valley Police.

The team has grown over a number of years since the introduction in 2004. At that point there were four wardens, and the service has evolved and grown in stages since the service began. Expanding in increments to 7 wardens in 2008, 10 in 2010, 14 in 2014, and 18 by 2018. In 2018 Cabinet agreed the team be expanded to 25 wardens in total.

The focus of the Community Wardens' scheme is to reduce crime and disorder and link all parts of the community together; acting as a high visibility reassuring presence. The team is now divided into two main elements the Neighbourhood team (NT) and the Problem Solving Team (PST).

The Wardens operate on a very responsive basis to emerging and current issues, seeking to engage and provide a high profile supporting role to communities in a wide range of areas. A number of recent examples, will be provided in the presentation.

The work and projects they are involved in, have developed significantly over the years. Their relationship with both local communities and key partners has grown to one where today the Wardens are a highly respected and a very knowledgeable resource, who can help reduce fear of crime, and increase the trust and confidence in the community. Their work includes signposting and reporting as wide range of issues to help a quicker response and resolution often before matters become issues.

Using a tiered approach, the work of the team supports an incremental approach to enforcement action where necessary, if support and engagements have been unable to resolve the issues involved.

Community Wardens

**Communities O&S Panel
5 September 2019**



Introduction

The main purpose of the Community Wardens' scheme is to reduce crime and disorder and link all parts of the community together; acting as a high-visibility reassuring presence.

Community Wardens were formed in 2004 with a team of 4. The team has been steadily expanded up to 25 in 2018 covering a wide variety of different roles.

The 25 Community Wardens are split between two teams, The Neighbourhood Team (NT) & Problem Solving Team (PST).

The work of the Community Wardens is highly regarded by residents and partners, with a high number of compliments and expressions of resident satisfaction.



Neighbourhood Team (NT)

NT Community Wardens cover two Council Wards each. They know their areas and its community. They undertake operations to deal with issues identified locally in their areas.

In addition a dedicated warden supports the wellbeing of vulnerable / elderly residents such with security and benefit concerns.

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In August, whilst on patrol, Jake found the squat in Eton High Street was empty. He immediately reported this and the team used powers to quickly secure the building. Removing a concern for the residents.

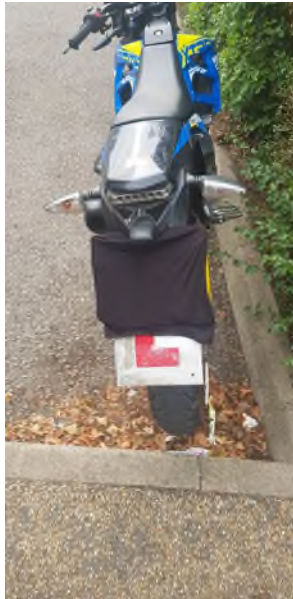


NT Model

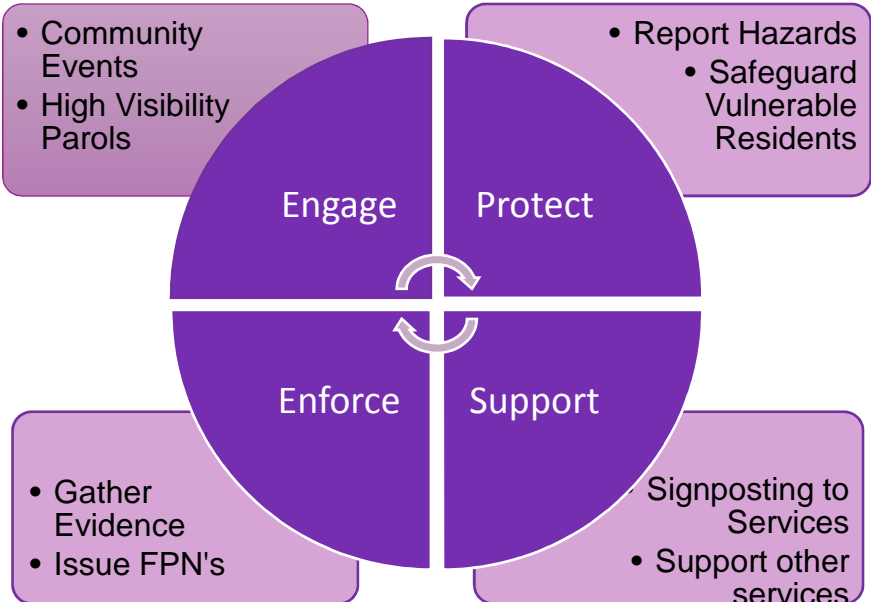
NT Community Wardens engage with the community whilst on patrol. They protect by reporting issues they see e.g. potholes and graffiti.

They support residents by signposting them to the correct service. They enforce dog fouling with FPNs or witnessing offences for partners to action.

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A moped reported being used in drug dealing found by Clive and Ben last week.



Community Safety Network



Problem Solving Team (PST)

The PST deals with significant problems mostly in our town centres.

The team use a tasked problem-solving approach in partnership with residents, business and the police to address ASB.

Mandy Mann, the ASB Coordinator, is also based within the team.

The PST carry out proactive patrols, operations and engagement with individuals to reduce complaints around high demand locations.

Tiia and Jamie worked with partner agencies to find a rough sleeper accommodation. They worked with partners to secure the building against unauthorised entry



Make Every Adult Matter (MEAM)

The MEAM Approach is designed to help people facing multiple disadvantage navigate a complex system.

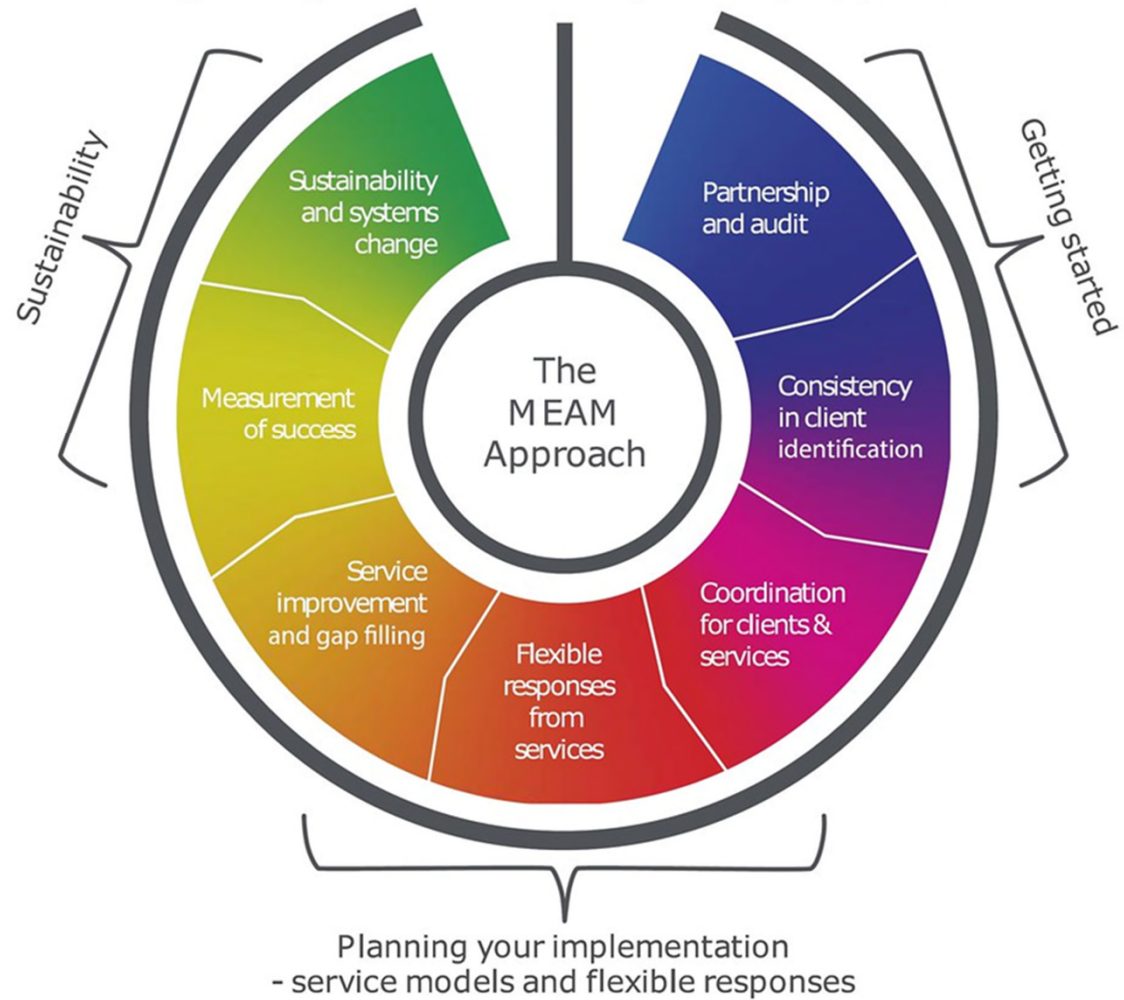
Jamie Poole is the MEAM Coordinator.

⇒ Jamie works with a cross sector partnership and requests flexible responses from stakeholders to coordinate support. The key aim is to build trust and relationships with those he works with to support them throughout the various support systems.

Jamie works with the PST under the 'Support Before Enforce' model approved by cabinet.



The Making Every Adult Matter (MEAM) approach

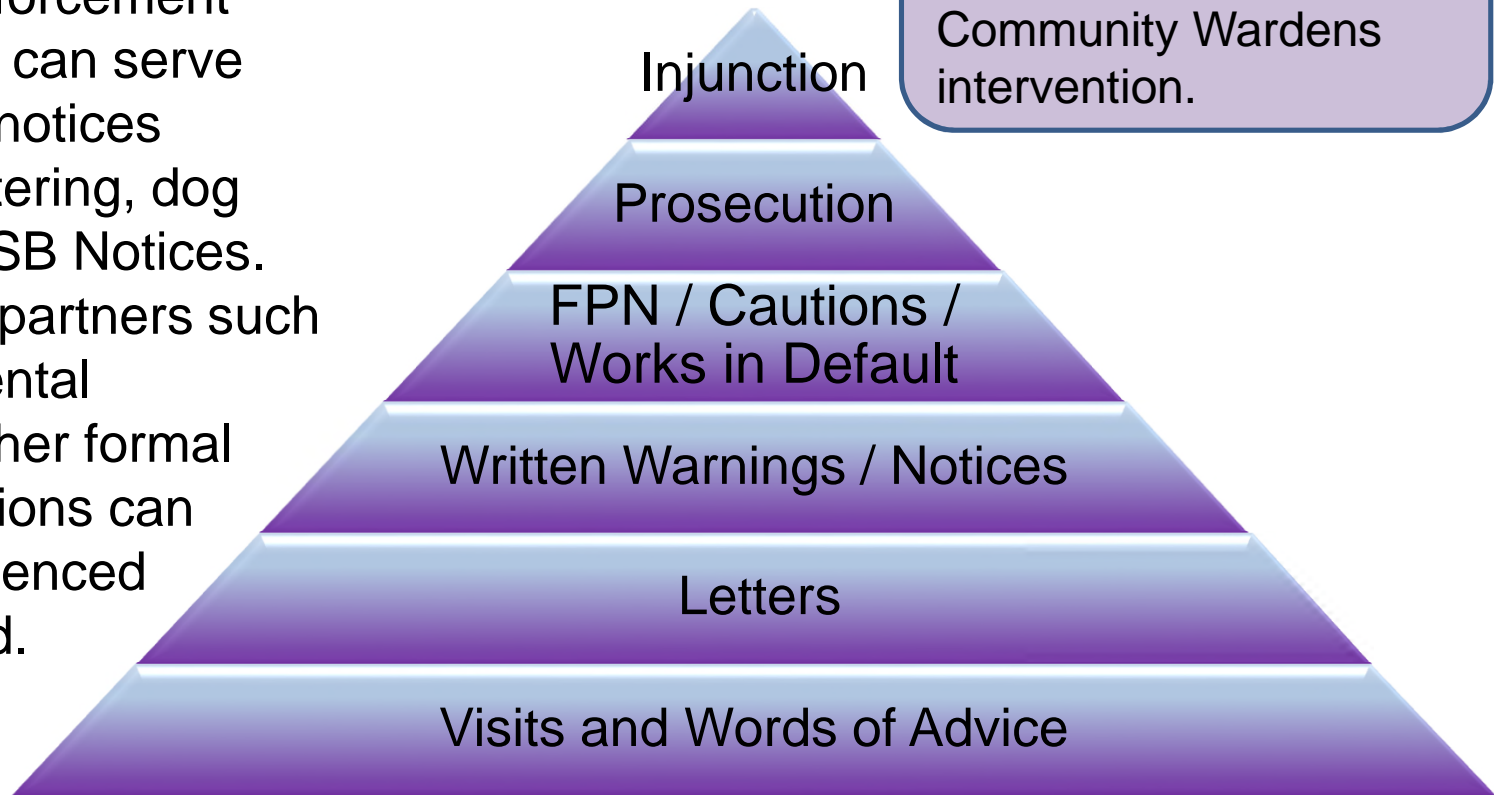


Support Before Enforce

The Community Warden's enforcement approach is tiered inline with the Royal Borough's enforcement policy

Community Wardens have a range of enforcement powers. They can serve fixed penalty notices (FPN's) for littering, dog fouling and ASB Notices. Working with partners such as Environmental Protection, other formal escalated options can be better evidenced and expedited.

Over 80% of cases are resolved within the lower tiers due to Community Wardens intervention.



Working With Partners

Community Wardens work in partnership across the Royal Borough. Community Wardens work closely with Thames Valley Police, carrying out joint patrols, to reduce crime and ASB.

The PST also work closely with homeless charities, and the substance misuse services, Resilience, to provide enhanced support those living on the Royal Borough's streets.

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Following complaints about car break-ins Community Wardens have designed and secured funding for hangers reminding car owners not to leave valuables on display.



Night Time Economy (NTE) Patrols

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Evidence gathered by Community Wardens was used to revoke the Premises Licence for a problematic pub in Windsor.

Two Community Wardens patrol the NTE every Friday and Saturday night from 7 pm until 3 am. They monitor pubs and clubs and engage with TVP and partners such as Street Angles at the Safety Hub in Windsor. They also respond to calls from CCTV.

Evidence gathered is used by partners including Licensing, TVP and Environmental Protection to take enforcement action.



Incidents and Events

Community Wardens support events and incidents in the Royal Borough. All Community wardens have been trained in incident management and most have first aid training. Community Wardens support crowd management at ceremonial events such as the guard change and Royal Ascot.

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Community Wardens provide fundamental support in the response to major incidents such as the 2014 floods and during the major fire in Maidenhead in March.

In June, Ben was first on scene at a road traffic accident involving a motorcyclist. He secured the scene and ensured the safety of the casualty whilst waiting for the emergency services to arrive.



Tasks



The Future

Community Safety Accreditation Scheme (CSAS)

Today the TVP Chief Constable has authorised Community Wardens further powers, including the ability to issue FPNs for cycling on the pavement

Technology

A capital bid has been made for new technology to support the team

Speedwatch

Funding has been secured with TVP for new speedwatch equipment

Legal Review

The legal options available to the team are constantly reviewed in light of the needs of the residents



Summary

- The Community Warden are an established part of the Royal Borough's communities with a high degree of **trust and satisfaction**
- Community Warden are **flexible and adapt** to needs as they occur, fulfilling a wide range of functions
- Community Wardens respond to issues sensitively and quickly, **resolving issues** before they can develop in to significant problems
- Community Wardens work with partners both within and outside the Royal Borough providing **resources and intelligence** to resolve community issues



Ward Profiles (NT)

Ward	Community Warden
Senior Community Warden for Windsor	Trish Canziani
Eton & Castle, Clewer East	Jake Hynard
Clewer East, Old Windsor	Liam Smith
Clewer & Dedworth East & West	Ben Higgs & Clive Dent
Datchet, Horton & Wraysbury	Duncan Dimbleby
Senior Community Warden for Maidenhead	Wayne Eveleigh
Ascot & Sunninghill, Sunningdale & Cheapside	Tracey Windle
Maidenhead Town Centre (St Mary's)	Dave Lee & Alan Herd
Riverside & Belmont	Peter Murkin
Oldfield & Bray	Rob Noble
Hurley & Walthams, Bisham & Cookham	Abid Khan
Pinkneys Green & Furze Platt	Carol Lewin
Boyne Hill, Cox Green & Woodlands Park	Carlos Dissegna

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