

Report Title:	Community Warden Enhancement
Contains Confidential or Exempt Information?	NO - Part I
Member reporting:	Cllr Grey, Lead Member for Environmental Services (including Parking & Flooding)
Meeting and Date:	Cabinet - 22 March 2018
Responsible Officer(s):	Andy Jeffs, Executive Director David Scott, Head of Communities, Enforcement & Partnerships
Wards affected:	All

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REPORT SUMMARY

- 1 This report seeks Members' support for a revised approach to the Community Wardens, which will reflect the current needs of the Royal Borough, and address local residents, businesses and visitors' growing concerns about the increased levels of a range of anti-social behaviours being encountered on our streets, in our car parks and in our open spaces.
- 2 The approach proposed seeks to reuse existing budget to enable a new team of six Community Wardens, along with a new Community Warden Lead to be appointed to work alongside the existing Community Warden team, to increase the capacity of the whole service to focus on reducing anti-social behaviours across the borough, while continuing to increase the highly valued community engagement that the existing community wardens have established.

1 DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Cabinet notes the report, and:

- i) **Delegates authority to the Executive Director, together with the Lead Member for Environmental Services (including Parking & Flooding) to undertake the development of detailed plans and the required recruitment and appointment of a team of six additional Community Wardens and a Community Warden Lead.**

2 REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Background

- 2.1 A team of 18 Community Wardens operate to provide a range of community engagement, crime prevention, proactive intelligence gathering, community protection and enforcement roles across the Royal Borough. The team includes two senior wardens, who oversee and manage the day to day work of the team within the Community Protection service.
- 2.2 Their work is both at an operational and tactical level, working closely with TVP and other key stakeholders, to provide a high profile borough presence giving residents, businesses and visitors an increased level of reassurance, improved safety and community wellbeing.

2.3 Predominant existing work streams, with an indicative split in the overall proportions of time for the team as a whole can be summarised as follows:

Community Engagement (15% of role):

- Community Hubs / Signposting / Interaction with the community and the vulnerable community
- Litter-picks / removal of small areas of graffiti
- Dispute resolution and de-escalation
- Proactive interaction with the public to prevent and avoid complaints

Crime Prevention (30% of role)

- Liaison with TVP / joint Night Time Economy (NTE) Patrols
- Campaigns (such as the clear car deterrents), advice and events

Proactive Intelligence / Detection (15% of role)

- Evidence gathering for enforcement teams
- Identification of problems on NTE (ASB/noise)

Community Protection (10% of role)

- Police assistance / guard change and anti-terror prevention
- High visibility reassurance patrols in all wards
- Safeguarding visits to children, elderly and the vulnerable

Enforcement (30% of role)

- Issuing of penalty notices (e.g.: dog fouling & littering)
- Environmental Enforcement (e.g.: bonfires, neighbour noise)
- Moving on touts (at events such as Royal Ascot)
- Speed-watch events

2.4 The team has developed and grown since its introduction in 2004, with incremental increases during 2007-11 (increased to 14), and 2011-15 (increased to 18).

2.5 Previous plans to consider increasing the numbers of Community Wardens to 36, have now been revised as a result of a number of other changes in service delivery, including the improvements in preventative and support services such as the new Resilience Service. It is now recommended that it is no longer the best option to seek to double the number of wardens as the requirements in 2018 are quite different to those envisaged previously.

2.6 The Community Wardens receive very positive feedback from residents, businesses and visitors for their work, and are always seeking to work in partnership with internal and external partners. The Parish Councils value their work highly in supporting local issues and helping to mobilise support and action to address emerging concerns at an early stage. TVP value their work highly too and support these proposals.

Emerging Issues

2.7 During the last nine-months there has been a continued increase in the levels of anti-social behaviours being experienced and reported by residents, businesses and visitors. This includes increased incidents linked to the NTE, along with the increasing numbers of persons involved in anti-social activities.

- 2.8 As a result of earlier consideration on how the Community Warden team can increase the effectiveness of their role, further analysis of enforcement areas has been undertaken, such as issuing Fixed Penalty Notices (FPNs) for: cycling on footpaths or in pedestrianised zones, graffiti, unauthorised busking, urination and defecation in public, vehicle compliance (taxis), substance misuse and drug taking.
- 2.9 Additional training to achieve the Community Safety Accreditation Scheme (CSAS) and empower the above enforcement has already been set up, and has commenced for the first cohort of ten wardens at the end of January 2018, with the remaining wardens scheduled for training in April 2018. If approved the new cohort of wardens this report proposes would also undergo this training once appointed.
- 2.10 Members are asked to consider the creation of a new team of six new wardens, a specialist lead warden who could implement the wider town centre enforcement options that CSAS accreditation enables. The expanded team will continue to draw on the community engagement and partnership development skills that have formed the basis of their current reputation, with very good local knowledge to support vulnerable people.
- 2.11 This additional team will provide an increased and targeted 'support before enforcement' role, which would complement the current work streams outlined. The new team would also provide additional capacity to address and reduce anti-social behaviour.
- 2.12 The new team would enable the Royal Borough to take a more active enforcement role to wider town centre issues and exploit powers which are not actively used at this time. This will also support and enable more partnership working with TVP to prevent escalation and deter more serious criminal behaviours and actions and promote and support further development of our partnership approach to the management of the town centres.

Table 1: Options considered

Option	Comments
<p>Recruit a new team of six town centre focused Community Wardens, a specialist Community Warden Lead.</p> <p>The recommended option</p>	<p>By recruiting this cohort of new staff a 'support before enforcement' model can be effectively applied to address anti-social behaviours, The team will also be equipped to enforce new powers in response to a range of other town centre issues as they arise, such as cycling on pavements, urination, defecation, substance misuse in public places, graffiti, vehicle compliance (taxis) etc.</p>
<p>Do not increase the size of the Community Warden team.</p> <p>This is not recommended</p>	<p>There are increasing numbers of complaints being received in relation to increasing levels of anti-social behaviour which the borough must decide whether to respond to. It is not realistic to do this and sustain the effective work of the community warden team within the current resources.</p>

3 KEY IMPLICATIONS

3.1 Table 2 contains the key implications.

Table 2: Key implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
New expanded Community Warden team delivery	New team not in place by 31/10/18	New team in place by 31/08/18	New team in place by 31/07/18	New team in place by 30/06/18	31/08/18

4 FINANCIAL DETAILS / VALUE FOR MONEY

4.1 The total annual cost of the new team is £253,000.

4.2 The new team will be funded through the deletion of the vacant 0.65 FTE Community Safety Projects Officer post and the reuse of existing revenue budget including from an amended and modified, Greenredeem scheme keeping the current benefits at a reduced cost.

4.3 Equipment and accreditation for the community warden cohort will be funded from existing related capital cost centres.

5 LEGAL IMPLICATIONS

5.1 Implementation of CSAS accredited powers will require approval from the Chief Constable prior to use. Officers are in discussion currently to ensure this can occur as soon as possible.

5.2 Enforcement of powers under the Anti-social Behaviour, Crime and Policing Act 2014, require community consultation prior to implementation. This consultation could be undertaken once the new team are appointed to ensure the most relevant and effective controls are in place to enable the expanded Community Wardens.

6 RISK MANAGEMENT

6.1 An expanded Community Warden team will continue to support and maintain the positive engagement and community support work delivered by the current warden cohort, and which has a very positive reputation with residents, businesses, Parish Councils and TVP, whilst supplementing the capacity and delivery for an enhanced support before enforcement model.

6.2 The expansion of the current service as outlined, with an increased capacity in the tasks the team are engaged with, will be perceived as a positive initiative by residents, local businesses and visitors.

- 6.3 The increased focus on addressing ASB will expose staff to more contact with perpetrators of ASB, and appropriate risk assessment will be completed prior to implementation. This with appropriate training, personal protection equipment (PPE) and mitigations established.

Table 3: Impact of risk and mitigation

Risks	Uncontrolled Risk	Controls	Controlled Risk
Risk of negative public perception if ASB is not tackled.	Without an expanded team, there is insufficient capacity to respond to increased reports of ASB.	Increase current team of community wardens to allow for additional capacity to tackle ASB.	Public and stakeholder confidence achieved and ASB addressed at earliest opportunity
Risk of physical harm to staff.	Physical threat from confrontation by perpetrators.	i) CSAS training to cover correct methods of engagement during enforcement. ii) Body worn cameras and protection vests provided to those focused on addressing ASB incidents.	Risk assessment to confirm appropriate mitigations and PPE; with threat of harm reduced to acceptable level.

7 POTENTIAL IMPACTS

- 7.1 The extended Community Warden team will have a positive impact and enable the Royal Borough to utilise powers which can be granted by the Chief Constable, under the CSAS accreditation scheme. This is positively supported by the Local Police Area senior officers.
- 7.2 A full Equality Impact Assessment (EQIA) will be completed, if following the initial screening, a full EQIA is identified as necessary.

8 CONSULTATION

- 8.1 The comments of the Crime and Disorder Overview and Scrutiny Panel will be sought at the meeting being held on 20 March 2018.
- 8.2 The initial views of the LPA have been obtained to provide in principle support of the partnership approach being adopted through the support before enforcement model to address Anti-Social Behaviour and develop an effective strategy.

9 TIMETABLE FOR IMPLEMENTATION

- 9.1 Stages for implementing the recommendations as below:

Table 4: Implementation timetable

Date	Details
31 March 2018	Recruitment phase begins (to conclude May 2018)
30 June 2018	CSAS training for new warden staff cohort, ensuring all 25 fully trained
31 July 2018	CSAS Accreditation obtained from chief constable
31 August 2018	New community warden team fully active.

9.2 Implementation date if not called in: Phased implementation from March to September 2018.

10 APPENDICES

None.

11 BACKGROUND DOCUMENTS

None

12 CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Commented & returned
Cllr Grey	Lead Member for Environmental Services (including Parking & Flooding)	27/02/18	1/3/18
Alison Alexander	Managing Director	27/02/18	28/02/18
Russell O'Keefe	Executive Director	27/02/18	1/3/18
Andy Jeffs	Executive Director	26/02/18	26/02/18
Rob Stubbs	Section 151 Officer	27/02/18	1/3/18
Terry Baldwin	Head of HR	27/02/18	1/3/18
Louisa Dean	Communications and Marketing Manager	27/02/18	27/02/18

REPORT HISTORY

Decision type: Key decision	Urgency item? No
Report Authors: David Scott, Head of Communities, Enforcement and Partnerships – 01628 796748 Chris Nash, Community Protection Principal - 07976 594501	