

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

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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.



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.

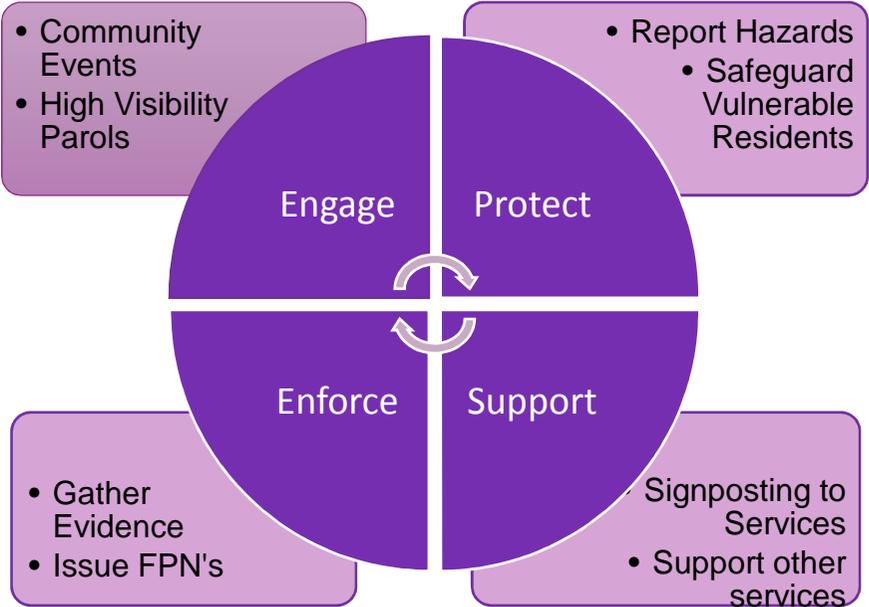
NT Model

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.



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.

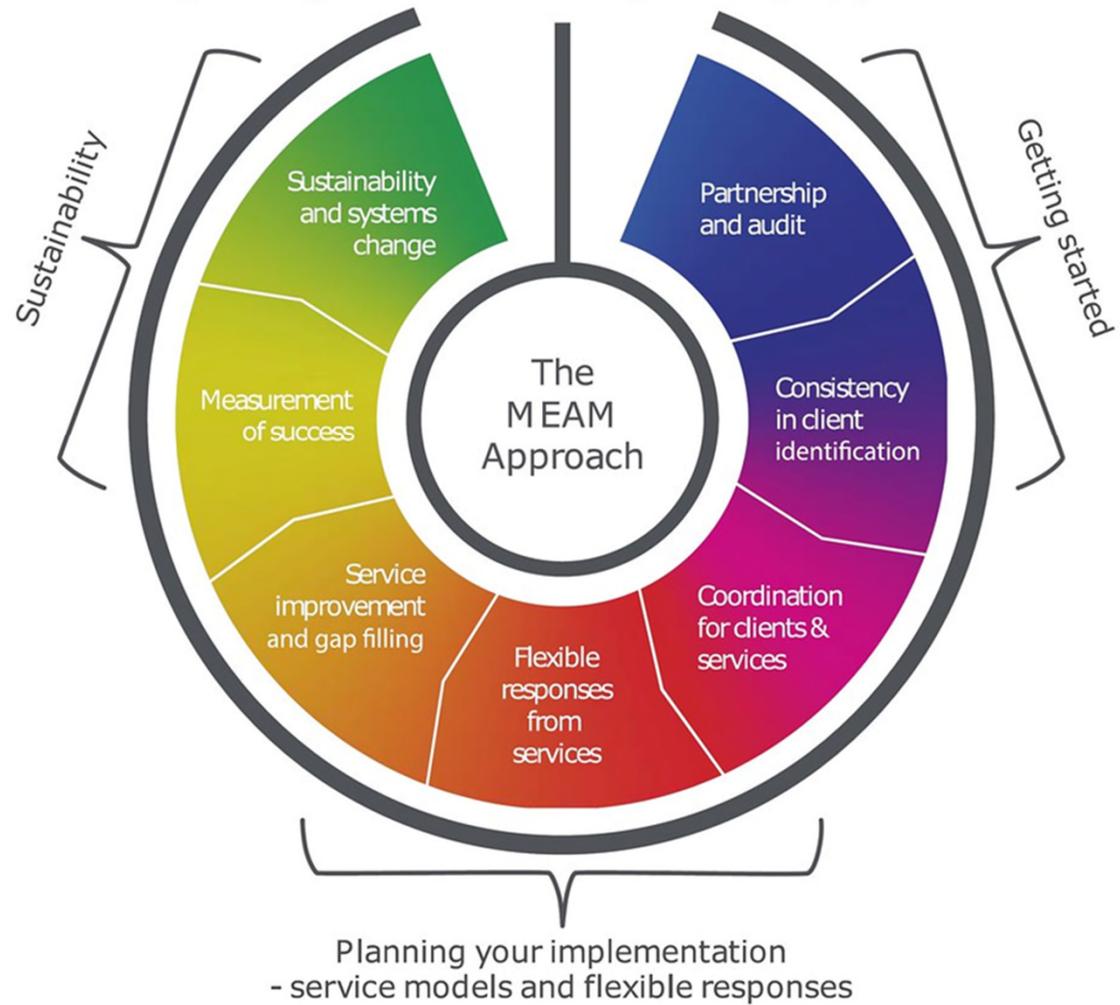
Jamie Poole is the MEAM Coordinator.

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.



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



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.

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
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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