

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.

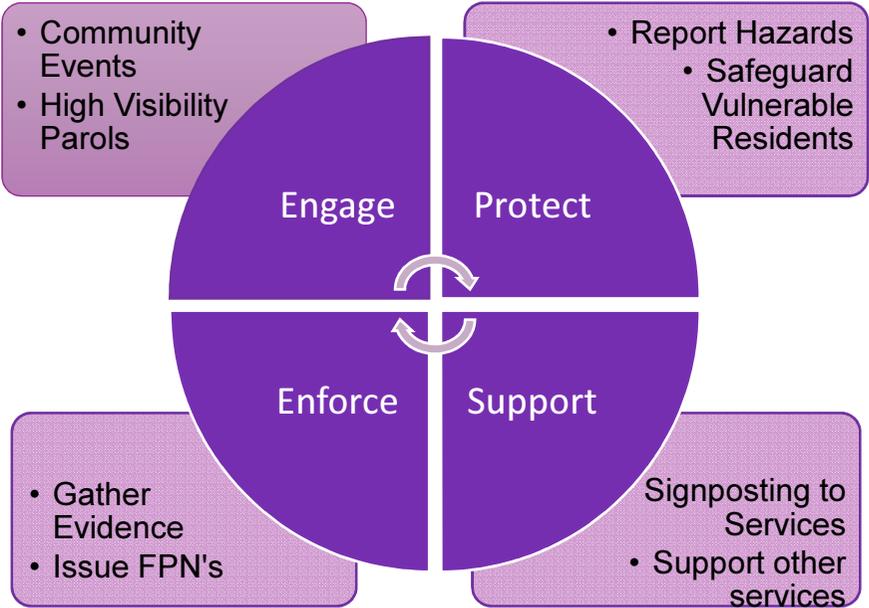
NT Model

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

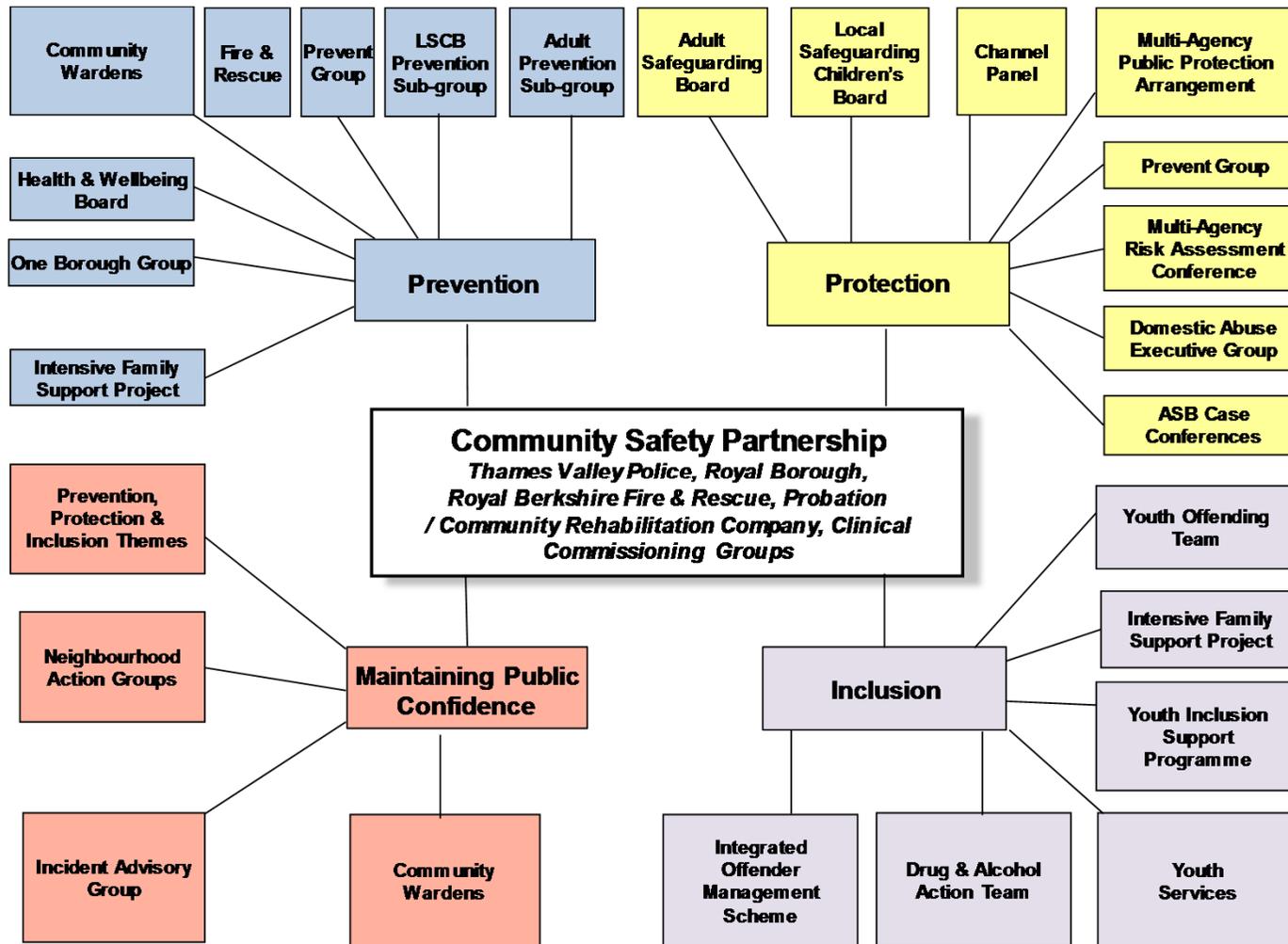
They support residents by signposting them to the correct service. They enforce dog fouling with FPNs or witnessing offences for partners to action.



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.

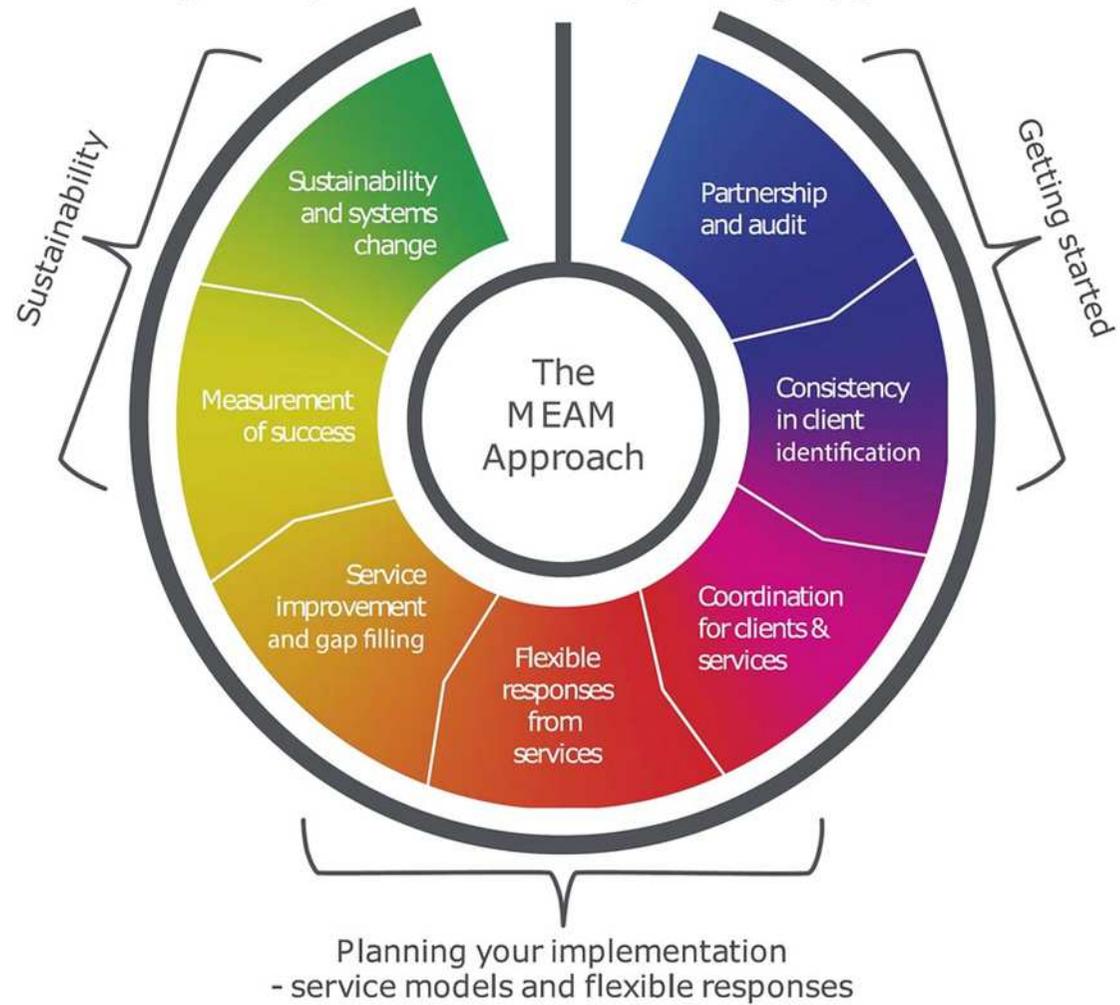
Jamie Poole is the MEAM Coordinator.

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



A word cloud of various tasks and topics. The words are arranged in a roughly circular shape, with some larger and more prominent than others. The colors of the words range from light blue to dark purple. The words include: Unattended, Licensing, Knife, Byelaws, Community, Rough Sleeping, Environment, Neighbour, Elderly, Drugs, Charity, County Lines, ASB, Emergency, Partnership, MEAM, Crime, Evidence, Care, Addiction, NTE, Defects, Youth, Safeguarding, and Safeguarding.

Unattended
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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 Dimpleby
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