

NEIGHBOURHOOD WARDENS ACTIVITY LEVELS

1. Background and the role of Neighbourhood Wardens

The Neighbourhood Wardens were transferred to Area Management in April 2006. In this year the Neighbourhood Wardens have become an integral aspect of delivering services at a grass roots level. There are currently 5 Neighbourhood Wardens in the Inner area. The Neighbourhood Warden currently working in Belle Isle has agreed to work in 2 areas of Belle Isle and Middleton until confirmation has been given that a post can be released from central sources for Middleton.

Although funding for the Senior Warden has been approved there has been a delay in appointing to this post because of the review of Neighbourhood Wardens across the city. This post will be advertised in partnership in the near future as part of an internal advert being co-ordinated by the Regeneration Partnerships Team.

The main aim of the Neighbourhood Wardens is to provide a positive impact within priority neighbourhoods by improving public reassurance relating to community safety at a local level.

Neighbourhood Wardens link in with other agencies and service providers including Neighbourhood Policing Teams in working on localised initiatives to tackle crime and grime such as Operation Champion. These are aimed at improving the quality of life in neighbourhoods through targeted multi-agency actions.

Wardens provide support to other localised crime reduction and environmental improvement activity including reporting abandoned vehicles, untaxed vehicles, vehicles displaying valuables, working closely with the Anti Social Behaviour Unit on new and existing cases and assisting in the monitoring of any breaches of Anti Social Behaviour Orders. The wardens report incidents of flytipping, littering, graffiti and vandalism to relevant agencies and monitor hotspot areas for these incidents.

The work can be split in to three key areas:

Community

Communicate with residents, businesses and members of the public regarding community safety issues. Signpost residents to facilities and relevant service providers. Conduct presentations at resident meetings, schools, sheltered housing complexes, clubs and groups etc. on a range of community safety and local issues.

Crime/ anti social behaviour

Carry out regular high visibility uniformed patrols, undertaking checks of hot spot areas and void properties, considering the security and safety of residents, members of the public and businesses at all times.

Report incidents of statutory nuisance, anti-social behaviour and crime to relevant agencies, including racial abuse or harassment.

Distribute community safety based products including, advice on target hardening.

Environment

Report environmental problems such as graffiti, vandalism to street lighting and street furniture, fly tipping etc. to relevant service providers. Monitor action taken.

Report incidents of offensive and / or racist graffiti and arrange for its removal

Facilitate litter collection and removal of dumped rubbish, vermin, drug dens and abandoned cars. Report or remove drug paraphernalia e.g. syringes and needles.

Arrange and contribute to community clean ups and environmental initiatives. Involve local people and other organisations as appropriate.

The Neighbourhood Wardens operate flexibly within communities providing a wide range of services to residents as they become the 'eyes and ears' of the community across the areas they work.

The wardens carry out initial enforcement action on waste in gardens on behalf of City Services enforcement teams. This involves issuing warning letters and gathering evidence. The enforcement role with regards environmental crime is important as a contribution to improving the environment which in turn improves the quality of life for residents with a heightened sense of well being and less fear of crime.

2. The Week in the Life of a Neighbourhood Warden

This schedule provides a snapshot of the work being undertaken by Neighbourhood Wardens. It notes a number of key issues dealt with each day for a warden in Beeston /West Hunslet in January 2007. This information is not routinely collected but has been compiled so that Members can gain a fuller understanding of the Neighbourhood Wardens role.

Activity	Outcome
Day 1	
Dewsbury Road One Stop Centre (DROSC), to check and respond to e-mails and complete the weekly log, which is a summary of the work undertaken from the previous week.	There is a clear audit trail of the work the Wardens complete.
Meet with Neighbourhood Safety Liaison Officer to walk around the Bismarck's and Disraeli's, checking for bricks and litter. The police have been particularly concerned regarding debris and its use in anti social behaviour e.g. stones thrown through windows etc.	Make sure that issues are resolved quickly and in a co-ordinated manner in the Intensive Neighbourhood Management area. Arrange community clean ups as required and respond to police concerns regarding debris.
Receive a phone call from a resident in the area regarding a garden letter that was issued the previous week. Discuss with the resident what needs to happen to ensure that no further action is taken.	Encourage the resident to clear the garden, keep it tidy and take pride in the enhanced environment.
Liaise with the enforcement officer over the phone regarding gardens.	Make sure that enforcement is up to date with the letters the wardens have issued and are ready to take action if the resident exceeds the required notice period.
Report empty properties, smashed windows and rubbish in the gardens to Environmental Health. The fire service has highlighted a particular problem in this area with rubbish fires.	Make sure that the properties are secured. Find the owner of the property and request that they clear the garden.
Phoned Council Tax to obtain the names of residents for garden letters. Sent the information to enforcement, via the e-mail.	Warning letters sent to residents.
Received information regarding suspected drug dealing, and passed the information on to the local PCSO.	Help to reduce crime in the area.
Day 2	
Patrol – Normantons speak to young people while they are on their way to school. Talk generally about what they are doing and what's happening in the area.	When young people get to know the wardens they generally chat about what is happening in the area, this can prove to be a good source of

	information about what is happening in the area.
Visit New Bewerley school to see Head Teacher regarding having Youth Offenders working on and around the school site e.g. litter picking.	Cleaner school site and a working relationship with the school.
Liaised with the Youth Offending Service to arrange a start date for the Youth Offenders.	Improved working relationship with the Youth Offending Service.
Patrol the area – Flaxtons, Beverleys and Fulhams, Lindens	High visibility - reassurance to the residents.
Patrol Longroyds – take photographs near barrier at the side of the motorway to highlight a litter problem.	High visibility - reassurance to the residents. The quick reporting of environmental issues.
Visit the DROSC for a meeting with my line manager to discuss arrangements regarding a new starter.	Update on current developments.
Speak to Area Management regarding a community clean up.	Agreed funding for the clean up and improved environment for residents.
Patrol the Waverleys – talk to local young people and remind them to stay away from the Mariners Centre.	Help to reduce reports of anti social behaviour.
Day 3	
Meet with the Enforcement Officer to patrol Burlington Road to identify untidy gardens and issue garden letters.	Joint working with a key agency. High profile enforcement cases make residents think twice about ignoring the garden letters.
Meet with a Police Officer to visit two residents regarding racist comments towards their families. Pass on relevant information and refer the incident to the appropriate agencies.	Demonstrate that this behaviour will not be tolerated and reassurance to the victims of crime.
Patrol the area, highlight illegal dumping on Hird Street refer this to enforcement.	High visibility - reassurance to the residents. The quick reporting of environmental issues.
Visit Tunstall Road Community Centre to engage with local residents.	Better informed residents and improved profile for the Warden.
On patrol visit local shops and speak to owners regarding any issues they may have with anti social behaviour or any other issues they may wish to discuss.	High visibility - reassurance to shop owners. Able to pass on their concerns or any patterns of ASB in the area to the local police.
Day 4	
On patrol – phoned by another Warden to assist with the removal of a fallen tree across a busy footpath.	Removing a health and safety issue, that could not be resolved by Streetscene because of the demands on the service during the high winds.
Give a talk to local residents at the Hamara Centre on; domestic violence, ASB and environmental issues. Meet with a local police officer regarding this talk.	Raise awareness of local service provision and increase access to services for local residents.

On patrol speak to elderly couple about the dog fouling in the area, give them the relevant numbers to phone but pass on their concerns to the dog warden service. Cross Flats park is a major concern regarding dog fouling.	Residents encouraged to report issues directly and increase access to services.
To Holbeck Police Station for the regular police briefing. We are updated on local police intelligence and we are able to assist the police in identifying and locating people.	Continue to develop the excellent working relationships between the Wardens, PCSO's and Police. Regular communication between the Wardens, Police and PCSO outside of the briefings.
Visited the Tahira pensioners group to discuss environmental issues and any other issues they wanted to raise.	Improved knowledge of local residents on how to deal with/ report these issues.
Return to DROSC to write up notes and e-mail referrals.	There is a clear audit trail of the work the Wardens complete and referral to other services
Day 5	
Leaflet drop on my patch informing residents of the Cross Flatts forum taking place on the 23 January.	Residents informed of the forthcoming forum.
Collect energy saving light bulbs for distribution to local older peoples groups.	Increasing crime prevention measures and better safety by reducing the cost of keeping their homes lit.
Burlington Road - over flowing skip is a potential fire hazard, phone the skip company and ask them to remove it. Speak to local residents to make them aware that action has been taken.	The removal of a potential fire hazard. Plus a clear demonstration to the fire service that we have taken on board their concern and will endeavour to assist in reducing arson fires in the area.
Local police inspector phones to highlight racist graffiti on the bridge near the Golden Lion Hotel. Went to site however the police intelligence was incorrect. No further action taken.	Although no action was required this demonstrates the good working relationship/communication the Wardens have with the police.
Patrol the area.	High visibility - reassurance to the residents. The quick reporting of environmental issues.

3. A Structured approach to the Neighbourhood Wardens work

Work is currently being undertaken to ensure that areas are being patrolled in a way that meets the needs of local residents and reflects the areas of greatest need on each of the Neighbourhood Wardens patches.

Stage 1

Neighbourhood Wardens have been asked to identify the duties they undertake on a regular basis within a typical week (see eg below). This information supplements the weekly logs that the Neighbourhood Wardens provide on a weekly basis.

Warden Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
8-9	DROSC-TEAM MEETING	PATROL (8-12) 2 CAST REFERRALS 3 WASTE IN GARDENS	PATROL (8-12) VANDALISED CAR REPORTED TO POLICE	PATROL (8-11) 1 FLY TIPPING 1 UNTAXED VEHICLE REPORTED TO DVLA 1 WASTE IN GARDENS LETTER	PATROL (8-11)
9-12	PATROL AREA 1 WASTE IN GARDEN LETTER 3 FLY TIPPING REPORTED		HOUSE VISIT CAST REFERRAL 4 WASTE IN GARDEN LETTERS	DROSC-DOWNLOAD CAMERA AND CHECK E-MAILS.	DROSC-OFFICE WORK
12-1	SPOKE TO POLICE LUNCH	LUNCH OFFICE WORK	LUNCH SPEAK TO ARSON TASK FORCE	LUNCH OFFICE WORK REFERENCE HOUSING PROBLEMS	LUNCH
1-3	HOLBECK ELDERLY AID	HOLBECK DAY CENTRE HOUSE VISIT	PATROL REPORT DAMAGE TO GROUNDWORK PROJECTS	PATROL (1-4)	HOLBECK ELDERLY AID
3-4	OFFICE WORK	PATROL 1 WASTE IN GARDENS OFFICE WORK	INGRAM CLOSE OFFICE WORK	1 CAST REFERRAL	HOUSE VISIT OFFICE WORK
4-6		PATROL CHECK STREET LIGHTING 7-9 COMMUNITY MEETING			(FOR FULL DETAILS AND REFERENCE NUMBERS REFER TO WEEKLY LOG)

General admin includes: requesting leave, reading notes from meetings (tasking, residents meeting, team meetings etc) and planning when to carry out actions, planning visits eg to gardens issued with letters or following up on issues from residents/colleagues, booking time for other work eg environmental audits, Cava operations, clean ups, supporting other Wardens etc

Stage 2

The wardens have been working on the street list for their patch and have been asked to identify the frequency of visit required and any other issues that are relevant for the street (see information below).

Holbeck Patch	Patrol	Fly Tipping	Gardens + Bin Yards	Drugs + Prostitution	A.S.B	Dog Fouling
X Place	3 times/wk			✓	✓	
X Walk	3 times/wk			✓		
Bertrand Road	2 times/wk	✓				
Bridge Road	-	-	-	-	-	
Brown Lane East	Daily		✓			
Charles Gardens	Daily					
Cleveleys Mount	↑		✓			
Cleveleys Road			✓			
Cleveleys Street	Daily		✓			
Cleveleys Terrace			✓			
Colenso Grove			✓			
Colenso Mount			✓			
Colenso Place			✓			
Colenso Road	↓		✓			
Colenso Terrace	Daily		✓			
X Road	Weekly	✓	✓	✓	✓	
X Place	↑	✓	✓	✓	✓	✓
X Road		✓	✓	✓	✓	✓
X Road	Daily	✓	✓	✓	✓	✓
X Street		✓	✓	✓	✓	✓
X Terrace	↓	✓	✓	✓	✓	✓
Crosby View						✓
X Road	Daily		✓	✓	✓	✓
Czar Street	Weekly - Industrial	✓				
Domestic Street	Daily					
Elland Road	Daily					✓
Euston Grove	↑					
Euston Mount	Weekly					
Euston Terrace	↓					
Gaitskill Walk	Daily	✓	✓			
Holbeck Moor Road	Daily					
Ingram Close	3 times/wk	✓				✓
Ingram Court	OAP Residential					
Ingram Crescent	Weekly					
Ingram Gardens	4 times/wk	✓				
Ingram Road	4 times/wk	✓				✓

Holbeck Patch	Patrol	Fly Tipping	Gardens + Bin Yards	Drugs + Prostitution	A.S.B	Dog Fouling
Ingram View	4 times/wk					
Jenkinson Close	Weekly					
Jenkinson Lawn	Weekly					
Meynall Approach	Daily	✓				✓
X Heights	Tower Block-Daily			✓	✓	
Meynall Square	Daily	✓				
Meynall Walk		✓				
Moor View		✓				
Ninevah Gardens		✓				
Ninevah Parade		✓				
Ninevah Road		✓				
X Mount	Daily		✓	✓		✓
X Place	Daily		✓	✓		
X Street			✓	✓		
X Terrace			✓	✓		
Recreation Crescent	Daily					
X Grove		✓	✓	✓	✓	✓
X Mount						
X Place						
X Row						
X Street						
X Terrace						
X View						
X Avenue						
X Place						
X Street						
X Terrace						
X Place						
X Street						
X Terrace						
Sandlewood Close	Weekly					
Sandlewood Green	Weekly					
Shafton Lane	Daily		✓			
Shafton Place			✓			
Shafton Street			✓			
Shafton View			✓			
St Matthews Street	Daily					
Stockhill	No housing					
Tilbury Avenue	3 times/wk		✓			
Tilbury Grove						
Tilbury Mount						
Tilbury Parade						
Tilbury Road						
Tilbury Row	3 times/wk					



Holbeck Patch	Patrol	Fly Tipping	Gardens + Bin Yards	Drugs + Prostitution	A.S.B	Dog Fouling
Tilbury Terrace	3 times/wk					
Tilbury View	3 times/wk					
Top Moorside	Daily					
X Terrace	Daily	✓		✓		

X = the street name has been removed where 'drugs and prostitution' has been identified. It has been removed for confidential purposes. This information can be made available however to Elected Members on request.

Stage 3

The patch sizes vary widely therefore there are some areas that can be covered on a daily basis and others that we need to look at in terms of zoning/routes. The outcome of this exercise will be based on the information received from Neighbourhood Wardens on the frequency of visit required to particular streets.

In formalising the way the Neighbourhood Wardens patrol their areas it should be noted that the wardens participate in a number of activities on and off their patch these include activities like, clean ups, operations, talks to schools, mail out etc. Therefore any route or zoning implemented would have to be flexible enough to cope with the varying demands place on Neighbourhood Wardens and should not be seen as a rigid way of working.

It is anticipated that the new ways of working will be introduced in the next two months. All comments and suggests are welcome and will be consider as part of the overall information gathering exercise.