

Appendix

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 Hill in January 2007.

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 manor 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

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	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 Hammara 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.

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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 flats 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.