



# Feedback Report

## Street Warden Consultation Seminar

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## **Contents**

	<u>Page</u>
1. List of Participants	1-2
2. Feedback and Response	3-10

**Please note a full copy of all presentations and transcript of discussion is available from Carol Smith, PA to the Director of Community Services.**

**Telephone - 0191 5270501 (Ext 2377).**

**E-mail - [carol.smith@easington.gov.uk](mailto:carol.smith@easington.gov.uk)**

## Participation Sheet

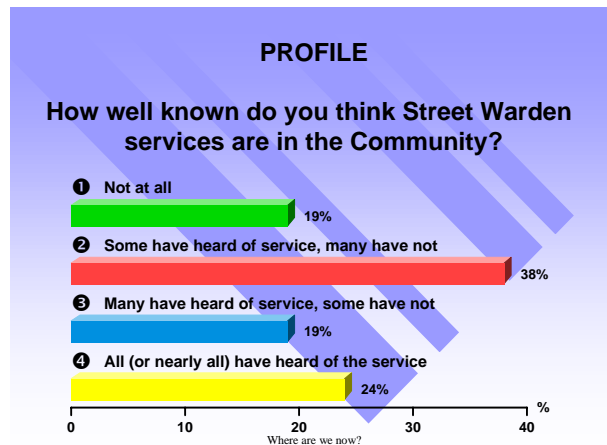
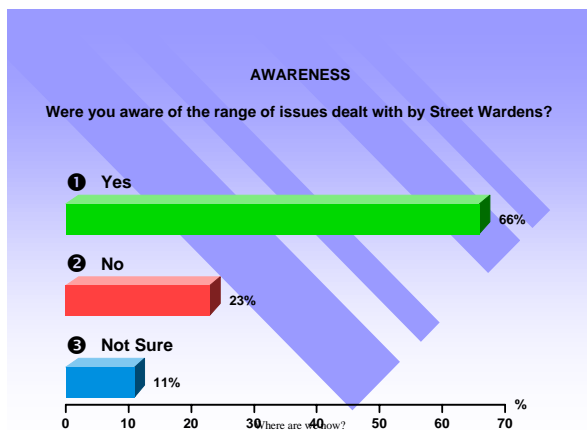
<b>Name</b>	<b>Representing who?</b>
Michael Kent	DISC
Marjorie Cross	District of Easington Tenants/Residents Association
Lillian Wood	Denehouse & Chapel Hill South Residents Association
Christine Carter	Trimdon Station Residents Association
William Carter	Trimdon Station Residents Association
Eunice Huntington	Councillor - District Of Easington
Bill Peardon	Councillor - District Of Easington
Alice Naylor	Councillor - District Of Easington
Denis Maddison	Hornden
Hugh High	Councillor - District Of Easington
John Malcolm	District Of Easington
Dan Myers	Councillor - District Of Easington
Ian Vickers	East Durham Homes
Adam Martin	CD Yes
Amanda Fulcher	East Durham Homes
M Lowery	East Durham Homes
George Patterson	Councillor - District Of Easington
Alf Collinson	Councillor - District Of Easington
JD Rutledge	Member of the Public
David Boyes	Easington Colliery Parish Council
Joe Goodwin	Councillor - District Of Easington
Sian Bunn	Middlesbrough Resource Centre
C McElhinney	Blackhall Rocks Residents Association
Val Peacock	Blackhall Rocks Residents Association
Dan Myers	Councillor - District Of Easington
Les Goodrum	HRP
Jim Haggan	Councillor - District Of Easington
Stan Bishop	Councillor - District Of Easington
R Hughes	Durham County Council
Geraldine Bleasdale	Councillor - District Of Easington
Theresa Taylor	District of Easington Tenants/Residents Association
T Hume	District of Easington Tenants/Residents Association
Gil Stokoe	Acre Rigg Residents Association (ARRA)
Don Mercer	DOE Tenants/Residents Association. ARRA
Joan Freak	Councillor - District Of Easington
Mike Preston	Seaham Town Council
Robert Taylor	Councillor - District Of Easington
Mavis Taylor	Dalton le Dale Community Association)
Stephen Swan	Parkside Residents Association
John Wood	Parkside Residents Association
Alan Napier	Councillor - District Of Easington
David Hogg	Durham Constabulary
Myrtle MacPherson	E Colliery Parish Council
Lesley Armstrong	Murton Parish Council
B Joyce	Councillor - District Of Easington
J Maitland	Councillor - District Of Easington
Anne C Ward	NHW Police
David Taylor-Gooby	Councillor - District Of Easington
Ray Burnip	Easington Parish Council
Bruce Burn	Councillor - District Of Easington

## Participation Sheet

<b>Name</b>	<b>Representing who?</b>
Paul Bond	DISC
Edith Longstaff	Murton Community Partnership
Robin Todd	Councillor - District Of Easington
E Bell	Councillor - District Of Easington
WS Day	Easington Village Parish Council
Charlie Walker	Councillor - District Of Easington
Barbara Hind	Shotton Partnership
Denise Brooks	Community Partnership
R Newell	Shotton Partnership
M Hepplewhite	Dalton le Dale CA
P Taylor	Westlea & Milldale Residents
P Taylor	Westlea & Milldale Residents
P Harrison	Police
Malcolm Berry	Government Office North East
Alan Burnip	Councillor - District Of Easington
Richard Burnip	Councillor - District Of Easington
Frank Shaw	Councillor - District Of Easington
M Laverick	South Hetton Parish Council
Edna Connor	Councillor - District Of Easington
Claire Nicholls	EWS (Welfare Officer)

# AWARENESS AND PROFILE

The survey said .....



## Your comments included:

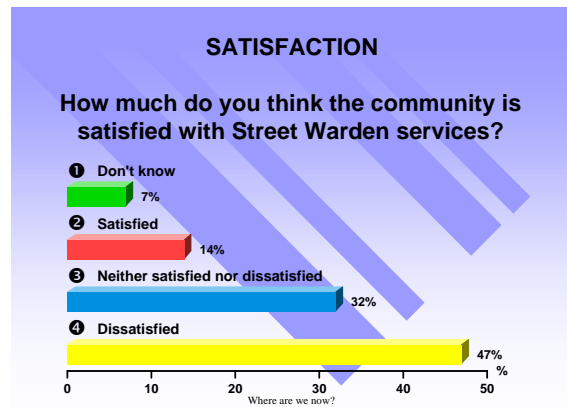
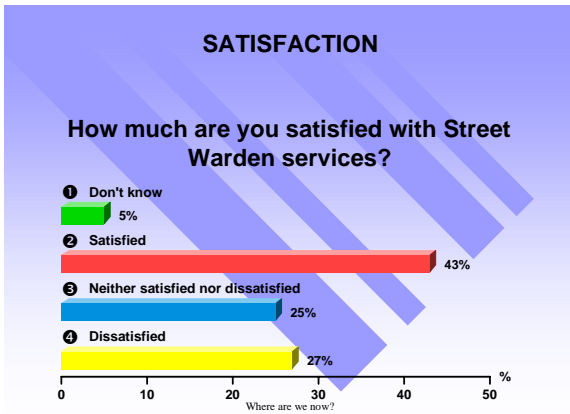
- Why haven't we heard of the Street Wardens?
- We were totally unaware of Street Wardens and need to be included in the service.
- There is a lack of visible presence, uniforms are not high profile enough.

## This is what we will do in response:

- Develop a "Know your Street Warden" promotional campaign including leaflets, posters and advertisements focusing on local audiences.
- Develop a Street Warden 'roadshow' for use at Forums, Events and in shopping centres.
- Investigate the potential of a regular Street Warden column in a local newspaper.
- Review the existing monthly newsletter to ensure wider circulation and more information about Street Warden performance.
- Introduce a new uniform (already planned) including high visibility jackets.
- Produce a directory for Street Wardens to use of different local organisations/contacts and their roles and responsibilities. This will assist Street Wardens in quickly contacting or referring to other agencies where appropriate.

# SATISFACTION

The survey said .....



## Your comments included:

- Why don't street wardens get out of their cars and confront situations?
- I cannot speak highly enough of the response we received from the Street Wardens regarding the cricket club.
- During the bad weather last winter, youths barricaded staff in the centre. The Street Wardens came out but drove away.
- Why was there a lower satisfaction between your own feelings for street wardens, and how you think the community regard them?
- Street Wardens are abused all the time. They are spat at, sworn at and all sorts, they should be applauded for what they do.

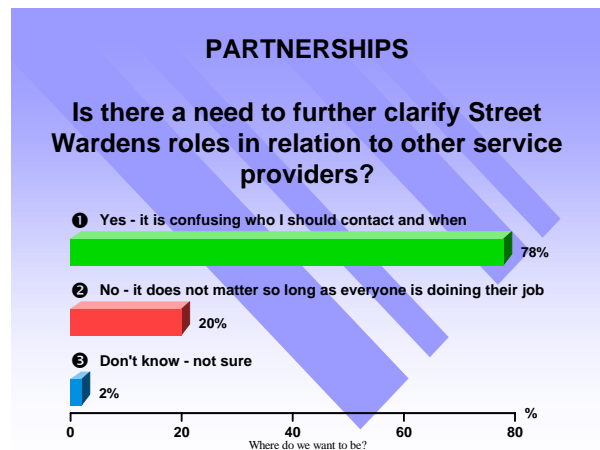
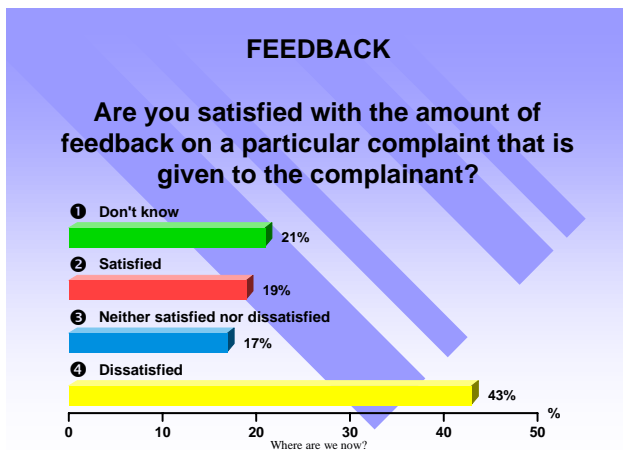
## This is what we will do in response:

- Introduce procedures with immediate effect, to ensure that Street Wardens always get out of their car to attend an incident unless there are risks to personal safety.
- Review current deployment of Street Wardens to ensure the best mix of skills and experience is operational within each area.
- Improve training for Street Wardens on common issues they are involved in eg noise complaints.
- Undertake further satisfaction surveys, and review the existing response cards.

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# WORKING WITH YOU AND OTHERS

The survey said .....



## Your comments included:

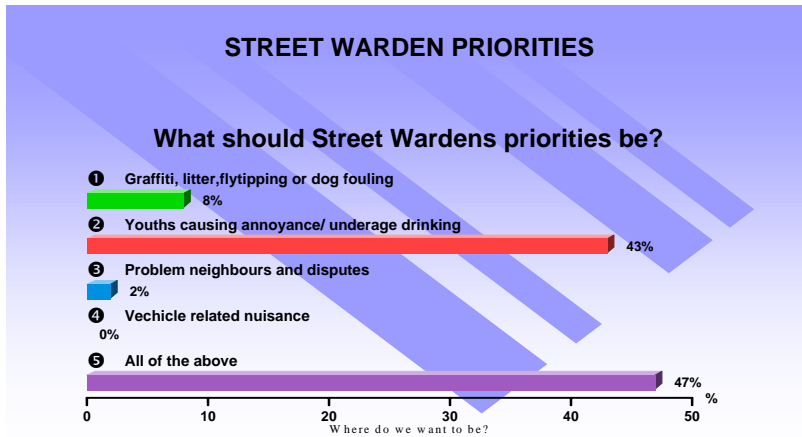
- Who is recording incidents and how can people get to know this information?
- From the survey, there is obvious confusion of roles.

## This is what we will do in response:

- Proactive work with local elected Members, with Street Wardens visiting them and informing them of issues within their local area.
- Introduce, with immediate effect, opportunities for any member of the public requesting Street Warden Services, to receive personal feedback after the incident has been investigated.
- Improve training in incident logs, which include reference to feedback which was given, and response made.
- Joint promotion with other agencies, which describe and clarify the respective roles.
- Proactive engagement with residents associations, Parish Councils and elected Members regarding issues within their area.
- Send all participants at the Seminar a copy of this feedback report.

# PRIORITIES

The survey said .....



## Your comments included:

- Underage drinking is a significant problem.
- Alcohol is widely available in young peoples homes, never mind off licences.
- The main problems mentioned at residents meetings are dog barking nuisance.

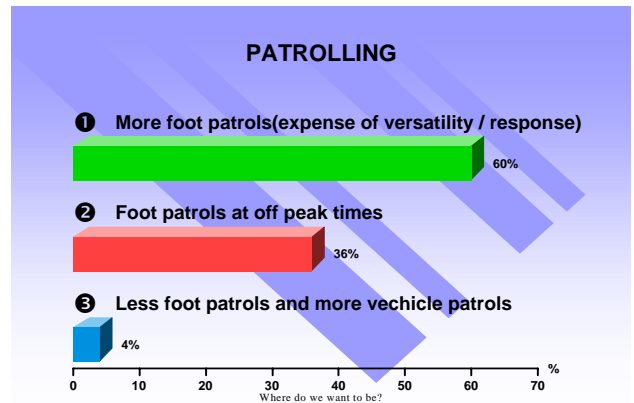
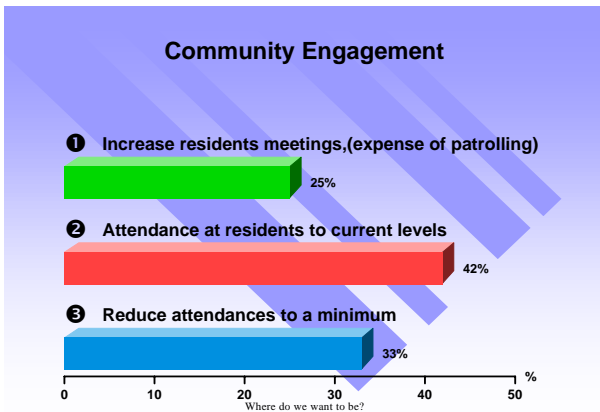
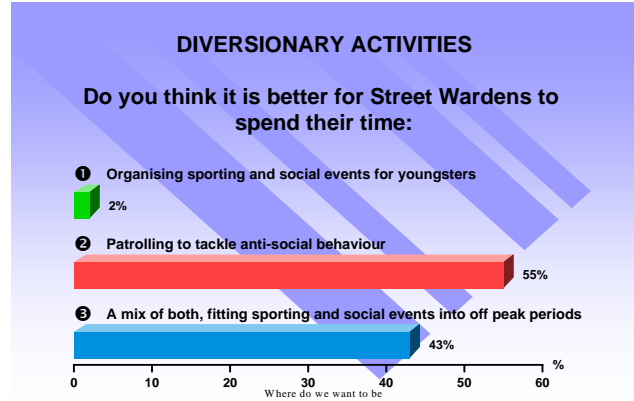
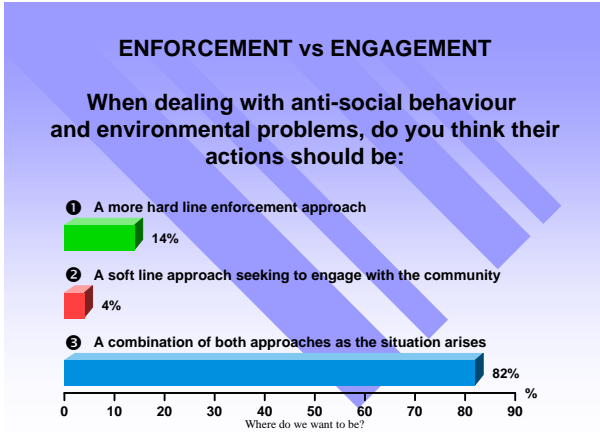
## This is what we will do in response:

- Reconfirm Street Wardens roles as linked both to Community Safety and Environment improvement.
- Joint Patrols with PCSO's and Beat Officers.
- Continue with accreditation of Street Wardens to give them increased enforcement powers.
- Organise local clean-up events and Street Wardens to be trained to use the graffiti removal machines at weekends.
- Engage in tactical meetings, to target Street Warden activity to particular 'hot spot' anti-social behaviour areas.



# OPERATIONS

The survey said .....



## Your comments included:

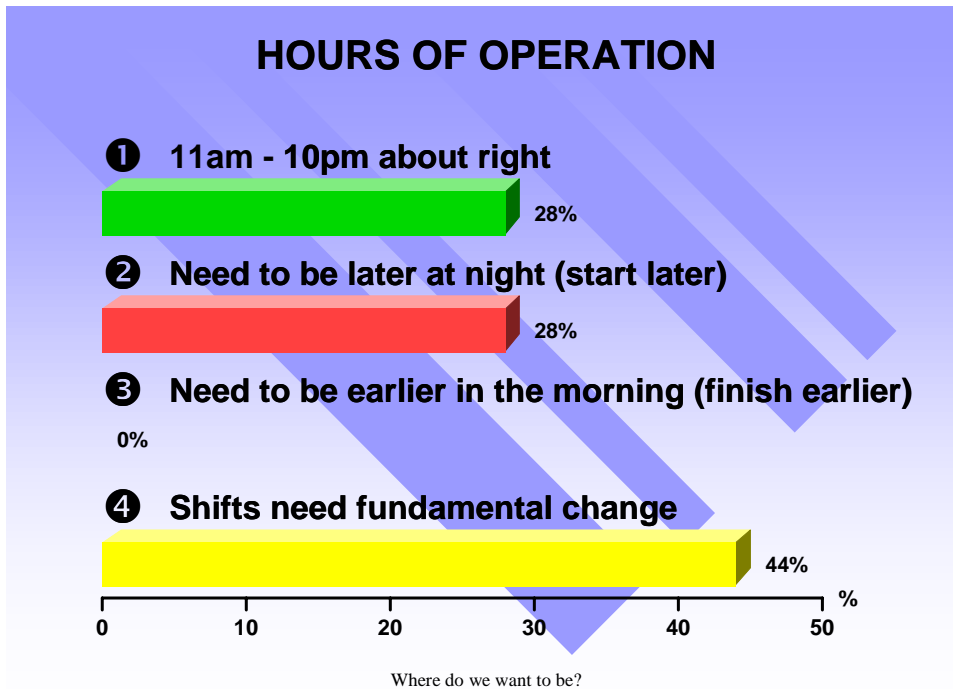
- I was told the Street Wardens would not hear another call if they were out of their vans.
- The youth initiatives are they effective and is it possible to measure effectiveness?
- Street Wardens should be resourced to do what they can, not try and do everything.

## This is what we will do in response:

- More foot patrols, selecting target areas at off peak times and providing a very visible presence.
- Roll out of Junior Street Wardens, organising a series of activities.
- 'Signposting' by Street Wardens to events, particularly during holiday programmes (an events brochure is being produced for Summer 2005).
- Contribute to a review of ball games policy - a common complaint to Street Wardens.

# OPERATIONS

The survey said .....



## Your comments included:

- What facilities are in place at night as most problems occur at night?

## This is what we will do in response:

- Calls after 10pm are typically police issues and therefore, in line with Home Office guidance, it is not proposed to extend hours of operation any later.
- It is proposed to review 'off peak' time, particularly Sunday 11-4 pm with a view to examining changes to operations during this period to release more deployment at peak times.
- Discussions will be held to investigate alignment between Street Warden and PCSO shifts.

# OUR PLANS

We said the plans for the future involve:



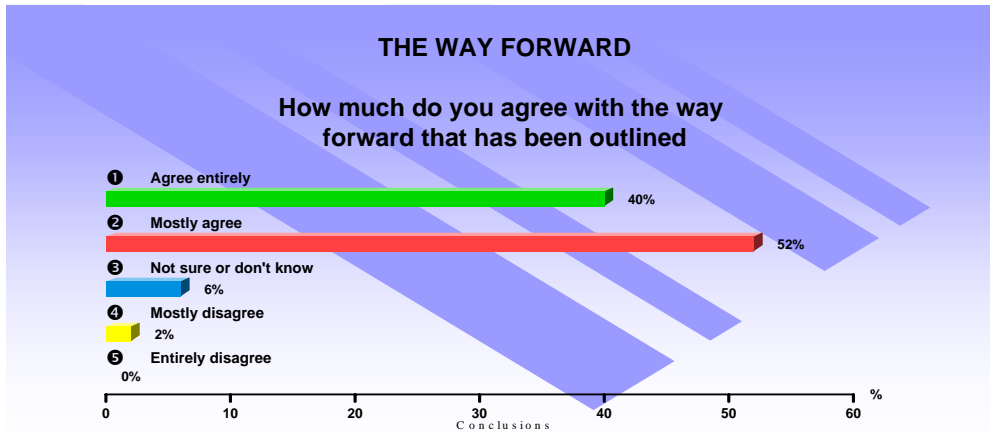
## Ingredients

- Confirming Remit
- Team work
- Communication
- Profile and Positive Outlook
- Attention to Detail
- Friend and Foe
- Flexibility and Accountability



call street wardens  
0191 527 50 47

In response, the survey said:



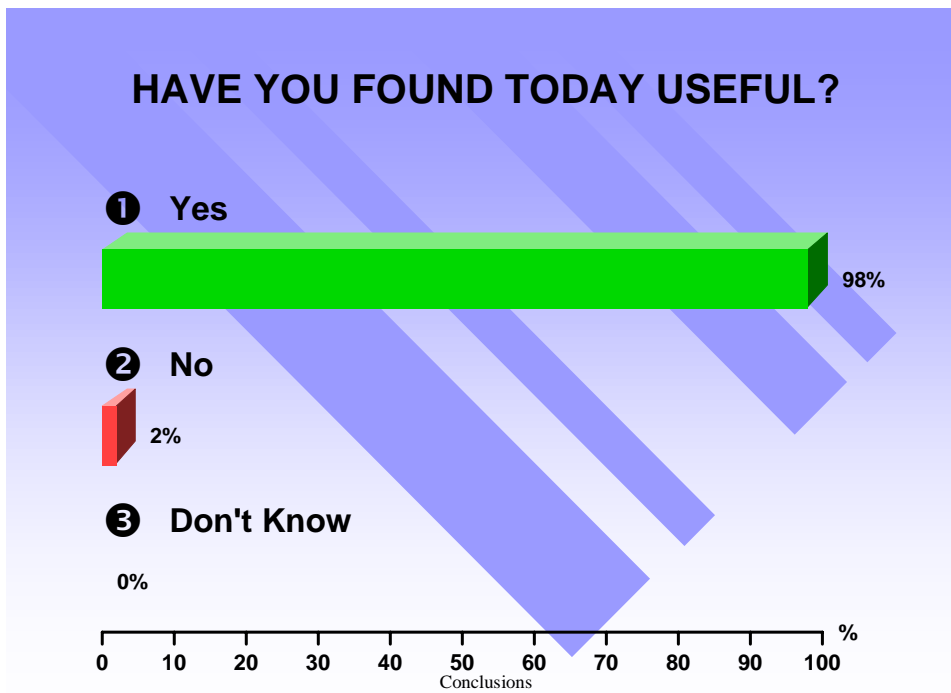
Your comments included:

- “I’m greatly encouraged and enthused by the partnership today. This is a very good forum but it needs to be rolled out through the community”
- I’m very impressed! People don’t like change so you can’t satisfy everyone.
- Is it planned to increase the amount of street wardens?

This is what we will be doing to build on the way forward:

- Deliver on the ground improvements consistent with the ‘Way Forward’ described.
- Introduce a pool of trained ‘relief’ Street Wardens, to ensure that in the event of sickness and holidays, that there is always a full complement of staff patrolling.
- Review the relationship of Street Wardens to those of Environmental Wardens and Estate Officers in order to maximise effectiveness.
- Review performance indicators for the Street Warden Service, to establish proper measures of success.

The survey said .....



**This is what we will do in response:**

- Repeat the Seminar next year to gauge improvements.
- Explore a 'Community Evaluation' of the Street Wardens, with support from the Office of the Deputy Prime Minister which would provide regular feedback on how the service is performing, from a panel of community representatives.