

Street Warden Outline Action Plan

Short Term Measures – Within 3 Months (Before October 2005)

Purpose	Action	Lead
Raise Profile/Awareness	Introduce high visibility foot patrols in target areas.	Malcolm Vest
	Publicity through “Know your Warden” leaflet, posters, advertising, business cards.	Colin Huntington
	New uniform (underway) including high visibility jackets.	Malcolm Vest
	Participation in NE Warden Fun Day at Seaham Leisure Centre on 17 th September.	Malcolm Vest
	Increase bicycle patrols, including purchase of 2 additional bikes.	Colin Huntington
Improve Satisfaction	Review existing customer response cards and their use.	Malcolm Vest
	Ensure with immediate effect through standard operating procedures that Street Wardens get out of their cars when visiting an incident, unless there are health and safety reasons otherwise.	All Street Wardens
	Identify and implement training in key areas e.g. advice on noise complaints where knowledge is currently lacking.	Malcolm Vest
Provide more Feedback	Build in to standard operating procedures a request for telephone number of complainant so that feedback can be offered.	All Street Wardens
	Improve collaborative working with PCSO’s, and Beat Officers e.g through joint patrols.	Colin Huntington
	Proactive identification of hot spots through tactical meetings. Report to local members/groups on measures to be taken.	Colin Huntington
	Improve incident logs reporting, which confirm feedback given.	Colin Huntington/ Malcolm Vest
	Provide feedback report to all participants at the Consultation Seminar.	Oliver Sherratt

Short Term Measures – Within 3 Months (Before October 2005) Cont'd.....

Purpose	Action	Lead
Roles and Priorities	Reconfirm street wardens role to cover both community safety and environmental improvement.	Executive
	Proactive identification of hot spots through tactical meetings. Report to local members/groups on measures to be taken.	Colin Huntington
	Organise regular community based clean up events involving street wardens.	Colin Huntington
	Street Wardens trained in use of graffiti van for weekend operation.	Malcolm Vest
	Lunch time litter patrols outside schools in place.	Malcolm Vest
	Review hours of operation, particularly with respect to weekend work, exploring improvements to deployment.	Colin Huntington
	Commence programme of events with Junior Street Wardens.	Malcolm Vest

Medium term measures (within 3-9 months) October 2005-March 2006

Purpose	Action	Lead
Raise Profile/Awareness	Increase programmed foot/bicycle patrols targeting significant numbers of street wardens in a given area to raise local profile.	Colin Huntington
	Door knock to local members, introducing their street wardens. Explore possibility of local members joining patrols for first hand experience, subject to interest and insurance.	Malcolm Vest
	Examine performance figures and promote results.	Colin Huntington/ Keith Parkinson
	Investigate potential for a Street Warden column in local paper.	Colin Huntington
	Review the content and distribution of the existing Street Warden newsletter.	Colin Huntington/ Keith Parkinson
Satisfaction	Investigate appointment of relief staff for sickness/holiday and special operations.	Colin Huntington/ Malcolm Vest
	Explore re-configuring of patrol teams to ensure a mix of skills.	Colin Huntington
	Clear guidelines on communication to public, including guidance for telephone operators to best direct to the most appropriate service.	Malcolm Vest
	Seek to have all street wardens accredited within 9 months.	Colin Huntington
	Undertake a satisfaction survey of Street Wardens to establish an accurate baseline.	Colin Huntington

Long Term Measures (9 months or later)

Purpose	Action	Lead
Raise Profile/Awareness	Consider an Education Officer (temporary post) to work with schools promoting anti-litter and recycling.	Oliver Sherratt
	Develop a directory of contacts for street wardens to call upon, ranging from RSPCA to Youth Groups.	Colin Huntington
	Develop a roadshow in conjunction with other agencies	Colin Huntington
Improve Feedback/Satisfaction	Explore Community evaluation with North east Warden Resource centre Support	Keith Parkinson
	Consider a Liaison Officer, to improve contact with residents associations, parish councils and other organisations.	Oliver Sherratt
Working with Partners	Explore the feasibility of Voluntary Street Wardens	Malcolm Vest
	Produce promotional material which highlights respective roles of different organisations	Colin Huntington
	Contribute to a review of ball games, a growing area of street warden involvement.	Keith Parkinson
	Repeat Consultation Seminar	Oliver Sherratt
	Review relationship of Street Wardens with Environmental Wardens and Estate Officers.	Keith Parkinson