

3 April 2014



**Overview and Scrutiny Review
Neighbourhood Wardens**

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

1. The purpose of this report is to present the findings, conclusions and recommendations of the Committee's draft review report on Neighbourhood Wardens attached at Appendix 2.

Background

2. At its meeting on 18 June 2013, members of the committee agreed to undertake a review on the Council's Neighbourhood Warden Service. The aim of the review was to look at the impact of partnership activity and raise the profile of the service.
3. The review has gathered a wide range of evidence through working group meetings, video footage, field study observations and desktop research to produce a draft report attached in Appendix 2. The report contains findings through four key sections on Supporting Information, Tools and Powers, Partnership Working and Campaigns and Profile and Communications.
4. Conclusions and suggested recommendations for the review are contained in Section 6 of the draft report and focus on recognition for the work of the warden service, utilising restorative approaches, exploring development of confidence plans, providing information to residents outside their remit, capacity to attend community meetings, wider circulation of the newsletter and use of social media. The report also recommends that the service is prepared for the forthcoming ASB, Crime and Policing Bill to become an Act and that wardens have contact details for the Council's Parking Services team to report any issues relating to car parking as a community concern.

Service Response

5. Neighbourhood Services Management Team welcome the report of the Safer and Stronger Scrutiny Committee into Neighbourhood Wardens, it reflects the key partnership role they play in our communities contributing significantly to them being safer, cleaner and greener. The Service supports the recommendations and will work to deliver these improvements.

Recommendation

The Committee are asked to agree the draft report in Appendix 2 and that it be submitted to Cabinet for consideration.

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Appendix 1: Implications

Finance – None

Staffing – None

Risk - None

Equality and Diversity / Public Sector Equality Duty – None

Accommodation - None

Crime and Disorder – The report includes information that aims to contribute to reducing Crime and Disorder within the Altogether Safer element of the Council Plan, Safe Durham Partnership Plan and Sustainable community strategy.

Human Rights – None

Consultation – None

Procurement – None

Disability Issues – None

Legal Implications – Information within this report is linked to enforcement powers and duties undertaken by Neighbourhood Wardens in line with Acts of Legislation.