

Safer and Stronger Communities Overview and Scrutiny Committee

22 September 2015



Progress of Recommendations following the Overview and Scrutiny Review of the Neighbourhood Warden Service

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

1. To provide Safer and Stronger Communities Overview and Scrutiny Committee with progress of implementing recommendations following the Committee's previous review of Neighbourhood Wardens.

Background

2. In 2013/14, the Committee undertook review activity 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 gathered a wide range of evidence through Working Group meetings, video footage, field study observations and desktop research to produce its report on this topic. The Committee's report was presented to Cabinet by Councillor David Boyes in April 2014 and contained the following recommendations:
 1. That Cabinet note the valuable role Neighbourhood Wardens provide to communities in line with Council priorities and their contribution to partnership working with a wide range of partner organisations.
 2. That consideration be given for all Neighbourhood Wardens to undertake training to use restorative approaches as a tool to tackle problems within their role.
 3. That the Neighbourhood Warden Service should look to raise its profile through exploring mechanisms to circulate the monthly newsletter to residents groups, partners agencies and neighbourhood watch. In addition, consideration be given to explore the use of social media as a tool to improve confidence and gather intelligence with the Council's Corporate Communications Team.
 4. That the neighbourhood wardens explore development of locality based confidence plans in line with local priorities and also contribute to area based confidence plans produced by Durham Constabulary.
 5. That the Neighbourhood Warden Service in addition to offering feedback to improve confidence explore implementing a system where if action needed is outside their responsibility and they have referred to another service or agency, inform the resident of action they have taken and contact details for the relevant service or agency.

6. That attendance at community meetings is a very important format to engage and communicate with residents, but if there are capacity issues to attend community meetings that the Neighbourhood Protection Manager liaise with the local Neighbourhood Police Chief Inspector and/or Inspector and County Council members to identify the most appropriate meetings for the wardens to be attending.
 7. That the Neighbourhood Warden Service prepare for implications from the Anti-Social Behaviour, Crime and Policing Bill to become an Act and review tools and powers to ensure that appropriate training is undertaken for staff and changes are communicated to residents, businesses and communities.
 8. That Neighbourhood Wardens have the contact details for the Parking Enforcement Team to report any issues relating to car parking raised as a community concern and following concerns raised at PACT meetings these are also shared with the parking services team.
 9. Cabinet are asked to consider the recommendations contained in the report as part of the approach through systematic review and provide a progress update on recommendations in six months' time.
4. In accordance with recommendation 9, a progress report was presented to the Committee's meeting in September 2014. The report informed Members that recommendations 1, 5, 6, 8 and 9 were complete. Appendix 2 reports further progress on implementation of recommendations 2, 3, 4 and 7. Ian Hoult, Neighbourhood Protection Manager will be in attendance at the Committee's meeting to provide further information and respond to Members questions in relation to this topic.

Recommendation

5. Members of the Committee are asked to note information contained within this report and comment accordingly.

Background Papers

'Overview and Scrutiny Review, Neighbourhood Wardens', Cabinet April 2014
'Progress of Recommendations following the Overview and Scrutiny Review of the Neighbourhood Warden Service', Safer and Stronger Communities Overview and Scrutiny Committee, September 2014

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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 – information within the report is aimed at reducing crime and disorder, Anti-Social behaviour and environmental crime

Human Rights – None

Consultation – None

Procurement – None

Disability Issues – None

Legal Implications – None

**OVERVIEW AND SCRUTINY WORKING GROUP REPORT – Neighbourhood Wardens
REVIEW OF RECOMMENDATIONS.**

Review Recommendation	Progress Report of Action taken to implement recommendation	Resib'ty	Timescale
1) That Cabinet note the valuable role Neighbourhood Wardens provide to communities in line with Council priorities and their contribution to partnership working with a wide range of partner organisations	September 14 - Cabinet considered the report on the 16 th April 14 and approved the report and recommendations.		Completed
2) That consideration be given for all Neighbourhood Wardens to undertake training to use restorative approaches as a tool to tackle problems within their role.	September 14 - Some Neighbourhood Warden teams have undertaken RA training in specific areas with a plan to complete this over the next 6 months. September 15-	Dave Riseley (Enforcement Manager – Neighbourhood Protection)	March 15
3) That the Neighbourhood Warden Service should look to raise its profile through exploring mechanisms to circulate the monthly newsletter to residents groups, partners agencies and neighbourhood watch. In addition, consideration be given to explore the use of social media as a tool to improve confidence and gather intelligence with the Council's Corporate Communications Team	September 14- Work has been carried out to continue to raise the profile, including, a specific article in the Summer edition of Durham County News, the Newsletter has an increased circulation list with the addition of new resident groups along with continued press articles. Currently corporate communications are working on a social media strategy with services to respond to the growth of social media and a further update will be provided. September 15 –	Ian Hault (Neighbourhood Protection Manager)	March 15

Review Recommendation	Progress Report of Action taken to implement recommendation	Resib'ty	Timescale
4) That the Neighbourhood Wardens explore development of locality based confidence plans in line with local priorities and also contribute to area based confidence plans produced by Durham Constabulary.	September 14 - Durham Constabulary no longer have locality based confidence plans and work is ongoing to develop confidence plans around key community priorities raised through PACT meetings including, speeding, alcohol and environmental crime (dog fouling, litter & flytipping). These plans will include other sections of the council and partner agencies. September 15 -	Ian Hoult (Neighbourhood Protection Manager)	March 15
5) That the Neighbourhood Warden Service in addition to offering feedback to improve confidence explore implementing a system where if action needed is outside their responsibility and they have referred to another service or agency, inform the resident of action they have taken and contact details for the relevant service or agency.	September 14 - Feedback has been improved with additional checks being put in place by team leaders. Contacts have been clarified and reviewed.		Completed
6) That attendance at community meetings is a very important format to engage and communicate with residents, but if there are capacity issues to attend community meetings that the Neighbourhood Protection Manager liaise with the local Neighbourhood Police Chief Inspector and/or Inspector and County Council members to identify the most appropriate meetings for the wardens to be attending	Meetings have been reviewed and where appropriate local discussions have taken place. The contacts for Neighbourhood Wardens have been reviewed and streamlined including dedicated team leader mobiles through working shifts.		Completed

Review Recommendation	Progress Report of Action taken to implement recommendation	Resib'ty	Timescale
7) That the Neighbourhood Warden Service prepare for implications from the Anti-Social Behaviour, Crime & Policing Bill to become an Act and review tools and powers to ensure that appropriate training is undertaken for staff and changes are communicated to residents, businesses and communities.	<p>September 14 -Lead by the ASB delivery group work has been ongoing since early 2014 to ensure that the new powers can be implemented in a timely way. Currently it is projected that the bill will be enacted in late October 2014.</p> <p>September 15 -</p>	Ian Houlton (Neighbourhood Protection Manager)	Projected November 14
8) That Neighbourhood Wardens have the contact details for the Parking Enforcement Team to report any issues relating to car parking raised as a community concern and following concerns raised at PACT meetings these are also shared with the parking services team	September 14 - All Neighbourhood Wardens have the correct contacts for the Parking Enforcement Team		Completed
9) Cabinet are asked to consider the recommendations contained in the report as part of the approach through systematic review and provide a progress update on recommendations in six months' time.			Completed