

EXECUTIVE SUMMARY – COMMUNITY WARDENS PROJECT

Summary of Purpose and Recommendations:

Following extensive research, the Crime and Disorder Review Panel have satisfied themselves that Community Wardens are a cost effective means of achieving key priorities and objectives within the Corporate Plan. Accordingly they recommend, for consideration as part of the expenditure plan process, 2 alternative pilot projects to further explore this option, in practice. The first pilot project proposes 6 wardens, based in Hythe and Dibden and New Milton. The second proposes 2 wardens in Hythe and Dibden.








Cost to Council:

Six warden scheme - First year revenue costs of £155,230 (£13,000 funding to date). Additional capital set up costs of £58,200 of which £32,760 will be subject to a separate funding bid. Second year budget estimate of £172,260 (£13,000 funding to date).

Two warden scheme - First year revenue costs of £55,190 (£13,000 funding to date). Additional capital set up costs of £41,700 of which £16,260 will be subject to a separate funding bid. Second year budget estimate of £60,140 (£13,000 funding to date).

Within existing budget? No

Contribution to Corporate Plan (Minor/Moderate/Major/Neutral):

| | + |  | - | | + |  | - |
|---|----------|---|---|---------------------------------|-------|---|---|
|  | Moderate | | | Priorities | | | |
|  | Major | | | Clean Streets and Public Spaces | | | |
|  | Moderate | | | Crime and Disorder | Major | | |
|  | Major | | | Housing | | | |
|  | Minor | | | Managing our Finances | | | |

Comments on Impacts on Corporate Objectives and Priorities:

The Crime and Disorder Review Panel are satisfied that this project can meet key Corporate Aims and Priorities. This formed part of the process of evaluating the project.



CABINET – 3 NOVEMBER 2004.

COMMUNITY WARDENS PROJECT

- 1.1 The Crime and Disorder Review Panel have undertaken research on the advantages that may be offered by community wardens, how such wardens would meet the Council's corporate objectives and consequently developed proposals for a pilot project to allow proper evaluation of effectiveness. They are commending their findings to you for consideration as part of the expenditure plan process.
- 1.2 The recommended style of community warden is a patroller type warden who would spend the majority of their working time within the local community they serve. It is suggested that the wardens should not be given any enforcement powers, as this could prejudice their ability to build trust based relationships with people. This model of warden would be able to:
- Create a presence on the street
 - Gather intelligence, both for this Council and other agencies
 - Foster community spirit
 - Reduce crime and the fear of crime
 - Build relationships with younger people to influence their behaviour for the better
 - Improve the responsiveness of the various agencies to issues within the community by reporting action that was needed.
 - Improve the living environment
 - Show the Council cares.
- 1.3 In doing so, the scheme would meet key aims in the Corporate Plan:
- Constantly striving to improve performance
 - Fostering innovation in the way the Council offers services, by evaluating whether wardens improve the effectiveness of key elements of service delivery
 - Openly involving the public. The public have already been consulted on the proposals, and one of the key functions of the wardens would be to develop and build relationships with local people.
 - Working productively with businesses. Warden schemes are often perceived to be of benefit to the operation of businesses in the areas they serve
 - Reducing the fear of crime and fostering safe communities.
 - Protecting, involving and developing young people
 - Helping to protect and value older people
 - Promoting clean streets and well kept facilities.
- 1.4 During the time the project was being developed the County Council and the Police also decided to develop warden schemes. This had created an element of confusion in the roles and potential coverage of each service. The Panel is satisfied that the role suggested for the District Council's wardens is distinct. The Police are considering employing just 2 Community Support Officers for the New Forest District. These officers would look like uniformed police officers and would have enforcement powers and powers of detention. The County Council are placing a team of 8 Community Safety Officers in the New Forest District, for a period of 6 months, starting probably in November or December of this year. This resource is under the

control of the County Council and there are no guarantees that the County wardens will continue to be deployed in this District after the 6 month trial period. These wardens are intended to develop knowledge of and relationships with the communities in which they are placed, but may not be local people. The County wardens will also have limited enforcement powers. Some elements of the community would therefore lack contact with them. This would prejudice the wardens' ability to influence behaviour through persuasion and education. The relative effectiveness of each of the styles of wardens will however be reviewed in the light of experience.

- 1.5 The Project Team which was assigned to this task had developed their proposals following extensive research and consultation. Partner Organisations have indicated their support and involvement. The proposals have been developed as two possible options, both set out in detail in a business case. These options are attached.
- 1.6 In essence, Option 1 proposes to evaluate the effectiveness of wardens in 2 communities that do not have CCTV coverage and which have significant levels of low level crime and nuisance behaviour, as demonstrated on a statistical basis. These are Hythe and Dibden together and New Milton. It is proposed that 6 wardens would operate between these centres. As an alternative, Option 2 proposes that 2 wardens should operate in Hythe and Dibden. This centre has been selected because the parish council are actively supporting the scheme with an offer of office accommodation free of charge and an offer of a significant revenue contribution.
- 1.7 The Panel are satisfied, from the evidence before them of experience in other areas, that Community Wardens, without enforcement powers, are an effective means of meeting key aims within this Council's Corporate Plan. They therefore

2. RECOMMENDATIONS

- 2.1 That the Cabinet be advised that this Panel has researched the role and functions of community wardens and, for the reasons set out above, would commend both Option 1 (6 wardens) and Option 2 (2 wardens), as attached to this report, to them for consideration as part of the expenditure plan process.

For further information contact:

Cllr Sqn. Ldr BMF Pemberton
Chairman Crime and Disorder Review Panel
Tel: 01425 617412
e-mail michael.pemberton@newforest.gov.uk

Background Papers:

Published documents



Community Wardens

Executive Summary

- 1.0 The introduction of Community Wardens employed by the New Forest District Council would meet the aims of the Heart of the Forest Corporate Plan by:
 - Constantly striving to improve performance
 - Fostering innovation in the way we deliver services
 - Openly involving the public
 - Working productively with local businesses
 - Reducing the fear of crime and fostering safe communities
 - Protecting, involving and developing young people
 - Helping to protect and value older people
 - Providing clean streets and well kept facilities
- 2.0 Community Wardens also meet the key priorities of:
 - Clean Streets and Public Places
 - Crime and Disorder and Community Safety
 - Housing
- 3.0 Liaison with partners has been undertaken and the New Forest partners have developed an outline of their preferred community warden scheme to include:
 - Patrolling and reporting, being eyes and ears;
 - Improving local environment quality;
 - Liaising with all sectors of the communities;
 - Supporting vulnerable residents;
 - Assisting in the tackling of anti-social behaviour
- 4.0 The working group recommends a two year pilot scheme of six uniformed community wardens, with no enforcement powers, accredited by the Hampshire Constabulary and working in the areas of Hythe and New Milton. The patroller style community warden will work closely with the community, housing associations, and businesses and liaise with the police and other enforcement agencies. The pilot scheme would be monitored and evaluated against scheme objectives and targets.
- 5.0 It is recommended that Community Wardens be recruited, trained, and fully operational by May 2005.

*New Forest District Council Community Wardens
Option 1*

- 6.0 Community Wardens offer the opportunity for a cost effective, high visibility presence and a project that encompasses more of the shared values and aims of the New Forest District Council than any other initiative undertaken to date.

*New Forest District Council Community Wardens
Option 1*

Index to Main Report

| | <u>Paragraph Title</u> | <u>Paragraph Numbers</u> | <u>Page Numbers</u> |
|------|--|---------------------------------|----------------------------|
| 1.0 | The Project Team and Brief | 1.1 - 1.3 | 1 |
| 2.0 | Overview of Warden Schemes | 2.1 - 2.10 | 2 - 3 |
| 3.0 | Background of Clean and safe work already being undertaken in the New Forest | 3.1 - 3.7 | 4 |
| 4.0 | Areas considered for a pilot Community Wardens Scheme | 4.1 - 4.5 | 5 |
| 5.0 | Consultation with Partners | 5.1 - 5.6 | 5 - 7 |
| 6.0 | Accreditation and Training | 6.1 - 6.4 | 7 |
| 7.0 | Accommodation and Office Equipment | 7.1 - 7.3 | 8 |
| 8.0 | Transport | 8.1 - 8.4 | 8 |
| 9.0 | Uniform and Equipment | 9.1 - 9.3 | 8 - 9 |
| 10.0 | Communication Systems | 10.1 - 10.3 | 9 |
| 11.0 | Information Reporting Systems and Caseload Support | 11.1 - 11.5 | 9 - 10 |
| 12.0 | Costs and Funding | 12.1 - 12.5 | 10 - 11 |
| 13.0 | Implementation of Pilot Scheme | 13.1 - 13.3 | 11 |

*New Forest District Council Community Wardens
Option 1*

| | | | |
|-------|-----------------------------------|------|---------|
| 14.0 | Monitoring and Evaluation | 14.1 | 11- 12 |
| App.A | Scheme Comparisons | | 13 - 14 |
| App.B | Maps of Hythe & New Milton | | 15 |
| App.C | Community Wardens Job Description | | 16- 19 |
| App.D | Breakdown of Costs | | 20 |



New Forest
DISTRICT COUNCIL

Community Wardens

What do we want to do ?: Create a high visibility presence to reduce crime, disorder and nuisance behaviour and improve the quality of life for residents of the New Forest

How are we going to do it? : By providing six patroller type Community Wardens

Who is going to do it? : New Forest District Council in partnership with Hampshire Constabulary, Parish and Town councils, and Housing Associations

How much is it going to cost? First year revenue costs of £155,230 (£13,000 funding to date). Additional capital set up costs of £58,200 of which £32,760 will be subject to a separate funding bid. Second year budget estimate of £172,260 (£13,000 funding to date).

1.0 The Project Team and brief

1.1 The Crime and Disorder Review Panel has recently appointed four sub groups each having a specific crime and disorder reduction focus. One group, the Anti-Social Behaviour Working Group has been developing the potential provision of Community Wardens in this District.

1.2 The Anti-Social Behavior Working Group consists of the following councillors:

- Cllr Malcolm Wade (Leader of the Working Group);
- Cllr Mrs Christine Ford;
- Cllr Michael Pemberton (Chair, Crime and Disorder Review Panel);
- Cllr Goff Beck.

1.3 The group has been working to the following six policies to ensure the success of any scheme that is implemented.

The New Forest Community Wardens must:

- Have clear objectives and be well designed;
- Have the full involvement of local residents and local partners;
- Involve local authorities and the police;
- Have effective and appropriate communication between all partners;
- Utilise high quality training and line management;
- Give a long term continuity of service and not be based on a deployment reaction

2.0 Overview of Warden Schemes

2.1 The Government has identified four key objectives for warden schemes:

- To reduce crime and the fear of crime;
- To improve the local environment through practical measures managed or undertaken by wardens;
- To develop better community understanding and activities;
- To improve housing management and neighbour relations.

2.2 These objectives can be grouped together into two key community based agendas:

- CLEAN – focusing on environmental improvements such as fly tipping, graffiti and abandoned cars;
- SAFE – focusing on crime prevention, community safety and liaison with the police, Homewatch, etc.

2.3 For any scheme to succeed it is recognised that there is a need for long term provision of an organised team of wardens in a specific geographical location where they become the focus for community management and problem solving activities. These types of schemes exist in over 300 locations in the UK usually centred on deprived urban areas, rural towns and villages. Locally warden schemes exist in Southampton, Test Valley, Portsmouth, Winchester and Basingstoke.

2.4 Each warden scheme operates in a unique way, tailored to suit the area in which it operates. Schemes often choose their own title e.g. Neighbourhood Wardens, Community Wardens, Community Safety Officers, Community Support Officers. Generally, however, Neighbourhood / Community Wardens are community focused with limited enforcement powers, and Safety/ Support Officers are at the other end of the scale, with a more police/enforcement orientated role. To differentiate between schemes it is best to consider who employs them, what their purpose is and what they are empowered to deal with.

2.5 Neighbourhood/Community Wardens are usually employed and deployed by local authorities with local authority style uniforms. They have community based roles with enforcement powers ranging from zero to low level by law enforcement.

2.6 Community Safety Officers / Community Support Officers can be employed and deployed by the local authority or the police. If employed by the police they are generally prefixed by 'Police' e.g. Police Community Support Officers. Support/ Safety officers can have more extensive enforcement roles and powers and often resemble uniformed police officers in appearance.

*New Forest District Council Community Wardens
Option 1*

- 2.7 Since the start of the NFDC working group, Hampshire County Council and Hampshire Constabulary intend to introduce schemes.
- 2.7.1 Before the end of 2004, Hampshire County Council will introduce Community Safety Officers. Although the role is still being developed, the safety officers will have low level enforcement powers, including the issuing of Fixed Penalty Notices. They will not have powers of arrest or detention. They will also develop community based roles. Eight officers and a supervisor will be piloted for six months in the New Forest area, and there are no guarantees that a long term presence will be maintained after the pilot.
 - 2.7.2 The Police will be introducing Police Community Support Officers. It is still unclear what the exact role will be, but the likelihood is that the Community Support Officers will be equivalent to paid Special Constables. They will have enforcement roles which is likely to include the issuing of Fixed Penalty Notices and Penalty Notices for Disorder. They will not have police powers of arrest, but will be able to detain someone until a police officer arrives to assess the situation. The likelihood is that there will be two support officers in the New Forest Area.
 - 2.7.3 New Forest District Council would introduce six Community Wardens intended to concentrate on local communities and businesses and build direct relationships with the communities they serve. They will have no enforcement powers and therefore compliment the HCC and police schemes, thereby providing three distinct schemes for comparison.
 - 2.7.4 As each scheme progresses and is evaluated, the need for enforcement powers for NFDC Community Wardens can be assessed in the light of experience.

A précised comparison of the various models is shown at Appendix A.

- 2.8 Schemes can be 'accredited' by the police or the ODPM if they receive a recognised standard of training.
- 2.9 Wardens are not policing on the cheap, neither are they replacements for the police.
- 2.10 **The project team recommends a pilot scheme of six Community Wardens using accredited patroller type wardens without enforcement powers. The patroller style warden will work closely with housing associations, the community and businesses, but also maintain links with the police and other enforcement agencies.**

- 3.0 Background of 'Clean and Safe' work already being undertaken in the New Forest
- 3.1 In 2002 three New Forest towns - Totton, Lymington and Ringwood - were provided with a monitored CCTV system. Three other towns - Hythe, New Milton and Fordingbridge - have similar crime and anti-social behaviour issues both in the town centre areas and in the surrounding streets and public open space. Although CCTV systems are being considered it is not expected that sufficient capital grant will become available in order for monitored schemes to be developed and implemented.
- 3.2 New Forest District Council recognises the crime, disorder and anti-social behaviour issues within the communities and consequently the working group considered the provision of Community Wardens in areas not covered by CCTV.
- 3.3 Commercial Services operate abandoned car, flytipping and graffiti removal schemes for problems that are reported however it is very seldom that evidence is available to enable the council to prosecute individuals committing the crimes. The spaces used for the crimes are often not overlooked which encourages more crime.
- 3.4 The Community Safety Partnership operates a 'Divided We Fall' Forum consisting of partners meeting under an information sharing protocol. The Forum considers the anti-social behaviour of named individuals and then develops and delivers action plans to tackle the behaviours. The Forum frequently has difficulty obtaining evidence to proceed with Anti-Social Behavior Orders and would welcome help with building the capacity and confidence of witnesses and victims. There is also a benefit if a warden is able to act as a professional witness or as a hearsay witness.
- 3.5 The police New Forest Basic Command Unit have recently reorganised and a designated beat officer scheme now covers all areas in the New Forest. These officers will regularly patrol their beats and be visible to the communities.
- 3.6 Housing Officers from the Council and Registered Social Landlords routinely inspect their housing areas, perhaps once a quarter or more often in specified areas, and report and deal with issues that are identified. Tenants are encouraged to report 'Clean and Safe' problems to their housing officer and in appropriate cases tenants submit completed log sheets detailing the nuisances being suffered.
- 3.7 Officers in the NFDC Environmental Protection team tackle complaints ranging from domestic noise problems, such as amplified music, DIY, barking dogs, misfiring car and house alarms as well as those relating to bonfires and accumulations of rubbish. In addition the Dog Warden's carry out regular dog patrols to encourage responsible dog ownership and where appropriate issue fixed penalty notices in respect of fouling

*New Forest District Council Community Wardens
Option 1*

4.0 Areas considered for a pilot Community Warden scheme

- 4.1 The working group and partners feel that the areas of Hythe and New Milton should be considered (see 3.1)
- 4.2 Consultation with the Parish Councils, Housing Authorities and the Police has enabled maps of 'hotspot' areas to be developed and it is proposed that the wardens should initially be concentrated into these areas (see Appendix B)
- 4.3 Crime data for the proposed pilot areas has been collected and when compared to other local averages certain problems can be identified.

4.3.1 The table below gives data on four crimes.

| <i>Crime/Area</i> | Hythe per 1,000 pop | New Milton per 1,000 pop | New For.BCU per 1,000 pop | I of Wight per 1,000 pop | Hants Force per 1,000 pop |
|---------------------------------|------------------------|-----------------------------|------------------------------|-----------------------------|------------------------------|
| Vehicle crime | 9.7 | 6.4 | 9.3 | 5.0 | 11.6 |
| Domestic Burglary | 5.2 | 6.6 | 5.3 | 7.5 | 9.4 |
| Violence against person | 15.5 | 16.9 | 12.9 | 19.1 | 21.3 |
| Criminal damage and arson | 26.3 | 21.9 | 19.3 | Not available | Not available |

4.3.2 For most of the crimes that are listed the selected pilot areas show higher incidents rates than the BCU average however this does not suggest that these areas have a 'crime problem'. Reports regarding anti-social behaviour suggest that the areas of increased housing density, ie the housing estates, do suffer an increased incidence of nuisance behaviour.

- 4.4 Other forms of anti-social and criminal behaviour such as littering, fly-tipping, graffiti, abandoned vehicles, problem parking, and noise nuisance may also be more common because of the increased density and layout of the housing and infrastructure. These types of problems require swift action as soon as they are identified in order to prevent their escalation. Keeping a sense of civic pride and proving to residents that the council can take action are important outcomes of a Community Warden scheme.
- 4.5 Many residents of the New Forest would like to see increased levels of police presence on the streets and faster police response times. The working group believes that the provision of Community Wardens would deliver the visible presence requested by the community and would give the community some influence over the work undertaken by wardens.

*New Forest District Council Community Wardens
Option 1*

5.0 Consultation with partners

- 5.1 Liaison with partners has been undertaken and all have been supportive of the principles of Community Wardens. Partners have identified their own particular issues and a seminar held in May drew everyone together to draw up the preferred elements of a community warden job description.
- 5.2 The New Forest partners developed an outline of their preferred warden type and the priority roles are:
- Patrolling and reporting, being eyes and ears;
 - Improving local environment quality;
 - Liaising with all sectors of the communities;
 - Supporting vulnerable residents;
 - Promoting the work and assisting in the tackling of anti-social behaviour.
- 5.3 In order to deliver the roles above the partners agreed that the emphasis of the warden scheme should be to undertake a reporting, auditing and co-ordinating role with external agencies so as to assist them deliver their statutory functions and to liaise with the public both to give and receive information and to develop a rapport with the local community especially young people and the vulnerable.
- 5.3.1 In particular the Police and Housing Officers frequently become aware of crime and/or housing related problems that have not been reported by the victims or witnesses and would welcome the wardens becoming an established, identified and regular presence in order to gain the knowledge and trust from the community which will enable improved intelligence gathering.
- 5.4 A Community Warden Job description has been formulated to meet identified needs and is shown at Appendix C
- 5.5 In initial consultations, partners felt that the key hours of operation should be:
- | | | |
|-----------------------|---------------------|-----------|
| Thursday | 3.00 pm to 10.00 pm | 7 hours. |
| Friday | 3.00 pm to 10.00 pm | 7 hours. |
| Saturday | 3.00 pm to 10.00 pm | 7 hours. |
| Sunday | 3.00 pm to 10.00 pm | 7 hours. |
| Monday | 9.00 am to 18.00 pm | 9 hours. |
| Total number of hours | | 37 hours. |
- 5.5.1 The hours are to cover operational periods, when the bulk of anti social behaviour takes place along with a day in the office/community to allow liaison with members of the public and other agencies.
- 5.5.2 The hours should also be flexible to cover seasonal variances and other operational requirements eg Firework night, Halloween and local events/festivals etc.

- 5.5.3 Best practice from other warden schemes shows that effective patrolling is best met by flexible working hours, properly line managed to meet community priorities and conforming to working hours legislation and directives. Weekly/ monthly work rotas should be achieved by discussion and agreement between key stakeholders and line managers. This is the recommended working practice for the NFDC pilot scheme.
- 5.6 It is proposed that the aims, management and deployment of the NFDC wardens, HCC Safety Officers and Police Support Officers will be coordinated via the Community Safety Partnership, local Tasking and Coordinating Groups and line managers for the respective schemes.
- 6.0 Accreditation and Training
- 6.1 Using powers from the Police Reform Act 2002 the Chief Constable of Hampshire is establishing an accreditation process for warden schemes. Accreditation is intended to ensure the quality and effectiveness of non-police schemes and covers all aspects of line management including the appointment process.
- 6.2 Accreditation enables an information and operational link between the warden scheme and the police and provides the link into the 'police family'. Accreditation would help to promote the wardens and instill community confidence in their ability.
- 6.3 A high quality three weeks training programme is available to include:
- Induction and Council services
 - Local knowledge
 - Customer care
 - Working with youth and elderly persons
 - Community Cohesion and Diversity
 - Drug awareness
 - Anti social behaviour
 - Planning and conducting foot patrol
 - Observing and gathering information
 - Recording and reporting information
 - Handling incidents in public places
 - Personal safety
 - Health & Safety
 - Problem solving
 - Conflict management
 - Team and inter agency working
 - Communication skills
- 6.4 It will be necessary for community wardens to be trained in the statutory duties and project work of all stakeholder agencies in their area of operation. This will enable the wardens to signpost the community to the help that they request and forward reports to those that can take the necessary action.

7.0 Accommodation and Office Equipment

- 7.1 The partners support the provision of an office in Hythe and an office in New Milton. It is anticipated that members of the Community will be able to make appointments to visit the wardens where appropriate.
- 7.2 Hythe and Dibden Parish Council have offered to accommodate the wardens that are to operate in their area. They are willing to provide one office at the Grove free of charge. Appropriate office equipment will need to be provided. There is insufficient secure vehicle parking facilities at the Grove and secure vehicle storage is to be based at the Hythe Police Station.
- 7.3 Hampshire Fire and Rescue Services will provide a satellite base at New Milton Fire Station that has the added benefit of secure parking provision for the warden vehicle. This provision would be charged in accordance with HFRS policy.

8.0 Transport

- 8.1 NFDC Transport Manager supplied details of three suitable vehicles and the Vauxhall Combo Crew Van is recommended for functionality and cost.
- 8.2 Vehicles will be recognizable as warden's vehicles with NFDC and Community Wardens logos and will be liveried in red to match the uniforms.
- 8.3 Mileage, routine maintenance, VEL, insurance, and malicious damage to vehicles e.g. tyres, windscreen, side windows, wiper blades have been budgeted.
- 8.4 Vehicles will be equipped with a first aid kit, an elementary toolkit, a graffiti removal kit, sharp retrieval equipment and disposal boxes, a digital camera, a video camera and hands free communications.

9.0 Uniform and equipment

- 9.1 A condition of accreditation will be that the Community Wardens do not resemble police officers. The preferred uniform for Community Wardens in line with other successful schemes is:

- Safety trainers
- Blue trousers
- Red polo shirts *
- Red sweatshirt *
- Red fleece *
- Blue waterproof trousers
- Red waterproof coat with reflective strips *
- Gloves

*New Forest District Council Community Wardens
Option 1*

- Adoption of the colour red will ensure high visibility to the community but will also ensure that they are not confused with uniformed NFDC Commercial Services, Leisure Services and Environmental Health staff.
- * COMMUNITY WARDEN to be displayed in large white letters on back
NFDC CREST on left breast
ACCREDITATION LOGO on right breast
- 9.2 Community wardens in many areas wear name badges with only their first names displayed and this is the recommended practice for NFDC Community Wardens
- 9.3 Other essential personal equipment is:
- Pocket notebooks
 - Torch
- 10.0 Communication systems
- 10.1 Each office will be equipped with telephone, answering machine, facsimile, and computer.
- 10.2 Each patrolling community warden will be equipped with a mobile phone.
- 10.3 Consideration will be given to joining community wardens into the traffic warden radio communication scheme when de criminalisation takes place in 2005. The radio scheme is unlikely be available until late 2005/2006, but would provide economy of scale in terms of equipment purchase and licensing. In the interim, short range back-to-back systems will be considered to allow wardens to communicate with each other if separated. Licences are not required but range is limited and affected by physical obstructions e.g. buildings.
- 11.0 Information Reporting Systems and Caseload Support
- 11.1 Community Wardens may increase the caseloads of partner agencies in the areas in which they operate. The agencies and/or departments that may find an increased call on their operational resources are:
- Hampshire Police – back up assistance when requested, handling of increased calls re anti-social behaviour; increased intelligence handling;
 - New Forest District Council – abandoned car removal, fly-tipping removal, graffiti removal, clean up of streets, maintenance of public open space, maintenance of estate infrastructure, action against tenancy breaches;
 - Parish Councils - fly tipping removal, graffiti removal, maintenance of public open space;
 - Housing providers – as NFDC;
 - Divided We Fall Nuisance/ASB Forum and ABC Co-ordinator – increased cases of ASB;

*New Forest District Council Community Wardens
Option 1*

- Social Services – increased reports re potential persons at risk;
 - Hampshire Youth Service and localised youth outreach work – increased call on outreach resources;
 - Victim Support – increased requests from vulnerable members of community
- 11.2 Wardens will directly access the Customer Services system for reporting issues and researching local information which will form part of the training. A development program has been budgeted should the system need expanding in the future to meet warden scheme requirements
- 11.3 A direct line phone link to the CCTV centre will be used for wardens to report 'slow time' police issues with 'fast time' contact direct via mobile phone '999'
- 11.4 A printing link from Netley Police Control Room can be established on agreed criteria complying with the National Incident Reporting Standards.
- 11.5 The Grove already accommodates CAB, Handy Trust (youth service with three youth workers), NFDC Housing Association, PRIME, and NFDC Information Office which will provide day to day personal links with the warden team. Similar links will be established in New Milton.
- 12.0 Costs and Funding
- 12.1 The list of costs the scheme for two years is shown at Appendix D
- 12.2 Start up costs amount to £58,200. This cost includes:
- Advertising and recruiting
 - Training and launch programme
 - Vehicle & equipment purchase
 - Uniform purchase
 - Office furniture, equipment, books & stationery
 - HPSN lines
 - Mobile phones
 - Radios
- 12.3 Revenue costs for the first year of operation amount to £155,230. This cost includes:
- Salaries
 - Premises rental
 - Vehicle running costs, maintenance, etc
 - Postage
 - HPSN usage
 - Mobile phone line rental & usage
 - Travelling
- 12.4 ODPM funding is fully committed and currently there is no funding for community warden schemes. Hythe and New Milton Councils and Housing Associations

*New Forest District Council Community Wardens
Option 1*

have been contacted with a view to obtaining revenue support. A positive response has been obtained from Hythe Council, with accommodation costs being met and ongoing £10,000 revenue support. Replies are awaited from the other parties.

12.5 A report is to be submitted to the December meeting of the Crime and Disorder Partnership Group to partially fund the start up costs for the scheme.

13.0 Implementation of pilot scheme

13.1 It is recommended that the introduction of Community Wardens be phased:

- Phase 1 – Jan/Feb 2005 - Recruitment
- Phase 2 – April 2005 – Training programme to include general introduction to NFDC, getting to know the area, the community, businesses and partner agencies.
- Phase 3 – May 2005 - A PR/advertising campaign so that residents in Hythe and New Milton are aware of the service. The program will include roles of community wardens, contact details, personal details, newspaper articles, leaflets, posters and civic launch ceremony. Public information meetings will also be programmed.
- Phase 4 – May 2005 – Community Wardens patrolling

13.2 If the scheme is approved, an implementation plan will be formulated to include:

Mission Statement, Objectives and Duties
Overview of Scheme
Implementation Action Plan with timescales
Monitoring and Evaluation procedures

13.3 Standard Operating Procedures will be formulated to include:

Scheme Objectives
Community Wardens Charter
Scheme details
Roles and Responsibilities
Complaints Procedures
Personal Safety
Information Sharing Protocols

14.0 Monitoring and Evaluation

- 14.1 Baseline data for the pilot scheme objectives and targets will be compiled. Scheme objectives and any local targets will be set out in an annual action plan. The action plan will also set out quarterly milestones for delivery. Quarterly and end of first year reports will be prepared and submitted to the Crime and Disorder Review Panel. At eighteen months a final report will be submitted to Cabinet to decide the future of the scheme beyond the two year pilot phase.

Appendix A

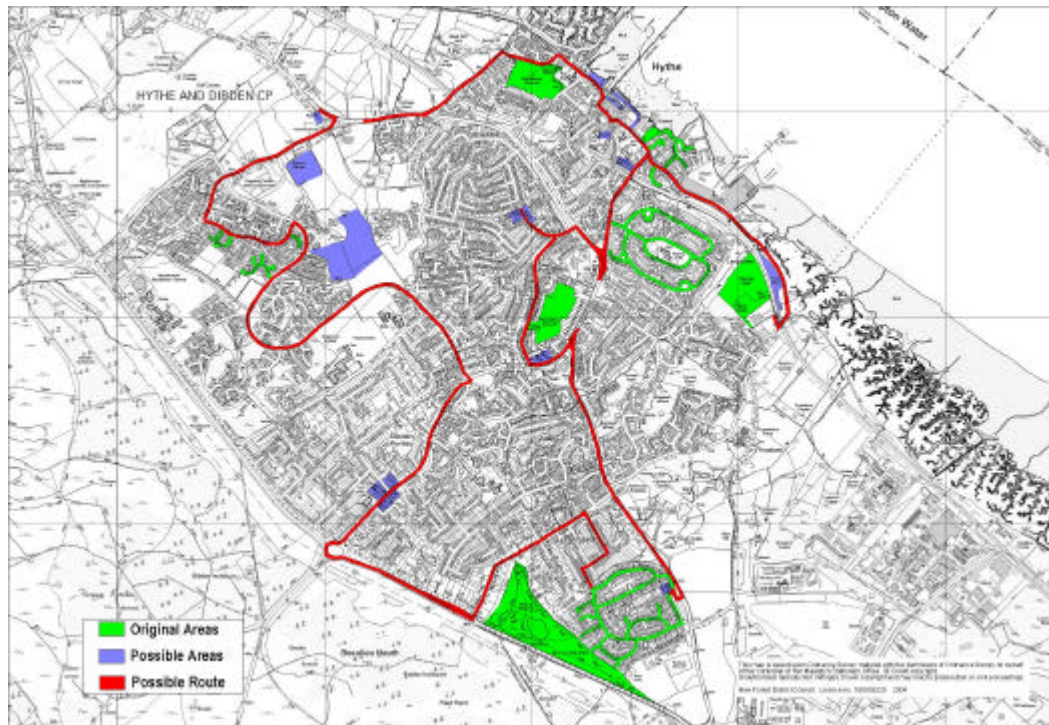
| Scheme | Objectives | Advantages/Disadvantages |
|--|--|---|
| <p style="text-align: center;"><u>NFDC</u> <u>Community Warden</u></p> <p>Non enforcement model</p> <p>Many warden schemes fit this model, the overall aim is to build community capacity and liaise with the community and other relevant groups</p> | <p>Providing advice and information</p> <p>Deterring sub-criminal and anti-social behaviour</p> <p>Fostering positive working relationships with various groups including the community, retailers, local authority agencies and the police</p> <p>Contributing to the reduction in the fear of crime and making positive contributions to individual's quality of life</p> <p>Carrying out minor environmental improvements</p> <p>Reporting incidents to relevant agencies</p> | <p style="text-align: center;">+</p> <p>Promotes social inclusion.</p> <p>Wardens maintain a distinct image to that of the local police.</p> <p>Offers high visibility presence within a designated area</p> <p>Is viewed as a community resource</p> <p>Provides a platform for encouraging negotiation and building trust</p> <p style="text-align: center;">-</p> <p>Could potentially create more work for enforcement staff as a result of increased reporting of incidents that could not directly be dealt with by wardens.</p> <p>Relies on LA staff to act swiftly in response to complaints and be kept informed so that wardens can keep community updated on progress</p> |
| | | |

New Forest District Council Community Wardens
Option 1

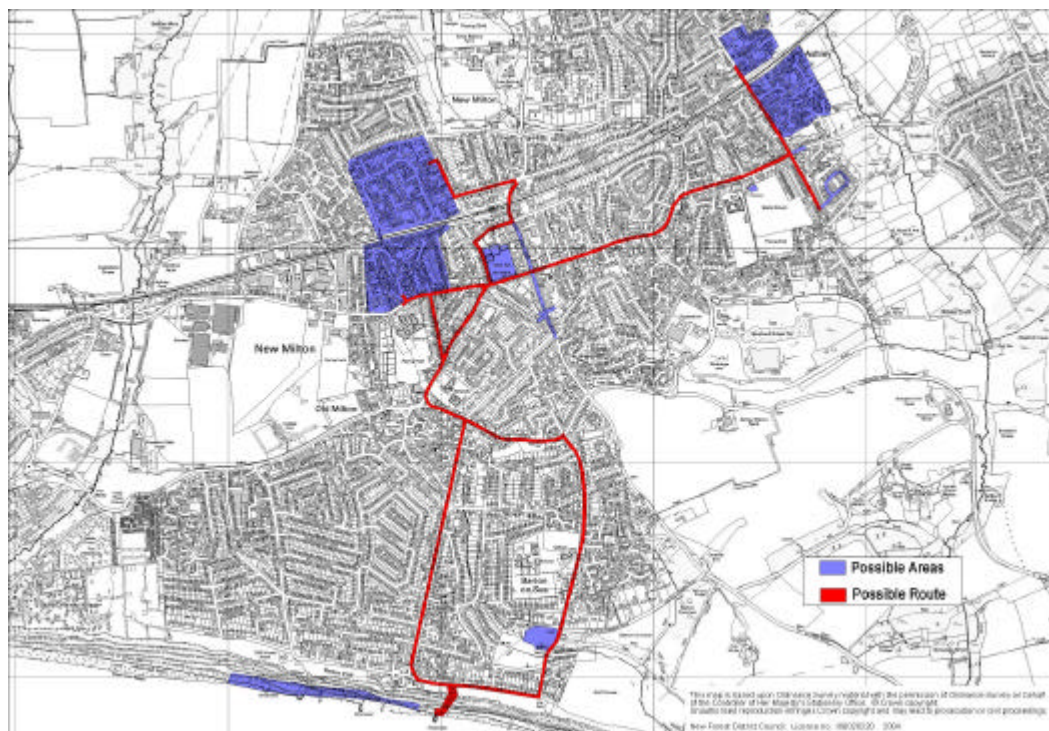
| | | |
|--|---|--|
| <p style="text-align: center;"><u>HCC</u> <u>Community Safety</u> <u>Officer</u></p> <p style="text-align: center;">Enforcement of bye law model</p> <p>Can enforce existing local authority by-laws. Can also collect evidence for Anti-Social behaviour orders and be professional witnesses</p> | <p>As per non enforcement model above</p> <p>Enforcement of local by-laws e.g. fly tipping, dog fouling, litter, etc</p> <p>No powers to arrest</p> | <p style="text-align: center;">+</p> <p>All advantages of non enforcement model above</p> <p>Can be used to perform joint operations e.g. truancy</p> <p>Can provide an extra uniformed presence for major incidents</p> <p style="text-align: center;">-</p> <p>Minor enforcement powers can hamper efforts to build community cohesion</p> <p>Unrealistic expectations on behalf of public as to what wardens can achieve in terms of enforcement</p> |
| <p style="text-align: center;"><u>Hampshire Constabulary</u> <u>Police Community</u> <u>Support Officers</u></p> <p style="text-align: center;">Enforcement plus model</p> <p>An extension of the enforcement of bye laws model where officers are given citizens powers of arrest</p> | <p>Officers receive training in citizen's powers of arrest and enforcement procedures.</p> <p>Their appearance is similar to that of the police and this is reflected in the equipment they are given e.g. handcuffs and stab proof vests</p> | <p style="text-align: center;">-</p> <p>Gives out a negative image of an area in terms of appearance</p> <p>May not be seen as approachable by many sections of community</p> <p>H&S implications with officers being placed in dangerous situations</p> <p>Perceived as a second tier of policing with unrealistic expectations.</p> <p>Intensive and costly training</p> <p>Legal and financial implications to officers and employers if officers exceed their powers</p> |

Appendix B

The areas within Hythe that are currently considered to be priorities:



The areas within New Milton that are currently considered to be priorities:



Job

DESCRIPTION

1. Job Title: Community Warden

Name:

Directorate: Community Services

Section: Environmental Health (CCTV Licensing – Community Wardens)

Band:

Current Base:

Post No:

Essential Car User: No

Lease Car: No

Politically Restricted: No

2. Main Purpose

To improve the quality of life for residents by building community capacity, promoting good behavior, and helping to provide a safer cleaner environment for residents and visitors.

To assist with Crime Prevention and Community Development by working with service providers and agencies and building close links with communities and businesses.

3. Position within organisation

Post Holder responsible to: CCTV and Licensing Manager

Post Holder responsible for: No staff

Post Holder responsible for budgets: No

4. Main Duties

To foster positive working relationships with various groups including the local community, local retailers, young people, local authority agencies and the police

To liaise with and actively seek the views of local residents and community groups on day to day issues relating to the safety and cleanliness and of their environment

To provide information and advice to local residents on quality of life issues and if necessary deal directly with any problem or refer it to the appropriate department or agency

To engage with young persons in the community and deal positively with youth issues

To deter sub criminal and anti social behaviour by actively encouraging residents and local agencies to take responsibility for reporting vandalism, anti-social behavior and breach of local by-laws or laws.

To work as directed in association with the District Council or its Community Safety Partners to reduce Anti-social behavior in the area.

5. Skills, Knowledge and Experience

The post-holder will be required to undergo training in accordance with the Hampshire Constabulary Community Safety Accreditation Scheme. An enhanced check will be undertaken through the Criminal Records Bureau for this purpose. The post-holder requires a high standard of personal honesty and integrity in order to maintain their status and accredited position.

The post-holder must be prepared to work as part of a team and have a flexible approach to work and problem solving. The post-holder must be able to confront negative and anti-social behavior and enforce by-laws in a consistent and positive manner. They will need good interpersonal skills in order to resolve conflicts whilst carrying out their duties.

Experience

Essential –

The post-holder must be able to demonstrate that they have excellent communication and interpersonal skills, and is capable of dealing with conflict and able to remain calm and professional in stressful situations.

Previous history of working with members of the public or providing a service to the community

Desirable –

Knowledge of local authority departments and community safety agencies roles and responsibilities in order that they can be an initial point of contact for members of the community whilst they are out on patrol.

Knowledge of enforcement work and the Police and Criminal Evidence Act procedures.

Knowledge of computer communication systems including email

6. Problem Solving

Post-holders will be required to use initiative and resourcefulness to help resolve conflict and problems in the community by utilizing all available resources within the local authority and other agencies

Post holders may need at times to exercise their discretion to resolve conflict in situations that could invoke formal enforcement action and will be guided by precedents and procedures laid down by the CCTV and Licensing Manager, the Hampshire Constabulary Accreditation Scheme and requirements of the various acts that a post-holder enforces.

7. Decision Making

The post holders objectives, work plans and priorities will be set by the CCTV and Licensing manager

The post holder will be working unsocial hours and will need to take decisions on the service response without reference to line management

Decision making will be within laid down guidelines, protocols and procedures. However there will be occasions when they are confronted by situations that will require a degree of individual judgment and initiative.

The post holder will normally work in a team of two, or part of a larger team operating in an area. The post holder will not be required to set priorities for others in the team but there will be a degree of working unsupervised

8. Operational Responsibility

The post holder will not be responsible for other members of staff, but will be responsible for the equipment used for the duties of a Community Warden e.g. radio equipment , routine vehicle checks and cleanliness, office equipment

9. Communication

External – 70%

Members of the public requiring advice or reporting incidents.

Business community requiring advice or reporting incidents

Working with Community Wardens working for HCC,

Hampshire Constabulary, Hampshire Fire and Rescue Service giving statements on incidents observed by the Warden

Town and Parish Councils, interacting with them to seek information on local issues

Internal 30%

Working with others involved in Community Safety within the District Council, reporting into the CCTV control room and reporting issues to Service Departments

The Post Holder will be required to deal with confidential matters, for example giving statements to the Police in response to incidents witnessed in the field. They may also be given confidential information regarding individuals suspected of being involved in anti social behaviour.

10. Working Conditions

The post holder will be working as one of a pair of uniform patrol wardens within New Forest District Council's area. There will be occasions when the post holder may be a witness to anti social behaviour, or minor offences such as dog fouling, littering etc

The post holder will have communication with the CCTV Control room via mobile phone.

11. Special Features

The post holder will be working outside the majority of the time and will need to display a level of fitness and health commensurate with the role. The post holder will also be working shifts to cover the required hour which are likely to be early evening to early morning. There may be a requirement for hours to be varied to meet the requirements of the role

. This post is therefore not eligible for flexi time.

New Forest District Council Community Wardens
Option 1

Appendix D

New Forest District Council Community Wardens

Cost Centre – Community Wardens

| | Budget 2005/06 | Budget 2006/07 |
|--------------------------------------|-------------------|-------------------|
| Employee | | |
| Salaries – Community Wardens x 6 | 137,370 | 142,920 |
| Recruitment | 1,800 | - |
| Training | 21,140 | 5,880 |
| Total Employee Costs | 160,310 | 148,800 |
| Premises | | |
| <u>The Grove, Hythe</u> | | |
| Rent | | |
| Utilities | | |
| Repairs & Maintenance | | |
| Cleaning | | |
| Vehicle Garaging | | |
| <u>New Milton Fire Station</u> | | |
| Rent | | |
| Utilities | | |
| Repairs & Maintenance | | |
| Cleaning | | |
| Vehicle Garaging | | |
| Total Premises | 6,000 | 6,000 |
| Transport | | |
| Vehicles, including livery | 22,000 | 0 |
| Running Costs | 4,000 | 4,500 |
| Vehicle Maintenance | 3,800 | 3,800 |
| Other Related Costs | 1,500 | 1,500 |
| Hands-free kits | 320 | - |
| Total Transport Costs | 31,620 | 9,800 |
| Supplies & Services | | |
| Uniforms | 2,100 | 700 |
| Furniture & Equipment | 5,600 | - |
| Books & Publications | 1,000 | 800 |
| Stationery | 750 | 500 |
| Postage | 500 | 600 |
| HPSN – Sockets | 390 | - |
| HPSN – Calls | 1,000 | 1,000 |
| Mobile Phones | 860 | 560 |
| Radios | 300 | - |
| Travelling & Subsistence | 500 | 500 |
| Customer Services Development | - | 3,000 |
| Total Supplies & Services | 13,000 | 7,660 |
| Launch Costs | 2,500 | - |



Community Wardens

Executive Summary

- 1.0 The introduction of Community Wardens employed by the New Forest District Council would meet the aims of the Heart of the Forest Corporate Plan by:
 - Constantly striving to improve performance
 - Fostering innovation in the way we deliver services
 - Openly involving the public
 - Working productively with local businesses
 - Reducing the fear of crime and fostering safe communities
 - Protecting, involving and developing young people
 - Helping to protect and value older people
 - Providing clean streets and well kept facilities

- 2.0 Community Wardens also meet the key priorities of:
 - Clean Streets and Public Places
 - Crime and Disorder and Community Safety
 - Housing

- 3.0 Liaison with partners has been undertaken and the New Forest partners have developed an outline of their preferred community warden scheme to include:
 - Patrolling and reporting, being eyes and ears;
 - Improving local environment quality;
 - Liaising with all sectors of the communities;
 - Supporting vulnerable residents;
 - Assisting in the tackling of anti-social behaviour

- 4.0 The working group recommends a two year pilot scheme of two uniformed community wardens, with no enforcement powers, accredited by the Hampshire Constabulary and working in the Hythe area. The patroller style community warden will work closely with the community, housing associations, and businesses and liaise with the police and other enforcement agencies. The pilot scheme would be monitored and evaluated against scheme objectives and targets.

- 5.0 It is recommended that Community Wardens be recruited, trained, and fully operational by May 2005.

*New Forest District Council Community Wardens
Option 2*

- 6.0 Community Wardens offer the opportunity for a cost effective, high visibility presence and a project that encompasses more of the shared values and aims of the New Forest District Council than any other initiative undertaken to date.

*New Forest District Council Community Wardens
Option 2*

Index to Main Report

| | <u>Paragraph Title</u> | <u>Paragraph Numbers</u> | <u>Page Numbers</u> |
|------|--|---------------------------------|----------------------------|
| 1.0 | The Project Team and Brief | 1.1 - 1.3 | 1 |
| 2.0 | Overview of Warden Schemes | 2.1 - 2.10 | 2 - 3 |
| 3.0 | Background of Clean and safe work already being undertaken in the New Forest | 3.1 - 3.7 | 4 |
| 4.0 | Areas considered for a pilot Community Wardens Scheme | 4.1 - 4.5 | 5 |
| 5.0 | Consultation with Partners | 5.1 - 5.6 | 5 - 7 |
| 6.0 | Accreditation and Training | 6.1 - 6.4 | 7 |
| 7.0 | Accommodation and Office Equipment | 7.1 - 7.3 | 8 |
| 8.0 | Transport | 8.1 - 8.4 | 8 |
| 9.0 | Uniform and Equipment | 9.1 - 9.3 | 8 - 9 |
| 10.0 | Communication Systems | 10.1 - 10.3 | 9 |
| 11.0 | Information Reporting Systems and Caseload Support | 11.1 - 11.5 | 9 - 10 |
| 12.0 | Costs and Funding | 12.1 - 12.5 | 10 |
| 13.0 | Implementation of Pilot Scheme | 13.1 - 13.3 | 11 |

*New Forest District Council Community Wardens
Option 2*

| | | | |
|-------|-----------------------------------|------|---------|
| 14.0 | Monitoring and Evaluation | 14.1 | 11 |
| App.A | Scheme Comparisons | | 12 - 13 |
| App.B | Maps of Hythe & New Milton | | 14 |
| App.C | Community Wardens Job Description | | 15- 18 |
| App.D | Breakdown of Costs | | 19 |



New Forest
DISTRICT COUNCIL

Community Wardens

What do we want to do ?: Pilot a high visibility presence to reduce crime, disorder and nuisance behaviour and improve the quality of life for residents in Hythe

How are we going to do it? : By providing two patroller type Community Wardens

Who is going to do it? : New Forest District Council in partnership with Hampshire Constabulary, Hythe & Dibden Town and Parish Council and Housing Associations

How much is it going to cost? First year revenue costs of £55,190 (£13,000 funding to date). Additional capital set up costs of £41,700 of which £16,260 will be subject to a separate funding bid. Second year budget estimate of £60,140 (£13,000 funding to date).

1.0 The Project Team and brief

1.1 The Crime and Disorder Review Panel has recently appointed four sub groups each having a specific crime and disorder reduction focus. One group, the Anti-Social Behaviour Working Group has been developing the potential provision of Community Wardens in this District.

1.2 The Anti-Social Behavior Working Group consists of the following councillors:

- Cllr Malcolm Wade (Leader of the Working Group);
- Cllr Mrs Christine Ford;
- Cllr Michael Pemberton (Chair, Crime and Disorder Review Panel);
- Cllr Goff Beck.

1.3 The group has been working to the following six policies to ensure the success of any scheme that is implemented.

The New Forest Community Wardens must:

- Have clear objectives and be well designed;
- Have the full involvement of local residents and local partners;
- Involve local authorities and the police;
- Have effective and appropriate communication between all partners;
- Utilise high quality training and line management;
- Give a long term continuity of service and not be based on a deployment reaction

2.0 Overview of Warden Schemes

2.1 The Government has identified four key objectives for warden schemes:

- To reduce crime and the fear of crime;
- To improve the local environment through practical measures managed or undertaken by wardens;
- To develop better community understanding and activities;
- To improve housing management and neighbour relations.

2.2 These objectives can be grouped together into two key community based agendas:

- CLEAN – focusing on environmental improvements such as fly tipping, graffiti and abandoned cars;
- SAFE – focusing on crime prevention, community safety and liaison with the police, Homewatch, etc.

2.3 For any scheme to succeed it is recognised that there is a need for long term provision of an organised team of wardens in a specific geographical location where they become the focus for community management and problem solving activities. These types of schemes exist in over 300 locations in the UK usually centred on deprived urban areas, rural towns and villages. Locally warden schemes exist in Southampton, Test Valley, Portsmouth, Winchester and Basingstoke.

2.4 Each warden scheme operates in a unique way, tailored to suit the area in which it operates. Schemes often choose their own title e.g. Neighbourhood Wardens, Community Wardens, Community Safety Officers, Community Support Officers. Generally, however, Neighbourhood / Community Wardens are community focused with limited enforcement powers, and Safety/ Support Officers are at the other end of the scale, with a more police/enforcement orientated role. To differentiate between schemes it is best to consider who employs them, what their purpose is and what they are empowered to deal with.

2.5 Neighbourhood/Community Wardens are usually employed and deployed by local authorities with local authority style uniforms. They have community based roles with enforcement powers ranging from zero to low level by law enforcement.

2.6 Community Safety Officers / Community Support Officers can be employed and deployed by the local authority or the police. If employed by the police they are generally prefixed by 'Police' e.g. Police Community Support Officers. Support/ Safety officers can have more extensive enforcement roles and powers and often resemble uniformed police officers in appearance.

*New Forest District Council Community Wardens
Option 2*

- 2.7 Since the start of the NFDC working group, Hampshire County Council and Hampshire Constabulary intend to introduce schemes :
- 2.7.1 Before the end of 2004, Hampshire County Council will introduce Community Safety Officers. Although the role is still being developed, the safety officers will have low level enforcement powers, including the issuing of Fixed Penalty Notices. They will not have powers of arrest or detention. They will also develop community based roles. Eight officers and a supervisor will be piloted for six months in the New Forest area, and there are no guarantees that a long term presence will be maintained after the pilot.
 - 2.7.2 The Police will be introducing Police Community Support Officers. It is still unclear what the exact role will be, but the likelihood is that the Community Support Officers will be equivalent to paid Special Constables. They will have enforcement roles which is likely to include the issuing of Fixed Penalty Notices and Penalty Notices for Disorder. They will not have police powers of arrest, but will be able to detain someone until a police officer arrives to assess the situation. The likelihood is that there will be two support officers in the New Forest Area.
 - 2.7.3 New Forest District Council would introduce two Community Wardens concentrating on community and safety issues within the Hythe area. They will have no enforcement powers and therefore compliment the HCC and police schemes.
 - 2.7.4 As each scheme progresses and is evaluated, the need for enforcement powers for NFDC Community Wardens can be assessed in the light of experience.

A précised comparison of the various models is shown at Appendix A.

- 2.8 Schemes can be 'accredited' by the police or the ODPM if they receive a recognised standard of training.
- 2.9 Wardens are not policing on the cheap, neither are they replacements for the police.
- 2.10 **The project team recommends a pilot scheme of two Community Wardens in Hythe, using accredited patroller type wardens without enforcement powers. The patroller style wardens will work closely with the community, but also maintain links with the police and other enforcement agencies.**

- 3.0 Background of 'Clean and Safe' work already being undertaken in the New Forest
- 3.1 In 2002 three New Forest towns - Totton, Lymington and Ringwood - were provided with a monitored CCTV system. Three other towns - Hythe, New Milton and Fordingbridge - have similar crime and anti-social behaviour issues both in the town centre areas and in the surrounding streets and public open space. Although CCTV systems are being considered it is not expected that sufficient capital grant will become available in order for monitored schemes to be developed and implemented.
- 3.2 New Forest District Council recognises the crime, disorder and anti-social behaviour issues within the communities and consequently the working group considered the provision of Community Wardens in areas not covered by CCTV.
- 3.3 Commercial Services operate abandoned car, flytipping and graffiti removal schemes for problems that are reported however it is very seldom that evidence is available to enable the council to prosecute individuals committing the crimes. The spaces used for the crimes are often not overlooked which encourages more crime.
- 3.4 The Community Safety Partnership operates a 'Divided We Fall' Forum consisting of partners meeting under an information sharing protocol. The Forum considers the anti-social behaviour of named individuals and then develops and delivers action plans to tackle the behaviours. The Forum frequently has difficulty obtaining evidence to proceed with Anti-Social Behavior Orders and would welcome help with building the capacity and confidence of witnesses and victims. There is also a benefit if a warden is able to act as a professional witness or as a hearsay witness.
- 3.5 The police New Forest Basic Command Unit have recently reorganised and a designated beat officer scheme now covers all areas in the New Forest. These officers will regularly patrol their beats and be visible to the communities.
- 3.6 Housing Officers from the Council and Registered Social Landlords routinely inspect their housing areas, perhaps once a quarter or more often in specified areas, and report and deal with issues that are identified. Tenants are encouraged to report 'Clean and Safe' problems to their housing officer and in appropriate cases tenants submit completed log sheets detailing the nuisances being suffered.
- 3.7 Officers in the NFDC Environmental Protection team tackle complaints ranging from domestic noise problems, such as amplified music, DIY, barking dogs, misfiring car and house alarms as well as those relating to bonfires and accumulations of rubbish. In addition the Dog Warden's carry out regular dog patrols to encourage responsible dog ownership and where appropriate issue fixed penalty notices in respect of fouling

*New Forest District Council Community Wardens
Option 2*

4.0 Areas considered for a pilot Community Warden scheme

- 4.1 The working group and partners considered the areas of Hythe and New Milton for pilot areas (see 3.1)
- 4.2 Consultation with the Parish Councils, Housing Authorities and the Police has enabled maps of 'hotspot' areas to be developed (see Appendix B)
- 4.3 Crime data for the proposed pilot areas has been collected and when compared to other local averages certain problems can be identified.

4.3.1 The table below gives data on four crimes.

| <i>Crime/Area</i> | Hythe per 1,000 pop | New Milton per 1,000 pop | New For.BCU per 1,000 pop | I of Wight per 1,000 pop | Hants Force per 1,000 pop |
|---------------------------|------------------------|-----------------------------|------------------------------|-----------------------------|------------------------------|
| Vehicle crime | 9.7 | 6.4 | 9.3 | 5.0 | 11.6 |
| Domestic Burglary | 5.2 | 6.6 | 5.3 | 7.5 | 9.4 |
| Violence against person | 15.5 | 16.9 | 12.9 | 19.1 | 21.3 |
| Criminal damage and arson | 26.3 | 21.9 | 19.3 | Not available | Not available |

4.3.2 For most of the crimes that are listed the selected pilot areas show higher incidents rates than the BCU average however this does not suggest that these areas have a 'crime problem'. Reports regarding anti-social behaviour suggest that the areas of increased housing density, ie the housing estates, do suffer an increased incidence of nuisance behaviour.

- 4.4 Other forms of anti-social and criminal behaviour such as littering, fly-tipping, graffiti, abandoned vehicles, problem parking, and noise nuisance may also be more common because of the increased density and layout of the housing and infrastructure. These types of problems require swift action as soon as they are identified in order to prevent their escalation. Keeping a sense of civic pride and proving to residents that the council can take action are important outcomes of a Community Warden scheme.
- 4.5 Many residents of the New Forest would like to see increased levels of police presence on the streets and faster police response times. The working group believes that the provision of Community Wardens would deliver the visible presence requested by the community and would give the community some influence over the work undertaken by wardens, and it is recommended that Hythe be considered for the pilot area for reasons of effectiveness and economy.

5.0 Consultation with partners

- 5.1 Liaison with partners has been undertaken and all have been supportive of the principles of Community Wardens. Partners have identified their own particular

*New Forest District Council Community Wardens
Option 2*

issues and a seminar held in May drew everyone together to draw up the preferred elements of a community warden job description.

5.2 The New Forest partners developed an outline of their preferred warden type and the priority roles are:

- Patrolling and reporting, being eyes and ears;
- Improving local environment quality;
- Liaising with all sectors of the communities;
- Supporting vulnerable residents;
- Promoting the work and assisting in the tackling of anti-social behaviour.

5.3 In order to deliver the roles above the partners agreed that the emphasis of the warden scheme should be to undertake a reporting, auditing and co-ordinating role with external agencies so as to assist them deliver their statutory functions and to liaise with the public both to give and receive information and to develop a rapport with the local community especially young people and the vulnerable.

5.3.1 In particular the Police and Housing Officers frequently become aware of crime and/or housing related problems that have not been reported by the victims or witnesses and would welcome the wardens becoming an established, identified and regular presence in order to gain the knowledge and trust from the community which will enable improved intelligence gathering.

5.4 A Community Warden Job description has been formulated to meet identified needs and is shown at Appendix C

5.5 In initial consultations, partners felt that the key hours of operation should be:

| | | |
|-----------------------|---------------------|-----------|
| Thursday | 3.00 pm to 10.00 pm | 7 hours. |
| Friday | 3.00 pm to 10.00 pm | 7 hours. |
| Saturday | 3.00 pm to 10.00 pm | 7 hours. |
| Sunday | 3.00 pm to 10.00 pm | 7 hours. |
| Monday | 9.00 am to 18.00 pm | 9 hours. |
| Total number of hours | | 37 hours. |

5.5.1 The hours are to cover operational periods, when the bulk of anti social behaviour takes place along with a day in the office/community to allow liaison with members of the public and other agencies.

5.5.2 The hours should also be flexible to cover seasonal variances and other operational requirements eg Firework night, Halloween and local events/festivals etc.

5.5.3 Best practice from other warden schemes shows that effective patrolling is best met by flexible working hours, properly line managed to meet community priorities and conforming to working hours legislation and directives. Weekly/ monthly work rotas should be achieved by discussion

*New Forest District Council Community Wardens
Option 2*

and agreement between key stakeholders and line managers. This is the recommended working practice for the NFDC pilot scheme.

- 5.6 It is proposed that the aims, management and deployment of the NFDC wardens, HCC Safety Officers and Police Support Officers will be coordinated via the Community Safety Partnership, local Tasking and Coordinating Groups and line managers for the respective schemes.

6.0 Accreditation and Training

- 6.1 Using powers from the Police Reform Act 2002 the Chief Constable of Hampshire is establishing an accreditation process for warden schemes. Accreditation is intended to ensure the quality and effectiveness of non-police schemes and covers all aspects of line management including the appointment process.
- 6.2 Accreditation enables an information and operational link between the warden scheme and the police and provides the link into the 'police family'. Accreditation would help to promote the wardens and instill community confidence in their ability.
- 6.3 A high quality three weeks training programme is available to include:
- Induction and Council services
 - Local knowledge
 - Customer care
 - Working with youth and elderly persons
 - Community Cohesion and Diversity
 - Drug awareness
 - Anti social behaviour
 - Planning and conducting foot patrol
 - Observing and gathering information
 - Recording and reporting information
 - Handling incidents in public places
 - Personal safety
 - Health & Safety
 - Problem solving
 - Conflict management
 - Team and inter agency working
 - Communication skills
- 6.4 It will be necessary for community wardens to be trained in the statutory duties and project work of all stakeholder agencies in their area of operation. This will enable the wardens to signpost the community to the help that they request and forward reports to those that can take the necessary action.

*New Forest District Council Community Wardens
Option 2*

7.0 Accommodation and Office Equipment

- 7.1 The partners support the provision of an office in Hythe. It is anticipated that members of the community will be able to make appointments to visit the wardens where appropriate.
- 7.2 Hythe and Dibden Parish Council have offered to accommodate the wardens that are to operate in their area. They are willing to provide one office at the Grove. Appropriate office equipment will need to be provided. There is insufficient secure vehicle parking facilities at the Grove and secure vehicle storage is to be based at the Hythe Police Station.

8.0 Transport

- 8.1 NFDC Transport Manager supplied details of three suitable vehicles and the Vauxhall Combo Crew Van is recommended for functionality and cost.
- 8.2 The vehicle will be recognizable as a warden's vehicle with NFDC and Community Wardens logos and will be liveried in red to match the uniforms.
- 8.3 Mileage, routine maintenance, VEL, insurance, and malicious damage to vehicle e.g. tyres, windscreen, side windows, wiper blades have been budgeted.
- 8.4 The vehicle will be equipped with a first aid kit, an elementary toolkit, a graffiti removal kit, sharp retrieval equipment and disposal boxes, a digital camera, a video camera and hands free communications.

9.0 Uniform and equipment

- 9.1 A condition of accreditation will be that the Community Wardens do not resemble police officers. The preferred uniform for Community Wardens in line with other successful schemes is:

- Safety trainers
- Blue trousers
- Red polo shirts *
- Red sweatshirt *
- Red fleece *
- Blue waterproof trousers
- Red waterproof coat with reflective strips *
- Gloves

- Adoption of the colour red will ensure high visibility to the community but will also ensure that they are not confused with uniformed NFDC Commercial Services, Leisure Services and Environmental Health staff.
- * COMMUNITY WARDEN to be displayed in large white letters on back
NFDC CREST on left breast
ACCREDITATION LOGO on right breast

*New Forest District Council Community Wardens
Option 2*

- 9.2 Community wardens in many areas wear name badges with only their first names displayed and this is the recommended practice for NFDC Community Wardens
- 9.3 Other essential personal equipment is:
- Pocket notebooks
 - Torch
- 10.0 Communication systems
- 10.1 The office will be equipped with telephone, answering machine, facsimile, and computer.
- 10.2 Each patrolling community warden will be equipped with a mobile phone.
- 10.3 Consideration could be given to joining community wardens into the traffic warden radio communication scheme when de criminalisation takes place in 2005. The radio scheme is unlikely be available until late 2005/2006, but would provide economy of scale in terms of equipment purchase and licensing. In the interim, short range back-to-back systems will be considered to allow wardens to communicate with each other if separated. Licences are not required but range is limited and affected by physical obstructions e.g. buildings.
- 11.0 Information Reporting Systems and Caseload Support
- 11.1 Community Wardens may increase the caseloads of partner agencies in the areas in which they operate. The agencies and/or departments that may find an increased call on their operational resources are:
- Hampshire Police – back up assistance when requested, handling of increased calls re anti-social behaviour; increased intelligence handling;
 - New Forest District Council – abandoned car removal, fly-tipping removal, graffiti removal, clean up of streets, maintenance of public open space, maintenance of estate infrastructure, action against tenancy breaches;
 - Parish Councils - fly tipping removal, graffiti removal, maintenance of public open space;
 - Housing providers – as NFDC;
 - Divided We Fall Nuisance/ASB Forum and ABC Co-ordinator – increased cases of ASB;
 - Social Services – increased reports re potential persons at risk;
 - Hampshire Youth Service and localised youth outreach work – increased call on outreach resources;
 - Victim Support – increased requests from vulnerable members of community
- 11.2 Wardens will directly access the Customer Services system for reporting issues and researching local information which will form part of the training.

*New Forest District Council Community Wardens
Option 2*

- 11.3 A direct line phone link to the CCTV centre will be used for wardens to report 'slow time' police issues with 'fast time' contact direct via mobile phone '999'
- 11.4 A printing link from Netley Police Control Room can be established on agreed criteria complying with the National Incident Reporting Standards.
- 11.5 The Grove already accommodates CAB, Handy Trust (youth service with three youth workers), NFDC Housing Association, PRIME, and NFDC Information Office which will provide day to day personal links with the warden team.
- 12.0 Costs and Funding
- 12.1 The list of costs the scheme for two years is shown at Appendix D
- 12.2 Start up costs amount to £41,700. This cost includes:
- Advertising and recruiting
 - Training and launch programme
 - Vehicle & equipment purchase
 - Uniform purchase
 - Office furniture, equipment, books & stationery
 - HPSN lines
 - Mobile phones
 - Radios
- 12.3 Revenue costs for the first year of operation amount to £55,190. This cost includes:
- Salaries
 - Premises
 - Vehicle running costs, maintenance, etc
 - Postage
 - HPSN usage
 - Mobile phone line rental & usage
 - Travelling
- 12.4 ODPM funding is fully committed and currently there is no funding for community warden schemes. Hythe Parish Council and Hythe Housing Associations have been contacted with a view to obtaining revenue support. A positive response has been obtained from Hythe Council who will meet office accommodation costs and ongoing £10,000 revenue support. Replies are awaited from the other parties.
- 12.5 A report is to be submitted to the December meeting of the Crime and Disorder Partnership Group to partially fund the start up costs for the scheme

13.0 Implementation of pilot scheme

13.1 It is recommended that the introduction of Community Wardens be phased:

- Phase 1 – Jan/Feb 2005 - Recruitment
- Phase 2 – April 2005 – Training programme to include general introduction to NFDC, getting to know the area, the community, businesses and partner agencies.
- Phase 3 – May 2005 - A PR/advertising campaign so that residents in Hythe are aware of the service. The program will include roles of community wardens, contact details, personal details, newspaper articles, leaflets, posters and civic launch ceremony. Public information meetings will also be programmed.
- Phase 4 – May 2005 – Community Wardens patrolling

13.2 If the scheme is approved, an implementation plan will be formulated to include:

Mission Statement, Objectives and Duties
Overview of Scheme
Implementation Action Plan with timescales
Monitoring and Evaluation procedures

13.3 Standard Operating Procedures will be formulated to include:

Scheme Objectives
Community Wardens Charter
Scheme details
Roles and Responsibilities
Complaints Procedures
Personal Safety
Information Sharing Protocols

14.0 Monitoring and Evaluation

14.1 Baseline data for the pilot scheme objectives and targets will be compiled. Scheme objectives and any local targets will be set out in an annual action plan. The action plan will also set out quarterly milestones for delivery. Quarterly and end of first year reports will be prepared and submitted to the Crime and Disorder Review Panel. At eighteen months a final report will be submitted to Cabinet to decide the future of the scheme beyond the two year pilot phase.

Appendix A

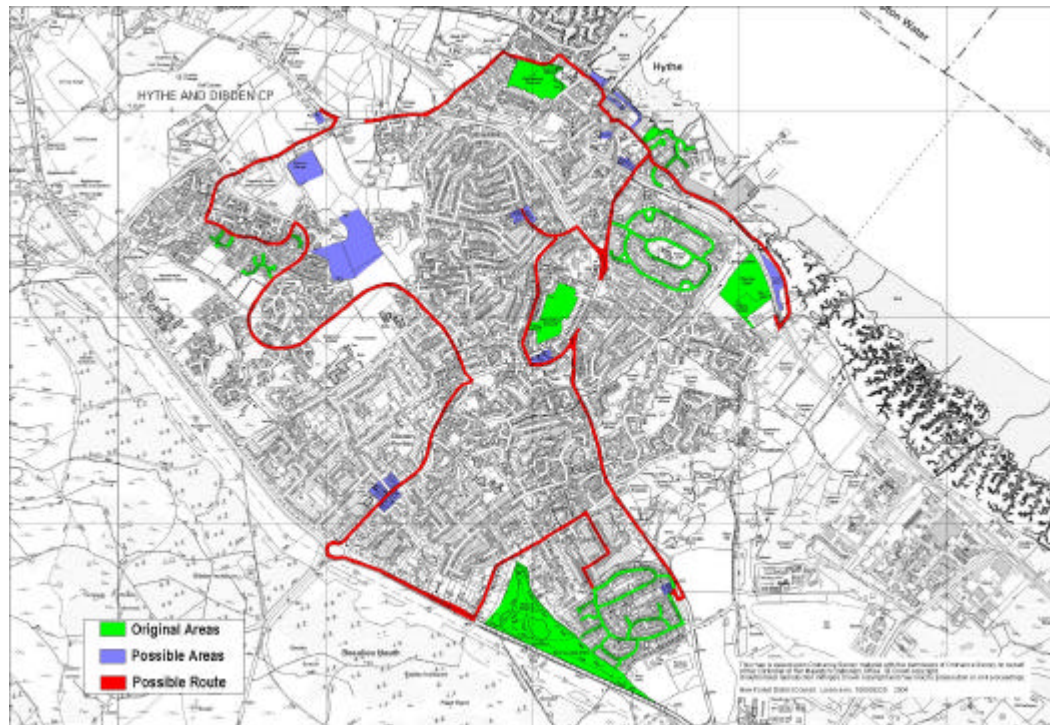
| Scheme | Objectives | Advantages/Disadvantages |
|--|---|---|
| <p style="text-align: center;"><u>NFDC</u> <u>Community Warden</u></p> <p>Non enforcement model</p> <p>Many warden schemes fit this model, the overall aim is to build community capacity and liaise with the community and other relevant groups</p> | <p>Providing advice and information</p> <p>Detering sub-criminal and anti-social behaviour</p> <p>Fostering positive working relationships with various groups including the community, retailers, local authority agencies and the police</p> <p>Contributing to the reduction in the fear of crime and making positive contributions to individual's quality of life</p> <p>Carrying out minor environmental improvements</p> <p>Reporting incidents to relevant agencies</p> | <p style="text-align: center;">+</p> <p>Promotes social inclusion.</p> <p>Wardens maintain a distinct image to that of the local police.</p> <p>Offers high visibility presence within a designated area</p> <p>Is viewed as a community resource</p> <p>Provides a platform for encouraging negotiation and building trust</p> <p style="text-align: center;">-</p> <p>Could potentially create more work for enforcement staff as a result of increased reporting of incidents that could not directly be dealt with by wardens.</p> <p>Relies on LA staff to act swiftly in response to complaints and be kept informed so that wardens can keep community updated on progress</p> |
| | | |

New Forest District Council Community Wardens
Option 2

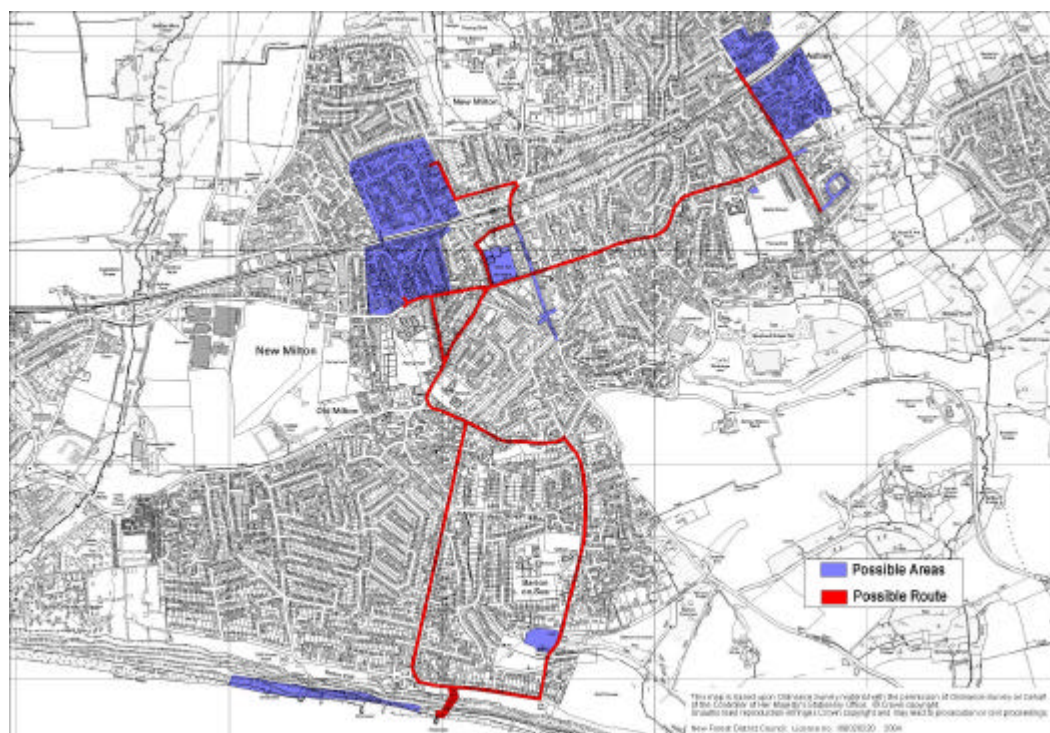
| | | |
|--|---|--|
| <p style="text-align: center;"><u>HCC</u> <u>Community Safety</u> <u>Officer</u></p> <p style="text-align: center;">Enforcement of bye law model</p> <p>Can enforce existing local authority by-laws. Can also collect evidence for Anti-Social behaviour orders and be professional witnesses</p> | <p>As per non enforcement model above</p> <p>Enforcement of local by-laws e.g. fly tipping, dog fouling, litter, etc</p> <p>No powers to arrest</p> | <p style="text-align: center;">+</p> <p>All advantages of non enforcement model above</p> <p>Can be used to perform joint operations e.g. truancy</p> <p>Can provide an extra uniformed presence for major incidents</p> <p style="text-align: center;">-</p> <p>Minor enforcement powers can hamper efforts to build community cohesion</p> <p>Unrealistic expectations on behalf of public as to what wardens can achieve in terms of enforcement</p> |
| <p style="text-align: center;"><u>Hampshire Constabulary</u> <u>Police Community</u> <u>Support Officers</u></p> <p style="text-align: center;">Enforcement plus model</p> <p>An extension of the enforcement of bye laws model where officers are given citizens powers of arrest</p> | <p>Officers receive training in citizen's powers of arrest and enforcement procedures.</p> <p>Their appearance is similar to that of the police and this is reflected in the equipment they are given e.g. handcuffs and stab proof vests</p> | <p style="text-align: center;">-</p> <p>Gives out a negative image of an area in terms of appearance</p> <p>May not be seen as approachable by many sections of community</p> <p>H&S implications with officers being placed in dangerous situations</p> <p>Perceived as a second tier of policing with unrealistic expectations.</p> <p>Intensive and costly training</p> <p>Legal and financial implications to officers and employers if officers exceed their powers</p> |

Appendix B

The areas within Hythe that are currently considered to be priorities:



The areas within New Milton that are currently considered to be priorities:



Job
DESCRIPTION

1. Job Title: Community Warden

Name:

Directorate: Community Services

Section: Environmental Health (CCTV Licensing – Community Wardens)

Band:

Current Base:

Post No:

Essential Car User: No

Lease Car: No

Politically Restricted: No

2. Main Purpose

To improve the quality of life for residents by building community capacity, promoting good behavior, and helping to provide a safer cleaner environment for residents and visitors.

To assist with Crime Prevention and Community Development by working with service providers and agencies and building close links with communities and businesses.

3. Position within organisation

Post Holder responsible to: CCTV and Licensing Manager

Post Holder responsible for: No staff

Post Holder responsible for budgets: No

4. Main Duties

To foster positive working relationships with various groups including the local community, local retailers, young people, local authority agencies and the police

To liaise with and actively seek the views of local residents and community groups on day to day issues relating to the safety and cleanliness and of their environment

To provide information and advice to local residents on quality of life issues and if necessary deal directly with any problem or refer it to the appropriate department or agency

To engage with young persons in the community and deal positively with youth issues

To deter sub criminal and anti social behaviour by actively encouraging residents and local agencies to take responsibility for reporting vandalism, anti-social behavior and breach of local by-laws or laws.

To work as directed in association with the District Council or its Community Safety Partners to reduce Anti-social behavior in the area.

5. Skills, Knowledge and Experience

The post-holder will be required to undergo training in accordance with the Hampshire Constabulary Community Safety Accreditation Scheme. An enhanced check will be undertaken through the Criminal Records Bureau for this purpose. The post-holder requires a high standard of personal honesty and integrity in order to maintain their status and accredited position.

The post-holder must be prepared to work as part of a team and have a flexible approach to work and problem solving. The post-holder must be able to confront negative and anti-social behavior and enforce by-laws in a consistent and positive manner. They will need good interpersonal skills in order to resolve conflicts whilst carrying out their duties.

Experience

Essential –

The post-holder must be able to demonstrate that they have excellent communication and interpersonal skills, and is capable of dealing with conflict and able to remain calm and professional in stressful situations.

Previous history of working with members of the public or providing a service to the community

Desirable –

Knowledge of local authority departments and community safety agencies roles and responsibilities in order that they can be an initial point of contact for members of the community whilst they are out on patrol.

Knowledge of enforcement work and the Police and Criminal Evidence Act procedures.

Knowledge of computer communication systems including email

6. Problem Solving

Post-holders will be required to use initiative and resourcefulness to help resolve conflict and problems in the community by utilizing all available resources within the local authority and other agencies

Post holders may need at times to exercise their discretion to resolve conflict in situations that could invoke formal enforcement action and will be guided by precedents and procedures laid down by the CCTV and Licensing Manager, the Hampshire Constabulary Accreditation Scheme and requirements of the various acts that a post-holder enforces.

7. Decision Making

The post holders objectives, work plans and priorities will be set by the CCTV and Licensing manager

The post holder will be working unsocial hours and will need to take decisions on the service response without reference to line management

Decision making will be within laid down guidelines, protocols and procedures. However there will be occasions when they are confronted by situations that will require a degree of individual judgment and initiative.

The post holder will normally work in a team of two, or part of a larger team operating in an area. The post holder will not be required to set priorities for others in the team but there will be a degree of working unsupervised

8. Operational Responsibility

The post holder will not be responsible for other members of staff, but will be responsible for the equipment used for the duties of a Community Warden e.g. radio equipment , routine vehicle checks and cleanliness, office equipment

9. Communication

External – 70%

Members of the public requiring advice or reporting incidents.

Business community requiring advice or reporting incidents

Working with Community Wardens working for HCC,

Hampshire Constabulary, Hampshire Fire and Rescue Service giving statements on incidents observed by the Warden

*New Forest District Council Community Wardens
Option 2*

Town and Parish Councils, interacting with them to seek information on local issues

Internal 30%

Working with others involved in Community Safety within the District Council, reporting into the CCTV control room and reporting issues to Service Departments

The Post Holder will be required to deal with confidential matters, for example giving statements to the Police in response to incidents witnessed in the field. They may also be given confidential information regarding individuals suspected of being involved in anti social behaviour.

10. Working Conditions

The post holder will be working as one of a pair of uniform patrol wardens within New Forest District Council's area. There will be occasions when the post holder may be a witness to anti social behaviour, or minor offences such as dog fouling, littering etc

The post holder will have communication with the CCTV Control room via mobile phone.

11. Special Features

The post holder will be working outside the majority of the time and will need to display a level of fitness and health commensurate with the role. The post holder will also be working shifts to cover the required hour which are likely to be early evening to early morning. There may be a requirement for hours to be varied to meet the requirements of the role

. This post is therefore not eligible for flexi time.

New Forest District Council Community Wardens
Option 2

Appendix D

New Forest District Council Community Wardens

Cost Centre – Community Wardens

| | Budget 2005/06 | Budget 2006/07 |
|--------------------------------------|-------------------|-------------------|
| Employee | | |
| Salaries – Community Wardens x 2 | 45,790 | 47,640 |
| Recruitment | 1,800 | - |
| Training | 21,140 | 2,000 |
| Total Employee Costs | 68,730 | 49,640 |
| Premises | | |
| <u>The Grove, Hythe</u> | | |
| Rent | | |
| Utilities | | |
| Repairs & Maintenance | | |
| Cleaning | | |
| Vehicle Garaging | | |
| | 3000 | |
| Transport | | |
| Vehicles, including livery | 11,000 | 0 |
| Running Costs | 2,000 | 2,250 |
| Vehicle Maintenance | 1,900 | 1,900 |
| Other Related Costs | 750 | 750 |
| Hands-free kits | 160 | - |
| Total Transport Costs | 15,810 | 4,900 |
| Supplies & Services | | |
| Uniforms | 1,100 | 350 |
| Furniture & Equipment | 2,800 | - |
| Books & Publications | 500 | 400 |
| Stationery | 300 | 300 |
| Postage | 300 | 300 |
| HPSN – Sockets | 200 | - |
| HPSN – Calls | 600 | 650 |
| Mobile Phones | 450 | 300 |
| Radios | 300 | - |
| Travelling & Subsistence | 300 | 300 |
| Total Supplies & Services | 6,850 | 2,600 |
| Launch Costs | 2,500 | - |