

Item No. 7	Classification: Open	Date: 21 October 2013	Report to: Housing, Environment, Transport and Community Safety Scrutiny Sub-Committee.
Report title:		Briefing on Warden Service	
Ward(s) or groups affected:		All	
Cabinet Member:		Councillor Richard Livingstone, Cabinet Member For Finance, Resources And Community Safety	

Introduction

The Southwark Community Warden Service (CWS) started in 2001 when the Bermondsey scheme was formed in response to rising crime, hate crime and anti-social behaviour.

Despite changes in staff numbers, geographical cover and emphasis, the main ethos of the service remains intact: to ensure that Southwark is clean and safe for its residents, businesses and visitors.

Since 2007 there has been a greater emphasis on taking forward the enforcement agenda. This was in response to feedback from local communities that they wished to see a greater focus on addressing environmental issues and anti-social behaviour that blighted their areas.

The CWS has taken a scaled approach to enforcement, in line with the council's enforcement policy, of education, compliance and enforcement. Wardens have a range of delegated police powers under the Community Safety Accredited Scheme (CSAS) in addition to enforcing local authority bye laws and legislation.

In Jan 2012 CSAS powers were increased to 5, with all FPNs being issued under the scheme. Using the Clean Neighbourhoods and Environment Act (CNEA) 2005 wardens have the power to issue FPNs for the following offences;

1. Littering
2. Dog fouling
3. Cycling on pavements
4. Fly posting
5. Graffiti

Development of the wardens' service

Since its establishment in 2001 the wardens' service has seen a number of significant changes.

In 2006 the service was expanded borough wide providing 96 wardens and 18 team leaders in each of the 8 community council areas and 17 wardens as part of the parks team. There were 10 Scheme Managers, 2 Area managers, 2 Admin staff and a Business Unit Manager. The total team was 146 staff and cost £ 6,609,137 per annum.

The service undertook substantial reductions in finance from 2007-2008.

In 2007 the decision was taken to move to a 5 town centre model supported by a response team. This saw the loss of 10 management grade posts. The town centre teams covered

Camberwell, Elephant and Castle, Peckham, Dulwich and Rotherhithe/Bermondsey. The savings amounted to £ 733,000.

In 2008/2009 the service saw a further reduction in funding of £1,058,638.

Following the reduction in central government funding for local councils in 2010/11 the wardens' service was further reduced to 3 town centres, a separately funded Better Bankside team, a smaller parks team and a response team of 6 officers. There are now just 31 patrolling wardens and 6 team leaders.

Service costs and sources of income

The total cost of the wardens' service for 2013/4 is £2.3m. However the direct general fund contribution to the service is just over £1m with the remaining funding from the Better Bankside bid area, Public Realm for the Parks Service and the Housing Revenue account.

Community warden activity focuses on the following core themes of;

- Providing a welcoming customer facing and reassuring uniformed presence, particularly in the busy town centres of Elephant & Castle, Camberwell and Peckham
- Addressing crime and anti-social behaviour (ASB) through pro-active engagement, intervention and implementation of delegated enforcement powers.
- Looking after the public realm by reporting environmental issues for repair, removal, replacement or cleansing
- Engaging and assisting members of Southwark's diverse communities, especially those that are more vulnerable and in need of immediate or other agency support:
 - Working closely with the Safeguarding Officer in sharing information and conducting ad hoc and extreme weather welfare visits
 - Working with the Street Population Outreach Team (SPOT) and St Mungo's in supporting the homeless to seek and accept help
- Supporting the wider council response to major incidents and events in the borough

Current considerations

Today's CWS looks very different to that of two years ago, when the service went through a major re-organisation that essentially halved the number of posts in the structure. The service was reconfigured into a three town centre model, supported by a borough wide response team. Today the service comprises of:

- Peckham town centre team
- Camberwell town centre team
- E&C town centre team
- Response team(borough wide)
- Park Liaison Officer (PLO) team – funded by Public Realm
- Better Bankside team – jointly funded with Better Bankside Business Improvement District (BB BID)
- Warden Control Room (co-located with Southwark CCTV)

The PLO and the BB teams have service level agreements (SLAs) in place that highlight team specific core activity and expected performance.

The service operates a single shift pattern where the teams work 8 hours Monday –Friday from 9.30am- 10.30pm. There is a Saturday rota with wardens working between 10am and

6pm. There is a rota providing one team on a Sunday as well the parks liaison officers. However the wardens' service is flexible and can provide cover for planned events over the weekends and Bank Holidays.

Partnership and tasking

The wardens' service is part of the Community Safety & Enforcement (CS&E) Division, and alongside other council departments and external agencies works together as part of the Safer Southwark Partnership (SSP). The SSP brings together a range of statutory, voluntary and community sector services to work together to reduce crime and disorder, the fear of crime and improve health outcomes. The SSP aims to make Southwark a safer and healthier place to live, work and visit.

The Partnership Tasking Group (PTG) is a SSP forum to discuss crime data, trends, taskings and outcomes in more detail. Warden activity data is included in every PTG presentation and feedback from partners has been positive, raising and reinforcing our service profile.

Key internal partners include the Southwark Anti-Social Behaviour Unit (SASBU), Housing, Safeguarding, Street Population Outreach Team, Drugs & Alcohol Team, Environmental Health & Trading Standards, Night-Time Economy Team, Emergency Planning, Events Team, Environmental Enforcement and the Markets team.

Wardens work with partners in a variety of ways; conducting joint patrols, sharing and forwarding information, attending case conferences, supporting home visits and other enforcement actions (evictions).

The CWS is an intelligence led service with the ability to react positively to emerging situations. Wardens are tasked through the fortnightly Warden Intelligence Management Meeting (WIMM) process. Tasking requests from the SSP, internal partners and others are actively managed to make the best use of available resources. Member's enquiries are actively considered at the WIMM.

In addition to being specifically deployed to address WIMM tasks, warden teams are tasked to;

- Conduct regular estate weapon sweeps
- Conduct enforcement operations
- Conduct partnership operations/patrols
- Conduct environmental audits and walkabouts with Street Leaders
- Provide high visibility town centre patrols/business visits
- Support community groups, organisations and events
- Conduct elderly and vulnerable welfare visits – often identified and referred by the Safeguarding Officer
- Provide support to partners with evictions and crack house closures
- Provide professional witness statements to assist the police and SASBU to make arrests, secure convictions and post conviction anti-social behaviour orders (ASBOs) e.g. beggars and street drinkers
- Support the emergency services with cordon/crime scene control

The wardens are a critical part of the council's response to critical and major incidents. They are trained to carry out key functions including rest centre management, traffic and cordon management, visible reassurance visits to neighbouring properties or vulnerable residents following an incident. The wardens carried out critical roles following the Lakanal and Sumner Road fires as well as the riots in the summer of 2011. More recently they have provided active support for the Queens Golden Jubilee, the 2012 London Olympics and the 2013 Herne Hill major flood.

Accommodation and transport

In October 2012 the warden teams based at the main Castlemead offices relocated to the Queen's Road site. The E&C team also moved to Queens Rd after the fire at 151 Walworth Rd. Queen's Road is now the main warden hub, with teams having access to four warden vehicles and the use of bicycles to get across the borough.

The only teams not based at Queens Rd are:

- Warden Control Room (with CCTV, Southwark Police Station)
- PLOs (park based offices)
- Better Bankside Team (based on Southwark St)

The Elephant and Castle team will find suitable alternative accommodation in the area in the near future.

Monitoring performance

All warden activity is recorded for performance monitoring purposes. There are a number of key service performance indicators which reflect community concerns. These are summarised in the table below;

Key Performance Indicators (KPIs)	11/12	12/13	13/14 FYTD*
FPNs issued	538	696	753
FPNs paid	326	455	513
FPN Payments via warden control room	NA	397	415
Environmental reports	11,061	13,321	7403
Crime/ASB reports	6,268	6,045	3343
Southwark byelaws	81	277	180
Community Safety Accredited Scheme (CSAS)	1,040	1,720	1012

* April – Sept 2013

The wardens have been recognised by the MPS for their work on weapon sweeps which they carry out on a regular basis on estates and around schools. In 2013/14 the wardens have carried out 310 weapon sweeps, recovering over 42 weapons including large knives, (linked to incidents on housing estates) blades, syringes, needles and other items such as sledge hammers and crash helmets that were directly linked to a spate of burglaries in the area

Contacting the wardens

Members of the community can contact the CWS directly by calling the warden control room on 020 7525 5846, or be emailing wintel@southwark.gov.uk. Contact information is on the Southwark website.

APPENDICES

No.	Title

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact

AUDIT TRAIL

Cabinet Member	Councillor Richard Livingstone, Finance Resources and Community Safety	
Lead Officer	Deborah Collins, Strategic Director of Environment & Leisure	
Report Author	Jonathon Toy, Head of Community Safety and Enforcement, E&L	
Version	Final	
Dated	October 2013	
Key Decision?	Yes	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments included
Director of Legal Services	No	No
Strategic Director of Finance and Corporate Services	No	No
Cabinet Member	Yes	Yes
Date final report sent to Constitutional/Community Council/Scrutiny Team		