

<p style="text-align: center;">London Borough of Hammersmith & Fulham</p> <p style="text-align: center;">COMMUNITY SAFETY, ENVIRONMENT & RESIDENT SERVICES POLICY & ACCOUNTABILITY COMMITTEE</p> <p style="text-align: center;">18 September 2017</p>	
<p>The Neighbourhood Warden Service</p>	
<p>Report of the Director for Environmental Services</p>	
<p>Open Report</p>	
<p>Classification - For Information/For Policy & Accountability</p> <p>Key Decision: No</p>	
<p>Wards Affected: All</p>	
<p>Accountable Executive Director: Nicholas Austin: Director for Environmental Services</p>	
<p>Report Author: Claire Rai, Head of Community Safety</p>	<p>Contact Details: Claire.Rai@lbhf.gov.uk 020 8753 3154</p>

1. EXECUTIVE SUMMARY

- 1.1 The Neighbourhood Warden Service is committed to working in partnership to create a safer borough for all who live in, work in or visit Hammersmith and Fulham.
- 1.2 In April 2010 the Neighbourhood Warden Service was created following the amalgamation of the Estate Wardens with the Shepherds Bush Street Wardens. The team's role is to patrol the borough's streets and local authority estates, providing hi-visibility patrols and challenging antisocial behaviour and low level crime in the borough.
- 1.3 The Neighbourhood Warden Service is two thirds funded by the Housing Revenue Account (HRA) and one third funded by the general fund.

2. ANTI-SOCIAL BEHAVIOUR

2.1 Anti-social behaviour is defined as:

“behaviour that causes or is likely to cause harassment, alarm, or distress to one or more persons not of the same household as the complainant.”

Being a victim of anti-social behaviour can range from living next door to a nuisance neighbour to being afraid to walk through a town centre at night. Anti-social behaviour may not be a criminal offence but it often involves criminal behaviour. It includes:

- vandalism and damage to property
- reckless or dangerous riding on mopeds and scooters
- graffiti
- drug dealing
- verbal and physical assault
- acts intended or likely to cause racial or homophobic hatred
- harassment
- drunken behaviour
- fly tipping
- noise nuisance
- street drinking
- dog fouling and other dog offences

This type of behaviour is never acceptable and the Neighbourhood Wardens work closely with CCTV, Housing Officers and the police, not only to deter it, but also to assist in identifying those responsible for it so appropriate action can be taken.

Referrals from Housing Officers, calls from residents, information supplied by the Police and other partner agencies, all help the wardens to target their patrols intelligently, enabling them to be in the right place at the right time.

2.2 The Neighbourhood Warden Service has the following broad aims and objectives. To:

- Identify ASB hotspots in the Borough and target resources accordingly.
- Resolve ASB problems.
- Work with residents, the police and other stakeholders to improve service delivery.
- Work in partnership with other relevant agencies and share information.
- Make residents feel safer and educate them on how to stay safe.

3. PRINCIPLES OF SERVICE DELIVERY

The principles of service delivery are enshrined in Council policies and procedures.

The Neighbourhood Warden Service follows the service standards set out in relevant policies and procedures, all of which contain supporting key performance targets.

The Neighbourhood Warden Service is led by a manager who is assisted by two supervisors. The team provides high visibility patrols to estates across the borough based on ASB trends, however there is also a facility for them to be swiftly deployed to emerging hot spots should the need be identified. They also have the capacity to undertake patrols to street based properties if ASB is affecting the occupiers.

The Neighbourhood Warden Service operates all year round except Christmas Day, Boxing Day and New Year's Day. The hours of operation range from 8am until 11pm Monday to Saturday, and 10am until 10pm on Sundays. Due to the nature of their work, which can involve a degree of confrontation, the Neighbourhood Wardens do not patrol alone.

The team use radios to communicate; the radios are linked to the Parks Police and the CCTV room who have direct access to the Metropolitan Police radio network.

The Neighbourhood Wardens patrol using two LBHF liveried overt CCTV enabled vehicles. They also have access to an unmarked vehicle, which does not have CCTV capability, and four bicycles. The majority of their patrols are on foot in order to maximise engagement with residents. The Wardens patrol in uniform with the LBHF logos clearly displayed.

Wardens are trained and equipped to remove any drug paraphernalia found on estates, including used syringes.

3.1 Intelligence Gathering

Wardens gather intelligence from CCTV equipped patrol vehicles, body worn cameras, observation and from information provided by residents and other agencies. Wardens also liaise with estate support and security officers. This, and other evidence gathered, is used to tackle reports of ASB and provide evidential footage to Housing Services and the Police.

Wardens proactively, and at the request of Housing Officers, conduct patrols of specific areas to gather intelligence and publicise Warden activities to residents.

3.2 Reporting

The Wardens provide Housing Services, Anti-Social Behaviour Unit (ASBU) and other partners with reports detailing intelligence gathered by the team. These reports are submitted within one working day of an incident taking place. Reports include times and dates of any incidents, locations and descriptions of any perpetrators and CCTV images. Intelligence is also submitted directly to the Police via the criminal intelligence system.

Reports are also submitted to Housing Services relating to graffiti, fly tipping, drug paraphernalia, defective locks & intercoms, lighting problems and repairs. Reports requesting repairs to Housing Services properties are copied to 'Mitie' and reports relating to ASB are copied to the relevant Housing Manager, Housing Officer, ASBU and other relevant partners.

3.3 Enforcement

Wardens have powers under the Clean Neighbourhoods and Environment Act 2005 and the Environmental Protection Act, and can issue fixed penalty notices for littering and dog offences. Dog offences include fouling where the owner or walker fails to clean up after their dog, multiple dog walking where a walker or owner has more than the permitted four dogs in a public place, dogs in a no dog area such as a childrens play area, dogs off a lead in a designated area i.e a cemetery and failing to place a dog on a lead when instructed to do so by a council authorised officer.

In addition, Wardens also move people on from dispersal zones and, when necessary, enforce the Borough-wide controlled drinking area. Any member of the public drinking alcohol and causing ASB will be asked to dispose of the opened alcohol.

Groups of people causing disturbance or upset to others are engaged with, questioned, dispersed or moved on depending on the nature of their behaviour.

3.4 Community Engagement

Wardens engage with residents of the Borough's estates, attend school and community events and assist Pinnacle by attending Housing Services estate open days.

Events such as the annual Oxford Cambridge Varsity boat race, the two firework events held in Bishops Park and Ravenscourt Park, Unity Day, the remembrance parades and Victoria Cross Memorial commemorations, are also supported by the team.

Once a month, the wardens undertake an early morning rough sleeper patrol outside of their core hours. Residents often complain of food waste, litter, urine, faeces and drug paraphernalia found in communal areas of housing blocks as a result of rough sleeping. Additionally they report feeling

intimidated if they have to walk past rough sleepers in their hallways or stairwells when leaving their homes.

The causes of rough sleeping are many and the wardens do what they can to support those who find themselves in this position. Wardens have introduced regular early morning joint patrols with the outreach team and Police, which has maximised contact with vulnerable individuals who are sleeping in estate stairwells or on the streets. The patrols have assisted outreach in providing early intervention along with accommodation and treatment for drug and alcohol misuse.

The wardens were instrumental in supporting a joint operation with the Council's Community Safety Officer and the Police to crack down on aggressive begging in King Street. Numerous joint patrols with the Police were undertaken and persistent and aggressive beggars dealt with by way of Community Protection Notices.

The wardens work closely with partners such as outreach, the Police and the PATHS team to understand and meet the complex needs of the street community who sleep rough, street drink or beg.

As well as working with rough sleepers, The Wardens often assist with estate based projects that aim to promote community cohesion and provide diversionary activities for young people. The team also visits sheltered housing to give advice on protection against fraud and provide a reassuring presence, as well as attending Tenants and Residents Association meetings when invited.

The wardens regularly help out at the annual Ravenscourt Park Dog Show, which offers an opportunity for wardens to engage with residents, discussing community priorities and publicising what they do.

3.5 Locking Duties

Wardens lock play areas on Housing Services estates. The number and location of locking duties undertaken is agreed in advance at quarterly review meetings. Residents support this activity as it maximises the use of play areas, whilst limiting the noise and ASB that can be associated with them.

4. REFERRALS & FEEDBACK

Much information is shared between the Wardens and Housing Services and this is vital to ensure the swift resolution of ASB issues.

Housing Services notify the wardens of any new ASB cases by way of a referral process. This involves the completion of a form which outlines the ASB, the victim(s) and those responsible for it. If the matter is resolved, the referral is closed after two weeks, however, the referral can be open ended if required.

5. REPORTING INCIDENTS AND INTELLIGENCE

The Wardens report any incidents or intelligence to HS within one working day of it being witnessed while on patrol.

6. HEALTH AND SAFETY

The Wardens receive and share information regarding aggressive and violent residents to ensure risks to staff are minimised.

Joint risk assessments are carried out on all estates in advance of any work being carried out by the Wardens and relevant keys and fobs will be supplied to the team.

7. MAJOR INCIDENTS

The role of the Local Authority Liaison Officer (LALO) is to act as a focal point for the other responders on scene of a major incident who require liaison with a local authority. The LALO also attends Silver / tactical briefings as required.

A number of Wardens have received LALO training and have been deployed during major incidents such as the fires, power outages or gas leaks.

8. TRAINING

All wardens undertake an intensive three day course when they join the service. This includes sessions on law, local procedures, conflict resolution, health and safety and enforcement.

Wardens also receive Prevent training. This is one of the four elements of CONTEST, the government's counter-terrorism strategy which aims to stop citizens becoming terrorists or supporting extremism.

9. EQUALITY IMPLICATIONS

The team work with a diverse range of residents including those who are more vulnerable to crime, including older people, the disabled and faith groups.

10. LEGAL IMPLICATIONS

None.

11. FINANCIAL AND RESOURCES IMPLICATIONS

The Neighbourhood Warden Service is funded through the Housing Revenue Account and the General Fund. Funding arrangements are reviewed annually in line with the annual budget review and reflect the changing requirements

and demand for the service. It generates income for the council by selling patrol time to Housing Associations.

12. IMPLICATIONS FOR BUSINESS

The team support the business community by tackling ASB in the town centres.

13. PROCUREMENT AND IT STRATEGY IMPLICATIONS

None

APPENDICES:

(A) CASE STUDIES

1. On Wednesday 22nd March 2017, Wardens were on the White City Estate, conducting a joint patrol with police to search for concealed weapons. During a check of the first floor of one of the residential blocks wardens noticed a box hidden on the metal casing which runs the length of the balcony ceiling. Wearing protective gloves, the wardens managed to remove the box from its hiding place. Inside they discovered a high powered G-10 air pistol together with ammunition. The Police were immediately informed, attended and took possession of the item.
2. On 29th March 2017, Wardens were approached by a female in distress in Fulham Broadway. She informed them an unknown male was following her. The wardens immediately dialled 999 and spoke to a Police Operator giving details of the incident and a description of the male. The wardens remained with the lady until the arrival of the Police.
3. On Tuesday 16th January, Wardens were engaged in a joint patrol with two officers from the Metropolitan Police. Whilst monitoring the Shepherds Bush area for anti-social behaviour the wardens spotted a man they recognised drinking alcohol on the green. Using the zoom facility of their vehicle's CCTV camera they were able to confirm identification. The wardens were aware that the male was wanted by the Police for failing to appear at court in relation to theft charges and, also, that he was of interest to the immigration service. The wardens relayed this information to the Police who arrested him for failing to appear and theft.
4. On 21st August 2017, following a complaint from a 92 year resident, the wardens carried out a welfare visit. On arrival, a neighbour was found at the resident's address. It became apparent that this neighbour was in distress and possibly suffering from mental health problems. Consequently, the Police and ambulance service were called. An assessment was carried out by paramedics and the neighbour was taken to hospital. Additional welfare checks were made during the evening to ensure that the 92 year old resident was resting and well.

(B) PATROL STATISTICS

January - July 2017

Fixed Penalty Notices issued	72
Controlled Drinking Zone infringements dealt with	40
Rough Sleepers engaged with	66
Fly Tips reported	17
Congregating youths engaged with/moved on	93