



Haringey Council

Agenda item:

Overview and Scrutiny Committee

7 April 2008

Report Title: Update on recommendations of the Overview and Scrutiny review of Neighbourhood Wardens Service.

Report of: Robin Payne

Wards(s) affected: All

Report for: **Non Key Decision**

1. Purpose (That is, the decision required)

1.1 To provide progress update to Scrutiny Review Panel

2. Introduction by Cabinet Member for Enforcement and Community Safety

3. Recommendations

That Overview and Scrutiny notes developments within the Street Warden service.

Report Authorised by: Niall Bolger, Director of Urban Environment

Contact Officer: Ian Blake, Team Leader for Neighbourhood Warden Service ext 6080

4. Chief Financial Officer Comments

4.1 Development of the Wardens Service and any implications arising from changes to grant funding support as part of the Council's resource allocation process will need to be managed within the approved budgets for the service.

5. Head of Legal Services Comments

5.1 The Head of Legal Services has been consulted in the preparation of this report, and advises that there are no legal implications arising out of the contents.

6. Local Government (Access to Information) Act 1985

6.1 Scrutiny Review of Neighbourhood Wardens December 2005

7. Strategic Implications

7.1 This report provides an update on service developments within the Warden Service.

8. Equalities Implications

8.1 The Street Warden service has been configured to support vulnerable people in the most deprived areas of the borough.

9. Consultation

9.1 There has been standard consultation with Head of Legal Services and Chief Financial Officer Comments on this report.

10. Background and Report

10.1 In December 2005 the Overview and Scrutiny Committee Review Panel carried out a review of the Neighbourhood Wardens Service. From the review eight recommendations were proposed to improve the service.

10.2 Attached as an Appendix to this report is an update table showing progress against the recommendation made and approved by Executive. In all but 1 of these recommendations the service has either fully or partially met the recommendation made. The only recommendation not to have been met is for an extension of the service to the whole borough.

11. Conclusion

11.1 All but one of the recommendations made in the original report have been acted upon with positive outcomes. The service has implemented actions to increase its ability to operate as an enforcement team and has taken steps to increase its profile and area of operation

12. Use of Appendices / Tables / Photographs

12.1 .Appendix A – Table of Recommendations and Outcomes

Scrutiny Recommendation and Executive Decision	Target Implementation Date	Who Responsible (who and what)	Implemented? Yes/No*	Service or Performance Improvement Measurable outcomes
<p>Recommendation Two</p> <p>Measures to be taken to publicise the role and responsibilities in order to raise public awareness of service.</p> <p><i>Agreed</i></p>	<p>May 2006</p>	<p>Environmental Crime Manager</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. There was a formal launch of the Warden's Service carried out with over 100 partners including service users, resident representatives and Councillors. 2. During the launch a DVD was featured showing the work that Wardens do. This event was evaluated and showed that there was a strong understanding of the roles and responsibilities of Wardens. This DVD together with a leaflet pack was widely distributed and available on Haringey's website. 3. Wardens continue to attend resident meetings and Safer Neighbourhood Police team panels to report and update on work they have undertaken 4. Wardens written into the Urban Environment communications plan. 5. The Wardens service is written into the work plan of the Anti social Behaviour Partnership Board(ASBPB)and into the Safer Communities strategy and delivery plan

Scrutiny Recommendation and Executive Decision	Target Implementation Date	Who Responsible (who and what)	Implemented? Yes/No*	Service or Performance Improvement Measurable outcomes
<p>Recommendation Three Wardens supplied with appropriate high visibility clothing to ensure they are visible to residents.</p> <p>Agreed</p>	June 2006	Environmental Crime Manager,	Partly	<p>1- All teams have high visibility clothing for specific operations.</p> <p>2- Warden uniforms are now consistent with Street Enforcement.</p>
<p>Recommendation Four Positive lessons learnt from the experience of the Warden Service be incorporated into staff development and training for all front line staff and in particular the development of a holistic approach to service provision and effective liaison with other services.</p> <p>Agreed</p>	June 2006	Environmental Crime Manager	Partly	<p>1- Continual and ongoing joint operations with partner agencies. Delivering projects in partnership with other frontline staff.</p> <p>2- Wardens are on the Area Based Working Panels. Relaying information, intelligence and community liaison to other frontline staff attending from other agencies and organisations.</p> <p>3- We will be looking at opportunities under new Frontline Services Business Unit.</p>
<p>Recommendation Five Looking forward the strategic priorities of the Warden Service should be promoting community safety, enforcement and community engagement.</p> <p>Agreed</p>	March 2006	Environmental Crime Manager	Yes	<p>1- Street Wardens are contributing to action plans of Anti Social Behaviour Action Team (ASBAT), ASBPB, SNPT Panels, Urban Environment, Safer Communities Strategic Partnership Boards and Area Based Working groups.</p>

Scrutiny Recommendation and Executive Decision	Target Implementation Date	Who Responsible (who and what)	Implemented? Yes/No*	Service or Performance Improvement Measurable outcomes
				<p>2- On going and continual work with schools through Junior Wardens Programme and Prison Me ? No Way ! organisation. This is a key element in citizenship studies and education.</p> <p>3- Intelligence and joint working with the Police and other agencies is now a performance indicator for the service.</p> <p>4- Joint operations with police and partners is a regular and on going occurrence.</p> <p>5- An Enforcement strategy has been agreed by Cabinet and includes the strategic priorities listed here for the entire Enforcement Service</p>
<p>Recommendation Six</p> <p>All Wardens be provided with suitable training and development opportunities to enable them to be delegated appropriate enforcement powers subject to the identification of appropriate funding and demonstration of competence.</p> <p><i>Agreed</i></p>	<p>March 2006</p>	<p>Environmental Crime Manager</p>	<p>Yes</p>	<p>1- All wardens have received external training re – Environmental enforcement law, conflict management, health and safety etc.</p> <p>2- In accordance with available funding opportunities 7 officers were trained and authorised to become enforcement officers carrying out a range of duties to tackle environmental crime and to expand the role of the service to become more responsive and effective</p>

Scrutiny Recommendation and Executive Decision	Target Implementation Date	Who Responsible (who and what)	Implemented? Yes/No*	Service or Performance Improvement Measurable outcomes
<p>Recommendation Seven Council considers extension of the Wardens Service to cover all areas of the borough as a long-term objective. <i>Agreed</i></p>	September 2006	Assistant Director for Enforcement	No	1- Due to budgetary pressures it has not been possible to propose an extension of the warden service
<p>Recommendation Eight In the absence of sufficient additional resources to provide a service for all areas of the borough, the mainstreamed service should continue to concentrate their work where currently based. However the service should be flexible to allow for deployment in other parts of the borough in accordance with strategic priorities. Decisions on the areas where wardens are deployed must be based on specific and transparent criteria including – indices of social deprivation, specific environmental and cleanliness concerns and priorities within the safer communities strategy.</p>	June 2006	Assistant Director for Enforcement with Environmental Crime Manager	Yes	<p>1- Short term deployments according to evidence based need. For example indices of social deprivation, specific environmental and cleanliness concerns and priorities within the safer communities strategy. These deployments are continually used to monitor areas and deal with short and long term issues within the resources currently available.</p> <p>2- The mainstreamed service continues to focus upon the areas of current deployment. Those being, Noel Park, Seven Sisters and Northumberland Park.</p> <p>3- Frontline services will be reviewing structure for 2008/9</p>