

CONSULTATION TEAM

COMMUNITY WARDENS CUSTOMER FEEDBACK SURVEY

PUBLIC CONSULTATION ANALYSIS REPORT

AUGUST 2018

Community Wardens Customer Feedback Survey

August 2018

Introduction

The Consultation Team carried out a consultation project to find out what the service users think of the Community Warden Service. Another survey was carried out at the same time and aimed to find out the views of the partner organisations; a separate report has been compiled for these results.

Methodology

The survey was available online and advertised in person by the Community Wardens themselves. There were Facebook and Twitter posts throughout the consultation; a breakdown of social media reach is available in Appendix A.

The Wardens conducted face to face interviews at community events and a Facebook post was boosted on 18th July which prompted a spike in responses over the last week of the consultation. A Twitter poll was posted and pinned to the top of the Council's twitter feed for 7 days.

Respondents were asked where they heard about the survey; the breakdown of these results is available in Appendix B.

This report presents and analyses the results of each survey question. If percentages do not add up to 100%, this is because respondents could select more than one answer.

Agreement and disagreement figures quoted include all those who indicated that they 'agreed/strongly agreed' or 'disagreed/strongly disagreed' with a particular proposal. If quotes are given, these are answers to questions where respondents could free-type their answers. Invalid comments that are not reported could include 'No', 'Nothing' etc. or could be a repeated comment from an earlier question e.g. 'as above'.

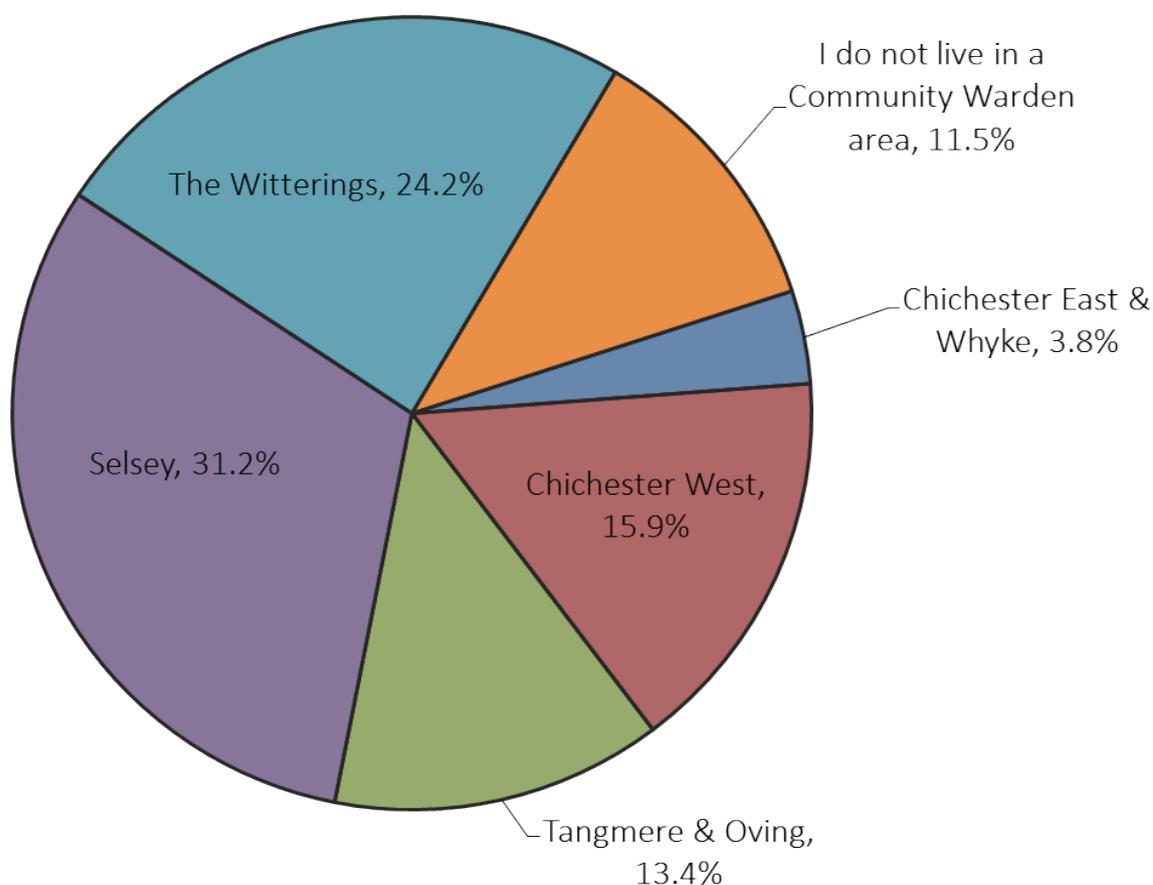
Reports giving all responses to these questions are available on request from the Consultation Team by emailing letstalk@chichester.gov.uk

Respondent Profile

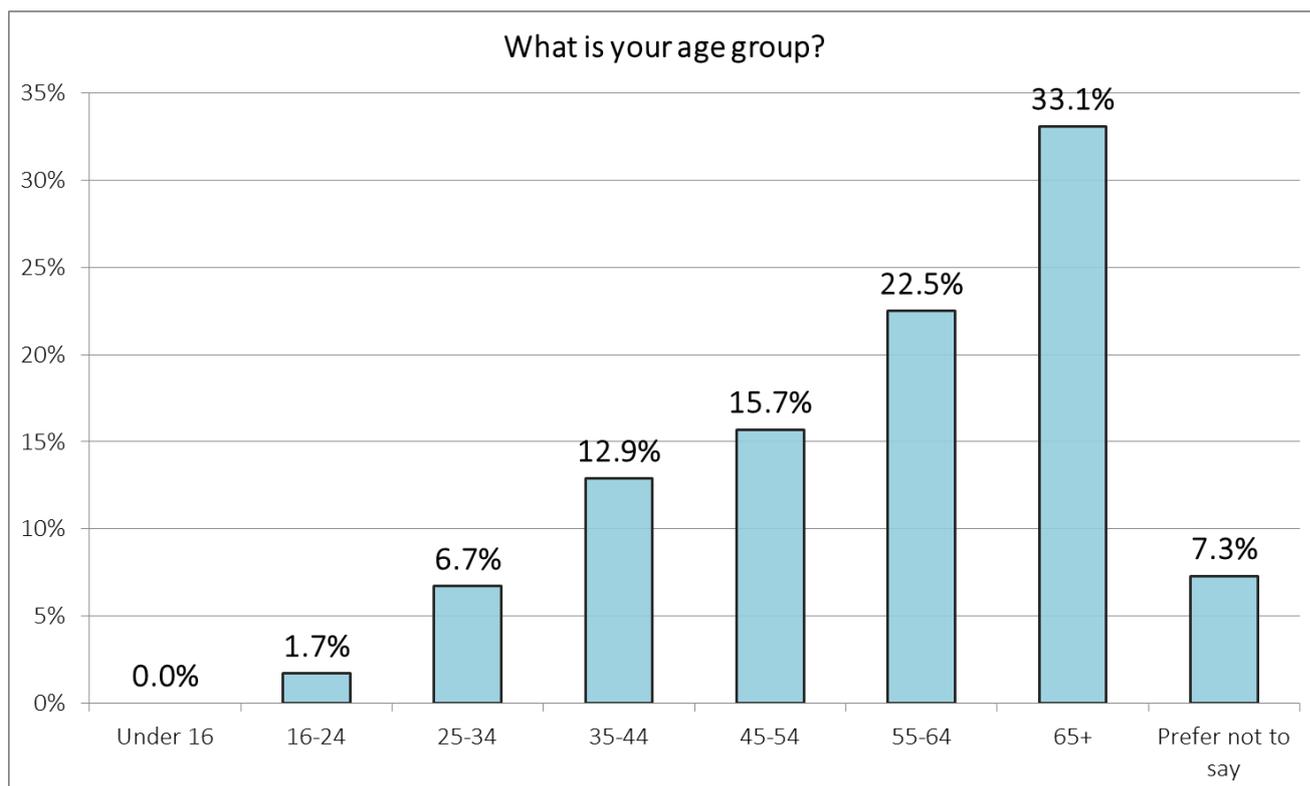
There were a total of **182 responses** which is the highest response to date for this survey. **58.7%** (105) were female, **35.8%** (64) were male and **5.6%** (10) did not disclose their gender.

Most respondents (49) were from **Selsey**, the smallest number of respondents (6) were from **Chichester East & Whyke**. The pie chart below shows the full breakdown of respondent location.

Which Community Warden area do you live in?



A third of respondents (33.1% or 59 individuals) were aged **65 or over** and made up the largest age group among respondents. The smallest age group was **under 25s** with only 1.7% of respondents (3) belonging to this age group. The chart below shows the full breakdown of respondent age groups.



16.5% (29) of respondents said they have a long-term illness, health problem or disability which limits their daily activities. **72.2%** (127) said they did not and **11.4%** (20) did not wish to disclose this information.

Community Warden Service

92.8% of respondents (168) said that they were aware of the Community Wardens service and the remaining **7.2%** (13) said they were unaware of the Wardens service.

When asked what impact the wardens had made in their area over the last 12 years, 160 respondents provided comments. **78.1%** (125) said that the wardens had had a positive impact. **18.1%** (29) either said that they have never had any contact with the wardens, they had no impact, or they were unsure of the wardens' impact. **1.9%** (3) said the wardens had had a negative impact, mentioning 'snooping' and 'gossiping'.

There were comments that the wardens are a good **alternative to the police** when reporting petty crimes, that they **connect the community, reduce anti-social behaviour** and their presence makes the area **feel safer**. There were also frequent mentions from respondents in Selsey about the improved warden presence over the last 6 months which coincides with the appointment of the new Selsey warden.

Some general quotes follow:

“I only really frequent the city centre but the other day I saw a warden ask someone to stop cycling along the pedestrianised area of East Street and it really shows that they’re making a difference and enforcing the rules that the police don’t necessarily have time to enforce.”

“Significant. The Wardens are active within the community and provide the younger members, and the elderly or infirm, with a ready point of contact. They are consistently available and easy to contact. In a community where the PCO have been “removed” the Community Wardens are more essential.”

“A huge impact, our warden is always helpful and quick to respond to any problems. The children and teenagers have a great relationship with him. We would be lost without him.”

“Helping with areas that are important but don’t always require police attendance, to help deal with situations that support a stretched police service, to make positive relationships with the youth of the area which in turn supports the service. Generally a positive service.”

“Inconsistent and unable to communicate directly with them.”

69.3% of respondents (124) feel that the Community Wardens are a visible presence in their area. **23.5%** (42) disagreed and 7.3% (13) said they didn’t know. According to respondents **the Witterings** has the most visible warden presence and **Chichester West** has the least. When breaking down results by area the varying number of responses from each area should be noted.

Do you feel the wardens are a visible presence?	Chichester East & Whyke [6]	Chichester West [25]	Tangmere & Oving [21]	Selsey [48]	The Witterings [38]
Yes	66.7%	72%	71.4%	64.6%	89.5%
No	33.3%	24%	19%	20.8%	10.5%
Don’t know	0%	4%	9.5%	14.6%	0%

Respondents were asked whether they find the Community Wardens to be helpful, friendly, approachable, and courteous. At least **7 in 10** respondents (125+) always find the wardens to be helpful, friendly, approachable, and courteous. **3.4%** or less (6 respondents or fewer) said they never find the wardens to be helpful, friendly, approachable, or courteous. The chart below breaks down these responses.

In general do you find that the Community Wardens are...?				
	Helpful	Friendly	Approachable	Courteous
Always	70.20%	73.60%	73.60%	74.20%
Most of the time	8.40%	6.70%	6.20%	5.10%
Not always	2.80%	1.10%	1.70%	2.20%
Never	2.80%	2.80%	3.40%	2.80%
No opinion	15.70%	15.70%	15.20%	15.70%

75.6% of respondents rated the effectiveness of the wardens a 7 or higher. When asked how much safer the wardens make their area **72.6%** rated 7 or above. **79.7%** of respondents rated the wardens' positive impact on the environment a 7 or above. **78.4%** of respondents rated the overall service a 7 or above. The table below details all the ratings.

	1 (low)	2	3	4	5	6	7	8	9	10 (high)
Effectiveness of Community Wardens	9.9%	2.3%	1.2%	2.9%	3.5%	4.7%	9.3%	16.3%	15.1%	34.9%
How much safer do the wardens make their area?	10.5%	2.3%	1.2%	2.3%	5.8%	5.2%	8.7%	17.4%	12.2%	34.3%
Wardens' positive impact on their environment	8.1%	2.9%	1.7%	2.3%	3.5%	1.7%	4.7%	18.6%	13.4%	43%
Overall rating of the warden service	8.7%	1.2%	3.5%	0.6%	5.2%	2.3%	5.8%	11.6%	18%	43%

91 respondents provided further comments about the Community Warden service which have been categorised in the table below.

Comment	Count
They do good work	29
Wardens are needed	17
Communities rely on wardens' work	14
Didn't know about warden service	12
Need more wardens	10
They go some way to replace PCSOs	10
They don't have enough powers	8
New Selsey warden is excellent	6
They should be advertised more	4
Need more support from police	3
They have useful local knowledge	2
Nothing is done about issues	2
Depends which warden	1

There was one comment that did not fit into the above categories:

“Service originally created in response to the need for dealing with anti social behaviour issues, but appears to have been diluted toward softer community engagement

programmes. This has led to CW's being less visible in dealing with and preventing ASB/littering/dog fouling."

Experience with Community Wardens

57.6% of respondents (102) have contacted a community warden. When asked to give a brief description of the issue or incident raised with the wardens there were a few issues that were repeated among respondents:

Description of issue	Count
Anti-social behaviour	34
Litter	16
Helping with community event / group	13
Traffic issues (speeding, collisions, abandoned cars etc.)	12
Neighbour dispute	9
Animal issues (lost dogs, aggressive dogs etc.)	8
Dog fouling	7
Scam advice / protection	7
Noise nuisance	3
Unable to contact warden	3
Working with young refugees	2
Various (unspecified)	2
Support after bereavement	1
Debt advice	1

Helping rough sleeper	1
General signposting	1

When asked what made respondents choose the to raise their issue with the community wardens rather than another local agency such as the police or housing association 89 respondents provided comments. These have been categorised in the table below.

Why did you choose to contact the Community Wardens?	Count
Other services not readily available	29
Available when needed	18
Approachable	17
Quick resolution	14
Local knowledge	10
Trust them	9
Central to the community	9
Community Warden contacted me	4
Best people to contact	3
Recommended by someone else	3

A few comments did not fit into the categories above:

“He was somebody to go to when trying to put together a CSW team who publicised the scheme and recruited volunteers.”

“Both not easily accessible.”

“I thought they might be helpful. They were not.”

“Less daunting for a child to deal with a familiar face after a traumatic experience.”

47.1% (48) contacted their warden by phone, **30.4%** (31) in person, and **19.6%** (20) by email. 3 respondents ticked other and said:

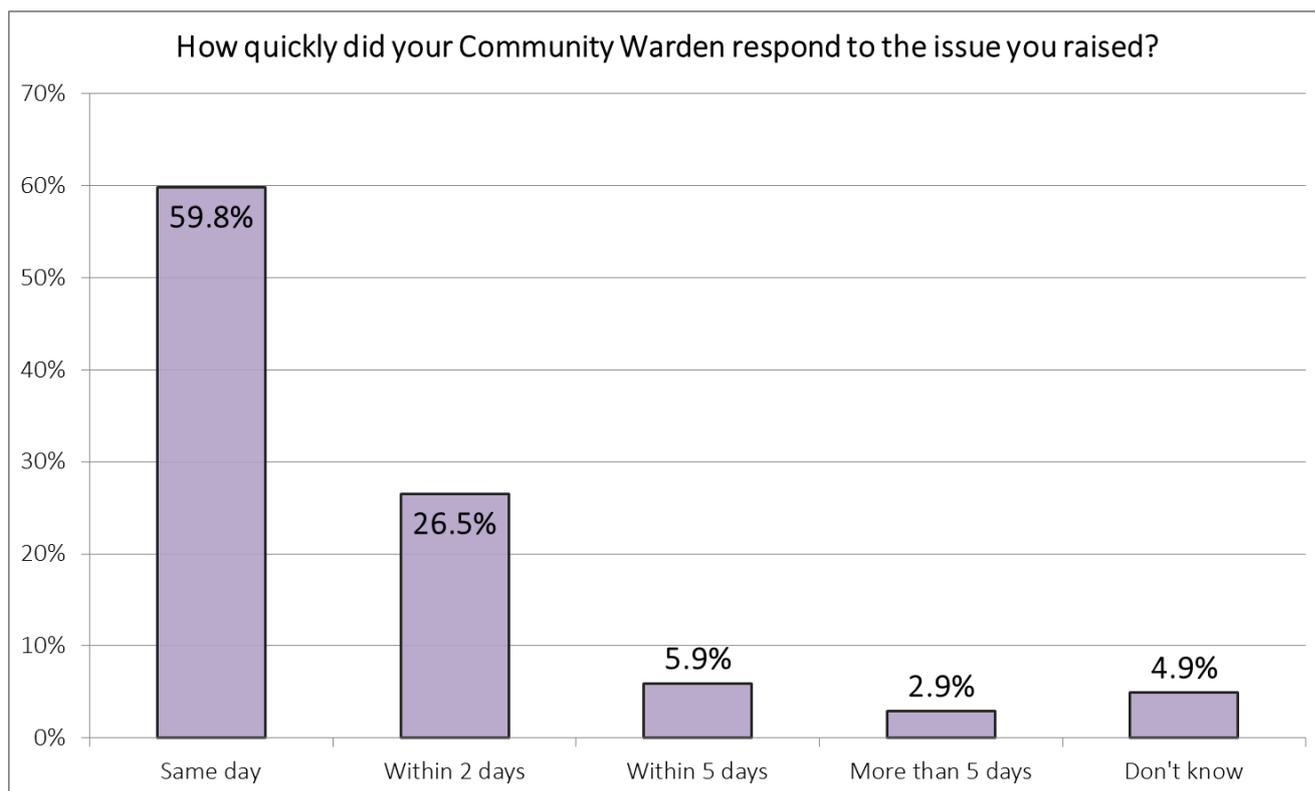
“a friend is a community warden and she set a meeting up for me with her boss”

“I was given his card”

“library selsey surgery he was supposed to attend - his mobile is always unavailable so useless.”

95.1% of respondents (97) found it easy (29.4%) or very easy (65.7%) to contact a warden on this occasion. **3.9%** (4) said it was difficult (1%) or very difficult (2.9%). **1%** (1) felt it was neither easy nor difficult.

3 in 5 respondents had a response from a Community Warden on the same day they raised their issue. The chart below shows how quickly wardens responded to the issue raised.



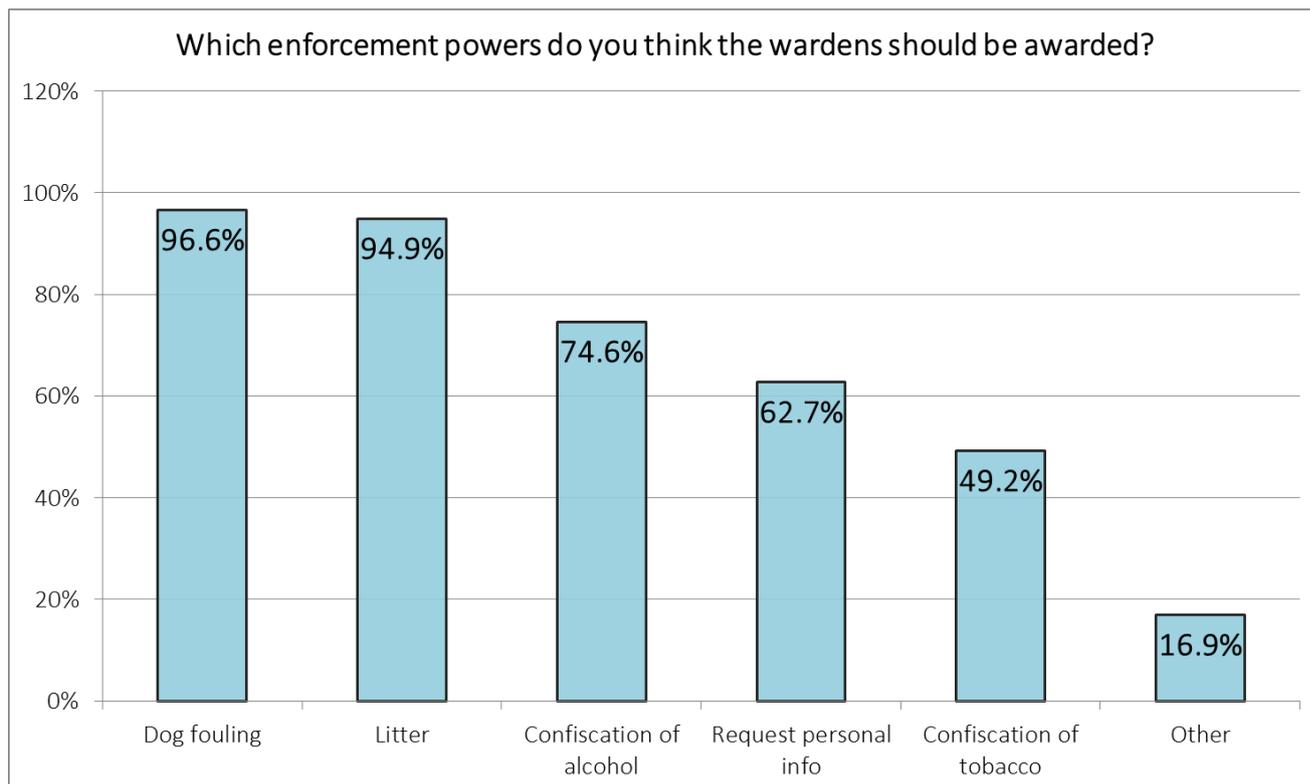
When asked what method the warden used to respond to the issue **38%** (38) said home visit, **36%** (36) said return phone call and **17%** (17) said they received an email response. **5%** (5) said they received no response but their issue was resolved and **4%** (4) said they received no response and their issue remained unresolved.

90% of respondents (90) said their Community Warden was effective (20%) or very effective (70%) in dealing with the issue raised. **7%** (7) said their warden was not very effective (2%) or not at all effective (5%) in dealing with their issue. The remaining 3% had no opinion either way.

Next Steps

67.8% of respondents (120) feel that the Community Wardens should be awarded enforcement powers. **13.6%** (24) think they shouldn't and the remaining **18.6%** (33) were unsure.

Those who answered yes to the above were asked which enforcement powers they thought the wardens should be awarded. The largest number of respondents felt that the Wardens should be allowed to **enforce dog fouling**. The chart below shows the full breakdown of the responses.



20 respondents ticked 'Other' and said:

Cautions / fines for anti-social behaviour: **7** mentions

Parking enforcement: **4** mentions

Confiscation of drugs: **2** mentions

Reporting public drug-taking: **2** mentions

Intervening with dogs in hot cars: **1** mention

Power to arrest if absolutely necessary: **1** mention

Issuing fines: **1** mention

Removing people from premises: **1** mention

Conclusions

- The majority of respondents (**78.1%**) felt that the wardens' presence had made a **positive impact**, commenting that they are a good alternative to the police, they connect the community and make the area feel safer
- **7 in 10** respondents feel the wardens are a visible presence. This rose to **9 in 10** in the Witterings and dropped to **64.6%** in Selsey
- At least **7 in 10** respondents (125+) always find the wardens to be helpful, friendly, approachable, and courteous
- At least **7 in 10** respondents rated 7 or above for the wardens' positive impact on the environment (79.7%), the overall service (78.4%), their effectiveness (75.6%) and how much safer they make their area (72.6%)
- The 3 most frequent comments when asked for further comments about the warden service were:
 - The wardens do good work: **29** mentions
 - The wardens are needed: **17** mentions
 - Communities rely on the wardens' work: **14** mentions
- The most frequent issue respondents contacted the wardens about was anti-social behaviour: **34** mentions
- Most respondents said they chose to contact their warden because other services / agencies are not readily available (**29** mentions)
- Respondents most often (**47.1%**) contacted their warden by phone and **95.1%** found it easy or very easy to contact their warden
- On **3 in 5** occasions the wardens responded to the issue on the same day and **over a quarter** within 2 days. Most of the time this was via a home visit (**38%**) or a return phone call (**36%**)
- **9 in 10** respondents said their Community Warden was effective or very effective in dealing with the issue raised
- Most respondents (**67.8%**) feel the wardens should be awarded more powers. The most popular were **dog fouling** (96.6%) and **litter** enforcement (94.9%). There were also mentions of the wardens being able to issue cautions and fines for anti-social behaviour.

Overall, taking into account the percentages regarding satisfaction and open comments from respondents, the Community Wardens service appears to be greatly valued by the communities that they work with. However, some respondents said they were unaware of what the wardens do, or where they are based, with some suggesting that the wardens' achievements and their profile should be promoted more widely.

Appendix A – Social media reach

Social media campaign:

- **Length:** 44 days
- **Total posts:** x15
- **Total clicks:** x136 (x101 Facebook & x35 Twitter)
- **Total reach:** 46,700
- **Reach breakdown:** 9,518 through Facebook & 37,182 through Twitter
- **Posts breakdown:** x10 on Facebook & x5 on Twitter
- **Retweets / shares:** x18
- **Likes:** x11
- **Comments:** x45

Boosted Facebook post:

- Length: 1 day (18 July)
- Photo clicks: x17
- Link clicks: x15
- Page likes: x2
- Post likes: x8
- Comments: x4
- Shares: x5

Pinned Tweet

Chichester District @ChichesterDC · Jun 14

Are you aware of our Community Warden service?

Have your say by 26 July at chichester.gov.uk/currentconsult...

45% Yes

55% No

11 votes · Final results

Tweet Activity

Chichester District @ChichesterDC Are you aware of our Community Warden service? Have your say by 26 July at http://chichester.gov.uk/currentconsultations...	Impressions	1,053
	Total engagements	11
	Votes	4
	Link clicks	4
	Detail expands	3

Reach a bigger audience
Get more engagements by promoting this Tweet!

[Get started](#)

Appendix B – Where did you hear about this survey?

Where did you hear about this survey?	Percent	Count
Facebook	51.5%	86
From a Community Warden	24%	40
Word of mouth	8.4%	14
Other	5.4%	9
Web banner on Council website	4.2%	7
Council offices	3.6%	6
Twitter	1.8%	3
Community Wardens web page	0.6%	1
Leaflet / poster	0.6%	1

· If other, please specify:

“A talk was given at St Wilfrids OAP club”

“OAP Club Sherbourne Rd talk by a warden (community)”

“Selsey grapevine”

“He introduced himself to the local shop keepers and the word spread around the village.”

“a forwarded e-mail”