

Appendix 2

CONSULTATION TEAM

**COMMUNITY WARDENS PARTNER
FEEDBACK SURVEY**

CONSULTATION ANALYSIS REPORT

AUGUST 2018

Community Wardens Partner Feedback Survey

August 2018

Introduction

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

Methodology

The survey was issued online and the link made available to partner organisations via an email. This report presents and analyses the results of each survey question. If counts add up to more than the total number of respondents 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

The figures throughout the report represent number of respondents in place of percentages, as percentages could be misleading with so few respondents.

Respondent Profile

There were **7** responses to this survey, 4 were female and 2 were male. 1 respondent ticked 'Other'. **2** respondents were aged between 35 and 44, **2** were aged 65 or over and **2** were aged 45-64.

4 respondents said they did not have a long-term illness, health problem or disability which limits their daily activities. **2** respondents said they did not wish to disclose this information.

The Community Warden Service

All respondents either agree (**2**) or strongly agree (**5**) that the warden service is valuable. They also agreed (**1**) or strongly agreed (**6**) that the Community Wardens service provides value for money.

Respondents were asked whether they felt that the Community Wardens should be awarded enforcement powers. **5** respondents felt that they should, the remaining **2** were unsure.

5 felt that the wardens should have the power to enforce dog fouling laws and a further **5** said litter. **4** said confiscation of alcohol, **3** said the power to request personal information and **1** said confiscation of tobacco.

All 7 respondents provided comment when asked what the impact would be if the wardens service didn't exist. The comments are quoted in full below:

□“The wardens provide and invaluable service as eyes and ears on the ground. The evisceration of the local PCSO service network, along with cuts to youth works and social care has meant that the community wardens really are the front line of dealing with low level anti-social behaviour, graffiti, littering and youth issues. At the same time, they provide a brilliant service identifying vulnerable residents in the community and providing early intervention and support. We could not manage without them in our isolated community.”

“More impact on Police/PCSO's; may not have local knowledge of issues; higher level of low level ASB as its not dealt with quickly by the Wardens at an early stage.”

“An increase in anti social behaviour amongst youth and even less respect within the community for area we live in”

“The main impact would be on anti social behaviour. Many elderly residents are keen to have a face they can trust, equally young people engage with the Warden. Matters are dealt with promptly eg litter, fly tipping.”

“The impact of outreach within certain sections of the community; the Wardens have done a fantastic job of work in certain places in Chichester building trust and respect.”

“The community will suffer as many resident feel able to approach them when they are on site to discuss various issues and these are always feedback to the relevant organisations.”

“More ASB in our village”

6 respondents feel that the Community Wardens are in the right areas and 1 said they are not in the right areas. 1 respondent said there should be wardens in rural areas north of the district and 1 said they should be more flexible and do some late shifts.

Respondents were asked to rate the wardens on several criteria relating to their effectiveness, how much safer they make their areas, ease of contact and their impact on the environment. All respondents rated a 6 or above for all criteria, with 1 being lowest and 10 being highest.

The table below details all the ratings:

	1	2	3	4	5	6	7	8	9	10
Effectiveness of Community Warden Service	0	0	0	0	0	0	0	1	2	4
How much safer do the wardens make their area?	0	0	0	0	0	0	0	0	5	2
How easy is it to contact a warden?	0	0	0	0	0	1	0	1	2	3
Wardens' positive impact on the environment	0	0	0	0	0	0	1	0	1	5
Overall warden service	0	0	0	0	0	0	0	1	1	5

5 further comments were received about the wardens' service which are quoted in full below:

"Drew Allardice is our local warden - he is an invaluable and well known and well loved part of the community, who does huge amounts of positive work, both keeping the villages safe and also engaging different user groups and building a real sense of community."

"An invaluable service at a very modest cost"

"Its a valuable asset principal authorities do not have resources on intelligence to deal with issues at Parish level without the Wardens these issues wouldn't get dealt with"

"I have scored 9 in two categories simply because I have no direct experience of these areas."

"I think they should be rotated around the locations, maybe 18months in one area and then moved on, so that they all get to know the locations well and they can bring different strengths to an area. They should be more visable on foot not spend so much time in their vans. They should be around sometimes at waiting for the school bus time in the mornings, when vandallism happens to bus shelters and littering. Also when the kids get off the bus in the afternoon, they could be in the coop and watch out for asb and shop lifting."

Conclusion

Overall, there is support for the Community Wardens' service from partners. Although, caution should be exercised when drawing conclusions from these results as the response rate was so low.