

Appendix

Community Wardens Partner Feedback Survey

Analysis Report

September 2021

Introduction

The council's Community Safety team carried out a consultation to gather feedback from partner organisations about the Community Wardens service.

Methodology

The survey was issued online, and the link made available to partner organisations via email. Paper copies of the survey were available on request.

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 proposal. If quotes are given, these are answers to questions where respondents could free-type their answers.

The figures throughout the report represent the number of respondents in place of percentages, as percentages can be misleading when a survey response rate is low.

Respondent Profile

There were **11** responses to this survey — **six** were female and **five** were male.

Five respondents were aged between 45 and 54; **three** were aged between 55 and 64; and, **three** were aged over 65.

Ten respondents said they did not have a long-term illness, health problem or disability that limits their daily activities. **One** respondent said they did.

The survey was anonymous, but **ten** respondents chose to tell us which organisation they represented.

Which organisation are you from?	
	Count
Tangmere Parish Council	3
East Wittering & Bracklesham Parish Council	1
Hyde	1
Earnley Parish Council	1
West Wittering Parish Council	1
Home Group	1
Clarion	1
Abri	1

Community Wardens Service

All respondents either agreed (**4**) or strongly agreed (**7**) that the Community Wardens service is valuable. Most respondents agreed (**3**) or strongly agreed (**6**) that the service provides value for money. **One** said neither, and **one** strongly disagreed.

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

Nine felt that the wardens should have the power to enforce dog fouling laws and a further **nine** said they should be able to enforce littering offences. **Six** said they should have the power to request personal information, **four** said they should be able to confiscate alcohol, and **three** said they should be able to confiscate tobacco.

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

“Quite frankly, our communities would be poorer without the vital links they make, building bridges and developing community relations as well as supporting the Police and Councils and other agencies. Their frontline working is essential.”

“Increase in anti-social behaviour and low-level crime, loss of local intelligence and knowledge, loss of community confidence, particularly in older residents who would feel less safe.”

“Low-level issues would escalate and there would be no sharing of important knowledge of issues within the community.”

“Increase in litter as they remove fly tipping which is prevalent in the rural parishes. Increase in anti-social behaviour as the wardens work with the youth of the parishes and therefore have built relationships with them and therefore likely know who is causing any problems.”

“The village would be less safe and residents would feel very vulnerable. Currently residents are very supportive of this position and our warden is in great demand. Although a rural seaside village we have the same issues such as drug use, anti-social behaviour, theft, visitor disruption and antagonism regarding the beach and parking in the summer and our residents who are elderly, of which there are many can feel extremely vulnerable at times.”

“ASB would escalate on the estates.”

“So, I said that the service is valuable in the first question, and in theory, I believe it is. In practice though, for Tangmere Parish Council, the service is as close to useless as can be imagined. For reasons that I still don’t understand, we get almost zero coverage. When the wardens are in town, they have a huge impact, but that is like shooting fish in a barrel. There is so much they could/should have done that they hardly can fail to trip over ASB when they do turn out.”

“Increase in ASB.”

“A difficult question to which members of our PC would have different opinions.”

“Further pressure put on the Police and possibly increased crime rates.”

Seven respondents feel that the Community Wardens are in the right areas, **one** said they are not in the right areas, and **three** were unsure. **Five** respondents commented on other places they think the wardens should be. The comments are quoted in full below:

“There is a question to be debated about Chichester North and the growth of Chichester West with Whit.”

“All areas of the district.”

“Graylingwell Estate.”

“Tangmere needs more of their presence than Oving.”

“Not sure.”

Respondents were asked to rate the wardens out of ten (with 1 being the lowest and 10 being the highest) on several criteria relating to: their effectiveness; how much safer they make their areas; ease of contact; and, their impact on the environment.

The table below details all the ratings:

	1	2	3	4	5	6	7	8	9	10
Effectiveness of Community	1	0	0	0	1	1	2	1	0	4

Warden Service										
How much safer do the wardens make their area?	1	0	0	0	1	1	2	0	2	4
How easy is it to contact a warden?	1	0	0	1	0	0	3	0	2	4
The wardens positive impact on the environment	1	0	0	0	0	1	3	0	1	5
Overall warden service	1	0	0	0	1	1	2	0	0	6

Respondents were asked how they felt about their current funding contribution. **Eight** felt it was about right, **one** said it was too much, and **one** said they can no longer fund the service.

When asked how likely they would be able to provide additional funding to ensure the future of the Community Wardens service, **seven** respondents said 'possibly', **one** said 'unlikely', and **two** said it would depend on the level.

Three further comments were received about the Community Wardens service which are quoted in full below:

“Drew is an invaluable member of the local community; it is not overstating the case to say that we would be lost without him.”

“Funding is difficult for all of local government and therefore I cannot say that the Council would be very likely to increase the funding but they would be very sorry indeed to see any change to the service. A sound business case could however be made.”

“Sharing the service with another village inevitably brings up the issue of who get the most value from the service. Another area that has been discussed is whether all wardens have access to a local office.”

Conclusions

- Overall, there is support for the Community Wardens service from partners who largely agreed that the service is valuable and provides value for money.
- Some responses highlighted local issues with the effectiveness of wardens in certain areas.
- There was a strong consensus that wardens should be awarded enforcement powers, particularly in cases involving litter and dog fouling.
- Most partners felt that their current funding contribution to the service is about right.

- Some also felt it was possible they could provide additional funding to secure the future of the Community Wardens service.