

Community Wardens Customer Feedback Survey – August/September 2015

Introduction

The Corporate Information 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 issued online and advertised on the news section of the Chichester District Council website as well as in person by the wardens themselves. 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.

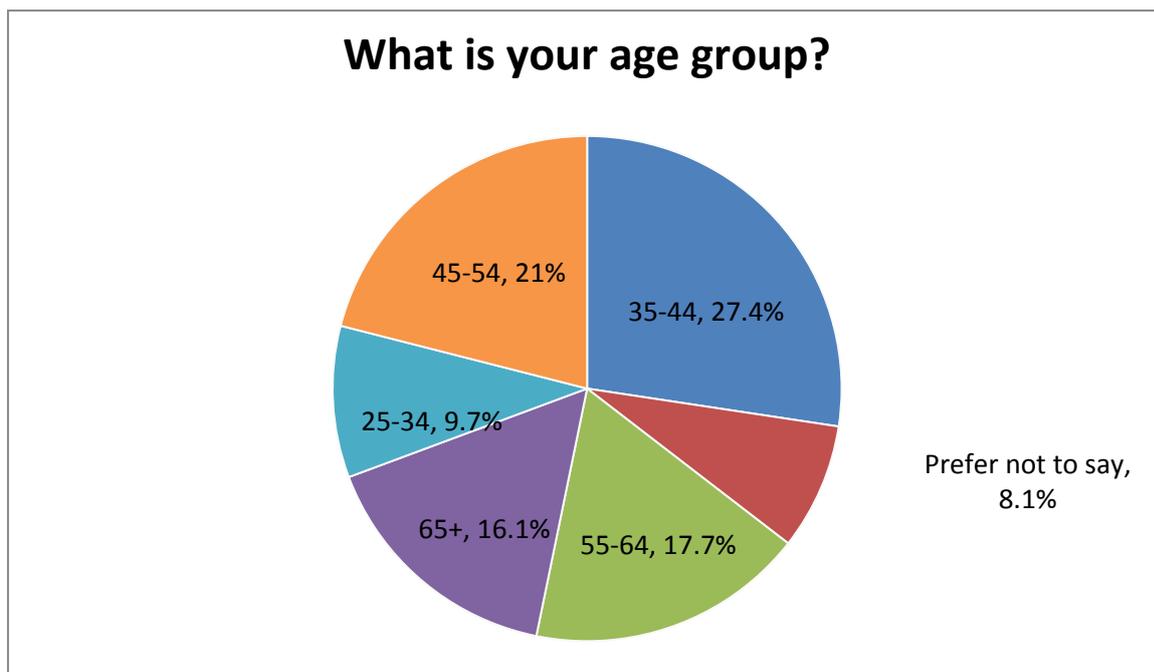
Agreement and disagreement figures quoted include all those who indicated that they 'agreed/strongly agreed' or 'disagreed/strongly disagreed' with a particular proposal. If quotes are given, these are answers to questions where respondents could free-type their answers. Invalid comments that are not 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 Corporate Information Team.

Respondent Profile

There were a total of 63 responses to this survey, 72.6% were female, 24.2% were male and 3.2% did not disclose their gender.

The highest percentage of respondents (27.4%) were aged between 35 and 44, 21% were aged between 45 and 54, 17.7% were aged between 55 and 64, 16.1% were over 65, 9.7% were 25-34 and 8.1% did not disclose this information.



13.1% of respondents said they have a long-term illness, health problem or disability which limits their daily activities. 82% said they did not and 4.9% preferred not to say.

When asked if there was any additional information that might affect their opinions on the Community Wardens one respondent said their child has a disability and the wardens have helped to signpost them to other services.

General

100% of respondents said that they were aware of the Community Wardens service.

When asked what impact the wardens had made in their area over the last 10 years 84.7% (of the 59 respondents who answered this question) said that the wardens had had a positive impact, and the remaining 15.3% either said that they have never had any contact with the wardens or that they had no impact.

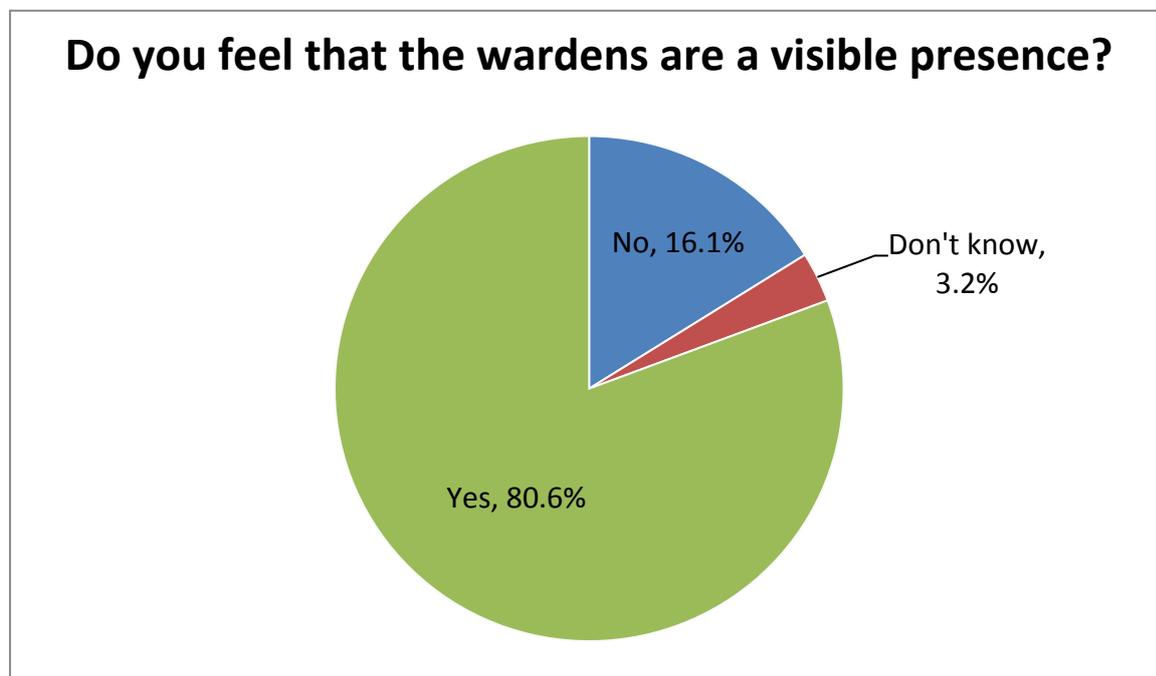
There were comments that the wardens are a good alternative to the police when reporting petty crimes, that they connect the community, reduce anti-social behaviour and their presence makes the area feel safer. Some quotes follow:

“They can resolve issues that do not warrant involving the police.”

“I have lived in Tangmere for 3 years, I think they have made a very positive impact. They are vital to the village, not just for ASB etc but also connecting the community together and helping those in need.”

“They have had an incredibly positive impact on the village over the past 10 years. Their contribution to our community cannot be underestimated.”

80.6% of respondents feel that the Community Wardens are a visible presence in their area. 16.1% disagreed and 3.2% said they didn't know.



Experience with Community Wardens

74.6% of respondents have contacted a community warden. When asked to give a brief description of the issue(s) or incident(s) raised with the wardens there were a few issues that were repeated among respondents:

- 51.1% reported issues regarding anti-social behaviour which includes drugs, property damage and theft
- 42.2% (of the 45 respondents who replied to this question) said they either had regular contact with the wardens or did not raise one specific issue
- 17.8% reported issues relating to litter, fly tipping and dog fouling
- 13.3% reported issues relating to the roads (e.g. cyclists, parking, potholes and anti-social driving)

When asked what made respondents choose to raise their issue with the community wardens rather than another local agency such as the police or housing association and a third (33.3%) said it was because they feel that the wardens are more connected to their area and have the local knowledge needed to respond to issues. 31.1% said that the community wardens are their first port of call instead of contacting the police about minor issues, in some cases respondents said that they

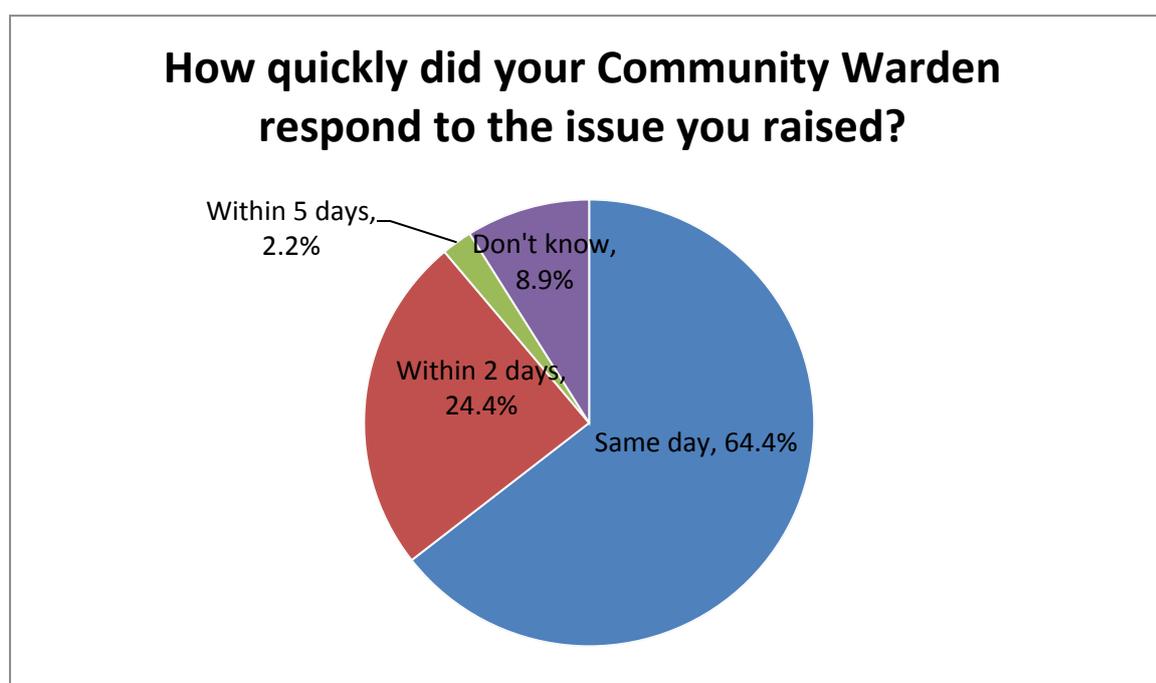
didn't know who else to contact. 28.9% said it was because the wardens are easily accessible and resolve the issue quickly and 4.4% said they heard about the Community Warden service in Initiatives magazine.

51.3% of issues were raised in 2015, 17.9% in 2014. 12.8% were raised over a number of years/occasions and a further 12.8% were raised in 2013 or before.

45.2% contacted their warden by phone, 26.2% by email and 28.6% in person. 5 respondents ticked other and said they had sent a text to the Community Wardens or contacted them via the police or Chichester District Council.

A quarter of respondents (25%) felt that it was easy to contact a warden and 68.2% found it very easy. 2.3% said it was neither difficult nor easy, 2.3% said they were unsure and a further 2.3% said they had difficulty contacting a Community Warden.

64.4% of respondents said that the community warden responded the same day, 24.4% had a response within 2 days, 2.2% within 5 days and 8.9% said they weren't sure.



When asked what method the warden used to respond to the issue 39.5% said, return phone call, 27.9% said home visit, 23.3% said email and 9.3% said there was no direct response but the issue was resolved.

68.9% of respondents said the wardens were very effective in dealing with their issue, 17.8% said effective, 4.4% said neither and 2.2% said not very effective. 6.7% were unsure.

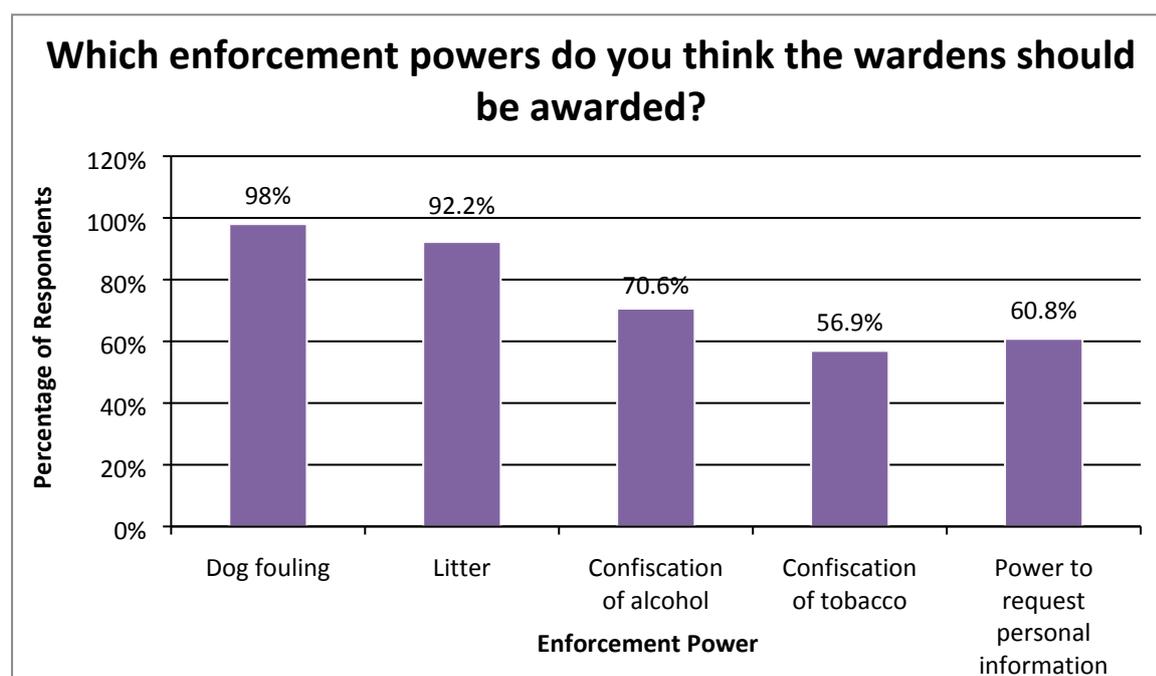
Do you find	Always	Most of	Not always	Never	No opinion
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the Community Wardens are...		the time			
Helpful	97.8% (45)	2.2% (1)	0% (0)	0% (0)	0% (0)
Friendly	93.2% (41)	6.8% (3)	0% (0)	0% (0)	0% (0)
Approachable	93.2% (41)	6.8% (3)	0% (0)	0% (0)	0% (0)
Courteous	97.7% (43)	2.3% (1)	0% (0)	0% (0)	0% (0)

Next Steps

77.4% of respondents feel that the Community Wardens should be awarded enforcement powers. 11.3% think they shouldn't and a further 11.3% were unsure.

Those who answered yes to the above were asked which enforcement powers they thought the wardens should be awarded. 98% said dog fouling, 92.2% said litter, 70.6% said confiscation of alcohol, 60.8% said the power to request personal information and 56.9% said confiscation of tobacco.



When asked what impact it would have if there was no warden service in their area 57.1% of respondents said that they don't like to call the police for minor issues/petty crimes and without the Community Wardens there would be an increase in crime/anti-social behaviour.

19.6% felt that the sense of community in their area would be lost, 14.3% said they didn't know or felt that there would be no impact. 8.9% said that without the wardens there would be no monitoring of ongoing issues, 5.4% said they would be unsure

who to call if there were no wardens available to help and 3.6% said that they would lose the signposting services that the wardens provide.

85.1% of respondents rated the effectiveness of the wardens a 7 or higher. When asked how much safer the wardens make their area 84.8% rated 7 or above. 84.5% of respondents rated the overall service a 7 or above. The table below details all the ratings.

	1	2	3	4	5	6	7	8	9	10
Effectiveness of Community Wardens	10%	3.3%	1.7%	0%	0%	0%	1.7%	16.7%	15%	51.7%
How much safer do the wardens make their area?	8.5%	5.1%	0%	0%	0%	1.7%	10.2%	13.6%	6.8%	54.2%
Overall rating of the warden service	10.3%	1.7%	1.7%	0%	0%	1.7%	5.2%	12.1%	10.3%	56.9%

38 respondents provided further comments about the warden service such as, the presence of the Community Wardens is reassuring (39.5% or 15), their work with young people is vital (23.7% or 9), they bring the community together (21% or 8), respondents would like to see the wardens in more areas (18.4% or 7), they are a good alternative to the police for minor issues or advice (7.9% or 3), they need a fixed office and more powers (5.3% or 2) and for people with mobility issues they can be difficult to contact (5.3% or 2).