

Community Wardens Partner Feedback Survey – August/September 2015

Introduction

The Corporate Information 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 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'.

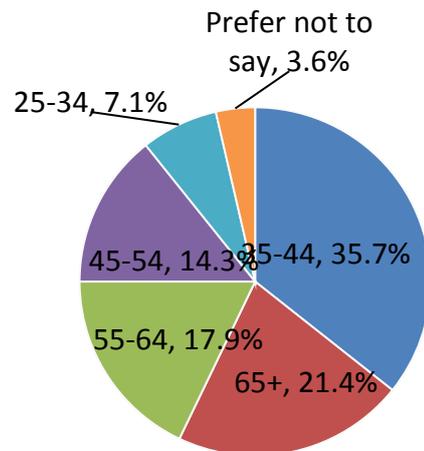
Reports giving all responses to these questions are available on request from the Corporate Information Team.

Respondent Profile

There were 32 responses to this survey, 63% were male and 37% were female.

The largest age group among respondents was 35-44 with 37.9% of respondents in this age range. 20.7% of respondents were over 65, 17.2% were aged between 55 and 64. 13.8% were 45-54, 6.9% were 25-34 and 3.4% preferred not to disclose their age.

What is your age group?

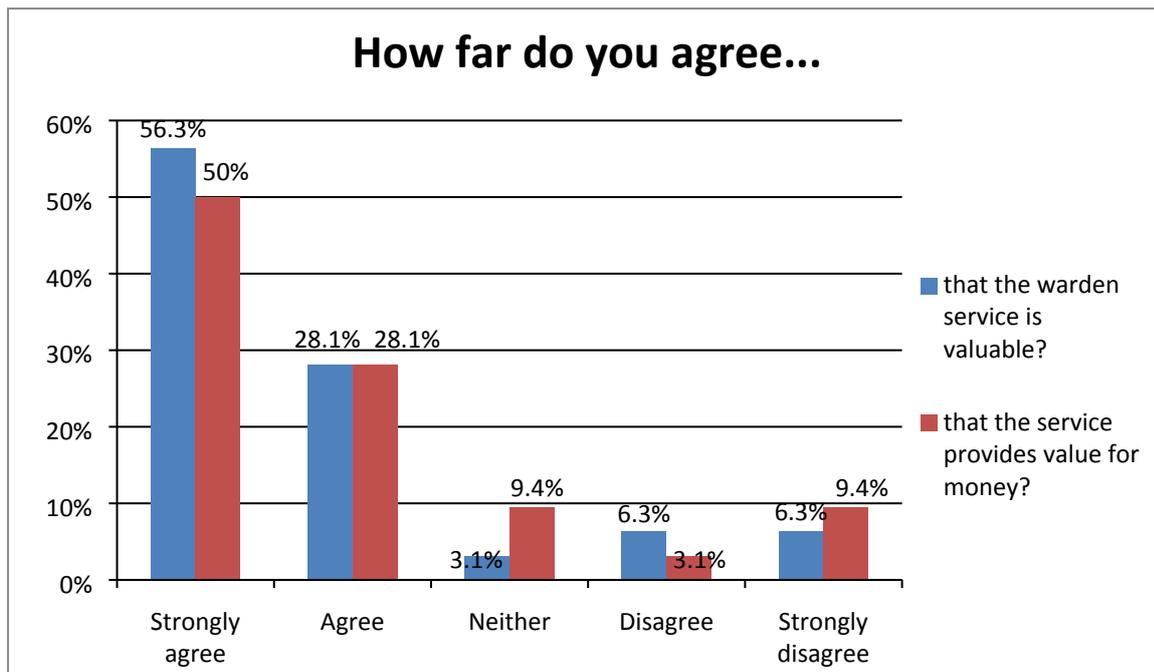


11.1% of respondents have a long-term illness, health problem or disability that limits their daily activities, 88.9% said they do not.

The Community Warden Service

84.4% of respondents either agree (28.1%) or strongly agree (56.3%) that the warden service is valuable. 3.1% said neither and 12.6% either disagreed (6.3%) or strongly disagreed (6.3%).

78.1% either agree (28.1%) or strongly agree (50%) that the warden service provides value for money. 9.4% said neither and 12.5% either disagreed (3.1%) or strongly disagreed (9.4%).



Respondents were asked whether they felt that the Community Wardens should be awarded enforcement powers. 65.6% of respondents felt that they should, 28.1% felt they shouldn't and 6.3% were unsure.

When asked what the impact would be if the warden service did not exist 55.6% of respondents said that losing the wardens, who act as an alternative to the police for minor issues, would lead to increased crime/anti-social behaviour. 44.4% said that social exclusion would increase and the cohesion of the community would break down. 18.5% said there would be no impact and 3.7% said they were unsure what the impact would be if the warden service did not exist.

71% of respondents feel that the Community Wardens are in the right areas, 12.9% said they are not and 16.1% said they were unsure.

Those who feel the wardens are not in the right areas were asked where they think they should be. 2 respondents suggested that the wardens should not be assigned to one area but move around the district to wherever the issues arise. One respondent said that the North of the district lacks a Community Warden presence and another respondent suggested that the wardens are currently in the right areas but there should be more wardens to cover additional areas.

Respondents were asked to rate the warden service in different areas on a scale of 1-10. 73.3% of respondents rated the effectiveness of the warden service a 7 or above. Over three quarters of respondents (76.7%) rated 7 or above regarding how much safer the wardens make their area. On a scale of 1-10 respondents rated how easy it is to contact a warden. Over three quarters (76.6%) rated this 7 or above. Respondents were finally asked to rate the overall service on a scale of 1-10 and 7 in 10 (70%) rated it 7 or higher.

The table below details all the ratings.

	1	2	3	4	5	6	7	8	9	10
Effectiveness of Community Warden Service	3.3%	6.7%	3.3%	0%	3.3%	10%	10%	20%	10%	33.3%
How much safer do the wardens make their area?	0%	10%	0%	3.3%	3.3%	6.7%	23.3%	16.7%	10%	26.7%
How easy is it to contact a warden?	0%	3.3%	0%	0%	6.7%	10%	20%	13.3%	10%	33.3%
Overall warden service	10%	3.3%	0%	0%	6.7%	10%	6.7%	13.3%	20%	30%

Further comments about the Community Warden service include: the need for the wardens to look more authoritative/be given more powers (28.6%), the wardens are helpful and effective (28.6%), there should be more wardens covering additional areas (21.4%), the wardens are important for community cohesion (21.4%), existing services could replace the wardens (14.3%). There were also a few individual comments e.g. the wardens need to be more involved in community events, and the wardens should have a static office/base.