



## **Neighbourhood Warden Service Report**

**2007 - 2008**

### **Introduction**

Wardens work in the heart of the community with local residents to help improve their quality of life. Low-level crime, street vandalism, litter, abandoned cars: all low level things but their cumulative effect is to degrade the communities and environment and turning that round is exactly what BHP wardens do. They are the “eyes and ears” of the community and of the various agencies such as the police with whom they work.

The wardens provide an immediate response to incidents of anti-social behaviour in all BHP management areas and this means that wardens can deal with a problem without the victims being involved since in many cases, residents feel uncomfortable dealing with an incident themselves either because they are afraid of reprisals or because they do not want to fall out with their neighbours.

In addition to attending to incidents and call outs, the wardens carry out routine patrols in the areas that they cover. The wardens are equipped with high visibility uniforms, personal protective equipment, radios and weatherproof boots and coats. Should a problem arise, they are on hand to talk to residents on a one to one basis and offer help and advice. The wardens give a great sense of security to residents and make a positive contribution by working in close partnership with the police and local communities.

### **Our Vision**

Our vision is to develop:

‘A neighbourhood in which the residents are proud to live and work and for no resident’s choices to be limited by the fear of crime by tackling specific areas of high crime and by reducing the fear of crime amongst residents through a collaborative and multi-faceted response to crime issues.

### **Service hours**

The Neighbourhood Warden operating hours are from 3.00pm to midnight . Bhp’s highly trained wardens patrol many neighbourhoods, afternoons and evenings, 365 days a year.

### **The Wardens’ role**

Specific services covered by the wardens are as follows:

## **Environmental nuisance**

Wardens observe, report and tackle the following environmental issues:

- Graffiti and vandalism
- Abandoned and dangerous vehicles
- General health and safety issues
- Fire risks
- Litter, rubbish and fly tipping
- Fire raising
- Road and lighting faults

## **Crime/nuisance/anti-social behaviour and community safety**

- Other elements include community liaison and security and safety as follows:
- Encouraging a sense of belonging and security
- Reassuring the community through physical presence
- Listening to concerns and taking appropriate action
- Attending incidents as required by the telephone hotline/responding to residents' calls
- Resolving low level disputes through mediating between residents
- Allowing residents anonymity by acting as professional witnesses and providing independent verification of residents' complaints of nuisance.
- Moving loitering youths on
- Reporting serious incidents to the police
- Providing support to the most vulnerable members of the community
- Patrolling schools
- Organising diversionary activities, in crime hotspots for young people, such as football
- Mediation services
- Checking on void properties
- Acting as an information point and signposting service making referrals to other agencies as required

- Attending community events
- Giving crime prevention advice
- Distributing leaflets and flyers regarding other services and local activities

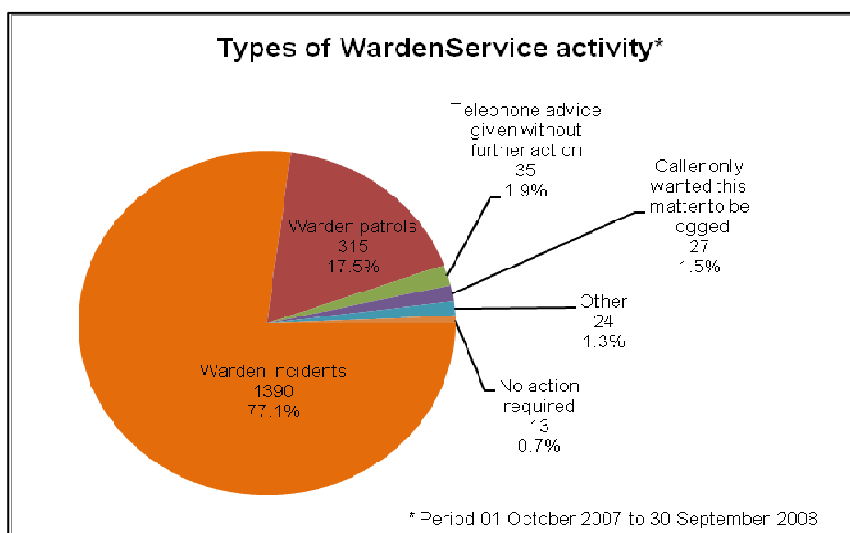
### Our partners in reducing crime

BHP’s Neighbourhood Warden Service work in partnership and collaborate closely with local people, partners and agencies to build a sustainable community and to improve the quality of life and wellbeing of residents as well as renewing a sense of pride and ownership in the areas in which we work. We promote community safety and work hard to deter and reduce the level of anti-social behaviour and petty crime as well as the fear of crime in addition to tackling environmental problems.

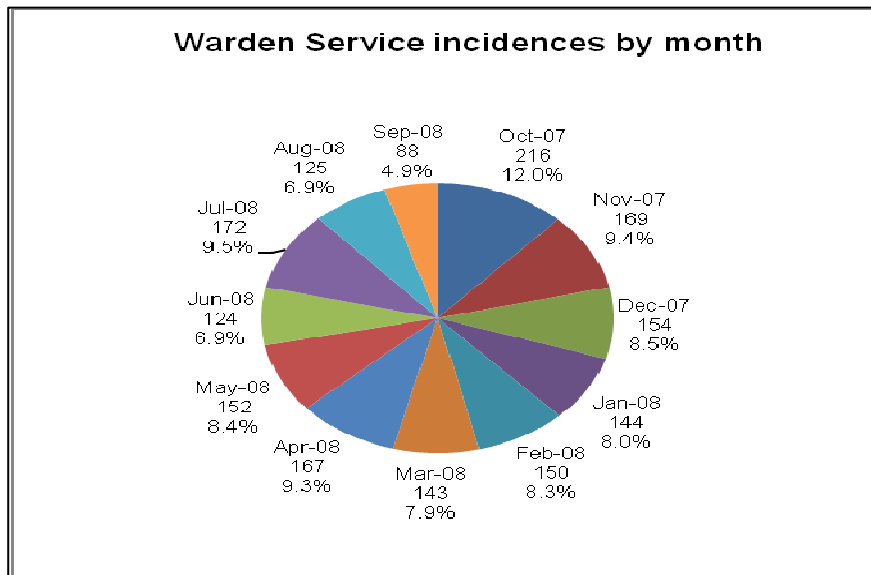
### Warden Service Performance

The Warden Service received 1804 calls for the period from October 2007 to September 2008 of which 1390 were call-outs. This equates to 77.1% of telephone calls received being requests for call-outs. 315 or 17.5% were warden patrols and 35 callers or 1.9% requested telephone advice. 27 callers or 1.5% of warden service activity involved callers requesting an incident or matter logged.

Action Type	Total requests
Warden incidents	1390
Warden patrols	315
Telephone advice given without further action	35
Caller only wanted this matter to be logged	27
Other/no action required	37
<b>GRAND TOTAL:</b>	<b>1804</b>

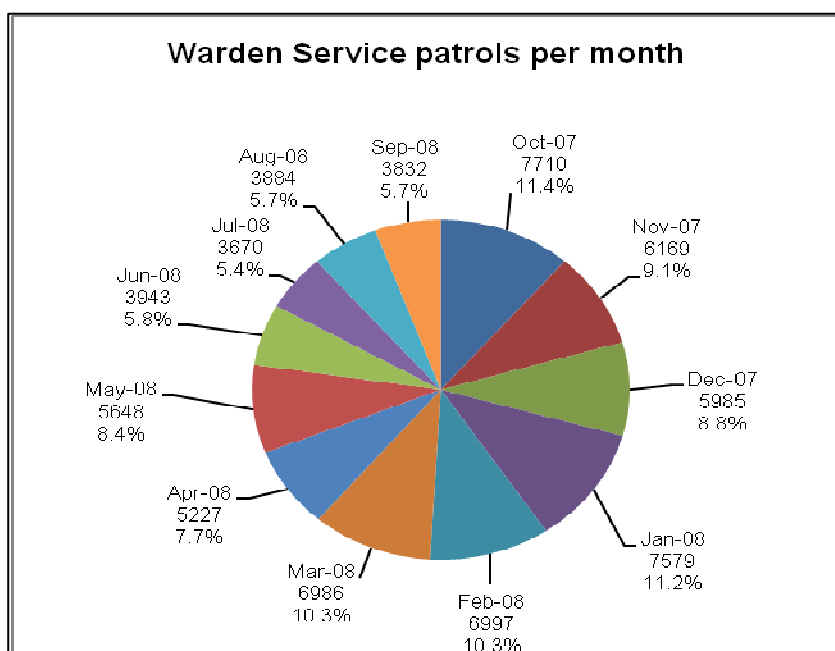


Warden incidences by month can be seen below including any seasonal variations.



### Foot patrols

The effect that uniformed staff have on public reassurance is well proven. We consider that foot patrols result in greater communication with the community and offer a friendly and helpful, recognisable, semi-official presence which helps to deter vandalism, petty crime and anti-social behaviour. This helps to give peace of mind to residents who know that there are wardens patrolling the area providing a high visibility deterrent. These patrols also give wardens the chance to observe anti-social behaviour and crime, suspicious behaviour, abandoned or dangerous vehicles, graffiti, rubbish, defective street lighting, fly tipping, overhanging vegetation, health and safety issues such as dangerous paving and street furniture, and home/car alarm systems that have been activated. In the year from October 2007 to September 2008, wardens patrolled 67,630 locations which accounts for 89.5% of all patrols. Since there are 6 teams, this works out at an average of 31 patrols per team per day. The exact number of patrols differs from day to day and month to month depending on the various other duties being undertaken.

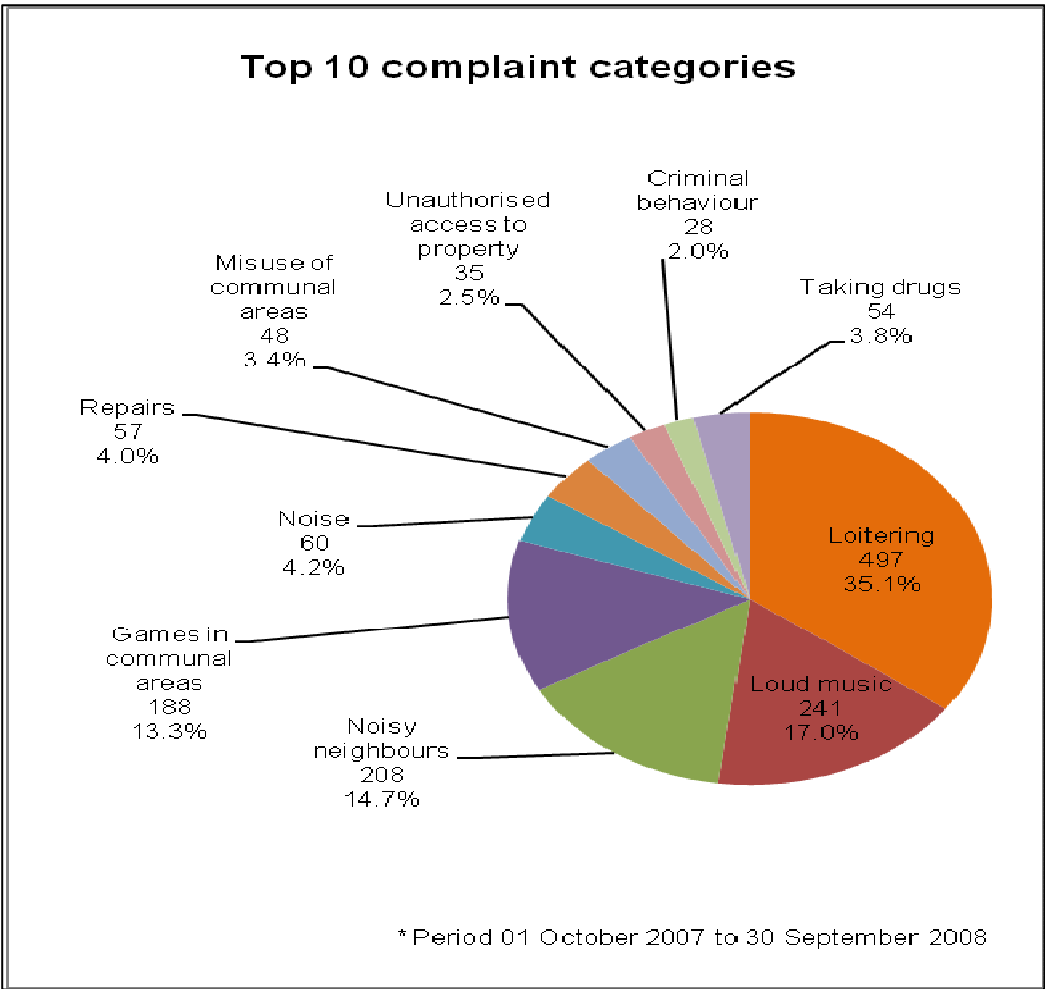


### Referral patrols

Wardens are deployed pro-actively by varying patrol times if there is evidence that anti-social activities are avoiding patrol times and areas, and in response to community and agency concerns. In the year from October 2007 to September 2008, wardens carried out 7,879 referral patrols which accounts for 10.5% of all patrols. Since there are 6 teams, this works out at an average of 3.6 referral patrols per team per day. We work closely with the police to share information and local intelligence in relation to determining hotspots and agreeing responsive joint action. We analyse statistics on call-outs and incidents which also helps to identify hotspots targeting and carrying out additional patrols in these areas so providing a visible presence which acts as a deterrent and reduces the fear of crime.

### Types of Warden Service activity

Wardens undertake a wide range of activities and respond to the demands of the area. A breakdown of warden service activity over the past year is detailed below. Loitering was the most common reason for calls (497) followed by loud music (241), noisy neighbours (208) and games in communal areas (188).



## **Loitering**

Young people are widely perceived by residents as participating in anti-social behaviour. Teenagers' hanging around the streets is not criminal behaviour but loitering is still a widely reported indicator of anti-social behaviour. One reason given by young people for loitering is that there are often few facilities for them leading to feelings of alienation. Our neighbourhood wardens play an important role in bridging the gap between young people and others in the community and recognise young people as key stakeholders in the community. There are no quick wins in reducing youth anti-social behaviour but wardens are adept at building trust with the young people and aim to tackle both the symptoms and causes of youth ASB.

## **Loud music**

Loud music is the second most common reason for calls to the Warden Service with 241 calls being received in the year from 01 October 2007 to 30 September 2008. The Warden Service understands that most people like a party from time to time and enjoy listening to music and so where residents contact us in advance, we encourage them to inform their neighbours and to ensure that the music is controlled so that only their guests are entertained and not the whole neighbourhood. Where the wardens are called out to deal with loud music, we encourage residents to turn the music down and to close the windows and doors and ask that any guests leave quietly. Where parties become frequent and loud music becomes too regular, letters are sent to perpetrators and referrals made to Brent Council's Noise Nuisance team for action.

## **Noisy neighbours**

Noise from neighbours is a common source of nuisance and reports of noisy neighbours was the third most popular reason for phone calls to the Warden Service in the year from 01 October 2007 to 30 September 2008, there being a total of 208 reports. The main problems were barking dogs, loud TV, footsteps, running around, hoovering, DIY activities, shouting, banging doors, and the moving of furniture. Wardens understand that everyone has a right to reasonable enjoyment of their home and garden and that excessive noise reduces quality of life. Wardens encourage residents to keep the noise down and to be more considerate to their neighbours and in some cases they have been able to get residents to sign up to a good neighbour agreement. They also give out cards giving advice on how to reduce noise and in some cases, they suggest that neighbours settle their differences and reach long lasting solutions by recommending mediation.

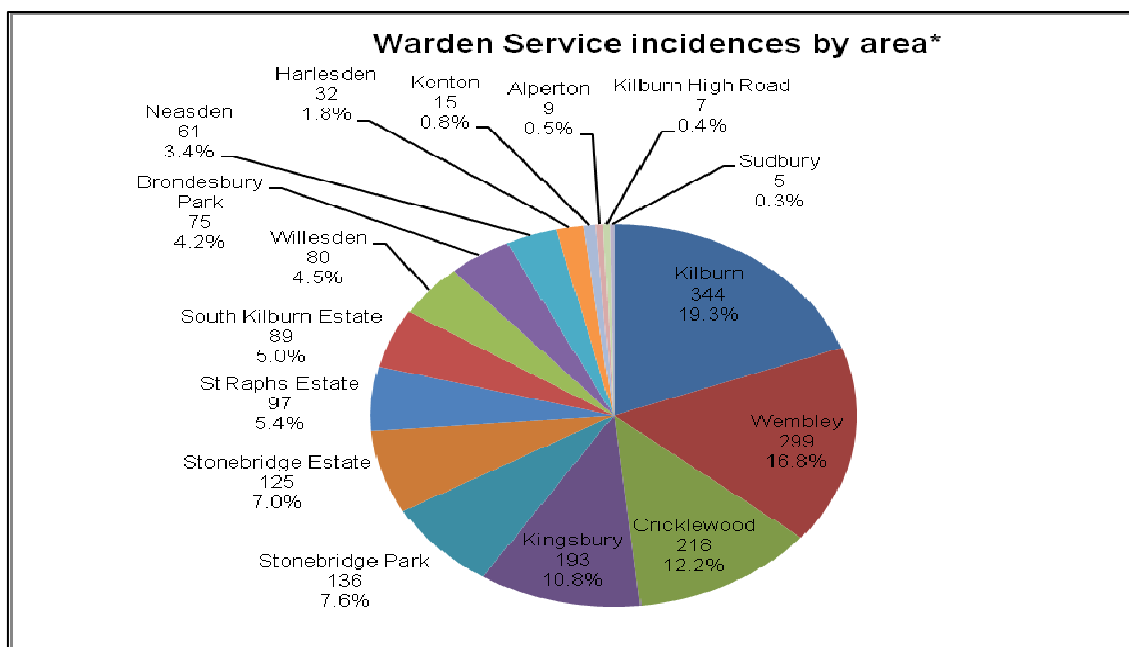
## **Games in communal areas**

188 telephone calls were received regarding games in communal areas. Residents often complain that balls are causing damage to cars, gardens, fences and buildings and complain about the associated noise. Residents are often split between those who want their children to play close to home where they can keep an eye on them and those who consider that they are causing a nuisance.

<b>Complaint Category</b>	<b>Total requests</b>	<b>Complaint Category</b>	<b>Total requests</b>
Loitering	497	Drunken behaviour	9
Loud music	241	Pestering people	10
Noisy neighbours	208	Drug dealing	9
Games in communal areas	188	Shouting & swearing	7
Noise	60	Setting fires	6
Repairs	57	Graffiti	6
Misuse of communal areas	48	Abandoned vehicle(s)	5
Unauthorised access to property	35	Sexual acts/ prostitution	5
Criminal behaviour	28	Fighting	4
Taking drugs	54	Games in restricted areas	3
Vehicle related nuisance	24	Setting vehicles alight	3
Intimidation/ harassment	24	Verbal abuse	3
Criminal damage / vandalism	24	Cycling / skateboarding	2
Hooliganism/ loutish behaviour	23	Alarms (persistent ringing)	2
Damage to buildings	21	Rowdy behaviour	2
Moped nuisance	20	Other	2
Animal related problems	22	People making threats	2
Inconvenient / illegal parking	17	Mini-moped nuisance	2
Neighbour dispute	17	Racial - threats or graffiti	2
Dumping rubbish/ fly-tipping	28	Presence of dealers or users	1
Fireworks	16	Begging	1
Referral –short term	17	Joyriding	1
Vulnerable visit	16	Urinating in public	1
Pestering residents	15	Damage to trees/ plants/ hedges	1
Throwing missiles	13	Roughsleepers	1
		<b>GRAND TOTAL:</b>	<b>1804</b>

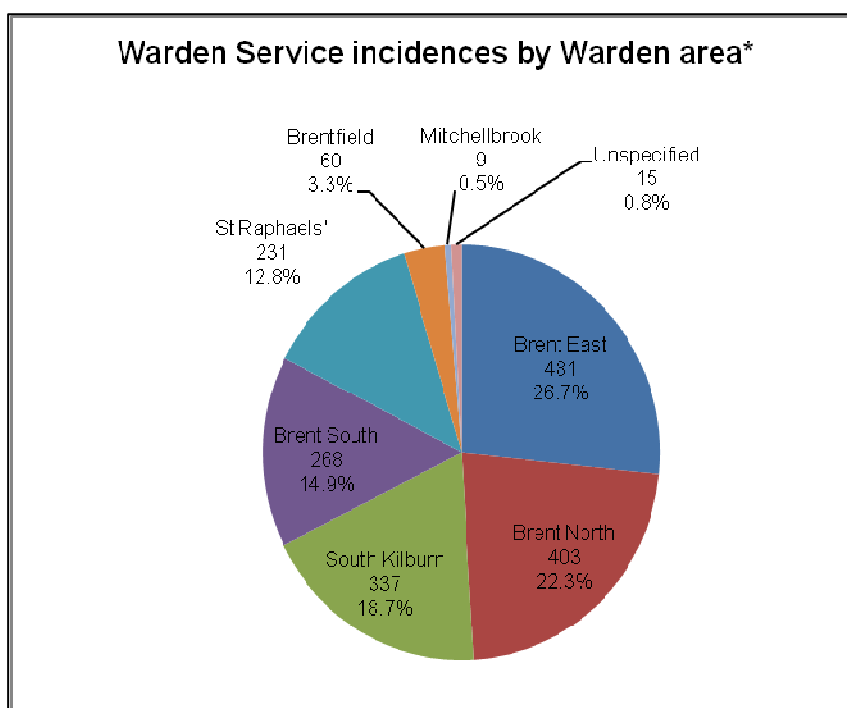
## Warden Service incidences by area

The table and graphical information below shows the occurrence of incidences reported to the Neighbourhood Warden Service. The highest number of calls received (344) related to the Kilburn area with Wembley (299) and Cricklewood (218) following shortly behind.



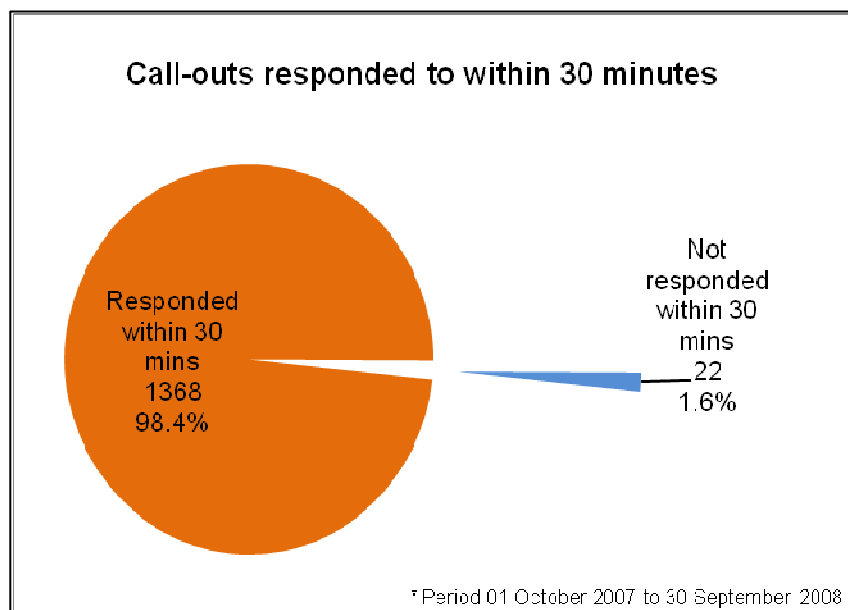
Most warden activity related to the Brent East area (481) followed by Brent North (403), South Kilburn (337), Brent South (268) and St Raphael's (231). The area of least activity was the Brentfield and Mitchellbrook estates (69). Since April 2008, however, we no longer provide a service to residents of the Mitchellbrook estate following the cessation of Neighbourhood Renewal funding.

Warden Area	TOTAL REQUESTS
Brent East	481
Brent North	403
South Kilburn	337
Brent South	268
St Raphael's'	231
Brentfield	60
Mitchellbrook	9
Unspecified	15
<b>GRAND TOTAL:</b>	<b>1804</b>



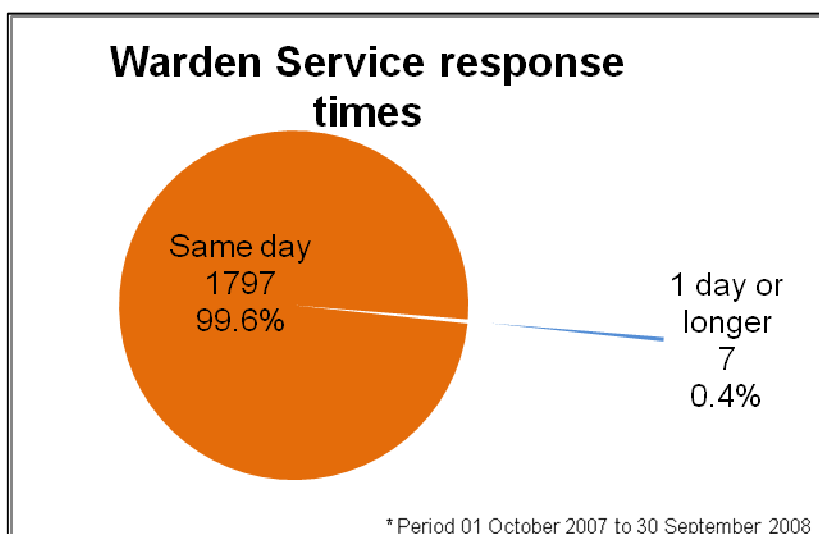
Of the 1390 call-outs, 1368 or 98.4% of calls were attended within 30 minutes which is above our target of 85%.

Call-outs responded to within 30 minutes	TOTAL
Responded within 30 mins	168
Not responded within 30 mins	22
Total number of call-outs	1390



From the graphical information below, it can be seen that of the calls received, 99.6% of calls were completed on the same day.

Response Performance	Total requests
Same day	1797
1 day	3
Unspecified	2
5 days	1
6 days	1
<b>GRAND TOTAL:</b>	<b>1804</b>



## Enviro-crime

Making an area cleaner and safer leads to improved liveability for residents and wardens are supremely placed to make a difference in this area. Enviro-crime encompasses a wide range of unpleasant, anti-social activities that adversely affect the quality of the local environment. We are keen to help tackle these problems and we have, therefore, vigorously observed, recorded and reported 1615 cases of enviro – crime in the year from October 2007 to September 2008 including rubbish, litter, fly tipping and vandalism, abandoned vehicles, damage to street furniture, repairs and graffiti. We have also identified activities such as cycling and the use of mini-mopeds in the wrong locations and dealt with these issues accordingly and have carried out regular walkabouts with cleaning contractors to identify needles for removal.

Where several enviro-crimes persist together, the negative impact on the environment is intensified. In these circumstances, the Warden Service tackles them holistically and implements targeted action, for example, by making recommendations for designing out crime.

**Rubbish**

763 records of litter, rubbish, fly tipping and abandoned bulky household items were reported in the past year by wardens.

**Abandoned and vandalised vehicles**

Abandoned and vandalised vehicles constitute an eyesore and a risk to public health when vandalised, wardens take down the location, make, colour and registration number and note whether it has a tax disc and whether it may cause a risk to public health. Wardens have reported 442 in the last year.

**Repairs**

We focus on maintaining intact communities by reporting communal repairs such as broken windows, fences, and hazards to deter vandalism and a perpetuating cycle and to help ensure a sense of mutual regard. In the year October 2007 to September 2008, we reported 350 repairs.

**Graffiti**

Graffiti can have a detrimental effect on the image and atmosphere of a neighbourhood, as well as providing a source of irritation and annoyance to residents. Wardens record graffiti tags and take photographs for forwarding to other departments and agencies as well as closely monitoring areas, trends, offenders and repeat tagging. 60 incidents of graffiti were reported in the period from October 2007 to September 2008.

Category of enviro- crime	Total requests
Rubbish reported	763
Abandoned vehicles reported	442
Repairs reported	350
Graffiti reported	60
<b>GRAND TOTAL:</b>	<b>1615</b>

