

Report of the Strategic Director of Environment and Sport to the meeting of Bradford South Area Committee to be held on 22 January 2015.

AS

Subject:

Council Wardens – Bradford South.

Summary statement:

This report outlines work undertaken by Council Wardens in Bradford South in the period 1 April 2014 – 31 Sept 2014.

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Overview & Scrutiny Area:
Corporate



1. SUMMARY

This report outlines work undertaken by Council Wardens in Bradford South in the period 1 April 2014 – 31 September 2014.

2. BACKGROUND

- 2.1 The Council Warden Service enables a responsive and flexible service to be provided encompassing as it does the roles previously undertaken by Neighbourhood Wardens, Civil Enforcement Officers and Park Rangers. Council Wardens across the District normally sign in at 9.00 a.m. and in the case of Bradford South this is at City Hall. Council Wardens work flexibly and do start earlier to address specific parking and dog fouling issues. As Council Wardens now have such a wide range of responsibilities they are all briefed each morning on the current issues and priorities. These briefings are essential in ensuring that we are able to effectively and efficiently deploy the appropriate resource to address issues within individual Wards.
- 2.2 Direct communication with local residents, etc is essential in the work of Council Wardens, and continues to develop. Issues raised with Council Wardens are then tasked by the Council Warden Manager to ensure the most appropriate and effective response.
- 2.3 This is in addition to the City Centre based Council Wardens who work shifts, from 7.30a.m. until 9.00p.m Monday to Saturday and Sunday 10.00a.m. - 4.00p.m. They are often deployed in Bradford South to address specific issues.
- 2.4 Issues which need to be addressed outside the normal working hours of area-based Council Wardens who work 9.00 a.m. - 5.00 p.m. and patrol on foot are accommodated by prior arrangement with the Warden Manager.
- 2.5 With a wider range of responsibilities and resources, it is essential that the service is not only accessible, but there is clear and complete accountability. Therefore Council Wardens are managed by the Warden Manager, who often responding to tasks identified by a Ward Officer. This ensures that in Bradford South the single point of contact, which is the Ward Officer, remains in place.
- 2.6 The Council Warden Service structure in Bradford South is a Warden Manager, Team Leader and nine on foot patrol. The deployment, when fully staffed, is intended to be on a two Ward basis of Great Horton & Queensbury; Royds & Wibsey; and Tong & Wyke with three Council Wardens.
- 2.7 Bradford South is currently fully staffed. This enables a managed deployment of Council Wardens to ensure we have named Council Wardens in specific Wards. In addition support from the City Centre Council Wardens provides a further mobile response for both parking and environmental issues.
- 2.8 An electronic collection system for issues dealt with by Council Wardens is now in place. This enables jobs to be sent in directly to Environmental Enforcement, enabling Council Wardens to spend more time on patrol. The information collected provides an indication of how work undertaken by Council Wardens is identified and the range of issues addressed (Appendix 1).

- 2.9 Council Wardens are often described as the "eyes and ears" of the Council which is confirmed in Appendix 1 which show that the majority of issues are identified whilst on patrol.
- 2.10 **Patrolling.** Council Wardens are a highly visible presence in each Ward providing a patrolling and reporting service. Whilst patrolling they engage with local residents. In this work they assist people in reporting bulky waste items, support them to clear untidy gardens and report incidents of fly tipping etc. They regularly monitor 'hot spots' and have acted as a deterrent, recording registration numbers of suspected fly tippers and reporting them to the relevant department.
- 2.11 **Welfare.** Council Wardens attend meetings at sheltered housing complexes, visit coffee mornings and luncheon clubs to gather views and issues from older people. This involves a significant amount of reassurance and advice work which is greatly appreciated by residents. Council Wardens pass on information on bogus callers or sneaking burglaries, etc, run quizzes on Environmental issues, hold Question & Answer sessions and have even helped with serving the food. They also, with the Highways Enforcement, work with groups of visually impaired people regarding issues of "A" Boards and road signs.

Welfare examples –

- Attending Coffee mornings at St John's Church (Great Horton) to provide information and advice about Council Services.
 - Visually impaired group meet once a week, day light luncheon club at the Hopes Centre and a Luncheon Club meet on a Friday at the Life Centre on Bierley. Visit St Christopher Church most weeks.
 - Attend Salvation Army's coffee mornings and meet with residents of Wibsey.
 - Visit Brackenhill Court for the over 55 club. Reassure residents about up coming Days of Action, addressing ASBO.
 - Regularly attend the Coffee morning at Wyke Christian Fellowship. People are signposted where further help is needed i.e. PCSOs with criminal and Citizens Advice Bureau.
 - Low Moor / Oakenshaw Lunch club. Reassurance to the elderly people.
 - Sandale Centre – Attend luncheon.
- 2.13 **Parking.** Regular patrols are made across areas where parking restrictions exist and patrolling plans have been revised to meet demand. Most parking restrictions require an observation period, but Instant PCNs are issued with regard to dropped curbs and disabled parking bays. As well as issuing PCNs, Council Wardens work with businesses to help identify how, by changing routines they can avoid contravening parking regulations, i.e. changing delivery times.

Parking examples -

- Visited several local residents to give advice re drop curb outside their property.
- Issued parking contravention tickets and permit holder tickets at Dracup Road and Bartle Lane. Also issue tickets at Becks Road, Legrams Lane, Clayton Road and Wheeler Road.
- On Albert Road in Queensbury, a van was parked on double yellow lines. PCN issued. The day after the vehicle was still in the same location. A door knocked at local businesses, and discovered that the van had broken down, and was awaiting

towing into the garage on Albert Road. Able to liaise with the garage, they created a space in their compound, and the vehicle was removed from the street.

- Advice on Parking given to residents of Elizabeth Avenue (Wyke) who want double yellow lines on the road for safety reasons.
- Information and assistance provided to residents whilst on Patrol in Wyke/Oakenshaw about needing permits for where they live/moved to and how to obtain them.
- Patrol Appleton Academy over issues with parking in permits areas and advise and educate parents on where they can park.
- Operation Scootgill has been used several times to tackling the issues of parents parking inappropriately.
- Bradford Bulls – Patrol around Odsal Stadium on match days advising people where to park and issuing PCN where needed.

2.14 **Dog Fouling.** Council Wardens have been pro-active in working to reduce dog fouling in Bradford South and have targeted persistent offenders. The Wardens focus on both education and enforcement by using the powers now available to them. Regular patrols are undertaken in Parks and Cemeteries, advising dog walkers regarding the new dog control orders that have come into place, and to check whether they're carrying dog bags.

Dog fouling examples

- With Ward Officer, help in organised Free Dog Microchipping event in June 2014 at Great Horton Village Hall. Approx 50 dogs were microchipped and information was given about the Green Dog Walkers Scheme.
- Helped Clean Team clear up and put up notices up on Southfield Lane /Great Horton Road.
- Dog fouling stickers were put up in Bartle Lane snicket in Queensbury.
- Regular patrols in Wyke Recreation Ground and Victoria Park to provide a visual presence and deterrent for people who allow their dogs to foul.
- Dog fouling patrols around Queensbury Cemetery on 14/05/14 to 16/05/14. Advising people the affects of dog fouling and making them aware of keeping their dog on leads while in the cemetery.
- Microchipping event at Sandale Community Centre. 79 Dogs were chipped. While they queued, Wardens signed up people to the Green Dog Walker's scheme.

2.15 **Days of Action.** Using a partnership approach to address environmental issues of general physical neglect, local people are encouraged and supported to become involved in maintaining and improving their local environment. Council Wardens direct the work of Community Payback and Cleansing following an extensive audit of the area. Other agencies including the Police, Social Housing Landlords, Fire Service and Community Partnerships coming together to address issues in a specific area. This has included working with the Police and the Youth Service to address issues of low level anti social behaviour and crime.

Days of Action examples

- Working with Community Payback and Clean Team to litterpick and clean gully channels at Scholemoor Cemetery.
- Friends of Black Carr Woods clean up day and Friends of Beverley Woods BBQ and litter pick.

2.17 **Partnership Working.** Council Wardens in all areas work in partnership on a daily basis with PCSOs and Clean Teams. In every Ward, Council Wardens meet informally on a regular basis with PCSOs and the Clean Team to share information. They often undertake joint patrolling with PCSOs and jointly use the Police Contact Points. This has ensured that an excellent working relationship has developed between the different teams with individuals being able to pass on queries, quickly and efficiently within their local area. Council Wardens have undertaken house to house visits with the Neighbourhood Policing Teams to support crime reduction initiatives and address local environment issues.

Partnership example –

- Estate walkabout done with Incommunities, leading to various actions including a horse being removed from a garden on Clayhill Drive in Wyke. Wardens raised the issue of rubbish in gardens with residents.
- Door knocking with PCSOs in the burglary hotspots, giving them tips and advice how to prevent burglaries in the future.
- Door knocking and handing out questionnaires with PCSOs in the ‘no cold calling zones’.
- Distributing bin stickers “Drugs in Lidget Green” with PCSOs in Lidget Green.
- Working in partnership with Highways to deal with obstructions such as skips on the highway, flyposting, scaffolding and overgrown vegetation.
- Attend the Police Contact Point on both Holme Wood and Bierley.
- Crime awareness with PCSO around Scholemoor.
- Working with the Clean Team to address hot spots for fly-tipping and dog fouling.
- Wardens have attended Holme Farm School, educating parents/motorists re: parking issues.
- Several estate walkabouts around Buttershaw, Woodside & Low Moor with Incommunities Housing Officers. Tackling any issues that are in the area, passing information onto each other.
- Partnership working with the PCSO in Wyke. Phoned to report fly-tipping on Common Road (Hurst Group car park). Wardens visited the business (Hurst Group) with PCSO and photos were taken of the fly tipping, notes were made and CCTV obtained. All information, time, dates, photos, discs of CCTV was passed to enforcement. Issue has led to potential fines, questioning of vehicle owner and legal action were also taken.

2.18 **Visual Audits**, such as the one in the Butterhaw estate on 24 July with Incommunities identify issues including fly tipping, horses, overgrown vegetation, bulky waste in gardens and small levels of anti-social behaviour. These are followed by working with the Clean Team to pick any bulky items like fridges, mattress, and contaminated recycle bins tipped on Council Land. Council Wardens across Bradford South have also supported work to address the issue of horses grazing on public land through a weekly audit.

2.19 **Work with schools**, to address a number of issues. Parking in the vicinity of schools is an ongoing issue.

Work with school examples –

- Wardens met with St Johns School, Wibsey regarding parking concerns. Arranged a week of action with PCSOs for the week commencing 08/09/14. Also, contacted licensing who assisted Wardens to identify taxis that were not acting appropriately.
- Working with St Oswalds Primary School to take children on foot to various activities at St Oswalds Church.
- Visited Carrwood School with the CCTV capture car.
- Litter pick with Ryecroft School.
- Attended Appleton Academy in response to a complaint from resident concerned over children's behaviour.
- Newhall Primary School event undertaken with the children in the school holidays to teach them about the environment and how to keep it safe, clean and tidy. Children got to dress as a Warden and have their equipment.
- Wardens talked with staff from St. John's Primary School regarding parking issues outside the school.
- Brackenhill school walkabout with teachers, PCSO and school children.

2.20 **Community Development.** Council Wardens attend and held a staff stall at Galas and Fun Days where they handed out leaflets and information of regarding Council Services. Wardens talked to members of the public and discussed issues raised.

Community development example –

- Attending Great Horton "Party in the Park" in September 2014. And working Great Horton Community Partnership. Consultations were organised regarding Brackenhill Play Area improvements.
- Stall at Sure Start event in Holme Wood with around 320 families attending.
- Attended grow your own event with the Schools and PCSO's. Grow your own won an outstanding award won.
- Knowles Park opening ceremony (re railings artwork).
- Queensbury Gala stall held to provide information about the Council and Police services done alongside PCSOs.

2.22 **Responsiveness.** Council Wardens are often called upon to respond at short notice to support agencies, and individuals, when urgent measures are required.

Responsiveness examples

- Dead horse on Raikes Lane blocking the road. Farmer helped by using his tractor to move the horse to a point of road. Issue down on Black Carr Woods with the Holme Wood Edible Group and Police had to be called. Threats made to Woodland Staff.
- Set up recycling for spectacles at Asda and a local optician.
- First aid provided to an elderly resident in Queensbury following her collapsing.
- Local resident of Wyke who suffered a stroke and is also supported by Adult Services with dementia. Contacted Adult services, also asked neighbours for their phone numbers and asked if they would be willing to help. The community has pulled together to ensure she is safe.
- Arranged for an Elderly person's bin to be pulled to the end of her drive and returned after collection. Also made her aware of local events so that she can socialise with people.
- Police contacted over public disorder regarding an intoxicated person who was causing concern and unease for shoppers in Wyke due to aggression. Provided a uniformed presence until Police arrived and they were removed.

2.7.8 **Business Watches.** Council Wardens support the Business Watches in Wyke, Low Moor and the Euroway Estate. They offer advice and support and take up issues raised by the local business community. These include fly tipping, anti-social behaviour and dealing with trade waste collections.

Business watch example –

- Visiting businesses on Great Horton Road opposite Tesco to deal with dog fouling and litter on the pavements. Working with business to distributed litter pickers and have organised litterpick.
- Day of Action with the PCSO'S on Euroway regarding parking issues, gave advice to business and also visited the Prologic re parking and litter issues
- Integrated with local businesses in Wyke to raise awareness of Dementia Friendly scheme. Found out useful information and made people aware of what the Warden Service has to offer.

3. OTHER CONSIDERATIONS

There are no "Other Considerations".

4. FINANCIAL & RESOURCE APPRAISAL

4.1 Financial

The budget for Council Wardens in Bradford South is provided from within the existing resources of the Neighbourhood Service.

4.2 Staffing

The staffing structure is being provided from within the existing resources of the Neighbourhoods and Customer Service.

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

There are no significant risks arising out of the proposed recommendations in this report.

6. LEGAL APPRAISAL

This work relates directly to the Local Government Act 2000 and to the Duty of Well-being placed upon the Council to promote and improve the well-being of the District.

7. OTHER IMPLICATIONS

7.1 EQUALITY & DIVERSITY

The work undertaken by Council Wardens will promote fairness and inclusion while supporting Bradford South Area Committee's commitment to equal opportunities for all.

7.2 SUSTAINABILITY IMPLICATIONS

Sustainability considerations are an element in actions taken to address priorities within the Bradford South Area Committee Action Plan 2011-14 supported by the work of Council Wardens.

7.3 GREENHOUSE GAS EMISSIONS IMPACTS

Actions to assist in identifying the greenhouse gas impacts of actions will be undertaken. These will include a consideration of for example energy efficiency opportunities in purchasing new equipment, etc.

7.4 COMMUNITY SAFETY IMPLICATIONS

7.4.1 Community Safety issues are acknowledged as a key contributor to the quality of life in neighbourhoods. Community safety priorities have therefore been identified for inclusion in the Bradford South Area Committee Action Plan 2011-14. Council Wardens contribute to work to address these priorities.

7.4.2 A key aspect of this work relates to supporting the Safer Communities Strategy, the Council's obligations under Section 17 of the Crime and Disorder Reduction Act 1998 and the work of the Safer Communities Partnership.

7.5 HUMAN RIGHTS ACT

7.5.1 No direct implications arising from the Human Rights Act.

7.6 TRADE UNION

7.6.1 No direct Trade Union implications arise from this report. .

7.7 WARD IMPLICATIONS

7.7.1 The work of Council Wardens will help to address issues in the Great Horton, Queensbury, Royds, Tong, Wibsey and Wyke Wards.

7.8 AREA COMMITTEE ACTION PLAN IMPLICATIONS (for reports to Area Committees only)

7.8.1 The priorities within the Bradford South Area Committee's Action Plan 2011-14 help to inform the work of Council Wardens.

8. NOT FOR PUBLICATION DOCUMENTS

None.

9. OPTIONS

9.1 That Bradford South Area Committee adopts the recommendations outlined in this report.

9.2 That Bradford South Area Committee adopts the recommendations outlined in this report, with amendments.

- 9.3 That Bradford South Area Committee decides not to accept the recommendations outlined in this report.

10. RECOMMENDATIONS

- 10.1 That the Bradford South Area Committee notes the wide range of activities undertaken by Council Wardens in the period 1 April to 30 September 2014.

11. APPENDICES

Appendix 1 – Type and Method of Identifying Issue (April – September 2014)

12. BACKGROUND DOCUMENTS

“Neighbourhood Service Re-structure 2011/12 (Document E), Report to Bradford South Area Committee, 28 June 2012.

“Devolution to Area Committee – Council Warden Service” (Document AF), Report to Bradford South Area Committee, 22 November 2012.

“Development of Council Wardens – Bradford South” (Document BJ), Report to Bradford South Area Committee, 28 March 2013.

“Council Wardens – Bradford South, (Document XX), Report to Bradford South Area Committee 24 July 2014

Type and Method of Identifying Issue (April – September 2014)

