Report of the Bradford East Area Co-ordinator to the meeting of Bradford East Area Committee to be held on Thursday, 30th September 2010

Subject:
Bradford East Neighbourhood Wardens

Summary statement:
This report outlines work undertaken by Neighbourhood Wardens in Bradford East from April to August 2010.

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Portfolio: Corporate
Overview and Scrutiny Area: Corporate
1.0 SUMMARY

1.1 This report outlines work undertaken by Neighbourhood Wardens in Bradford East from April to August 2010.

2.0 BACKGROUND

2.1 Building on the success of the Environmental Task Force and Streets Ahead Wardens, the Neighbourhood Wardens managed by the Neighbourhood Service were established in April 2009.

2.2 Working Neighbourhoods Funding of £1,159,000 was agreed by the Executive over a two-year period (2009-2011) for the establishment of a District wide Neighbourhood Warden Service. This money enabled, across the Bradford District, twenty Neighbourhood Wardens to be appointed in 2009/2010 (alongside the final year of the existing ten Streets Ahead Wardens) and thirty wardens in 2010/2011.

2.3 The role is based on the Streets Ahead Wardens’ brief covering environmental issues, low level crime and anti-social behaviour. Neighbourhood Wardens are managed by the Neighbourhood Service reporting directly to a Ward Co-ordinator.

2.4 The deployment of Neighbourhood Wardens began in July 2010 with a number of former Environmental Wardens, employed by the Royds Community Association, being transferred. The recruitment of additional Neighbourhood Wardens was completed in November 2010.

2.5 There are seven full time equivalent wardens who cover Bradford East. Each of the six full time Neighbourhood Wardens has responsibility for a ward. The part time Neighbourhood Wardens patrol and work on projects in different wards. Most of the Little Horton Ward is covered by two full time Neighbourhood Wardens who are employed by Trident. The WNF referred to in 2.2 above is used to contribute to the cost of one of the Trident wardens.

2.6 The role of a warden broadly falls into two categories: reactive and proactive work. The positive patrolling which is a large feature of the wardens work requires wardens to deal with issues that they see while they are in the neighbourhoods. However, wardens also undertake a great deal of developmental work, such as working with schools, voluntary and community sector groups, young people, partners such as the Police, social housing landlords, Fire Service and various sections of the Council, to deal with issues that have arisen in a more proactive and sustainable way. Appendix A details projects undertaken by Neighbourhood Wardens.

2.7 When patrolling or undertaking developmental work wardens are responsible for educating residents. This involves informing residents about services and encouraging them to use them. Wardens encourage residents to take personal responsibility, particularly in respect of environmental issues. This includes urging residents to remove rubbish from their gardens, obtaining and using kerbside recycling bins and advising about a range of other issues. Wardens also encourage residents to take a more collective responsibility by being a good neighbour, by getting involved in local groups or some other form of active citizenship.

2.8 Guidance notes have been developed in conjunction with the Council’s Highways, Environmental Enforcement and Clean Teams to agree a joint way of working that assists these services to deliver a more effective service. For example, they speak to householders and deliver/hand letters directly to them if they are not adhering to legislation in respect of overhanging vegetation, gates opening onto the highway and
illegal ‘parked’ or overflowing skips. This support has resulted in these issues been identified and dealt with more quickly without the need to take enforcement action. The wardens also have responsibility for following up complaints received from the public that are logged on the FLARE system in relation to rubbish in gardens and dog fouling.

2.9 The Neighbourhood Wardens can issue Fixed Penalty Notices for littering and dog fouling offences. However, Wardens focus more on their educational role when working with communities.

2.10 The wardens work as part of ward-based teams alongside Area Development Officers and Ward Co-ordinators. As part of these teams

2.11 The wardens record the work that they are involved in. For the period 1st April to 30th June 2010, the wardens engaged with the following:

- 4390 individual residents face-to-face (not in a group setting);
- 1264 residents as part of community development work (involving meaningful two way communication);
- 832 residents were provided with information (provision of information as opposed to two way communication);
- 177 completed surveys;
- 10,093 leaflets delivered to households or by hand to individuals.

2.12 Outlined below are examples of the wide range of activities undertaken by Neighbourhood Wardens from April – August 2010:

2.12.1 **Patrolling.** Neighbourhood 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.

2.12.2 **Work with the voluntary and community sector.** Wardens work with community centres, resident-led groups and community activists to tidy up areas, including graveyards, allotments, parks and other public and private land. Neighbourhood 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.

2.12.3 **Work with schools.** Wardens work with at least one school intensively for a period of at least six months. They meet the Head Teacher and agree an Environmental Action Plan in which they list all the different activities that will be carried out, when they will be delivered and by who. They use a range of resources designed for use by different key stages which are directly linked to subjects in the curriculum. For work with reception children they may use ‘King Wastalot’s Picnic’, but the resources also include ideas for poster competitions, art workshops, assemblies, visual audits and much more.
As part of the agreement to work with schools we require them to work towards ‘Eco-schools Awards’. All the schools we are working with are at least seeking to obtain the ‘bronze’ award. The Environmental Action Plan and the Eco-schools Award mean that the schools take this work seriously and consider how they can build environmental-learning into their curriculums so that the work is mainstreamed and sustainable. In addition to this, the wardens ask the schools to sign an agreement when they have finished working intensively with them. As part of this, the school outlines what it will continue to do, particularly in the local neighbourhood. Limited support is offered by the wardens to assist with this. Appendix B provides more information about school projects.

2.12.4 **‘Street to be proud of’.** Neighbourhood Wardens invite residents to help them tidy up their street as part of this project. Wardens lead by example and remove rubbish, weeds, overhanging vegetation and deal with other issues. Residents talk to the wardens, help out and find out more about Council and other services.

2.12.5 **Work with young people.** Most of the wardens work with young people is carried out in schools. However, over the summer wardens worked with young people in Canterbury to tidy up the area around the Arc. Wardens helped out on a summer scheme organized by the Police by delivering environmental workshops to over 150 young people at Bradford Academy. Work has also been undertaken in Idle and Thackley by wardens with Integrated Youth Support staff following complaints about anti-social behaviour.

2.12.6 **Days of Action.** Using a partnership approach to address environmental and community safety issues, local people are encouraged and supported to become involved in maintaining and improving their local environment. Neighbourhood Wardens work with Cleansing, other agencies such as the Police, Social Housing Landlords and community organisations to address issues in a specific area.

2.12.7 **Partnership Working.** Neighbourhood Wardens work in partnership on a daily basis with PCSOs, Clean Teams as well as attending and contributing to the effectiveness of PACT meetings. Wardens also work with voluntary organisations, businesses, schools and other statutory services such as the Fire Service, PCT, children’s centres etc.

2.12.8 **Environmental Steering Group.** The recently-established Environmental Steering Group in Ravenscliffe brings together a range of partners and local residents to identify and prioritise grot spots. This group is then responsible for carrying out work to deal with the grot spots. This neighbourhood based approach to tackling environmental issues brings together organisations that have a good understanding of the needs in the area and that are able to deliver practical and sustainable solutions.

2.12.9 **Consultation.** Wardens carry out precisely targeted consultation with residents on local issues which are specific to them. Examples of this include door step surveys around the Delph in Eccleshill to gather views
on a proposed new car park, business surveys in Idle and Thackley and reassurance mapping in Bradford Moor.

2.12.10 **Community Payback.** Wardens have identified projects that have been delivered by teams from Community Payback. This has included clearance of overgrown vegetation, weeding, litter picking, painting and removal of fly-tipped items as part of the phase 1 facelift project for Seymour Park. In Eccleshill extensive work was undertaken to clear overgrown vegetation on the former railway line.

2.12.11 **Linking residents to services.** Neighbourhood Wardens play a crucial role in connecting residents to mainstream and other local services. This is achieved in a variety of ways such as door-step work, home visits, contact with businesses, organising and / or attending community events e.g. fun days, coffee mornings, school gate surgeries, contact points, open days, women’s only events etc. Wardens have developed more innovative ways of linking residents to services such as the “Walking to Success!” project. As part of this project a Warden walks local residents to local centres to encourage them to use these facilities in the future.

2.12.12 **Neighbourhood Forums.** Neighbourhood Wardens attend all Neighbourhood Forums in Bradford East. They inform residents about the work they have carried out within the area and are able to respond to resident queries instantly, showing their good local knowledge.

2.12.13 **Responsiveness.** Neighbourhood Wardens are often called upon to respond quickly to support agencies and individuals at difficult times. Wardens were involved in reassurance work with local residents following a shooting in the Bradford Moor Ward. In response to fatalities in Barkerend as a result of a house fire, Wardens carried out visual audits of the local area and also made home visits.

### 3.0 OTHER CONSIDERATIONS

There are no “Other Considerations”.

### 4.0 OPTIONS

4.1 That the Bradford East Area Committee adopts the recommendations outlined in this report.

4.2 That the Bradford East Area Committee adopts the recommendations outlined in this report, with amendments.

4.3 That the Bradford East Area Committee decides not to accept the recommendations outlined in this report.

### 5.0 FINANCIAL & RESOURCE APPRAISAL

5.1 Financial
Funding to enable Neighbourhood Warden provision across the Bradford District has been provided from the Working Neighbourhoods Fund in 2009/10 and 2010/11.

5.2 **Staffing**
Management support is provided from within the existing resources of the Neighbourhood Service.

6.0 **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.

7.0 **OTHER IMPLICATIONS**

7.1 **Area Committee Action Plan Implications**
The provision of Neighbourhood Wardens positively impacts on the environmental, crime and community safety priority issues within the Bradford East Area Committee Action Plan 2009-2011.

7.2 **Equal Rights**
The Neighbourhood Wardens promote fairness and inclusion whilst supporting the Area Committee’s commitment of equal opportunities for all.

7.3 **Sustainability Implications**
The work of Neighbourhood Wardens positively impacts on quality of life issues in local communities and, by so doing, contributes to their sustainability.

7.4 **Community Safety Implications**
7.4.1 Community safety issues are acknowledged as a key contributor to the quality of life in neighbourhoods. Neighbourhood Wardens have a positive impact on community safety issues across Bradford East.

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**
There are no human rights implications arising from this report.

7.6 **Trade Union Implications**
There are implications for Trade Unions.

8.0 NOT FOR PUBLICATION DOCUMENTS

There are no Not for Publication Documents.

9.0 RECOMMENDATIONS

9.1 That the Bradford East Area Committee notes the wide range of activities undertaken by Neighbourhood Wardens in the period April – August 2010.

10.0 APPENDICES

Appendix A – Projects undertaken by Neighbourhood Wardens

Appendix B – School projects

11.0 BACKGROUND DOCUMENTS

None
“Street to be proud of”

“Street to be proud of” is a project which aims to help residents in untidy areas take ownership and clean the immediate locality through the help of the Council wardens.

By taking a one street at a time approach, the effect of the clean-up is longer lasting as there will have been a more intensive warden presence in the area. This results in most residents being spoken to individually and them being educated in the services available to them. Seeing the wardens litter pick, sweep up, and remove light graffiti, some residents will be motivated to do the same and take immediate action.

Leaflets explaining the project are delivered to a street a week before the day of action takes place. This informs people of what we want to achieve and why we think they should be involved, as well as useful Council numbers for e.g. bulk refuse collection and the names of officers and wardens in the area.

This project increases the profile of the wardens, educates the community about Council services, gets the area clean and encourages local pride and resident ownership of untidy streets and gardens. It also demonstrates leadership by example and encourages local residents to help the wardens on the day and agree to litter pick or take ongoing action to ensure the improvement is maintained.

Work with voluntary and community sector

Wardens have been working actively with local community centres, other third sector organisations, resident-led groups and community activists to develop environmental and community safety work, organise fun days, health events and other activities of community benefit.

Oxford Road Horses

Oxford Road in Undercliffe abuts a piece of Council-owned land that used to be allotments. There are regularly horses tethered on this land. During a very hot dry spell over the summer the warden noticed that 2 of the 7 horses there had recently foaled and that all the animals were feeling the effects of the extreme weather. They were lying flat out, scarcely moving with shallow breathing. There was no water on the land and none had been left by the horse’s owners.

This warden spoke to residents who agreed to put out containers of water for the horses and keep an eye on their condition. She contacted the RSPCA who, although initially reluctant to come out, visited to see that the new foals in particular were OK.

Eccleshill Grave Yard

Wardens have worked with local residents and school children to help return part of a historic graveyard in Eccleshill back to its former glory.
The youngsters from years Five and Six at Cavendish Primary School helped to remove overgrown vegetation, pick up litter, and plant flowers to restore pride to the Chapel Street cemetery.

Beforehand, a group of local volunteers joined Neighbourhood Service wardens and staff to prepare the ground so that the children could work in safety. The clean-up operation revealed a number of impressive 19th century graves which were previously covered in undergrowth.

Further work with Cavendish Primary School and volunteer days at the graveyard are to be planned this Autumn.

**Residents cleaning up Hampton Court**

Residents of Hampton Court in Idle requested a regular litter pick. Wardens worked with the concerned residents to arrange a monthly litter pick and supplied litter pickers, bin bags etc to those residents. The residents then suggested that they did not need the wardens support to continue this activity, but would contact them if they have other problems that they would like support with.

**Residents assisted to clean up and plant out on Syd Wig Cres**

Residents of Sydenham Place, Peel Park Crescent and Wightman Street (SydWigCres) in BD3 were supported by staff from Bradford East Area Coordinator’s Office and the Clean Team to give their neighbourhood a right good clean! Residents were informed about the event by a newsletter encouraging them to be involved. The clean-up started at 10am and was followed by a bring and share picnic at lunchtime organised by residents. In the afternoon planters and gardening tools were for sale at a reduced price to encourage residents to improve and maintain their gardens. The day drew to a close with the AGM for Syd Wig Cres, the residents association. The Council staff out on the day were ‘dyking’ the cobbled back streets to clear away years of weed growth, removing accumulated rubbish and assisting residents with litter picking. The gardening project has been supported with funding from Bradford East Area Committee. Unblocking of gulleys on the highways was done to complete the picture.

**Wardens and local residents getting hands on in Bowling Park!**

Wardens have worked closely with Friends of Bowling Park tidying up the park! This followed on from a local community pledge by residents that they wanted to do more in their area. As part of this, Wardens have organised clearance of overgrown vegetation via the Probation Service, carried out visual audits with residents and supported other community events. Residents, local parents, children, wardens and the Friends of Bowling Park have deep cleaned some sites and litter picked. Wardens are working actively to encourage more people to participate in cleaning up their neighbourhood as a sustainable approach to try to reduce littering within the area and also to bring together people to support community cohesion and more neighbourliness in BD4. Other educational and awareness work has also been carried out through Days of Action to promote services available within the locality and to link up people to public services such as Recycling, Neighbourhood Watch, Police, Fire Service etc.

**Faith-based environmental literature launched for BD3**
Wardens have signed up local faith communities to help promote environmental citizen responsibilities and to raise awareness of environmental services available. An information pack has been designed and distributed through faith community networks.

Neighbourhood Wardens have been targeting areas around the Barkerend area to distribute this literature to promote what Islam says about keeping neighbourhoods clean and tidy. Wardens have also carried out door knocking and handed out information packs to householders. The pack includes quotes from various Islamic scriptures and provides details about mainstream environmental services available, such as the Council's Bulk Refuse Collection Service and household waste recycling sites in Bradford. Further work such as environmental speeches have been delivered in some Mosques at Friday prayers and other places of worship. Wardens hope to move onto other faith-based educational work later this year as part of a strategy to encourage people to put pride back into their neighbourhood.

**Barkerend Street Champions Network**

This project was launched earlier this year by Wardens as part of the active citizenship agenda to educate people to do more for their area. The project is seeking to establish a network of ‘champions’ to ‘adopt’ their street in parts of Barkerend. ‘Champions’ are individual residents who are being recruited to be involved in making their street a better place to live, play and work within. They will act as a link between other local residents, Neighbourhood Wardens, the Police and other agencies in ensuring that local needs and gaps are ‘plugged’.

Many residents within the area have pledged to do more to help sustain environmental improvements made in the neighbourhood linked to the BD3 Environmental Strategy. Street champions will help to assist Neighbourhood Wardens and other Council Services to encourage more people to recycle, get their neighbours to keep their gardens clean and tidy and support the delivery of environmental initiatives within Barkerend. The initial area for the development of the street champions will be Palmer Road, Byron Street, Tennyson Place, Wingfield Mount and Boldshay Street.

Children from Barkerend Primary School have been involved in designing a logo or slogan for the street champions scheme. Neighbourhood Wardens, PCSOs and other staff have been carrying out home visits and delivering talks in community settings to recruit members. Leaflets are currently being produced to explain the role of the champions and to help with the recruitment process.

It is anticipated that over 40 ‘champions’ will be recruited and 6 street networks fully covered. Champions will be offered training and support by wardens and other Area Co-ordinator’s Staff. It is hoped that the network will be extended to cover other parts of the ward in a phased approach.

**Community Payback**

Wardens have helped to oversee the work of Community Payback teams on projects including cleaning up and cutting back vegetation on a former railway line in Eccleshill popular with local dog walkers, joggers and residents; also creating an improved walkway across a piece of land regularly used by residents in the Farmstead Road area of Thorpe Edge. Wardens called in regularly on the team, who dug out a trench which they then filled with road planings. Other examples of projects delivered are detailed below:

**More mini facelift projects going ahead in Bowling Park**
Community Payback will be in action again during September to December 2010 at Bowling Park, Avenue Road carrying out work to the Avenue Road playing field area. The programme of activities includes repainting the interior and exterior of the changing rooms, fencing around the football pitch, removal of overgrown vegetation and lots more. Community Payback has already carried out a number of small environmental improvement schemes within the park, working closely with the local neighbourhood wardens. This project is being delivered as part of the Bowling Park Improvement Plan.

**Barkerend getting paid back**

Neighbourhood Wardens working in Barkerend are working in partnership with the Probation Service and Parks and Landscapes!

A three phase facelift project for Seymour Park has been agreed as follows. Community Payback are involved in phase 1.

**Phase 1:**
- A deep clean of the whole park area including litter picking and removal of fly-tipped items.
- Clearance of overgrown vegetation, weeding and lots more landscaping improvements.
- All walkways reinstated and visibility improved by removal of bushes making the park more user friendly.
- Pruning of trees.

**Phase 2:**
- Park furniture upgraded.
- Installation of new litter bins.
- Repainting all existing play equipment.
- Security measures improved to restrict vehicular / motorbike access.

**Phase 3:**
- Local youths will also participate in a graffiti competition to make artistic images reflecting the local area later this year. Over 10 youths have already signed up for this offer! The graffiti will form a mural on the exterior of the changing room facilities.
- Woodlands area development and possible creation of walkways and natural wildlife areas.

**Days of action**

A number of multi-agency action days have been delivered across the Bradford East area. These Action Days involve a number of environmental and community safety services; Police, Fire Service, social housing landlords, Wardens and other patrolling services working in a co-ordinated and more structured way to deal with crime and grime issues using existing resources.

Information from Wardens, Clean Team, Police data, Neighbourhood Forums and other sources as well as visual audits undertaken by Neighbourhood Wardens inform the format and activities of the Action Days. Ward Partnership Teams oversee and co-ordinate the delivery of Action Days.

Action Days are high visibility and high impact events which aim to proactively deal with live and / or emerging issues on a neighbourhood and ward level. The collaboration of staff,
resources and skills enables a much more efficient use of resources to plug gaps and tackle issues on a locality basis.

In the most deprived (environmentally and or high community safety issues) wards of Bradford East, Action Days are delivered on a six-weekly basis whereas in other wards they are delivered on a less frequent basis. Regular Action Days in some parts of wards has led to a reduction of street littering, increased recycling, more people reporting anti-social behaviour and residents taking more pride in the street that they live on.

Officers from the Clean Team blitz areas to tidy up grot spots. Civil Enforcement Officers target streets where inappropriate parking has been identified and Police run road traffic operations such as speed watch and bus lane operations. Neighbourhood Wardens and Enforcement Officers carry out home and business visits to encourage citizens to keep their premises / gardens clear of rubbish, promote kerb side recycling and sign up people to become street champions. There are many more activities carried out on Action Days.

In a Week of Action covering BD3 some of the initial outcomes achieved include: £3,885 unpaid fines originally issued by Bradford Magistrates Court collected, 8 persons arrested for unpaid fines warrants, 49 motorists dealt with for exceeding the speed limit and 23 tickets issued to motorists not wearing seatbelts. The Fire Service carried out 40 home visits, delivered 400 fire safety leaflets door to door and worked with Year 7 and 9 pupils at Carlton Bolling & Laisterdyke Secondary Schools. 57 areas were cleared of graffiti, over 100 gullies unblocked, almost 110 Fixed Penalty tickets issued by Parking Services, more than 400 properties visited by Wardens and Police Officers and Enforcement Team and 2500 leaflets delivered promoting key service contact numbers. 300 crime and grime surveys were also completed

**Ravenscliffe Environmental Steering Group**

Wardens are working with organisations and volunteers in Ravenscliffe to give a facelift to grotspots in the area.

Neighbourhood Service staff have set up the Steering Group which involves resident volunteers, Incommunities, Gateway Centre, Ravenscliffe Community Development Project, the Big Swing, Integrated Youth Service, Newlands Community Association, Neighbourhood Policing Team, Arson Task Force and the Council’s Rights of Way.

Wardens make a major contribution to developing the group’s clean-up programme and carrying out the clean-ups, which so far have included making a start on a fly tipped and overgrown former railway line, and sprucing up a play area next to Ravenscliffe Youth Centre.

**Work with young people**

Wardens can develop good relationships with young people over time. Initial contact with young people is usually characterised by questions about their role and uniform. These questions open a door to discussions about environmental issues and personal responsibility, and also allow the wardens to hear young people’s concerns about the places they live and improvements they would like to see.

**Work with young people in Idle & Thackley**
In Idle & Thackley Ward residents had concerns about anti-social behaviour in Buck Woods and Idle Recreation Ground. It was felt that the Neighbourhood Warden could usefully join the local detached youth work team to patrol the area in the evenings. The warden used these sessions to discuss environmental problems with young people directly, while staff from the youth service were able to assess and address high risk behaviours that had been reported to the Council.

**Young people help out in Canterbury**

A warden worked with young people in the Canterbury area to help tidy up their local neighbourhood at the Arc Youth and Community Centre in Canterbury.

Up to 40 young people, aged 8 - 16, joined the Neighbourhood Warden to tidy up the surrounding area and learn about recycling at a special arts and craft session.

The work was part of a series of activities designed to educate and entertain youngsters over the summer holiday. Other activities were also on offer and included cookery lessons, art workshops and various sports and games.

**Young people get involved with the dead!**

Bradford East Area Coordinator’s Office has worked with Undercliffe Cemetery Trust to make positive connections between the Cemetery and the local community and raise awareness of this gem in their midst. As part of this a local Neighbourhood Warden has taken young people involved in a summer scheme at Community Works on Undercliffe Lane to visit the Cemetery.

This project started on 28th July with young people going on a walk around the Cemetery and finding out about the listed monuments and headstones. In the following weeks the young people did a litter pick and clean-up and also took some rubbings of the engravings to create some artwork from this inspiration. The work with young people encouraged them to use the Cemetery positively and help look after it for the future.

**Linking residents to local services**

A Neighbourhood Warden has led “Walking to Success!” a series of neighbourhood walks from Fagley to nearby local landmarks.

The project aims to help local residents find out about facilities on their doorstep and how easy it is to get there on foot.

It involves finding out about local courses, employment opportunities, as well as fun things to do.

The first visit to Thornbury Centre took place on Thursday July 8, followed by visits to Bradford Industrial Museum and Ravenscliffe’s Gateway Centre, via the old railway line.

Outcomes of the walks include:

- linking a 16 year old Fagley school leaver with training and employment advice
- supporting two Eastern European residents to make contact with the Roma worker at Thornbury Centre
- linking another resident who obtained information at Gateway’s SMILE project for people unemployed for more than 6 months.
Barkerend women are encouraged to use services

Women in Barkerend were encouraged to take advantage of a range of local services earlier this year at the Karmand Centre. They talked to the Neighbourhood Wardens and were asked to get involved in keeping their neighbourhood clean by signing up to do some litter picking. Women also saw a cut-away household recycling bin and found out what they can recycle at home, heard about start-up support for women with business ideas, let METRO know of their views about how easily they are able to reach the key local services, talked about issues around heart disease and many signed up for home fire safety checks. The event was fun and sociable as well as useful and informative.

Consultation

Proposed car park at The Delph

Wardens are able to work on detailed consultation by assisting with door to door surveys, for example at Mount Ave, Eccleshill, to gather views on a proposed new car park in the area.

Business survey in Idle & Thackley

Wardens have also assisted with a business survey in Idle & Thackley, contacting a large number of small and large businesses to complete a questionnaire. It is hoped that this will lead to a local business forum. This exercise allowed the wardens to explore issues with a range of businesses in the locality and gain new insights into the ward’s problems.

Doorstep survey in Eccleshill

In one part of Eccleshill ward, wardens carried out a doorstep survey on a street where residents were experiencing a wide range of crime and anti-social behaviour issues. Having captured these issues, numerous agencies were then asked to respond, for example: Neighbourhood Policing Team – dangerous driving, drugs activity Private Sector Housing – alleged criminal behaviour and nuisance in private rented properties Asset Management – dangerous driving across Council-Owned grassed area where children play CAF Co-ordinator – concerns about child welfare Dog Warden – complaints about dog fouling The survey was also used to test the idea of installing a knee rail to protect the grassed area – an idea which was warmly received by the vast majority of residents.

Wardens’ door to door work allows Neighbourhood Service to carry out precisely targeted consultation with residents on local issues which are specific to them, and to hear any other concerns which can be forwarded to other partners or parts of the Council.

Positive patrolling

Patrolling their wards or areas allows wardens to offer reassurance, identify new or emerging problems, build relationships and respond to residents concerns directly.

Wardens on patrol tackle a range of issues including:

- FLARE jobs (relating to complaints received via 431 000 or service requests from other departments)
- Gardens which contain waste
- Highways issues
- Cleansing issues
- Missing bins or bin lids
• Promotion of recycling & proper use of recycling bins
• Tackling flytipping (with Clean Teams support) – the wardens role is gathering evidence on source of waste and follow up.
• Work with local businesses (responsibilities, issues & trade waste)

Sutton Avenue

The Bolton & Undercliffe warden was patrolling in the streets around Hanson School at the end of the Summer term this year where she found Sutton Avenue strewn with torn up school books from one end to the other. These had been dumped by students. They quickly contacted the Clean Team, who had a litter picker working in the neighbourhood, and arranged for him to come and help collect and bag up the rubbish. The warden then went through these to obtain details of the name and class from the school book covers of those responsible and passed these onto the local PCSO. The evidence was taken to the School and those concerned will face the consequences now that school has returned for the autumn.

Missing Gully Covers

Whilst patrolling in Canterbury the warden came across a whole street with missing gully covers. These were reported immediately to Highways and as it was unusual that so many covers were missing the warden went on to check the rest of the area. In that one day approximately 40 gully covers missing in Canterbury were reported and most were replaced by Highways the same day. The response from the warden, and subsequently the Highways officers, prevented any potential accidents or subsequent claims to the Council.

Hendford Drive residents get armed with litter pickers!

In July 2010, residents from Hendford Drive joined forces with local wardens and other officers to undertake a community litter pick along this street and in the wider area.

Residents benefited from extensive work carried out by Incommunities, the Clean Team and wardens to cut back overgrown vegetation, to clear walkways and small scale fly-tipped sites, to remove graffiti and to install new street furniture. Litter bins, street name plates, pot holes, anti-motor cycle barriers and lots more work is being delivered to improve the visual appearance of the area.

Wardens working with Barkerend Champions and local faith groups have also been busy meeting residents and delivering talks to groups. Wardens are seeking to educate local people to take more responsibility for doing more to look after their area and be less reliant upon other people doing this for them.

Wardens link up with Hatfield Road residents

A themed action day on community safety and reassurance was delivered focussing around the Hatfield Road area. This event was organised by Neighbourhood Wardens in response to concerns from local residents about perceived anti-social behaviour issues and littering within this location and on a nearby public right of way. Wardens were joined by local PCSOs to complete a reassurance survey to identify local issues affecting the area and to gather specific pieces of intelligence to help inform the development of a local improvement plan. Staff from the Clean Team deep cleaned this area and the surrounding streets as part of the Action Day.

Working with other agencies and departments
Wardens come across issues and problems that are the responsibility of a range of agencies and departments – their role as “eyes and ears” has helped pick up issues and reduce the response time to a range of issues which affect the quality of life of residents.

**Highways and Neighbourhood Wardens get closer**

A protocol for joined up working between Highways Officers and Neighbourhood Wardens has been developed. This has seen Wardens acting as additional ears and eyes for Highway problems such as missing or damaged manhole or gulley covers, hedges overgrowing footways, damaged bollards, street name plates and worn carriageway markings. Highways Officers have an inspection regime, but Neighbourhood Wardens will often see problems direct and are able to take photographs and forward these to Highways to speed up how problems are dealt with. This has created more effective resolution of issues. Wardens use the standard Highways enforcement letters. For example, letters to householders asking them to cut back vegetation overhanging footways or face being charged by the Council to do this on their behalf and recover the costs.

The wardens’ reports have helped highways save on inspection time and respond to issues quicker. They have also played a role in ensuring that legislation pertaining to skips and their permits are being adhered to. This support has meant that illegal skips are identified more easily, removed quicker, and has lead to reduced flytipping and a better environment.

**BD3 shows amazing interest in recycling! Over 600% increase in take up of kerbside recycling!!!**

Wardens are promoting kerb-side recycling on a regular basis as part of their daily patrol role. Work by the Recycling Team putting stickers on household wheelie bins to remind residents that they can get a free recycling bin, supported heavily by local wardens, has created a staggering level of interest with local householders in the BD3 area. The ‘Stop It’ stickers will appear on every wheelie bin in the district to remind people that they should recycle rather than bin certain materials. The stickers will show the message: ‘Stop’ – don’t put glass bottles, paper and cans in this rubbish bin.

In comparison to the number of requests received for recycling bins, March 2009 against March 2010, there has been an increase of over 600% in requests for recycling bins!!

**A joint partners effort pays off on Leeds Road**

Business owners and residents of one of the major routes into the city have been getting involved in the latest zero tolerance initiative. The campaign was launched in May to clean up Leeds Road and make the area a better place for everyone to live and work. Wardens, Police, Parking Services, Enforcement Team and other partners have been carrying out regular weekly patrols since May 2010 which are still continuing. Police are carrying out road traffic operations, Wardens and Enforcement Officers have been making visits to residential and commercial properties giving information about how people can dispose of their waste and encouraging them to clean-up their premises. Parking Services have been targeting inappropriate parking.

It has delivered some significant outcomes already, including:
- more than 150 parking tickets have been issued
- more than 40 fixed penalty fines of £30 have been issued for driving in bus lanes
- more litter bins have been installed around the area
- street name signs have been cleaned or replaced
• double yellow lines have been repainted
• more than 300 home visits made
• more than 40 items of graffiti removed
• 60 businesses have been visited to discuss their responsibility for their waste
• talks in mosques and at madrassas
• three businesses have signed up to litter-picking within 50 metres of their premises – UK Fried Chicken, Salah’s and Mahmood’s.

Our neighbourhood wardens have forged strong community links and have listened to local people who are fed up of seeing others dump rubbish in their neighbourhoods. They are working hard to clean up the streets and encourage residents and local businesses alike to adopt a more responsible attitude towards waste disposal. Lessons learned from the campaign will be taken forward to influence future plans for other areas, to make sure that the issues of littering and waste are taken seriously and to make sure everyone understands the part they play.

More joint weekly patrols by neighbourhood wardens, Civil Enforcement Officers and Police will be continuing over the next few weeks as part of the Leeds Road Campaign.

Residents getting a clean up your act message from Bowling Wardens!

Wardens have worked jointly with Enforcement Officers clamping down on properties with accumulated rubbish on Paley Road, East Bowling and surrounding streets. This work follows on from a targeted street initiative linked to the Bowling and Barkerend Environmental Strategy, where Wardens have already carried out at least four visits over a 4 week period to educate and encourage occupants to tidy up their gardens on Paley Road in response to concerns from the Clean Team about fly-tipping in this location. Wardens with Enforcement Officers have identified properties where the initial engagement has not been successful in order to issue Notices to properties requesting for their waste to be legally removed. If there is no compliance with these Notices and they default within the specified period, these gardens will be cleared and householders both fined and charged for the cost of removal of rubbish from their garden. The initial few weeks work has already resulted in over 40 households tidying up their gardens and a significant reduction in waste being dumped in the back street.

Trident Wardens

• Regular weekly checks on all the local parks making sure they are clean and safe of hazards i.e needles, glass etc. Report any open green spaces that attracts regular fly tipping and litter.

• The wardens have started a campaign called "Operation Trident". This is an ongoing project which involves targeting dirty gardens, litter, fly tipping, gullies etc in the whole Trident area. The wardens speak to residents and work closely with the Council’s clean team other agencies to tackle these issues.

• Have regular contact with the clean team and advise them on areas that need urgent litter picking.

• Worked closely with Bowling Park Primary School getting kids involved in doing a visual audit, organised a litter pick and attended an action day.
• Promote the Council’s Bulk Waste service to stop people from fly tipping.

• Organised an event called Walk and Street Mela on 17th July 2010. This was a Trident Cohesion Mela to help bring communities together from different faiths to share ideas and participate in activities. At the event Council services were promoted as well as others.

• Run Parkside Lions football team on a Saturday 11-12.30. Have 175 children on the register and approximately 60 children attend per week. Four different age groups - under 7s, under 9s, under 11s and under 13s – all attending live in the BD5 area.

• Patrol to identify litter problems, flytipping and rubbish in gardens.

• Work with other agencies, i.e., assisted the Woodroyd Children’s Centre with their summer activities over 3 weeks in the school holidays (Tuesday and Thursday 1-3pm)

• Befriending project – both Trident Wardens spend 1hour every 2 weeks with an elderly person who has been identified to them through the Healthy Lifestyle Project.

• Police briefings – access to Police system at the Foyer – meet Police and share information when necessary.

• Attend Neighbourhood Forums and Ward Partnership Team meetings.
Appendix B

Work with Schools in Bradford East.

Wardens have forged very close relationships with schools across the area and have delivered extensive school educational projects. Please see section 2.11.3 of the main report for the overview of the approach to working with schools. The summaries of work with the individual schools are included below:

Parklands Primary

Work has been done with the whole school. A series of litter picks with different classes from the school have been carried out every half term. These are scheduled to continue in the coming school year. Whilst litter picking in the school grounds the warden talks to the children about the problems and risks associated with dropping litter.

A presentation has also been given to each class explaining what wardens do and how the pupils can help to keep their area tidy. After the presentations the children were asked to draw their ideal neighbourhood and to think about what they would like to see and how this could be achieved. For example, one year 3 boy said he wanted to be able to recycle things in the community not just at home, so the bins in the park that he drew were split into sections.

The warden also conducted a visual audit with the children out of the school grounds to identify and rank local problems according to severity. As a result of this an abandoned property has had attention re-focussed on it. There will also be a clean-up day on one of the worse streets, with involvement from local residents.

Thorpe Primary

The warden has worked with the school council. The school council went on an audit and identified a list of issues in the village that were important to them. They met with the warden who helped them to understand what they and other agencies could do to tackle the problems identified. The warden and the school council also conducted a detailed audit of graffiti and highways issues in the area which have been sent to the relevant services to consider how they can be progressed.

Holybrook Primary School

Neighbourhood wardens led sessions in Holybrook Primary School on the local environment, covering positive and negative aspects, the children’s own responsibilities and a visual audit of the area.

The children took part in a competition to design a thank-you card which was then printed and sent to residents who had well cared for gardens. They also joined in a multi-agency clean-up at Eccleshill Park, and presented the work to the Ravenscliffe and Greengates Neighbourhood Forum.

Bowling Park Primary –

This project started in July 2010. It has involved a school clean-up and litter pick by pupils and a visual audit. Pupils have also been involved in an Action Day. They also litter picked around Parkside Community Centre and playing field with local councillors, police and wardens. More work is planned with this school in the autumn term.

Usher Street Primary School
This project started in July 2010. A team of parents and pupil safety wardens will be recruited to audit road safety around the school. A community safety audit has been carried out by 12 pupils and a PCSO. A School Safety Action Plan has been created and further work is planned for the autumn term.

**Peel Park Primary**

Discussions about the development of an Environmental Action Plan started with the school in July 2010. The plan will be agreed in September 2010.

**Thornbury Primary**

The school is interested in working with the wardens to develop a School Travel Plan. The first meeting was held in July 2010 and work will start in the autumn term 2010.

**Swain House**

The local warden met with the School Council, which includes representatives of all the classes in school, and showed them photos of local rubbish and littering problems and discussed doing a walkabout for the children to note down the problems. The visual audit was done the following week with notes of the types of litter and dumping, photos taken and litter collected and disposed of. Children wore hi-vis vests, had safety gloves and child sized litter pickers. The next week they walked from their school to Midland Road Household Waste Recycling site to hear from a Recycling Officer and see for themselves the whole range of waste that can be recycled there. Children involved in this project then gave a presentation to residents of their community about what they had learned and encouraged them all to do a bit more.

**Work in Fagley Primary School**

A group of mums and children from Fagley Primary School teamed up with their Neighbourhood Warden to make a difference to their area. The Fagley “Eco Warriors” met regularly to look at local environmental issues, learn about recycling and what residents can do to take care of the area.

The mums and children have worked with Neighbourhood Service staff to identify the areas which most need improvement and then gone out to help the Council local cleansing team by adopting a snicket close to the school which they litterpick.

The Eco Warriors also launched a poster competition to the rest of the school, inviting them to come up with designs which will encourage local residents to take pride in their area and to recycle more of their rubbish. The winning designs were printed as posters and postcards, and will be distributed in the area.

The school has agreed to continue to litter-pick at school play and lunchtimes. The school will continue to work with Fagley Youth and Community Centre on their eco-project and the warden will support the Eco Warriors.

**Barkerend Primary**

“Feed the bins, the grass is on a diet” says Noor, aged 5 Barkerend Primary School!

A special Neighbourhood Forum took place earlier this year. to launch environmental posters designed by the Barkerend Primary School children. Over 250 residents attended the Forum. In excess of 60 children participated in the poster competition and the top 9 posters were
selected. Children, supported by wardens, presented the educational work they had been involved in and spoke about the visual audits they had carried out.

As part of this project children from the school were invited by wardens to take part in an Action Day for the Barkerend area. The children were taken on a tour to meet services involved on the Action Day including graffiti removal and gulley cleansing. They also participated in door knocking work with Neighbourhood Wardens and spoke to local people about keeping the area clean and tidy, as well as trying to encourage people to take up recycling.

Children are acting as positive role models, championing their particular street and helping to keep it clean and tidy. The project also helps youngsters and parents to get to know the Neighbourhood Wardens, forging closer links with them. Children love the fact that they can do something to help to make a difference.

Neighbourhood Wardens have already signed up almost 30 local businesses to display copies of the winning environmental posters and environmental literature within their premises. Regular weekly sessions, led by wardens have been delivered in the school. Wardens are now planning school sessions for October 2010 to July 2011.

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**Anti Litter Campaign with Hanson School**

Bradford East Area Coordinator’s Office is working with the ‘Respect the Environment Action Group’ at Hanson School as part of the Eco Schools work on a campaign to encourage students not to litter. This work has several strands. There were year assemblies in March where Neighbourhood Wardens and students raised awareness of the project and talked about the benefits of a cleaner environment in and around school. Students from Year 7 will take part in a poetry competition and year 8 students will be involved in a poster competition to reinforce the anti-litter messages in the Autumn term. The art work, slogans and poems will be incorporated in school signage and on the additional litter bins being provided to become part of the school environment. This project work will contribute towards the school achieving its Eco School bronze award. The ‘Respect the Environment Action Group’ will evaluate the effectiveness of this work in a year’s time to assess the impact on the level of littering in and around the school.

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One of the key outcomes of working with schools is that the pupils who take part see that they can do something about litter and waste. By providing school with litter picking packs, pupils now see litter picking as a responsible and sought after role in school and not as a punishment at lunch and playtimes. Welcoming children back into school last week, the eco-warden pupils at Bowling Park, ran to ask when the next meeting was taking place, as they had seen lots of rubbish that needed removing around their home and school during the holidays. Pupils now feel they have the power to make a difference in their own community and can do something to improve their surroundings by working with local wardens, who they know and trust because they have developed a positive relationship together in school.

As a result of working with the schools a lot of children know the local wardens’ names and approach them in the street. Sometimes this is just for a chat but quite often they will inform the wardens about ‘new’ problems. For example, a year 5 boy told a warden that the park on the estate had been trashed over the weekend. As a result this, this park is now on a regular patrol plan and wardens are monitoring and reporting issues through to the correct people to
try and solve the problem and make the area safe to play in. A group of children also told a warden how older children were getting into an abandoned property. Using this information the wardens ensured that the building is boarded up to try and prevent further vandalism.