



Chichester District Community Warden Service.

An Evaluation of the Community Wardens Service: Jan. 2005 – July 2009.

Executive Summary.



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Community Warden Evaluation Report- Executive Summary.

Summer / Autumn 2009.

Introduction and Methodology:

Following its introduction in 2005, the Chichester & District Community Wardens Service has operated within some of the areas of the district identified as suffering from relative deprivation. From its initial pilot patrol in the areas of Chichester East and Whyke, Tangmere and Oving, and Selsey, it expanded in summer 2007 to cover Bracklesham and East Wittering, and in autumn 2008 to Midhurst, each as lone patrols.

In line with previous evaluation of the service, this evaluation seeks to capture the impact of the wardens to date, with the views of the local community, local partner agencies, Warden Incident Database information and other relevant statistical information.

A questionnaire was issued at random to 300 local properties across each of the patrol areas, a total of 1,500, each with a pre-paid reply envelope. A sample copy is shown in the full evaluation. A total of 434 responses were received, representing a response rate of 28.9% and are summarised in this document.

A further questionnaire was developed to seek the specific views of other agencies working alongside the Wardens in each area. A 28% response rate was received, and a copy is cited in the full report.

All incidents attended by the community wardens, and those assisting to provide additional cover to the area, have been recorded on a Wardens Database. An analysis of the incidents numbers and types which have been dealt with in the area is included to demonstrate the levels and issues raised by the community locally as priorities and concerns.

In addition, statistical data reflecting changes in Crime and Anti-Social Behaviour levels over the period of Warden involvement are included in the evaluation. Also, a sample case study of Wardens projects and their impact is shown to further demonstrate the range and diversity of projects undertaken, and comments received from peer groups and community members further demonstrate the rounded nature of the service.

When combined, this data provides a comprehensive analysis of the impact of the Community Wardens Service from all viewpoints within the local community. This report is an executive summary of the wider evaluation.

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August 2009.

With thanks to Declan Moody (Senior Community Warden) and Jenny Westbrook (Community Engagement Officer, CDC) for their assistance.

Community Wardens Residents Survey Results:

July/August 2009

The Community Wardens service is currently under review and as part of this process, a survey was conducted to find out the impact the wardens have on the areas they serve. Aims of the survey included finding out if people were aware of the wardens, if they had contacted their local wardens and how much their presence was valued.

The survey went out in July 2009 and consisted of a 4 page paper questionnaire which the wardens posted through the letterboxes of random households in their patches. A freepost envelope was included to encourage responses.

Percent calculations in this report have been reached by dividing the number of people giving a particular response to a question by the total number of responses received for that question; overall or by patch as appropriate.

Response Rates

Overall, 1500 questionnaires were given out; 300 in each of the 5 patches; Bracklesham and East Wittering (BREW), Chichester, Midhurst, Selsey and Tangmere and Oving. 434 completed or partially completed questionnaires were returned before 14th August giving a response rate of 28.9%. A further 17 questionnaires were received after the closing date and have not been included in the analysis.

Area	Surveys Given Out	Surveys Received	Response Rate
Overall	1500	434	28.9%
BREW	300	87	29.0%
Chichester	300	58	19.3%
Midhurst	300	82	27.3%
Selsey	300	95	31.7%
Tangmere/Oving	300	112	37.3%

Tangmere and Oving were the most successful; the only patch to have over 100 residents return questionnaires. Chichester's response rate was lowest at 19.3%. It should be noted that Chichester is one of the biggest patches with the largest number of households. This would mean that their 300 questionnaires would be more thinly spread across the area than in other patches.

Are you?

Area/Answer	Male	Female	Did not Answer
Overall	152 (35.0%)	260 (59.9%)	22 (5.1%)
BREW	39 (44.8%)	47 (54.0%)	1 (1.1%)
Chichester	13 (22.4%)	42 (72.4%)	3 (5.2%)
Midhurst	31 (37.8%)	46 (56.1%)	5 (6.1%)
Selsey	38 (40.0%)	55 (57.9%)	2 (2.1%)
Tangmere/Oving	34 (30.4%)	71 (63.4%)	7 (6.3%)

Overall, 59.9% of responses were from females, 35.0% from males and a further 5.1% were unclassified. The unclassified responses included those who did not answer the relevant question and those who filled in the questionnaire jointly with a partner and therefore ticked both male and female boxes. This 60/40 split in favour of females was mainly consistent across all areas. The only exception was Chichester where 72.4% of responses were from females and just 22.4% from males. Many of Chichester's responses were from mothers whose children had been involved in some of the warden's initiatives in their area.

What age were you on your last birthday? (% of total responses)

Area/ Answer	Under 16	16-24	25-34	35-44	45-54	55-64	65-74	Over 75	Did not Answer
Overall	10 2.3%	8 1.8%	38 8.8%	60 13.8%	63 14.5%	85 19.6%	93 21.4%	68 15.7%	9 2.1%
BREW	7 8.0%	4 4.6%	5 5.7%	9 10.3%	7 8.0%	18 20.7%	19 21.8%	17 19.5%	1 1.1%
Chichester	0 0.0%	0 0.0%	9 15.5%	13 22.4%	15 25.9%	9 15.5%	8 13.8%	4 6.9%	0 0.0%
Midhurst	1 1.2%	2 2.4%	10 12.2%	12 14.6%	7 8.5%	15 18.3%	14 17.1%	18 22.0%	3 3.7%
Selsey	0 0.0%	0 0.0%	8 8.4%	11 11.6%	13 13.7%	21 22.1%	27 28.4%	15 15.8%	0 0.0%
Tangmere / Oving	2 1.8%	2 1.8%	6 5.4%	16 14.3%	21 18.8%	22 19.6%	25 22.3%	14 12.5%	4 3.6%

The age group most likely to respond was 65-74 and generally more responses were received from those over 55. Those under 25 were generally the least likely to respond. This trend was similar across all the patches. Again, Chichester was the exception with most of their responses coming from the 45-54 age group. BREW also had slightly more responses from younger age groups with 11 responses coming from under 25s; the highest of all the patches.

Over the last year, how frequently, on average, have you seen your Community Warden(s)? (425 valid responses)

Area/ Answer	Daily	Every Few Days	Once Per Week	Once Per Month	Never
Overall	33 (7.8%)	88 (20.7%)	76 (17.9%)	124 (29.2%)	104 (24.5%)
BREW	14 (16.5%)	28 (32.9%)	15 (17.6%)	19 (22.4%)	9 (10.6%)
Chichester	5 (8.6%)	13 (22.4%)	14 (24.1%)	18 (31.0%)	8 (13.8%)
Midhurst	2 (2.6%)	9 (11.5%)	3 (3.8%)	17 (21.8%)	47 (60.3%)
Selsey	4 (4.2%)	13 (13.7%)	14 (14.7%)	29 (30.5%)	35 (36.8%)
Tangmere/Oving	8 (7.3%)	25 (22.9%)	30 (27.5%)	41 (37.6%)	5 (4.6%)

Patch	Total who had seen a warden at least once	% who had seen a warden at least once
Overall	321	75.5%
BREW	76	89.4%

Chichester	50	86.2%
Midhurst	31	39.7%
Selsey	60	63.2%
Tangmere/Oving	104	95.4%

Results for this question were very spread out. 29.2% said they saw their wardens once a month, 24.5% had never seen their warden and 20.7% saw them every few days. Over three quarters of respondents (75.5%) said they had seen a warden **at least once** in the last year.

In BREW, the warden was seen more often; every few days was the most popular individual response. 89.4% of BREW's respondents had seen their warden at least once in the last year – higher than the overall figure. Chichester wardens were also fairly visible with 86.2% of respondents having seen a warden at least once. Highest was Tangmere and Oving where 95.4% of respondents had seen their wardens at least once in the last year – only 5 respondents (4.6%) had never seen them. Figures were lower in Selsey where 63.2% of respondents had seen a warden in the last year and still lower in Midhurst where only 39.7% had them.

Where do you usually see your warden(s)? (% of total who had seen a warden at least once in the last year)

Area/Answer	On Patrol on Foot	On Patrol on Bicycles	On Patrol in their Van	At Meetings	At their Office	At your Home
Overall	231 (72.0%)	29 (9.0%)	152 (47.4%)	49 (15.3%)	12 (3.7%)	34 (10.6%)
BREW	56 (73.7%)	13 (17.1%)	32 (42.1%)	3 (3.9%)	1 (1.3%)	7 (9.2%)
Chichester	33 (66.0%)	8 (16.0%)	28 (56.0%)	6 (12.0%)	1 (2.0%)	10 (20.0%)
Midhurst	27 (87.1%)	0 (0.0%)	4 (12.9%)	4 (12.9%)	2 (6.5%)	3 (9.7%)
Selsey	43 (71.7%)	7 (11.7%)	21 (35.0%)	3 (5.0%)	6 (10.0%)	6 (10.0%)
Tangmere/Oving	72 (69.2%)	1 (1.0%)	67 (64.4%)	33 (31.7%)	2 (1.9%)	8 (7.7%)

Of those who had seen a warden at least once in the last year, most (72%) had seen them out on patrol on foot. The 2nd most popular place to see a warden was on patrol in their van (47.4%). Least popular overall was 'at their office' – only 3.7% of people who had seen a warden had seen them at their office.

On patrol on foot was the most popular way to see a warden across all patches. On patrol in their van was 2nd most popular across all patches. 'At meetings' was least popular in Selsey but wardens in Midhurst and Tangmere and Oving were much more likely to be seen at meetings. Wardens in Tangmere and Oving and Midhurst are also seen on their bicycles less frequently than others.

During the last year, how many times have you been in contact with your Community Warden? (427 valid responses)

Area/Answer	None	Once	2-5	More than 5
Overall	212 (49.6%)	55 (12.9%)	79 (18.5%)	81 (19.0%)
BREW	28 (32.9%)	11 (12.9%)	22 (25.9%)	24 (28.2%)
Chichester	22 (38.6%)	8 (14.0%)	9 (15.8%)	18 (31.6%)
Midhurst	62 (78.5%)	7 (8.9%)	5 (6.3%)	5 (6.3%)
Selsey	66 (69.5%)	14 (14.7%)	6 (6.3%)	9 (9.5%)
Tangmere/Oving	34 (30.6%)	15 (13.5%)	37 (33.3%)	25 (22.5%)

Patch	Total who had contacted a warden at least once	% who had contacted a warden at least once
Overall	215	50.4%
BREW	57	67.1%
Chichester	35	61.4%
Midhurst	17	21.5%
Selsey	29	30.5%
Tangmere/Oving	77	69.4%

Over half (50.4%) of respondents had contacted their wardens **at least once** in the last year. 19% of respondents had contacted their warden more than 5 times and a further 18.5% had done so between 2 and 5 times.

Additional comments were made by people who did not know how to contact their wardens or did not know that they existed. Another stated that she would have trouble contacting her wardens by telephone due to her disability and another expressed frustration that wardens were only contactable during 'office hours'.

In Tangmere and Oving, BREW and Chichester, over 67% of respondents had contacted their warden at least once in the last year. In Selsey this was lower at 30.5% and in Midhurst, 3 quarters of respondents said they had not contacted their warden at all.

There was no significant difference between male and female responses to this question. When results were classified by age group it appeared that, generally, the older a respondent, the less likely they were to have contacted their warden. 58.1% of respondents under the age of 55 had contacted their warden in the last year, compared to only 43.9% of over 55s who had.

How easy did you find it to contact your warden(s)? (% of those who had contacted their warden at least once in the last year)

Area/Answer	Very Easy	Quite Easy	Difficult	Very Difficult
Overall	109 (50.7%)	85 (39.5%)	15 (7.0%)	13 (6.0%)
BREW	36 (63.2%)	18 (31.6%)	3 (5.3%)	1 (1.8%)
Chichester	20 (57.1%)	13 (37.1%)	3 (8.6%)	0 (0.0%)
Midhurst	13 (76.5%)	2 (11.8%)	4 (23.5%)	3 (17.6%)
Selsey	11 (37.9%)	13 (44.8%)	3 (10.3%)	4 (13.8%)

Tangmere/Oving	29 (37.7%)	39 (50.6%)	2 (2.6%)	5 (6.5%)
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Most (50.7%) respondents who had contacted a warden at least once in the last year said that they found it 'very easy' to reach them. A further 39.5% found it 'quite easy'. Only 13% (28 people) found their wardens 'difficult' or 'very difficult' to contact.

Wardens in BREW, Chichester and Midhurst were the easiest to contact. In all 3 of these patches over 55% of respondents had found their warden 'very easy' to contact and in Midhurst this figure was highest at 76.5%. Most respondents from Selsey and Tangmere and Oving who had made contact with their wardens had found it 'quite easy'.

How promptly did your warden(s) respond to the issue(s) that you raised? (% of those who had contacted their warden at least once in the last year)

Area/Answer	Same Day	Within 2 Days	Within 5 Days	More than 5 Days
Overall	108 (50.2%)	66 (30.7%)	13 (6.0%)	7 (3.3%)
BREW	33 (57.9%)	15 (26.3%)	3 (5.3%)	0 (0.0%)
Chichester	17 (48.6%)	12 (34.3%)	3 (8.6%)	1 (2.9%)
Midhurst	8 (47.1%)	6 (35.3%)	0 (0.0%)	1 (5.9%)
Selsey	15 (51.7%)	8 (27.6%)	1 (3.4%)	2 (6.9%)
Tangmere/Oving	35 (45.5%)	25 (32.5%)	6 (7.8%)	3 (3.9%)

Over half (50.2%) of issues raised with the wardens were dealt with the same day. Only 3.3% of issues took longer than 5 days to be addressed. There were additional comments from 6 people who reported that wardens did not respond to their enquiries at all. This trend was repeated across all patches.

How effective was your warden(s) in dealing with the issue(s) that you contacted them about? (% of those who had contacted their warden at least once in the last year)

Area/Answer	Very Effective	Effective	Neither Effective nor Ineffective	Ineffective	Very Ineffective
Overall	100 (46.5%)	70 (32.6%)	15 (7.0%)	2 (0.9%)	10 (4.7%)
BREW	29 (50.9%)	20 (35.1%)	4 (7.0%)	2 (3.5%)	0 (0.0%)
Chichester	18 (51.4%)	11 (31.4%)	2 (5.7%)	0 (0.0%)	2 (5.7%)
Midhurst	8 (47.1%)	7 (41.2%)	0 (0.0%)	0 (0.0%)	1 (5.9%)
Selsey	10 (34.5%)	8 (27.6%)	3 (10.3%)	0 (0.0%)	3 (10.3%)
Tangmere/Oving	36 (46.8%)	25 (32.5%)	6 (7.8%)	0 (0.0%)	3 (3.9%)

Most (46.5%) respondents who had contacted a warden in the last year said that the warden was 'very effective' in dealing with the issues they raised. This was the most popular individual answer across all the patches. Overall, those who found their warden 'very ineffective' outnumbered those who found them 'ineffective'. Only 0.9% of respondents found their warden 'ineffective' but 4.7% found them 'very ineffective'. Issues that wardens were thought to have been ineffective in solving included parking, noise from cars/motorbikes and ASB involving teenagers at night. Wardens in BREW and Chichester were seen as particularly effective with over half of respondents in these patches finding them 'very effective'.

Below is a random selection of answers to this question:

'Anti-social behaviour of local teenagers, litter/rubbish in open play area, broken glass on tennis courts.' (Female, 35 - 44, Tangmere and Oving)

'Bicycle stolen from our property. Happened to see the warden.' (Female, over 75, BREW)

'Rubbish bin which was in place in June Meadows was not being emptied, motorbikes being driven up & down the fields.' (Female, 35 – 44, Midhurst)

'Possible vandalism to car - they later identified as exhaust system failure.' (Female, 55-64, BREW)

'Apparent credit card fraud' (Female, BREW)

'Speed of traffic and school lights' (Over 75, Tangmere and Oving)

'Youths drinking' (Female, 45-54, Chichester)

'Dog noise next door' (Female, 65-74, Tangmere and Oving)

'Problems with my neighbour and support during court proceedings. Also helping me to find a new home.' (Female, 25-34, Selsey)

'Groups of youths smoking or buying drugs.' (Female, 45 – 54, Tangmere and Oving)

'Telephoned with ball play on outside wall. Needed a little assistance but did not return my call this time' (Female, 45-54, Chichester)

'Man putting leaflets through doors but was noticed going around the backs of property, as if checking whether empty' (Female, over 75, Selsey)

'Litter (garages), noisy bikes, teenagers in play area late at night, especially weekends' (Female, over 75, Tangmere/Oving)

'The library (where I work) fire exit was blocked by a vehicle. He had it removed within 15 mins of reporting it' (Female, 45-54, BREW)

'Noise from groups of teenagers. Dangerous and ASB issues' (Female, 55-64, Selsey)

'Alcohol abuse on the green' (Female, 65-74, Chichester)

'Parking problem' (Male, 55-64, Midhurst)

'Funding and support for community projects.' (Female, 35-44, Midhurst)

'Wall in front of my house had fallen onto the pavement. Too heavy for me to lift. Warden came and cleared the pavement. Excellent.' (Female, over 75, Selsey)

'Went round to speak to the people who were a problem and kept on top of the situation and kept an eye to make sure it was sorted.' (Female, 35-44, Chichester)

'Jet skis speeding' (Female, 16-24, BREW)

'People selling manure to my 96 year old neighbour' (Male, over 75, Selsey)

'Homeless people, alcohol on the green.' (Female, 45-54, Chichester)

To what extent do you think the wardens have identified the problems that really concern residents in your neighbourhood? (% of total responses excluding those who did not answer)

Area/Answer	All	Most	Some	None	Don't Know
Overall	51 12.1%	135 32.0%	84 19.9%	17 4.0%	135 32.0%
BREW	10 12.0%	36 43.4%	18 21.7%	0 0.0%	19 22.9%
Chichester	12 21.1%	15 26.3%	14 24.6%	3 5.3%	13 22.8%
Midhurst	3 3.9%	15 19.5%	12 15.6%	3 3.9%	44 57.1%
Selsey	7 7.4%	20 21.3%	18 19.1%	8 8.5%	41 43.6%
Tangmere/Oving	19 17.1%	49 44.1%	22 19.8%	3 2.7%	18 16.2%

32% of respondents felt that the wardens had identified most of the problems that really concern residents but an equally high percentage answered that they didn't know. Many people who said that they didn't know in response to this question, had also answered 'never' when asked how often they see their wardens. Overall, 64% of respondents felt that the wardens had identified **at least some** of residents' concerns.

In Chichester 71.9% of respondents felt that the wardens had identified at least some of residents' concerns and in BREW, 77.1% thought this. In Tangmere and Oving this figure was higher at 81.1%. In all of these patches, the most popular individual response was that wardens had identified most of residents' concerns. In Selsey, 43.6% of respondents answered that they didn't know and in Midhurst 57.1% of respondents didn't know. In both

patches, less than half of respondents felt that wardens had identified at least some of their concerns. It should be noted that respondents in these 2 patches were the least likely to have seen or contacted their warden in the last year.

Over the past year, how effective has your Community Warden been at tackling the problems that really concern residents? (% of total responses)

Area/Answer	Very Effective	Effective	Neither	Ineffective	Very Ineffective	Don't Know
Overall	74 17.7%	141 33.8%	20 4.8%	15 3.6%	4 1.0%	163 39.1%
BREW	22 26.5%	31 37.3%	4 4.8%	1 1.2%	0 0.0%	25 30.1%
Chichester	20 34.5%	16 27.6%	4 6.9%	1 1.7%	0 0.0%	17 29.3%
Midhurst	4 5.1%	16 20.3%	3 3.8%	3 3.8%	2 2.5%	51 64.6%
Selsey	5 5.4%	26 28.3%	6 6.5%	9 9.8%	1 1.1%	45 48.9%
Tangmere/Oving	24 22.6%	52 49.1%	3 2.8%	1 0.9%	1 0.9%	25 23.6%

Most (39.1%) respondents answered that they didn't know how effective their warden had been at tackling problems that concern residents. Again, many of these people also answered that they had not seen or contacted their warden in the last year. Overall, almost half of respondents felt that their warden had been 'effective' or 'very effective'.

Midhurst, Selsey and BREW continued this trend. Although in BREW over a quarter of respondents had found their warden 'very effective', they were still outnumbered by those who didn't know. In Tangmere and Oving most (49.1%) respondents found their wardens 'effective' and in Chichester the majority (34.5%) had found their wardens 'very effective'. These patches had the lowest percentages of respondents who answered 'don't know'.

Over the past year, how effective of ineffective has your Community Warden been at tackling anti-social behaviour? (% of total responses)

Area/Answer	Very Effective	Effective	Neither	Ineffective	Very Ineffective	Don't Know
Overall	77 18.5%	141 34.0%	22 5.3%	14 3.4%	5 1.2%	156 37.6%
BREW	23 28.4%	31 38.3%	2 2.5%	2 2.5%	0 0.0%	23 28.4%
Chichester	19 32.8%	18 31.0%	5 8.6%	1 1.7%	0 0.0%	15 25.9%
Midhurst	5 6.3%	16 20.3%	4 5.1%	3 3.8%	1 1.3%	50 63.3%
Selsey	6 6.7%	24 26.7%	7 7.8%	6 6.7%	3 3.3%	44 48.9%

Tangmere/Oving	24 22.2%	53 49.1%	4 3.7%	2 1.9%	0 0.0%	25 23.1%
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Although respondents were slightly more definite about this question, ‘don’t know’ was still the most popular individual response. 37.6% of respondents answered ‘don’t know’ with slightly fewer (34%) saying that they had found their wardens effective at dealing with ASB. Overall, just over half of respondents said that their warden had been ‘very effective’ or ‘effective’ at dealing with ASB.

As in the previous question, Midhurst and Selsey continued the overall trend. The most popular individual response in BREW and Tangmere and Oving was ‘effective’ and in Chichester it was ‘very effective’.

Do you think that Community Wardens have benefited your community? (% of total responses)

Area/Answer	Yes	No
Overall	340 (89.0%)	42 (11.0%)
BREW	70 (89.7%)	8 (10.3%)
Chichester	54 (96.4%)	2 (3.6%)
Midhurst	41 (74.5%)	14 (25.5%)
Selsey	71 (84.5%)	13 (15.5%)
Tangmere/Oving	104 (94.5%)	6 (5.5%)

The overwhelming majority answered yes to this question. 89% said that wardens had benefited their community. This was higher (91.3%) among those who said they saw their wardens at least once a month and higher still (93.5%) among those who had contacted their warden at least once in the last year.

Many respondents added comments in support of the wardens like:

‘Would hate to loose them’ (Female, 35–44, Chichester)

‘Without question’ (65-74, Selsey)

‘Most certainly’ (Male, 65-74, BREW)

This trend continued across all the patches. In Chichester and Tangmere and Oving over 90% of respondents felt that their community had benefited from the presence of the wardens. Lowest was Midhurst where 74.5% of respondents answered ‘yes’. Midhurst also had the highest number of people not answering this question (27).

Females were more likely to feel that wardens had benefited their community. 81.2% of female respondents answered ‘yes’ compared to only 75% of males. Least positive among the age groups were the over 75s where 63.2% felt their communities had benefited from the presence of wardens.

Do you think that Community Wardens should continue to work in your area? (% of total responses)

Area/Answer	Yes	No
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Overall	385 (96.5%)	14 (3.5%)
BREW	80 (98.8%)	1 (1.2%)
Chichester	56 (100%)	0 (0.0%)
Midhurst	62 (96.9%)	2 (3.1%)
Selsey	82 (92.1%)	7 (7.9%)
Tangmere/Oving	105 (95.5%)	5 (4.5%)

The majority here was even more pronounced than the previous question; 96.5% of respondents felt that wardens should continue working in their area. The positive response was slightly higher (96.7%) among respondents who had contacted their warden at least once in the last year. 95.3% of those who see their wardens at least once a month also felt the service should continue.

This included 43 people who had either not seen or not contacted their warden in the last year. There were some additional comments to explain this feeling. Quotes included:

'We think the Community Wardens are an asset to the area even though they don't have much effect on us personally.' (Tangmere and Oving)

'If it makes some people feel safer the wardens should stay' (Male, over 75, BREW)

Lots of people felt very strongly that the wardens should stay. Quotes in support of their work included:

'Yes, most definitely. The estate would be lost without them both' (Female, 45-54, Chichester)

'We think our warden does an excellent job. This has become a much happier place for us to live thanks to him. Its good to know, should we have trouble again in the future, we have him to turn to.' (65-74, BREW)

'God yes. If they were not around things would go backwards. Trouble would start again, it would be a nightmare.' (Female, 35-44, Chichester)

'Definitely. Police don't have time or want to know about petty crime etc.' (Male, 25-34, Chichester)

'If the wardens are not here next year the problems in Tangmere will come back.' (Female, 65-74, Tangmere and Oving)

'Yes, most important. Now they have good contacts and are well known in this village.' (55-64, Tangmere and Oving)

'Community Wardens have made a lot of difference to the area. The type of nuisance which residents did not consider sufficiently heinous to phone the police about can now be dealt with in a more low-key and effective way.' (35-44, Chichester)

'Imperative that they should' (Male, 65-74, BREW)

In Chichester 100% of respondents felt that wardens should continue their work. In all patches over 92% of respondents answered 'yes'.

There was no significant difference between male and female responses to this question and all age groups returned over an 85% positive result.

Community Wardens Residents Survey – Sample Comments.

- We had trouble with groups of youths over the 14 years we have lived here. Since our warden was called at Easter this year all has been OK.
- People cycling/skateboarding on pavements – now sorted by our warden.
- We think our warden does an excellent job. This has become a much happier place for us to live, thanks to him. Its good to know, should we have trouble again in the future, we have him to turn to.
- Our wardens are brilliant. They help with everything, always willing to listen. Reassuring to see them around, they even pick up rubbish in the park.
- The library (where I work) fire exit was blocked by a vehicle. He had it removed within 15 mins of reporting it.
- He encourages the youngsters to help look after their park. Having the wardens around helps keep things on the straight and narrow.
- Warden has a good rapport with all groups especially the youth element. A great asset.
- Son has been involved with football days and would not like to lose our wardens as they have made huge difference.
- The warden helped sort out problems with drunk/rowdy behaviour.
- I know that they do a very good job. I don't think I would feel as safe without the 2 wardens being around for everyone.
- The community wardens should definitely continue to work in my area. The estate would be lost without them both.
- Son and daughter, especially son been involved many outings with Jon and others. Also spent day out with them on a safe drive. He has been involved and taught a lot from our community wardens.
- Problems with groups running estate causing nuisance. Wardens solved this straight away. Rang with concerns, he sorted and helped straight away.
- If they were not around things would go backwards. Trouble would start again, it would be a nightmare.
- The wardens have tackled teenage nuisance etc. Set up some schemes to keep teenagers off the street. Litter has been tackled, in fact most things that are brought to their attention they sort out or look into. We need to keep them or things will go back to bad.
- I would hate to see all the good (*the wardens*) have done go to waste. We could not go back to living with the hassle and trouble again.
- My kids, especially son has been involved with football days out, paint balling, safe drive day and many more. I'd like to thank Jon especially for taking my son and friends aside and giving them time which we all see a huge difference in behaviour. Huge, huge thanks to you.

- Concerns about parties and meetings boys were going to. Rang about my worries. He made calls and rang back to put my mind at ease. All went well, raves stopped. ☺
- Always get a positive response and they deal with promptly.
- Wardens should definitely stay. Police don't have time or want to know about petty crime etc. Wardens have identified most of the problems that really concern residents in this neighbourhood. They're better than the police at times.
- They looked into every situation to see how they could help, took down lots of information, details. The kids, which was my main problem, they talked to them then kept an eye on the situation and followed up to check things were better.
- They listen and try and help best they can or they will address the problem to appropriate people. Great help to the youths, do a lot to keep them from getting in trouble. Community Wardens do far more than the so called PCSOs. Community Wardens listen and help both adults and especially the youths who they talk to and help – not ignore them.
- Community Wardens have made a lot of difference to the area. The type of nuisance which residents did not consider sufficiently heinous to phone the police about can now be dealt with in a more low-key and effective way.
- Better than the police.
- Very approachable and willing to tackle anti-social behaviour.
- Very good at dealing with young people.
- They do a fantastic job!
- They do a wonderful job & help us older people feel safer. They get to know the problem families and work with them.
- Rapid reaction to rubbish tipping. Good reaction to youths hanging around.
- ASB being dealt with – wardens have a good knowledge of the youth in the area. Litter – have seen the wardens at the tip.
- They are brilliant!
- The wardens are always friendly and helpful and very much part of the community.
- Will always deal with any problems if you phone or text them.
- If the wardens are not here next year the problems will come back.
- Work in schools about Internet safety – very good work + useful.
- I have noticed that the rowdy behaviour late at night in the main street has become much less.
- We have noticed a huge improvement in anti-social behaviour.
- We really value the work they have put in over the past few years and know that, if given the opportunity they could continue to make progress in all the problem areas identified. They're great!!

Chichester & District Community Warden Service: 2009/10 Review & Evaluation.

Partners' questionnaire - July 2009: Summary of responses:

- A copy of the questionnaire is shown in Appendix B of the full report.
- This process sort to derive both qualitative and quantitative data on the service, from the viewpoint of groups and organisations working in partnership with the Community Wardens Service.
- 16 responses were received from 58 papers issued. A response rate of 28%.
- By Area, responses were received from:
 - 5 - Selsey
 - 4 - Chichester
 - 3 - Tangmere & Oving
 - 2 - Midhurst
 - 2 – Districtwide, or more than one area.
 - 0 - Bracklesham & East Wittering
- By Organisation type, responses were received from:
 - 7 – RSLs
 - 4 - Town, City, Parish Councils.
 - 2 - Police
 - 3 - Community Groups
 - 1 – Partnerships.

(some were completed by respondees operating in multiple capacities.)

In summary, partners responded that:

- 60% of groups were in contact with their wardens at least weekly; a further 33% cited upto monthly contact.
- 53% of contact was originated 50/50; 33% was primarily originated by partners.
- 80% of respondees found it 'easy' or 'very easy' to contact the wardens.
- 100% said that their response was courteous and/or professional.
- 80% of cases wardens were able to assist; the remainder commented that they were 'on the whole' or 'in most cases'.
- 63% felt the wardens understood the needs, concerns and priorities of the communities 'well' or 'very well'; a further 19% said the 'pretty or fairly well' understood. None of the respondees felt that the wardens failed to understand these needs.

[This outcome compares favourably with a recent national poll by the Guardian Newspaper which showed that 55% of people in the South East feel that 'local councils reflect local needs':

www.guardian.co.uk/politics/2009/jun/03/guardian-observer-political-reform-survey: 3/06/2009.]

- 93% said that the wardens objectives remain relevant to their organisation, 7% felt this had waned.
- Of those who commented, 86% felt the community was safer than a year ago and 77% felt there was less ASB, although some caveated this with partnership working also committing to these goals.
- All respondees (100%) were aware of wardens work with Community Development & Engagement, with the Junior Wardens being the biggest example cited positively (38%).
- All relevant partners confirmed contact with regards to ASB, 69% said this was requested by the warden, 85% said that wardens supplied such information.
- 93% had had contact with, or were aware of wardens work on environmental issues.
- Partners felt that there was less graffiti (92%); litter (73%); dumping (55%); abandoned cars (82%); and dog fouling (46%).
- 56% of all respondees confirmed that were aware of the wardens role in cleaning untidy or derelict areas of land. All who were aware, felt that they had been effective.
- 87% felt that the community had benefited form the wardens, and 93% felt that wardens should continue to work in their areas.

Community Wardens Service Evaluation:

Reported Crime / ASB Statistics:

The data contained in this report is “Operational Data”, rather than Performance data, provided by Sussex Police, which has been depersonalized and sanitized. Therefore, there may be variance between operational and performance data.

Comparison data made using reports from the ‘CADDIE’ database for the periods stipulated:

‘All Crime’: 2007/8 – 2008/9:

Area (Ward)	2007/8	2008/9	Difference	% Change
Chichester East	677	613	-64	-9%
Selsey	568	568	0	0%
Tangmere	122	107	-15	-12%
East Wittering	296	226	-70	-24%
Midhurst	375	305	-70	-19%
Overall	2,038	1,819	-219	-11%
Comparison Ward [Non-Warden].	159	169	+10	+6%

Criminal Damage (2004/5* – 2008/9):

Original and Initial Expansion patrols:

Methodology –

- Comparison data made using reports specifically of ‘Criminal Damage’ from the CADDIE database for the periods stipulated:
- The Community Wardens pilot commenced in Chichester East & Whyke, Selsey, Tangmere & Oving in early 2005. These areas are therefore compared against the baseline data for the year preceding this time to provide a comparison on which to base the impact of the service.
- Bracklesham and East Wittering patrol commenced June 2007 (so baseline of 2005/6 statistical figures used for local comparison).

Area (Patrol)	2004/5*	2008/9	Difference since 2004/5*	% Change
Chichester East & Whyke Est.	238	193	-36	-19%
Selsey	262	187	-74	-29%
Tangmere & Oving	41	39	-2	-5%
East Wittering (*2005/6 base fig.)	155*	75	-80	-52%
Overall	696	494	-202	-29%

Midhurst :

Midhurst patrol commenced November 2008 (Data for the first six-month period December 2008 – May 2009 only, used against compared baseline date for period December 2007 – May 2008) .

- 2007/8 – **45** reported incidents
- 2008/9 – **75** reported Incidents.

This increase in recorded incidents is likely in part to be a result of encouragement by the warden for the community to report incidents which previously may not have reported, so gaining truer picture. Similar results have been demonstrated in many warden patrols in the initial months of the patrol. It is likely that insufficient time has past since the commencement of patrolling for the next phase of results to be demonstrable.

However, a 19% reduction in overall crime reported in the area does demonstrate that the presence of a Community Warden in the area for this short period has had a positive deterrent impact on overall levels of crime and anti-social behaviour.

Source: CADDIE – June 09

Conclusion:

The overall long-term results achieved are not solely down to the Wardens alone, but the link between Wardens working in partnership with the wider police 'family' in each area.

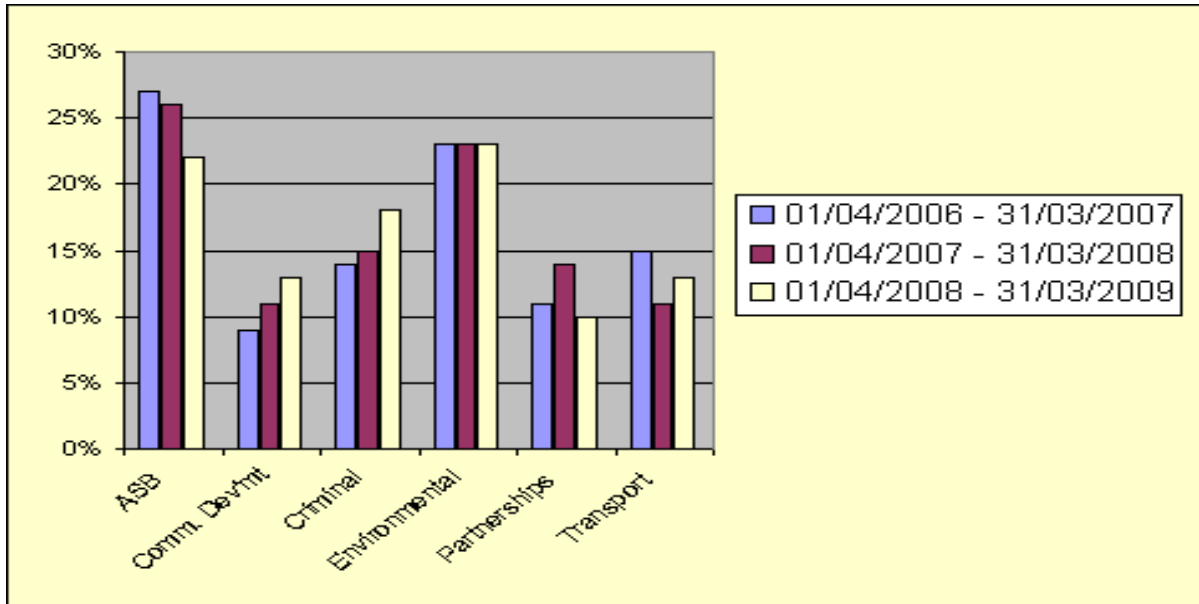
The statistics recorded do reflect previous findings and improvements demonstrated – locally and nationally - for areas with a combined warden and police patrol presence working in effective partnership, compared with those with a solely police patrol presence in place.

In order to provide a contextual basis for these results, a neighbouring 'control comparison' ward with similar demographic and policing levels, and comparable issues to those experienced in these areas, but without a warden patrol, demonstrated an increase in 'All Crime' reporting of 6%.

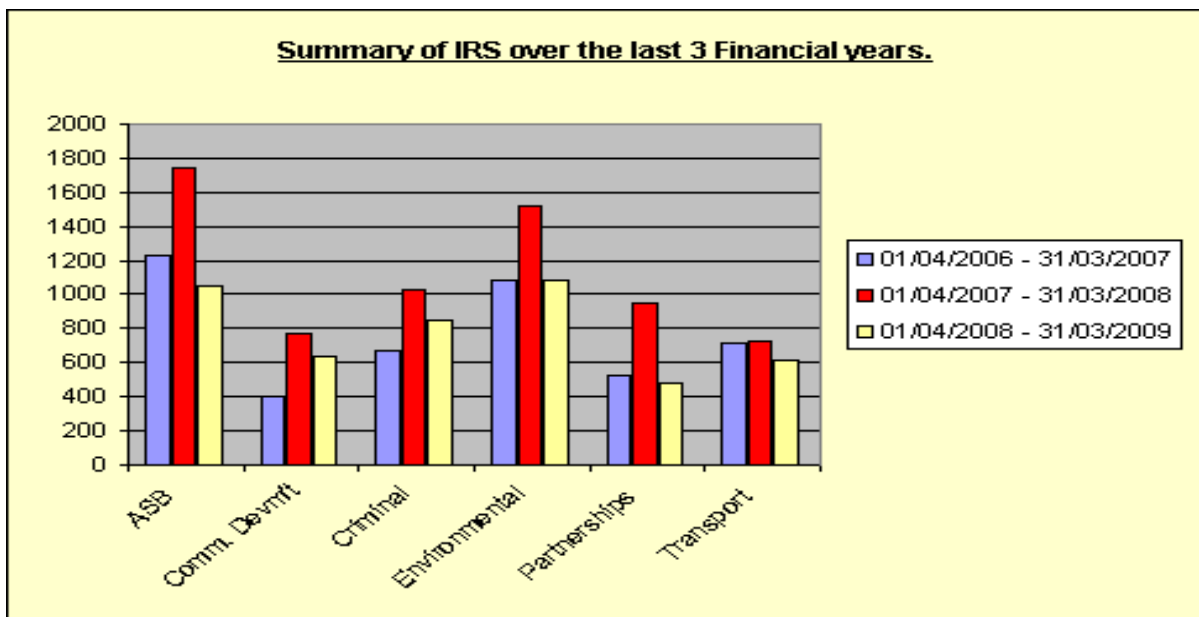
These can in part be attributed to an increased hi-visibility presence and greater levels of intelligence gathering and sharing amongst partners.

Warden community warden database comparison analysis:

	01/04/2006 - 31/03/2007	01/04/2007 - 31/03/2008	01/04/2008 - 31/03/2009
ASB	27%	26%	22%
Comm. Dev'mt	9%	11%	13%
Criminal	14%	15%	18%
Environmental	23%	23%	23%
Partnerships	11%	14%	10%
Transport	15%	11%	13%



	01/04/2006 - 31/03/2007	01/04/2007 - 31/03/2008	01/04/2008 - 31/03/2009
ASB	1234	1741	1051
Comm. Devm't	404	769	632
Criminal	671	1023	846
Environmental	1087	1525	1079
Partnerships	523	947	481
Transport	718	726	618



Community Wardens Awards and Recognition:

To date the Chichester & District Community Wardens has received a number of awards and recognition for its best practices.

These include 4 National / Regional awards, and 3 National / Regional published citations of 'best practice', including its Junior Warden Programmes being named in the National 'Top 100 Community Projects of the last 10 years', in 2008:-

- Home Office national 'Respect Award to Taking a Stand' – Winner 2007.
- SEWRC South East Warden 'Team of the Year' – Winner 2007.
- NTRC South East Warden 'Outstanding Achievement Award' – Highly Commended: 2009.
- NTRC South East Warden 'Working with Vulnerable People Award' – Highly Commended: 2009.

[Chichester & District Community Wardens Service was one of only two of the estimated 50 wardens schemes in the South East to be recognised in 2 categories by the Neighbourhood Training & Resource Centre in 2009].

- New Start Magazine – Chichester & District Junior Wardens are cited as 'Best Practice' - 2006.
- Government Office of the South East (GOSE) – Chichester & District Junior Wardens are cited as 'Best Practice' – 2006.
- New Start Magazines publication 'Reasons to be Cheerful' cites Chichester & Districts Junior Wardens Project in the National Top 100 Community Projects of the last 10 years - 2008.
- Chichester District Voluntary Sector Awards – A Tangmere Junior Warden awarded Third place in the 'Young volunteer of the year' category - 2008.

External peer / community citations:

Tim Mason, Manager, Neighbourhood Training and Resource Centre (South East):

'It is apt that we offer our whole hearted support for this [scheme], recently nominated Warden Team of the Year for the South East.

I know the Chichester [Warden] scheme to be one of the strongest in the South East for the following reasons:

Making use of the varies skills of the team: The team works across a district covering both rural and city centre patrol areas. Both areas have significantly different demands upon the team in terms of skills and experience. The whole team, although generally assigned to specific areas, are able to adapt to different areas of work with demands upon them at either ends of the working spectrum.

Worked Example – With significant problems concerning drug abuse in the city centre, and more generic Anti-Social Behaviour (ASB) rurally, wardens have developed a real sense of community responsibility rurally to reduce ASB yet worked hard to provide valuable community intelligence in the city centre for the police and other agencies. As a result ASB and environmental crime has decreased significantly and drug problems in the city have reduced. The [former] Sussex Police District Commander is a strong supporter of the scheme and forms part of the steering group, as so representatives of the various RSLs.

Working with young and Old: The team have made a big impact on both older and young people. Rural areas in Chichester District accommodate a high proportion of older and vulnerable people, plus many diverse communities, in particular migrant workers, gypsies and travellers, and asylum seekers, each of whom have been positively engaged by the wardens to promote social cohesion and harmonious relations locally. The presence of wardens in these key areas has helped reduce doorstep crime and subsequently the fear of crime within rural districts. Interaction with young people has also helped build bridges within communities which have both private and landlord owned properties.

Worked Example – The team have developed a strong Junior Wardens team, acknowledged by the Home Office with a recent 'Respect Award for Taking a Stand', and by New Start Magazine in various articles including a citation in their top 100 'Reasons to be Cheerful' publication. Developed from a few children in one area, the groups contributes to community life, helping build bridges between young and old, encouraging participation by young people to make a difference to their community, and improving the quality of life for all residents. The group are parrot f the Junior Warden Network in the South East, contributing to regional events, and also the strategic development of encouraging participation by the young in the South East.

Partnership Working: Often the local public sector architecture is complex, which takes much understanding and hard work. This is certainly true in

Chichester District with housing owned by a variety of RSLs from across the region/county, a strong County Council influence, a strong Parish Council voice, some of the largest food producers in the country, residents either very rich or very poor. As such the Chichester Wardens team have had not only to develop relationships with their residents who have massively different needs of their wardens, but with a variety of partners who also have different needs. This is no different to many warden schemes in this country, however the way the team have responded to the variance in need has been impressive.

Worked Example - Each warden team produces a high quality newsletter for their residents, inviting a wide variety of partners to contribute and helping foster a sense of community and togetherness from everyone. The newsletter has features on reducing prolific seasonal crimes (shed burglaries, car crime) and also features work done by Junior Wardens and contributions from other residents and partners which re-enforces the partnership approach to improving quality of life for everyone.

I have no hesitation in supporting the work of the Chichester Wardens for they are a deserving team.

Chairman, Youth Community Group, Selsey:

'I would like to take this opportunity to say what a positive impact the wardens have had on the local community. The numbers of youth hanging around on street corners has reduced, and the amount of vandalism as well. I think most of it is done to the fact of the high visible presence [the wardens] have, and that they are never too busy to talk to you and will do their best to sort any problems you may have. I do hope that you and your team keep doing all the good work you are doing.'

Resident of Whyke Estate, Chichester:

'As a resident, I would like to say what a difference the estate has become since the appearance of Community Wardens. The young children seem to respect them and that can only be to the good...Keep up the good work in Chichester and the surrounding villages.'

Estate Officer, Chichester:

I have had the pleasure of working with your Community Warden on many different projects in the time she has been here, including the Junior warden scheme which is fantastic. I believe [the wardens] make such a marked difference around my development, working alongside the kids and teenagers, who readily accept that she looks out for them and tries to make a difference in their community as a whole. She has helped me on many occasions with different problems of anti-social behaviour in helping me access and address the right people concerned with these problems including your goodselves. I think the wardens really do make a difference but for me and my company. [the warden] goes that wee bit extra, which makes such a difference. Would you be kind enough to thank her on my behalf and that of my companies as I really do appreciate all that she does as it makes my role much easier, as a Estate Services Officer, in helping address anti-social behaviour within the local communities, in a very positive way.

Sample Case Study – Chichester Youth Crime Diversion Project:

Chichester's Community Wardens have identified a target group of young people who are on the cusp of offending/who have offended and would benefit from being involved in a structured programme of activities that they have indicated are a priority interest. These young people had previously been involved in acts of anti-social behaviour within their community.

A recent report from the Audit Commission 'Tired of Hanging Around' (January 2009) clearly identifies the benefits of using "displacement" activities to prevent antisocial behaviour by young people.

Having taken time to engage and build relationships with these young people, wardens have been able to fully identify some of the primary issues which have caused their actions, and have agreed a plan of action with them to provide alternatives and to allow them to demonstrate their real characters to the wider community. A 'code of conduct' was devised and signed by the participants and their parents, and a 'card' system introduced for poor behaviour.

As a result, a ten week programme consisting of different sports activities has been formulated that will act as the positive engagement mechanism through which certain skill sets can be developed and also act as a medium for informal message delivery about important issues (e.g. from the Police, Fire and Rescue Service etc).

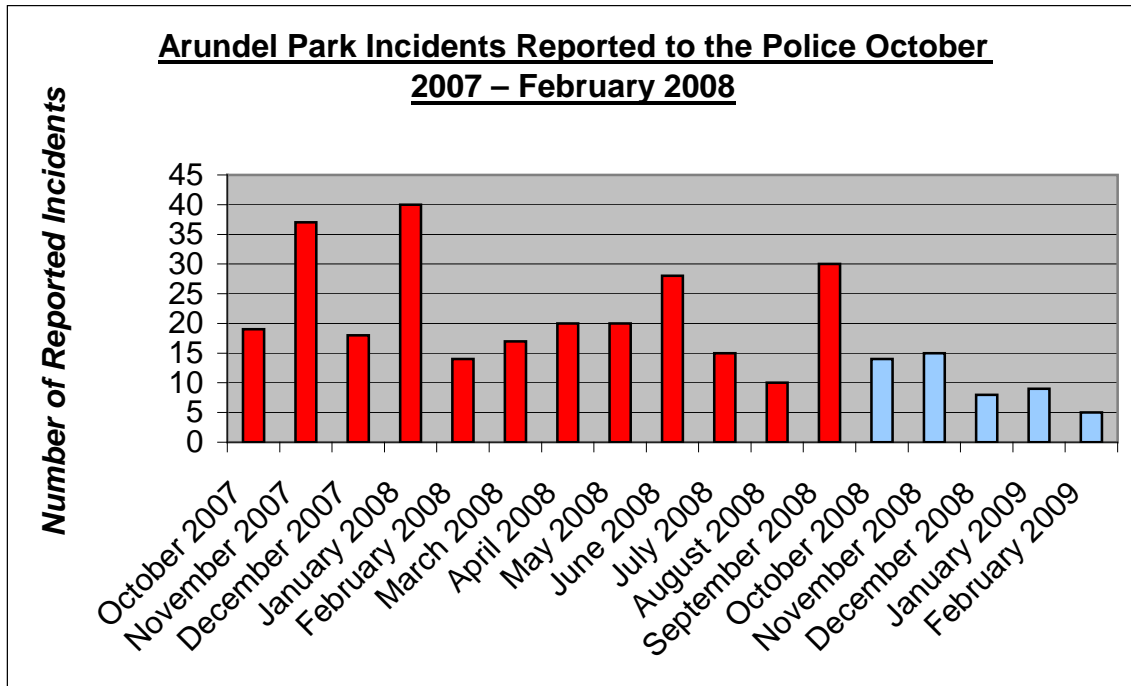
The project will also look to develop progression routes into local sports clubs to ensure sustained activity. Behavioural contracts prepared in conjunction with the police will be signed prior to the course with expected levels of behaviour set. Behaviour will be monitored by local Wardens and partners prior to, during, and after the ten weeks in order to assess the impact of the programme.

The content of the programme, created after consultation with the identified participants, was requested to be more diverse and encompassing for all genders, rather than more usual football and dance sessions, and includes: Indoor Football, Judo, Dodgeball, Indoor Cricket, Climbing, Canoeing, Karting, Paintball and Waterwalkers amongst others.

Volunteers from within the community have been attracted to run some of the sessions, and specialist coaches will further develop these and ensure safety. This project also builds upon an initial engagement project with local young people, which saw forty young people taking part in assault-course style activities on Thorney Island as part of a Personal Development Activity Day.

The initiative aimed to provide them with the opportunity to boost their self-esteem and to develop their team-working skills. From this the young people have had the confidence and trust in the service to work in partnership to develop this wider initiative for other local young people.

As demonstrated in the chart below, there was been a marked decrease in reported incidents in the area following the initiation of the programme. This obviously frees up resources to tackle ASB in other areas.



To aid the building of community capacity and reducing the perception of crime, young people on the programme have offered to do voluntary community work in order to help improve local perception of them and their behaviour. Each member of the group is also spending a day a fortnight with the Chichester East Community Wardens in order to help with duties such as helping to dispose of fly tipping, and helping with the CRESS recycling programme at local retirement homes. This opens their eyes to community issues and again helps reduce the community fear of crime and offers a more positive perception of young people.

In conclusion, the activities provided in this programme helped to stop the young people involved from drifting into anti-social behaviour. Time was spent in a productive fashion, and not simply hanging around on street corners.

This engagement with the group, their parents, and the community was essential to the success of the scheme, as was the approachable attitude of the project staff who took a genuine interest in them and offered advice and support where necessary.

Through the variety of activities, the group were not just being provided with positive activities, but also were able to develop ownership of the project, and increase their ability to work in teams and achieve goals as well as building confidence and self esteem.