

## **APPENDIX 1: STREET WARDEN ANNUAL PERFORMANCE AND SERVICE REVIEW**

### **1 Introduction**

- 1.1 This report provides an annual summary of the Street Warden service and associated activities to date since April 2017.

### **2 Overview of Main Duties**

- 2.1 The team consists of five Street Wardens, whose main duties include:
- a) Providing a reassuring presence, discouraging, antisocial behaviour, envirocrime and promoting community safety;
  - b) Undertaking daily patrols on streets, open spaces and estates to provide a visible presence;
  - c) Assisting with the investigation of environmental offences, such as fly tipping;
  - d) Deterring anti-social behaviour in public places, liaising with and complementing the work of the council's Anti-Social Behaviour team and the police;
  - e) Improving the street environment by reporting problems, for example fly tipping, graffiti and abandoned vehicles;
  - f) Managing the Council's stray dog service;
  - g) Providing support to Environmental Health nuisance investigations and out of hours noise service (Operation Reprise).
  - h) Proving support to the Garages team; and
  - i) Attending public meetings, as required.

### **3 Training and Accreditation**

- 3.1 The Street Wardens are accredited by the Hertfordshire Constabulary, giving them some additional powers whilst on duty, for example to request a name and address and remove alcohol and cigarettes from children.

### **4 Community Liaison and Partnership Working**

- 4.1 The Street Wardens work in partnership with a number of different groups, including:
- a) The police;
  - b) Other council teams;
  - c) Residents associations;
  - d) Local businesses;

e) Fire and Rescue Service.

## 5 Performance Overview

5.1 The table below provides a summary of the Street Warden's performance in against the overall team objectives.

Objective	Outcome
Provide a reassuring presence, promote community safety and tackle anti-social behaviour	<ul style="list-style-type: none"> <li>• Uniformed patrols throughout the Borough.</li> <li>• Attended anti-social behavior group, Multi-Agency Group to Prevent Youth Exclusion (MAGPYE), Joint Agency Group (JAG), PSPO review meetings. Called upon to support the Housing teams at Resident Meetings, Peoples' Café etc.</li> <li>• Received and dealt with calls for advice and provided information to Police for crime related matters.</li> </ul>
Daily patrols on the streets, open spaces and estates to provide a visible presence	<ul style="list-style-type: none"> <li>• Undertaken patrols in liveried vehicle, bike and on foot across the Borough.</li> <li>• Identified priority areas which are patrolled on a daily basis.</li> <li>• Received requests to visit specific areas to provide reassuring presence e.g. residential schemes.</li> <li>• Undertaken joint patrols with civil enforcement officers at local schools during drop off and pick up.</li> </ul>
Assist with the investigation of environmental offences	<ul style="list-style-type: none"> <li>• Identified and gathered details for some cases of fly tipping in the Borough and have provided information to the Environment Services Team.</li> <li>• Supported Community and Environment Officers with interviews with suspected fly-tippers.</li> <li>• Assisted Environmental Health and provided evidence in black smoke bonfires and accumulations and Taxi Licensing investigations.</li> <li>• Provided evidence in cases of noise nuisance to Environmental Health and Housing.</li> </ul>

<p>Deter anti-social behaviour in public places</p>	<ul style="list-style-type: none"> <li>• Extensive patrols undertaken in liveried vehicles.</li> <li>• Hatfield town centre patrols to deter street drinker, rough sleeping and begging in PSPO area.</li> <li>• Supported Environmental Health with Operation Reprise – noise patrols 2200 – 0300, Friday and Saturday.</li> <li>• Assisted Hertfordshire Fire Service with accumulation complaints.</li> <li>• Attended council meetings. In particular, the Street Warden team has attended all public meetings associated with the Local Plan consultation.</li> </ul>
<p>Improve the street environment</p>	<ul style="list-style-type: none"> <li>• Wardens responded to 67 callouts to collect dumped needles and have sought out needles from known hot spots.</li> <li>• Responded to verge parking enquiries.</li> <li>• Wardens recorded and reported abandoned vehicles, reported damage to street furniture and liaised with Hertfordshire County Council in relation to tree damage and reported fly tips blocking roads.</li> <li>• Assisted Housing team with specific neighborhood complaints and issues.</li> </ul>
<p>Dealing with contained stray dogs</p>	<ul style="list-style-type: none"> <li>• Wardens have directly dealt with 93 stray dogs, of which: <ul style="list-style-type: none"> <li>▪ 63 were returned to keeper;</li> <li>▪ 27 were re-homed;</li> <li>▪ 2 were put to sleep due to illness/unsuitability to re-home.</li> <li>▪ Approximately half of these dogs were incorrectly microchipped/had no collar and tag.</li> </ul> </li> </ul>
<p>Play an active role in the Council's Unauthorised Encampment process</p>	<ul style="list-style-type: none"> <li>• Wardens have continued to support EH / Planning / Corporate Property with visits to and monitoring traveller movements. In particular Street Wardens identified large commercial fly tipping on private land at Brocket Hall. Evidence provided to Environment Agency who were investigating similar cases throughout the UK.</li> </ul>

## 6 Public Space Protection Order

6.1 The new Public Space Protection Order (PSPO) came into effect in August 2018 and the Street Wardens are part of the enforcement team.

- 6.2 The Street Warden team have assisted in the implementation and visits to businesses to advise them of the PSPO. They have issued advice and leaflets to potential offenders and have issued 18 warnings in preparation for issue of FPN's during the initial implementation period of the PSPO.

## **7 Video Badges**

- 7.1 At the March 2014 EOSC meeting, approval was given to purchase video badges for the Street Wardens and these have been in use since summer 2014. The video badges provide protection to both the Street Wardens and members of the public as it provides an accurate recording of events. Where incidents do occur, the video badges will provide an audio and visual record, improving the quality of evidence collated.
- 7.2 Audio and video footage obtained by the Street Wardens on their patrols is used to help gather evidence which can be used in court to provide a detailed record of an incident.
- 7.3 Operating in accordance with legislative requirements, the cameras are used in an overt fashion and the covert use of the device is not permitted. Video badges are not be used for surveillance purposes and are only used for recording specific incidents. They are not used to record private conversations between members of the public. Stored data is reviewed every 30 days and if the data is no longer required it is permanently deleted.
- 7.4 The current video badges are now coming to their end of life and the wardens are looking to replace these. A full privacy impact assessment will be undertaken prior to any new video badges being introduced.

## **8 Stray Dog Service**

### **Micro-Chipping of Dogs**

- 8.1 Since 6th April 2016, all dogs are required to be microchipped. This change in legislation allows the Street Warden team to take enforcement action against the keeper (i.e. owner) of a contained stray dog that is not microchipped.
- 8.2 In line with the Microchipping of Dogs Regulations 2015, the keeper of any non-microchipped dogs or incorrectly microchipped dogs will be served with a notice to microchip or correctly register the dog with an approved database operator. The Street Warden team will be responsible for issuing the relevant notices for any contained stray dogs that have not been microchipped and are returned to their keeper. Failure to comply may result in further enforcement action being taken, including a £500 fine and an appearance in court, as appropriate.
- 8.3 In September 2018, the Street Warden team successfully prosecuted an individual for failing to microchip their dog.