

Neighbourhood Warden Annual Report 2021

Southwater Parish

Background:

Since 2000, approximately 500 Neighbourhood Warden Schemes have been set up in England and Wales. Horsham District Council's first started in Ashington in 2001 and today, HDC's Community Safety Partnership is operating 7 schemes with 14 Wardens across the Horsham district with Southwater's Warden Scheme commencing two years ago.

Role:

- ✓ To contribute to the delivery of the Community Safety Partnership Plan by working in partnership with Sussex Police, to provide a highly visible and reassuring uniform patrolling presence across Horsham district, deterring low-level criminality (including environmental and antisocial behaviour)
- ✓ To promote community cohesion, resilience and solidarity to encourage communities and neighbourhoods to identify and solve their own problems
- ✓ Working in partnership to tackle anti-social behaviour
- ✓ Be trusted friend for the community
- ✓ Improve access to local authority services
- ✓ Promote social inclusion by undertaking a range of community development functions

At the SPC Steering Group Meeting in April 2021, contributed to by Parish Clerk Dawn Spouge, Councillors Moore, Lewis and Scoon plus HDC Warden Supervisor Darren Worsfold, the Neighbourhood Warden Key Performance Indicators were agreed as follows:

- ❖ Reduce Anti-Social Behaviour through Youth Engagement and Projects
- ❖ Reduce the Fear of Crime by providing a Uniformed Presence
- ❖ Enforce the Public Spaces Protection Order (PSPO) (Underage Drinking/Smoking/Littering)
- ❖ Support Vulnerable Residents
- ❖ Reduce Environmental ASB/Crime (Abandoned cars/Fly-tipping)
- ❖ Support Schools, Community Groups and Local Businesses
- ❖ Reduce ASB Driving & Parking
- ❖ Improve Communication with Residents via Warden Surgeries and Social Media



Dominic Woodhead 07789 943193



Jacquie Cave 07789 943156

The data displayed in Table 1 below shows Warden activities from August 2019 to March 2020 inclusive and should be read in conjunction with the monthly reports for greater clarity around specific events, awareness promotions or national publicity campaigns.

Patrol hours TOTAL:	481.5	ASB incidents TOTAL:	65
Foot (high visibility)	222.75	Noise	4
Vehicle	258.75	Neighbours	3
Notices/warnings TOTAL:	71	Driving/vehicles	41
Fixed Penalty Notice	0	Bikes	8
Yellow card warning	0	Alcohol/drugs	7
Community Protection Warning/Notice	0	Public order	2
Parking alert	71	Clear up/disposal reports TOTAL:	684
Police reports TOTAL:	41	Fly tipping / flyposting	63
Phone (including 101 and 999)	0	Graffiti	10
Email	6	Dog fouling	199
Intelligence report	29	Litter	151
E-CINS (multi-agency reporting)	0	Drug litter	253
Verbal	6	Hazards	8
Admin	211	Community events attended	22
Visits to vulnerable people (all ages)	10	School contact/engagement	48
		Youth Engagement	24
Signposting	42	Reports to DVLA	1
Safeguarding referral	1	Reports to Operation Crackdown	3

The data displayed in Table 2 below shows Warden activities from April 2020 to March 2021 inclusive:

Patrol hours TOTAL:	920	ASB incidents TOTAL:	186
Foot (high visibility)	329	Noise	12
Vehicle	591	Neighbours	7
Notices/warnings TOTAL:	72	Driving/vehicles	52
Fixed Penalty Notice	0	Bikes/Skateboarder	92
Yellow card warning	0	Alcohol/drugs	8
Community Protection Warning/Notice	0	Public order	15
Parking alert	72	Clear up/disposal reports TOTAL:	1206
Police reports TOTAL:	110	Fly tipping / flyposting	59
Phone (including 101 and 999)	18	Graffiti	21
Email	51	Dog fouling	188
Intelligence report	3	Litter	479
E-CINS (multi-agency reporting)	8	Drug litter	357
Verbal	30	Hazards	102
Media reports TOTAL:	16	Community events attended	1
Press release / Community magazines	3	Reports to Operation Crackdown	8
Social Media	13	Safeguarding referral	0
Admin	515	School contact	4
Visits to vulnerable people (all ages)	61	Youth engagement	35
Signposting	44	Reports to DVLA	2

(*Media and Youth Engagement data applies from January 2021 onwards)

ASB/crime/criminal damage

- Although we are not an emergency service, we respond as promptly as is practicable. We have been asked by residents for support with many forms of anti-social behaviour and even crimes which is ultimately the responsibility of Sussex Police to investigate.
- We actively support and encourage residents to report all 'crimes' to Sussex Police either via the Emergency 999 where there is an immediate risk to life or a crime is taking place or the Non-Emergency 101 or via <https://www.sussex.police.uk/ro/report/ocr/af/how-to-report-a-crime/> for all other occasions.
- We routinely monitor crime reporting websites and social media for information regarding suspicious activity including people and vehicles, enabling us to understand and respond to emerging trends.
- We are working to reduce the fear of crime by providing a visible presence deterring opportunist crimes and making your homes and property a harder target.
- We undertake targeted, high visibility, foot and vehicle patrols during a rotating shift pattern to disrupt ASB and prevent opportunist crimes. Our patrols routes and times are flexible and often change in direct response to new information or changes in circumstances.
- We identify locations requiring regular patrols and continue to work with strategic partners to address environmental factors that may positively impact on future outcomes and regularly interact with people found in these areas.
- We have been directly involved in finding of missing persons, the dispersal of groups exhibiting anti-social behaviour, engaging with people acting suspiciously whilst passing real-time information and intelligence to the police in relation to criminal offences.
- We have been working with local businesses to tackle anti-social customers, encouraging engagement with ShopWatch and supporting the issuing of banning notices where appropriate. We conduct joint patrols with our local PCSOs, Police officers and other partner agency or enforcement representatives providing a joined up approach to meet business needs.
- This year has been dominated by Covid-19 restrictions and the direct impact that they have had on our community. We have experienced an increase in unlawful gatherings/activities, disruption to normal routines caused by school closures and home working, increased vulnerability through the lack of access to common services creating substantial mental health implications sometimes driving negative, out of character behaviours.
- There were a small number of very serious incidents in Southwater in the last 12 months including a sexual assault, a stabbing, two vehicle fires and assaults causing injury, none of which we were directly involved in as they were subject to comprehensive police investigations. The impact of these events affected our community and when approached by residents, we provided post-investigation support and/or signposting to additional services.
- We worked directly with the police in relation to an attempted abduction, missing persons' enquiries, criminal damage, weapons and property recovery, drug use and youth anti-social behaviour as well as Covid breaches.
- We continued to monitor, report on and dispose of drug litter whilst working in partnership with WSCC and Sussex Police and providing intelligence reports.

Parking/vehicles

- Although we witnessed a reduction in school related traffic due to Covid restrictions, there was an increase in home working and our attention shifted towards managing inconsiderate on street parking predominantly in residential areas. Where appropriate, advice leaflets or parking notices were issued to raise awareness of anti-social parking and we actively encourage residents to be more aware of the potential impact of their vehicle use, with particular attention to dropped kerbs, footpaths and junctions.

- On one occasion we had to shut an entire road and support a local bus driver to reverse his vehicle around 50 metres as his route progression had been stopped by a parked car obstructing the road.
- In response to residents' concerns, we enlisted the help of West Sussex Fire & Rescue Service who attended several priority roads at various times to investigate issues relating to emergency vehicle access and supported their awareness campaign.
- We continued to challenge ASB driving where appropriate and a number potentially abandoned vehicles with no MOT/Road Tax were reported directly to Operation Crackdown at <http://www.operationcrackdown.org/> or DVLA.

Fly tipping/littering/graffiti

- Fly tipping is an ever present threat to our parish due to it being situated on the A24 corridor and having secluded rural borders. We saw a notable increase in illegally dumped commercial waste during lockdown and restrictions on the Waste Recycling Centre at Hop Oast. We have located, reported and liaised with HDC Environmental Enforcement in relation to a number of fly-tipping incidents and have acted as professional witnesses by securing and preserving evidence, taking evidential photographs and writing our own supporting statements prior to arranging specialist removal by HDC where appropriate.
- Fly posting incidents decreased during lockdown as commercial advertisers were not able to predict when events could be held. Since the recent easing of restrictions, we have seen the beginnings of new advertising campaigns within the district. Although we understand the business need to reach potential customers, any signage contravening regulations will be removed through a process where we secure evidence, liaise with offenders and provide clear timelines for the removal of offending material in order for them to avoid legal action.
- Littering and dog fouling are offences and if caught, we are authorised to issue Fixed Penalty Notices but you could alternatively find yourself in court instead. We have recorded incidents of people disposing of their household waste in public litter bins and carrier bags full of dog waste being dumped by bins which negatively impacts other residents. There are numerous litter bins and dog waste specific bins which we make every effort to inspect as we patrol, reporting to HDC those that are full or damaged.
- We work closely with the Parish 'Litter Picker', in conjunction with Community Groups such as 'Adopt A Street' and the fabulous volunteers, including Litter Pickers of Southwater, who work tirelessly to keep litter to a minimum. To get involved please contact:

Litter Pickers of Southwater: <https://www.facebook.com/groups/593722380964929>

Adopt a Street:

<https://www.horsham.gov.uk/waste-recycling-and-bins/litter-and-street-cleaning/adopt-a-street>

You too can report issues easily through the HDC website <https://www.horsham.gov.uk/report>

- There has been a marked decline in graffiti but when it does occur, we first try to remove it ourselves but where specialist equipment or materials are required, we call for support from HDC to have the offending material removed professionally.

Community engagement/events/meetings

Southwater residents are fortunate to have excellent provision of community groups and organisations. Since arriving on parish on 22nd May 2019, we have endeavoured to link up with as many as possible so that we can work towards supporting residents of all ages across the village. Due to Covid restrictions in the past year, groups have not been able to meet and community events in the village have been limited. We look forward to getting out to meet more residents in community groups, and at events over the summer as Covid restrictions are eased.

Events Supported/Attended:

- We joined Helen and Brian Mole and Deb Bailey of Litter Pickers of Southwater for a quick afternoon clear up at The Ghyll and Pond Farm Ghyll South area. 7 black bin bags of litter were picked up in less than 2 hours!



Warden Drop-Ins

Due to Covid restrictions and lockdowns we have been unable to hold our regular monthly drop-ins but we remained fully contactable via email, telephone, social media and in-person meets when out on patrol. We restarted our drop-ins 12 June which was attended not only by residents but Jeremy Quin MP, Graham Watkins (Chair of SPC) and several councillors. We will continue to hold them at various locations and different times of day across the parish, so that as many residents as possible have the opportunity to chat with us in person to identify issues, raise concerns and suggest ideas for future work.

Leaflet Drops

We have carried out Warden information leaflet drops to housing developments in Southwater and Christs Hospital so that new residents are aware of the warden scheme. We have also supplied the leaflets to the marketing teams of Miller Homes, Berkeley Homes and Hyde New Homes for inclusion in new residents' information packs.

Community Speedwatch

We have referred local residents to the community Speedwatch scheme and the group now has sufficient trained volunteers who will soon be operational in Southwater. We will continue to support the group with referrals and drop-in visits when it is out in the parish.

Road Safety Week

No Need to Speed Awareness Campaign

- We supported national Road Safety Week by visiting locations around Southwater parish with a 'No Need to Speed' sign to remind people of the 30 mph speed limit through most of the village and promoted this via our Twitter account.



Personal Safety Campaign

We collaborated with Horsham District Council's Community Safety and Social Media teams to coordinate a personal safety video initiative. This included a series of short videos on how we can all take steps to improve our own personal safety and wellbeing.

There are contributions from Horsham District Council, local Martial Artists and an exclusive video for this campaign from the Suzy Lamplugh Trust. Of particular note for our residents is a video from Southwater based mental health practitioner Leyla Swan explaining simple grounding techniques to help manage stress and anxiety.

The aim of the initiative is to provide practical information, easy to follow techniques and links to further advice designed to increase our self-confidence, safety awareness and offer pathways to specialist help and support.

The videos can be found on Horsham District Council's YouTube and Facebook pages:

<https://www.youtube.com/channel/UCGfdRoCk-g225RIUgGHTkIA>

<https://m.facebook.com/watch/436864454363892/>

Personal Safety Initiative ▶ PLAY ALL

Our new Personal Safety Initiative aims to empower and educate local residents on the importance of their personal safety.

<p>An Introduction with Cllr Tricia Youtan Personal Safety Initiative 2:15</p>	<p>Defending yourself with Martial Arts Personal Safety Initiative 4:39</p>	<p>Grounding Techniques for managing Stress & Anxiety Tips from a Psychotherapist 9:18</p>	<p>Personal Safety tips Suzy Lamplugh Trust 3:36</p>
Personal Safety in the Community Introduction...	Personal Safety Initiative Defending yourself with...	Grounding Techniques for Managing Stress & Anxiety ...	Personal safety tips from the Suzy Lamplugh Trust

Patrols (foot/visible and car)

- We continued patrols of local businesses designed to disrupt shoplifting, ASB and improve engagement.
- We continued to provide high visibility patrols both on foot and in a liveried vehicle throughout the Parish.

Elderly and youth

Vulnerable People

- Due to Covid-19 restrictions and lockdown we have not been able to visit residents in person. We have therefore worked in liaison with the Community Link Team at Horsham District Council to carry out welfare phone call checks to vulnerable and older people across the parish. We have referred or signposted people to other agencies for further information and support, made safeguarding referrals if necessary and provided advice on scam prevention. We also feedback any technical issues with equipment to the Community Link team for prompt repair or replacement. We have referred some residents to the Community Hubs or NHS Responders for support with essential food, shopping and prescriptions.
- Prior to Christmas, we delivered our contact card with Christmas greetings to all vulnerable/older residents on our register, as a reminder of our services in a useful contact card format for easy and quick reference.



- As we move into the summer in 2021 and Covid-19 restrictions are easing, it is hoped that in person visits to vulnerable residents will resume, initially with doorstep visits.

Young People

- 4TheYouth Snack Wagon – Country Park (Summer 2020)
We supported 4TheYouth and Southwater Youth project on summer evenings with the HDC funded Snack Wagon (now known as the Mobile Community Hub) with their youth outreach at Southwater's Country Park.
- We have continued to get to know and support younger members of the community in an informal context outside of formal/organised groups when we are out and about on patrol. We are able to feedback to agencies and schools any causes for concern, refer for safeguarding and to signpost young people to relevant support.

Southwater Youth Project

We have forged an excellent relationship with Angie Choat and Southwater Youth Project. We have supported the group with projects and events and regularly drop in to the group, which has helped us get to know some of the younger people in Southwater:

- Supported an outdoor Easter holiday arts and crafts session at the playing field area in Cedar Drive.

Dog related issues

- We have undertaken numerous activities to raise awareness of the negative impact caused by irresponsible dog owners not clearing up their dog waste. We have used social media, highlighted waste on footways using an Eco spray paint and placed information notices in strategic locations. Several residents have supported our efforts by creating their own notices which they place next to offending material in public areas. Incidents are also reported to HDC.
- We have responded to complaints of noise caused by dogs in dwellings, assisted residents with missing dogs and in particular where dogs were found out of control in roads. Wherever possible we have worked to identify owners and encouraged them to address any specific issues relating to their management of their pet plus signposting them to specialist agencies if required.

Cycling

- We have been working to enforce the cycling & skateboarding prohibition within Lintot Square by stopping offenders of all ages, educating them as to the health & safety issues and associated risks. Over the past year we have spoken to 92 cyclists the majority of whom agreed (some more reluctantly than others) to dismount and walk with their bike.

Parish specific/other

Training

- ❖ May 2020: Safeguarding, Health and Safety and GDPR Data Protection update (HDC)
- ❖ May 2020: Hazard Perception Driver training (HDC pilot study)
- ❖ May-July 2020: Collaborative Problem Solving for Community Safety (Open University)
- ❖ June 2020: West Sussex Suicide Prevention training (MIND)
- ❖ Sept 2020: Youth Mental Health Awareness (MIND)
Stop Loan Sharks (Illegal Money Lending Team)
- ❖ Oct 2020: Gangs, Youth Violence, Knives & Criminal Exploitation (Sussex Police)
A 4 hour webinar training session; designed for frontline staff and those working with children and young people. To address gang crime and youth violence, which has been identified as a national priority.
- ❖ Feb 2021: Climate Change (HDC)
- ❖ March 2021: Problem Solving Strategies and Partnership Working (Sussex Police).

Social Media

To improve our visibility and accessibility and to provide more information on our work, we have increased our presence on Social Media, regularly posting to the Horsham District Neighbourhood Wardens Facebook page: <https://www.facebook.com/HDWardens/> and to the HDC Wardens Twitter account: <https://twitter.com/horshamwardens?lang=en>
We share posts and information from these sites to the Southwater Village Community Facebook group.

Horsham DC Wardens @HorshamWardens · Apr 14

Great game of #football at #SouthwaterSportsClub with #SouthwaterWardens keeping some local #PremierLeague hopefuls on course for #stardom 🙌👍🏆



59 views 0:02 / 0:04

Horsham DC Wardens @HorshamWardens

Thank you to the responsible residents for alerting the #SouthwaterWardens to the fire pit, broken bottles and #litter in #NuthamWoods aka Teddy Bear woods. We've done our best to clear up. Please take your #rubbish home.



98 views 0:37 / 1:12

12:16 PM · Apr 28, 2021 from Southwater, England · Twitter for iPhone

View Tweet activity

1 Retweet 1 Quote Tweet 3 Likes

Horsham District Neighbourhood Wardens

Published by Jacquie Cave · 9 March

To see what #SouthwaterWardens have been doing in February please take a look at our monthly report here:

<https://www.facebook.com/southwaterpc>

Southwater News

This year we have started to write regular articles for publication in the printed edition of Southwater News. This is an invaluable source of local information and news, particularly for those residents who are less mobile or do not use the internet or social media.

Covid-19- Operation Apollo

A joint agency Covid-19 operation involving Trading Standards, Environmental Health and Sussex Police was rolled out across the district to respond specifically to business venues failing to comply with Corona virus regulations. We spent one morning with HDC Trading Standards Officers and Environmental Health on Operation Apollo, offering information and guidance to local retailers, businesses and residents.

An Inspiring Future

Throughout the coming year, subject to the complete removal of Covid19 lockdown restrictions, we will continue to effectively deliver on the wide range of routine tasks currently undertaken by us but we are always looking for ways to improve our service delivery, develop existing support or create new ways to help our community.

HDC's award winning Virtual Reality for Health sessions offer a range of immersive virtual reality experiences for people living with dementia and other healthcare needs. It is also used to reduce stress levels in medical and care staff, to improve attendance and quality of life. A planned booking we had in place for May 2020 at The Welcome Club had to be postponed but we are hoping to re-book this when The Welcome Club reconvenes in 2021.

Last year we delivered a number of free activity sessions for the younger residents either directly or in partnership with other services. These were so successful, we are looking to offer a diverse range of other activities some of which will be new to all attendees. We will advertise each event nearer the time. We are looking at potentially delivering some combined, mixed-topic workshops to develop leadership and self-belief.

For younger residents we have booked in a free Bike Safety and Security Marking Event for under 18s (in collaboration with Sussex Police and The Bike Side – bike servicing) and two Watersports sessions for the summer holidays at the Country Park. The Watersports sessions will be offered to nominated Southwater students from the junior and secondary schools as a reward for making good progress with their studies whilst home schooling during lockdown.

We also would like to expand our activities to include eco-initiatives and creative projects and are fortunate to have links with two professional artists who will be able to deliver creative workshops for young people. We are also working with other agencies to provide alternative activities for young people who are reluctant to join the youth club, uniformed groups or take part in organised sports.

We will support the Southwater Speed Watch group which should be up and running in the coming months subject to the completion of all training and liaison with Sussex Police.

We produce monthly reports published on SPC's website, which we advertise on social media and we are always looking for ways to increase engagement and provide residents of Southwater with the opportunity to voice their opinions to us. We welcome suggestions for new ideas or initiatives, feedback on existing services or being taken to task when you feel improvement is needed. We provide dedicated time for residents via our drop-in sessions at varying times but we are also more than happy to be stopped in the street, phoned or emailed. Please get in touch.

KEY:

ASB: Anti-social behaviour.

E-CINS: Online confidential multi-agency sharing of caseloads.

HDC: Horsham District Council

Operation Crackdown: Joint initiative with Sussex Safer Roads Partnership and Sussex Police to report abandoned vehicles or anti-social driving.

PCSO: Police Community Support Officer

PSPO: Public Spaces Protection Order – Intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life.

SPC: Southwater Parish Council