

REVIEW AND RESTRUCTURE OF COMMUNITY WATCH PATROL (CWP) SERVICES/CONCIERGE SERVICES

Report of the Director of Housing and Customer Service

1. SUMMARY

This report presents proposals for the review and restructure of the Community Watch Patrol (CWP). These proposals seek to refocus the out of hours work undertaken by the CWP, more closely link in with the management of anti-social behaviour and develop a long term strategy around youth engagement.

2. RECOMMENDATION

The Local Housing Board is requested to approve the proposals contained within this report subject to further consultation with Housing Focus Groups and Process Improvement Teams and delegate the implementation of the proposals to the Chief Executive of Derby Homes.

3. MATTER FOR CONSIDERATION

- 3.1 The Community Watch Patrol (CWP) services forms part of the Estate Guardian Service. The Estate Guardian Service was formed as an amalgamation of the Concierge and CWP.
- 3.2 The CWP operation had grown considerably in recent years through externally funded partnership working. This funding has now ended from 31 March 2010 and it is necessary to review the existing arrangements and put in long term plans which best meets the needs of Derby Homes' core business.
- 3.3 Analysis of the working patterns and duties of the CWP has already been carried out and established that there is scope to realign these duties with the objective of providing support to existing teams to enhance security on estates for our tenants and leaseholders, to help tackle anti-social behaviour and to protect Derby Homes assets.
- 3.4 It is proposed to integrate the CWP team within the Neighbourhood Safety Team. This will provide better links on the management of 'hot spots' and case management of anti-social behaviour complaints, witness protection and collection of evidence and monitoring.
- 3.5 Realignment of duties and the removal of externally funding business also means that we are in a position to reduce down to one patrol vehicle operating four evenings a week between the hours of 4.30 pm and 11.30 pm. Weekly shift patterns are rolling and include weekend cover when required.

- 3.6 The Junior Warden Scheme was originally introduced as a youth engagement initiative working with young people in the Derwent area. This scheme has now grown and currently supports six groups across the City. The service was originally managed within the Estate Guardian Service but through natural progression now operates within the Community Initiatives Team. To support the growth youth engagement it is proposed to establish a new post of Youth Engagement Assistant.
- 3.7 The Concierge Team is based at Rivermead House providing services to the residents of the block of flats and properties within the immediate vicinity. It is proposed to carry out a separate review of the Concierge Service. This review will be subject to consultation with tenants and leaseholders of Rivermead House and a separate report will be presented to the Local Housing Boards in due course.

4. CONSULTATION IMPLICATIONS

Tenants and leaseholders will be consulted through the Housing Focus Groups and the Derby Association of Community Partners. Separate consultation will take place with tenants and leaseholders of Rivermead House in terms of the review of the Concierge Service.

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

All savings arising from the down-sizing of the CWP will be redirected into providing services which tackle anti-social behaviour and improve community safety/wellbeing and estate sustainability.

6. PERSONNEL IMPLICATIONS

Personnel implications arising out of the review will be managed in accordance with our agreed restructure processes. This may include our redeployment policy and the protection of earnings policy. Trade Unions will be consulted during the review process.

7. ENVIRONMENTAL IMPLICATIONS

The work of the CWP has a direct impact in contributing towards estate sustainability. Youth Engagement activities are frequently associated with environmental improvements and improving young peoples' awareness about environmental issues.

8. EQUALITIES IMPACT ASSESSMENT

Extending our work in youth engagement will enable us to continue tackling intergenerational issues and building positive relationships between young and older people.

The areas listed below have no implications directly arising from this report

- Legal and Confidentiality
- Health & Safety
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive,
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Background Information: None.

Supporting Information: None.