

Eyes and Ears

Tenants & Leaseholders Panel

20th May 2015

What?

Croydon Challenge

To focus on delivering effective services, changing the lives of the people in our borough

Eyes and Ears project

Eyes and Ears is a Croydon Challenge project in the Place department.

The vision:

“To create a single enforcement and street based service with multi-skilled area based teams that are better able to respond to environmental and Anti-Social Behaviour (ASB) issues and so have a more effective and integrated impact on our communities and make visible improvements within the borough so it is a safer cleaner place to work and live, through better coordination, integration of enforcement services and improved ICT systems.”

Why?

Key drivers / benefits

- We have many teams working in the community who do a similar role, by joining them altogether we will be able to provide a more coordinated, consistent and visible service to everyone throughout Croydon borough
- We will deliver a service that better reflects the needs of individual areas
- There will be increased engagement with local businesses and residents
- By improving the technology that our teams use they can work in a more efficient and productive way
- We will be easier to contact and quicker to respond
- We will be more effective at reducing ASB and improving the environment

How?

It is proposed the project will involve change to:

- How our frontline services are delivered – including Neighbourhood Wardens
- Pulling together all enforcement services
- Improving processes, information sharing and technology

Changes to the Neighbourhood Warden Service Posts

Currently we have the Neighbourhood Wardens Team

21 Neighbourhood Wardens
2 Warden Managers

5 Neighbourhood Wardens
1 Warden Manager

In the Future:



Place department

Neighbourhood Operations

- Area Enforcement

People department

Early Intervention Support Service

- Play and Youth Outreach

Service Development

- Community Outreach

Future roles

The Area Enforcement roles provide

- Borough wide, single enforcement service
- Consistent activity across the whole of the borough no matter where or who they are
- Flexible & efficient deployment of officers to ensure public safety

The Area Enforcement post holders will:

- Work as 5 area based teams within the Neighbourhood Operations service,
- Provide the first point of contact with residents, businesses and other bodies,
- Operate 7 days per week,
- Develop and maintain good relationships with local people, community groups and other stakeholders,
- Increase public confidence and reduce fear of crime,
- Prevent and deal with anti social behaviour,
- Protect the quality of the local environment.

Future roles (continued)

The Outreach roles are

- Borough wide but with Housing (HRA) emphasis
- To maximise use of local play and youth services
- To develop children and young peoples resilience and independence
- To develop community confidence and access to appropriate services

The Play & Youth Outreach post holders will:

- Work as part of the Play and Youth service so that children and young people can access high quality play and youth provision
- Work in partnership with schools, families, local services and community groups to help meet local children and young people's needs
- Be attentive to the needs of children and young people in the area, particularly those at risk, so that they can access services and early help support.

The Community Outreach post holders will:

- Work with residents to identify needs, support/ assist and signpost e.g. around digital and financial inclusion, one to one work with vulnerable residents
- Tackle social isolation and promote healthy outcomes
- Work with community groups (e.g. Fish & Chips evenings at sheltered blocks)

Impact of the Changes

1. How will Eyes and Ears affect tenants and leaseholders

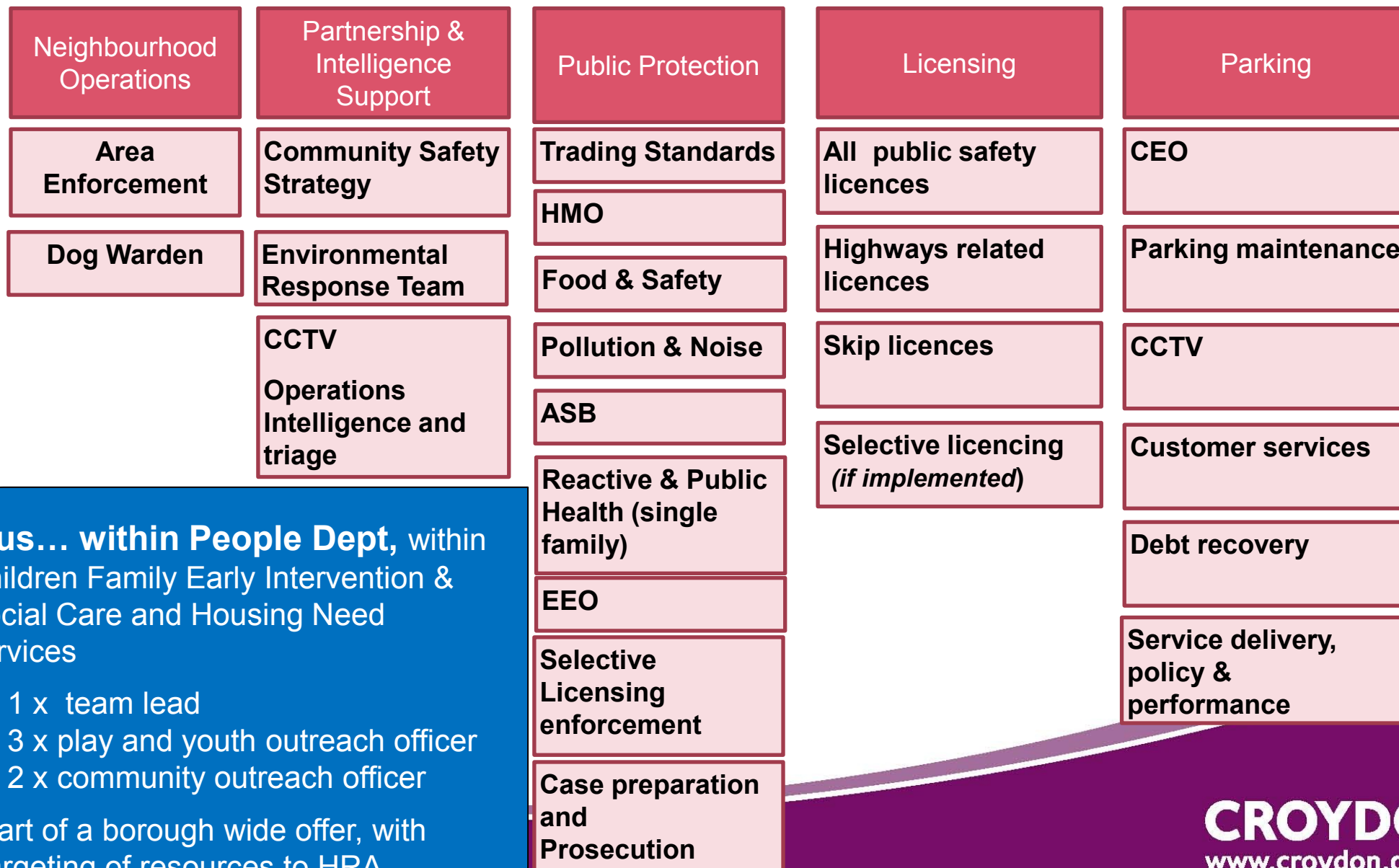
- The team will look different and be called something different but we will still be working with you to improve your neighbourhood
- Overall there will be more officers on patrols with a broader range of responsibilities working 7 days a week
- You will still get to know your local officers and they will still attend your resident, neighbourhood and community meetings to understand and help with your concerns

2. What are the implications in terms of use of the HRA

- The HRA will fund a number of officers within this Eyes and Ears structure for activity on Housing estates
- HRA will only be used for proportional activity on Housing
- Activity will be recorded to demonstrate how much work is being done on Housing so that the HRA contribution is appropriate and accounted for

Proposed Service design

Director of Safety



plus... within People Dept, within Children Family Early Intervention & Social Care and Housing Need services

- 1 x team lead
- 3 x play and youth outreach officer
- 2 x community outreach officer

Part of a borough wide offer, with targeting of resources to HRA residents and areas of need

When?

High-Level Timeline

Date	Action
22 April – 05 June 2015	Formal 45 days consultation with staff & trade unions
20 May 2015	Tenants & Leaseholders Panel meeting
July 2015 – throughout 2016	Public Engagement campaign
01 September 2015	Implementation of new staffing structure; Eyes and Ears Service commences (soft launch)
01 January 2016	Eyes and Ears Service fully operational

Summary and next steps

- This is currently a proposal that we are seeking views on from staff, partners and residents
- It is important that tenants and leaseholders have their say so that the final service model considers your feedback
- Although the deadline for comments on the proposal is June 5th officers will be working through the operational detail during the next few months so we will ensure that further information is available in the lead up to the service rolling out
- The service will be reviewed 6 months after rollout and it is suggested that this includes a review by the tenants and leaseholders scrutiny panel around this time
- For further information or to submit comments on the proposal please email Andy Opie, Director of Safety at andy.opie@croydon.gov.uk