

LBH Enforcement Review

Consultation on proposed changes to the Community Warden service:

Summary report on consultation findings

Community Engagement Team

11 November 2019

1. Consultation background and key actions

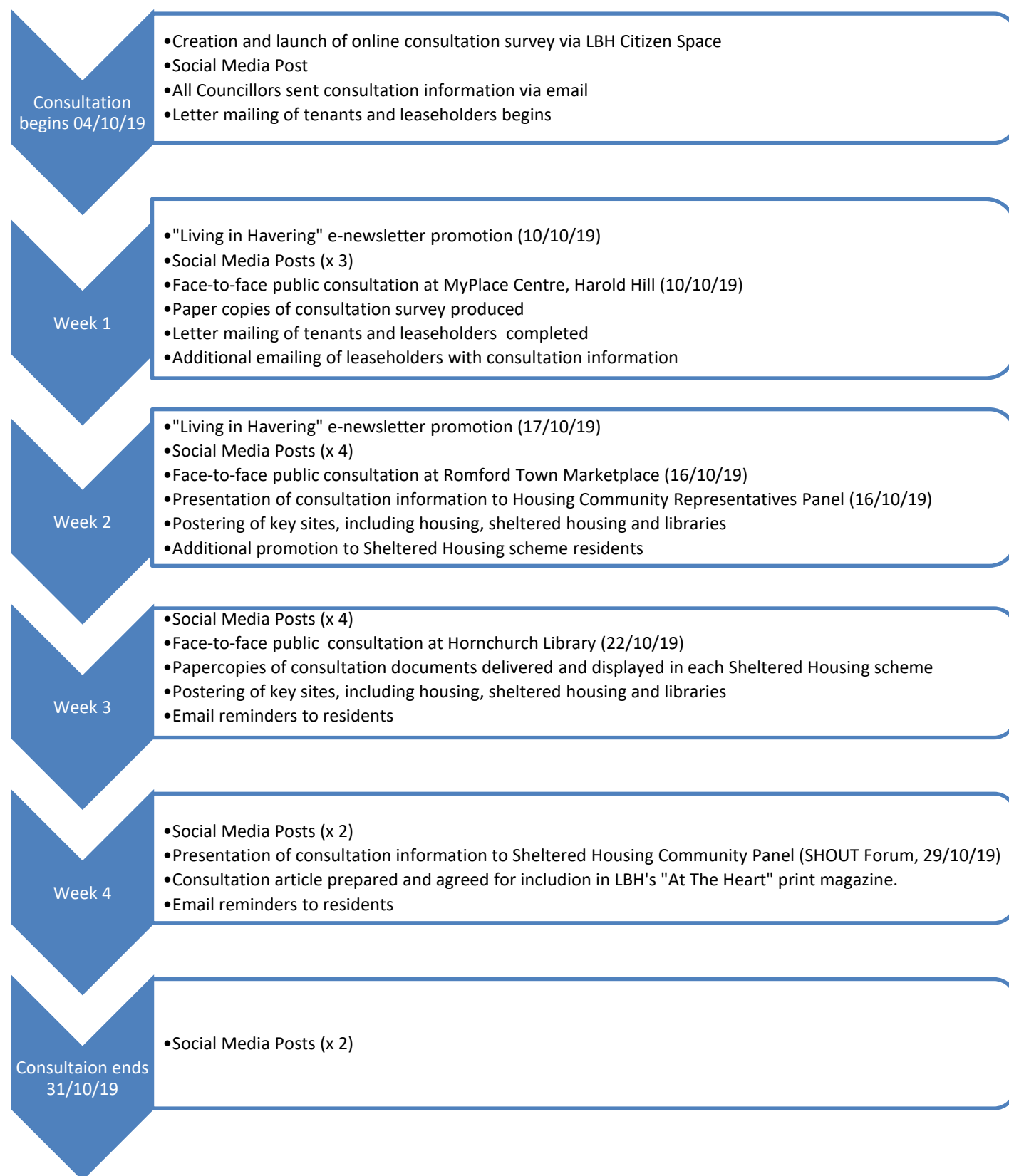
1.1. Background

- Since 2017 Housing Community Wardens Service sits within LBH Neighbourhoods.
- LBH Neighbourhoods undergoing service-wide reorganisation in Enforcement function.
- LBH Housing tasked to conduct consultation to housing tenants and leaseholders regarding proposed change to Community Wardens function.
- Consultation delivered by LBH Housing Community Engagement Team in conjunction with LBH Neighbourhoods.
- Consultation ran for period 4 – 31 October.

1.2. Key actions

- Creation and launch of consultation via LBH's consultation portal "Citizen's Space" (04/10/19).
- Over 11,500 letters sent to Council tenants and leaseholders.
- Over 2,000 emails sent to same.
- All 54 borough elected members supplied with consultation information.
- Three (3) face-to-face consultation events held, covering north, centre and south of borough.
- Information presented to each of the three (3) housing community panels (Participation Panel, Community Representatives Panel, Sheltered Housing (SHOUT) Panel).
- Active social media campaign via LBH Twitter channels (@LBofHavering and @LBHHousing), consisting of 16 online posts with an engagement reach of c.5,300.
- Promotions included in LBH e-newsletter "Living In Havering" (editions of 10/10/19 and 17/10/19) with a mailing list of 55,759.
- Postering of LBH sites, including general housing, sheltered housing and library sites.
- Additional accommodations provided for sheltered housing sites to reflect resident needs and means.
- Article included in LBH's "At The Heart" print newsletter.

2. Summary of Consultation Process



3. Summary of Consultation Findings

Statements	All respondents	Tenants & leaseholders
<i>Number of respondents</i>	144	84
Agree or strongly agree with proposals to transform the Enforcement and Safety Service.	72 %	69 %
Agree proposals would have either a significant or some positive impact on their local area .	59 %	60 %
Agree they would be more confident reporting issues of crime or ASB in their local area.	63 %	64 %
Agree or strongly agree with proposals to increase visible enforcement patrolling presence across the borough.	81 %	79 %
Agree they would feel safer if proposals were implemented.	59 %	59 %
Agree or strongly agree the proposed new service should cover all areas of the borough	58 %	45 %
Agree or strongly agree officers should be trained and empowered to undertake additional duties as set out in the consultation (e.g. taking direct action in response to ASB issues).	60 %	65 %
Agree or strongly agree the Enforcement & Safety Service should be fully integrated with CCTV Control Room Team and Metropolitan Police in intelligence-led approaches to solving crime and ASB	63 %	62 %
Agree or strongly agree that Council tenants and leaseholders should support proposals to enhance the service that the Community Warden Team currently provide.	49 %	57 %