



Case Study: Slough Borough Council



Community Safety



84 consultancy days

Why?

To support Slough Borough Council with escalating tensions in the local area.

How?

Deployment of Community Safety Wardens (CSW)'s within a limited timeframe.

Outcome:

A marked reduction in anti-social behaviour and public disturbances in the designated patrol zones, thanks to the liaison work of the RSMS community safety wardens.

In mid-2019, Slough Borough Council (SBC) determined it was necessary to bring in a community safety team to assist in patrolling a local neighbourhood due to rising tensions between different groups within the community.

The overall objective was to help de-escalate these tensions, provide a visible patrol service and interact with the local community.

Within a matter of weeks, Red Snapper Managed Services (RSMS) deployed an end-to-end, **Community Safety Warden** service, with full back-office support, for capabilities such as issuing Fixed Penalty Notices.

Key Feature 1:

Our ability to quickly deploy **former police officers** as Community Safety Wardens, with personal backgrounds similar to those of the residents in the local community.

Our multi-lingual officers were quickly able to break down both verbal and social barriers by talking to local residents in an approachable manner, using the variety of languages spoken throughout the community.

300

Individuals interacted
with the team

24

Repeat offenders
witnessed by the team

RSMS provided each Community Safety Warden with a hi-visibility uniform and the appropriate personal safety equipment required to perform their duties lawfully and effectively. In addition, SBC issued each CSW with STAC radios which enabled immediate communication with the police and CCTV control.

Patrolling the local area, our RSMS Wardens;

- Provide a professional, smart, high visibility patrolling presence, mainly on foot, in order to deter public nuisance, anti-social behaviour, crime and to encourage good behaviour;
- Provide a visible presence in the community in order to reduce the fear of crime and reassure local people and make them feel safe and proud of where they live;
- Report community safety issues raised by local people, or environmental problems, e.g. incidents, hazards, defects, fly tipping, dog fouling, graffiti, litter and vandalism;
- Develop community spirit by being approachable, responsive and by communicating positive news and dealing with problems quickly and professionally;
- Act as the eyes and ears of the Council by spotting, investigating and reporting incidents, including acting as professional witnesses as required;
- Respond promptly to prevent or defuse any actual problems of public order or safety within our communities, calling upon appropriate assistance when necessary;
- Supported vulnerable residents of all ages in a courteous and sensitive manner;
- Develop links with youth and other community groups and work with them to minimise disorder;
- Gather intelligence on anti-social behaviour, suspicious behaviour or criminal activity and disseminate to appropriate agencies;
- Promote a caring, helpful and unbiased attitude towards residents and visitors, and remain polite and courteous;
- Encourage residents to take responsibility for reporting and witnessing anti-social behaviour and the outcomes of such behaviour; and
- Issue Fixed Penalty Notices (FPNs) to anyone who breaches the authorities PSPOs.

The RSMS wardens work close to the heart of the local community, so if problems arise they can offer help and advice. They attend multi-agency meetings where required and regularly have a presence at community-based events, offering advice and support to local residents in a friendly and courteous and professional manner.

Key Feature 2:

Prior to deployment, the team each received a BTEC Level 3 ASB Practitioner training course in addition to conflict management and communication skills for the purpose of this contract.

Training was provided through Red Snapper Learning (RSL).

RSL provides law enforcement focused training services to UK policing and also operates as the dedicated RSMS training division. This provides RSMS with access to resources, course content and other training support well beyond what is required.

As well as enforcing the local Public Space Protection Order and providing reassurance to the local community, our team report on wider crime and ASB witnessed whilst on their patrols.

Key Feature 3:

Crime reports are fed directly into the council and Thames Valley Police.

Low level ASB is fed directly into the Councils Neighbourhoods Team.

9

Evidence supported
noise abatement notices

9

Evidence supported CPN
warnings issued

60

Intelligence reports fed
through to the council

Key Feature 4:

At the heart of our service, is a transfer from the customer to RSMS, of the responsibility for ensuring all tasks are completed to the highest of standards.

All of our teams are comprised of highly experienced community safety officers.

Our staff receive continuous professional development from our in-house training team.

Our processes, practices and work outputs are subject to continual audit.

620

Interactions recorded
by body cameras

Due to the success and support of our wardens, and with 50 fixed penalty notices already being processed, the project has been extended for a further 6 months.