

## **The Moray Council/Registered Social Landlords (RSLs) Protocol for Tasking Community Wardens**

### **Background to the Service**

The Community Warden Service in Moray was introduced in June 2004 as part of an initiative to tackle Antisocial Behaviour, in line with the Antisocial Behaviour etc (Scotland) Act 2004. The Community Warden Service was originally fully funded by the Scottish Government through the Antisocial Behaviour budget but from 1<sup>st</sup> April 2008, funding was taken over by the Moray Council. In 2011, following a consultation between Grampian Police and The Moray Council, it was decided that to align budget and line management of the service to within the same organisation, the Community Warden Service should be transferred fully to The Moray Council. This took place on 01 December 2011.

There are currently 5 Wardens employed by The Moray Council covering specific areas throughout the region. Their main remit is to:

- Form close links with the local community including partner agencies such as Police, Registered Social Landlords, Local Area Forums, Community Councils etc and support each when dealing with incidents of ASB
- Patrol local areas to provide a uniformed presence to act as a deterrent and a reassurance to the local community
- Act as a professional witness when required
- Organise Antisocial Behaviour campaigns acquiring funding for local facilities and initiatives where appropriate
- Identify any environmental problems within communities and work with Council departments to rectify any issues

Community Wardens can issue verbal and written warnings for Antisocial Behaviour, Noise and Disruption. They can also issue fixed penalty notices for Dog Fouling, Fly Tipping and Litter. Wardens can facilitate Acceptable Behaviour Contracts (ABCs) and are trained in low level mediation and restorative justice.

The Community Wardens by the nature of their duties will have very close links with Registered Social Landlords and this should be encouraged as it provides an informal arena to allow for discussion and the exchange of information.

Community Wardens work shift patterns that includes late evenings and weekends and are tasked by the Anti-Social Behaviour Co-ordinator using information gathered from a variety of sources including, The Moray Council, Registered Social Landlords and Grampian Police.

### **Tasking**

Due to line manager responsibilities it is essential that the Antisocial Behaviour Co-ordinator is aware of the Community Wardens workload and therefore all tasks from Registered Social Landlords must also be copied to the Antisocial Behaviour Co-ordinator.

Community Wardens have individual email addresses (Appendix A). Email is the preferred method of allocating tasks with a copy being sent to the Antisocial Behaviour Co-ordinator. The Community Warden will acknowledge receipt of the email and within 7-10 days provide either a result or an update. If the task is protracted the Wardens will aim to provide regular updates to both the originator of the task and the Antisocial Behaviour Co-ordinator.

The Antisocial Behaviour Co-ordinator will keep a log of all tasks allocated detailing:

- Date
- Nature of Task
- Community Warden dealing
- Name and address of complainer
- Name and address of alleged offender (if known)
- Result of task

Wardens will also attend local Anticrime meetings with Moray Council Housing, Registered Social Landlords, Grampian Fire & Rescue Service and Grampian Police. Any emerging/identified issues from these meetings may be tasked immediately to a Warden however the Antisocial Behaviour Co-ordinator should be notified.

Wardens aim to be flexible in the prioritising of their workload based on the urgency of tasks allocated and will endeavour to provide a professional, effective and efficient service to all.

## Appendix A

Contact email addresses for Community Wardens

**Elgin** - Kathy Grant  
[kathy.grant@moray.gov.uk](mailto:kathy.grant@moray.gov.uk)

**Buckie** - Andrew Mackie  
[andrew.mackie@moray.gov.uk](mailto:andrew.mackie@moray.gov.uk)

**Forres/Rothes/Aberlour** - Dave Haytack  
[david.haytack@moray.gov.uk](mailto:david.haytack@moray.gov.uk)

**Keith/Fochabers/Upper Speyside** - Donna Jamieson  
[donna.jamieson@moray.gov.uk](mailto:donna.jamieson@moray.gov.uk)

**Lossiemouth/Hopeman/Burghead/Lhanbryde** - Tim Betts  
[tim.betts@moray.gov.uk](mailto:tim.betts@moray.gov.uk)