

CASE STUDY: COMMUNITY MARSHALS

Red Snapper Managed Services (RSMS) are working with councils throughout the country on a variety of different projects, one of which is the Community Marshals project.

This project started after the council recognised that the work we were doing as Covid Marshal Teams could provide valuable support to the city's emergency services and would provide a friendly, forward-facing, community focused branch of the council for the public to engage with and feel represented by.

The real value in what we do comes from between the lines of the various projects we cover. Our projects build trust with our communities opening the door to provide impactful and direct help to people who would otherwise likely be unnoticed and their needs unaddressed.

Projects we cover broadly fall into: publicity campaigns, environmental issues, cleaning up our streets, welfare and safeguarding of vulnerable individuals from across the board as well as street safety improvement projects, rogue trading and listening to and supporting our local businesses.

During the delivery of these projects our team has been able to:

- Take food/grocery essentials to vulnerable individuals during COVID who were unable to access food/essentials
- Assist individuals with mobility issues get to their hospital appointments who otherwise wouldn't be able to get there
- De-escalate and safeguard individuals in situations of intense distress who would have done irreversible damage to themselves and potentially others in some situations
- Safeguard against cuckooing incidents that unfortunately are a reality for some vulnerable and isolated people
- Safeguard against situations of animal cruelty and neglect
- Get members of the homeless community back in touch with their housing officers and police after losing their possessions and being at risk from adverse weather conditions.

There are so many more examples. Ultimately though, as we move into a future where our economy is increasingly shaped by technology, especially if there is displacement of many of the roles we've become accustomed to, there will and should be increasing public and private opportunities for supporting local people, businesses and services within our communities where we can raise the social and environmental standards of our cities. The work we are doing illustrates a potential blueprint for how it is possible for community based teams to support the diversity of needs in a modern city and we are continually looking for ways to further cultivate the scope of our operations and support network.