

**To: Members of the Special Sub-Group**

**( Councillors Clews, Chapman, Bates, Farrow, Guilmant, Jarvis, Jenns, Stuart, Turley and M Watson)**

**For the information of the Members of the Council**

For general enquiries please contact Democratic Services on 01827 719221 or via email – [democraticservices@northwarks.gov.uk](mailto:democraticservices@northwarks.gov.uk)

For enquiries about specific reports please contact the officer named in the reports.

This document can be made available in large print and electronic accessible formats if requested.

## **SPECIAL SUB-GROUP**

**28 MAY 2025**

The Special Sub-Group will meet on Wednesday 28 May 2025 at 6.30pm in the Council Chamber at The Council House, South Street, Atherstone, Warwickshire.

The day after the meeting a recording will be available to be viewed on the Council's YouTube channel at [NorthWarks - YouTube](#).

### **AGENDA**

- 1 Evacuation Procedure**
- 2 Apologies for Absence / Members away on official Council Business.**
- 3 Disclosable Pecuniary and Non-Pecuniary Interests**

#### 4 **Public Participation**

Up to twenty minutes will be set aside for members of the public to put questions to elected Members. Questions should be submitted by 9.30am two working days prior to the meeting. A period of five minutes will be allowed for each question to be answered.

Members of the public wishing to address the Board must register their intention to do so by 9:30am two working days prior to the meeting. Participants are restricted to five minutes each.

If you wish to put a question to the meeting, please register by email to [democraticservices@northwarks.gov.uk](mailto:democraticservices@northwarks.gov.uk) or telephone 01827 719221/719226/719237.

Once registered to speak, the person asking the question has the option to either:

- (a) attend the meeting in person at the Council Chamber.
- (b) attend remotely via Teams; or
- (c) request that the Chair reads out their written question.

The Council Chamber has level access via a lift to assist those with limited mobility who attend in person however, it may be more convenient to attend remotely.

If attending remotely an invitation will be sent to join the Teams video conferencing for this meeting. Those registered to speak should dial the telephone number and ID number (provided on their invitation) when joining the meeting to ask their question. However, whilst waiting they will be able to hear what is being said at the meeting.

#### 5 **Neighbourhood Warden Service - Report of the Director of Housing**

This report provides information about the role of the Neighbourhood Warden Service in the Housing Division and proposes a change to the working hours provided for one Warden.

The Contact Officer for this report is Angela Coates (719369).

#### 6 **Exclusion of the Public and Press**

**To consider, in accordance with Section 100A(4) of the Local Government Act 1972, whether it is in the public interest that the public and press be excluded from the meeting for the following items of business, on the grounds that they involve the likely disclosure of exempt information as defined by Schedule 12A to the Act.**

- 7     **Staffing Matter** - Report of the Head of Development Control  
The Contact Officer for this report is Jeff Brown (719310).
- 8     **Staffing Matter** - Report of the Chief Executive.  
The Contact Officer for this report is Trudi Barnsley (719388).
- 9     **Staffing Matter – Asset Manager** - Report of the Interim Corporate Director  
– Streetscape  
The Contact Officer for this report is Cath James (719295).
- 10    **Staffing Matter** - Report of the Interim Corporate Director – Streetscape  
The Contact Officer for this report is Cath James (719295).

STEVE MAXEY  
Chief Executive

**Agenda Item No 5**

**Special Sub-Group**

**28 May 2025**

**Report of the  
Director of Housing**

**Neighbourhood Warden Service**

**1 Summary**

- 1.1 This report provides information about the role of the Neighbourhood Warden Service in the Housing Division and proposes a change to the working hours provided for one Warden.

**Recommendation to the Special Sub-Group**

- a That the work of the Neighbourhood Warden Service be noted; and;**
- b Special Sub Committee recommend on to Executive Board that the 12 additional hours proposed to deliver the service be agreed.**

**2 Consultation**

- 2.1 A copy of this report has been shared with Unison.

**3 Introduction**

- 3.1 The Neighbourhood Warden team provide a cleaning and caretaking role for the sheltered accommodation, flats, communal rooms and communal outdoor spaces as part of the Council's Landlord services. It is a well-established and received service. Over the last two years there has been a particular focus on fire safety in flats and the Neighbourhood Warden service is at the forefront of the important tasks required to provide that attention.

- 3.2 The role centres around ensuring that our properties and outdoor spaces are a clean and safe environment that tenants are satisfied are a nice place to live and can use to socialise. The duties include:

- To provide a cleaning and housekeeping service for flats and sheltered scheme communal rooms.
- Responsibility for the good appearance (internal and external) and health and safety and security of communal areas of flats and sheltered scheme communal rooms. This includes testing fire alarms and emergency lights weekly in accordance with the agreed procedures and rotas.

- To promote community safety – with a specific role about fire safety.
- Keeping areas clear of household items and debris to prevent fire risks is a constant and important aspect of the role. Without these duties our Fire Risk Assessments would be compromised. This duty is integral to our zero-tolerance approach to combustible items in common areas.
- To work with the Tenant Participation and Neighbourhoods Officer to liaise with local Tenants groups to understand their environmental concerns and take appropriate action.
- To inspect the local area on a regular basis, become aware of prevalent issues, link with the Tenancy Services Officer to monitor issues that might occur and act to resolve issues with them.
- To advise members of the public about the availability of Council services and to take and pass on concerns on their behalf.
- To improve the physical condition of the local environment by ensuring it is kept clear from litter, bulk rubbish, and graffiti. This will be either by taking personal action or reporting the issue to another service to deal with but ensuring the work is carried out.
- Work in partnership with the Council's environmental services to ensure swift action is taken on issues such as abandoned cars and dog fouling.
- Act and / or report on deterioration in the condition of the external parts of Council dwellings.
- Undertake a handy person service to be able to act swiftly and undertake minor repairs which would otherwise be a low priority.

3.3 The Wardens have a critical health and safety role with regard to our flats. The importance of these health and safety routines is reflected in the Regulator of Social Housing's Consumer Standards. There is an enhanced role for the Housing Regulator to oversee these arrangements in liaison with the new Building Regulator.

3.4 In addition to health and safety matters the Regulator's Consumer Standards set out an expectation for neighbourhood management and the requirement for tenant satisfaction to be tested on whether we meet agreed standards. Annually we ask tenants whether our communal areas meet the required standard, state the number of complaints we have had about communal areas and satisfaction with keeping the communal areas clean and safe as well as our contribution to the neighbourhood. The national satisfaction average is 65% with communal areas being clean and well maintained. Our service received a satisfaction rate of 74% in 2023 and 76% in 2024.

3.5 The recent independent review of our services which respond to anti-social behaviour and nuisance complaints gave a strong recommendation that the Housing Division must address low level nuisance promptly and effectively. The review will be subject to a separate report to Councillors however the

importance of the Neighbourhood Service to our effectiveness in this service should be noted in this request for additional hours.

- 3.6 Since 2021 an ‘application based’ system has been used to document and report on their health and safety and security tasks. It provides for standards that we expect to achieve. This enables the team to record their visit findings on an application on their smart phone. The software allows for reporting so that common issues and trends can be identified and tackled. It also enables the team to evaluate areas in accordance with an agreed standard and in doing so promote a team effort to enhance those that need attention. Reports assist with monitoring and providing for focussed interventions as well as tracking issues and improvements.

#### **4 Current Position and Proposal**

- 4.1 One of the Neighbourhood Wardens has recently resigned – leaving the service at the end of April 2025. Given the importance of maintaining health and safety with good housekeeping and safety checks in blocks of flats and the requirements set out in the Consumer Standards, the capacity of the team to deliver key tasks has been reviewed. In future we are likely to have to stretch the Wardens’ role again so that they keep an eye on estates generally.
- 4.2 When we established the current form of the Neighbourhood Warden Service, we accommodated staff who had historically been working part time. The retirement of one Warden provides the opportunity to make a moderate increase to the capacity of the team to meet the expectations of our tenants and the Regulator’s requirements. It also reflects an increase in duties in relation to Health & Safety as the Division introduces more fire alarms in the flats to ensure that our residents are safe and the regulations for fire safety are met. This impacts on the workload of the Wardens as each “system” has to be tested on a regular basis along with the emergency lighting, an increase in the core hours would ensure that these obligations are met and the Wardens can continue to provide a high level of service delivery.
- 4.3 The current makeup of the service includes 6 Neighbourhood Wardens. 4 are full time and 2 work on a part time basis. The Director of Housing has proposed to the corporate Management Team that the team would benefit from having 5 full time Wardens. Management Team have agreed to the proposal.
- 4.4 The Neighbourhood Warden Service is a pivotal link with the community and in our landlord services. The team work well together and deliver a first-class service. They play an essential part of enabling the Council to achieve its health and safety requirements.

## 5 Report Implications

### 5.1 Finance and Value for Money

5.1.1 The Neighbourhood Warden is a grade 5 post (£25,183 / £13.00 per hour).

5.1.2 An increase in one Neighbourhood Warden's hours from 25 to 37 hours per week requires 12 additional hours to create a full-time post.

5.1.3 Including National Insurance and pension costs this equates to a total additional cost of **£8,016.00** annually for the 12 additional hours.

### 5.2 Human Resources Implications

5.2.1 Currently the Team is made up of 4 Wardens with 37 hours and 2 Wardens with 25 hours.

5.2.2 If the proposal is agreed the establishment would have 5 Wardens with 37 hours and 1 with 25 hours.

5.2.3 The vacant post will be advertised and recruited in accordance with the Council's Human Resources procedures.

The Contact Officer for this report is Angela Coates (719369).

### Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date

**Agenda Item No 6**

**Special Sub-Group**

**28 May 2025**

**Report of the  
Chief Executive**

**Exclusion of the Public and Press**

**Recommendation to the Board**

**To consider whether, in accordance with Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business, on the grounds that they involves the likely disclosure of exempt information as defined by Schedule 12A to the Act.**

**Agenda Item No 7**

**Staffing Matter** – Report of the Head of Development Control.

Paragraph 3 – By reason of the report containing information relating to the financial or business affairs of any particular person (including the authority holding that information).

**Agenda Item No 8**

**Staffing Matter** – Report of the Head of Corporate Services.

Paragraph 1 – By reason of the report containing information relating to an individual.

**Agenda Item No 9**

**Staffing Matter** – Report of the Interim Corporate Director – Streetscape.

Paragraph 1 – By reason of the report containing information relating to an individual.

**Agenda Item No 10** - Report of the Interim Corporate Director – Streetscape.

**Staffing Matter** - Report of the Interim Corporate Director – Streetscape.

Paragraph 1 – By reason of the report containing information relating to an individual.



In relation to the items listed above members should only exclude the public if the public interest in doing so outweighs the public interest in disclosing the information, giving their reasons as to why that is the case.

The Contact Officer for this report is Marina Wallace (719226)