

To: The Deputy Leader and Members of the Community and Environment Board

(Councillors Bell, Fowler, Hobley, Jarvis, Jenns, Melia, H Phillips, O Phillips, Ririe, Singh, Smith, S Watson, Whapples and A Wright)

For the information of all Members of the Council

For general enquiries please contact Democratic Services on 01827 719226 or via e-mail

democraticservices@northwarks.gov.uk.

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

The agenda and reports are available in large print and electronic accessible formats if requested.

COMMUNITY AND ENVIRONMENT BOARD AGENDA

20 AUGUST 2025

The Community and Environment Board will meet in The Chamber, The Council House, South Street, Atherstone on Wednesday 20 August 2025 at 6:30pm.

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.

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 or telephone 01827 719226 / 01827 719237 / 01827 719221.

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 **Minutes of the meeting of the Board held on 4 June 2025** – copies herewith, to be approved and signed by the Chairman.

PUBLIC BUSINESS (WHITE PAPERS)

- 6 **Implementation of Residents app** – Report of the Head of Corporate Services

Summary

This report provides members with an update regarding the implementation of a Residents app.

The Contact Officer for this report is Trudi Barnsley (719388).

- 7 **Minutes of the Health and Wellbeing Working Party** held on 23 June 2025 - copy herewith.

8 **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.

9 **Leisure Project** - Report of the Interim Corporate Director - Streetscape

The Contact Officer for this report is Mike Dix (719314).

10 **Leisure Operator Pre-Market Engagement Responses** – Report of the Interim Director - Streetscape

The Contact Officer for this report is Mike Dix (719314).

11 **Exempt Extract of the minutes of the Community and Environment Board held on 4 June 2025** – copy herewith to be approved as a correct record and signed by the Chairman.

STEVE MAXEY
Chief Executive

NORTH WARWICKSHIRE BOROUGH COUNCIL**MINUTES OF THE
COMMUNITY AND ENVIRONMENT BOARD****4 June 2025**

Present: Councillor Bell in the Chair.

Councillors Clews, Fowler, Jackson, Jenns, Melia, H Phillips, O Phillips, Parsons, Smith, Symonds, S Watson, Whapples and A Wright.

Apologies for absence were received from Councillors Hobley (Substitute Councillor Parsons), Jarvis (Substitute Councillor Clews), Ririe (Substitute Councillor Jackson), Singh (Substitute Councillor Symonds) and O Phillips

6 Disclosable Pecuniary and Non-Pecuniary Interests

None were declared at the meeting.

7 Minutes of the Meeting of the Board held on 15 May 2025

The minutes of the meeting held on 15 May 2025, having been previously circulated, were approved as a correct record and signed by the Chairman.

8 North Warwickshire Green Space and Playing Pitch Strategies - Progress Report

The Interim Assistant Director of Leisure and Communities informed Members of the progress made in respect of delivery against the priorities set out in the North Warwickshire Green Space Strategy (2020 to 2033) and the Playing Pitch Strategy (2024 to 2031).

Resolved:

- a That the progress made in respect of the implementation of the priorities of the North Warwickshire Green Space Strategy (2020 to 2033) and the Playing Pitch Strategy (2018 to 2031) be noted;**
- b That the proposal to enter into a long-term lease (Appendix A) with Atherstone Rangers, through which it could assume responsibility for the management and maintenance of the pitches and pavilion at Mancetter Recreation Ground, be approved in principle; and**
- c That the proposal to enter into a long-term lease with Haunchwood Junior Sports Club, through which it could assume responsibility for the management and maintenance**

of the pitches at Old Arley Recreation Ground be approved in principle.

9 Fly Tipping Update

The Chief Executive provided Members with an update on the work that the Environmental Health, Streetscape and Transformation Teams have undertaken in order to try and reduce fly tipping across the Borough.

Resolved:

That the report be noted.

10 Air Quality Report

The Chief Executive provided Members with an update on the work that the Environmental Health have undertaken to monitor air quality in the borough.

Resolved:

That the report be noted.

11 Minutes of the Health and Wellbeing Working Party

The minutes of the meeting of the Health and Wellbeing Working Party held on 28 April 2025, copies having been previously circulated, were noted.

12 Minutes of the Climate Change Member Group

The minutes of the meeting of the Climate Change Member Group held on 29 April 2025, copies having been previously circulated, were noted.

13 Exclusion of the Public and Press

That under 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 involve the likely disclosure of exempt information as defined by Schedule 12A to the Act, namely it is likely to reveal the identity of an individual.

14 Leisure Project

The Interim Corporate Director – Streetscape outlined a report regarding the Leisure Project

Resolved:

That the recommendation, as set out in the report of the Interim Corporate Director – Streetscape, be approved.

15 **Food Waste**

The Interim Corporate Director – Streetscape outlined a report on food waste.

Recommendation to Council:

That the recommendation, as set out in the report of the Interim Corporate Director – Streetscape, be approved.

16 **Confidential Extract of the minutes of the Community and Environment Board held on 15 May 2025.**

The confidential minutes of the Community and Environment Board held on 15 May 2025, copies having been previously circulated, were approved as a correct record and signed by the Chairman.

Margaret Bell
Chair

Agenda Item No 6

**Community and Environment
Board**

20 August 2025

**Report of the Head of Corporate
Services**

Implementation of Residents app

1 Summary

- 1.1 This report provides members with an update regarding the implementation of a Residents app.

Recommendation to the Board

That the report is noted.

2 Background

- 2.1 The Council has a number of communication methods to keep residents informed, they are:

- Website,
- Social Media,
- Email subscriptions,
- News releases.

Current key performance indicators can be viewed on the Council Power BI reporting dashboard: [Microsoft Power BI](#), where news releases will be added in due course.

- 2.2 Whilst all of these communication methods are managed by the Council's communications team. The Council wishes to add a resident's app to its suite of communication tools.

- 2.3 Our neighbouring Council's Stratford-Upon-Avon District Council, Rugby Borough Council and Warwick District Council have all implemented a residents app along with Horsham District Council, North Somerset Council, West Northamptonshire Council, Chichester District Council, Conway Borough Council, East Devon District Council, Adur & Worthing Councils, East Riding of Yorkshire Council, Armagh City Banbridge & Craigavon Borough Council, Arun District Council and South Gloucestershire Council.

3 Functionality

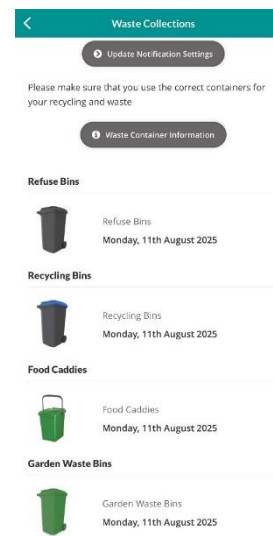
3.1 Once implemented the app will work on both IOS and Android devices.

3.2 The design of the app icon will look as follows:



3.3 On the app resident's will be able to do the following:

- **Check your next bin collection day**
Residents will be able to easily check the next waste collection dates for their property. If there are any changes to their regular collection schedule - such as breaks in the service (i.e. Christmas).
When residents first download the app, it asks for their postcode and address. It is then stored and used every time they look up their next bin collection days. Residents can also switch on notifications to remind them to put their bins out.
- **Recycling information**
Residents will be able search and find out where to recycle household items. and see which bin they should go in or whether the item should go to a recycling centre.
- **General Communications and push notifications (which can be targeted to specific areas)**
Push notifications provide a way to communicate with residents. For example, a bin lorry can't access a street, breakdown and bad weather.
Help reduce avoidable contact to the Contact Centre by being proactive and keeping residents informed.
- **Report it**
The 'report it' feature will enable residents to report issues while out and about using the app. When the Council launches the app it will mirror some of the online reporting, they are: Anti-social behaviour, Green Bin application, Missed bins, Compliments and complaints, Fly tipping, Dogs (Stray, lost, fouling and barking), Litter, graffiti and syringes, Fly posting and dead animals, Grass cutting, shrubs, bushes, Bin replacements and subscribe for garden waste.
- **Find my nearest**
Using the find my nearest feature, residents can easily find details of nearby facilities such as car parks, recycling centres and leisure centres. They can view places listed by proximity, or on a map and view details



- **Councillors**
Display Councillor ward, party, photographs and contact details.
- **News**
Links within the app to the latest Council news.
- **Socials**
Links to the Council's social media content (i.e. Facebook, YouTube, Instagram)

4 **Hosting**

- 4.1 Historically, the Council would have had all the server hardware located in the Council's server room. Over the last few years, we have shifted to virtualising some servers. More recently the market has developed, and hosting is now an attractive option. Hosting software in the cloud with a supplier has the following benefits:
- Hardware savings
 - Upgrades are carried out by the supplier
 - Less demand on IT Technical staff
 - Increased security
 - Server patching
 - Latest software releases
 - Accessible remotely.

5 **Success and timescale of the implementation**

- 5.1 The Council is aiming for a launch of the app during September/beginning of October, we are currently awaiting confirmation from the supplier to confirm implementation dates
- 5.1.1 The success of the implementation will be measured by:
- How many residents download,
 - How many residents interact with app,
 - Maintain low missed bins rates.

6 Communication Plan

6.1 Please see the detailed communication plan for launching the app.

Action	Audience	Purpose	Publish Date	Publishing Channels	Responsible	Notes
Pre-Launch						
Plan social media schedule to promote - App Coming Soon	Residents	To inform residents of new app	From 18th August 2025?	All channels	Comms Team	Main message: APP COMING "Download the new North Warwickshire Borough Council app for bin day reminders, real-time service alerts, and more."
Press Release (Announcement) & news story on website	Residents	Create buzz, engage public	18th August 2025?	Media/website	Comms Team	
Send out Gov Delivery - App Coming Soon	Residents	Create buzz, engage public	18th August 2025?	Gov delivery	Comms Team	
Reach out to individual hand-picked staff and members for app testing	Staff	To test app	TBC	Communication with Staff	Project Manager	Comms to check with Martin to see how it went
Use Events to promote App is coming soon (Cycle Race)	Residents	Create buzz, engage public	5th September	All communication channels	Comms Team	Leaflets/Posters
Create website landing page ready for App Launch	Residents	Informative	TBC	Website	Comms Team	

Launch Day			Sept (TBC)			
Create a 'How to' video - step by step to download app	Residents/App Users	To reduce Contact Centre queries	From launch date	Website/social media	Comms Team	
Create a FAQ section on website	Residents/App Users	To reduce Contact Centre queries	From launch date	Website	Comms Team	
Amend auto signature Email Footer with link to download new app	External contacts	To create an easy way for people to download app from an email	Distributed from launch date	Emails	Comms Team	
Promote Launch Day on social media	Residents	To create buzz and get residents to download	From launch date	All channels	Comms Team	Make announcement and continue promo
Press Release (App now live)	Residents	Create buzz, engage public	On launch date	Media	Comms Team	
Publish website banner & news story	Residents	To redirect residents to download the new app	TBC	Website	Comms Team	
Contact Centre to inform callers of Council app	Residents	To encourage downloads	From launch date	Telephone / Word of Mouth	Contact Centre Staff	

Create posters/leaflets announcing app is live (use QR code)	Residents	To create buzz and get residents to download	Distributed from launch date	Leisure Centres, Community Rooms, Recycling Centre, Council House Reception, Council Vehicles?	Comms Team	Include key features of app
Ask members to download the app and share our posts	Residents	To further inform residents who are apart of Member's Facebook groups	From launch date	Facebook	Comms Team	
Share posts to village groups possibly	Residents	To inform residents who may not be following our page	From launch date	Facebook	Comms Team	
Post Launch						
Monitor the downloads of the app		To monitor performance / how effective our Comms are	6 weeks after launch	Internal	Comms Team	
Continue to promote app	Residents	To encourage downloads	ongoing	All channels	Comms Team	

7 Report Implications

7.1 Finance and Value for Money Implications

7.1.1 The revenue and capital costs for the implementation would normally be approved by Community and Environment board, however the meeting in July 2025 was cancelled therefore, it has been approved by the Chief Executive (using his emergency powers) in conjunction with the Leader of the Council in order to be able to implement the app ready to promote the Council's statutory changes, as a waste collection authority in respect Simpler Recycling Regulations 2024.

7.1.2 The costs over 4 years are:

	Capital	Revenue
One-off implementation	£4,950	-
Year 1	-	£15,500
Year 2	-	£15,500
Year 3	-	£15,500
Year 4	-	£15,500
Total	£4,950	£62,000

7.1.3 The costs are being met from the funding allocated to the Council by way of Extended Producer Responsibility for Packaging (EPRP) for the year 2025/26.

7.2 Safer Communities Implications

7.2.1 None arising from this report.

7.3 Legal, Data Protection and Human Rights Implications

7.3.1 Legal Services are consulted before entering any new contracts. Specific legal advice on compliance and risk will be included in any reports made to the Council or its Boards recommending major changes to processes or acquisition of systems.

7.3.2 It is also a statutory requirement to provide the DPO with the necessary resources to undertake their role, together with access to all relevant information required. In turn the DPO must advise the Council as to its obligations under data protection legislation. The Head of Legal Services is the Council's DPO. The Head of Corporate Services and Head of Legal Services work closely together and discuss all IT related contracts.

7.3.3 Where any changes are anticipated in relation to processes, systems or software which will relate to data protection it is therefore essential to engage the DPO at the outset of the process so that appropriate steps can be taken to comply with those obligations.

7.4 Environment, Climate Change and Health Implications

7.4.1 Improvements in the performance and quality of services will contribute to improving the quality of life within the community and the economic prosperity of the area.

7.5 Human resources implications

7.5.1 None arising from this report.

7.6 Equalities Implications

7.6.1 Any round changes will also be available for a search lookup based on postcode on the Council's website ongoing and any changes will be communicated via bin tags placed on residents' bins. Officers, prior to the implementation of the app, will undertake an Equalities Impact Assessment and where identified reasonable adjustments will be made.

7.7 Risk Management Implications

7.7.1 The risks are being managed as part of the project by a Transformation Officer. Currently the main risks are as follows:

- Business case not completed,
- Upcoming route changes,
- Short timescale for communication plan including short lead times for bin tag printing,
- Due to the time scales we will host QR codes on a holding page on the website for both Apple and Android devices,
- Ensure that the communications plan is embedded tightly in the project and the small team are fully involved,
- Potential low initial sign up to downloading the app by residents.

7.8 Links to Council's Priorities

7.8.1 The app will be an essential channel for customers to access information, report, pay and apply for Council services. The provision of services via the app is more cost effective than providing paper information, delivering services face to face or over the telephone.

The Contact Officer for this report is Trudi Barnsley (719388).

Health and Wellbeing Working Party Minutes

23 June 2025

Present: Cllr. Smith (Chairperson), Cllr. Bates, Cllr. Bell, Cllr. Hobley, Cllr. Fowler, Cllr. Stuart, Cllr. Ririe, Cllr. Jackson, Cllr. Ridley (substitute for Cllr. Melia), Cllr. Stuart (substitute for Cllr. Whapples), Becky Evans (NWBC), Paul Murphy (NWBC), Milen Woldeab (NWBC), David Simkins (WCAVA), Ravinder Gill (GEH), Dawn Sargent (GEH)

Apologies for Absence: Cllr. Melia, Cllr. Whapples

Item	Notes	Action
4	<p>Minutes of the Last Meeting (28 April 2025) and Matters Arising</p> <p>The minutes of the meeting held on 28 April 2025 were agreed as an accurate record of the proceedings.</p>	
5	<p>Modern Slavery</p> <p>A presentation, which was open to all Councillors to attend, was given to the Working Party by Nigel Oseman, Independent Modern Slavery Advocate.</p> <p>Modern Slavery can include:</p> <ul style="list-style-type: none"> • Forced Labour • Sexual Exploitation • Domestic Servitude • Criminal Exploitation • Organ Harvesting • Sham Marriages • County Line; Cuckooing, Drug Couriering <p>Any concerns should be reported to a Safeguarding Lead or through adultsafeguarding@northwarks.gov.uk. Further information can be found in the Safeguarding Policy and Procedure.</p> <p>Suggestions for briefings to other groups or organisations can be sent to nigel.oseman@westmidlandsantislavery.org</p> <p>Local Government Association (LGA) guidance on modern slavery has been developed specifically for council officers leading and working in homelessness and housing services. https://www.local.gov.uk/publications/supporting-modern-slavery-victims-guidance-and-good-practice-council-homelessness</p> <p>A copy of the presentation will be circulated with the minutes.</p>	<p>ALL</p> <p>BE</p>

6	<p>Partner Updates</p> <p>WCAVA</p> <p>WCAVA premises have moved to the White Hart Community Centre, Atherstone.</p> <p>Environmental Health</p> <p>The Air Quality annual status report is currently being completed.</p> <p>New locations for Air Quality Sensors are being considered. Any suggestions should be sent directly to Milen milenwoldeab@northwarks.gov.uk</p> <p>Guidance on garden bonfires was discussed and will be circulated with the minutes.</p>	
7	<p>Budget</p> <p>None reported</p>	
8	<p>Feedback from Relevant Partnership Meetings</p> <p>None reported</p>	
9	<p>AOB</p> <p>None reported</p>	
	<p>Future Meeting Dates</p> <p>22 September</p> <p>15 December</p> <p>16 February 2026</p> <p>27 April</p>	

Agenda Item No 8

Community & Environment Board

20 August 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 involve the likely disclosure of exempt information as defined by Schedule 12A to the Act.

Agenda Item No 9

Leisure Project – Report of the Interim Corporate Director, Streetscape.

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 10

Leisure Operator Pre-Market Engagement Responses - Report of the Interim Corporate Director, Streetscape.

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).

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).