

NEIGHBOURHOOD WARDEN SERVICE

During the past year the Neighbourhood Warden service has continued to serve the whole of the District. The number of Wardens has remained at 7 with the successful recruitment of Simon Jarvis in May 2020 and the secondment of Craig Fellowes following the departure of Peter Tiley in November 2020.

During the first lockdown the Wardens continued to keep in touch with vulnerable people as part of the 'Community Response Cell', where outgoing calls were made to contacted a large number of vulnerable people: signposting them to local support groups, arranging food parcels, answering queries or directing them to other areas of the Council. Where three call attempts had not been answered, the Neighbourhood Wardens then visited their properties to ensure they were safe and well.

Throughout the Covid pandemic information for the public has been key and ensuring that the public keep themselves and others safe through social distancing has been a focus for the service with the Wardens being responsible for checking that signs are in place throughout the key market towns. The team link with the Covid Compliance Officers who work across the county to patrol the Market Towns and hot spots.

As the restrictions have eased the Wardens are continuing to carry out their roles however things have changed slightly as they are still not able to visit people in their own homes this is not only to protect the Wardens themselves but also to protect the people they are visiting from unnecessary contact.

Careline installations for those people who are not able to fit equipment themselves or if they have no one to do it for them are an exception to the rule of not visiting people in their homes as this is essential for the safety and wellbeing of vulnerable people. The Wardens have assisted in the Careline project in preparation for BT digitalisation and the introduction of Careline into Independent Living sites (Sheltered Housing).

As the main reception at Ebley Mill has been closed to member of the public the Wardens have been completing "Proof of Life" forms for residents who live within the District and receive pensions from other countries. The issuing authority requires proof that the person in receipt of the pension is still alive. This has resulted in a change to the process where Wardens will visit people and will complete the form for them on the doorstep socially distanced. As a result, 71 forms have been completed since April 2020.

During the pandemic the Wardens responded to an increase in the number of reports of fly tipping. These were investigated where there was obvious evidence and were then passed to Ubico for removal.

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The Wardens continue to have a strong working relationship with the Stroud Neighbourhood police team and work with them on anti-social Behaviour, community engagement and the reduction of the fear of crime. The service continues to have close working relationships with other services across the council.

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