



Report to Cabinet

Subject: Warden Quality Standards

Author: Head of Planning & Environment

Date: 7th April 2005

Purpose of the Report

To inform Members of the award of the Warden Quality Standard to Gedling Borough Council's Neighbourhood Wardens.

Information

To address concerns about the quality of Warden Schemes throughout the country and to ensure that funded schemes meet a high standard, the Office of the Deputy Prime Minister (ODPM) introduced the Warden Quality Standard.

Gedling Borough Council was invited to apply and as this scheme is fully funded within existing Council budgets this was purely voluntary, although the funded schemes are required to apply for the standard. The application form consisted of an EFQM type process where we filled in an application form. This detailed the way in which the scheme operates, to assure the assessors that we had the relevant policies and protocols in place and to ensure our partners are fully involved, the aims and objectives of the Council are met.

The achievement of this standard is very important to us as it further re-iterates the high quality of the service. As far as we are aware, we are the first Neighbourhood Warden Scheme in Nottinghamshire to have achieved this. The achievement of the award has already been publicised on Radio Trent and there may well be further publicity in the Evening Post. In addition, receipt of the award has been posted on the web site and will be mentioned in the next Contacts magazine. The award logo will be applied to the vans and uniform.

The award lasts for two years and at the end of this period we will be required to reapply.

