



Neighbourhood Warden Update as at 11.09.2003

▪ RUNNING TOTALS

Complaint running totals please see attached chart for your area's running totals the two columns on the left of the chart refer to all complaints the unit has received and dealt with since 2001. The chart to the right refers to specific areas since the unit expanded in 2002.

▪ GRAFFITI

Graffiti removal still ongoing at present it is anticipated that 90% of Graffiti in Rawmarsh has been removed with only two cases of graffiti being returned to areas cleaned these have been re-cleaned within 24 hours.

Presently two more Wardens are undertaking vehicle training with regards to being able to use the graffiti machine with two more Wardens to undertake training within the next two weeks.

A feasibility study is presently being undertaken as to whether a second machine can be purchased with a view to extending the removal service further.

Negotiations are underway between Streetpride and BT with a view to BT providing paint to RMBC to paint their boxes and remove graffiti.

Contact has also been made by the Warden manager following excellent work by Mrs. Betty Turner (Resident) with YEDL who have agreed in principal for Wardens to remove graffiti from Electricity sub stations following Health and Safety training conducted by YEDL. Once arranged the manager will report back to the meeting.

▪ STUDY TOUR

The scheme manager has been invited to attend a tour to study aspects of customer service in the USA. The tour will take place between the 4th and 10th October and will visit Seattle and Richmond. This is a great honor for the scheme to be recognised in this capacity.

▪ FUNDING

The scheme manager will update attendees of the meeting directly regarding the present funding position of the unit.