

## THE EXECUTIVE

7 OCTOBER 2003

### REPORT OF DIRECTOR OF HOUSING & HEALTH

<b>NEIGHBOURHOOD ESTATE SERVICES TEAM: NAME, UNIFORMS AND REVISED ROLLOUT PROGRAMME</b>	<b>FOR DECISION</b>	
<p><i>This report sets out proposals for the procurement of uniforms for the service and seeks approval to the change of name for the service.</i></p> <p><b>Summary</b></p> <p>This report seeks Executive Authority to:</p> <ul style="list-style-type: none"><li>▪ approve a change of name for the 'Neighbourhood Caretaking Service' to 'Neighbourhood Estate Services Team' (NEST) and the detail of the proposed new uniforms and protective clothing for the workforce</li><li>▪ implement a revised rollout programme for the service.</li></ul> <p><b>Recommendation</b></p> <p>The Executive is asked to agree that:</p> <ol style="list-style-type: none"><li>1. The Service is to be called the Neighbourhood Estate Services Team.</li><li>2. The Director of Housing &amp; Health is authorised to procure the new uniforms and protective clothing for the workforce.</li><li>3. The Director of Housing and Health implements the revised rollout programme for the new service.</li></ol> <p><b>Reason</b></p> <p>To allow commencement of service on 1<sup>st</sup> December 2003</p>		
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#### **1. Introduction**

- 1.1 The development and implementation of the new caretaking service for the Council's flatted estates has been progressing since the Executive approved the introduction of the service on 15 April 2003. The Manager of new service, Derek Barclay, took up his post on 15 September 2003.

Three previous reports have been submitted to the Executive on the future of the caretaking service on 17 September, 17 December 2002 and 15 April 2003.

#### **2. Re- naming the Neighbourhood Caretaking Service**

- 2.1 When this new service was first envisaged Landlord Services felt that it was important to keep the word 'caretaking' in the working title to:
- afford continuity with the current caretaking service
  - help alleviate worries initially expressed by residents who lived in blocks with residential caretakers
- 2.2 The passage of time since last Spring and the re-focusing of the new service beyond a basic caretaking service lead to a name change being recommended to the Estates Cleaning Review Steering Group on 9 September. The Group carefully considered the proposed name change and decided that the new name – NEIGHBOURHOOD ESTATE SERVICES TEAM more closely reflected the comprehensive service that is planned.
- 2.3 It is recommended that the Executive approves that the new service be re-titled NEIGHBOURHOOD ESTATE SERVICES TEAM with immediate effect.

### **3. Uniforms and protective clothing**

- 3.1 The new service is one of the most important in terms of impact on the Council's estates to be launched by Landlord Services. The service will be identified through its new vehicles, equipment and most readily, through its staff wearing new uniforms. The proposals for the new uniforms and 'badging' of the service are set out below. The proposed colours for the uniforms have been selected to reflect the palette of the Council's new corporate logo.
- 3.2 The uniforms for the majority of the workforce will comprise a range of clothing that can be layered to provide all weather and all season protection and identification. Each operative will be issued initially with:
- lightweight waterproof jacket (with the new service name in full printed across the back at shoulder level) in black
  - black trousers
  - light-weight waterproof over-trousers in black
  - protective black waterproof boots
  - a red fleece jacket
  - a red sweatshirt
  - 3 polo shirts in red with the new service name embroidered across the back at shoulder level; the Council's logo on the right hand side of the chest; and the operative's first name and title embroidered on the left side of the chest
  - a baseball hat.

Other protective equipment including heavy-duty and waterproof gloves, shin pads and safety goggles will be provided as necessary.

The Supervisors, Team Leaders, the Senior Team Leader and the Manager will be issued with comparable uniforms with differently shaded polo shirts to enable easy identification of these staff by residents on the estates.

- 3.3 The Executive is recommended to approve the proposals for the uniforms and protective clothes set out above.

### **4. Financial Implications**

- 4.1 Potential impact on the HRA

The Year One and subsequent years' costs for the uniforms are included in the budget <sup>1</sup>approved for the new service by the Executive at its meeting on 15 April 2003.

#### 4.2 Potential impact on the General Fund

All the uniforms and associated PPE for the Neighbourhood Estate Services Team are to undertake Landlord functions and there are no anticipated charges to the General Fund.

### **6. Revised roll-out programme**

- 6.1 The development and implementation of this new service has proved to be a lengthier process than originally envisaged. However, the recruitment and redeployment processes are now well advanced and in subject to approval of the Executive to the above actions it is planned to rollout the service from 1 December 2003.

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<sup>1</sup> The Equipment Budget approved on 15 April 2003 was for £200,508.