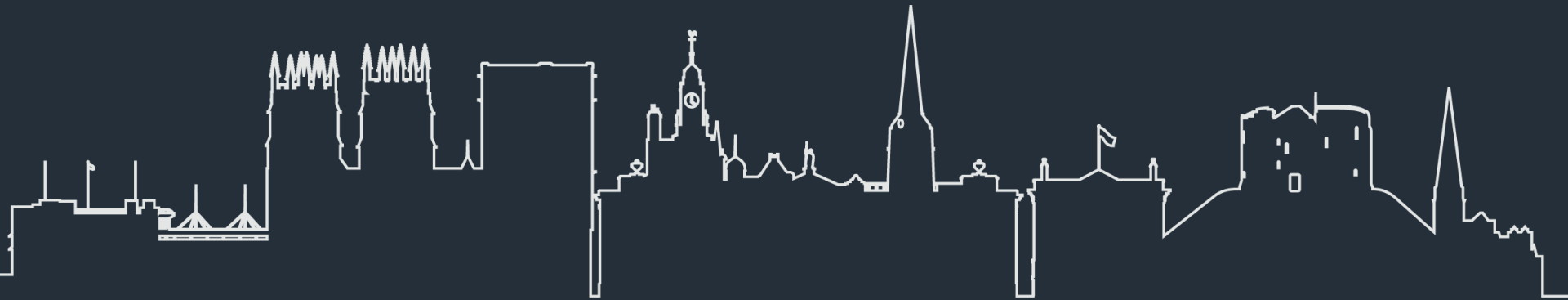


# Neighbourhood Caretakers

Place Scrutiny Committee - Tuesday  
19<sup>th</sup> May 2026



# Council Plan

The Council Plan includes a commitment to:

*‘Develop a “Caretaker” proposal to reflect pride-in-place priorities in neighbourhood plans.’*



**Working together** to improve and make a difference

# Neighbourhood approach

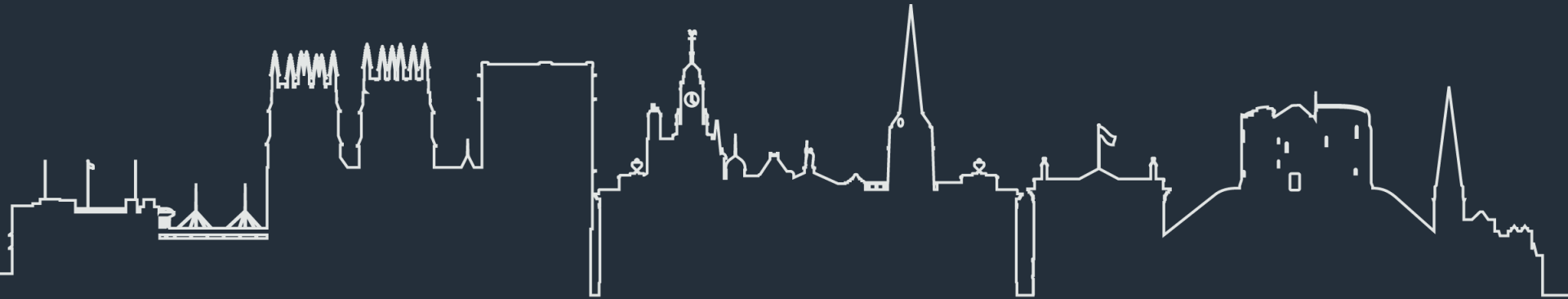
The Neighbourhood approach is designed to engage directly with communities, as a whole, through Ward Councillors, residents and community groups and working together to identify priorities that can be focused on and addressed.



**Working together** to improve and make a difference

## Desired Outcomes

- **Outcome 1** - Delivering a locally proactive service and tangible improvements in public realm for local communities. Developing and tapping into local knowledge and expertise
- **Outcome 2** - Better working between departments
- **Outcome 3** - Working with volunteers in a more creative way to maximise impact; mapping where volunteer activity exists, coordinating City Wide call outs for GBSC and Autumn leaf clear ups at a minimum, and filling gaps where volunteers are low or non-existent
- **Outcome 4** - Supporting resident led initiatives such as Adopt a Verge, Weed Spraying opt-outs and tree planting to help deliver Council Plan priorities of increased biodiversity and climate adaption/mitigation
- **Outcome 5** - Delivering services in the most efficient way possible, value for money
- **Outcome 6** - Addressing Council Plan priorities.



# Neighbourhood Caretaker Team

- The Neighbourhood Caretaker team is made up of 1 Foreperson and 7 Caretakers.
- The team have dedicated equipment - 2 light commercial vehicles, 1 mechanical sweeper and various small pieces of plant and equipment.
- In 2026, Executive agreed additional funding for 2026/27 to increase the Caretaker team by 2 FTE. These additional employees will focus on maintaining Active Travel Routes (ATR).
- The team are based out of Hazel Court, Eco Depot.

## Neighbourhood Caretaker Team Deployment

- Ward walk-about take place usually Mondays, weekly led by Community Officers along with HMO/Housing Repairs/Place/Eco-Officer/Police and other relevant parties to identify priority ward improvements.
- Every area and ward are scheduled to have the same proportion of time scheduled for work. On 11<sup>th</sup> May 2026, every area will have had a walkabout in the first 7 months of the teams inception.
- These issues/improvements will be then be prioritised for each area (as per the Neighbourhood Model North/East/West and Central) by the Community Officer and relevant officers.
- Issues are reported through the Councils CRM but have a Neighbourhood Caretaker tag so they are easily identified and passed through to the service and the operational delivery team schedule the tasks for 2 weeks later.
- The lists will also feed into community action days/weekends encouraging participation in 'Taking care of your Community' which appeals to all ages and demographics, targeted at the lower-level issues such as litter picking, painting fences etc.

# Neighbourhood Model Geographies

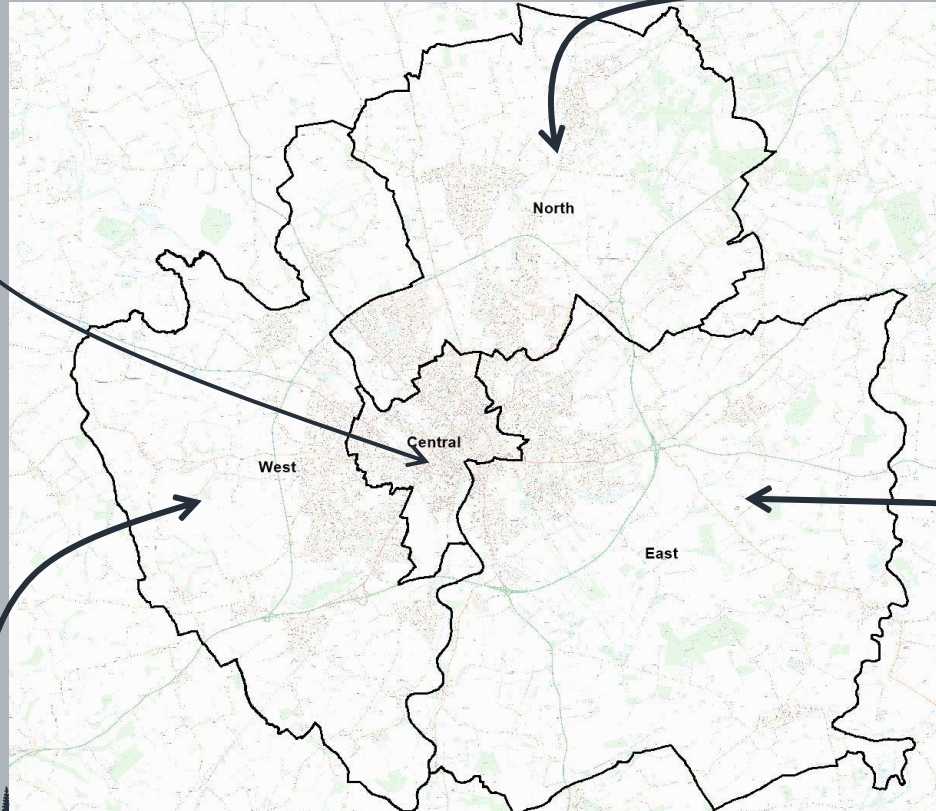


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### CENTRAL

48,816 population  
1x Family Hub  
1x Mental Health Hub  
11 GP branches  
2,538 CYC homes  
2x in bottom 20% deprived  
areas nationally



### NORTH

44,870 population  
1x Family Hubs  
8 GP branches  
19 CYC homes  
0x in bottom 20% deprived  
areas nationally

### WEST

51,345 population  
2x Family Hubs  
1x Frailty Hub  
1x Mental Health Hub  
(proposed)  
9 GP branches  
2,559 CYC homes  
3x in bottom 20% deprived  
areas nationally

### EAST

59,520 population  
2x Family Hubs  
1x Mental Health Hub  
(proposed)  
12 GP branches  
2,040 CYC homes  
1x in bottom 20% deprived  
areas nationally

# Neighbourhood Caretaker Performance Data



## 1. Number of CRM Incidents Reported by Subject

There were 254 incidents being reported referencing caretakers between October 2025 and March 2026 – see the table as below:

No of CRM Incidents referencing Caretakers Reported							
Subject	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Grand Total
Fly-tipping	1	0	0	1	0	0	2
Graffiti	0	0	0	0	0	1	1
Quick Log	0	0	0	0	1	0	1
Road and Pavement problems	1	0	0	10	14	0	25
Street cleaning	25	4	1	3	6	9	48
Street furniture problem	0	0	0	1	0	0	1
Vegetation problem	42	11	25	43	21	34	176
<b>Grand Total</b>	<b>69</b>	<b>15</b>	<b>26</b>	<b>58</b>	<b>42</b>	<b>44</b>	<b>254</b>

# Neighbourhood Caretaker Performance

## Data

### 2. Number of CRM Incidents Resolved by Caretakers

There were 234 incidents resolved by caretakers across York between October 2025 and March 2026 using the outcomes such as allocated for action, removed, repaired or scheduled for future work – see the table as below:

The remaining 20 incidents were not resolved by caretakers due to the outcomes shown 'a customer wants to cancel this case', 'foliage letter', 'no action – not CYC responsibility', 'no action – no work required', 'passed to internal partner' or 'refer to responsible party'.

No of CRM Incidents referencing Caretakers Resolved							
Subject	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Grand Total
Fly-tipping	1	0	0	1	0	0	2
Graffiti	0	0	0	0	0	1	1
Road and Pavement problems	1	0	0	9	5	0	15
Street cleaning	25	4	1	3	6	9	48
Vegetation problem	40	9	24	40	21	34	168
<b>Grand Total</b>	<b>67</b>	<b>13</b>	<b>25</b>	<b>53</b>	<b>32</b>	<b>44</b>	<b>234</b>

# Neighbourhood Caretaker Performance Data



## 3. Number of Outcomes by Subject

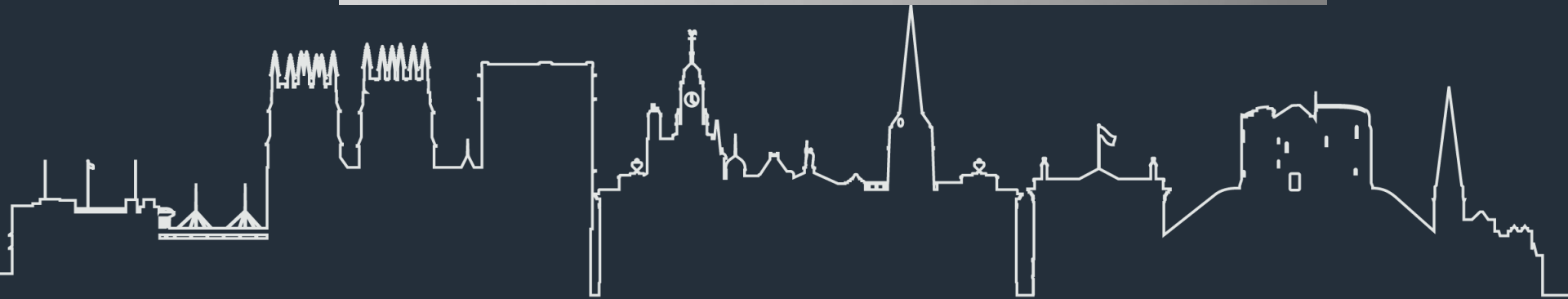
There were 234 incidents being resolved by the caretakers by the outcome actions.

90.6% of issues were being removed by caretakers; 0.4% were allocated for action; 6.4% were repaired and 2.6% of issues were scheduled for future work.

No of Resolved Outcomes referencing Caretakers by Subject						
Outcomes	Fly-tipping	Graffiti	Road and Pavement problems	Street cleaning	Vegetation problem	Grand Total
Allocated for action	0	0	0	0	1	1
Removed	2	1	0	44	165	212
Repaired	0	0	15	0	0	15
Scheduled for future work	0	0	0	4	2	6
<b>Grand Total</b>	<b>2</b>	<b>1</b>	<b>15</b>	<b>48</b>	<b>168</b>	<b>234</b>



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## Outcome 1 - Delivering a proactive service and tangible improvements in public realm for local communities. Developing and tapping into local knowledge and expertise

- Blend of different services with walkabouts, connection to front facing services and members Community/Resident Association representatives are invited to attend walkabouts where appropriate/of interest.
- Members, Community officers, ECOs and others are embedded in communities and can therefore incorporate local aspirations, concerns and challenges into the walkabout and resulting action planning.
- Communities Team and Public Realm working proactively with Comms to raise awareness of initiative and impact

## Outcome 2 - Better working between departments

- The walkabouts are multiagency/service and are having the added value of colleagues from different service areas spending time together. Invitees to walkabouts are also asked to help shape the route/raise issues.
- CYC service departments have forged stronger working relationships, problem solve together and have the benefit of enhanced knowledge by working collaboratively.
- A typical walkabout includes service representation from Public Realm, Communities, Housing, Ward Cllrs, Community Safety and Police (capacity allowing), Volunteer groups, Parish Councils and Resident Associations.
- During walkabouts, if there are items identified that are not in scope of the Neighbourhood Caretaker team these will still be reported for the relevant service area to inspect and decide if intervention is needed.

## Outcome 2 - Better working between departments

- 29 multi-agency walkabouts held since 29<sup>th</sup> September 2025 (31 by 18<sup>th</sup> May)
- At least one walkabout per ward
- 687 Issues reported of which 403 were identified as Neighbourhood Caretaker tasks.
- 284 Tasks reported to other departments inc Public Realm, Housing, Neighbourhood Enforcement, Highways and Communities.
- Improved working relationships and understanding of respective work areas formed.

## Outcome 3 - Working alongside Residents

- The ECO team supports environmental volunteering across the city, they have implemented an opportunity for volunteers in specific roles e.g. litter picker, snow warden, gardener, leaf clearer etc. to also express a willingness to be contacted about other volunteering opportunities across the city and this is being used to support action days and events.
- Total number of current volunteers 1,775
- 500 participants in the Great British Spring Clean 2026 (increase of 100 from 2025)
- Average of 72 action days per year (increasing)
- Average 42 regular activities per month (increasing)



## Outcome 3 - Working alongside Residents

- The ECO team has instigated a newsletter for the volunteers (individuals and groups) to keep volunteers informed, showcase the impact of the volunteering and the team, promote initiatives such as the Great British Spring Clean (the ECO team also coordinates and supports the local response)
- The ECO team works closely with York Cares and individual businesses to maximise opportunities and impact of corporate volunteering.
- The Community Officers use their local knowledge and relationships with community leaders to plan routes for walkabouts and invite appropriate attendees. Also share information about local volunteering events with the wider community and proactively look for opportunities to build capacity and awareness of local volunteering and green spaces e.g. the Communities Team is looking to trial a series of family volunteering events over the School Summer Holidays bringing together volunteering, awareness of local green spaces/parks with social activities.

## Outcome 4 - Supporting resident led initiatives such as ‘Adopt a Verge’, weed spraying opt-outs, and tree planting to help deliver Council Plan priorities of increased biodiversity and climate adaption/mitigation

- A proposed process for weed treatment opt out is in development. This will allow a community group to make a representation around a street or collection of streets to opt out of weed spraying and take up community management.
- Highways and Transport are developing a policy for ‘Community public Realm Management’ and formalising a process for any introduction of such a policy.
- Current ideas are weed spraying opt out, sustainable planting, alternative grass cutting schedules and tree planting.
- There will be limited capacity for operational teams to support weed opt out or community verge management

## Outcome 4 - Supporting resident led initiatives such as ‘Adopt a Verge’, weed spraying opt-outs, and tree planting to help deliver Council Plan priorities of increased biodiversity and climate adaption/mitigation

- Four trial areas in order to explore opportunities and challenges around location, safe working in the Highways.
- Locations for the proposed Community Public Realm Management trials are:

Haxby station road roundabout

Broadway, Fulford

Harewood Whin, Weatherby Road

Hull Road, Osbaldwick

## Outcome 5 - Delivering services in the most efficient way possible with value for money

- In 2025/26 the Bags to Bins project was successfully rolled out which moved circa 7000 properties onto wheeled bin refuse collections. This has had a positive impact on improving the environment for these areas.
- A route optimisation for waste collections is now underway with the project team looking at the most efficient way to operate kerbside collections. This work is aimed to be complete by December 2026 with a view to implementation sometime in 2027.
- There was also a consultation with residents of the city to engage about possible moving from boxes to bins for recycling collections.
- All the above initiatives are positive for the wider Public Realm teams by improving the environment meaning the service can focus and utilise resources efficiently.
- Communities strive to utilise expertise, resources and community connections to best effect to address the Council Plan priorities.
- ❖ Climate - Cleaner, tidier streets, communal areas and green spaces.
- ❖ Health - Feel proud of where you live. Opportunities for positive outdoor activities through volunteering



**Working together** to improve and make a difference

## Outcome 6 - Addressing Council Plan priorities

- Active Travel Route Maintenance (ATR): In 2026/27 there will be dedicated resource for ATR maintenance who will focus on ATR that are the Council's responsibility, and this will be in conjunction with the LCWP routes.
- Housing Estates Areas are captured in the walkabouts, and the caretaker team will be deployed into these areas to make improvements. The recent housing inspection by the regulator had high praise for the caretaker team initiative.
- The Integrated Vegetation Management (weed spraying) has been brought in-house for 2026 as part of a trial and to improve poor performance when the service was contracted out. The service is committed to reducing the use of glyphosate and has worked to find the most suitable product. The caretaker team have carried manual weeding in areas of desperate need of improvement which has been welcomed.
- Improved resident satisfaction: as evidenced by improvement in % of people who think the council and partners are doing well at improving the quality of streets/public/green spaces.

# Questions for discussion

Scrutiny members to:

Review and feedback on the Neighbourhood approach to date?

Comment on the scope of the Neighbourhood approach?

Suggest further improvements that can be made?



Annex C - Neighbourhood Caretakers before and after photos

# Launch communications social media and media summary – September 2025

September 2025

## Neighbourhood Caretakers



We focused on creating content that showcased the teams being visible and hands-on in local areas. We identified an opportunity to build a story around the teams' presence on the ground—capturing before and after photography and video to highlight the impact of their work.

We invited the local democracy reporter to join a councillor and the team on site, enabling us to 'own' the narrative and demonstrate the council's commitment to working alongside residents. This approach helped us create a story moment that resonated with communities and showed real, tangible improvements.

The result was strong engagement across social media and positive coverage in local media, reinforcing the message that the council is actively investing in and caring for its neighbourhoods.



### Facebook total



Impressions: **44,213**  
 Comments: **88**  
 Interactions: **432**  
 Link clicks: **20**

### Instagram total



Views: **6,571**  
 Accounts reached: **3,213**



**Video views**  
 Views: **316 views on YouTube**  
 Views: **677 views on Instagram**  
 Views: **677 views on Instagram**

### Media

THE PRESS



### Newsletters

Staff and resident newsletters

Total newsletter link clicks: 103

7



Before - off Leeman Road



Before - off Leeman Road



During



After ✓ vegetation removed  
Area tidied up



After ✓ vegetation removed  
Area tidied up



Before



Before



After ✓ Litter collected  
Area tidied up



**Before** | Pateley Place  
Holgate



**After** ✓ weeds/vegetation  
removed  
✓ Area tidied up



# Before

Clifton Moor and  
Shipton Road area.  
Plus much more!



# After

- ✓ Weeds/vegetation removed
- ✓ Area tidied up

