

# South West Locality



## Walkabout Programme 2017/ 18

### Change of Approach



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# **South West Locality Walkabout Programme 2017/ 18**

## **Introduction**

Traditionally walkabout in the South West Locality (South West & Pentland NP's Areas) have proved popular, however in recent year they lost their purpose and tended to focus on service issues rather than potential matters that would improve the local community. This approach put pressure on existing local services having to deal with routine requests that were diverted to an appropriate external team for action. However, in many of these situations the local officer tended to be the first point of contact if the team responsible for addressing an issue were delayed in dealing with the initial problem.

In a number of cases no members of the community were present on the walks or when community members were present had nothing to raise with the officers present, which questioned the validity of holding the walkabout activity. The walk through the community should provide the opportunity for all parties to share information, discuss how to work together to address any problems they come across, identify potential environmental improvements and listen to the views of local people. We hope this document will provide the platform for discussion and agreement to move forward together.

This document provides the essence of the walkabout we will be delivered from March 2017 onward. The discussion and delivery will be around the pre walkabout inspection, Inspection Itself and the post walkabout inspection. Each appendix has a template for stakeholders to follow as guidance.

One of the first notable changes is the Inspection Rating, Scoring and Standard form (see appendix 3, page 11). The process has been built around the traffic light system used by locality service teams and will assist stakeholders identify and assess the standard of an issue that is recorded on the walkabout. Where an issue is deemed to be red, (the minimum standard the SW Locality Teams would expect would be amber) the matter will be discussed as a priority to find a suitable solution, before being passed to the appropriate team. If the team is out with the locality area, stakeholders will be provided with the team name and if possible the officer leading on the matter.

The other change is the reporting procedures is to develop a feedback system that allows the community and stakeholder to monitor the progress of the recorded walkabout items being addressed as the teams carry out the actions and update a spreadsheet accordingly (see the appendix 5, page 14, Community Walkabout Inspection Checklist). The checklist covers the standard issues associated with walkabouts but offers the opportunity for officers and stakeholders to explore possible projects to improve the area or alleviate an ongoing issue.

## Recommendations

This proposal captures the spirit of changes the City of Edinburgh Council is developing through its vision and values in all areas of operation;

### **Vision;**

- Improve Quality of Life
- Ensure Economic Vitality
- Build Excellent Places

### **Values;**

- Working Together
- Customer First
- Forward Thinking
- Honest and Transparent

This draft Community Walkabout Programme aims to deliver two key principles;

- 1. Walkabouts should be relative to the issues in Appendix 4, and**
- 2. Walkabouts should be action based**

It is important to note that all stakeholder on walkabouts understand that these community supported activities are focused on potential **community improvements** not maintenance issue. The latter can be normally dealt with via on-line City Of Edinburgh Council web links - [http://www.edinburgh.gov.uk/a\\_to\\_z?view=list](http://www.edinburgh.gov.uk/a_to_z?view=list)

The proposal details the key areas of the walkabout noted in appendix 1 (on page 7). The outline developed gives three key areas of what a walkabout should consist off before, during and after the community inspection.

Ask yourself this question, “Do you want to make your community a great place to live?” If yes, join a community walkabout and be part of a team improving the appearance of your area. Community walkabouts are important for the South West Locality teams, they are our bread and butter, and they give you, the community and other stakeholders the opportunity to meet and work together to make your community a better place to live.

The picture on the front cover of this document shows an area in Murrayburn, not pleasant by any means. However, the community working with the local Housing Team developed a Neighbourhood Environmental Project (NEP) and the photograph under the content on page 2 shows the transformation that can be achieved by forward thinking and working together.

However, with uncertain financial pressures and the reduction in staff resources, it is inevitable that the walkabout activity have to be altered, to a certain extent, however they have to be significant to all parties and this document sets out the positive steps forward to delivering a meaningful engagement exercise.

Key factors that are fixed;

- Each identified area will receive bi annual walkabouts (two walkabout per year)
- Will be set over a predetermined route by all stakeholders
- Duration of walkabout will be no more than 1-2 hours.
- Will be led by Team Leader from a SW service team.

The walk through the community provides the chance to share information, discuss how to work together to address any problems they come across, identify potential environmental improvements and listen to the views of local people.

Each walkabout will involve;

- **A briefing session** – Short meeting prior to start of walkabout for Service Team Leader (STL) to notify stakeholders about any issues that have been captured on the database. Set priorities will be based on the information that has been received prior to and since the advertisement of the event.
  - The promotion of the Community Walkabouts (CWs) should be carried out at least 3 weeks in advance of the CW through community contacts and partnership networks. The promotion will include the name of STL leading the CW, meeting point and contact details.
  - All CW's will commence at a time agreed by all parties with a briefing from the STL confirming the route and any information to be noted by stakeholders
  - Ensure that the service standards are readily available to stakeholders when carrying out CWs.
  - The grading of the CWs should be agreed by those present before they leave to make it a more transparent and worthwhile way of being involved
- **Predetermined tour of community** – Those involved will walk the route noting issues and potential problems that make the community area look unsightly. These may be litter, fly tipping, dog fouling, abandoned cars or vehicles parked inappropriately, potential anti social behaviour instances etc.
- **Log of the issues identified** – The STL will be responsible for collating information gathered during the walkabout and feeding a copy of the report back to stakeholders within 10 working days.
  - The STL should have an up to date feedback sheet from the previous CW for the area, to record any recurring issues.
- **Development of action plan** – Where possible the STL and stakeholders will agree how to solve problems, or how to tackle any issue and agree the action report/ plan. It will include what action will be taken and who has responsibility for ensuring the action is taken and the timescale for action to take place.

- This may not always be possible if the responsibility lies with a team out with the SW Locality area or the nature of the matter would best be suited being tackled as a Neighbourhood Environment Project (NEP's). In this instance the STL would come back with an answer within 10 working days.

The action report/ plan should cover;

- **Which issues can be progressed**
  - **Who will be responsible for taking each recommendation forward**
  - **A target date for each action**
  - **Which issues cannot be progressed and why**
- Ensure that all stakeholders get a copy of the feedback and use links in the community to give wider feedback.
  - Develop online reporting process for each walkabout area, to allow stakeholders to monitor work.
  - Develop CW evaluation form to ask the stakeholders their opinions of the activity

In Appendix 1, page 7 you will see more potential recommendations for consideration with a bit more detail regarding community involvement, advertising each walkabout locally, recording and monitoring progress. This will form the basis of the workshop to discuss the agreed way forward.

The draft summary of the walkabout calendar (is shown in Appendix 2, page 9) attached to this document and has been developed using passed information to identify the best time to visit each area historically receiving walkabouts. The walkabouts will run from March to April each year.

Initially, the summary shows each area is being offered two dates and a start time based on previous records. At present Service Team Leaders have not been selected, however, walkabout assignments will take place before the first date in the calendar (1 March 2017). The service will release a revised version showing all the walkabout leads throughout the year.



## Appendix 1

### Walkabout Recommendations:

	<b>Proposal</b>	<b>Service Team Leader (STL) Response</b>	<b>Timescale</b>	<b>Responsible service area</b>	<b>Implemented by Officer</b>
<b>R1</b>	CW's will be on a bi annual frequency and be attended by all stakeholders (if possible).		<b>N/A</b>	All stakeholders	
<b>R2</b>	The promotion of the CWs should be carried out at least 3 weeks in advance of CW through community contacts and partnership networks. The promotion will include the name of STL leading the CW, meeting point and contact details.		<b>Set Calendar date for promotion STL, PDO's &amp; Community Rep</b>	Nominated STL	
<b>R3</b>	All CW's will commence at a time agreed by all parties with a briefing from the STL confirming the route and any information to be noted by stakeholders		<b>On day</b>	STL	
<b>R4</b>	Ensure that the service standards are readily available to staff and stakeholders when carrying out CWs.	The service standards are to be included in the partnership pages of the website and always available with the STL on each walkabout	<b>On day</b>	All service areas	
<b>R5</b>	The grading of the CWs should be agreed by those present before they leave to make it a more transparent and worthwhile way of being involved	To be implemented from the next walkabout	<b>On Day</b>	STL	
<b>R6</b>	The STL should have an up to date feedback sheet from the previous CW for the area, to highlight any recurring issues.	Part of the STL preparations for CW	<b>On day</b>		
<b>R7</b>	Ensure that the next year's EW programme is available from the beginning of the calendar year to maintain momentum	All service areas	<b>Six monthly</b>	All service areas	

<b>R8</b>	Request an update from internal departments and external agencies prior to the next CW in the same area. Ensure this information is taken on the CW.	Part of the STL preparations for CW	One month prior to CW	<b>STL</b>	
<b>R9</b>	Ensure that all agencies get a copy of the feedback and use stakeholder links in the community to give wider feedback.	Part of the STL post inspection duties for CW		<b>STL</b>	
<b>R10</b>	Develop online reporting process for each walkabout area, to allow stakeholders to monitor work	All service areas, part of post inspection duties for CW		All service areas	
<b>R11</b>	Advertise upcoming CWs in partnership web pages, digest and community networks. More articles on walkabout successes or initiatives, such as the 'skip days' held last year to stop fly tipping.	Partnership Team preparations for CW as well as post inspection duties for CW		All service areas	
<b>R12</b>	Develop CW evaluation form to ask the stakeholders their opinions of the activity	All service areas, part of post inspection duties for CW		All service areas	
<b>R13</b>	Do community reps know and understand the Neighbourhood Environmental Projects (NEP's) process?	All service areas,		All service areas	
<b>R14</b>	Could issues that come up in the CW be more appropriate for the NEP's funding stream?	All service areas		All service areas	

**Key;**

- **CW** – Community Walkabout
- **STL** – Service Team Leader
- **Stakeholders** – Community Representatives, Elected Members and partners
- **PDO** – Partnership Development Officer



## Appendix 2

### Walkabout - Summary of Dates for 2017/ 18

Area	Date & Times 1	Date & Time 2	Service Team Leader
<b>Fairmilehead</b>	1 March – 10.30am	6 Sept – 10.30am	
<b>Wester Hailes Park</b>	7 March - 10.30am	12 Sept – 10.30	
<b>Broomhouse</b>	8 March - 10.30am	13 Sept – 10.30am	
<b>Craiglockhart</b>	15 March - 10.30am	20 Sept – 10.30am	
<b>Westburn</b>	22 March - 10.30am	27 Sept – 10.30am	
<b>Firrhill</b>	6 Apr – 10.30am	12 Oct – 10.30am	
<b>Juniper Green Baberton Mains</b>	14 Apr – 10.30am	20 Oct – 10.30am	
<b>Kingsknowe</b>	19 Apr – 10am	25 Oct – 10.30am	
<b>Clovenstone</b>	20 Apr – 10.30am	19 Oct – 10.30am	
<b>Dumbryden</b>	3 May – 10.30am	8 Nov – 10.30am	
<b>Saughton Mains</b>	12 May – 9am	17 Nov – 9am	
<b>Hutchison Chesser</b>	16 May – 10.30am	21 Nov – 10.30am	
<b>Sighthill</b>	24 May – 9.30am	29 Nov – 9.30am	
<b>Oxgangs</b>	25 May – 10am	30 Nov – 10am	

<b>Colinton</b>	1 June – 10.30am	7 Dec – 10.30am	
<b>Balerno</b>	6 June – 10.30am	12 Dec – 10.30am	
<b>Whitson</b>	12 June – 6.30pm? (TBC)	15 Dec – 8.30am	
<b>Barn Park</b>	13 June – 10.30pm	19 Dec – 10.30am	
<b>Ratho</b>	20 June – 10.30am	5 Dec – 10.30am	
<b>Calders Low Rise</b>	4 July – 10.30am	9 Jan – 10.30am	
<b>Hailesland</b>	12 July – 10.30am	10 Jan – 10.30am	
<b>Greenview Dunbeg Harvesters</b>	18 July – 10.30am	16 Jan – 10.30am	
<b>Merchiston</b>	25 July – 10.30am	23 Jan – 10.30am	
<b>Murrayburn</b>	8 Aug – 10.30am	6 Feb – 10.30am	
<b>Redhall</b>	9 Aug – 10am	7 Feb – 10am	
<b>Gorgie Dalry</b>	15 Aug – 9.30am	13 Feb – 9.30am	
<b>Stenhouse</b>	18 Aug – 9am	16 Feb – 9am	
<b>Currie</b>	22 Aug – 10.30am	20 Feb – 10.30am	
<b>Parkhead</b>	23 Aug – 9.30am	21 Feb – 9.30am	

### Appendix 3

#### Walkabout Items – Rating, Score & Standard (using the Traffic Light System)

Rating	Score	Standard
Green	0 - 1	No issues to raise that requires immediate or medium action
Amber	2	The project or issue has a problem but action is being taken to resolve this , or The project or issue has a potential problem has been identified and no action may be taken at this time but it is being carefully monitored
Red	3	The project or issue requires immediate remedial action to achieve objectives

#### Key to R.A.G. (Traffic Light) System

RAG Status Guidance RED	AMBER	GREEN
<ul style="list-style-type: none"> <li>The timeline/cost/objectives are at risk</li> <li>Significant obstacles or issues prevent the service team and consequently the programme from meeting plans</li> <li>Even with corrective action, expected action may be insufficient to ensure outcomes/ benefits are met</li> </ul>	<ul style="list-style-type: none"> <li>Some obstacles or issues put the work team at risk of meeting plans</li> <li>Outcomes/ benefits likely to be achieved but action must be taken quickly</li> </ul>	<ul style="list-style-type: none"> <li>Face only minor obstacles, if any</li> <li>High confidence in ability to implement plans</li> <li>No issues are threatening the outcomes or benefits</li> </ul>
<b>ACTION: Formal report on action and timescale to remedy issue</b>  <b>Example</b> - Major issue with lack of communal bins creating health issue or fire risk issue around flats	<b>ACTION: Raise awareness to the relevant service team(s)</b>  <b>Example</b> - Communal bin area requires more recycling- not critical	<b>No action required or logged through on system as an enquiry</b>  <b>Example</b> - Lock on Communal bin needs repaired – minor issue

## Appendix 4

### Examples of Walkabout Suggestions & Service Issues

South West Locality Team	Example of Walkabout items	Standard Service issues (Not to be raised on Walkabouts)
<b>Household Family Support</b>	<ul style="list-style-type: none"> <li>• Vandalism / Graffiti caused by groups of youths hanging about stairwells</li> <li>• Concerns raised about Vulnerable residents – Joint approach between FHSS and Housing Operations</li> <li>• Unknown persons hanging about stairwells and causing anti social behaviour – Joint approach across the Locality to identify those responsible which also relies on the community getting involved too</li> </ul>	<ul style="list-style-type: none"> <li>• Noise complaints – these should be reported to 101 at the time who will then pass on to the duty officer within my team</li> <li>• Youths hanging about stairwells – This should be reported direct to the Police on 101</li> </ul>
<b>Roads &amp; Footpaths</b>	<ul style="list-style-type: none"> <li>• Resurface footways</li> <li>• Resurface carriageways</li> <li>• Reflag footpath</li> <li>• Widening of footway</li> <li>• Install handrails</li> <li>• Repositioning of D-islands</li> <li>• Construct kerbed area to house trade waste bins</li> <li>• Replace old concrete mix kerbs</li> <li>• Installation of zebra crossing</li> <li>• Guardrail restoration</li> </ul>	<ul style="list-style-type: none"> <li>• Potholes</li> <li>• Graffiti on private areas (i.e. sub stations, social media cabinets, private property etc)</li> <li>• Grass cutting</li> <li>• Street lighting faults</li> <li>• Gully Cleaning</li> <li>• Flooding in parks and open spaces</li> <li>• Litter</li> <li>• Damage to road signs</li> <li>• Dumped rubbish in communal stairs</li> </ul>
<b>Parks &amp; Green Spaces</b>	<ul style="list-style-type: none"> <li>• Community clean-ups</li> <li>• Community litter picks</li> <li>• Projects to improve fencing</li> <li>• New footpaths</li> <li>• New street tree planting and footway works</li> <li>• New street tree planting</li> <li>• Access improvement</li> <li>• Improve access into gardens</li> <li>• Upgrade play equipment</li> <li>• Street Lighting installation</li> <li>• Construction of a car parked area</li> </ul>	<p>General maintenance i.e.</p> <ul style="list-style-type: none"> <li>• litter,</li> <li>• grass cutting,</li> <li>• weeds,</li> <li>• pot holes,</li> <li>• lighting</li> </ul>

<b>Waste Services</b>	<ul style="list-style-type: none"> <li>• Community engagement</li> <li>• Possible project work- removal of bin rooms- changing bin areas- open space works</li> <li>• Supply of new/ extra bins</li> <li>• Joint ventures with internal and external groups and partners</li> <li>• New city wide initiatives- some budget dependant</li> </ul>	<ul style="list-style-type: none"> <li>• Non Collection of waste bins</li> <li>• Street litter/ leaves- street cleaning</li> <li>• Weeds need clearing( separate from major landscaping)</li> <li>• Bin repairs/bin lids or burnt out bins</li> <li>• Bin areas/ bin rooms need cleaning</li> <li>• Dog fouling</li> <li>• Dumped items</li> <li>• Personal dislikes</li> <li>• Dumped cars/caravans</li> </ul>
<b>Housing</b>	<p><b>Identifying general issues E.g.</b></p> <ul style="list-style-type: none"> <li>• Car parking on the grass,</li> <li>• Paths not level for older tenants,</li> <li>• Bins everywhere,</li> <li>• Empty spaces, neglected spaces that need a use,</li> <li>• Unloved hedges.</li> <li>• Community clean-ups with local schools and third sector organisations</li> <li>• Community litter picks with local schools and third sector organisations</li> <li>• Mixed tenure repair scheme</li> </ul> <p><b>Discussing environmental Ideas that would benefit the area. E.g.</b></p> <ul style="list-style-type: none"> <li>• Mini allotments.</li> <li>• Kickabout spaces,</li> <li>• playspaces for young children near their home,</li> <li>• providing bike stores,</li> <li>• Redesigning a car park,</li> <li>• Improving the appearance at the entrance to a block,</li> <li>• Access paths – projects on housing land and beneficial to tenants.</li> </ul> <p><b>Help residents to improve and maintain an area E.g.</b></p> <ul style="list-style-type: none"> <li>• Community garden, prepare land, supply plants, provide advice and garden classes.</li> </ul>	<ul style="list-style-type: none"> <li>• Litter outside a stair or in gardens</li> <li>• Dumped item,</li> <li>• Broken fence/gate,</li> <li>• Overgrown hedges or hedges requiring cutting</li> <li>• Bin not emptied,</li> <li>• Stair cleaning</li> </ul>

## Appendix 5

### Community Area \_\_\_\_\_ Community Walkabout Inspection Checklist External

**Date;**

**Team Leader;**

Issue	Standard	Rating	Action Required	Who	When	Outcome
General appearance	First impression is positive and the area looks well managed. (park, road, street, stair, gardens, hedges, plants & trees etc)  <b>Potential improvements?</b>					
Evidence of fly tipping	There are no items dumped such as furniture on parks, open space or common land.					
Graffiti	There is no evidence of graffiti that requires removal from Council owned building or assets.					
Refuse & waste	The area is clean and residents are using refuse bins, facilities and recycling correctly  <b>Potential improvements?</b>					
Vandalism	There is no evidence of malicious damage that requires attention from Council owned building or assets					
Grassed areas & open spaces	Grassed areas are well maintained and in good condition  <b>Potential improvements?</b>					

Car Parks/ Parking	There is adequate parking and cars are not parked on grass verges or blocking building access.  <b>Potential improvements?</b>					
Street lighting	There is adequate street and communal lighting and is in working order					
Paths/ Pavements / Walkways / Highways	In good condition and free from potential hazards.  <b>Potential improvements?</b>					
Play areas/ Kick about areas/ Play spaces/ Bike stores?	Well maintained and free from rubbish or debris and any other potential hazards.  <b>Potential improvements?</b>					
Fencing / Gates	There is adequate fencing and is in good condition.  <b>Potential improvements?</b>					
Residents, Tenants & Communal gardens	Generally the individual gardens are well maintained. <b>Potential improvements?</b>					
Trees/ Plant borders/	Trees, plant borders are well maintained and do not significantly obstruct light or pose a potential hazard <b>Potential improvements?</b>					
Vacant sites	There are no vacant sites that are blight the surrounding area					



Garage Sites	Sites in well maintained condition and free from fly tipping					
	<b>TOTAL</b>					
<b>Other Observations</b>						

## Appendix 6

### Community Area \_\_\_\_\_ Community Walkabout Inspection Checklist Internal

**Date;**

**Team Leader;**

Internal Areas	Standard	Rating	Action Required	Who	When	Outcome
General appearance	First impression is positive and the area looks well managed.					
Decoration	Decoration in good condition and free from marks and graffiti					
Cleaning	All surfaces clean and in good condition					
Lighting	Adequate lighting and in full working order					
Refuse	Refuse stored in correct manor					
Health & Safety	No potential hazards for residents or visitors such as items obstructing corridors and walkways					
Signage	All signs clearly visible and information up to date					
Graffiti	No evidence of graffiti or unauthorised stickers / notices					
Repairs and maintenance	All facilities such as lifts, communal doors and windows etc in good repair and well maintained					