

<b>Terms of Reference – Tenant Estate Inspectors Task and Finish Group</b>			
<b>Topic/Project:</b>	Tenant Estate Inspectors Task and Finish Group		
<b>Terms of reference developed by:</b>	Jay Furner – Anti-Social Behaviour & Communities Manager		
<b>Provisional Topic Group Name:</b>	Tenant Estate Inspectors		
<b>Group reports to:</b>	Residents Panel		
<b>Start Date:</b>	November 2016	<b>Completion Date:</b>	May 2017
<b>Membership &amp; Recruitment:</b>	The Group shall be quorate providing there are four members present (minimum 2 residents and minimum 2 Victory staff).		
<b>Responsibility for recruitment process:</b>	Victory staff: Jay Furner – Anti-Social Behaviour & Communities Manager Residents: Jo Todd – Community Development Officer		
<b>Group membership details (including size)</b>	<p>Residents: Max 8 residents recruited from residents who have an interest in the condition of Victory estates, and residents who have experienced issues or have previously complained.</p> <p>Victory staff: Jay Furner - Anti-Social Behaviour &amp; Communities Manager Charlotte McKnespiey - Community Management Officer Dave Rees – Community Management Officer Lyndsey Ryce – Community Management Assistant Jo Todd – Community Development Officer</p>		
<b>Forum/Scrutiny Committee linkage:</b>			
Residents Panel			
<b>Project background:</b>	<p>The decision was made in 2012 to cease estate walkabouts as they were staff intensive and didn't offer meaningful engagement opportunities for residents and issues raised tended to be only those that were of particular concern to those individual residents.</p> <p>However we recognise that there is still scope for tenants in relation to estate inspections that would give them a real opportunity to have meaningful involvement in Victory's operational work.</p> <p>It is proposed to conduct a 6 month pilot project to train tenants in basic estate inspections, gathering evidence on;</p> <ul style="list-style-type: none"> <li>• quality of maintenance, cleaning and caretaking services</li> </ul>		

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	<ul style="list-style-type: none"> <li>• flytipping and litter</li> <li>• quality of grounds maintenance service</li> <li>• graffiti and vandalism</li> </ul> <p>Photographs are taken of good and bad examples of estate management and the evidence is logged and fed back to the relevant departments. Any necessary improvements to particular estates can then be made and examples of good practice are recognised and shared with other teams.</p> <p>To ensure 'fresh eyes', tenants will be expected to inspect estates that are not near their homes.</p>
<b>Success Criteria:</b>	
<ol style="list-style-type: none"> <li>1. Pilot is successfully completed</li> <li>2. Group of residents trained in estate inspections</li> <li>3. Each resident has conducted 6 inspections</li> <li>4. Decision is made whether to expand project</li> </ol>	
<b>Key actions:</b>	<ol style="list-style-type: none"> <li>1. Train 6 resident to conduct basic estate inspections.</li> <li>2. Each resident to complete 6 inspections.</li> <li>3. Feedback issues to relevant team to action.</li> <li>4. Complete a review at end of pilot.</li> <li>5. Make recommendations to RP over future of project.</li> <li>6. Obtain BT approval for any proposals.</li> </ol>
<b>The project scope specifically includes:</b>	<b>This project scope specifically excludes:</b>
All Victory estates.	Non-Victory estates
<b>Constraints:</b>	Availability of residents.
<b>Equality &amp; Diversity issues:</b>	Any disabled residents who volunteer for pilot will only be asked to inspect estates that are accessible to them.
<b>Value for money considerations:</b>	<ol style="list-style-type: none"> <li>1. Increased level of inspections could identify issues at an earlier stage thereby reducing repair costs.</li> </ol>
<b>Key Assumptions:</b>	<ol style="list-style-type: none"> <li>1. Residents willing to be fully engaged in review.</li> <li>2. Victory staff available to support project.</li> </ol>
<b>Budget:</b>	Costs to be contained within residents involvement budget.

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<b>Costs:</b>	<b>Other resources:</b>
Resident travel expenses.	Victory staff & residents time. IT to support lone working for residents Equipment to undertake inspections Victory identification badges
<b>Date Terms of Reference Approved by commissioning group:</b>	
<b>Signature of Chair of commissioning Group</b>	

Final

## Person Specification: Resident Estate Inspectors

We would like you to have:	Essential	Desirable
Own transport, willing to use it to visit estates and conduct inspections	✓	
Be prepared to travel to other Victory estates. (Resident estate inspectors will not be inspecting their own neighbourhood)	✓	
Weekday daytime availability	✓	
Observant	✓	
Good attention to detail	✓	
Willing to be outside in all weathers		✓
Attend preparation training and apply the knowledge gained to the task	✓	
Able to commit to at least 6 months participation following training	✓	
Own a smart phone with built in camera		✓
Have access to email and wifi	✓	
Able to conduct at least two inspections per month	✓	

**Please note:** All out of pocket expenses will be reimbursed including travel at 45 pence per mile. You will need to inform your vehicle insurer of this voluntary activity to ensure you are covered.