

# Resident and Community Panel Working Group Walkabouts

## Draft meeting summary / actions

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**Date:** Monday, 20 April 2026

**Time:** 6:00 PM – 7:00 PM

**Location:** Online (Microsoft Teams)

**Chair:** Amy Hughes (BCC)

**Transcribe:** Henry Murray (BCC)

### Attendees:

Panel members: 8 in attendance

BCC: Amy Hughes (Tenant Participation Officer), Mark Goodey (Housing Manager), David Maggs (Tenant Participation Officer), Henry Murray (Engagement Support Officer)

## 1. Why we do neighbourhood inspections and walkabouts

Neighbourhood inspections are carried out by housing officers across defined areas of between 1 and 200 homes. Officers record issues using a standard digital form and assign a grade that results in an overall neighbourhood score.

- Question: Are inspections based solely on officer judgement?  
Response: Mark explained that inspections use standardised criteria and are supplemented by resident and partner input during walkabouts to ensure fairness and consistency.

## 2. Neighbourhood inspections – what they are

Jorden explained that the session aimed to gather honest resident feedback on the Customer Service Standard, understand what good customer service feels like in practice, and use this feedback to inform revisions and implementation

## 3. How often inspections happen

Inspection frequency depends on the neighbourhood score. High-scoring areas are inspected around twice a year, while poorer-performing areas may be inspected monthly.

- Question: Will well-performing areas be forgotten?  
Response: Mark confirmed that all neighbourhoods continue to be inspected, but resources are focused where need is greatest.

## 4. Neighbourhood walkabouts – your chance to get involved

Walkabouts take place once a year per neighbourhood and combine inspections with residents, councillors and partner agencies present. Residents can highlight issues directly on site.

- Question: Why were residents not informed about previous walkabouts?  
Response: Mark acknowledged past failures and outlined new commitments including advance letters, posters, text messages and published schedules.
- Question: How will this work in dispersed street areas or for residents with mobility issues?  
Response: Officers will carry out inspections and then hold local meetings to present findings. Virtual or video walkabouts were suggested as a future development.

## 5. What a Locality Plan is

A Locality Plan is produced following inspections and walkabouts. It summarises local issues and identifies at least three agreed priorities for the area.

- Question: Is this a separate process?  
Response: Mark clarified that the Locality Plan is the outcome of inspections and walkabouts, not an additional exercise.

## 6. Locality Plan priorities – what to expect

Priorities are shaped by resident feedback, walkabout discussions and housing officer knowledge. Typical issues include antisocial behaviour, environmental conditions and communal maintenance.

- Question: Who decides priorities if residents disagree?  
Response: Draft priorities will be shared with residents for confirmation. Residents can challenge or correct them before they are finalised.
- Question: How are internal issues in blocks prioritised?  
Response: Large blocks can be treated as individual neighbourhoods, allowing priorities to reflect internal needs such as caretaking or repairs.

## 7. What happens after inspections and walkabouts

Once agreed, Locality Plans are monitored through regular management reviews and key performance indicators (KPIs) reported to senior leadership.

- Question: How is this different from past processes that failed?  
Response: Mark explained that this process is formally tied to performance management and senior accountability, with quarterly reporting requirements.

## 8. Keeping residents informed

Residents consistently highlighted frustration about lack of feedback. Many said they had reported issues for years without updates.

- Question: How will residents know what has happened after a walkabout?  
Response: Mark committed to sharing Locality Plans with all residents in affected areas and providing updates explaining progress, delays or constraints.