

Appendix 1

Examples of Walkabout Suggestions & Service Issues

South West Locality Team	Example of Walkabout items	Standard Service issues (Not to be raised at Walkabout)
Household Family Support	<ul style="list-style-type: none"> • Vandalism / Graffiti caused by groups of youths hanging about stairwells • Concerns raised about Vulnerable residents – Joint approach between FHSS and Housing Operations • 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 	<ul style="list-style-type: none"> • Noise complaints – these should be reported to 101 at the time who will then pass on to the duty officer within my team • Youths hanging about stairwells – This should be reported direct to the Police on 101
Roads & Footpaths	<ul style="list-style-type: none"> • Resurface footways • Resurface carriageways • Reflag footpath • Widening of footway • Install handrails • Repositioning of D-islands • Construct kerbed area to house trade waste bins • Replace old concrete mix kerbs • Installation of zebra crossing • Guardrail restoration 	
Parks & Green Spaces	<ul style="list-style-type: none"> • Community clean-ups • Community litter picks • Projects to improve fencing • New footpaths • New street tree planting and footway works • New street tree planting 	General maintenance i.e. <ul style="list-style-type: none"> • litter, • grass cutting, • weeds, • pot holes, • lighting

	<ul style="list-style-type: none"> • Access improvement • Improve access into gardens • Two large bedding areas to be replaced with resin bound surfaces and planters • Upgrade play equipment • Street Lighting installation • Construction of a car parked area 	
Waste Services	<ul style="list-style-type: none"> • Issues should be centred on making the Locality a better place to live. • Based on Edinburgh Council Vision and values. Working to the Locality model and only dealing with issues or project that a realistic and within our remit. 	<ul style="list-style-type: none"> • All issues that are service matters should be directed through the contact centre as this is the best mechanism to record issues and also make sure they are directed to the correct team. • This also helps when analysing data to show where the main issues are and it also lets us see how process is being made on the enquiry.
Housing	<ul style="list-style-type: none"> • Community clean-ups with local schools and third sector organisations • Community litter picks with local schools and third sector organisations • 	

Appendix 2

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.					
Evidence of fly tipping	There are no items dumped such as furniture on common land.					
Litter	The area is generally free from litter					
Graffiti	There is no evidence of graffiti that requires removal from Council owned building as or assets.					
Dog fouling	The area including pavements and grassed areas appears free of dog fouling					
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					
Parking	There is adequate parking and cars are not parked on grass verges or blocking building access					

Street lighting	There is adequate street and communal lighting and is in working order					
Pavements / Walkways / Highways	In good condition and free from potential hazards					
Play areas	Well maintained and free from rubbish or debris and any other potential hazards					
Fencing / Gates	There is adequate fencing and is in good condition					
Residents, Tenants & Communal gardens	Generally the individual gardens are well maintained					
Trees	Trees are well maintained and do not significantly obstruct light or pose a potential hazard					
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					
	TOTAL					
Other Observations						

Appendix 3

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, windows etc in good repair and well maintained					