

## **WALK AND TALK PROCEDURE**

### **INTRODUCTION**

This procedure enables staff, tenants, Derby Homes Board members, Ward members and other partners to influence the management and development of estates by doing the following:

- Providing a venue and giving attendees the choice of walking the patch or talking with staff about issues on the estate
- Allow the group to identify potential estate improvements

### **WALK OR TALK PROCESS**

#### **Before the event**

1. Each Housing Officer patch will be split into 3 or 4 walkable areas
2. Housing Officers will identify venues preferably within these areas or as close as possible. If a suitable venue cannot be located, then use the local Housing Office.
3. Book in diary dates and times between April and September to cover the whole patch. Remember there will be 2 walk or talks on the same day, so try to do one at 10.00a.m and the second at 5.30 or 6.00p.m. Ensure that venues identified will be available on these dates.
4. Ensure that the Housing Officer for the patch is available along with a second member of staff i.e Housing Manager, Senior Housing Officer or another Housing Officer or Assistant
5. At least 10 days before each event, please e mail the DTRC using the template (stored in Team Drives) providing date times and venues.
6. Housing Officers or other staff should hand deliver leaflets to residents in the areas concerned no more than 7 days before the event.
7. Housing Officers should check the area beforehand (whilst doing leaflet drop) and have ideas of how the area could be improved Print off maps of the area to be displayed at the venue. Collate any relevant information i.e Photos of any previous estates Pride improvements. Programme or any future planned or cyclical maintenance works
8. 10 days before the event invite by E mail or other contact Ward Councillors, Neighbourhood teams. Police & any known active tenants.

#### **On the Day**

1. Arrive in good time at the venue. Display maps and photos etc
2. Note down all attendees names addresses and contact numbers
3. Do introductions and explain how the process will work.i.e Show attendees map of the area and any previous or planned works. At this stage offer anyone that wishes to a walk around the patch, which can be conducted by the second officer

4. Advise residents of Estate Pride funding and Housing Focus Group funding and ask for any ideas for improvements.
5. Do a question and answer session about "Your issues"
6. Offer partner agencies the opportunity to promote their work in the area
7. Close the meeting and advise all attendees that they will receive a report detailing what was said and timescales for any proposed improvements.
8. Forward onto Regeneration team any Estates Pride Proposals using existing procedures.