

Appendix 2 - Protocol for ward Walkabouts

1. Each Ward has a designated SLT member so a Senior Leadership PA will contact the ward councillors and agree a date, time and meeting place for the walkabout at least 4 weeks prior to the event
2. The PA will inform named Partners who will be attending the walkabouts of the time and date.
3. The PA will inform the Parishes (where applicable) of the date and time and ask for their nominated attendee's name and any issues the Parish wish to be brought to the attention of local members for consideration of inclusion in the ward walkabout, to be forwarded to the PA two weeks prior to the walkabout taking place
4. Ward members will be provided with any performance data relating to their ward at least 3 weeks prior to the walkabout and will determine the route for the walkabout.
5. At the meeting time the walkabout will follow the proscribed route agreed by ward members and issues, discussions etc with members and service providers will take place during the walk about. The Environmental Warden will record any actions that need attention as a result of being highlighted during the walkabout.
6. Partners will also make notes of actions and report back progress to the Environmental Warden who in turn can report to local members.
7. In respect of County Highway issues the warden will coordinate issues for highways colleagues and be responsible for reporting these through agreed channels.
8. For Netherfield and Newstead (Priority Wards) the Locality Coordinator will arrange and administer the ward walkabout.
9. Any actions still outstanding prior to the next arranged walkabout will be brought to the attention of the SLT lead whose role is to unblock issues where no action as resulted and issues remain unresolved.
10. Timings for a walkabout need to be flexible depending on the needs of the ward but should not exceed 3 hours at any one visit. It maybe some wards only need one hour or less to look at specific issues. A provisional time should be agreed at the setting of the date