

# An introduction to Neighbourhood Inspectors

## **What do Neighbourhood Inspectors do?**

Neighbourhood Inspectors work in teams, walking around an area looking at the shared open space, gardens, roads, paths and parking areas. Inspectors write down what they see. They look out for signs of litter, graffiti, vandalism, dumped rubbish or any other issues that affect the appearance of the area. The inspector scores an area using a simple checklist.

## **Why does the Trust want residents to do this?**

We feel residents are the best people to judge the standard of our neighbourhoods. We want residents to be more involved in helping to ensure we provide an excellent service to all Trust residents.

## **Who can become a Neighbourhood Inspector?**

You have to be a customer of Somer Community Housing Trust, that is, either a tenant, leaseholder or shared owner.

## **What happens to the information that is collected?**

The information from the inspections will be used as a way of comparing the standard of our areas. It will also help us to decide what improvements are needed in an area.

## **How much time will it take?**

You will need to be able to attend a half day training session. We offer support with transport, childcare and other care costs to enable you to attend and will aim to hold the training at a time to suit you.

We expect inspections to take about an hour to carry out. We will give you written instructions to guide you through the inspection and photographs to help you score the area.

## **What skills do I need to be a Neighbourhood Inspector?**

You do not need any previous experience, but you will need to:

- be able to read and follow the checklist and fill it in clearly; and
- be able to attend a training session.

All inspectors will be given training on how to score an area and will work in a team with other residents and staff for support.

## **What benefits are there?**

You will benefit from free training, support and experience, which could assist you in future work or volunteer roles.

You will receive £50 worth of shopping vouchers on completion of an agreed number of area inspections.

You will be reimbursed for any expenses you incur such as travel expenses and care costs.

Neighbourhood inspections will benefit all residents as they will provide evidence about standards and be used to make improvements.