

1. Document Overview

These Terms of Reference outline the purpose, governance and operational framework for Community Walkabouts across Newark and Sherwood.

Name	Terms of Reference Community Walkabouts
Version	1.0
Date	February 2026
Author	Terry Bailey

2. Remit of Community Walkabouts

Community Walkabouts provide a structured approach to monitoring the condition of local neighbourhoods and addressing environmental or community-related issues collaboratively. This involves proactively resolving concerns with partners and improving council-owned properties and communal areas across Newark and Sherwood.

Aim of Community Walkabouts:

To maintain clean, safe and well-kept neighbourhoods by regularly assessing local areas, working with partners to resolve issues, and supporting stronger, more resilient communities

Objectives of Community Walkabouts:

- ✓ Engage regularly with residents and local communities.
- ✓ Promote shared responsibility for the appearance and condition of the area.
- ✓ Work collaboratively with partner organisations to resolve issues efficiently.
- ✓ Assess the condition of Estates, including grounds, paths, lighting, play areas and communal spaces and record issues requiring action.
- ✓ Identify environmental problems such as fly-tipping, garden concerns, damage or antisocial behaviour.
- ✓ Seek feedback from tenants, residents and elected members to understand local concerns.
- ✓ Review progress against actions from previous walkabouts.

- ✓ Ensure appropriate involvement of partner agencies (e.g., housing, police, community safety).
- ✓ Assign clear ownership of actions, set realistic timescales and ensure consistent follow-up.
- ✓ Capture insights to support wider service improvements and policy development.
- ✓ Recognise well-maintained areas and positive community contributions.

3. Governance of Community Walkabouts

NAME	ROLE IN ORGANISATION
Julie Davidson	Business Manager – Housing Services
Terry Bailey	District Housing Manager
Chris Garlick	Senior Housing Officer
Paula Joyce	Senior Housing Officer
Dawn Turner	Senior Housing Officer
Lauren Sherwood	Senior Housing Officer
Ashley Kitchen	Street Scene Manager
Anne Lewis	Housing Maintenance Manager
Andrew Weaver	Senior Enforcement Officer

Community Walkabout Schedule		Frequency
Planning session	January	Annually
Walkabouts	March – October	6-month period
Check in sessions	May and August	3-monthly
Formal review and close down session	October	Annually

Annual Planning

Annual planning meeting held each January with key officers to identify issues, confirm representation at walkabouts and agree priority areas.

Walkabout Cycle

Walkabouts will take place from March to October, with specific areas agreed during the January planning session. Quarterly check-ins will be held in May and August. A formal review and close-down session will take place in October.

Ongoing Oversight

- ✓ Senior officers briefed (January, May, August, October).
- ✓ Effectiveness reviewed by designated leads.
- ✓ Inspectors remain accountable for reporting and follow-up.

4. Reporting and Accountability

Progress of actions should be monitored through quarterly meetings and one-to-one meetings between the District Housing Manager and Senior Housing Officers.

A report will be developed and taken to SLT annually to report on progress and gain steer for the development of the following years schedule for Community Walkabouts. Members will be consulted before the planning meeting in January to capture areas for improvement and continuous development.

Priority Categories

12 walkabouts are expected to be conducted each year. The areas requiring a formal walkabout will be deemed high priority areas and they will be decided during the annual planning sessions. Walkabouts can be triggered by request of members, communicated through their designated SHO.

Areas deemed as lower priority (amber and green) will not have formal walkabouts unless triggered. These areas will be monitored through alternative methods such as street surgeries.

- ✓ **Green:** Low priority – monitor reactively; community engagement sessions.
- ✓ **Amber:** Medium priority – closely monitored; community engagement sessions.
- ✓ **Red:** High priority – requires a formal walkabout.

Reporting Routes

Appendix 1 outlines NSDC's structure for Community Walkabouts, detailing which officers cover which geographical areas, along with elected councillors by ward.

Community Walkabouts are managed by the District Housing Manager. There are four Senior Housing Officers, responsible for Newark and Sherwood areas.

There are fifteen Tenancy Officers, incorporating one vacancy. These officers are supported by a total of four Tenancy Assistants and five Street Wardens.

Methods of Reporting

Service Area	Reporting System	Reporting Notes
Housing Maintenance	Repairs Supervisor / Email	<p>Intention for Repair Supervisors to attend every Walkabout and generate Works Orders based on the issues identified.</p> <p>Works order will produce a reference number to be uploaded into the Central Tracker by the monitoring officer.</p> <p>If a member of the Repairs team cannot attend the Walkabout, TA / TOs will report issues via email to the designated Works Planning Supervisor.</p>
Street Scene	Email	<p>Issues to be emailed directly to the Street Scene Manager.</p> <p>Street Scene Technical Support Officer to monitor the Central Tracker and feedback to the Street Scene Manager.</p>
Enforcement	ESB	<p>All issues to be reported via ESB.</p> <p>TA / TOs will input the generated reference number into the Central Tracker.</p>

5. Members

The following officers represent and manage the Community Walkabouts.

District Housing Manager	Programme management and accountability of progression.
Senior Housing Officer	Management of the Community Walkabouts functionality and progression.
Tenancy Officer	Planning and oversight of the execution of the Community Walkabouts.
Tenancy Assistant	Execution of the Community Walkabouts.

6. Review and Amendment of Terms of Reference

These Terms of Reference shall be reviewed annually to ensure they remain aligned with the strategic priorities of Newark and Sherwood District Council.

7. Appendices

Appendix 1 – Community Walkabouts Overview and Checklist

I certify this is a true and accurate record of the inspection completed today

Tenancy Officer's signature:		Date:	
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