##

## Trafford Housing Trust- Neighbourhood Champions Procedure

**Introduction**

The Neighbourhoods Team has decided to develop 3 Champions initiatives, Block Champions, Green Champions and Estate Champions. This will be known as Neighbourhood Champions. Residents can be a part of more than one strand if it falls within where they live. This procedure is going to explain recruitment, incentives, what we expect from you and what you should expect from us.

**Recruitment**

Champions can come forward at any time if they wish to participate in any of the 3 Champions strands. The 3 strands being; Block Champions, Green Champions and Estate Champions. When a tenant expresses an interest in becoming a Champion, they will be contacted by the Neighbourhood Services Team who will give them further information about the role(s). If the tenant wishes to sign up, they will be given an induction which includes going through the handbook and an option to shadow their NSO or Housing Officers inspection.

**Purpose**

Block Champions- The purpose of a Block Champion is to assist Trafford Housing Trust in keeping the block they live in and the grounds clean, safe and attractive.

Green Champions- The purpose of a Green Champion is to assist Trafford Housing Trust in keeping the patches of where you live that receive a grounds maintenance service clean, safe and attractive.

Estate Champions- The purpose an Estate Champion is to assist Trafford Housing Trust in keeping the estate you live in clean, safe and attractive.

**Benefits and Rewards**Champions will be rewarded in linewith the incentive procedure; this is so everybody is awarded fairly and appropriately if they wish to participate in more than one strand. The Neighbourhood Services Support Officer will inform you what you are entitled to on your recruitment.

Champions will be invited along to any training they feel will increase their skill set.

**Expectations**
1. To assist Trafford Housing Trusts Customer Involvement Team in keeping the Neighbourhoods you live in clean, safe and attractive.

2. To regularly conduct inspections on behalf of Trafford Housing Trust, it is recommended once a month per Champion strand you are a part of. Report any issues to the Customer Involvement Team who will then pass your findings onto the appropriate staff members if required.

3. To complete and provide inspection sheets to the Customer Involvement Team in order to receive an incentive.

4. To be open and honest when providing evidence to Trafford Housing Trust

5. To attend Champions meetings.

6. To show empathy and support if a tenant comes to you to report an issue.

**Staff Protocol**

1. Staff will ensure you have an induction meeting including an optional opportunity to shadow an inspection.
2. Staff should provide Champions with any paperwork and resources you will require.
3. Staff **must** support Champions if any residents are being unfriendly towards them over their Champions status.
4. The Customer Involvement Team will be your first point of contact as they will be able to pass on your inspection findings to the appropriate person who will be able to provide the best outcome for you.
5. When the Support Officer has received your inspection sheet(s) they will find a resolution to your inspection findings and they will feedback the actions via your preferred method of contact e.g. letter, phone call, in person.
6. Your Housing Officer will be notified of the progress of your inspection findings if it’s required to do so.
7. Meetings will happen every few months but contact will always be kept in between those meetings by the Neighbourhood Services Team e.g. business updates
8. The Customer Involvement Team will also provide champions with the vouchers in the correct amount once evidence of inspections has been provided.