

ENVIRONMENTAL CHAMPIONS

Terms of Reference

1. Purpose

The Champions focus will be on environmental issues and can include issues such as carrying out inspection in local communities, litter picking and recycling.

2. Membership

Those living in Ongo properties.

There is no minimum or maximum number who can become champions as this is an informal structure of involvement.

Supported by Ongo staff from various areas of the business, e.g. the Customer Engagement Team, Neighbourhood Services Team etc.

3. Role of Champions

The champions must be committed to improving their environment and will be involved in inspecting their own neighbourhoods and reporting any issues they find to Ongo. They will identify:

- Flytipping
- Graffiti
- Repairs required
- Untidy grassed areas
- Untidy communal areas
- Recycling
- Litter picking

In addition to the above points, the champions will help to promote information in their local areas and take part in awareness days / Ongo Action Days.

Inspections will mainly focus on the neighbourhood they live in, but if they spot something when visiting elsewhere, they can report on that too.

Champions must be able to communicate with Ongo by email, phone or virtual meetings.

The champions will have the opportunity of getting involved in:

- Joint estate walkabouts with staff, external agencies and other tenants (as and when required - if they wish to, although this is not a requirement)

Any champion who hasn't completed regular inspections and doesn't notify customer engagement giving a reason for this, will be contacted after a period of 3 months to find out their future intentions.

4. Tasks and Reporting Arrangements

Champions can carry out inspections at any time or they may just spot something as they walk to the shop, there are no stipulations as to when these should take place.

The champions will send photos and completed inspection sheets by email to the customer engagement team.

The customer engagement team will then use this information and will share it with the Tenant Inspectors group for discussion at their next meeting. Feedback from the Tenant Inspectors meeting is then shared with Community Voice.

Champions can litter pick at any time if disposing of the litter themselves. If they wish to carry out a larger litter picking exercise and require assistance with the disposal of the litter, then they should contact Neighbourhood Services at North Lincolnshire Council, who can provide the equipment. To make arrangements, email: Neighbourhoodservices@northlincs.gov.uk .

5. Attendance at Meetings

If the champions are interested they could attend a Tenant Inspector meeting as a guest observer to gain more understanding of the Tenant Inspector remit (this is optional).

6. Promotion & Recruitment

To help with the recruitment of champions, promotion will be carried out using social media, articles in Key News and via Ongo staff.

All expressions of interest will be directed to the customer engagement team who will then arrange a meeting with the interested individual. At the meeting the role and responsibilities of the champion will be fully explained and responsibilities identified.

7. New members

When a new champion is recruited they will be provided with an induction folder containing copies of all paperwork relevant to the role, including the code of conduct which all the new member will be asked to sign.

8. Training

Training will include health and safety, lone working and risk assessments that are already in place (copy to be provided). Individual risk assessments will be completed with the champions to cover lone working and anything else that may be required (e.g. if there are health issues to be considered)

PPE (protective personal equipment) e.g. hi visibility waistcoat.

Other training opportunities for champions will include:

- a) attending webinars on environmental issues, carbon reduction plans etc. (optional)
- b) to be trained as a qualified Energy tenant champion, (optional).

9. Risk assessments and Health & Safety

Risk assessments are in place for champions to minimise risks to their health and safety when carrying out inspections (from Ongo Homes) or litter picking (from North Lincolnshire Council). The risk assessments are issued to all new champions when recruited. They are also reviewed on an annual basis and are redistributed to all members should changes be made.

10. Expenses

Any reasonable out-of-pocket expenses incurred by the champions will be reimbursed. Expense claim forms can be provided so that any costs can be recorded. These claim forms must be presented to the customer engagement team, along with relevant receipts or details of mileage claimed (on a monthly basis).

11. Review

This Terms of Reference will be reviewed every 12 months (or earlier if there are any significant changes required).