

Neighbourhood Management Policy

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| Who's this for? | Customers, colleagues and stakeholders |
| Document status | Final |
| Date created | August 2019 |
| Last updated | July 2022 |
| To be reviewed | July 2024 |
| Policy Owner | Director of Housing |
| Other related documents | Customer care and complaints policy Anti-social behaviour policy and procedure Tenancy agreements and leases Domestic abuse policy Leasehold management policy Communal area management procedure Repairs policy Sustainability strategy Home and Place Investment Policy Vulnerable Customers policy |

1. Policy statement

At settle our purpose is to help people who are struggling to find a place to live. We help our customers to stay in their homes comfortably so they can live the life they choose. We want to be a brilliant landlord, delivering services that improve life outcomes for residents and those living in the neighbourhoods in which we work.

We're committed to investing in these neighbourhoods so that they are clean, safe and well managed, with residents feeling proud of where they live.

We want to be more than a landlord; we will work with residents and local partners to ensure we deliver local offers that meet local needs, and to tackle issues such as lack of secure employment, access to education and training, loneliness and poor mental and physical health.

2. Key Principles

- We co-design and co-produce neighbourhood plans with customers to make their neighbourhoods safe, clean and attractive places to live in
- We provide extra support to customers where this is needed to help them live comfortably in their homes
- We use data and customer insight to take a proactive and preventative approach to neighbourhood management and work in partnership with others to prevent and resolve issues
- We provide transparency and visibility around the services we offer
- We consider sustainability, value for money and solutions to social issues when looking at changes and improvement projects, as well as who we work with, in our neighbourhoods.

3. Objectives

- To offer advice, support and information about your neighbourhood in a timely way
- To be clear about our responsibilities and residents' responsibilities
- To consistently visit our neighbourhoods, ensuring the work we carry out meets the needs of our customers and that through collaborative services we provide the best outcomes for residents
- To provide extra help where an additional support need is identified - tailored to individual residents to help them live comfortably in their homes
- To deliver demand driven and resident led social value
- To inspire and engage residents to shape their neighbourhoods through neighbourhood action plans
- To ensure residents can access information on how we are performing against our customer promise and satisfaction measures.

4. Policy Actions

- Engage with customers and capture their views to ensure this is reflected in the services we offer
- Co-create neighbourhood plans to ensure action is co-ordinated, targeted and helps those living in our communities
- Use data smartly to understand local needs and influence how we support customers
- Create a community resilience framework to support our communities, improve life outcomes and work in partnership with customers and key stakeholders
- Create a plan to improve the health and wellbeing of our customers
- Develop a project funding assessment for services that could improve the quality of life for our residents, either delivered directly by settle colleagues or through our partners
- Measure satisfaction of the impact of neighbourhood plans in our neighbourhoods
- Carry out regular neighbourhood inspections and respond quickly to any health and safety issues
- Review our tort procedure to ensure a robust process is in place with clear responsibilities between teams – particularly for fire/health and safety risks

5. Desired outcomes

- To have safe and well-maintained neighbourhoods measured through CX feedback from customers
- To meet fire risk assessment actions and risk based block inspections are completed in line with targets set
- To support victims of anti-social behaviour measured through post case surveys
- To deliver consistently good services that are proactive and reduce customers' need to contact us – measured through first time fix and reduction of inbound contacts
- To have resilient communities where local partners work together to resolve issues at the root cause
- Engage with residents and the local community to understand what local people value, established and delivered through neighbourhood plans
- Evidence how customer feedback and understanding of our neighbourhoods has led to targeted improvements that make a difference in these communities

6. Performance Indicators

- Evidence of neighbourhood inspections carried out and all actions completed within 28 days of the inspection
- Evidence of improved customer outcomes following support; increased number of customers supported into training or employment

- Improvement on ICS score of how well settle supports the local community from 6.6 (as of March 2022)
- Improvement on ICS score of how well settle manages ASB from 6.4
- Trust score above 7.2
- Comfort index score from 6.9 to above 7.2
- Overall customer satisfaction >75%
- The customer promise is met, and progress published to customers on our website every three months
- Tenant Satisfaction Measures agreed with customers and published in line with government guidelines
- Reduced number of evictions related to anti-social behaviour

Additionally:

Our customer offer for neighbourhood management (including roles and responsibilities) is clearly set out, established in working practice and well communicated with colleagues, customers and relevant partners.

7. Key legislation

- The Social Housing Regulation Bill 2022
- Regulator of Social Housing Neighbourhood and Community Standard
- Clean Neighbourhoods and Environment Act 2005
- Law of Torts (interference with goods) Acts 1977
- Anti-social behaviour, Crime and policy act 2014

8. Review

The policy will be reviewed after two years or as required by changes in legislation and regulation.