

## Neighbourhood Management Policy

Document ID:	LAN-POL-1011 v1.0					
Executive Lead (Owner):	Executive Director of Customer Services					
Author (Leadership Team member):	Director of Customer Services					
Which Strategy does this support?	Landlord					
Review frequency:	Every 3 years	<input checked="" type="checkbox"/>	Other (state period)			
Date created:	August 2019					
Previous review date:	September 2024					
Review date:	December 2025					
Next review:	Will be reviewed as part of policy integration work prior to ToE.					
Current status:	Draft	<input type="checkbox"/>	Final	<input checked="" type="checkbox"/>		
<b>IMPACT ASSESSMENTS</b>						
Equality Impact Assessment						
STAGE 1 completed?	STAGE 2 required?	No	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>		If not required, state reason:				
Customer Impact Assessment						
1) Is this one of the agreed policies requiring resident consultation? Please refer to: <a href="#">Our policies - Settle</a>		Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	
2) If yes, please confirm resident consultation has taken place		<input type="checkbox"/>	Briefly detail changes arising from resident feedback:			
			N/A – existing policy moved to new template.			
<b>PPROVAL</b>						
Approval journey:	Executive Team	Committee				Board
		ARC	DAC	Ops	NRC	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date approved:	05/01/2026, by ED Customer Services					
Which Regulatory Standard does this Policy support?	Economic					
	Governance & Viability	Rent			Value for Money	
	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	
	Consumer					
	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability		
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Associated legislation	• The Social Housing Regulation Bill 2022					

	<ul style="list-style-type: none"> <li>• Clean Neighbourhoods and Environment Act 2005</li> <li>• Law of Torts (interference with goods) Acts 1977</li> <li>• Anti-Social Behaviour, Crime and Policing Act 2014</li> <li>• Housing Act 1988</li> <li>• Environmental Protection Act 1990</li> </ul>
<b>Associated procedures</b>	
<b>Does this policy contain delegated authority?</b>	

# Neighbourhood Management Policy

## Introduction

This Policy sets out how we deliver services in our neighbourhoods to ensure they are clean, safe and well-maintained. We want residents to feel proud of the communities in which they live and, through the visible presence of neighbourhood services, we can demonstrate our commitment to consistently meeting the standards we set.

### Purpose

The resident voice is central to effective neighbourhood management and this feedback influences the approach we take, with a focus on collaborative neighbourhood plans that draw on their priorities. We will also work with local partners to ensure we deliver neighbourhood services that meet local need.

The policy also demonstrates our commitment to the principles of the Social Housing Regulator's "Neighbourhood and Community Standard" to:

- work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces
- co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where we provide social housing
- work in partnership with appropriate local authority departments, the police and other relevant organisations to prevent and tackle anti-social behaviour and hate incidents
- work co-operatively with other agencies to tackle domestic abuse and enable tenants to access appropriate support and advice.

### Scope

Aspects of this policy covering general neighbourhood management, apply to all residents living in a Settle home. This policy also covers Settle's Neighbourhood Plans, which reflect resident priorities for areas with more than 700+ homes.

Housing and estate services are responsible for general neighbourhood management and our Neighbourhood Plans. All colleagues are responsible for participating in the Neighbourhood Plans through events such as the Big Door Knock/Neighbourhood Action Weeks, during which feedback on the Plans is collected and acted upon.

It is the responsibility of all those working on behalf of Settle, including colleagues, contractors and Board members, to report and be proactive about safety concerns they may suspect to be present in Settle neighbourhoods, such as anti-social behaviour, hate incidents and domestic abuse.

Though our work around specific safety issues such as anti-social behaviour, hate incidents and domestic abuse forms part of our neighbourhood management approach, we have separate policies on these matters that covers our approach more comprehensively.

## Section 2 – Policy

### 2.1 Policy Principles

- We will co-design Neighbourhood Plans reflecting resident priorities for areas with 700+ homes
- We will provide a transparent and well-publicised offer of the neighbourhood management services we provide
- Deliver a partnership approach with collaboration and accountability for the services provided
- Consistently visit our neighbourhoods and offer a regular visible presence, ensuring the work we carry out meets the needs of our residents
- Data on our neighbourhoods informs how and where we prioritise service delivery
- We will be clear about Settle's responsibilities and residents' responsibilities, encouraging community engagement in how we deliver services
- Ensure residents can access information on how we are performing against Tenant Satisfaction Measures and any relevant Settle standards
- Ensure we meet any relevant Settle standards for our neighbourhoods through regular reporting and an annual report that is scrutinised by our Voice of the Resident panel.

### 2.2 Policy Detail and Outcome

- Use resident feedback and data to target areas where improvements to cleaning, gardening services, bins and recycling facilities are required
- Ensure signage is up to date in internal block areas to ensure residents are aware of our services and how to contact us
- Tackle reports of anti-social behaviour swiftly and effectively, focusing on early intervention and referring to partner agencies where appropriate, leading to positive case outcomes
- Review existing Neighbourhood Plans to ensure actions are reflective of resident demand, measuring feedback on their impact
- Increased presence through Neighbourhood Action Days/Weeks and Big Door Knocks – using data and feedback to inform priority areas and draw on services across Settle to deliver positive outcomes
- Carry out regular neighbourhood inspections and risk-based block inspections - responding immediately to any health and safety issues identified
- Review our tort procedure to ensure a robust process is in place with clear responsibilities between teams
- Complete data-led tenancy audits to identify support needs, investigate housing-related fraud and ensure homes are well-maintained and fit to live in
- Meet fire risk assessment actions within targets set
- Reduce the need for residents to contact Settle, achieved through proactive neighbourhood management delivery that identifies any action(s) required.

## Section 3 – Roles and responsibilities

### 3.1 Key Roles and Responsibilities

Settle's Executive Director of Customer Services has strategic oversight of this policy as the policy owner and is responsible for conducting a review every 3 years, or sooner should there be a material change or if a more frequent review is required.

The Operations Committee, which operates under the jurisdiction of the Board, is responsible for reviewing and monitoring this policy.

All colleagues are responsible for engagement in the Neighbourhood Plans via the Big Door Knock/Neighbourhood Action Weeks, and for keeping residents safe by reporting any suspected cases of anti-social behaviour, hate incidents and domestic abuse. Housing colleagues such as the Neighbourhoods Team are responsible for the operational delivery of neighbourhood management; following up reports of anti-social behaviour, hate incidents and domestic abuse; and for working with other relevant teams and partner agencies on the Neighbourhood Plans.

## **Section 4 – Compliance and Enforcement**

### **4.1 Compliance**

The policy also demonstrates our commitment to the principles of the Social Housing Regulator's "Neighbourhood and Community Standard" to:

- work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces
- co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where we provide social housing
- work in partnership with appropriate local authority departments, the police and other relevant organisations to prevent and tackle anti-social behaviour and hate incidents
- work co-operatively with other agencies to tackle domestic abuse and enable tenants to access appropriate support and advice.

We will ensure we comply with all our statutory and regulatory requirements. When reviewing this policy, we will also consider guidance and best practice published by the Housing Ombudsman Service, the Regulator of Social Housing, and other relevant bodies.

## **Section 5 – Related Policies, Procedures and Key Documents**

### **Related Policies**

- Anti-Social Behaviour Policy
- Domestic Abuse Policy
- Hate Crime Policy
- Noise Management Policy

### **Related Procedures**

- Anti-Social Behaviour Procedure
- Proactive Neighbourhood Management Procedure

### **Key Documents**

- 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 Policing Act 2014
- Housing Act 1988
- Environmental Protection Act 1990

## Section 6 – Review, Approval, Publication

### 6.1 Review and Approval

This Policy will be reviewed every 3 years, or sooner should there be a material change or if a more frequent review is required.

## Section 7 – Document Control

<b>Document Name</b>	Neighbourhood Management Policy
<b>Approval Date</b>	05/01/2026
<b>Approved By</b>	Executive Director of Customer Services
<b>Version Number</b>	V1.0
<b>Version History</b>	August 2019
	September 2024
	December 2025

IMPACT ASSESSMENT EVIDENCE					
EQUALITY IMPACT ASSESSMENT ATTACHED		Stage 1		Stage 2	
		<input type="checkbox"/>		<input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
CUSTOMER IMPACT ASSESSMENT Resident feedback		Attached <input type="checkbox"/>		N/A <input checked="" type="checkbox"/>	
PUBLISHING REQUIREMENTS					
INTERNALLY	<input checked="" type="checkbox"/>	WEBSITE	<input checked="" type="checkbox"/>	SETTLE CONNECT	<input type="checkbox"/>

OFFICE USE ONLY	
<b>RELEVANT 'APPROVAL LOGO' ADDED TO COVER</b>	<input type="checkbox"/>
<b>Keywords for search function</b>	