



Neighbourhood Management Policy

2023 - 2026

Neighbourhood Management Policy

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Brief Policy Summary:

LHP recognises that keeping neighbourhoods safe, clean, and well maintained is of utmost importance to our customers and a crucial part of creating neighbourhoods where people choose to live. This policy sets out our approach to how we will play an active role in developing and maintaining such neighbourhoods.

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Purpose

1. This policy is required by the Regulator of Social Housing (RSH) under the Regulatory Framework for Social Housing in England from April 2012, specifically The Neighbourhood and Community Standard, which forms part of the wider Consumer Standard. This Policy has also been reviewed in line with the Better Social Review action plan published in May 2022.
2. Included in the Neighbourhood and Community Standard is 'Neighbourhood Management' where the required outcome is that neighbourhood and communal areas associated with homes are clean and safe. This reinforces our desire to ensure that neighbourhoods are safe, clean and well maintained.
3. The standard makes clear that there is a specific expectation that we shall consult with customers in developing a published policy for maintaining and improving the neighbourhood associated with our properties/their homes. This applies where we have responsibility (either exclusively or in part) for the condition of the neighbourhood. The policy shall include any communal areas associated with our homes. This is in line with LHP's commitment to listen to our customers and codesign services with them when reviewing any service, standard or other aspect of our operations.
4. We acknowledge that as a major landlord in Lincolnshire that we must play a lead role developing and ensuring safe, clean and well maintained neighbourhoods.
5. As a major landlord in Lincolnshire, we understand the importance of working with partner organisations, community groups and other stakeholders within the communities we serve.
6. Delivering an effective Neighbourhoods Management Policy will involve sound day to day operational practice to ensure timely interventions and strategic oversight to inform good investment planning that, where possible, addresses underlying issues to enhance the appearance and sustainability of neighbourhoods.

Objectives

7. To ensure that all stakeholders have a clear understanding of our approach to developing and maintaining safe, clean and well maintained neighbourhoods; this includes customers, residents, colleagues and partner organisations.
8. To support and encourage working in partnership with stakeholders, customers and partner organisations, working for the benefit of the community.
9. To ensure that we plan and target resources effectively and in a consistent way, whilst considering that each of our neighbourhoods has its own unique identity, diverse customer base and resulting needs.
10. To ensure we take an active role in our neighbourhoods, working proactively with our customers and local partners to make genuine, visible improvements.
11. To ensure our front-line colleagues are a significant, active and visible part of the community, spending the majority of their time in the community, not in the office.

12. To ensure that we always seek to deliver effective and efficient services which offer real value for money, including delegating money at a local level to be spent by those who will actively live and appreciate the resulting improvements to the appearance of the neighbourhood.
13. To ensure that our communal areas and greenspaces are well maintained to a standard agreed with our customers and that we proactively monitor the quality of the services, responding quickly to reports of subpar quality.
14. To ensure take a proactive approach to responding to and preventing fly-tipping, including promoting customer involvement in creating clean and well-maintained communities, and ensuring all frontline colleagues take responsibility for the appearance of our neighbourhoods.
15. To ensure that we actively benchmark ourselves against other providers both locally and nationally and report our performance both accurately and regularly.

Scope

16. This policy applies to c.12,500 properties which are owned and managed by Lincolnshire Housing Partnership and the neighbourhoods they are located throughout Lincolnshire.

The Policy

17. We will lead, empower and support our customers, other residents and community groups where appropriate, to develop joint approaches to maintaining and improving the neighbourhoods associated with our properties/customers' homes to ensure that neighbourhoods are clean safe and well maintained and where customers, residents and visitors feel pride in their immediate surroundings and have a sense of ownership.
18. We will maintain a One LHP approach to the ownership of ensuring our neighbourhoods are clean, safe, and well maintained, facilitating a smooth customer journey and efficient, proactive response to sustaining neighbourhoods where people choose to live.
19. We will develop and expand on the use of the Neighbourhood hub model to include all services areas working together in a consistent One Team approach, dedicated to specific neighbourhoods and communities. This will promote a sense of ownership and proactivity within these hubs and will ensure that customers have committed, named individuals for every aspect of their customer journey.
20. Through the work of our Neighbourhoods and Allocations Team, we will encourage customers, residents and partner organisations to jointly inspect neighbourhoods and communal areas, deliver priorities important to this group with work carried out to a high standard, to the satisfaction of the majority and which offers value for money.
21. Neighbourhoods and Allocations Team will maintain an accessible and visible presence in the community, working from our hubs and spending the majority of their time either in customers' homes or in the neighbourhood, taking proactive measures to engage with community members and improve the appearance of the local area.

22. Customers will receive regular meaningful visits from their Neighbourhood Officer, providing them the opportunity to engage with us on individual basis about the things that matter them.
23. Customers will have the opportunity to engage with us at a variety of events, at sheltered schemes and in communities.
24. Customer home visits will be prioritised based upon identified wide ranging and comprehensive tenancy sustainment indicators enabling us to more effectively reach those customers that need additional support, especially in relation to managing the impact of welfare changes, cost of living and fuel poverty.
25. We will provide a dedicated mechanism to identify and visit our silent customers, appreciating that lack of engaged contact with us may be an indication of vulnerability and an opportunity for us to reach out and provide support.
26. The co-operation and support of our customers is critical in maintaining neighbourhood standards and we will encourage customers to act responsibly and make a positive contribution to their neighbourhoods We provide clear information regarding customers contractual obligations, and we will respond appropriate and proportionately to breaches of these obligations.
27. We will ensure that we take a proactive approach to preventing and responding to fly-tipping. We will promote a One LHP response to fly-tipping, engendering the responsibility for and facilitating the ease of reporting of fly-tipping for all front-line colleagues who work in the community, as well as improving and promoting the ease of reporting by our customers via a number of channels. We will ensure we establish clear referral pathways with Local Authorities.
28. We will provide a variety of ways for customers to contact us to report a repair or enquire about progress, including an out of hour's service for emergency repairs.
29. We will maintain communal areas to a standard agreed by customers through responding to day to day works that arise and via a programme of planned investment works. There will be timely redecoration, repair and where appropriate improvement to communal buildings, fencing, garage areas, paths and washing spaces to maintain an attractive overall appearance and to help reduce the need for costly responsive repairs.
30. We will undertake regular inspections of communal areas to ensure that we maintain standards to meet the requirements of Health and Safety legislations including:
 - Occupiers Liability Act 1957 & 1984
 - Health and Safety at Work Act 1974
 - The Regulatory Reform (Fire Safety) Order 2005
 - Torts (Interference of Goods) Act 1977
31. This includes ensuring the communal areas are not treated as an extension of an individual's home and that all internal communal areas are kept free from fire hazards and free from obstructions that impede the routes of access and exits in the event of an emergency.

32. We maintain our greenspaces and estate services to a standard agreed by customers. We will have in place grounds maintenance and cleaning contracts for communal areas to ensure that open spaces, borders and shrub bed areas are looked after according to the plant species and are weed and litter free. Grassed areas are cut as appropriate during the different seasons, hard landscaped areas are free of debris, bin areas are tidy, and windows are cleaned. A proactive approach will be taken to the inspection and reporting of subpar quality estate services, as well as the active promotion of customer reporting mechanisms.

33. The Neighbourhoods and Allocations Team will work together within a Neighbourhood hub to ensure an effective and harmonious allocations process. This will include ensuring that shared intelligence regarding terminations and void properties is shared at a neighbourhood level to promote joint ownership by Neighbourhood Officers and Allocations Officers of adverse trends and of the associated action plans to tackle these.

Customers will have the opportunity to meet their Neighbourhood Officer at the commencement of their tenancy via the tenancy signing process, ensuring customers know who their Neighbourhood Officer is and who to approach for support in sustaining their tenancy.

We will let homes promptly and to a high standard via an efficient end to end voids and allocations process, with all concerned and accountable services working together to prevent income loss and promote the best possible customer journey.

We will maintain and develop our relationships with our partners in the Local Authority to work proactively together to reduce homelessness, ensuring that allocations are made within local Choice Based Lettings policies and homeless individuals are considered a priority for all allocations.

34. We will when designing new homes or making changes to existing ones; take into account crime prevention, safety measures, energy efficiency and the way public space can be used to enhance the environment and quality of life. We will have regard to the standardisation of components wherever possible in order to simplify servicing and repairing arrangements and provide for better value for money.

35. We will, where leaseholders are sub-letting their homes, send any information on matters relevant to the property or the neighbourhood to the occupant as well as the leaseholder to ensure that all parties are informed.

36. We will ensure that all required health and safety inspections and checks are carried out on a programmed basis.

37. We may where agreed locally with customers, residents or partner organisations put in place parking control measures.

Roles and Responsibilities

38. Customers and their Visitors

These can all play a part in sustaining the objectives of this Policy through;

- Complying with the obligations of tenancy agreements
- Being involved and engaged in decision making through the established channels
- Responding to satisfaction survey requests
- Identifying – formally or informally – opportunities for improvement within communities

39. Colleagues and Contractors

- To deploy resources effectively and efficiently and on a value for money basis
- To ensure a high level of responsiveness in responding to service issues such as environmental decline, breaches of tenancy and in particular anti-social behaviour
- To work effectively within a partnership setting – being ‘eyes and ears’ within communities
- To serve as ambassadors for the wider housing service
- To identify opportunities for improvement and innovation
- To engage customers as part of a listening organisation

40. Other Residents / The Wider Community

- All members of the community have an obligation to live their life in accordance with the law and enable ‘peaceful enjoyment’ of tenancies
- To alert LHP to issues affecting our neighbourhood’s that affect quality of life and physical appearance
- To participate in consultation when appropriate opportunities arise

Performance Monitoring

41. We will closely monitor the quality of the services we provide and will do this by:

- a. Setting challenging Key Performance Indicators for contractor and colleagues performance;
- b. On a monthly basis carry out satisfaction surveys as well as internal checks that our own processes are being followed.
- c. Monitor our asset management and investment delivery to ensure that issues are dealt with as soon as possible
- d. Engage our customers in service delivery monitoring and service improvement initiatives

- e. We will develop Neighbourhood Data Insight packs that consider a full range of Neighbourhood and Tenancy sustainment indicators including: property turnover, property abandonments, evictions, customer satisfaction, complaints, ASB, rent arrears and other available information including health data. These will be utilised at a Neighbourhood level within Neighbourhood hubs to ensure data and intelligence led interventions via outcome based action plans and to track the success and impact of these interventions. We will track customer satisfaction prior to any intervention and re-assess following successful completion.
42. We will, report statistical information to the Involved Customers Groups who are charged to review, monitor trends and hold to account Heads of Service. Issues may also be referred by the group to the Customer Scrutiny Panel.

Compliments, Suggestions and Complaints

43. We welcome all feedback from our customers, residents, visitors to a neighbourhood and partner organisations.
44. Constructive feedback, both positive and negative, can be sent directly to LHP:
- a) online at www.lincolnshirehp.com
 - b) by email to info@lincolnshirehp.com
 - c) by telephone to 0345 604 1472
 - d) In person to a colleague at our offices at Chantry House, Boston or Cartergate House, Grimsby
 - e) In writing:
 - Chantry House
 - 3 Lincoln Lane
 - Boston
 - PE21 8RU
- Or
- Cartergate House
 - 26 Chantry Lane
 - Grimsby
 - DN31 2LJ
45. Any feedback which is considered to be a complaint will be dealt with in accordance with our Complaints Policy.

Publicity

46. We will consider publicity in all cases where activity has had a positive impact.
47. The benefits of publicity include:
 - a. Motivating customers and other residents to get involved
 - b. Promoting confidence in our services
 - c. Highlighting our successes to a wider audience

Summary

48. This is an 'umbrella' Policy that signposts a number of specific delivery policies that determine how we provide services. It recognises the linkages and inter-relationships that exist across a range of service areas that influence how popular and ultimately lettable homes are within our neighbourhoods. This is the key not only to satisfied customers but also underpins the sustainability of LHP as a social housing business.

Equality Impact Assessment Initial Screening

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Provide a brief summary of the aims and main activities of the initiative (bullet points):

The Neighbourhood and Community Standard that registered providers are expected to meet is published by RP's regulators, Regulator of Social Housing. Included in the Standards is 'Neighbourhood Management' where the required outcome is that neighbourhood and communal areas associated with homes are clean and safe.

Completed By:

John O'Hanrahan

Date:

26 April 2023

Guidelines: Things to consider

- Where a negative (i.e. adverse) impact is identified, it may be appropriate to make a full EIA (see Stage 2), or, as important, take early action to redress this – e.g. by abandoning or modifying the initiative. NB If the initiative contravenes equality legislation, it must be abandoned or modified.
- Where an initiative has a positive impact on groups/community relations, the EIA should make this explicit, to enable the outcomes to be monitored over its lifespan.
- Where there is a positive impact on particular groups, does this mean there could be an adverse impact on others, and if so can this be justified? - e.g. Are there other existing or planned initiatives which redress this?
- It may not be possible to provide detailed answers to some of these questions at the start of the initiative. The EIA may identify a lack of relevant data, and that data-gathering is a specific action required to inform the initiative as it develops, and also to form part of a continuing evaluation and review process.
- It is envisaged that it will be rare for full impact assessments to be required. Usually, where there are particular problems identified in the screening stage, it is envisaged that changing the approach at this stage, and/or setting up a monitoring/evaluation system to review a policy's impact over time will tackle the problem.

STAGE 1: SCREENING

This stage establishes whether a proposed initiative will have an impact from an equality perspective on any particular group of people or community – i.e. on the grounds of race, religion/faith/belief, gender (including transgender), sexual orientation, age, disability, or whether it is “equality neutral” (i.e. have no effect either positive or negative).

Q 1. Who will benefit from this initiative? Is there likely to be a positive impact on specific groups/communities (whether or not they are the intended beneficiaries), and if so, how? Or is it clear at this stage that it will be equality ‘neutral’ i.e. will have no particular effect on any group? *Please consider all aspects of Diversity including as a minimum: Age, Disability, Gender/Transgender, Race/Ethnicity, Religion/Faith/Belief, Sexuality*

The policy for neighbourhood management will be inclusive to all customers and colleagues to ensure access to services and that all areas are equally managed and to the same standard.

Q 2. Is there likely to be an adverse impact on one or more minority/under-represented or community group as a result of this initiative? If so, who may be affected and why? Or is it clear at this stage that it will be equality ‘neutral’? *Please consider all aspects of Diversity including as a minimum: Age, Disability, Gender/Transgender, Race/Ethnicity, Religion/Faith/Belief, Sexuality*

We do not envisage any negative impact with any of our service delivery through the implementation of this policy. The aim of this policy is to ensure a standard approach across all neighbourhoods.

Q 3. Is there sufficient data on the target beneficiary groups/communities? Are any of these groups under or overrepresented? Do they have access to the same resources? What are your sources of data and are there any gaps? *Please consider all aspects of Diversity including as a minimum: Age, Disability, Gender/Transgender, Race/Ethnicity, Religion/Faith/Belief, Sexuality*

N/A

Q 4. Outsourced services – if the initiative is partly or wholly provided by external organisations / agencies, please list any arrangements you plan to ensure that they promote equality and diversity. *Please consider all aspects of Diversity including as a minimum: Age, Disability, Gender/Transgender, Race/Ethnicity, Religion/Faith/Belief, Sexuality*

The responsibility for the delivery of this policy is LHP colleagues, however, where there is partner involvement this will be delivered to the standard required by LHP and appropriately monitored to ensure that it consistently meets this standard.

Q 5. Is the impact of the initiative (whether positive or negative) significant enough to warrant a full impact assessment – see guidance? If not, will there be monitoring and review to assess the level of impact over a period of time? *Please consider all aspects of Diversity including as a minimum: Age, Disability, Gender/Transgender, Race/Ethnicity, Religion/Faith/Belief, Sexuality*

We do not perceive any negative impact that would warrant a full equality impact assessment.

Q 6. To be completed at six monthly review. Detail actions taken to assess the level of impact over a period of time, or to address any gaps in data. *Please consider all aspect of Diversity including as a minimum: Age, Disability, Gender/Transgender, Race/Ethnicity, Religion/Faith/Beilief, Sexuality*

N/A