



## Report to Policy Committee

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**Tel:** 0114 2930089

**Report of:** Ajman Ali, Executive Director Neighbourhood Services  
**Report to:** Housing Policy Committee  
**Date of Decision:** 20<sup>th</sup> June 2024  
**Subject:** Neighbourhood Management Policy

Type of Equality Impact Assessment (EIA) undertaken	Initial <input checked="" type="checkbox"/>	Full <input type="checkbox"/>
Insert EIA reference number and attach EIA: 2515		
Has appropriate consultation/engagement taken place?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Does the report contain confidential or exempt information?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:-		
<p><i>“The (<b>report/appendix</b>) is not for publication because it contains exempt information under Paragraph (<b>insert relevant paragraph number</b>) of Schedule 12A of the Local Government Act 1972 (as amended).”</i></p>		

### Purpose of Report:

*The purpose of the committee report is to seek formal approval for the implementation of a new Neighbourhood Management Policy. This policy aligns with the Neighbourhood & Community Standard as stipulated by the latest Regulator of Social Housing Regulations, which were introduced on 1st April 2024.*

**Recommendations:**

The Housing Policy Committee is recommended to:

1. approve the content of the Neighbourhood Management Policy to ensure that our neighbourhood management practices support the new regulatory framework.
2. grant delegated authority to the Director of Housing to make any necessary changes required to Section 2 of the policy regarding Annual Visits, upon the completion of the Annual Visit Steering Group Review, as required.

**Background Papers:**

*Appendix 1 – Finalised draft version of the Neighbourhood Management policy.*

*Appendix 2 – Initial Equalities Impact Assessment.*

Lead Officer to complete:-		
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed.	Finance: Helen Daemon
		Legal: Rebecca Lambert
		Equalities & Consultation: Bashir Khan
		Climate: Laura Ellendale
	<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>	
2	<b>SLB member who approved submission:</b>	<i>Ajman Ali</i>
3	<b>Committee Chair consulted:</b>	<i>Cllr Douglas Johnson</i>
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the SLB member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	<b>Lead Officer Name:</b> <i>Dean Fearon</i>	<b>Job Title:</b> <i>Head Of Service</i>
	<b>Date:</b> <i>31/05/24</i>	

## 1. PROPOSAL

- 1.1 **Proposal Overview:** The Housing & Neighbourhood Service (H&NS) proposes the adoption of a Neighbourhood Management Policy (NMP). This policy will outline the existing service standards that are currently met in our operations. It is important to note that these standards are not an enhancement but a reflection of our ongoing commitment to service quality.

This policy is a proactive response to the new consumer standards set by the Regulator of Social Housing, aiming to enhance our operational performance and reputation. Policy details can be found further down at section 1.2 of the report.

- 1.1.2 **Current Position:** Currently, H&NS lacks a formal policy that aligns with the upcoming regulatory changes as regards the Neighbourhood & Community Standard. To address this, we have engaged with the Housing Quality Network (HQN), a leading consultancy known for its expertise in the housing sector, to conduct a comprehensive self-assessment.

Key outcomes of the Neighbourhood & Community Standard:  
The four required outcomes of the new Neighbourhood and Community Standard are as follows:

- **Safety of shared spaces**  
Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.
- **Local cooperation**  
Registered providers must co-operate with relevant partners to promote social, environmental, and economic wellbeing in the areas where they provide social housing.
- **Anti-social behaviour and hate incidents**  
Registered providers must work in partnership with appropriate local authority departments, the police, and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.

- 1.1.3 **Need for Change:** The assessment by HQN has recommended a structured policy that outlines the responsibilities of Sheffield City Council (the Council) as landlord and the expectations from customers. The introduction of new consumer standards in April marks a significant shift in regulatory standards.

- 1.1.4 **Evidence Considered:** HQN's in-depth review of our service has led to the recommendation of implementing the NMP. The policy will serve as a framework, integrating related strategies, standards, policies, and procedures relating to Neighbourhood Management. The policy brings

together a number of other documents into a single place which clearly sets out to customers how we manage our neighbourhoods, service standards that we are expected to meet, and how to make a service request.

- 1.1.5 **Legal Requirement vs. Choice:** The development of the NMP is not solely a legal requirement but a strategic choice by the H&NS to ensure compliance with new regulations and to proactively manage our neighbourhoods effectively. The policy will provide clarity on roles and responsibilities, enabling Council tenants to hold the H&NS accountable.

## 1.2 **Policy Detail**

The policy is structured into four main sections:

### **(1) Our Approach to Neighbourhood Management:**

This section outlines our daily operational strategies in managing neighbourhoods. Briefly this covers the following:

#### ***Neighbourhood Maintenance***

- **Neighbourhood Walkabouts:** twice per year events to discuss local issues, advertised through various channels for tenant wide / stakeholder participation. Enables H&NS to resolve issues by identifying neighbourhood problems like vandalism and collaborates for quick solutions.
- **Neighbourhood Inspections:** Policy details regular checks by officers to maintain clean, safe communal areas, with health and safety inspections of communal parts of Council properties inspected on a programmed basis. Daily staff presence in our blocks of flats with Officers working in our neighbourhoods identifying and addressing repairs and urgent issues, ensuring continual neighbourhood improvement.

#### ***Grounds and Tree Care***

- **Grounds Maintenance:** This explains how H&NS work in partnership with the Parks and Countryside Service on litter removal, shrubbery / hedge maintenance, seasonal mowing of grassed areas, and keeping access paths clear of overgrowth, with quality checks for high service standards.
- **Tree Safety:** In collaboration with the Parks and Countryside Service, H&NS ensures communal trees and those in tenants gardens are safe and don't cause a risk to anyone or property, following a risk management approach to maintenance and felling.
- **Garden Upkeep** – Outlines how Council Tenants should maintain

gardens and driveways, dispose of waste properly, and report issues to H&NS. H&NS will work to the Untidy Garden Procedure to guide tenants, with support mechanisms and potential enforcement for non-compliance.

### ***Waste Management***

- **Fly Tipping Response:** Immediate action on reports, with removal within 24 hours and investigations to prevent recurrence.
- **Dog Fouling:** How we collaborate with the Environmental Protection Service (EPS) to investigate reports and enforce clean-up laws, with penalties for non-compliance.
- **Waste Management:** states how H&NS works in partnership with the Waste Management Service/Team and Veolia to reduce waste, increase recycling, and decrease landfill waste. Also, the expectation on Council Tenants to dispose of waste correctly where shared waste facilities exist.

### ***Communal area management***

- **Playground Management:** H&NS responsibility with the Parks and Countryside Service to maintain 24 playgrounds located on Housing land to the Royal Society of the Prevention of Accidents (ROSPA) standards. Explains emergency responses and regular checks ensure safety and compliance for these spaces. Annual budget dedicated to playground enhancement contributing to community-focused development of areas.

**Emergency Response:** Immediate action on hazardous communal issues such as needles / combustibles and spillages. How H&NS monitor performance against response targets. Tenants are urged to report environmental anti-social behaviour. H&NS will collaborate with partner agencies for resolution and prevention.

- **Graffiti:** Remove graffiti within 48 hours and offensive graffiti within 24 hours. Where specialist equipment is required, we will work with internal partner agencies to carry out the work on behalf of H&NS.
- **Internal Communal Area Maintenance:** Details how H&NS complete regular safety inspections to maintain cleanliness and repair, with all staff reporting issues immediately. Fire safety checks for obstructions also completed with semi-sterile communal policy enforced.
- **Communal Cleanliness:** Outlines how H&NS maintain high standards for cleaning internal communal areas stairs, windows, and other communal areas. Regular cleaning schedule in

operation with immediate action on chute blockages. Tenants are urged to report issues for swift action.

- **Pets and Infestations** – How we will work with EPS to efficiently address pest issues by conducting routine inspections in communal areas, prioritising waste removal and exploring strategies to prevent large scale problems.

### ***Urban Infrastructure***

- **Vehicle Management:** Advises on how H&NS will investigate issues with abandoned, untaxed, and improperly parked vehicles. H&NS will collaborate with the Police, DVLA and Waste Management to address vehicles causing obstruction, appearing stolen, vehicles suspected of abandonment or being untaxed. Tenants are advised vehicles must be parked in designated areas only.
- **Garage Maintenance:** Clarifies that H&NS maintains garages for aesthetic and functional purposes. Garages are for vehicle storage only although routine maintenance is allowed. Tenants must keep garages tidy and follow the letting policy.
- **Lighting & Roads:** H&NS acknowledges the importance of street lighting and road conditions for community safety. While not solely responsible, H&NS collaborates with agencies to provide highway services. The Council partners with Amey for the Streets Ahead contract who are responsible for addressing street and road concerns. H&NS are responsible for some lighting attached to blocks of flats and work with the Repairs Service to identify and fix any issues.
- **CCTV Systems:** The Council operates CCTV in the City Centre for public space surveillance. Additional cameras include traffic management cameras, security cameras around Council offices, body-worn cameras for enforcement officers. H&NS may permit permission for domestic CCTV installations for Council tenants, providing guidance on legal compliance has been adhered to.

### ***Tenancy***

- **Anti-Social Behaviour:** Policy states that the Council is dedicated to fostering safe communities by tackling anti-social behaviour (ASB). Our key commitments are proactive prevention and effective resolution of ASB. The focus is on protecting the vulnerable via a harm-centred approach and reducing ASB's impact utilising early intervention and restorative solutions to address ASB. For a detailed understanding of H&NS's approach to ASB we have included the ASB Policy hyperlink to the NMP.

- **Annual Visits:** - Housing plus approach results in home visits offered to tenants to identify any support needs: Gives information on our service providing regular visits to Council tenants, Carried out annually / biannually, with adjustments based on individual support needs. Visits aim to support tenancy sustainability and empower our Council tenants. With a focus on removing service access barriers, supporting whole household needs, and maintaining tenancy standards. The Annual Visit procedure is currently being reviewed by the Annual Visit steering group. Delegated authority is requested from the Committee to allow any necessary alterations to be made to this section of the policy, if required, following the outcome of this review.

The Annual Visits Review Steering Group brings together Neighbourhood Officers, Neighbourhood Managers and other relevant officers to provide input and guidance on how annual visits should be conducted based on their direct experience. The Steering Group will oversee and govern the review of Annual Visits and monitor the progress made in delivering the project.

**(2) Customer Involvement & Consultation:** Here, we discuss how we engage with and involve customers in decision-making processes. Briefly this comprises of promoting reporting from customers, collaborating with local community organisations, completing Neighbourhood Walkabouts, collecting, and analysing tenant satisfaction measures, partnership working with our Local Area Committees (LAC) and following our Customer Engagement Strategy.

**(3) Partnership Working:** This part details our collaborative efforts with partners for effective neighbourhood management, including partners in the Council, other public sector organisations and the Voluntary community and faith services.

**(4) Performance Management:** This section describes how we monitor and evaluate our performance in managing neighbourhoods.

It is important to note that the practices described in the NMP are not new; they reflect the work we consistently perform in our neighbourhoods. The policy simply formalises these practices into a public document, consolidating them into a single reference point. The policy is also designed to emphasize good neighbourly conduct and recognises that enforcement actions are not always necessary for thriving neighbourhoods.

## 2. HOW DOES THIS DECISION CONTRIBUTE ?

- 2.1 **Contribution to Corporate Plan** The proposed NMP is designed to significantly contribute to the ambitions outlined in the Corporate Plan. By establishing clear guidelines for neighbourhood management, the Policy supports the vision of Great neighbourhoods that people are

happy to call home, and People live in caring, engaged communities that value diversity and support wellbeing.

- 2.2 **Impact on Inclusivity and Equality** The NMP is an inclusive decision that aims to reduce inequalities within the community. By clearly defining the roles and responsibilities of both H&NS and customers, it ensures that all customers are treated fairly and have equal access to high-quality housing services. This Policy will assist customers to hold the H&NS accountable, promoting transparency and trust.
- 2.3 **Climate Change Considerations** Sheffield has set a target to be a net zero city and council by 2030. Sheffield City Goals set out the vision of “A green and Resilient Sheffield; Where we all act urgently on the climate and environmental crisis, prepare for a changing future and prioritise the health and wellbeing of our city’s people and nature”. The Sheffield City Council Plan 2024-28, set out the mission ‘Together we get things done’, with ‘Planet’ as one of three policy divers (alongside People and Prosperity), and ‘A city on the move – growing connected and sustainable’ as one of its five key outcomes.
- 2.4 **Improvement of Customer Experience** The NMP is expected to significantly improve the customer experience by providing clarity and consistency in service delivery. Customers will benefit from a more structured approach to neighbourhood management, leading to better maintained communal areas and more responsive services.
- 2.5 **Economic Impact** The implementation of the NMP is expected to have a positive economic impact on the city. By improving the standard of living and the attractiveness of neighbourhoods, the policy can contribute to the economy of Sheffield. Well-managed neighbourhoods are likely to attract more residents and businesses, which can achieve local economic growth.
- 2.6 **Conclusion** The Neighbourhood Management Policy is an initiative that aligns with the city’s goals to enhance the quality of life for those who live, work, or visit Sheffield. It is a decision that shows our commitment to improving customer experience, with positive implications for the city’s social and economic factors.

### 3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 In line with the Consultation Principles and Involvement Guide, public engagement and participation have been undertaken regarding the proposed Neighbourhood Management Policy using a number of different consultation methods. This consultation has been both in-person and online, ensuring a broad and inclusive approach to gathering public feedback.
- 3.2 **In-Person Consultations:** H&NS conducted in-person consultations at six local area housing forums between 28th February 2024 and 30th May 2024 to provide the opportunity to discuss the Neighbourhood



Management Policy proposal, ask questions and provide feedback directly to H & NS representatives.

Local Area Housing forums bring together representatives from local Tenants & Residents Associations (TARAS) as well as local Council Members. The purpose of these forums is to discuss housing related issues, policies, and initiatives with a focus on improving housing conditions within specific neighbourhoods. By promoting transparency, sharing information, and facilitating discussions, the goal is to achieve better housing outcomes for the community.

Tenants & Residents Associations (TARAS) consist of local Council tenants residing within a specific boundary, who have been elected to serve on the committee as representatives for their respective neighbourhoods

### 3.3 In-Person Consultation Figures:

Neighbourhood Team	Local Area Housing Forum date	Number of Tenants & Residents Associations represented
North East	28.02.24	7
South West	20.03.24	3
East	11.04.24	3
Central	17.04.24	6
South East	23.04.24	3
North	30.05.24	4

3.4 **Online Consultation:** Additionally, an online consultation was hosted on the 'Have Your Say' platform between 27th March 2024 to 1st May 2024. This allowed for wider participation and the convenience of contributing feedback remotely.

3.5 **Online Consultation Figures:** The online consultation yielded the following participant summary figures:

- 930 individuals were made aware of the policy proposal.(Visited at least one project page of Neighbourhood Management project area)
- 576 individuals were sufficiently informed about the details of the proposal. (Visited multiple pages of the Neighbourhood Management project area)
- 156 individuals actively engaged in the survey, providing valuable insights and feedback.(Actively participated by completing the Neighbourhood Management survey)

3.6 **Council's Consultation Requirement:** There is no statutory

requirement for the Council to consult on the Neighbourhood Management Policy. However, in line with transparency and community involvement, H&NS have chosen to undertake these consultation events.

- 3.7 **Outcomes of Consultation:** The outcomes of the consultations have been instrumental in shaping the final policy proposal. Feedback from Consultations highlighted strong community support for clear and accountable neighbourhood management. The policy was well received across the board, demonstrating its relevance.

During our face-to-face discussions with customers, we explored their priorities and desired improvements in their neighbourhoods. Some feedback aligned with existing policy provisions, which was expected.

Key outcomes of the face-to-face discussions:

- Customers expressed a desire for more information about Neighbourhood Walkabouts. We recognised the importance of clear communication and expanded this section within the policy.
- By providing detailed expectations, we aim to enhance transparency and accountability.
- We also expanded this further by revisiting our terms of reference to set out clear standards to our Neighbourhood Teams.
- These standards will be adopted citywide to ensure consistency in service delivery across all Neighbourhood Teams.
- Inclusivity is a priority, ensuring every neighbourhood benefits equally.
- Pests and Infestations were not initially included in the policy, feedback highlighted issues related to pests and infestations in some neighbourhoods and have incorporated measures to address these concerns, ensuring a comprehensive approach.

During our online consultation we focused on assessing community satisfaction, understanding customer priorities and evaluating the policy impacts on satisfaction.

Key outcomes of online consultation

- 62.5% of participants preferred staying in touch with us online, emphasising the effectiveness of this communication channel.
- Only 34.3% favoured in person contact and 3.4% favoured telephone communication.

- 65.8% of customers expressed dissatisfaction with the current neighbourhood condition.
- The top three areas of concern emerged as preventing and stopping bad behaviour and crime, green space maintenance and waste management.
- 55.2% of survey participants believed that providing more information about our responsibilities as a landlord (keeping neighbourhoods safe, clean and attractive) would impact their satisfaction with H&NS.
- We have included contact details for service requests when expectations are not being met to improve long term satisfaction rates.

#### **4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION**

##### **4.1 Equality Implications**

- 4.1.1 The Council must in the exercise of its functions to consider the requirements of the Public Sector Equality Duty contained in Section 149 of the Equality Act 2010.

This is the duty to have due regard to the need to:

- (a) Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by or under the Act.
- (b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- (c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The Equality Act 2010 identifies the following groups as a protected characteristic: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. Also identified and considered is care experience which is now treated as a protected characteristic in Sheffield.

- 4.1.2 An Equality Impact assessment has been carried out and highlights that the Neighbourhood Management Policy (NMP) is designed to ensure equal treatment of all customers, with clear guidelines on responsibilities and expectations. It aims to create inclusive communities by addressing issues such as vandalism, safety, and cleanliness through collaborative efforts.

## 4.2 Financial and Commercial Implications

4.2.1 Implementing the NMP is not expected to have any financial implications. However, it is expected to enhance operational efficiency and tenant satisfaction, potentially reducing long-term costs associated with property maintenance and legal disputes.

## 4.3 Legal Implications

4.3.1 The NMP aligns with new consumer standards, ensuring compliance with regulatory changes. It outlines the legal responsibilities of both H&NS as a landlord and customers.

4.3.2 The Social Housing (Regulation) Act 2023 (2023 Act) received Royal Assent on the 20<sup>th</sup> July 2023 and lays the foundations for changes to how social housing is managed. The 2023 Act brings forward a stronger and more proactive regulatory regime to improve standards in the sector and hold Landlords to account for the services they provide to their tenants. The Act also provides the Regulator of Social Housing with the additional powers needed to deliver an enhanced consumer regulation role.

4.3.3 One of the key changes introduced by the 2023 Act are the Regulator of Social Housing, new Consumer Standards which came into effect on 1<sup>st</sup> April 2024. The new Consumer Standards form a key part of the new regulatory framework for Social Housing. They set out the outcomes that landlords must deliver so that homes are decent, safe, and well-maintained and to ensure that tenants receive quality services from their landlord and are treated with fairness and respect.

4.3.4 Section 193 of the Housing and Regeneration Act 2008 (HRA 2008), as amended by the Schedule 5, Part 1, paragraph 17 of the 2023 Act provides the Regulator of Social Housing with the powers to set standards relating to consumer matters that registered providers must meet. Section 193 (1) states:

*'The regulator may set standards for registered providers as to the nature, extent, safety, energy, efficiency and quality of accommodation, facilities or services provided by them in connection with social housing.'*

4.3.5 An original suite of 4 consumer standards were initially introduced in 2012. These were the Home Standard, the Neighbourhood and Community Standard, the Tenancy Standard and the Tenant Involvement and Empowerment Standard. Amendments were then made to the Tenant Involvement and Empowerment Standard in 2017 and then in 2022 the Tenant Satisfaction Measures Standard was introduced.

4.3.6 The Social Housing White Paper, *'The charter for social housing*

*residents'* set out changes to the consumer regulation role to strengthen the accountability of landlords for maintaining good quality homes and services, prioritising safety, treating residents with respect and being transparent organisations. These changes have now been implemented through the 2023 Act by introducing important changes to the Regulator of Social Housing's objectives and powers. These include amendments to the economic and consumer regulation fundamental objectives which guide the Regulator of Social Housing's approach to regulation made under section 1 of the 2023 Act which amends section 92K of the HRA 2008. They also include a new power to issue a code of practice on the consumer standards this has been introduced by section 23 of the 2023 Act which amends section 95 of the HRA 2008. Previously the Regulator of Social Housing could only issue a code of practice on its economic standards, this amendment extends this provision under section 195 in order to allow the Regulator of Social Housing to issue a code of practice for any of its standards, ensuring that there is parity between economic and consumer areas of regulation. A public consultation was undertaken in respect of the revised new consumer standards between 25<sup>th</sup> July 2023 and 17<sup>th</sup> October 2023. Following the outcome of the consultation the new Consumer Standards came into effect on the 1<sup>st</sup> of April 2024.

#### 4.3.7 The 4 new Consumer Standards are:

- **Neighbourhood and Community Standard** – which requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes
- **Safety and Quality Standard** – which requires landlords to provide safe and good quality homes and landlord services to tenants
- **Transparency, Influence and Accountability Standard** – which requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints, when necessary, influence decision making and hold their landlord to account. This standard incorporates the Tenant Satisfaction Measures requirements.
- **Tenancy Standard**- which sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords

#### 4.3.8 The four required outcomes of the new Neighbourhood and Community Standard are as follows:

- **Safety of shared spaces**  
Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps

to ensure the safety of shared spaces.

- **Local cooperation**

Registered providers must co-operate with relevant partners to promote social, environmental, and economic wellbeing in the areas where they provide social housing.

- **Anti-social behaviour and hate incidents**

Registered providers must work in partnership with appropriate local authority departments, the police, and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.

- **Domestic abuse**

Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

4.3.9 The Neighbourhood Management Policy has been drafted in order to comply with the specific expectations placed upon the Council (as a Registered Provider of Social Housing) under section 2.1.1 (a) of the Neighbourhood and Community Standard which states as follows:

***‘2.1 Local Cooperation***

*1.1.1 Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must:*

*(a) identify and communicate to tenants the roles registered providers play in promoting social, environmental, and economic wellbeing and how those roles will be delivered;’*

4.3.10 The general power of management of its housing is vested in the Council by virtue of section 21 of the Housing Act 1985. Section 111 Local Government Act 1972 gives the Council the power to do anything (whether or not involving the expenditure, borrowing, or lending of money or acquisition or disposal of any property or rights) which is calculated to facilitate or is conducive or incidental to the discharge of any of its functions. The Neighbourhood Management functions undertaken by the Council contained within the policy will either fall within the Council’s general powers of management or they will facilitate or be conducive or incidental to these general powers. The Council can use the powers under these sections, in conjunction with the other statutory and regulatory provisions detailed above, to undertake the proposals set out in this report.

#### 4.4 Climate Implications

- 4.4.1 Sheffield has set a target to be a net zero city and council by 2030. Sheffield City Goals set out the vision of “A green and Resilient Sheffield; Where we all act urgently on the climate and environmental crisis, prepare for a changing future and prioritise the health and wellbeing of our city’s people and nature”.

The Sheffield City Council Plan 2024-28, set out the mission ‘Together we get things done’, with ‘Planet’ as one of three policy drivers (alongside People and Prosperity), and ‘A city on the move – growing connected and sustainable’ as one of its five key outcomes.

- 4.4.2 A climate consultation has taken place, during which it was agreed that it is not appropriate to complete a Climate Impact Assessment Tool at this time, on the basis that the Neighbourhood Management Policy sets out our current policy and is not proposing any changes to how we deliver our services at this time.

While the Neighbourhood Management Policy itself does not directly impact climate change; it operates within the broader context of the city’s environmental goals. The policy supports environmental sustainability through waste management strategies, tree care, and grounds maintenance. The policy will be implemented with consideration for sustainable practices, contributing indirectly to the city’s climate and objectives. In particular, it encourages recycling and correct waste disposal, contributing to the reduction of landfill waste and promoting a cleaner, greener neighbourhoods through customer engagement and working in partnership.

Decisions are made on specific delivery projects, and initial/full Climate Impact Assessments will be prepared on these as appropriate.

#### 4.5 Other Implications

##### 4.5.1 Property Implications

Regular inspections and maintenance are expected to improve property conditions and lifespan.

##### 4.5.2 Public Health Implications

Clean communal areas and safe playgrounds contribute to public health and well-being.

##### 4.5.3 Urban Infrastructure Implications

Collaborative efforts with local agencies for vehicle management, garage maintenance, and street lighting address broader urban infrastructure concerns.

### 5. **ALTERNATIVE OPTIONS CONSIDERED**

5.1 In the development of the NMP, H&NS has evaluated the upcoming regulatory changes and the current operational practices. After careful consideration, it was decided that no alternative options would be pursued. The decision to proceed without alternatives is based on the following:

- The NMP directly addresses the new consumer standards, ensuring compliance.
- The policy provides a framework that covers various aspects of neighbourhood management, making it unnecessary to consider separate policies.
- Housing Quality Network (HQN), a reputable consultancy in the housing sector, assisted us in undertaking a self-assessment and recommended the NMP. Their expertise in the field lends significant weight to the recommendation.
- The NMP aims to clarify roles and responsibilities, which is expected to improve service delivery and tenant satisfaction.
- The policy emphasises tenant involvement and community safety, which are important for creating a positive living environment.

## **6. REASONS FOR RECOMMENDATIONS**

6.1 It is recommended that the Housing Policy Committee approve the draft proposed NMP because it aligns with regulatory requirements, is backed by expert advice, provides operational clarity, focuses on community well-being, and integrates various neighbourhood management aspects into a unified policy. The intended outcomes are improved service delivery, tenant empowerment, and enhanced neighbourhood environments.