

PART A - Initial Impact Assessment

Proposal Name: Neighbourhood Management Policy

EIA ID: 2515

EIA Author: Danielle Hector

Proposal Outline: Policy Objectives This policy has been developed to demonstrate our proactive approach to property and neighbourhood management, recognising the influence of the neighbourhood on the overall community health. Through effective collaboration with our customers and partners, we aim to establish secure and sustainable communities that nurture wellbeing and progress. This objective will be accomplished by fostering robust and meaningful opportunities for engagement and consultation, allowing customers and partners to jointly identify neighbourhood improvements and local priorities that will enhance the overall community experience. Our dedication to excellence is underpinned by the belief that community enjoyment of their neighbourhood is a pivotal aspect of our commitment. We are committed to: - Developing a proactive approach to the management of our properties and neighbourhoods. - Managing the environment effectively with partner agencies and residents to create safe and sustainable neighbourhoods where people can thrive. - Provide customers with clear guidelines and expectations regarding our responsibilities as a landlord delivering housing management functions within our properties and neighbourhoods. - Ensuring all customers are aware of their respective responsibilities. - Encouraging active customer involvement and consultation on aspects of neighbourhood management to identify improvements and work together to address local priorities. The majority of this work is happening daily within our neighbourhood teams and on our estates, there has been no changes to our procedures around this work. What has changed is the fact that the new social housing regulations state that we need to ensure that we have a document which pulls all these work streams together to clearly define roles, responsibilities and expectations into 1 place. There will be no impact to our customers we are purely just giving them more information about our roles and responsibilities and this information will be in 1 place as this will make it more accessible.

Proposal Type: Non-Budget

Year Of Proposal:

23/24

Lead Director for proposal: Dean Fearon (NCC)

Service Area: Housing & Neighbourhoods

EIA Start Date: 09/01/2024

Lead Equality Objective: Break the cycle and improve life chances

Equality Lead Officer: Bashir Khan

Decision Type

Committees: Policy Committees

- Housing

Portfolio

Primary Portfolio:

EIA is cross portfolio: No

EIA is joint with another organisation: No

Overview of Impact

Overview Summery: This policy will apply to all council housing tenants across all our communities.

Impacted characteristics:

- Other

Consultation and other engagement

Is consultation or other engagement required:

Yes

Citywide Tenant consultation at all 6 Area Local Housing Forums between January 24 and May 24. LAHF are attended by TARAs, local councillors and partners. Online survey live on Have your Say - this ran from 27th March 2024 to 1st May 24. We have also asked demographic questions to understand who we have captured. In terms of the online survey, we had the following: - 584 visitors to the project page - 157 responses to the survey - We asked customers if they felt providing them with more information about our responsibilities as a landlord to maintain their neighbourhoods would influence how satisfied they are with the service they receive from us. 55.2% stated it would make a big / small difference. 44.8% stated it would not make any difference or would make things worse. Communication to advertise online Have Your Say survey via Facebook pages / electronic news bulletin and at all LAHF for Tenants to reach a wider audience. The online and in person consultation with external stakeholders resulted in the policy being altered to include pests & Infestations and more information around how we will conduct Neighbourhood Walkabouts as this was something that was discussed often during the in person consultations .

Cumulative Impact

Does the proposal have a cumulative impact:

No

Impact areas:

Initial Sign-Off

Full impact assessment required:

No

Review Date:

09/01/2024
Page 101

Action Plan & Supporting Evidence

Outline of action plan:

Action plan evidence:

Changes made as a result of action plan:

Mitigation

Significant risk after mitigation measures:

Outline of impact and risks:

Review Date

Review Date: 09/01/2024