

GOOD NEIGHBOURHOOD MANAGEMENT (GNM) POLICY

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Prepared by:	Liz Smith
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Revision number:	1
Lead officer:	Anila Khalid

1 TITLE

1.1 Good Neighbourhood Management (GNM) Policy

2 INTRODUCTION

2.1 Stockport Homes Group (SHG) recognises that GNM is an integral part in its role as a landlord and that well managed neighbourhoods provide a better quality of life for residents and can act as a deterrent to anti-social behaviour, neighbour nuisance and crime.

2.2 SHG is committed to providing excellent services, creating safe and sustainable communities and promoting pride in its neighbourhoods. SHG will comply with the Regulator of Social Housings' Neighbourhood and Community Standard through partnership working with its tenants and other agencies as part of its commitment to keeping neighbourhoods and communal areas clean and safe.

2.3 This policy sets out the ways in which SHG will deliver this service for the Council by working with tenants, residents, stakeholders, and partner agencies. The overall purpose of the GNM Policy is to:

- Provide excellent quality services, ensuring neighbourhoods are well managed and maintained so that all SHG tenants but wider residents feel safe and proud to live there
- Work in partnership with customers and external organisations to provide safe, clean, and sustainable neighbourhoods
- Encourage active customer engagement in all aspects of neighbourhood management.

3 STRATEGIC LINKS

3.1 SHG does not operate in isolation and this Policy has been written to take account of obligations imposed by National legislation and other strategies. In particular:

- Housing Acts 1985 & 1996
- ASB, Crime and Policing Act 2014
- Housing Act 2004
- Environmental Protection Act 1990
- Equality Act 2010
- Crime and Disorder Act 1998

3.2 SHG's GNM Policy also complies with and compliments Stockport Council's strategic objectives, policies and procedures and SHGs mission which is, "One team, transforming lives". Underpinning the Group mission are

SHG's aims and the Business Plan. GNM policy clearly links to these, specifically:

- Excellent Services steered by Customer Voice
- Efficiency Driven by Transformation, Digitalisation and Structure
- Growth through ambition and innovation
- Environmentally sustainable
- A delivery partner of choice

3.3 In addition to being linked to the Council's priorities, the GNM Policy has clear links to many of SHG' strategies, policies, and action plans, in particular:

- Service Improvement Plan
- Tenancy Breaches Policy
- ASB Policy
- Domestic Abuse Policy
- Hate Crimes Policy
- Homelessness Strategy
- Allocations Policy
- Inclusive Growth Strategy
- Greenspace Strategy
- Age Friendly Strategy 2021-24
- Neighbourhood Action Plans
- Asset and Sustainability Strategy 2011-2041
- Delivery Plan
- Value for Money Strategy
- Customer Voice and Influence Strategy 2020-23
- Safeguarding children and adults at risk Policy
- Empty Homes Management Policy.

4 POLICY STATEMENT

4.1 SHG seeks to create safe, sustainable neighbourhoods whereby people from all different backgrounds and groups can live side by side within a culture of co-operation and respect.

4.2 By responding positively to issues that customers raise, SHG will continue to maintain develop neighbourhoods that foster strong and positive relationships, enables quiet enjoyment of homes, and are neighbourhoods that all can be proud of.

4.3 SHG is committed to working in partnership with relevant partners and external agencies, such as the local authority, police and other housing providers, to help promote the social, environmental, economic and wellbeing of its neighbourhoods. SHG will work in partnership with relevant organisations and community safety partnerships, to prevent and tackle anti-social behaviour in neighbourhoods in conjunction with the Anti-Social Behaviour Policy.

4.4 SHG, on signing up new customers for tenancies, will impress upon them the rights and responsibilities of tenants and leaseholders as detailed in the tenancy agreement and encourage customers to develop positive relationship and adopt good neighbour principles. The same approach will also be taken by the Three Sixty Living team in cases where Three Sixty Living manage a private tenancy on a SHG neighbourhood.

4.5 Customers can raise GNM issues by visiting SHG offices in person or by contacting SHG via telephone, email, or reporting via the website. In some scenarios, depending on the issue it might be appropriate to report directly to the Local Authority.

4.6 SHG treats all GNM issues seriously and will take appropriate action to address issues that have been identified or reported. A harm centred approach will be followed ensuring that customers have access to appropriate support services and feel able to work with SHG staff whilst GNM issues are explored.

4.7 As part of our revised approach when a GNM issue has been raised, SHG will record the issue and assess the type of issue being complained of and triage it into one of the following categories and utilise the relevant policy and procedure to address it.

- Anti-Social Behaviour (ASB) g. race/hate crime/threats or use of violence, drug dealing, harassment, foul and abusive language/behaviour

or

- Good Neighbourhood Management (GNM) e.g., noise from neighbouring properties, untidy gardens, neighbour disputes.

4.8 SHG will complete a Risk Assessment Matrix (RAM) to establish and identify vulnerable customers experiencing GNM issues and apply a vulnerability category, which will then determine the level of support that customer may need.

- Level 1 – High vulnerability
- Level 2 – Medium vulnerability
- Level 3 – Low vulnerability

4.9 Where it is believed any child or vulnerable adult is at risk SHG will follow the Safeguarding children and adults at risk policy and procedure, taking necessary action.

4.10 SHG will thoroughly explore all GNM issues raised and work with customers, other residents, and partner agencies as appropriate to find a

successful resolution. SHG will also use Noise Monitoring Equipment (NME) and/or CCTV¹ as appropriate to help to resolve GNM issues.

4.11 SHG will consider all the options available when exploring GNM issues and will a range of informal and formal tools, some of which are delivered in partnership with other agencies, include:

- Early interventions/referrals for support
- Mediation
- Community Conferencing
- Restorative Practices
- Informal undertakings
- Acceptable Behaviour Contracts
- Noise Abatement Notices (SHG tenants only)
- Community Protection Warnings/Notices.

4.12 SHG will issue new tenants with an introductory/starter tenancy agreement which will become secure or assured after 12 months providing it has been adequately maintained within that time. Secure and Assured tenancies will only remain as such if there have been no significant and sustained breaches of the tenancy which result in a possession order being obtained. SHG recognises that possession is a useful tool to tackle ASB and will use the new discretionary and absolute grounds for possession when appropriate. However, to promote social inclusion and prevent homelessness, eviction to resolve GNM issues will only be used as a last resort.

4.13 SHG will work with other agencies and specialist organisations to ensure that appropriate best practice is employed in resolving GNM issues. Where customers are identified as causing the GNM issue and show a willingness to address any underlying issues which cause the issue, then SHG will offer assistance and support in this. This can include, but is not limited to, referrals to the support services, mediation services etc.

4.14 If a customer continues to cause GNM issues despite SHG providing support and early interventions, the issue will be considered a deliberate act and will then be reclassified as ASB and dealt with under the ASB Policy and Procedure.

4.15 SHG employees will be given appropriate training that covers the impact of, and SHG' response to, GMN issues. Staff will be trained to recognise the difference between a GNM issue and ASB and how to respond to it.

4.16 SHG will provide a confidential service unless child protection or other safeguarding issues are suspected.

4.17 Under the Crime and Disorder Act 1998 information can be shared between agencies to prevent and detect crime and disorder, including anti-social behaviour and other behaviour adversely affecting the local environment.

¹ Noise monitoring/CCTV and professional witnesses applies to cases in SHG Managed neighbourhoods only

SHG will share information with partners in line the One Stockport Safer Partnership information sharing protocol.

4.18 SHG will meet any access or cultural needs of any customer accessing the service, for example providing an interpreter or assisting those with low literacy or disabilities.

4.19 SHG will map and monitor GNM issues incidents to identify any trends using the Case Management System. Using this information SHG will undertake neighbourhoods' activities to address issues and share with the wider community to encourage reporting and increase confidence.

4.20 SHG will publicise any positive action taken to resolve GNM issues wherever possible. Working with partners, this may include press releases to local newspapers, radio or television or other publicity materials such as social media, leaflets, and posters in the locality of where legal action has been successful.

4.21 SHG will work positively with the OSSP when residents access the Community Trigger process, working together to try and resolve the GNM issue. SHG will do this by talking about the problem, sharing information, and acting in partnership to direct resources to try to resolve the complaint. Residents can access Stockport's Community Trigger process by telephoning the Council on 0161 474 3143.

5 EQUALITY IMPACT ASSESSMENT

5.1 An Equality Impact Assessment of this policy has been undertaken and no adverse impacts have been identified.

6 OWNERSHIP, MONITORING & REVIEW

6.1 The GNM Policy is owned by the Directorate of Operations, but there is responsibility in each Directorate for the implementation of the policy. The policy will be reviewed every three years, or when there's a significant change in legislation (whichever is soonest) and any enquiries relating to the policy can be directed to the Head of Safer Neighbourhoods and/or the Head of Housing Management

6.2 SHG will set annual targets for key performance indicators which are challenging, and these will be monitored via the Operations Management Team, Wider Leadership Team, and Members Committee.

6.3 Performance information relating to the use of legal actions and satisfaction levels and will be publicised on the website and in the customer newsletter Stockport at Home. Indicators that will be monitored include but are not limited to:

- Tenant Satisfaction Measures (RSH)
- Number of New issues arising

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- Percentage of issues successfully resolved.
 - Satisfaction with the outcome
 - Satisfaction that residents were kept up to date
 - The time taken to resolve the issue.