

National Standards Self-Assessment (July 2018)

Neighbourhood and Communities Standard

Standard	Outcome	Evidence	Gaps	Action to be taken/ Local offer
1	Required outcomes			
1.1	Neighbourhood management			
	Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.	<p>BCT have a grounds maintenance team in place which manages and maintains the land contained within the estate.</p> <p>BCT work in partnership with NCC over waste management. Monthly meetings are held to discuss concerns and progress.</p> <p>BCT currently have a contract with YHN to manage the concierge and cleaning within the Byker Wall.</p> <p>From October 2016 BCT brought back in-house Neighbourhood Management services.</p> <p>Appointing a team of Neighbourhood Housing Officers, Customer Services Advisors, an intervention officer and a Welfare Reform Officer.</p> <p>This has enabled BCT to manage the homes and neighbourhood much more effectively and drive forward performance.</p>	None.	<p>Monthly waste management meetings to continue with NCC and pilot scheme to be introduced for the management of communal bin areas during 2018.</p> <p>Review and re-tender of concierge and cleaning contract to be in operation in January 2019.</p>
1.2	Local area co-operation			
	Registered providers shall co-operate with relevant partners to help promote social, environmental and economic wellbeing in the areas where they own properties.	<p>BCT work in partnership with many organisations both statutory and voluntary to support the community. This includes attending partnership meetings i.e. Safer Estates meetings, waste management meetings (Cleaner, Greener, Byker Charter).</p> <p>BCT also have invested in a welfare team in order to support tenants with welfare and financial issues.</p>	None.	<p>Tenant Ground Maintenance Inspector role to be developed to look at wider environmental issues on the Estate such as waste and litter.</p> <p>Additional resource to be added to the Grounds Maintenance Team on a temporary basis to address litter issue.</p>

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		<p>We also use the Community Budget to support projects which will impact in the wellbeing of individuals and the community.</p> <p>Work is also undertaken with local primary schools concerning recycling and litter.</p>		
1.3	Anti-social behaviour			
	<p>Registered providers shall work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.</p>	<p>BCT work in partnership with NCC, the Police and other key partners to tackle ASB.</p> <p>BCT also have a designated Enforcement and Intervention Officer who deals with and progresses cases for legal action.</p> <p>Low level nuisance and ASB are dealt with by the Neighbourhood Housing Teams.</p> <p>BCT have undertaken a mapping exercise involving a number of partners to ensure that a range of diversionary activities are in place to tackle youth ASB.</p>	None.	<p>BCT will continue to work with partners in order to ensure that incidents of an anti-social nature are tackled appropriately.</p> <p>The Community Budget will continue to be used to support the delivery of a wide range of diversionary activities for young people.</p>
2	Specific expectations			
2.1	Neighbourhood management			
	<p>Registered providers shall consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of that neighbourhood. The policy shall include any communal areas associated with the registered provider's homes.</p>	<p>A number of housing management policies are in place that outline BCT's approach to neighbourhood management.</p> <p>The BCT grounds maintenance team work to an agreed schedule.</p> <p>BCT have involved tenants as Grounds Maintenance Inspectors, who follow a delivery programme and then complete customer satisfaction surveys to support improving service delivery. This action monitors the performance of the Grounds Maintenance SLA that is in place with Karbon Homes.</p>	None	<p>Customer Scrutiny Committee is involved in the review and re-tender of the concierge and cleaning contract.</p> <p>The role of the Tenant Grounds Maintenance Inspectors is to be reviewed so that wider environmental issues such as waste and litter can be assessed.</p>

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		<p>BCT have a contract with Your Homes Newcastle for the cleaning of communal areas within the Byker Wall and the Customer Scrutiny Committee are involved in the review of this contract. Waste management on the Estate is the responsibility of Newcastle City Council.</p>		
2.2	Local area co-operation			
	Registered providers, having taken account of their presence and impact within the areas where they own properties, shall:			
a)	identify and publish the roles they are able to play within the areas where they have properties	<p>BCT's Annual Report to Tenants gives an outline of the roles which BCT plays within the Byker community. The Byker News, quarterly newsletter provides information to tenants concerning service delivery and staff roles. The "day in the life" articles have provided tenants with an oversight of a number of team roles within the organisation. Social media is used to publicise events and activities that BCT are involved in. The BCT details various services that BCT offer and provides a number of key contacts.</p>	None.	Annual Report to Tenants to be published in September. Byker News to continue to provide an overview of various services.
b)	co-operate with local partnership arrangements and strategic housing functions of local authorities where they are able to assist them in achieving their objectives	<p>All BCT allocations are allocated through a sub-regional choice based lettings scheme called Tyne and Wear Homes. BCT is required to allocate 75% of properties through the CBL scheme. BCT work closely with NCC Fairer Housing Unit and Housing Options Service to address strategic housing issues.</p>	None.	BCT are involved in and actively contributing to a wider review of Tyne and Wear Homes.

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2.3	Anti-social behaviour			
2.3.1	Registered providers shall publish a policy on how they work with relevant partners to prevent and tackle anti-social behaviour (ASB) in areas where they own properties.	The ASB policy is available and information is available on the BCT website.	None.	
2.3.2	In their work to prevent and address ASB, registered providers shall demonstrate:			
a)	that tenants are made aware of their responsibilities and rights in relation to ASB	Section 9 of the policy summary covers tenant responsibilities. Our customer handbook (page 20 and 21) details 'Your responsibilities as a tenant'. All new tenants sign a tenancy agreement setting out BCT's expectations. This is supported by conversations at both the Pre-tenancy and sign up meetings. BCT also offer and publicise an independent and professional witness service, I-Witness, that is available to tenants free of charge.	None.	BCT will continue to promote the need to be a responsible tenants through publications as well as continuously promoting the use of the I-Witness scheme.
b)	strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies	Neighbourhood Management Team are involved in working with other agencies in the area to prevent and tackle ASB. BCT attend meetings with strategic partners monthly to discuss hot spots and issues. BCT have implemented a number of measures including investment in CCTV and security measures in the Byker Wall, which was approved by BCT Board. BCT have completed a mapping exercise to identify and address gaps in the provision of diversionary activities for young people.	None.	BCT will continue to work with all local agencies to ensure that ASB is tackled and prevented.

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c)	a strong focus exists on preventative measures tailored towards the needs of tenants and their families	<p>We have a strong track record of using our tools and powers proportionately.</p> <p>We have a track record of securing Injunctions and Possession/Eviction in the more serious ASB cases to stop matters from escalating and provide respite to the victim.</p> <p>BCT have also worked with the police to secure closure orders.</p> <p>BCT have invested in a number of preventative measures including security measures and diversionary activities.</p>	None.	BCT to continue to work with partners to develop further preventative measures.
d)	prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available	BCT use early intervention warnings and Acceptable Behaviour Agreements with our partners to prevent ASB from escalating, and also use Injunctions in the more serious cases to prevent imminent risk of harm to vulnerable victims.	None.	
e)	all tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not	<p>BCT manage case load through the OT1S housing management system.</p> <p>Tenants can report ASB by:</p> <ul style="list-style-type: none"> • Writing to us • On line via the web site • Email • Telephone • In person <p>Tenants can also use the professional witness, “i-witness”, service that BCT provides.</p> <p>BCT also provide tenants with support throughout cases via the Enforcement and Intervention Officer.</p>	None.	

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f)	provision of support to victims and witnesses	<p>BCT has service standards so customers are clear how quickly they will receive a response to a new complaint.</p> <p>The ASB service includes developing mutually agreed, individual action plans with all complainants to resolve their complaint to everyone is clear about what is expected of them.</p> <p>Risk assessments are carried out with all ASB victims to help identify support for the most vulnerable victims.</p> <p>A free victim support service is also available to BCT tenants.</p> <p>BCT provide a free mediation to our tenants.</p>	None.	

Completed by	Lynsey Ward / Philip Pollard
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