

**Self-Assessment against the Neighbourhood and Communities Standard  
July 2020**

Outcome	Evidence	Gaps	Action to be taken/ Local offer
<b>Required outcomes</b>			
<p><b>1.1 Neighbourhood management</b> 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>	<p>BCT have a grounds maintenance team in place which manages and maintains the land contained within the Byker Estate. BCT work in partnership with NCC over waste management. Monthly meetings are held to discuss concerns and progress. BCT currently have a contracts in place to manage the security and cleaning within the Byker Wall. BCT provide housing management services, a team of Neighbourhood Housing Officers, Customer Services Advisors, an Enforcement and Intervention Officer and a Welfare Reform team. This has enabled BCT to manage the homes and neighbourhood much more effectively and drive forward performance.</p>	<p>None.</p>	<p>Regular waste management meetings to continue with NCC.</p> <p>Pilot scheme continues for the management of communal bin areas and this is currently being monitored. More permanent and alternative structures have been fed into the environmental upgrade consultation.</p> <p>New cleaning contract in place for the provision of cleaning withing the Byker Wall with NCC from April 2020.</p>
<p><b>1.2 Local area co-operation</b> Registered providers shall co-operate with relevant partners to help promote social, environmental and economic wellbeing in the areas where they own properties.</p>	<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). BCT also have invested in a Welfare Reform team in order to support tenants with welfare and financial issues. BCT also use the Community Budget to support projects which will impact in the wellbeing of individuals and the community. BCT were a lead partner in the delivery of the Best Summer Ever.</p>	<p>None.</p>	<p>Ground Maintenance Inspector also considers wider environmental issues on the Estate such as waste and litter. Additional resource continues to be provided to the Grounds Maintenance Team on to address litter issue.</p>
<p><b>1.3 Anti-social behaviour</b> Registered providers shall work in partnership</p>	<p>BCT work in partnership with NCC, the Police and other key partners to tackle ASB.</p>	<p>None.</p>	<p>BCT will continue to work with partners in order to ensure that incidents of an anti-</p>

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<p>with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.</p>	<p>BCT have implemented a new ASB policy and procedure from April 2020 that was developed in conjunction with the Police.  Low level nuisance and ASB are dealt with by the Neighbourhood Housing Teams.  As part of the Thriving Byker Strategy, 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.  A proactive youth intervention process was developed to tackle youth ASB and disorder within the Estate. This involved a streamlined process for BCT, the Police and children and young people's services, allowing a more focussed and joined up approach to proactive and diversionary activities as well as sanctions and formal action against perpetrators of ASB.</p>		<p>social nature are tackled appropriately. A reduction of 79% was observed during 19/20.  The Community Budget will continue to be used to support the delivery of a wide range of diversionary activities for young people as part of the Best Summer Ever and divert them away from ASB.</p>
Specific expectations			
<p><b>2.1 Neighbourhood management</b>  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 which have been approved by BCT Board.  The BCT grounds maintenance team work to an agreed schedule and this is published for customers.  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.  Customer Scrutiny Committee have reviewed the concierge and cleaning contracts previously and have also led a review of the BCT</p>	<p>None</p>	<p>Customer Scrutiny Committee is involved in the review of the Repairs and Maintenance service.  The role of the Grounds Maintenance Inspectors has been reviewed so that wider environmental issues such as waste and litter can be assessed.</p>

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	<p>Complaints and Compliment's Policy and Procedure.</p> <p>Waste management on the Estate is the responsibility of Newcastle City Council.</p>		
<p><b>2.2 Local area co-operation</b> Registered providers, having taken account of their presence and impact within the areas where they own properties, shall:</p>			
<p>a) identify and publish the roles they are able to play within the areas where they have properties</p>	<p>BCT's Annual Report to Tenants gives an outline of the roles which BCT plays within the Byker community.</p> <p>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.</p> <p>Social media is used to publicise events and activities that BCT are involved in.</p> <p>The BCT details various services that BCT offer and provides a number of key contacts.</p>	None.	<p>Annual Report to Tenants to be published in September.</p> <p>Byker News to continue to provide an overview of various services.</p>
<p>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>	<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.</p> <p>BCT work closely with NCC Fairer Housing Unit and Housing Options Service to address strategic housing issues.</p>	None.	<p>BCT are involved in have actively contributed to a wider review of Tyne and Wear Homes.</p>
<p><b>2.3 Anti-social behaviour</b> 2.3.1 Registered providers shall publish a policy on how they work with relevant partners to</p>	<p>The ASB policy was reviewed and agreed by BCT Board for implementation from April 2020.</p> <p>The ASB policy is available and information is available on the BCT website.</p>	None.	

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Prevent and tackle anti-social behaviour (ASB) in areas where they own properties.			
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	<p>The ASB policy summary covers tenant responsibilities.</p> <p>Our customer handbook (page 20 and 21) details 'Your responsibilities as a tenant'.</p> <p>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.</p> <p>BCT also offer and publicise an independent and professional witness service, i-witness, that is available to tenants free of charge.</p>	None.	<p>BCT will continue to promote the need to be a responsible tenants through publications as well as continuously promoting the use of i-witness.</p> <p>A leaflet has been developed to assist customers on who to report what to and when.</p>
b) strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies	<p>Neighbourhood Management Team are involved in working with other agencies in the area to prevent and tackle ASB.</p> <p>BCT attend meetings with strategic partners monthly to discuss hot spots and issues.</p> <p>BCT have implemented a number of measures including investment in CCTV and security measures in the Byker Wall, which was approved by BCT Board.</p> <p>BCT have completed a mapping exercise to identify and address gaps in the provision of diversionary activities for young people.</p>	None.	<p>BCT will continue to work with all local agencies to ensure that ASB is tackled and prevented.</p> <p>BCT are part of a local partnership specifically to tackling ASB on the estate. This will be a mini Byker specific YEAIH. (Youth Early Assessment and Intervention Hub). BCT identify high risk youths and map out a support plan to engage them and their families.</p>
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>	None.	<p>BCT to continue to work with partners to develop further preventative measures.</p> <p>BCT have developed a Proactive Youth Intervention Process which continues to support children and their families. The partnership meets monthly to discuss cases, diversionary activities and more formal action where appropriate.</p>

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	BCT have invested in a number of preventative measures including security measures and diversionary activities.		
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, Community Protection Notices and 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.            Tenants can report ASB by:</p> <ul style="list-style-type: none"> <li>• Writing to us</li> <li>• On line via the web site</li> <li>• Email</li> <li>• Telephone</li> <li>• In person</li> </ul> <p>Tenants can also use the professional witness, “i-witness”, service that BCT provides.            BCT also provide tenants with support throughout cases via the Enforcement and Intervention Officer.</p>	None.	
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.            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.            Risk assessments are carried out with all ASB victims to help identify support for the most vulnerable victims.</p>	None.	

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	<p>A free victim support service is also available to BCT tenants.</p> <p>BCT provide a free mediation to our tenants.</p> <p>Complaints policy and was reviewed by Customer Scrutiny Committee and was implemented in January 2020.</p>		

Completed by	Lynsey Ward / Philip Pollard
Designation	Head of Housing and Communities / Director of Operations
Date Completed	10 July 2019