



NEIGHBOURHOOD MANAGEMENT POLICY

Policy Control

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1.0 INTRODUCTION, AIMS AND REMIT

- 1.1 This is the Neighbourhood Management Policy of Derby City Council, who is a registered provider of social housing. This policy applies to all neighbourhoods where there is both council and Derby Homes Ltd. owned, or leased housing.
- 1.2 A range of communal/shared spaces and neighbourhood services for council owned or leased stock are managed by Derby Homes Ltd, on behalf of the council. Derby Homes Ltd is an Arm's Length Management Organisation, wholly owned by Derby City Council.
- 1.3 This Policy sets out the approach to providing efficient and effective Neighbourhood Management Services.
- 1.4 The Policy sets out the approach to:
 - Anti-Social Behaviour
 - Communal Area Inspections
 - Communal Corridors and Stairwells
 - Communal Repairs
 - Communication
 - Community Safety
 - Crime Prevention
 - Domestic Abuse
 - Environmental Protection
 - Estate Cleaning
 - Estate Improvements
 - Estate Response Service
 - External Structures
 - Grounds Maintenance
 - Health and Safety
 - Health In Housing
 - Lighting
 - Local Area Coordination
 - Maintenance of the Home, Communal Areas, and Private Outside Areas
 - Mobility Scooters
 - Neighbourhood Working
 - Pest Control
 - Pets in Communal Areas
 - Public Protection Officers
 - Roads, Paths, Parking Areas, and Surrounding Communal Areas
 - Safeguarding – Placed Based Risk
 - Security
 - Signage
 - Vandalism and Graffiti
 - Vehicles and Parking
 - Voluntary, Community and Social Enterprise Sector (VCSE) Partnerships
 - Waste Management

- 1.5 Our vision and values help us to deliver a high-quality service and set a standard for how we interact with our customers, colleagues, partners, and other stakeholders. We aim to foster good neighbourhood relationships by keeping our promises, providing an excellent service, working together, valuing diversity, and always looking at ways to improve the services we provide.
- 1.6 Our aim is to ensure customers can be proud of their homes and communities and we acknowledge that having a consistent approach to neighbourhood management is crucial in keeping neighbourhoods clean, safe, and well maintained.
- 1.7 We complete regular visual inspections of estates and communal areas and encourage customers and stakeholders to join us on these visits where standards can be checked, reviewed, and graded.
- 1.8 Our aim is to collaborate with all relevant partners, contractors, and organisations to ensure that our homes, shared areas, neighbourhoods are managed and maintained to the highest standards.
- 1.9 We will ensure:
- Grounds maintenance works are conducted in accordance with our contractual agreements.
 - Residents are aware of their responsibilities in relation to their home and the surrounding environment.
 - The health and safety of residents, stakeholders, staff, and visitors when in a communal area.
 - That all repairs and maintenance are conducted to communal and surrounding areas.
 - That communal areas can be safely evacuated in the event of an emergency.
 - That clear advice is given to residents to minimise the risks of items causing and obstructing access routes in the event of an emergency.
 - We explain what measures Derby Homes may take to monitor or control communal areas.
 - Communal areas are used in the best possible way for the benefit of all residents, stakeholders, staff, contractors, and visitors.
 - That cleaning staff, where present, can conduct their job effectively, which in turn supports the upkeep of the communal areas.
 - We actively contribute and support wider place based and neighbourhood services through a partnership approach.

2.0 POLICY STATEMENT

- 2.1 We will meet all applicable statutory and regulatory requirements in relation to the form and use of tenancy agreements or terms of occupation.
- 2.2 Ensure neighbourhoods are managed in a fair and transparent way.
- 2.3 We will provide tenants with a written agreement (a Tenancy Agreement) that sets out their rights and responsibilities and Derby City Council rights and obligations. This will be fully explained at the sign-up interview.
- 2.4 We will provide a flexible and responsive neighbourhood management service to tenants, signposting where relevant to appropriate agencies for additional support.
- 2.5 We will meet the requirements set out in the Regulator of Social Housing's Safety and Quality, Transparency, Influence and Accountability, and Neighbourhood and Community Standards.
- 2.6 We will review the Neighbourhood Management Policy at least every three years, or more frequently in event of legislative change or review of the Derby City Council Tenancy Strategy.

3.0 SCOPE

- 3.1 The Neighbourhood Management Policy sets out the approach to working co-operatively with tenants, residents, and partners to take all reasonable steps to ensure the safety of shared spaces.

This includes promoting social, environmental, and economic wellbeing and includes the management of enclosed communal areas and the areas that immediately surround blocks of flats, and wider neighbourhood working in areas where there is social housing.

- 3.2 For the purpose of the policy, a communal area includes:

- Communal entrances
- Communal landings
- Communal lounges (Independent Living only)
- Communal kitchen (Independent Living only)
- Communal bathroom (Independent Living only)
- Any shared stairwell, balcony, or access path
- Communal gardens
- Communal parking areas
- Bin stores
- Drying areas
- Any cupboard area or loft that is in a communal area.

4.0 REGULATION AND LEGISLATION

- 4.1 Following the Social Housing White Paper, the Social Housing (Regulation) Act 2023 became law in July 2023. This law aims to ensure that people living in social housing are safe, listened to, living in good quality homes and have access to help when things go wrong.
- 4.2 To achieve this, the Act gives the Regulator of Social Housing new powers. Starting from 1 April 2024, the Regulator will inspect social landlords to check if they meet the 'Consumer Standards.' The 'Consumer Standards' are requirements social landlords need to meet to provide good services to tenants.

Consumer Standards focus on:

- Safety – within the home and communal areas
 - Quality – of the home, communal space, and services
 - Neighbourhood – working in partnership to contribute to the wellbeing of neighbourhoods
 - Satisfaction measures – responsible neighbourhood management.
- 4.3 The Regulator of Social Housing (RSH) Neighbourhood and Community Standard as set out in the Regulatory Framework states that registered providers shall:
- Keep the neighbourhood and communal areas associated with the homes they own or manage clean and safe
 - Work in partnership with their tenants and other providers and public bodies where it is effective to do so.
- 4.4 Government legislation also impacts on how we manage our communities and implement our Neighbourhood Management Policy. We will comply with all necessary legislation to help us to deliver this policy.

5.0 POLICY OUTLINE

5.1 Anti-Social Behaviour

We are committed to delivering the best possible services for people experiencing Anti-Social Behaviour (ASB) or any hate incident. We believe that no one should live in fear of hate incidents and will take reports seriously by treating reports of hate incidents as a priority.

We have a specialist Anti-Social Behaviour Team that deals with all types of anti-social behaviour related issues and hate related incidents. We work with a wide range of partner agencies, who may have different powers to us, to help resolve issues, including working with the Police and Stop Hate UK. It is our aim to ensure that we collaborate with all relevant partners to address all forms of ASB and Hate related incidents regardless of tenure.

We will take appropriate and proportionate actions against any tenants who breach their tenancy conditions.

Our Anti-Social Behaviour Policy can be found here: [Anti-Social Behaviour Policy - Derby Homes](#)

Our Hate Crime Policy can be found here: [Hate Crime Policy - Derby Homes](#)

5.2 Communal Area Inspections

We will conduct regular safety inspections of communal areas, to ensure they are being maintained to an acceptable standard and to identify and rectify issues. In addition, compliance safety inspections are completed every six months.

The Housing Management Team will also inspect communal areas to ensure that they are safe and enjoyable environments for people to live.

Fire risk assessments will be undertaken by our Fire Safety Officer, ensuring the buildings comply with current fire safety measures.

5.3 Communal Corridors and Stairwells

Corridors, stairwells, and any other communal areas must always be kept clear. Residents and their visitors are not permitted to use these areas to store or dispose of their own belongings or rubbish. This also applies to any electric meter cupboards, ducting cupboards or the like.

Our Fire Safety and Management Policy can be found here: [Fire Safety and Management Policy - Derby Homes](#)

5.4 Communal Repairs

Communal repairs will be conducted within agreed timescales and standards. Residents will be able to report these by phone, text or online. Communal repairs are a key factor in customer satisfaction and will be monitored once they are reported through to their satisfactory completion.

[Responsive Repairs Policy - Derby Homes](#)

5.5 Communication

It is essential to communicate with residents the importance of keeping communal areas free from obstructions and hazards. Regular communication will take place with residents using a range of approaches including the Derby Homes newsletter, website, leaflets, notice boards and social media.

5.6 Community Safety

The Community Safety Partnership is the vehicle for delivering community safety in Derby and Derbyshire. It is a strategic group comprising the City Council, Police, Probation, Integrated Care Board, Fire & Rescue, and voluntary agencies.

The Community Safety Partnership remit is wide, covering:

- Anti-social behaviour and Neighbourhood crime
- Counter terrorism.
- Domestic and Sexual Abuse
- Violence Against Women and Girls/Stalking and harassment.
- Public space protection.
- Hate crime.
- Cybercrime.
- Serious Organised Crime and Exploitation inc. Modern slavery.
- Serious Violence.

We work closely with the County Community Safety Partnership where issues involve or affect residents.

Further information is available at [Community Safety](#)

5.7 Crime Prevention

We will collaborate closely with police and other partners so that all developments incorporate crime prevention measures to create a safer and more secure environment. We will listen to residents to identify what works well and can be repeated in other similar neighbourhoods.

5.8 Domestic Abuse

We do not tolerate domestic abuse in any form. We will always take appropriate action. All our staff are made aware through our stand-alone domestic abuse policy.

Domestic abuse is a serious social and criminal problem that has significant human and financial consequences for individuals, families, and communities. We will always take complaints of domestic abuse seriously, thoroughly investigate and treat sensitively throughout.

Our Domestic Abuse policy can be found here: [Domestic Abuse Policy](#)

5.9 Environmental Protection

We provide Environmental Protection services within the city.

This includes dealing with:

- Noise nuisance.
- Smoke nuisance.

- Air quality.
- Fly tipping.
- Stray dogs.
- Abandoned or nuisance vehicles.

Further information is available at [Environmental Protection](#)

5.10 **Estate Cleaning**

We will collaborate with residents to agree standards of cleanliness. Where we do not have responsibility for cleaning, we will conduct regular inspections to ensure the standard agreed with the provider is maintained. Where they are not maintained we will, as the leaseholder or freeholder, address any concerns directly with the provider.

We will inform residents who is responsible for the cleaning through notices in the communal areas, setting out the specification for the estate and the frequency of attendance.

We will ensure estates have appropriate facilities for disposal of rubbish and recycling. Residents will be advised how and where to dispose of their household waste and how to arrange disposal of bulk items.

5.11 **Estate Improvements**

We will maintain an environmental improvement budget for making key improvements that are identified through staff and resident feedback and are not covered by the Repair and Maintenance Policy. The Derby Homes Housing Management Team will consider bids for environmental improvements.

Funding is set aside annually to improve estates. The funding is used for things like:

- fencing
- parking
- pathways
- landscaping

We visit areas to look at how improvements can be made and consult with residents, giving details of the proposals. Our consultation process involves writing to tenants, knocking on doors holding meetings, and publishing information. We may also work with other agencies to secure external funding for projects.

The aim of the work is to:

- reduce anti-social behaviour.
- make areas safer.
- make areas cleaner.
- make areas greener.

5.12 Estate Response Service

We will provide an Estate Response Service to ensure estates are kept cleaning and tidy.

Our team of Estate Response Officers will attend to and clear fly tipping on our land, and patrol littering and fly tipping hotspots on a regular basis. They will also perform cleaning duties, litter picking, and minor graffiti removal as required.

5.13 External Structures

Tenants must seek prior written consent from Derby Homes before erecting sheds, greenhouses, or any other external structure.

All requests must comply with planning or other statutory regulations that are applicable.

5.14 Grounds Maintenance

We will maintain all shrubs, hedges, and trees in line with horticultural good practice to maintain pleasant surroundings and to prevent nuisance, such as blocked access ways, damage to buildings and restrictions of lights and signage. We will manage the tree population on our land, ensuring that best practice guidelines and legislation is followed. We will hold a register of all trees we own and have a planned tree management programme in place informing the frequency of inspection and surveys.

In certain areas we provide a grounds maintenance service for tenants. This is generally where we have age designated accommodation, or where there are communal gardens. Residents should not hinder the work of our Grounds Maintenance Teams by erecting structures or fences in the communal garden. There may be occasions when we can grant permission for such items but anyone wishing to do so must seek prior written consent from us.

5.15 Health and Safety

All customer facing teams will work closely together to ensure that the health and safety issues across neighbourhoods are identified, reported, and rectified through regular inspections of our estates. Inspections will happen regularly with frequency depending on layout/design of the development. They will aim to maintain a safe environment by taking immediate action to remedy any health and safety concerns.

Where we own play equipment, we will ensure that it is safe to use, fit for purpose and routinely inspected in line with statutory requirements and legislation. Play equipment will be visually inspected during estate inspections to check it is structurally safe, does not present a risk or hazard, is aesthetically pleasing, and is an area that children would want to play.

5.16 Health in Housing

We are committed to making a positive contribution to our city. One of the ways that we can do this is by promoting and improving the health of our tenants.

Housing is a key “building block” of good health and the nature of social housing brings opportunity for positive influence. We already take a range of actions to support and improve the health of our customers. Our ‘Health in Housing’ program of activity reaffirms our corporate commitment to health and includes a framework of actions to increase the emphasis of this topic within the organisation.

5.17 Lighting

We are committed to providing good street lighting as it:

- improves road safety.
- reduces the incidence of nighttime crime.
- improves the perception of street safety and security.
- increases leisure and commercial activity after dark.
- encourages walking, cycling and use of public transport.
- improves the effectiveness of other community safety measures such as closed-circuit television (CCTV) and Automatic Number Plate recognition (ANPR)
- develops safer routes to schools.
- creates a quality environment for local people, business, and tourism.
- aids and sustains community regeneration.
- We have provided additional lighting on land that we manage. This can include garage sites, car parks and in communal areas and Gardens.

5.18 Local Area Coordination

Local Area Coordination forms part of the joined-up working delivered through the Neighbourhood Teams. Local Area Coordinators work across Derby to support residents in the local community, helping people make sense of things, connecting them to what is going on in their local area, exploring community-based solutions, supporting them to build personal resilience and encouraging them to be less reliant on traditional services.

Further information is available at [Neighbourhoods Service](#)

5.19 Maintenance of the Home, Communal Areas, and Private Outside Spaces

Our tenancy and lease agreements state the responsibilities of tenants and leaseholders for maintaining the condition of their home, communal areas, gardens, and balconies. In the interests of safety, we will enforce the removal of inappropriate items on balconies due to fire safety risks. No items are allowed to be stored in communal areas and any items found will be removed.

5.20 **Mobility Scooters**

We recognise that the use of mobility scooters can enhance the quality of life for less mobile tenants, who otherwise may be limited in their ability to access common facilities provided in the premises, and access external facilities in the wider community.

Whilst we do not have a legal obligation to provide scooter storage there is a need to identify storage and charging solutions that support the safe use of mobility scooters whilst recognising that different solutions may be necessary in terms of building designs, financial considerations and building use.

Permission to keep a mobility scooter must be made in accordance with the Derby Homes Mobility Scooter Policy.

Our Mobility Scooter Policy can be found here: [Mobility Scooters Policy](#)

5.21 **Neighbourhood Working**

We believe that by working together, we can create a positive and supportive environment where all voices are welcomed and cherished. At the heart of our efforts lies the concept of neighbourhood working - a collaborative approach that emphasises the importance of community engagement and participation.

We collaborate closely with residents and partners in the development of opportunities that build relationships, strengthen assets, and build community capacity.

Further information is available at [Neighbourhood Working](#)

5.22 **Pest Control**

Tenants have a responsibility to prevent and treat pests that are attributable to their lifestyle or actions. They must report all issues relating to vermin, pests, or insect infestation to Derby Homes. If the infestation is the responsibility of the resident, they will be advised to contact the councils' environmental services or a private pest company if the infestation is within their own home or private garden.

If the infestation is because of holes or cracks in the building structure, then the tenant should report this to Derby Homes for investigation and treatment.

If an infestation occurs in a communal area, including wasps, rodents, pigeons, we will take steps to eradicate the infestation and prevent it from reoccurring, including any proofing works required. Response times will be dependent on the severity of the infestation and location.

Our Pest and Infestation Policy can be found here: [Pest and Infestation Policy - Derby Homes](#)

5.23 Pets in Communal Areas

Tenants are responsible for any damage caused to their home or shared areas by any animal kept in the home or visiting their property. Dogs should not be left unattended for any length of time or allowed off their lead in communal areas of the building or its surrounds. It is the tenant's responsibility to clean up after any animal kept in the home or visiting the property.

Flat entrance doors must not be modified to allow pets to access the property, as most main entrance doors to flats are fire doors and alteration will affect the structural integrity of the fire door.

Our Pet Policy can be found here: [Pet Policy - Derby Homes](#)

5.24 Public Protection Officers

As part of our commitment to reducing anti-social behaviour, a team of Public Protection Officers are employed within the Community Safety team at Derby City Council to directly respond to local issues in the Derby area. They address quality of life issues and actively encourage community participation to improve local areas for the benefit of residents, businesses, and other local stakeholders.

Further information is available at [Public Protection](#)

5.25 Roads, Paths, Parking Areas, and Surrounding Communal Areas

Outside roads, paths and parking areas and surrounding communal areas should be kept clear of personal items, as this is land that is not let or sold with the property. Other items, such as wheelie bins, should be stored in the appropriate bin storage areas or in areas that are not likely to cause an obstruction or nuisance to residents.

Car parks are for the use of residents and their visitors only and operate on a first come first served basis. Residents should park responsibly in the parking areas for the benefit of the enjoyment of all residents. The tenancy agreement advises tenants on appropriate usage of parking areas.

Barbeques or other fires on communal garden areas are prohibited.

Smoking in enclosed communal areas is prohibited by law. When residents are smoking or vaping in other communal areas, they should be respectful to other residents and maintain reasonable distance between doors and windows to avoid the risk of nuisance to other residents.

5.26 Safeguarding and Place Based Risk

We are committed to working in partnership with other agencies to ensure the safeguarding of adults and children at risk. We believe adults and children have a right to live in their homes free from abuse. Protecting them from harm depends upon effective joint working between agencies and practitioners, who have differing roles and expertise.

We have many opportunities to identify potential cases of neglect and abuse whilst undertaking their day-to-day duties. We will ensure that staff are aware of what constitutes abuse or neglect and are sufficiently trained to report anything they see that makes them uncomfortable or suspicious.

The emphasis in recent years has widened from merely protecting vulnerable people from abuse to promoting the welfare of adults and children. The key message therefore is not just to protect but to safeguard. We take account of safeguarding risks in decisions we make and actions we take.

Our Safeguarding Policy can be found here: [Safeguarding policy](#)

5.27 Security

We know security is a high priority for residents so we will ensure all walkways, stairwells and footpaths are well maintained, with sufficient lighting to deter anti-social behaviour.

CCTV equipment will be used, if necessary, to provide reassurance to residents and to reduce crime. Usage will be in line with good practice and legislation and used for the purpose of crime prevention and detection. We will work in partnership with both residents and other agencies on initiatives to ensure security and community safety.

[CCTV Policy - Derby Homes](#)

Communal entrances fitted with door entry equipment and door closers, should be closed after entry, or exit, from the building and the doors are not allowed to be wedged open at any time.

5.28 Signage

We will ensure that signage in our communal areas is clear, necessary, appropriate, and well maintained. Any signage regarding health and safety related issues or mandatory signage is present where required.

Residents are encouraged to report damaged or missing signage to Derby Homes.

5.29 Vandalism and Graffiti

Vandalism is an act of deliberate or reckless damage or destruction to public or private property, which can pose a danger to residents and is an illegal, anti-social activity.

Graffiti is the damage caused by spraying, writing, drawing, painting, soiling, defacing by whatever means or otherwise by marking public or private property without the owner's consent.

We take both acts seriously and consider such acts as a nuisance and anti-social behaviour. We may take enforcement action or as appropriate refer such offences to the Police and support a Police investigation under the Criminal Damage Act 1971.

Further information can be found at [Graffiti Removal](#)

5.30 Vehicles and Parking

We understand that our residents require vehicles to live and work and our aim is to maintain and allow access for residents, visitors, and service providers. Tenants will have priority for parking, and we will encourage residents to resolve parking issues between each other.

Parking signs will advise where parking is permitted and those who park in the wrong place, inconsiderately or dangerously, risk enforcement action. We will arrange for removal of any vehicles on our land that have been abandoned or are a danger and recharge the owner for any costs incurred.

We have introduced permit parking schemes to several car parks, which will be run on our behalf by a third party who will collect any unauthorised parking charges. We do not designate visitor or communal parking spaces to individual tenants. Spaces are available for all residents and visitors to use but parking bays marked for disabled or blue badge use, are only available to those who are eligible.

5.31 Voluntary, Community and Social Enterprise Sector (VCSE) Partnerships

We work with a range of community and voluntary sector partnerships to further their aims of community development. We recognise that some people, some groups, and some communities are excluded and oppressed by the way society and structures are organised. And we seek to challenge this and ensure fairness for all citizens.

We will support communities, of place and identity, to use their own assets to improve the quality of community life, and we will help communities and public agencies to work together to improve services and the way in which decisions are made.

5.32 Waste and Recycling Management

Individual households are provided with separate bins to dispose of general waste, recyclable materials, and garden waste on demand.

We will work to provide recycling facilities, as well as general waste facilities, to blocks of flats, wherever possible. We will also explain to residents how to dispose of their waste and provide educational literature where required to encourage proper disposal techniques.

Further information is available at [Recycling](#)

6.0 RESPONSIBILITIES UNDER THIS POLICY

- 6.1 All relevant staff responsible for the delivery of neighbourhood management are required to adhere to this policy. Any request to deviate from the principles of this policy requires escalation for review and approval consideration to the Head of Housing Management and Head of Capital Works.
- 6.2 The Head of Housing Management and Head of Capital Works are responsible for the overseeing the implementation of this policy.

7.0 RISK MANAGEMENT

- 7.1 The headline risks associated with this policy are:

Risk Description	Risk Impact
Failure to comply with statutory requirements and rules and guidance issued by the Government and their departments, and the Regulator of Social Housing's Consumer Standards.	Regulatory intervention, legal action, adverse publicity, and potential financial impact on the organisation. Risk of complaints/challenges including to the Ombudsman, and risk to levels of satisfaction with services/Derby Homes
Failure to proactively manage our estates	Increase in resident dissatisfaction, anti-social behaviour, and complaints. Damage to Derby Homes reputation.
Failure to sufficiently engage with tenants/residents in the management of their home and area where they live.	Increase in resident dissatisfaction with decisions/actions that affect them/their estate leads to residents feeling they have no voice or are not being heard.

8.0 DATA PROTECTION, RECORD STORAGE AND RETENTION

- 8.1 We understand that confidentiality is important to customers and will treat all information relevant to each customer in the strictest confidence.
- 8.2 We approach the protection of personal data in a comprehensive manner in line with the Data Protection Principles of the UK General Data Protection Regulations (UK GDPR) and the Data Protection Act 2018 (DPA) (collectively referred to as the Data Protection Legislation).

- 8.3 Any personal information relating to tenants is stored on Derby Homes/Derby City Council systems which are compliant with the principles of GDPR and our Document Retention Policy.

9.0 EQUALITY AND DIVERSITY

- 9.1 This policy meets the requirements of the equality impact assessment and is compliant with the requirements of the Equality Act 2010.
- 9.2 This means that we will not discriminate against customers on the grounds of their age, disability, gender reassignment, marriage or civil partnership status, pregnancy or maternity status, race, religion or belief, sex, or sexual orientation.
- 9.3 We will, on request, provide translations of any documents, policies and procedures in different languages and other formats to suit requirements and support reasonable adjustments for easy access to our service.

10.0 COMMUNICATION

- 10.1 This policy will be stored on our intranet and will be communicated to all staff involved in neighbourhood management processes. The policy will also be made available on our website to provide easy access for customers and our partners.

11.0 LEARNING & DEVELOPMENT

- 11.1 We are committed to putting arrangements in place that ensure effective training of all staff.
- 11.2 This policy and the procedures that support it will be the subject of a mixed platform of training across relevant teams. This training will be bespoke to the individual stakeholders and include:
- Team Briefings, for those who need to be aware of it but not actively involved in the delivery.
 - On the job training, for those who need to adhere to this policy and use the accompanying procedures in their daily roles.

12.0 PERFORMANCE MANAGEMENT

- 12.1 We will use the following non-exhaustive list to measure and monitor our performance with a continued focus on service improvement:
- Provision of KPI measures linked to operational performance.
 - Number of complaints relating to our service offer and applying any learning or service improvements from customer feedback.
 - Customer satisfaction and feedback measures with our service and service style.

- Monitoring of compliance through operations management controls such as audit samples of neighbourhood management procedures.

13.0 POLICY REVIEW

- 13.1 This policy will be reviewed every 3 years or sooner if required to do so driven by statutory, regulatory, or best practice requirements, and/or the need to update following reviews of other policies that impact on the Neighbourhood Management Policy.