



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

Neighbourhood Management Policy

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DOCUMENT MANAGEMENT

<i>Approved by:</i> <i>Date of approval:</i>	Next Review Date: November 2025 <i>Version 1</i>
Contact Officer: Darren Berwick Head of Tenancy Management Contact: Darren Berwick Head of Tenancy Management	

THIS DOCUMENT IS TO BE READ IN CONJUNCTION WITH:

1. The Regulator of Social Housing Neighbourhood and Community Standard
2. Ant-social behaviour policy
3. Fire safety in communal areas policy
4. Asset Management strategy 2022 -27

REVISION HISTORY

Revision date	Previous revision date	Summary of Changes	Changes marked	Version
N/A	N/A	N/A		

DISTRIBUTION – This document has been distributed to:

Name	Job Title	Date of Issue	Version
SMT Members	Heads of Service	30.10.23	1

1. Purpose and Context

- 1.1 Northamptonshire Partnership Homes (NPH) manages in excess of 11 000 properties on behalf of West Northamptonshire Council (WNC), delivering a full range of housing related services covered within a Management Agreement.
- 1.2 The properties that we manage and maintain are diverse, and broadly encompass general needs and those designated as “older persons”, but also include some that are designed for people with very specific needs.
- 1.3 The properties are in the main located in neighbourhoods which contain a large number of Council owned properties but also include a range of mixed tenure and a number of owner-occupied properties.
- 1.4 The Regulator of Social Housing have a set of regulatory standards that registered providers of social housing must comply with and the outcomes that providers are expected to deliver.
- 1.5 The Neighbourhood and Community Standard is one of four consumer standards that registered providers of social housing must comply with.
- 1.6 The Neighbourhood and Community Standard sets expectations for registered providers of social housing to keep the neighbourhood and communal areas associated with the homes they own clean and safe, co-operate with relevant partners to promote the wellbeing of the local area and help prevent and tackle anti-social behaviour.
- 1.7 For the purpose of this policy Neighbourhoods refers to defined estates, groups of homes with shared external or internal areas, and areas of land that NPH manage on behalf of WNC.
- 1.8 This Policy sets out our approach to managing the neighbourhoods, to include keeping them safe, clean and tidy and be a place people are proud of and want to live.
- 1.9 This policy aims to deliver against our vision which states “ NPH provides homes which enable people to live happy and healthy lives in enriched communities.”
- 1.10 NPH recognises that keeping neighbourhoods safe and clean is an important part of providing a better quality of life for our residents and can act as a deterrent to antisocial behaviour (ASB), neighbour nuisance and crime. This policy states how we

will maintain those neighbourhoods and communal areas for which we are responsible and how we will work with partner agencies. Some areas we work in don't have a defined neighbourhood but can include, a group of properties in a street or a group of properties within a largely owner-occupied area.

- 1.11 Many of our staff operate within specific neighbourhoods and this policy aims to promote effective neighbourhood working for the benefit of local residents and stakeholders.

2. Policy Statement

- 2.1 This policy contributes to us satisfying the Regulatory code, set by the Regulator for Social Housing, and in particular the Neighbourhood and Community Standard.

- 2.2 This policy aims to:

- Ensure that we deliver quality customer focused services that ensure all communal areas are maintained to a good standard and are clean and safe
- Ensure there are no health and safety risks to residents, guests and visitors to the neighbourhood
- Work with internal and external partners to ensure our neighbourhoods are well managed and collaboratively contribute towards keeping them free of crime and disorder, anti-social behaviour and nuisance
- Ensure resident involvement is at the heart of our core business and services that we deliver, and we involve and consult with them on all aspects of neighbourhood management to include monitoring the effectiveness of our service

3. Policy

- 3.1 There are a number of key services and activities that we deliver which contribute towards well managed neighbourhoods and provide a better quality of life to our residents.
- 3.2 Our Neighbourhood Management Policy will ensure we have clear standards so that residents know what to expect from our range of services, and that they represent value for money.
- 3.3 We will ensure that we have neighbourhoods which residents and the local community are proud of, to live, visit and work in. We will achieve this by doing the following:

3.4 Fire safety in communal areas

The communal areas of residential blocks is an area of great importance which contributes towards the overall fire safety of a building.

We adopt a zero tolerance approach to fire safety in communal blocks. This means that no items can be stored in internal communal areas of blocks of flats due to the fire risk they pose and the potential of being a trip or slip hazard.

For the sake of clarity communal areas include landings, corridors, stairwells, shared balconies, lifts , gardens and drying areas.

We operate a No smoking policy in enclosed communal areas.

We will ensure all communal areas are inspected as a minimum, every 3 months, and any risks identified are dealt with as a matter of urgency.

We will seek to take action against persistent offenders.

We will ensure we comply with all current legislation that relates to fire safety.

3.5 Communal gardens and external areas

Tenants and leaseholders who live in blocks of flats are usually charged a service charge for the communal gardens (which can include the frontage) to be maintained by our approved contractor. This will include grassed areas and shrubbery.

In order for the contractor to effectively undertake the scheduled works all communal gardens and external areas must be kept clear of obstacles, which can include but is not limited to play equipment such as swings and trampolines, temporary play pools, garden furniture and barbecues.

This is especially important when it comes to play equipment as there could be a liability to NPH if play equipment is allowed to remain in situ, therefore we accept no responsibility for any injuries sustained or any form of damage since such equipment is prohibited.

Communal gardens are intended for use by all of the residents of the block and therefore unless an area of the land has been specifically allocated to an individual then it remains there for the use of all.

3.6 Tenants gardens

It is a term of the Councils tenancy agreement that the garden must be kept in a clean and tidy condition.

We recognise that some of the gardens provided with the property are extensive and that sometimes, due to a range of circumstances, a tenant will struggle or be unable to maintain their garden.

We will offer support or signpost to a third party that may be able to assist in appropriate circumstances and cases.

We offer a gardening service through our Community Interest Company, Happy to Help, which allows work to be undertaken for a subsidised cost.

We also proactively inspect gardens through our team of area based Housing Officers.

Tenants remain responsible for the maintenance of trees in their gardens.

3.7 Repairs and maintenance of communal areas

We will ensure communal areas, internally and externally, are inspected, maintained and safe.

We will ensure that we have contracts in place for items that are beyond our scope of capability such as lift maintenance.

We will ensure that we communicate with residents in blocks and keep them updated when communal assets such as lifts or doors are not working.

3.8 External structures

Tenants and leaseholders must seek and obtain written permission from us before erecting an external structure.

Any structure must comply with planning or other statutory regulations and permission will not be unreasonably withheld.

We will not be responsible for any future maintenance or upkeep of the structure.

If a tenant terminates their tenancy they may be asked to remove the structure and return the area to the original condition, or else we may raise a recharge for any costs we incur to undertake the work ourselves.

External structures are not permitted on any communal land.

We will take the most appropriate action where a structure has been erected without our written permission.

3.9 Cleaning

A cleaning service is provided by our designated contractor to the blocks of flats that we manage for which there is a service charge.

The contract requires the cleaning to be delivered to a minimum of a C Standard (Satisfactory) at all times. It is the responsibility of the contractor to decide at what frequency services need to be delivered in order to maintain this standard. However, each block will get at least one service per week on a designated day of the week.

More information is available in our information sheet "Cleaning & Grounds Maintenance Standards."

We will ensure that we remove graffiti from communal areas or assets that we manage in line with our service standards.

3.10 Refuse, waste and recycling

This is subject to the Household Waste Duty of Care Regulations 2005 & Environmental Protection Act 1990.

The Council set the regulations applying to Northampton and have a contractor for the collection of waste.

The Council have a duty to provide a receptacle for Domestic Waste collection and also a means of providing a recycling facility.

Our Waste Management Policy states:

Residents are provided with 240 litre wheelie bins and they need to present these for collection at an agreed location and then retrieve them following collection.

Residents are provided with green sacks and they need to present these for collection at an agreed location.

Residents should only present their waste for collection from 7pm on the day before collection and no later than 6.30am on the day of collection.

If a resident has not been provided with an external means of waste storage, they will be required to keep their waste within their home until the stated time when they are allowed to present their waste for collection

The contractor will clear up any spillages that occur because of the collection process.

The contractor will not remove any of the following:

loose refuse bags/ bulky items that are presented by the residents in the communal bin areas

a container that is overflowing or is found to contain excluded items

a garden waste container that is overflowing or is found to contain excluded items

a recycling container that is contaminated

Waste disposal forms part of our Asset Management Strategy 2022-2027

3.11 Environmental crime including fly tipping

We will remove fly tipped rubbish and dumped items of bulky waste in accordance with our Customer Service commitments.

We will attempt to identify people responsible for dumping rubbish and fly tipping and take appropriate action.

We will work with other agencies to resolve and discourage rubbish dumping and fly tipping on our managed land.

3.12 Trees

We have a tree policy which states that trees in communal areas will be surveyed every 4 years to assess major tree work priorities and manage risk.

We will not carry out work to trees blocking light or obstructing satellite TV or other reception.

If a tree is within a tenants own garden then in accordance with the tenancy agreement this remains their responsibility, however in exceptional circumstances, we will consider undertaking tree works in a tenants garden if the tree is deemed to be in a dangerous condition.

3.13 Grounds maintenance

We are responsible for managing and maintaining areas of land within our Neighbourhoods, mostly around blocks of flats on behalf of the Council which also includes communal gardens for which there is a service charge.

The service is provided by our designated contractor.

Grounds Maintenance covers the provision of the following services:

Cutting & maintenance of grassed areas

Weed, algae & moss control (hard and soft landscaped areas)

Shrub, hedge and bush maintenance

Management of trees - all trees on communal land will be subject to an ongoing tree survey where works specified in that survey will be carried out by the contractor

The contractor is expected to ensure that an excellent overall service is provided and whilst there is no specific requirement to visit sites at an agreed frequency, the contract requires that all elements of the grounds maintenance is kept at a good standard at all times.

More information is available in our information sheet "Cleaning & Grounds Maintenance Standards."

3.14 Non -anti-social behaviour nuisance

We define non-ASB nuisance as follows:

Conduct that may cause nuisance or annoyance to others where it is determined that the conduct responsible for causing the nuisance or annoyance is either unintentional, the result of someone undertaking normal day to day living activities or conduct that would not be considered anti-social by a reasonable person.

NPH believe all residents should be afforded peaceful enjoyment of their home. We understand that when residents' behaviour causes nuisance and annoyance to others, it can have a significant impact on both individuals and communities.

NPH are committed to identifying the root cause of issues and addressing them fairly and appropriately.

Behaviour that causes nuisance to others can often fall within two distinct categories; Anti-Social Behaviour (ASB) and non-ASB nuisance. Although the impact on others may be similar, the causes of such issues will differ and therefore require a separate response by NPH.

Any behaviour that fits the definition of ASB and does not meet any of the non-ASB definition criteria will be managed under NPH's ASB Policy.

Wherever possible and it is safe to do so we encourage reporters of non-ASB to discuss the matter with their neighbour in the first instance.

NPH will triage all reports of housing related nuisance to establish the most appropriate framework under which it should be dealt with. Any behaviour that falls within the definition of non-ASB nuisance will be managed under the Neighbourhood Management Policy.

NPH will ensure reporters of non-ASB nuisance are advised which policy their report is being managed under to ensure their expectations are managed regarding the actions NPH can take to assist in resolving matters.

The Neighbourhood Management Policy details NPH's response to non-ASB nuisance reports.

Information on NPH's response to ASB reports can be found within NPH's ASB Policy.

Examples of non-ASB related nuisance can include but is not limited to:

- Noise from domestic appliances
- Children playing
- DIY Noise
- Domestic noise transfer
- Babies crying
- Cooking smells
- One off incident
- Nuisance created by normal daily living

For non-ASB nuisance NPH will not undertake any tenancy enforcement action.

NPH aim to foster good neighbour relations. We provide all tenants at sign up with details of what is expected and the opportunity to sign a Good Neighbour Agreement.

NPH understand that non-ASB nuisance can still cause harm to those who experience it. Where appropriate NPH will offer support to those effected through our in-house support team, by referring to external partners or through appropriate signposting.

NPH will offer mediation as a method for parties to resolve issues of non-ASB nuisance.

Where appropriate NPH will organise or be involved with community engagement events to foster community cohesion and good neighbour relations.

Where it is deemed the source of non-ASB nuisance is related to the property rather than the tenant, NPH will take proportionate and reasonable steps to assist in reducing such nuisance. Examples may include providing floor covering to tenants who cannot afford it, such as rugs to reduce noise transfer or anti-vibration mats to reduce noise from domestic appliances.

3.15 Safety on estates

The Neighbourhood and Community standard requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.

We are committed to working in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour in the neighbourhoods where we manage the Council's housing stock.

We will ensure blocks have robust communal doors and intercom systems to deter unauthorised people from gaining access.

We will work with the Crime Prevention Officer to undertake target hardening works for victims of crime when it is reasonable and appropriate to do so.

We will look to design out crime where we can.

We will deploy CCTV in line with our existing policy when it is reasonable and appropriate to do so.

3.16 Dogs in flats

The Council's policy and tenancy agreement only allows a dog to be kept in a flat if special circumstances are able to be demonstrated.

We recognise the benefits of keeping a dog and wherever possible and practical to do so we will grant written permission.

We will look upon such requests sympathetically and in line with the Dog Trusts "Keeping a dog in a flat" guidance.

We will not consider the granting of permission for any dog deemed to be dangerous and specifically any that are covered under the Dangerous Dogs Act 1991 in any property that we manage.

You are able to apply for permission to keep a dog on the following link:

<https://www.nph.org.uk/apply-dog>

3.17 Play areas

There are a number of play areas dispersed amongst the neighbourhoods that we manage. These range from small areas with just a few items of play equipment to large multi-use games areas.

Such areas are a community asset and will be installed and inspected following the Royal Society for the Prevention of Accidents (ROSPA) guidelines.

We will not be responsible for the supervision of children or people that may use such equipment.

If a resident notices any defective or dangerous equipment we encourage them to report it to us as a matter of urgency.

3.18 Neighbourhood inspections

The Tenancy Management team undertake monthly inspections of estates across the Borough of Northampton on a programmed basis which also includes inspections of communal areas of blocks to ensure they are free of any avoidable risks, in line with fire safety and health and safety guidelines. At present these inspections do not involve local residents, stakeholders or partners.

The Neighbourhood and Community Standard states “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.”

We are looking to pilot neighbourhood inspections in April 2024 on 2 estates. These will enable us to work collaboratively with local residents, stakeholders and partners.

The areas that we will focus on will include but not limited to the following:

- Grounds Maintenance
- Fly tipping and litter
- Car parking and vehicle related issues
- Garage blocks
- Communal areas such as pathways and land
- Areas of ASB concern
- Vandalism to include graffiti
- Caretaking standards
- Signage
- Street lighting

The pilot of Neighbourhood Inspections will be scheduled in accordance with our published Community Bus timetable and we will use SMS text messaging and social media to promote the inspections.

We will review the effectiveness of these after 2 initial inspections of the pilot estates with a view to rolling them out more widely to other estates during the latter half of 2024.

3.19 Allocations

The Council's Housing Allocations and Choice Based Lettings Scheme aims to help create sustainable communities and encourage the effective use of available affordable housing.

The provisions within the Localism Act 2011 created new freedoms and flexibilities for communities and individuals and ensured a greater number of decisions are made about housing at a local level.

With the exception of Armed Forces personnel any applicant will be required to meet the local connection criteria in order to qualify to join the Housing Register for an allocation.

Applicants who play a part in making their neighbourhood strong, stable and healthy are valuable and will be recognised and given increased priority when making an application for housing.

We will make use of Local lettings Plans where it is appropriate to do so.

WNC will make use of sensitive lets when it is appropriate to do so.

We will ensure that anyone that that has been guilty of serious and unacceptable behaviour will not be eligible to join the Housing Register.

3.20 Vehicles and Parking

It is a common feature that the average amount of vehicles per household has grown over the years and the available car parking space has not increased to meet the growing demand.

We actively encourage responsible parking and consideration of other vehicle users.

We recognise that for disabled vehicle users traditional car parking bays may not always be appropriate due to the size of the spaces or their location.

If a resident is a Blue Badge holder then it is possible that a painted bay on the public highway may be provided and such requests should be forwarded to WNC.

We will consider, upon request, the provision of off road parking at a tenants property. This would be an area of hard standing within the boundary of the property with a dropped curb leading to the public highway.

An application for a dropped kerb can be made to the Council via the link:

<https://www.westnorthants.gov.uk/parking/apply-dropped-kerb>

In order for our Adaptations Department to be able to install off-road parking there are several criteria that have to be met:

- a) there is an essential clinical need for parking close to the home by a tenant who is a full-time wheelchair user or because a member of the household has a condition that means it would not otherwise be possible to safely get them into the car
- b) WNC Highways are agreeable to the curb being dropped
- c) there are no planning restrictions to prevent it
- d) it is not possible to meet the need via rehousing

We provide a garage rental service for both tenants and local residents and demand is higher in some areas than others.

We will not allocate a garage to a tenant that is in rent arrears or owes a housing related debt.

The Council's tenancy agreements have specific clauses that relate to parking and vehicles, which include not parking on grassed verges or footpaths, not to cause obstruction on the highway or block access and not to allow any untaxed or unroadworthy vehicles, commercial vehicles, boats, trailers or caravans in car parking bays.

Some of the blocks of flats that we manage have car parking barriers, and in limited cases dedicated car parking spaces. Each resident will be entitled to receive a key or fob for the car parking barrier and must pay for any replacement should they become lost or damaged in the future.

In general parking bays are intended for local residents, guests and their visitors.

We will not normally intervene in car parking disputes unless the behaviour exhibited is deemed to be anti-social behaviour or lacking consideration.

We will promptly deal with any abandoned or unroadworthy vehicles found on land that we manage.

3.21 Abandoned properties

There is an acute need for housing and we are unable to meet the current demand and therefore it is vitally important that we identify and deal with suspected abandoned properties both efficiently and effectively.

We will deal with all reports of suspected abandoned properties promptly and in line with our procedures.

If a resident suspects a property that we manage has been abandoned then they may report it to us via the following link:

<https://www.nph.org.uk/empty-property>

3.22 Estate improvements

Every year we work in estates across Northampton and plan which homes need upgrades or improvements due to their age and condition. This work is carried out in two streams; external works and internal works.

We deliver a programme of planned investment to our homes and neighbourhoods which includes both refurbishing and modernising existing homes.

We also manage developments of new Council homes and spaces for the community.

We will work with local residents to understand and listen to their priorities.

Where any proposed improvements would result in an additional service charge we will undertake all necessary consultation with leaseholders.

3.23 Resident Involvement

At NPH, residents are at the heart of everything we do. Residents were involved in the creation of NPH, helping us to develop our vision, mission and values and set our direction for the future. We continue to create opportunities for residents to get involved, have a voice, and influence the way we deliver our services. It's important to us that anyone can get involved, regardless of how much time they have to spare.

There are a range of engagement options available and these are promoted on our website, on social media and in publications. Further information is available via getinvolved@nph.org.uk

3.24 Partnership working

We recognise that in order to achieve neighbourhoods which thrive, are sustainable and meet local needs and aspirations then this can only be achieved by working together and collaboratively with partners, residents and stakeholders.

We will ensure that locally identified issues of concern are addressed swiftly and raised with other partners where it is necessary to do so.

We will work in partnership with residents associations to understand local issues and agree solutions wherever it is possible to do so.

4. Policy Arrangements

- 4.1 In order to understand local residents views and needs this policy was completed having sought and obtained feedback from residents during a resident involvement and consultation event.

4.2 This policy has involved key contributions from a number of service areas to ensure our commitments are achievable, sustainable and relevant.

4.3 A community impact assessment was completed and this is exhibited at Appendix A.

5. Guidelines

5.1 The following should be read in conjunction with this policy:

Anti-social behaviour policy

Tree Policy

Asset Management strategy

Fire safety in communal areas policy

CCTV policy

The Regulator of Social Housing Neighbourhood and Community Standard

Equality Act 2010

ROSPA guidelines

Tenancy agreement

Leasehold agreement

6. Review Date

6.1 This policy will be reviewed every 2 years with the first review date being November 2025.

Appendices

Appendix A – Community Impact Assessment.

APPENDIX A - Community Impact Assessment

1. About your review

Name of the project, strategy, policy, process or service under review:				
Neighbourhood Management Policy				
Is the project, strategy, policy, process or service:		CURRENT	REVISED	NEW YES
Which customer groups will be impacted? <i>Detail if specific customer groups or areas are impacted e.g. Tenants in Spring Fields area, tenants with young families, tenants on Housing Benefits etc</i>	CURRENT TENANTS All current tenants could be impacted	CURRENT LEASEHOLDERS All current leaseholders could be impacted	STAFF Some staff may be impacted due to being a tenant	OTHERS Local businesses and community groups could also be impacted
Summary of the project, new or revised strategy, policy, process or service: The new Neighbourhood Management Policy sets out NPH's approach to effective neighbourhood management in partnership with local residents, stakeholders and partners. It sets out how we manage our neighbourhoods and communal areas, ensuring they are clean, safe and well maintained.				
CIA carried out by:				
Lead officer: Darren Berwick Staff: Internal departments have been consulted and involved in the drafting of the new policy		Residents: Residents were consulted and engaged with at the Engagement Café event on 6.6.23. and a Support Forum on 11.7.23 External stakeholders: West Northamptonshire Council Other:		

Document Management		
Approved by: Nicky McKenzie Date of approval:	Last review date: N/A Next review date: November 2024 Version: 1	Contact Officer: Darren Berwick Service area: Tenancy Management

2. Relevant Equality Monitoring Data

Use this section to give as much information as possible about helpful customer data. Think about: customer profiling, complaints, compliments, satisfaction surveys and census data.

Equality Data Monitoring		
What internal equality data do you use to monitor this policy?	Internal or external data?	Engagement?
Data from Open Housing	Internal	No
Tenancy and property update data	Internal	No
Complaints	External	No
Satisfaction surveys	External	No
Police Data	External	No

Protected Characteristics	Which groups would be affected	Impact (Positive/Negative/Neutral)	Risks	Mitigations / Recommendations
Race and ethnicity	Yes	Positive	None	None
Disability	Yes	Positive	Low	Aids and Adaptations Policy and service CIC Happy to Help-handyman and gardening service
Sex	Yes	Positive	None	None
Age	Yes	Positive	Low	Aids and Adaptations Policy and service CIC Happy to Help-handyman and gardening service Play equipment inspection programme
Religion or Belief	Yes	Positive	None	None

Gender Reassignment	Yes	Positive	None	None
Sexual Orientation	Yes	Positive	None	None
Pregnancy and Maternity	Yes	Positive	Low	CIC Happy to Help-handyman and gardening service
Marriage and Civil Partnership	Yes	Positive	None	None
Evidence Base: (Evidence used / likelihood / size of impact) How certain are you about the assessment of each potential impact, and what evidence have you used to arrive at the decision? E.g. Data – population trends data, census data, service data. Research – national, regional, local research. Engagement/Consultation – with partners, the public, the voluntary sector.				

3. Analysis of Impact on Equality

The Public Sector Equality Duty requires us to eliminate discrimination, advance equality of opportunity and foster good relationships with protected groups. Consider how this project, strategy, policy or service review will achieve these aims.

The Neighbourhood Management Policy will ensure that estates that NPH manage are maintained to a satisfactory standard, are safe, clean and well maintained for all local residents and stakeholders to enjoy.

Community engagement opportunities will exist for all, and opportunities available for local residents to help shape our current and future services to ensure they meet local needs.

4. Analysis of Impact on Well-being

Well-being – Use this section to determine how the project, strategy, policy, process or service will impact on a customer’s health and wellbeing, and whether the proposal will impact on the demands for, or access to our services.				
Category Area	Which groups could be affected	Impact (Positive/Negative/Neutral)	Risks	Mitigations / Recommendations
Mental Health and Wellbeing	Vulnerable residents	Positive	Communal spaces not being maintained	Inspection regimes in place and recorded with any issues reported
Healthy Lifestyles	All	Positive	None	None
Accidents and Falls Prevention	All	Positive	Communal spaces and assets such as play equipment not being maintained	Inspection regimes are in place and recorded with any issues reported
Access to referral of other services/partners	All	Neutral	None	None
Independent Living	Elderly and disabled	Positive	Social isolation Struggle to maintain property and external areas	Aids and Adaptation service CIC Happy to Help handyman and gardening service In house support team
Safeguarding	Young, elderly and vulnerable	Positive	None	None
Other	n/a			
Evidence Base: Evidence used / likelihood / size of impact) How certain are you about the assessment of each potential impact, and what evidence have you used to arrive at the decision? E.g. Data – population trends data, census data, service data. Research – national, regional, local research. Engagement/Consultation – with partners, the public, the voluntary sector.				

5. Analysis of Impact on Community

Community Impact Assessment – A Community Impact Assessment (CIA) helps us make sure our policies, strategies and projects do not discriminate against anyone in respect of disability, gender and racial equality.			
Impact and groups that could be affected	Impact (Positive, neutral, negative)	Risks	Mitigations / Recommendations
Impact to the Economy: <ul style="list-style-type: none"> 	Positive	Environmental ASB can lead to business interest reducing/ direct impact on staff welfare/ ability to work	Estate inspections are undertaken monthly and recorded with issues of concern reported and followed up
Impact to the Environment: <ul style="list-style-type: none"> 	Positive	Damage to communal areas and land to include flytipping, abandoned vehicles etc	Housing Officers to offer estate inspections with residents
Impact to localities / communities: <ul style="list-style-type: none"> <i>E.g. disadvantaged groups, for example, carers, veterans, and military staff, homeless, rurality, low income etc.</i> 	Positive	Community concern and fear to residents and visitors.	Robust working relationships with partners/ community engagement events/ Community Bus regularly in the community.
Other:			

Evidence Base: (Evidence used / likelihood / size of impact)

How certain are you about the assessment of each potential impact, and what evidence have you used to arrive at the decision?

E.g. Data – population trends data, census data, service data. Research – national, regional, local research. Engagement/Consultation – with partners, the public, the voluntary sector.

6. Taking action

A Community Impact Assessment cannot be signed off until negative outcomes are addressed. What actions you have taken or plan to take to remove and/or reduce negative outcomes?

Actions identified from CIA	Target completion date	Responsible Officer	Is this action identified in any other monitoring framework?	Comments
N/A				

3. Assessment Review and Sign Off

Assessment Review completed by: <i>Officer lead and Assistant Director/Head of Service</i>			
Comments:			
Next review date: November 2025			
Name:		Date:	
Directorate:		Signature:	