

# Our offer to you...



...Your Community

**Building Successful Communities**



# Your Local Offer for Neighbourhood and Community Services

## Introduction

Our regulator requires us to involve tenants in developing 'Local Offers' for the delivery of certain services, including neighbourhood and community services.

This leaflet explains how North Lincolnshire Homes will deliver this service to customers so that you know what to expect. It also sets out the service standards that we must meet, explains how these are monitored and what happens if we don't meet the standards.

## Keeping your neighbourhood clean and tidy

We will continue to work with North Lincolnshire Council, the police and other landlords and stakeholders to keep your neighbourhood clean and safe. We inspect neighbourhoods and communal areas regularly and will take prompt action to make sure that rubbish, graffiti and abandoned cars are removed promptly, and that damage caused by vandalism is repaired.

Our caretakers make sure that communal areas around blocks of flats are kept clean and tidy. We have recently reviewed this service and made a number of improvements such as forming area teams so that customers can get to know their caretakers better and setting up a dedicated team to respond to neighbourhood repairs more quickly. We are also due to set up a dedicated team to clean communal areas to improve the standard and frequency of cleaning.

Tenants' responsibilities for looking after their homes and neighbourhoods are set out clearly in the Tenancy Agreement. Our housing officers make sure that tenants meet the requirements of their Tenancy Agreements and that they look after their homes and gardens. We also hold an annual garden competition to encourage tenants to maintain their gardens to a high standard.

We will develop a strategy for neighbourhood management before March 2011 in consultation with tenants and other stakeholders.

## Improving your neighbourhood

As part of our stock transfer promises, we said that we would carry out some priority improvements to neighbourhoods. **Where needed, we promised to:**

- ✓ Close 'rat runs'.
- ✓ Replace fencing.
- ✓ Improve parking provision.
- ✓ Carry out improvements to the environment and landscape.

We have set up Environmental Panels involving residents and partner agencies to prioritise improvements in each area and have completed work in a number of areas already. We aim to complete the programme of neighbourhood improvements by 2012. Members of the Environmental Panels helped us put together a guide to neighbourhood improvements to let

tenants know about the criteria used to decide the scope of work that is carried out. Our contractor, Bullock Construction, contacts tenants to discuss the work being carried out in their area before it starts and provides each tenant with a handbook packed with useful information about the work and contact details for the Bullock and NLH teams involved.



# Dealing with anti-social behaviour, harassment and hate incidents

We will continue to work closely with the council, the Safer Neighbourhood Partnership and the Multi-Agency Public Protection Panel to prevent and tackle anti-social behaviour. We have a clear Anti-social Behaviour Strategy which was developed in consultation with service users, front line staff and partner agencies. We have specific policies for dealing with reports of anti-social behaviour, harassment and hate incidents, including set timescales for responding to different types of incidents.

We are committed to preventing anti-social behaviour and will invest £50,000 each year in community development, diversionary activities and prevention initiatives.

You can report anti-social behaviour problems by visiting our Customer Centre, by telephoning us or through our website. We will provide a named officer to deal with your case, agree an individual

action plan with you to resolve the problem and keep you informed of progress throughout the investigation. We use a variety of options to resolve the problem including visits, warning letters, mediation, tenancy support and acceptable behaviour contracts. More serious cases are dealt with by our dedicated Anti-social Behaviour Team which may take legal action including Demotion Orders, Injunctions and Eviction Orders. We also provide support to witnesses during and after the investigation into their case. Further information, including definitions of anti-social behaviour, harassment and hate incidents can be found in our policy documents and leaflets.

We have carried out a self assessment against the Respect Standard for Housing Management to identify action we can take to improve our anti-social behaviour service. The Executive Management Team is making sure that the agreed actions are completed and we also plan to carry out a comprehensive review of the Tenancy Management and Anti-social Behaviour Service in 2010/11.

# How residents have been involved in developing the service

A wide range of residents and stakeholders have been involved in developing neighbourhood and community services, including setting the service standards which we work to. Delegates at our tenant conference gave feedback on how well they thought that NLH performed against regulatory requirements and suggested ways of improving the service. A focus group of residents helped to

develop the ASB strategy and policy and resident representatives were involved in a recent review of caretaking services. We have also looked at information gathered through satisfaction surveys, complaints and other feedback, and consulted with tenant groups including Community Voice.

## Service standards. We will:

- ✓ Inspect each neighbourhood at least twice a year and invite residents to take part.
- ✓ Provide a named officer to deal with each report of anti-social behaviour, harassment or hate incidents.
- ✓ Respond to reports of racial and other harassment and hate incidents within 24 hours.
- ✓ Acknowledge all reports of anti-social behaviour and start an investigation within ten days.
- ✓ Repair damage or vandalism resulting from harassment which affects the safety or security of a dwelling within 24 hours.
- ✓ Repair other types of damage or vandalism resulting from harassment within seven days.
- ✓ Contact customers who have reported an ASB problem at least once a month to keep them informed of progress and give support.





## How the service standards are monitored, reported on and scrutinised by tenants

We monitor our progress in meeting the service standards by checking our records of neighbourhood inspections and anti-social behaviour reports. We also ask our Tenant Inspectors to carry out reality checks and mystery shopping, and we look at complaints and other feedback we receive from customers.

Every three months we will tell you how we are performing against each service standard. We also

provide reports to the Board, the Resident Scrutiny Panel and Community Voice. These reports are published on our website and printed copies are available on request.

The Resident Scrutiny Panel can decide to carry out an investigation into any service area and will provide its findings and recommendations directly to the Board.

### What happens if the standards are not met?

If we do not meet our service standards, the Board will make sure that an action plan is implemented to improve performance and will closely oversee progress. If you think that we have not met our service standards in your case, please tell us so we can put things right.

### How the service will be reviewed in future

We will carry out a comprehensive review of our Anti-social Behaviour Service by March 2011. The findings from the review may change the way in which we provide the service. Feedback from you, our customers, will help develop the service. Please contact us if you would like to find out more.

## Jargon buster and common terms

Regulator	The organisation that regulates social housing providers in England on behalf of the Government.
Hate incident	An incident motivated by prejudice or hatred towards a person or particular group of people on the grounds of race, ethnicity, gender, age, religion, sexuality, mental health or disability. Offences include verbal and physical abuse, assaults, criminal damage, vandalism, hate mail and threats of violence.
Local Offer	An explanation of the service that customers can expect to receive.
Service standard	A measurable target that the service must meet.
ASB	Anti-social behaviour, for example aggressive behaviour, violence, vandalism, littering, noise nuisance.
Respect Standard for Housing Management	A Government document that sets out actions and initiatives to effectively prevent and tackle anti-social behaviour.

## Further information

You can find further information about this service by contacting us, looking on our website or reading the following leaflets:

- Your neighbourhood
- Pets
- Anti-social behaviour
- Dealing with harassment

Leaflets are available from our Customer Centre, from our website or by post on request.



## No English?

### For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ:

08000 193531 (Bengali) তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন:

08000 193532 (Cantonese) 欲知粵語版的信息，請致電:

08000 193533 (Hindi) हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें

08000 193537 (Kurdish Sorani) بە کوردی سۆزانی تەلهفۆن بۆ ژماره

08000 193538 (Portuguese) Para mais informação em português contacte-nos através do telefone

08000 193539 (Punjabi) ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ

08000 193540 (Somali) "Warbixinta oo af Soomaali ah wac 08000 193540"

08000 193541 (Urdu) اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔

08000 195587 (Polish) Nie mówisz po angielsku? Po informacje zadzwoń pod numer

08000 195586 (Russian) Не знаете английский? Для информации звоните

**For information in large print, audio or other formats  
please call 01724 279900**

## North Lincolnshire Homes Limited

### Registered Address

Meridian House • Normanby Road • Scunthorpe • North Lincolnshire • DN15 8QZ

### Customer Centre

15 - 19 Cole Street • Scunthorpe • North Lincolnshire • DN15 6QY

### Opening hours

Monday, Tuesday and Thursday – 9.00 am to 5.00 pm,  
Wednesday – 10.00 am to 5.00 pm, Friday 9.00 am to 4.30 pm and Saturday 9.00 am to 12.30 pm

### Contact Centre

Telephone 01724 279900 • Freephone 080 032 63 63

### Opening Hours

Monday to Friday - 8am - 6pm

[www.nlhomes.org.uk](http://www.nlhomes.org.uk)