

Neighbourhood Management Strategy Review - Focus Group		
11 customers attended		
Discussion question	Managers response	Action
Core principles: Managing antisocial behaviour Supporting tenancies Letting homes Looking after communal spaces		
Do you think these are the correct core principles to guide our work over the next 3 years? Overall, the majority of customers said the 4 core principles were fit for purpose. 1. Letting homes - Making sure the right people are in the right places. 2. Supporting tenancies - Helping people with the cost of living crisis, avoiding eviction. 3. ASB - Targeting issue to create a sense of safety within the community. 4. Looking after communal spaces - Taking care and pride, encourages and motivates residents to do the same.	 It has been noted that the core principles remain relevant to our customers in terms of our neighbourhoods management services and operational delivery (eg Lettings, ASB Mgmt, Communal spaces and supporting our customers).	 To retain the four established core principles, which remain important to our customers, alongside suggestions for additional themes which customers feel need to be added - see below.
Are there any gaps? 1. Partnership working in general to get best community outcomes: Community Safety - police, local authorities, partners, social services, mental health services etc. Holding to account to maintain safety within the community (Driving/speeding/parking). Including management companies and other housing associations. 2. New tenancies - interacting with new customers - sharing information on support needs and ASB (identified & reported).	 It has been noted in the workshop discussion the feedback and interest from customers regarding the Regulatory standards and how Selwood works in Partnership across our neighbourhoods. We work in partnership with various organisations and partners in terms of improving or neighbourhoods and the communities our customers live in. We have a process in place for supporting new customers and for dealing with antisocial behaviour.	 We will include the additional high level themes in the NMS regarding the development of Neighbourhood Partnerships and alignment to the Neighbourhood Consumer Standard. We will look to see what can be done to try and hold these organisations to account in terms of their delivery towards achieving community safety outcomes.
Do you have any suggestions? 1. Managed moves - ensuring properties are affordable and supporting/signposting issues with moving. 2. Person centred approach - know existing customers, prioritising customers and housing priorities. Managing existing customer issues. 3. Make accessible for all, create social spaces. 4. Increase estate inspections - partnership working on mixed tenure estates. 5. Value for money - ensuring customers are fully aware of where their rent is being spent.	 1. Our lettings team and neighbourhoods team have processes in place to support/signpost customers with moving. 2. Our neighbourhoods staff know our existing customers and work with them in relation to any issues that are identified. They also work with the lettings team if managed transfers are needed for whatever reason. 3. We don't have many general spaces for social activities. Most general areas of any reasonable size are owned by the local authority. 4. Our existing estate inspection regime, which includes more regular inspections for priority neighbourhoods, is based what our existing resources can deliver. Our staff regularly visit estates in the course of their day to day duties, and action any general issues accordingly.	 4. We will look to see how we can improve our working relationship with management companies on mixed tenure estates to monitor and improve communal areas. 5. We will consider if Value for money should be one of the pillars supporting the Neighbourhood management strategy. We will also look to see if it is possible for more detailed financial breakdowns to be given to residents of expenditure on priority neighbourhoods.

Discussion question	Managers response	Action
Priority neighbourhood approach: Project tea, 6-weekly meetings Task & finish action plan Quarterly estate inspections Collaboration with stakeholders and partners Customer engagement (door-to-door/roadshows etc) Community action days (litter pick etc) Environmental improvements		
Do you think this approach and delivery work well? The majority of customers said the approach appears to work well, but could include additional involvement and activities.	We've noted that the Priority Neighbourhoods approach was well received with positive feedback from the customers in the three group sessions. It's a model that works well, which we will continue to develop and tailor. Work in progress - the new Priority Neighbourhoods initiative is currently underway in the following areas in Trowbridge for the 12month period from April 2025 (Charlotte Square, Ashmead, College, Seymour, Longfield, Paxcroft Mead & Hilperton).	Customer involvement and engagement with partners and stakeholders will inform the activities and initiatives over the year ahead. We will look at ways that we can improve involvement and activities with residents, in particular at the consultation stage of the priority neighbourhood planning for an area.
Are there any gaps? 1. Include neighbourhood champions - encourage young residents. 2. Neighbourhood/community fun day (social event/festive engagement). 3. Volunteering days (involve customers).	1. We will look into this suggestion in relation to our current priority neighbourhoods initiative in the Trowbridge area. 2. These are usually a standard activity in relation to priority neighbourhood area planning. 3. We do include this in relation to activities such as community clear up days.	2. Events are being considered with Partners for the current Priority Neighbourhoods initiative, which will be promoted to reach out and involve local customers. 3. We will look into whether this could be expanded to other activities.
Do you have any suggestions? 1. Offer training days for residents. 2. Increase visibility of Selwood Housing. 3. Provide opportunities for customers/residents to come out and talk to Selwood Housing. 4. Engage with younger residents - through clubs, sport etc. Work on shaping citizens to take pride in their community. 5. Introduce a communal skip initiative. 6. Involve customers in initial project plan, listen to customers priorities. 7. Create a better connection with customers. 8. Promote PN activities better - use all platforms and cater for those who are not online/digital. 9. Keep us updated with regular progress reports (newsletters/website etc). 10. Create a contact point for customers/residents to be able to discuss issues and make suggestions. 11. Engage with private/non-Selwood Housing customers to promote community spirit. 12. Neighbourhood managers introduce themselves to customers that aren't causing problems, not just dealing with those who are.	5. We often do this on a one off basis as part of a priority neighbourhoods project. 6. We will ensure we engage with residents at the earliest stages of the priority neighbourhoods project to ensure that they help to influence our action plan and outcomes. 7. We will ensure that residents are regularly updated in relation to progress made on the priority neighbourhoods project action plan. 8. We will ensure that we use as wide a range of methods of communication as possible to ensure that all affected residents are kept informed of priority neighbourhood activities to ensure the fullest community engagement. 10. This point of contact is the neighbourhood manager for the area concerned. 11. This forms part of our priority neighbourhoods approach cross tenure. 12. This is important and forms part of our priority neighbourhoods approach in the terms of door knocking, attending public events, fun days, communal clear up days, etc.	1. We will discuss this with our Learning and development team as to whether this could be incorporated into the Neighbourhood planning strategy. 2. We will look into how this could be incorporated as part of the Neighbourhood planning strategy. 3&4. We will look into ways with our Customer involvement and communities team about ways in which this can be improved. 9. Residents will be kept updated on a regular basis in relation to progress made on the neighbourhood planning project by a variety of forms of communication.
Other questions/comments	Managers response	Action
If you have mixed tenure in flats where there are balconies, should private owners/renters follow the same guidance as Selwood Housing customers?	Yes, private owners should follow the same guidance regarding use of balconies. Where identified we will offer them appropriate advice in the same way that we would advise customers.	We will ensure that staff are made aware of this.