



NORWICH City Council

Committee name: Scrutiny

Committee date: 27/11/2025

Report title: Draft Good Neighbourhood Management Policy

Portfolio: Councillor Jones, Cabinet Member for Housing

Report from: Executive director of communities and housing

Wards: All Wards

OPEN PUBLIC ITEM

Purpose

To provide an update on the development of a Good Neighbourhood Management Policy. The Policy is currently in draft form, the input of Scrutiny Committee is sought prior to adoption and implementation.

Recommendation:

That the Committee consider the content of this report and the draft Good Neighbourhood Management Policy attached as Appendix A and make recommendations to the Portfolio Holder for Housing as appropriate.

Policy framework

The Council has five corporate priorities, which are:

- An open and modern Council.
- A prosperous Norwich.
- A fairer Norwich.
- A climate responsive Norwich.
- A future-proof Norwich.

This report meets the “A fairer Norwich” corporate priority

This report addresses “a collaborative council”, “our city and local neighbourhoods are safe, diverse and vibrant” and “empowered communities” priorities or actions in the Corporate Plan

This report helps to meet the Housing Management Strategy 2023-2026 and the Safer Norwich Strategy 2023-2023 adopted policy of the Council

Background

1. This policy aims to ensure that tenants have quiet enjoyment of their homes, and have a safe, clean and secure environment in which they can take pride.
2. The policy also ensures that residents are aware of, and understand their responsibilities, under their tenancy or lease conditions, both in relation to their property and neighbourhood.
3. This policy provides an overview of how we will manage our neighbourhoods on a day to day basis and is not meant to replace existing policies. Where appropriate links are provided to existing policies to provide further detail, including

[Anti-social behaviour policy statement 2024-27 | Anti-social behaviour policy statement 2024-27 | Norwich City Council](#)

[Communal areas policy | Communal areas policy | Norwich City Council](#)

[Mobility vehicle policy | Mobility vehicle policy | Norwich City Council](#)

4. The Good Neighbourhood Management Policy describes how the Council will improve performance against some Tenant Satisfaction Measures (TSMs) specifically:
 - TP10: Satisfaction that the landlord keeps communal areas clean and well maintained.
 - TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods.
 - TP12: Satisfaction with the landlord's approach to handling Anti-Social Behaviour (ASB).

Drafting the policy

5. Research has been undertaken using best practice from other authorities and guidance published by the Regulator of Social Housing and Housing Ombudsman.
6. Staff from across the council have inputted in the development of this policy as well as linking with existing policies and statutory duties. Feedback and engagement from residents has also formed the basis of the policy's development.

Consultation

7. Engagement with residents has taken place on the Housing Hub (Get Talking Norwich) between 1 October and 30 October 2025.
8. The engagement page and survey were promoted through social media and also word of mouth during day-to-day engagement of officers with residents
9. The survey asked questions relating to residents' experiences of their neighbourhood and what they would expect to see included in our Good Neighbourhood Management Policy

10. Participants were offered a mixture of tick box options and free text boxes.
11. 219 visits were received to the engagement page, with 70 responses received to the survey
12. In response to the question “What type of issues affects quality of life in your neighbourhood”, 43 respondents selected rubbish or fly tipping, 36 selected noise and 34 selected parking.
13. 47 respondents indicated they would not know where to go for help with neighbourhood issues
14. 56 respondents indicated they believe the policy should include clear information for neighbourly behaviour, with 54 asking for contact details for support and 40 requesting information about shared space responsibilities
15. In response to this feedback, a section has been incorporated entitled “Being a Good Neighbour”, information regarding seeking support and responsibilities in shared spaces had been included in the previous draft.
16. Information detailed in the free text fields in the survey responses has been passed to the relevant managers to help improve service delivery

Implications

Financial and resources

17. Any decision to reduce or increase resources or alternatively increase income must be made within the context of the council’s stated priorities, as set out in its community-led plan “We are Norwich” and budget.
18. There are no proposals in this report that would reduce or increase resources

Legal

19. Legal implications include:

- Landlord and Tenant Act 1985
- Commonhold and Leasehold Reform Act 2020
- Housing Act 1996
- Housing and Regeneration Act 2008
- Building Safety Act 2022
- Regulatory Consumer Standards:
 - The Safety and Quality Homes Standard
 - The Transparency, Influence and Accountability Standard
 - The Neighbourhood and Community Standard

Statutory considerations

Consideration	Details of any implications and proposed measures to address:
Equality and diversity	An EqIA has been completed as the policy to ensure due consideration is given our Public Sector Equality Duty and reducing inequalities between our residents.
Reducing Inequality Target Areas (RITAs)	As many of the council's housing areas encompass RITA's, it is expected that the Good Neighbourhood Management Policy will impact these positively, by setting out what residents can expect from the Council in management of our shared spaces.
Health, social and economic impact	Improving management of shared spaces is expected to have a positive implication on health and social factors, and therefore an indirect positive economic impact
Crime and disorder	"Places and spaces" is one of the key priority areas for the Norfolk Community Safety Partnership. Improving our shared spaces is expected to have a positive impact on crime and disorder
Children and adults safeguarding	The Good Neighbourhood Management Policy supports the aims of our Children and Adults Safeguarding policy by contributing to everyone feeling valued as part of a safe and caring community
Environmental impact	Management of external shared spaces will have a positive impact on biodiversity

Risk management

Risk	Consequence	Controls required
Compliance (High)	Failure to implement a Good Neighbourhood Management Plan could mean we are not meeting best practice requirements.	Draft and implement a good quality Good Neighbourhood Management Plan at the earliest opportunity

Other options considered

20. There are no other reasonable viable options

Reasons for the decision/recommendation

21. It is recommended that the Scrutiny committee review the progress of the Good Neighbourhood Management Plan to ensure that the policy is robust and supports the delivery of the commitments of Norwich City Council to a fairer city, and makes recommendations for inclusion or omission

Background papers: None

Appendices:

Appendix A - Draft Good Neighbourhood Management Policy

Appendix B - Good Neighbourhood Management Policy EQIA

Appendix C – Summary Report Good Neighbourhood Management Survey
October 2025

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