

MANCHESTER



STRATEGIC

HOUSING

PARTNERSHIP

COMMON STANDARDS

May 2010

MANCHESTER COMMON SERVICE STANDARDS FINAL VERSION

INTRODUCTION

Neighbourhood working is critical to the long-term success of area regeneration and sustainability. The procuring of high quality urban spaces, streets and parks is worthless without putting in place the mechanisms to manage, maintain and police those spaces at a very local level.

In consultation with the Executive Member for Neighbourhood Services Manchester's Strategic Housing Partnership and the Crime and Disorder Reduction Partnership (CDRP) has developed the following set of common service standards. This will ensure a consistent level of service provision in the social housing sector, within Manchester for the following themes:

- Neighbourhood Management
- Local Cooperation
- Anti-Social Behaviour

The basis for this approach will be guided by the following definitions:

- **Neighbourhood Management and Service Coordination** – 'the commitment of all services both individually and collectively, at a local level to improve that place and the quality of life for local residents and by so doing, demonstrating their accountability to people in that neighbourhood.'
- **Neighbourhood Service Delivery** - 'A combination of services being delivered collaboratively within a specified area to achieve agreed outcomes'.

As a member of the Strategic Housing Partnership each organisation will adopt these minimum standards on Monday 24th May 2010 and in doing so, demonstrate their commitment to ongoing improvement of the neighbourhoods of Manchester. This will also form part of the work that the Strategic Housing Partnership is delivering around Local Area Cooperation.

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Neighbourhood Management

- Manage common areas to a standard agreed with our customers
- Ensure that grassed areas, shrubs and hedges are maintained to the frequency and high standards agreed with our customers
- Ensure that cyclical weed control is carried out on channel edges, highways and footpaths
- Work in partnership with Manchester City Council to ensure that trees are maintained and kept in a safe condition
- Where appropriate carry out monthly inspections of play areas carrying out any minor repairs required and make any equipment safe.
- Publicise how customers report litter, fly -tipping, dog fouling and work with Manchester City Council to ensure that problems are resolved within agreed timescales
- Carry out regular Joint Estate Inspections with customers and key stakeholders feeding back results and agreed actions
- To work with MCC to deliver education awareness and enforcement to make all residents and visitors aware of their responsibility to their environment.
- Monitor improvements in customer satisfaction and performance
- Benchmark our performance against “ best in class “
- Measure the number of complaints received and utilise the learning to continually improve our service and standards.
- Ensure all vacant properties are safe and secure and carry out weekly inspections to minimize the impact of fly-tipping, vandalism, graffiti
- Ensure works carried out will be to a high standard to meet the void lettable standard agreed with customers

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Local Area Co-operation

- Work with other partners in the best interests of the neighbourhood and explore opportunities for joint procurement and/or delivery of services
- Consult with the City Council when planning new developments, acquiring land for planned developments or in acquiring new homes to ensure fit with strategic priorities
- Work in partnership with MCC to support and deliver the City's Empty Property Strategy
- Contribute towards achieving the actions contained agreed in the Ward Plans
- Be an active partner in regeneration activity in the neighbourhood

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Anti-Social Behaviour

- Ensure effective communication between partners in identifying and dealing with ASB
- Share information and intelligence in a timely and appropriate manner
- Provide the right level and commitment to Partnership action
- Take reports of ASB seriously and respond to all reports within 24 hours
- Provide a named contact who will keep victims and witnesses informed and review progress of their case
- Offer support and practical help, especially to those victims and witnesses who are vulnerable or suffering repeat incidents.
- Use information and intelligence to identify patterns of ASB, including hotspots and repeat victims.
- Challenge those who engage in ASB
- Work together to encourage positive behaviour as an alternative to ASB
- Use tools and powers appropriately to tackle ASB effectively.
- Take quick and decisive action to deal with hate crime and all forms of harassment.
- Work to identify the underlying causes of ASB and work assertively with perpetrators to tackle those underlying causes.
- Publish our service standards and promote our accountability for performance.
- Provide dissatisfied residents with accessible complaints procedures.
- Involve, empower and inform communities about action being taken to tackle ASB.
- Regularly review, refresh and improve our ASB policies to provide an excellent service.
- Share good practice / lessons learned.
- Continually identify opportunities to improve.