



Neighbourhoods & Communities Strategy

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Housing Services

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Document Responsibility			
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Strategy Review			
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4 years unless required earlier	November 2029	Strategic Head of Housing	Housing Service

Document Review and Approvals			
Name	Action	Date	
Housing Committee	Approved	November 2025	

1 PURPOSE

The Housing Service's Neighbourhoods and Communities Strategy has been developed to support the priorities and objectives of the Council Plan. The strategy sets out clearly how it aligns to meet the following commitments:

- **Priorities** - 'Housing, Environment, Communities and Wellbeing, Local Economy and Working for our Communities.'
- **Aims** - 'Improve the quality of Council homes in the district, empower communities, develop inclusive communities, improve customer experience and protect and enhance our environment'.
- **Objective** - 'support residents to live in safe, sustainable and good quality homes, develop partnerships, provide advice and support local action to make homes in the district more sustainable, provide good quality, safe and fit for purpose council homes, ensuring tenants can live well.'

The strategy reflects the importance of our neighbourhoods and communities and the positive contribution Housing Services can make to them.

2 CONTEXT

The Social Housing Regulation Act 2023 aims to deliver, amongst other commitments, a range of Consumer Standards, ensuring that residents have a good quality home and neighbourhood to live in.

The Regulator of Social Housing has set out in the Neighbourhood and Community Consumer Standard landlord's roles in working with other agencies, to contribute to the wellbeing of neighbourhoods in which tenants live. The standards also provide guidance relating to quality of the home, communal spaces and services to tenants. It includes additional requirements on landlords in respect of tenancies, including allocations and housing management policies.

3 AIMS, OUTCOME AND OBJECTIVES

Our aim is to create a neighbourhood management approach that positively impacts the resident experience, working jointly and in partnership with residents and relevant agency and stakeholders.

Through implementation of this strategy, we will focus on these key outcomes:

- Neighbourhoods and communities that our residents' homes are part of, are maintained and safe and kept free of litter and fly tipping.
- Improved social, environmental and economic wellbeing in the areas where we own properties.
- Safe and welcoming environments with opportunities for children to play and in which tenants and residents have a vested interest and sense of belonging.
- Domestic abuse, anti-social behaviour and hate crime is effectively tackled in the neighbourhoods where we own homes.

To achieve these outcomes, we have set our neighbourhood management objectives, which are to:

- Ensure our residents' voice is heard at a neighbourhood level and that every resident can engage in the areas that affect or may affect their neighbourhood.
- Gain benefit from community support, local and group funding opportunities.
- Empower all residents to be actively involved and increase their influence on the delivery of housing services.
- Engage with residents to focus on the safety of their homes and neighbourhoods.
- Ensure our residents are supported to report incidents of ASB, hate crime and domestic abuse, and that those incidents are dealt with professionally and thoroughly.

We will have an annual workplan to focus the team's work across each year. Although our strategy sets out the standards to meet, it's the behaviours and attitudes which run through our service that sets the foundation for positive engagement to take place.

4 OUR NEIGHBOURHOODS AND COMMUNITIES

Our Neighbourhood and Communities Strategy aims to improve things for our residents by working collaboratively with them and a broad range of partners; looking at what makes a good neighbourhood and bringing those factors together to create a flourishing community.

In collaboration with our residents, we have used three key themes, as set out in the Consumer Standards, to help us focus on what is important in a safe and well-maintained neighbourhood:

- Maintenance of shared spaces
- Local cooperation
- Addressing anti-social behaviour, hate incidents and domestic abuse



5 MAINTENANCE OF SHARED SPACES

We will work collaboratively with our residents, other services and relevant organisations to contribute to the cleanliness, upkeep and safety of shared spaces associated with our homes and estates. We will use the following measures to achieve this:

- Ensure improvements to communal areas are informed by the needs of residents and provide value for money.
- Encourage resident feedback on shared spaces, listen carefully and act on their views.
- Collaborate with other agencies to resolve and prevent issues in shared spaces.
- Maintain a strong relationship with our contractors to ensure high quality services and value for tenants.
- Ensure residents are clear on their responsibilities as well as their landlord's responsibilities for keeping communal areas safe, clean and well maintained.
- Ensure landlord decisions that affect communal areas are communicated to residents.

6 LOCAL COOPERATION

We will work with other council services and organisations who have primary responsibility in our area to improve the social, environmental and economic wellbeing of the communities and neighbourhoods in which our residents live. We will use the following measures to achieve this:

- Assist residents who wish to implement tenant-led activities, including those in relation to the neighbourhood, local ecology and community cohesion.
- Work with residents to ensure they understand fire safety and health and safety in their homes and are consulted in fire safety arrangements.
- Assist residents to access tailored information and advice on employment, skills and wellbeing opportunities, as well as financial inclusion, welfare and money advice.

7 SAFER NEIGHBOURHOODS: ADDRESSING ANTI-SOCIAL BEHAVIOUR (ASB), HATE INCIDENTS AND DOMESTIC ABUSE

We will work in partnership with appropriate council services, the police and other relevant organisations to deter and tackle ASB and hate incidents in the neighbourhoods where we provide homes. We will take a zero-tolerance approach to hate incidents. We will work co-operatively with other agencies tackling domestic abuse and enable our residents to access appropriate support and advice. We will use the following measures to achieve this:

- Have appropriate policies and procedures in place and use all the tools and powers available to us to keep our tenants safe.

- Keep up to date with changes affecting landlords that arise from the Government's Anti-social Behaviour Action Plan.
- Ensure residents feel confident to report ASB or hate crime to us and understand what support is available and the actions we will take.
- Consider local letting agreements and discretionary allocations to promote safe, cohesive neighbourhoods and communities.
- Offer tenancies that are compatible with the sustainability of the community and allocate homes in a way that takes the needs of residents into account.
- Undertake security measures and environmental improvements to prevent ASB, and ensure our neighbourhoods are welcoming and sustainable.
- Tackle tenancy fraud.
- Ensure that minority groups and those with protected characteristics are integrated into communities.

8 ASSOCIATED STRATEGIES, POLICIES & PLANS

This strategy is supported by the following:

- Housing, Homelessness and Rough Sleeping Strategy
- Resident Engagement and Communications Strategy
- Asset Management Strategy
- Youth and Play Strategy
- Community Safety Partnership Plan
- Anti-Social Behaviour Policy
- Domestic Abuse Policy
- Tenancy and Estate Management Policy
- Housing & Tenancy Fraud Policy
- Equality Diversity Inclusion Equity and Belonging Policy and Action Plan
- Grounds Maintenance contract

9 EVALUATION

Our annual Tenant Satisfaction Measures survey will capture our residents' responses around the following questions:

- Satisfaction that the landlord makes a positive contribution to neighbourhoods
- Satisfaction that the landlord keeps communal areas clean and well maintained
- Satisfaction with the landlord's approach to handling anti-social behaviour
- Satisfaction that the landlord treats tenants fairly and with respect
- Satisfaction that the landlord listens to tenant's views and acts

These results will give us a clear indication as to the success of this Neighbourhood and Communities Strategy. We will continue to measure, analyse and record the results of the work achieved for future improvements.

We will benchmark the results of our Tenant Satisfaction Measures against other Registered Providers.

We will review our Neighbourhood and Communities Strategy with our Tenant Oversight Panel every four years or at such time as regulation or our operating environment changes in a way that impacts our neighbourhood activities.



Neighbourhoods & Communities Strategy Action Plan

We aim to create a neighbourhood management approach that positively impacts the resident experience, working jointly and in partnership with residents and relevant agency and stakeholders. We will focus on three key themes that are important to create safe and well-maintained neighbourhoods:

- Maintenance of shared spaces
- Local Cooperation
- Addressing anti-social behaviour, hate incidents and domestic abuse

Action Plan

Maintenance of Shared Spaces						
We will work collaboratively with our residents, other services and relevant organisations to contribute to the cleanliness, upkeep and safety of shared spaces associated with our homes and estates. We will use the following measures to achieve this:						
	2025	2026	2027	2028	2029	Accountable Officer
1	Ensure improvements to communal areas are informed by the needs of residents and provide value for money.					
2	Encourage resident feedback on shared spaces, listen carefully and act on their views.					

3	Collaborate with other agencies to resolve and prevent issues in shared spaces.						
4	Maintain a strong relationship with our contractors to ensure high quality services and value for tenants.						
5	Ensure residents are clear on their responsibilities as well as their landlord's responsibilities for keeping communal areas safe, clean and well maintained.	Safety and Estates Service Standards published. Tenant newsletter article					
6	Ensure landlord decisions that affect communal areas are communicated to residents.						

Local Cooperation

We will work with other council services and organisations who have primary responsibility in our area to improve the social, environmental and economic wellbeing of the communities and neighbourhoods in which our residents live. We will use the following measures to achieve this:

		2025	2026	2027	2028	2029	Accountable Officer
1	Assist residents who wish to implement tenant-led activities, including those in relation to the neighbourhood, local ecology and community cohesion.	Minchinhampton environmental project and Mason Rd improvement					

		action plan implemented						
2	Work with residents to ensure they understand fire safety and health and safety in their homes and are consulted in fire safety arrangements							
3	Assist residents to access tailored information and advice on employment, skills and wellbeing opportunities, as well as financial inclusion, welfare and money advice.							

Safer Neighbourhoods: Addressing anti-social behaviour, hate incidents and domestic abuse

We will work in partnership with appropriate council services, the police and other relevant organisations to deter and tackle ASB and hate incidents in the neighbourhoods where we provide homes. We will take a zero-tolerance approach to hate incidents. We will work co-operatively with other agencies tackling domestic abuse and enable our residents to access appropriate support and advice. We will use the following measures to achieve this:

		2025	2026	2027	2028	2029	Accountable Officer
1	Have appropriate policies and procedures in place and use all the tools and powers available to us to keep our tenants safe.	ASB policy and Service Standards reviewed and published					
2	Keep up to date with changes affecting landlords that arise from	Staff training delivered					

	the Government's Anti-social Behaviour Action Plan.	on tools and powers – inc injunctions and closures					
3	Ensure residents feel confident to report ASB or hate crime to us and understand what support is available and the actions we will take.	Reviewed and published new ASB Policy and Service Standards. Undertook and publicised ASB Week of Action activities					
4	Consider local letting agreements and discretionary allocations to promote safe, cohesive neighbourhoods and communities.						
5	Offer tenancies that are compatible with the sustainability of the community and allocate homes in a way that takes the needs of residents into account.						
6	Undertake security measures and environmental improvements to prevent ASB, and ensure our						

	neighbourhoods are welcoming and sustainable.						
7	Tackle tenancy fraud.						
8	Ensure that minority groups and those with protected characteristics are integrated into communities.						

Key Outcomes:

- Neighbourhoods and communities that our residents' homes are part of, are maintained and safe and kept free of litter and fly tipping.
- Improved social, environmental and economic wellbeing in the areas where we own properties.
- Safe and welcoming environments with opportunities for children to play and in which tenants and residents have a vested interest and sense of belonging.
- Domestic abuse, anti-social behaviour and hate crime is effectively tackled in the neighbourhoods where we own homes.

Key Performance Measures:

- % tenants satisfied we listen to their views and act upon them
- % tenants satisfied we keep them informed about things that matter to them
- % tenants satisfied we treat them fairly and with respect
- % tenants satisfied we make a positive contribution to the neighbourhood
- % tenants satisfied communal areas are clean and well maintained
- % tenants satisfied with our approach to ASB

Communication and Quality Assurance:

- Housing Committee and Housing Oversight Board
- Housing Improvement Group and Tenant Oversight Panel
- Tenant Newsletters and Annual Report
- Local, neighbourhood level messaging – 'you said, we did'.