

# Our Neighbourhood Strategy



**Our Neighbourhood Service**

Warrington Housing Association

## INTRODUCTION

Warrington Housing Association has a proud history of providing a broad range of affordable homes and services across Warrington and we are as passionate now as we have ever been about making Warrington a great place to live, in which the potential of individuals and communities can be realised. We currently own and manage around 1,300 homes for families, older people and people with additional support needs, including leasehold and shared ownership properties.

## PURPOSE

In line with our organisational vision, this strategy focuses on how we will work with our colleagues across WHA to ensure that we are delivering on our ambition to help make Warrington a great place to live, in which the potential of individuals and communities can be realised. This strategy identifies a clear mechanism for how we will measure the success of what we do and also outlines key considerations in terms of risks and regulatory requirements in respect of our neighbourhoods.

## OUR THEMATIC PILLARS

Our Board recently reaffirmed our commitment to our current vision and objectives alongside reviewing our strategic architecture. We now have five Thematic Pillars around which our business will prosper – assets, neighbourhoods, social value, viability & people. These Pillars will be used throughout our organisation to help us articulate who we are and what we want to achieve. They will help us shape our strategies and policies based on the priorities set by our Board. Going forward, they will help us demonstrate the links between the things that we do, the priorities that we set and the outcomes we want to achieve.

## OUR NEIGHBOURHOOD

Our Neighbourhood Strategy is designed to provide the framework for us to deliver on our ambition to prioritise the needs of people and put the creation of sustainable communities at the heart of our work. We will continue to work in partnership with Warrington Borough Council, Warrington & Co, Elected Members, The Gateway, other Registered Providers and local organisations and businesses to develop, co-ordinate and deliver services. As a key stakeholder we will continue to invest in homes, services and the wider community. We are currently active members of the following key partnerships – Warrington Strategic Housing & Homelessness Partnership, Housing Growth Partnership & Housing Practitioners Group, Central 6

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0667	1	11.09.2019	Board	01.09.2022	Page 2 of 6

Regeneration & Warrington 3<sup>rd</sup> Sector Health & Wellbeing Alliance and will continue to build our network and partnerships to help us deliver our vision.

We are also active members of the Community Housing Associations North West (CHANW) which represents community-based housing associations operating in the North West of England which aims to utilise our distinctive strengths in working together to support member associations to fulfil their individual goals and objectives, through working together, sharing best practice, intelligence & commissioning services.

The specific aims of this strategy are:

- Ensure we effectively manage and maintain our homes and estates
- Work in partnership with our customers to deliver the commitments of the NHF's Together with Tenants Charter
- Continue to support our customers in managing the impact of welfare changes as part of a wider anti-poverty agenda
- Support WBC to reduce Homelessness
- Better integration with our Retirement Living and LifeTime and WHiA services
- Contribute to promoting and fostering resilient, cohesive and inclusive communities

## OBLIGATIONS

WHA are regulated by the Regulator of Social Housing (RSH). Registered Providers are required:

- In consultation with their tenants, to publish a policy for maintaining and improving the neighbourhoods associated with their homes
- Having taken account of their presence and impact within the areas where they own properties, shall:
  - (a) identify and publish the roles they are able to play within the areas where they have properties
  - (b) co-operate with local partnership arrangements and strategic housing functions of local authorities where they are able to assist them in achieving their objectives

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0667	1	11.09.2019	Board	01.09.2022	Page 3 of 6

## HOMELESSNESS

We have also signed up to the National Housing Federation's (NHF) Commitment to refer anyone at risk of homelessness and agreed a referral pathway with WBC so that we can work with the local authority to try and prevent and reduce homelessness.

## CUSTOMER ENGAGEMENT

As a small local community based housing association we benefit from close relationships with our customers and as an early adopter of the NHF's Together with Tenants charter and plan we will continue to work closely with our customers to deliver on our commitments, to ensure customers have voice and we use customer feedback to shape and improve our services.

## ESTATE SERVICES

WHA understands that the environment has a big part to play in how people feel about their area. We are responsible for the management of homes, communal areas and the wider environment to ensure that neighbourhoods are attractive, well maintained, safe and secure places to live and we have agreed service standards with our customers.

## VALUE ADDED SERVICES

In addition to managing and maintain our homes we provide additional services to contribute

- o Money Advice
- o Lifetime - our award-winning Lifetime project, which provides a wide range of clubs to help Warrington residents aged 50 and over to stay active, connected and happy in later life
- o Warrington Gateway - A Community Hub, acting as a bridge between the local community, public sector and voluntary organisation providing assistance, advice and guidance to cater for community needs.
- o Warrington Home Improvement Agency - We also deliver adaptation and home improvement services across the public and private sector through our own Home Improvement agency.

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0667	1	11.09.2019	Board	01.09.2022	Page 4 of 6

## MEASURING SUCCESS

This strategy has been approved by our Board and will be implemented through WHA's Business Plan and Neighbourhood Strategy Action Plan. Measures of success include:

- Customer Satisfaction
- Feedback from our Scrutiny Panel
- Organisational reach in developing stakeholder relationships

This strategy will be reviewed every 3 years, or sooner if required by statutory, regulatory or best practice.

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0667	1	11.09.2019	Board	01.09.2022	Page 5 of 6

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