



## Welcome to your neighbourhood plan

At Arches, we take pride in our neighbourhoods and want to work with customers and our wider community stakeholders to deliver our vision of 'Contributing to people's wellbeing by providing safe, secure, warm homes that meet their needs'.

This plan reflects customer feedback, employee feedback as well as a broader set of indicators on a range of issues such as broader socio-economic factors, money management, property

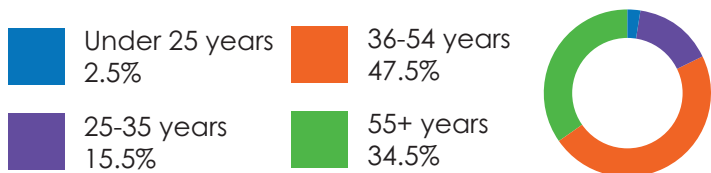
condition, crime and anti-social behaviour, current and future costs for the homes and the neighbourhood desirability.

This information helps us to identify the main challenges in your neighbourhood and how we can work with our local partners and community stakeholders to make improvements. We will target resources to areas in need through a range of partnership activities to improve the quality of your neighbourhood.



### Neighbourhood Profile Information - A snapshot of your neighbourhood

#### Customer Profile Tenant Age Range



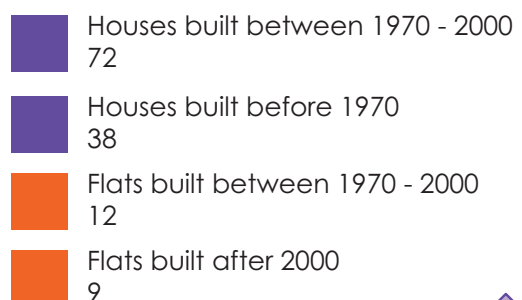
#### Diversity In Darnall & Attercliffe



White  
18%

Black and Asian Minority Ethnic  
82%

#### Homes In Darnall & Attercliffe - 131 Average Length of Tenancy - 10 Years



## How will we progress the plan?

Intervention work will begin in your neighbourhood in April 2022 on the various actions identified in this plan.

We will be reviewing the neighbourhood performance data annually over the next five years and we will keep you updated on the progress made in this plan through our website, social media and newsletter.



## OUR NEIGHBOURHOOD COMMITMENTS



# 1 2 3 4

### Neighbourhood Commitment One

#### Develop strong partnerships that benefit our residents

- Alongside the Council, we will be an active partner in seeking to improve how it feels to live in your neighbourhood.
- We will work with the Police and partner agencies to tackle crime and anti-social behaviour.

### Neighbourhood Commitment Two

#### To provide well performing, safe and secure homes in which our residents can thrive

- We will bring all homes up to the Arches Home Standard in 2022.
- We will undertake an analysis of the responsive repairs that we undertake in your neighbourhood and assess if we need to deliver a programme of planned repairs.
- We will communicate the longer term reinvestment programme with residents so you understand what the long term investment plans are for your home.

### Neighbourhood Commitment Three

#### We will contribute to the development of stable and cohesive communities where people feel proud to live

- We will undertake an analysis of why tenancies are failing in their first twelve months and take proactive steps to reduce this.
- We will explore if a Community Lettings Plan is appropriate for your neighbourhood to improve its sustainability and reduce our management activity.
- Where we know there are pockets of anti-social behaviour and criminality, we will take appropriate action to address this behaviour in the neighbourhood and we will work alongside the Police and other agencies to achieve this.

### Neighbourhood Commitment Four

#### Alongside others, we will invest in projects that contribute to residents wellbeing and seek to

- Improve resident's ability to access jobs, training and life skills support.
- Improve older residents feeling of isolation.
- Improve health outcomes for residents.



### Review of the Neighbourhood Plan

We will review this plan regularly and report to residents annually from July 2023 for the duration of the five-year plan.