

# KEEPING THE PEACE

Together we can make the **difference**



Our aim is to put the ‘Neighbour’ back into our neighbourhoods, creating a modern version of ‘Neighbourliness’ by 2026 and making them sought after and peaceful places where customers feel a sense of connection and belonging.



## Introduction



**Creating connected, peaceful and thriving communities are part of our commitment to improving the homes and lives of the people we serve.**

That’s why we have developed our Neighbourliness Charter, which sets out seven commitments on how we will work with communities to create connected, thriving and peaceful communities.

We want our customers to reach their potential for a brighter future for themselves and their families. Our new strategy, **Your Home, Your Community, Your Future**, strives to empower customers to make their own choices about the services they want and involve them in the design of products and services from start to finish.

We know that by working together with our customers we can make a real difference. The measures we have implemented within our communities in recent years has already resulted in more than 70% of our communities being categorised as peaceful.

This charter sets out how we will support our vision and continue to work closely together to co-create opportunities for all our customers, with a focus on supporting families and young people.

**Steven Henderson**  
Chief Executive



## Background

This charter sets out how we will work closely together to create connected, peaceful and thriving communities.

It aims to:

- › address inequality, ensuring everyone can feel connected and part of their community, no matter their background or circumstances and have a say in how we develop and deliver our services;
- › improve our customers' wellbeing by offering support to those who need it
- › and strengthen our network of strategic partnerships for the future benefit of our communities.

This will mean continually reviewing what we do, evolving to meet the changing needs of communities and making sure resources are always targeted where they are needed most.



# Our seven Neighbourliness Charter Commitments

Our innovative and award winning partnership approach to changing lives and communities has already seen an increase in those communities being categorised as **peaceful**.

We want to take this success and build upon this with our Neighbourliness Charter.

Here are our seven commitments for achieving this:

1. We will work with our communities to create a measure that shows what our customers tell us is important in a successful and resilient community.
2. We will engage with customers in areas with increased anti-social behaviour so we can understand the issues that affect how safe and secure they feel.
3. We will work with Customer Voices to understand the specific issues that affect how safe and secure different groups feel.

4. We will continue to develop how we share information with partners to make sure our most vulnerable customers and communities are identified and supported.

5. We will work with customers to identify local solutions to local problems and work with partners to solve these problems.

6. We will provide regular updates on progress to resolve local issues through our customer voices and social media channels.

7. We will build customer confidence in our approach to creating peaceful communities, to make sure customers are confident to report anti-social behaviour.

The impact the delivery of these seven commitments will have on our customers and how their neighbourhoods will look and feel to them will be measured as follows:

- › I feel safe and secure in my home and neighbourhood;
- › I am proud of my home;
- › I live in a calm and peaceful neighbourhood;
- › neighbours look out for each other;
- › I am proud to be part of my neighbourhood.



**Need to get in touch?**  
We're always here to help.



If you would like more information on our charter please contact Mark Nicol, Community Improvement Partnership Lead at [ciprequests@wheatley-group.com](mailto:ciprequests@wheatley-group.com)

### **Timeline**

Our Neighbourliness Charter will be launched in April 2023 and thereafter be reviewed annually ensuring that it reflects and takes cognisance of national and international best practice in relation to creating thriving, peaceful and connected communities.