

# The Neighbourhood Network

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## The NeighbourhoodNet team

**Alan Hodgkinson**  
HQN Associate

Alan's background is in operational and performance management in the transport and logistics sector: he was Managing Director of Stirland (TDGPLC), as well as holding senior management roles with TDG Harris, Securicor Omega Logistics and Eddie Stobart Ltd. He has been involved with our work on rewards since its inception and will continue to promote the benefits of recognition, reward and incentives in the broader context of 'Respect' and sustainable communities through NeighbourhoodNet.

**Tim Horsley**  
HQN Associate

Tim spent over 20 years in local government housing management in central London and the West Midlands. He is experienced in writing strategies, policies and procedures, mock inspections, service reviews and health checks. Specialist areas include ASB management, ASB in a community safety setting, homelessness services, hostel management, temporary

accommodation and leasing schemes, and allocations and lettings. Tim has also written briefings and toolkits on managing ASB, homelessness, neighbourhood management and the practical aspects of housing law as well as developing and delivering training on ASB policies and procedures.

**Elaine Upton**  
HQN Associate

Elaine has spent over 30 years working in housing across the range of providers and most recently worked as a housing inspector, and is an Affiliate Inspector with the Audit Commission. Specialist areas include resident involvement, diversity, ASB within neighbourhood services, supported housing, homelessness and strategic housing services. Elaine has a strong focus on performance improvement and experience in writing strategies, policies and procedures, undertaking service reviews, health checks and mock inspections.

**Networks administration** – our Networks Team administers the service, processing all subscription enquiries and handling all day-to-day contact with members.

Tenants and residents want to live in safe and sustainable communities – and housing staff want that too. But achieving this can sometimes be a challenge. NeighbourhoodNet has been developed to provide a range of targeted support for people who work in tenancy, neighbourhood and estate management, and community development/regeneration roles.

NeighbourhoodNet will keep you up to speed by providing up-to-date information and news, briefings on legislation, evolving regulatory expectations and good practice, and access to other professionals, benchmarking and toolkits, focusing on what you need and want to know. Support ranges from detailed guidance about best practice in delivering frontline, grassroots services to policy analysis and updates, all of which can contribute to both improving 'on the ground' services and ultimately transforming neighbourhoods.

For an informal chat or any queries please contact Clare Clifford,  
Business Manager on 01904 557150 or [clare.clifford@hqnetwork.co.uk](mailto:clare.clifford@hqnetwork.co.uk)

HQN is the leading and largest provider of information, training and consultancy for housing organisations in the UK, offering high-quality and accessible services at outstanding value and competitive rates.

If you need this information in an alternative format (for example, large print) please contact [neighbourhoodnet@hqnetwork.co.uk](mailto:neighbourhoodnet@hqnetwork.co.uk)

# Delivering sustainable communities

## NeighbourhoodNet – making a difference at all levels of tenancy, estate and neighbourhood development

Are you involved in tenancy and estates management, community development or regeneration? Are you responsible for facilitating change and empowering your residents – for creating places where people want to live and to enjoy being

part of a thriving community? Are you looking for support, clear information and access to specialist information to ensure that you are the best provider for your residents? Then NeighbourhoodNet is for you.

## What is NeighbourhoodNet?

NeighbourhoodNet is a unique specialist network providing practical and timely support for people who work with tenants and residents in exciting, but often challenging, situations. By regularly providing cutting-edge information, it will help you to support your tenants and make your estates better places to live.

NeighbourhoodNet provides everything you need to introduce, or develop, more effective tenancy, estate management and neighbourhood working, and brings you key information and best practice to meet the standards, aspirations and expectations of YOUR residents.

## What's in it for my organisation?

NeighbourhoodNet offers solutions and guidance designed to promote successful and sustainable neighbourhoods and communities. Through its expert input and detailed database, it identifies trends and is proactive in its research methods, regularly commissioning bespoke briefings covering a broad range of emerging policy areas including:

- Understanding the regulatory framework
- Safer estates/ASB/neighbourhood management
- Resident engagement and scrutiny
- Community development
- Estate services
- Managing empty homes
- Partnership working.

NeighbourhoodNet supports organisations to develop proactive, not reactive, ways of working, by seamlessly making the links between policy, strategy and grassroots needs. Housing staff operate in a complex and changing world of audit, legal and regulatory and legal requirements. Translating policy into practice is not always easy, but you can rely on NeighbourhoodNet to demystify the processes, using experts to translate complicated data into plain English and clearly identifying just what it means to you.

NeighbourhoodNet provides an archive of user-friendly information, which can be used to build tangible and sustainable results at all levels of housing, tenancy and neighbourhood management. It researches and prioritises key information so you can get on with the job of transforming challenging neighbourhoods. Sign up now and let NeighbourhoodNet do the hard work for you.

## NeighbourhoodNet offers:

- **Estates benchmarking** – how do you measure up?
- **A dedicated website** – your first point of call for up-to-date best practice and policy development
- **Best practice briefing papers** – written by experts in their field, and focusing on the latest developments and initiatives nationwide
- **Positive practice updates** – monthly updates showing the latest positive practice examples, with links to the full Audit Commission reports
- **A selection of practitioner toolkits to promote and support effective neighbourhood and estate working:**
  - Respect
  - Voids toolkit
  - Estate services
- These are continuously updated to include positive practice examples
- **News updates** – regular frequency updates to ensure you're aware of the changing context
- **Publication alerts** – the latest information and research at your fingertips
- **Discounts at NeighbourhoodNet events**, including at least one series of regional workshops and an annual conference
- **Email support service** – to solve queries or find out how others are tackling similar issues
- **Advice from experts** – from other member organisations and HQN's team of Associates
- **Summaries of responses to queries** – with HQN commentary
- **Database of initiatives** – covering the UK, the EU and other service providers.

You can nominate as many contacts in your organisation as you wish to receive our publications direct to their desktops, ensuring that everyone who needs it gets this information.

## Other help for our members:

We also offer NeighbourhoodNet members discounted consultancy which can be tailored to meet your specific requirements. Examples include:

- Assistance meeting the neighbourhood and community standard
- Advice and support to help you move towards a three-star/excellent estate management service
- Bespoke in-house or inter-agency partnership workshops
- Local offers development

- Health checks on existing initiatives
- Meeting TSA standards
- Developing workshops to support self-assessment
- Facilitating self-assessments
- Supporting the development of annual reports.

Our consultancy work is tailored to meet your specific needs. NeighbourhoodNet members receive discounts against our standard rates on any sustainable neighbourhoods work.

## Membership fees

Join now, get up to date and be part of the network. Further details of NeighbourhoodNet membership fees, for 12 months' subscription, can be found in the enclosed joining form. Discounts may be available for organisations that are already

members of HQN's other specialist networks. Please email [neighbourhoodnet@hqnetwork.co.uk](mailto:neighbourhoodnet@hqnetwork.co.uk) or call or call us on **0845 4747 004** if you would like further details.



# The Neighbourhood Network

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| JOIN NOW!

NeighbourhoodNet – the must-join network for people in neighbourhood and estate management roles.

Name	
Job title	
Organisation	
Address	
	Postcode
Telephone no.	
Email address	

How did you hear about the network?

NeighbourhoodNet membership – 12 months' subscription is £820 plus VAT and I understand that I will be invoiced for this amount upon receipt of my joining form.

Signature

NeighbourhoodNet is one of a range of specialist networks run by HQN, a leading provider of consultancy and training, designed to help you to achieve real and lasting improvements in your services.

Discounts may be available for organisations that are already members of other HQN specialist networks. If you would like further details, please email [neighbourhoodnet@hqnetwork.co.uk](mailto:neighbourhoodnet@hqnetwork.co.uk) or call us on 0845 4747 004.

Please return to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA

Please note that network membership is for individual organisations (or groups) and the staff employed by those organisations (or groups). Tenants and board members/councillors linked to the organisation/group that holds network membership can also access all member benefits, including the website password and published briefings. Members must not share any member benefits with other organisations who are not network members, as this devalues the benefits of membership for paying members. This includes sharing the password and the forwarding of emails, briefing papers or other documents to non-member organisations. HQN reserves the right to terminate network membership in cases of a breach of this code. We are, of course, happy for members to refer to network publications at meetings, etc. If further clarification is required, please contact [hqn@hqnetwork.co.uk](mailto:hqn@hqnetwork.co.uk) and your enquiry will be forwarded to the relevant network manager.

**hqn**  
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