

Local Co-operation Policy

Policy Statement & Purpose

This policy sets out how we will co-operate with local partnership arrangements and the strategic housing functions of local authorities and where we are able to assist them in achieving their objectives.

Bromford provides quality, affordable homes and we want a relationship with each of our customers that helps them achieve their goals and thrive. Our customers and the homes they live in are part of streets, neighbourhoods and places which are all different. To fully achieve our purpose we need to better understand employment trends, educational opportunities and health provision in the communities where our customers live. Because if we want our customers to thrive, the environment where our homes are located really matters.

By building relationships with partners at a local, regional and national level, we seek to lead and influence policy and investment decisions so that they have the best outcome for our current and future customers.

Contents

1. [Scope](#)
 2. [Reference Materials](#)
 3. [Responsibilities](#)
 4. [Legislative or Regulatory Requirements](#)
 5. [Assurance Framework](#)
-

Scope

This Policy covers Bromford Housing Group and its subsidiaries.

Reference Materials

List of Referenced Documents
Bromford Strategy 2023-27
Place-based strategic property investment & growth plan
Customer engagement plan
Neighbourhood Management Policy
Consumer Standards

Principles

We are clear about what we do best – homes and relationships - and that we need to work with others, including local authority partners, to help our customers, and the communities where they live, to thrive.

It is important to us that we have a relationship with each of our customers, which is why we have invested in our neighbourhood coaches who each get to know the customers and community assets on their patch and help build connections between them. Every customer has access to a named neighbourhood coach.

Bromford owns and manages homes in 39 local authority areas. The number of homes we own in each varies significantly and the proportion of the social homes we own in each local authority also varies significantly. Over half of our homes are in just four areas. In these we are the majority social landlord. We call these our big four. The other half of our homes are spread across 35 areas and in 26 of these we own less than 5% of the social housing. We can't be all things to all people, so we need to focus our effort in the areas where we can make the most difference for our customers and to the place.

To help us turn our strategic intent into practical action, we have used the idea of lead, influence, follow and exit, to help translate.

Lead

In our big four areas, South Gloucestershire, Tewkesbury, Cotswold and Lichfield, we are an anchor organisation and the decisions we take can have a big impact on the social and economic fortunes of the area. In these areas we seek to play a leadership role and to contribute fully to the partnership arrangements and to help shape of housing strategy, plans and delivery.

Influence

In areas along the M5 corridor we have significant numbers of existing homes, a large pipeline of new homes and aspirations for large scale new communities or regeneration. Because of this we seek to engage and influence not just at a local, district level, but also at a County and Combined Authority level. We also seek to engage not just with housing policy and plans but with policies and providers in health, highways, education, and employment.

Follow

In other areas, where we have much smaller numbers of homes, we will engage positively with partnership arrangements, but we do not have the capacity to lead or take on responsibility for shaping policy. Here we will tend to follow and comply with local arrangements and acknowledge that we play a less strategic role in helping the local authority achieve its objectives.

Exit

During our 2019-23 Strategy we realised that there were a number of areas where we had very few homes and no aspirations to develop more. We concluded that other housing providers were better placed to provide the services our customers needed and so we transferred homes in these 11 local authorities to other housing associations.

Responsibilities

The Director of Strategy has overall responsibility for this policy including responsibility for the preparation of the policy, oversight of its implementation, and maintenance of supporting risk management and internal controls.

Functional Directors are responsible for the day-to-day operation of the policy and ensuring it is adhered to.

All **colleagues** are responsible for acting in line with the principles of this policy and associated methodology, tools and systems.

Legislative or Regulatory Requirements

By following this summary guidelines, it ensures that Bromford meets the consumer standards that support the Charter for Social Housing 2020.

Assurance Framework

Bromford has adopted the ‘three lines of assurance’ model. It is built upon Bromford’s strong control culture and organisational delegation of responsibility. It is the responsibility of managerial and supervisory colleagues within business units who use the policy to ensure that the policy is communicated and effectively implemented, and to ensure colleagues are aware of their responsibilities. Adhering to policy and underpinning procedures ensures we continue to operate within our overall risk appetite as a business.

Document Details

Owner: John Wade, Director of Strategy
Approved By: Customer Forum
Date of Approval: 20th March 2024
Next Review Due: 20th March 2027
Policy Version: 1
Share to website: Yes

Version Control

Renewal Date	Version	Approved By	Comments

Appendix 1 - Local Cooperation Policy – Engagement by Lead, Influence & Follow areas

	How we'll engage	Examples of groups/meetings we will get involved with
Lead	Get involved in any forum, meeting or consultation that could benefit our customers, our growth plans or our business. And where appropriate seek to play a leadership role. Share our purpose and seek to align local opinion to our way of thinking.	Health and Wellbeing Forums Community Safety Partnerships Safeguarding meetings/partnerships Domestic Abuse partnerships Strategic housing partnerships Local Authority partnership meetings
Influence	Get involved in some forums, meetings or consultations that could benefit our customers, our growth plans or our business, but be mindful of our available time and resources. Where appropriate seek to play an influencing role, to nudge local opinion as close to our way of thinking as we can.	Strategic housing forums Local Authority Partnership meetings
Follow	Accept that we will rarely get involved in forums/meetings, etc. There are other, much more significant players in this LA who will shape the agenda and that we will have to react and adapt to fit in. There will still be some matters around safeguarding, H&S, etc. where we will feed in and report.	Operational housing meetings Best practice groups