Working together to deliver excellent ASB services

Following the industry’s overwhelming response, CIH is pleased to announce that this innovative project will run again in 2014

Pooling all the expert resources of CIH, led by CIH consultancy with our national ASB expert Gez Kinsella, this project provides the opportunity to join CIH and a small group of social landlords to develop a new and innovative model for tackling ASB in our communities. With the implementation of the ASB, Crime and Policing Act fast approaching, the aim is to work together, sharing best practice and innovations so that collectively we can build upon existing good practice and develop new ways to effectively tackle ASB.

The impetus for change

We are witnessing a huge transformation in our operating environment, a time of uncertainty and of considerable challenge for housing providers.

Tackling ASB has always been a priority for landlords and residents. The ASB, Crime and Policing Act focuses on partnership working and a victim centred approach, which will see some fundamental changes in how we currently use the tools today. These changes will present some challenges:

- Sharing information with partners
- Potential judicial challenges
- Leadership
- Budgets
- Policy changes

These pressures will require landlords to be prepared and take a leading role amongst partners. Many partners will be seeking training and guidance from social landlords and this could create opportunities for the housing industry.

What does this mean for my organisation? It means that:

- Landlords need to know and understand their partner organisations like never before
- More than ever, case management processes need to be thorough and consistent
- Landlords will need to demonstrate value for money
- Landlords must prepare their staff for change
- Landlords need to be recognised as a strategic player amongst partners
What’s in it for my organisation? What are the benefits of being involved?

Landlords involved in this project will be ahead of the game in developing an operating model that robustly manages the fundamental changes that we face over the coming years.

By working together to share ideas and best practice and by benefitting from CIH’s expertise and resources, landlords will be able to expect better performance from their traditional performance indicators (PIs), such as case management and tenant satisfaction. Additionally, newer PIs will come into focus when we see the introduction of the reforms.

We want to help organisations develop and adopt this as a model that can then be seen and promoted as the new best practice across the sector. As such, your organisation can be part of a prestigious ASB project, leading the way in developing and implementing more effective approaches in tackling ASB.

This shared approach generates considerable economies of scale and we think that, for a fraction of the cost of commissioning individual consultancy assistance, this will enable each participating landlord to develop their own, individually tailored version of an effective ASB service to their communities.

Moving forward, effective partnership working will be paramount in managing ASB effectively across a wide range of partner agencies. This is a great opportunity to help shape those partnerships and become an example for others to follow.

What will the outcomes be for my organisation?

Our aim is for each organisation involved in this project to:

- Understand its own approach in tackling ASB – the positive work it needs to build on and other systems that are failing
- Have developed an awareness of innovation (and tried and tested approaches) across the industry and which approach might add value to the way it currently works
- Have spent time with industry experts and to have worked collaboratively with a range of similar and dissimilar organisations
- Have learned new techniques to support reviews of services and methodologies, and in particular to break down organisational barriers
- Be in a position to implement change and manage and measure outcomes
- Have developed strong partnerships that will last, enabling the continued shared thinking approach
- Have become recognised nationally for their approaches in tackling ASB and seen by others as examples of good practice

What will the project involve?

Starting in July 2014 and running for up to 9 months, the project will take participating organisations through an interactive, shared process of targeted interventions and effective partnership working to develop existing practices and creating innovative approaches in developing positive solutions for our communities.
Key project elements and timeframe are expected to be:

- **Consultancy support** (one or two days to identify each organisation’s priorities): **June/July 2014**
- **Workshop 1** – introduction, expectations, capacity, risks, challenges, key partners, resident involvement, Respect charter – gap analysis, examining the core elements and discovering how the Respect charter can assist in ASB management and tenant scrutiny: **July 2014**
- **Workshop 2** – ASB strategy – are we doing it right? Reviewing current structures, demonstrating value for money, managing performance, cost benefit analysis, getting the most from our IT system and learning from others, feeding back findings and sharing experiences, priorities, draft strategies and starting to refine action plans: **August 2014**
- **Workshop 3** – Case management – detailed presentations from the experts, open discussions and learning, developing templates, policies and procedures: **October 2014**
- **Workshop 4** – ASB, Crime and Policing Bill and the court room experience – how to get the most out of the reforms, rethinking our approaches in the judicial landscape, challenges and opportunities in working with our partners, early outcomes from the new legislation: **December 2014**
- **Workshop 5** – Dealing with mental health and ASB - developing a new culture towards victim centred solutions, understanding more about mental health, getting to grips with the risk assessment processes in practice, developing user friendly templates and exploring different approaches: **February 2015**
- **Workshop 6** – Identification of early outputs and outcomes, sharing new ASB frameworks: **March 2015**
- **Consultancy support** (one or two days individual challenge / review of outputs so far): **throughout the project**
- Case studies and publicity:

Throughout the project, each landlord will benefit from a series of joint working sessions with other landlords, opportunities for sharing and developing learning, backed up by individual consultancy support and detailed written material. Taken together, this will provide a supportive framework for landlords to develop their own, tailored approach, but benefitting from CIH support and from the shared experiences and collective learning.

At the same time, at every stage, each landlord will also need to take the lead in their own organisation in carrying out the detailed development work that flows from the project elements again, with support where needed. We believe this approach will enable us to focus support resources where they are most needed and will allow landlords to use their own staff to develop the kind of model that they think best suits their organisation.

**Testimonials**

“(Working together) is very beneficial and a great investment. The workshops are structured, themed and focussed – the inspection at the beginning is a great starting point” – Colin Lydon, Viridian Housing

“Endorses the work we are doing and raises the profile in the sector. Working with Chris via the consultancy days also gives an additional rubber stamp” – Darren Burton, Together Housing

“By attending the workshops we have benefitted by sharing best practice and making improvements locally which are being acknowledged at a senior level” – Alex Wrigley, Oxford City Council

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CIH’s role will be to provide:

- An overall project ‘road map’ detailing different project stages, what is involved and what organisations should be doing to prepare for the next stage
- Joint landlords’ workshops at each stage of the process to discuss and develop innovative new approaches, to share views and ideas and to go through what outputs need to be achieved
- To produce guidance notes and toolkits, as appropriate, for each stage
- Two to four consultancy days overall to work with individual landlords on developing individually tailored approaches and tackle any problems or issues
- Online trouble-shooting sessions at each project stage to tease out issues, and develop solutions
- Provision for telephone conferencing as required to discuss shared issues
- Project website where landlords can talk to each other, share experiences and post examples; access guidance docs and general good practice information and see upcoming sessions.
- Free publicity to promote the landlords’ contribution and involvement in developing new approaches in tackling ASB

There is scope for flexibility on the above once the project group is established, but the main aim is to provide much of the nuts and bolts information through guidance notes and joint sessions. This in turn allows for more individual consultancy time on specific landlord issues at a reasonable overall cost to each participant.

**Is there a charge for being involved?**

Each participating organisation will be asked to pay £6,500 + VAT, inclusive of expenses, to be part of the project, payable in four instalments of £1,625 + VAT. Historically, the consultancy cost of developing similar plans would be significantly higher, so we think this represents extremely good value for money. We believe that these costs will easily be recovered through more effective working practices that will save your organisation money in the future. For example, cases will be managed far more effectively resulting in significantly reduced legal fees for cases requiring legal action.

**How does my organisation sign up?**

We expect this project will attract considerable interest and will be signing organisations on a ‘first come first served’ basis. We will finalise the project group in June, ready to start the project in July.

For more information, or to apply to be involved in the project, contact Gez Kinsella, ASB consultant, CIH at gez.kinsella@cih.org or on 07962 698499