Pooling expert resources and led by CIH consultant and national ASB expert Gez Kinsella, this project gives you the chance 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 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 benefiting 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.

What does this mean for my organisation?

- 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.

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 identified 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 spent time with industry experts and to have worked collaboratively with a range of similar and dissimilar organisations
• 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 on 22 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:

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<tr>
<th>Consultancy support</th>
<th>Workshop 4</th>
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<td>(up to a maximum of four days, to identify priorities, action plan and provide support), available throughout the project.</td>
<td>Case management – detailed presentations from the experts, open discussions and learning, developing templates, policies and procedures. 26 January 2015</td>
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**Workshop 1**
Introduction and expectations and an in-depth analysis of the ASB, Policing and Crime Act 2014, looking at the challenges and opportunities the changes present. 22 July 2014

**Workshop 2**
The court room experience – in the light of the Act rethinking our approaches in the judicial landscape, acting out scenarios in a supportive way in a real court environment. 19 September 2014

**Workshop 3**
Ensure effective approaches to safeguarding - in the light of high profile case failures and following on from the requirements of the Care Act, the workshop will help to develop some practical templates to ensure that effective partnership working, information sharing and risk management are all in place to deliver to the most vulnerable service users. 13 November 2014

**Workshop 5**
What does VFM mean in the context of an ASB service? What is the relationship between value and the performance of the service? The workshop will help participants think outside of the box and really understand what VFM means within their organisational context. Aligned to this will be a series of challenges that will provide the fundamentals to the development of an effective performance management framework. 19 March 2015

**Workshop 6**
How to influence and get the result you want. Partnership are all good and well, but what if the partners don’t want to do what you want! This workshop focuses on personal development observing behaviours and the technique we can all use to achieve more ‘win wins’. 19 May 2015

**Case studies and publicity**
As the programme develops, CIH will identify best practice, develop and disseminate this to the wider sector. Much of this will be captured in the final report, where participants input will be widely acknowledged.
Throughout the project, each landlord will benefit from a series of joint working sessions with other landlords, along with 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 benefiting 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.

What participants say about our previous Working together... projects

Don’t just take our word for it, here’s what just some of the participants have said about the value of being involved in our previous Working together... projects.

“Endorses the work we are doing and raises the profile in the sector... consultancy days also give an additional rubber stamp.”
Darren Burton, Together Housing

“(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

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

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 documents 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?

This project has attracted considerable interest with eight organisations already signed up. However it’s not too late to join us, so please contact Gez Kinsella by email gez.kinsella@cih.org or call him on 07962 698499