



Respect:

ASB charter for housing



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The **Respect: ASB charter for housing** is a flexible framework that helps you identify the outcomes a good quality ASB service should deliver. It is not intended to be a regulatory tool but can be used as a basis for internal challenge - through tenant scrutiny, peer or independent review for example. It has been developed in partnership between CIH, SLCNG and HouseMark.

The charter includes a set of commitments which are underpinned by a range of outcomes - together, the commitments and outcomes provide a framework against which organisations can assess where they are now and where they aspire to be.

By signing up to this charter, you are making a public commitment to deliver high quality ASB services which are clearly focused on outcomes for tenants. There are six core principles underpinning the ASB charter for housing:

1. Sign up is voluntary and based on self assessment
2. It has been developed using sector expertise
3. It is flexible and can be tailored to suit the outcomes that matter to you and your tenants
4. It is focused on outcomes, not on processes
5. It drives sector-led improvement
6. It complements existing frameworks or initiatives

Signing up to the charter

Because the housing sector is diverse, priorities will vary and organisations need room to innovate, be creative and respond to individual and local needs. The ASB charter is intended to be a framework which can be adapted to local circumstances and priorities and built on as required.

Once you have signed up to the charter you can:

- Share practice and learn from others: CIH will support a free, open-access website and participating organisations will be invited to upload practice examples that align to the charter principles. This reflects the principles of transparency and sector-wide shared learning that underpin the charter.
- Join our ASB network: organisations that sign up to the ASB charter can join our free online network, where charter signatories can share ideas, expertise and knowledge to drive improvements in delivering ASB services across the housing sector.

Sign up at www.cih.org/respectcharter

What are we signing up to?

	Core commitment	We can demonstrate that
1	We demonstrate leadership and strategic commitment	<ul style="list-style-type: none"> • Our values, aims and objectives are reinforced by our approach to ASB and this approach is subject to ongoing ratification, assessment and review by both us and our tenants • Tackling ASB is a core strategic and operational business activity and we will ensure that we commit sufficient capacity and resources to tackle ASB effectively • We provide relevant training, capacity-building and support across all levels of the organisation (including staff, tenants, the governing body and relevant partners) that supports the delivery of a targeted action/service improvement plan for ASB • We clearly communicate to all tenants that ASB will not be tolerated. Our staff and contractors are supported to identify and report incidents where they have been subject to or have observed ASB • We proactively engage with relevant partners to support a joined-up approach to tackling the root causes of ASB and promoting positive behaviours • We have performance management frameworks in place to report, monitor and review ASB performance. These include challenging performance targets and are also reflected in service plans at a team and individual level. Our ASB targets are subject to regular review and demonstrate year-on-year improvement • Information on our performance against ASB targets is readily available and shared across the organisation to drive continuous improvement. It is regularly reported to our senior management, our governing body, partner agencies and our tenants
2	We provide an accessible and accountable service	<ul style="list-style-type: none"> • All of our tenants can easily access our ASB services • We collect information that helps us to understand local demographics and the overall profile of our tenants. We use this information to tailor how the service is delivered to individuals and to demonstrate equality in service provision • We provide clear information that sets out what the service is, how it is delivered and how it can be tailored to meet local needs. All information about our services can be made available in a variety of formats, and translated into relevant community languages on request

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	Core commitment	We can demonstrate that
2	We provide an accessible and accountable service <i>(continued)</i>	<ul style="list-style-type: none"> • There is a range of ways for our tenants, including marginalised groups, to be involved in shaping the service. We do this routinely and systematically to support continued service improvements • We publicise what we and our partners have done to tackle ASB in our communities - both our enforcement activity and the activities we do to prevent ASB occurring. Our approach balances the need to protect communities and build confidence that ASB will not be tolerated • We take all complaints about the services we provide seriously. This is demonstrated in our overall approach to handling complaints which are regularly monitored against targets and contribute to the process of continual learning • We regularly assess satisfaction with the ASB services and gather feedback on what we could do to improve them • We publicise survey results and customer feedback to our tenants • We have mechanisms in place to allow our tenants to assess how we are performing. We provide our tenants with regular, robust and appropriate information in a format which has been agreed with them. Tenants are encouraged and empowered to hold us to account about the delivery and performance of our ASB services
3	We take swift action to protect communities	<ul style="list-style-type: none"> • Our staff are fully aware of the range of tools and powers available to them and our partner organisations, and know how to use them appropriately in accordance with our published policies and procedures • We apply consistent and robust processes for managing ASB cases • The actions that we take to tackle ASB are carefully considered and are proportionate to the effects of the behaviour on individuals, communities and the environment • We have a proactive approach to gathering evidence and utilise a variety of available sources (multi-agency, non-housing management staff and contractors) to support action to tackle ASB

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	Core commitment	We can demonstrate that
3	We take swift action to protect communities <i>(continued)</i>	<ul style="list-style-type: none"> • We have strong working relationships locally and strategic links with partners (including local authority, police, and court services); we use these to investigate and tackle ASB • We act swiftly when a perpetrator fails to engage with support provision and their behaviour does not improve • We close cases appropriately, in a timely manner and, where possible, in consultation with the complainant
4	We adopt a supportive approach to working with victims and witnesses <i>(continued)</i>	<ul style="list-style-type: none"> • Our management of ASB cases demonstrates a clear focus on protecting people from harm and on supporting victims and witnesses • We have appropriate measures in place to identify and respond to both the risk to and vulnerability of victims and witnesses, including repeat victimisation • Our staff are aware of and know how to access the support that is available to assess the needs of victims and witnesses on a case-by-case basis, particularly where victims and witnesses are vulnerable • We agree action plans with complainants, update them regularly on the progress of their case and inform them directly of all key developments • We ensure that individuals attending court are supported and we liaise with the courts where necessary to minimise any distress and any associated risks
5	We encourage individual and community responsibility	<ul style="list-style-type: none"> • We can provide evidence of our work with tenants, tenant groups and leaders, and partner organisations to promote tolerance, balancing individuals' liberties with their impact on others and the community (e.g. good neighbourhood agreements, tenants engaging in mediation, and restorative justice schemes) • We encourage and facilitate community involvement among tenants, including how individuals can support other members of their community to help us and our partners tackle ASB issues • We take steps to find out about and effectively meet our tenants' expectations of our ASB service

What are we signing up to?

	Core commitment	We can demonstrate that
5	We encourage individual and community responsibility <i>(continued)</i>	<ul style="list-style-type: none"> • Where appropriate and safe, we encourage 'self-help' options to resolve more minor nuisance issues (e.g. encouraging complainants to talk to perpetrators, seeking to resolve the issue amicably and without recourse to the landlord)
6	We have a clear focus on prevention and early intervention	<ul style="list-style-type: none"> • Our policies for allocations and lettings contribute to preventing ASB and nuisance, and promoting neighbourhood sustainability • Our tenancy agreements set out clearly what we mean by ASB, the standards of behaviour we expect of all tenants and the sanctions that we may apply to those who behave in an anti-social manner. We reinforce these key messages at tenancy sign-up and set them out in publicity that is available to our tenants • We proactively engage with partners to address the causes of ASB and to reduce the opportunities for it (eg. through the appropriate provision of services such as warden patrols, CCTV and/or other measures) • We work with our tenants and with partner agencies to identify ASB 'hotspots' and use the information to target resources • We use a range of early intervention techniques to prevent ASB from escalating • We proactively engage with our tenants and with partner agencies to provide diversionary activities (eg. facilities for young people) and to evaluate their impact • Our staff are able to access services to provide support to vulnerable individuals
7	We ensure that a value for money approach is embedded in our service	<ul style="list-style-type: none"> • Value for money is understood and embedded in our work; it is part of our performance management framework, determines resource allocation and is widely communicated to staff who are encouraged to identify value for money opportunities. Resources are used effectively and efficiently • We understand the cost of the ASB service, including elements such as staffing costs, responding to ASB incidents (e.g. criminal damage, graffiti, fly-tipping) and of making use of various ASB tools

What are we signing up to?

	Core commitment	We can demonstrate that
7	We ensure that a value for money approach is embedded in our service <i>(continued)</i>	<ul style="list-style-type: none">• We know how we are performing in delivering our ASB service, and how satisfied service users are. Costs, performance and satisfaction are benchmarked against comparative providers and demonstrate value for money• There is an evidence-based approach to budget-setting and this is linked to the annual service improvement plan• We know whether we are getting value for money for procured services (e.g. mediation, support services, professional witness services) and we have, where appropriate, undertaken joint procurement and considered shared services• Through tenant scrutiny arrangements, tenants are provided with appropriate information on comparative service costs, performance and satisfaction, enabling evidence-based value for money judgements to be made. Consultation on changes to the service includes a cost-benefit analysis, so tenants can make informed value for money choices



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