



Chartered
Institute of
Housing

Neighbourhood working:

charter for housing



Neighbourhood working: charter for housing

It has never been more crucial for social landlords to have an approach to working in neighbourhoods that helps maximise the impact of service delivery in local areas and achieve better value for money from the resource input.

Built around some key principles that have emerged from two groundbreaking national projects led by CIH Consultancy, the CIH Neighbourhood Working **Charter** aims to help landlords develop an effective approach to understanding local service issues, delivering effective management and interventions and securing the right level of service input from internal teams and external partners. The CIH Neighbourhood Working Charter is a flexible framework that helps you develop an excellent approach to investing in and sustaining successful, viable neighbourhoods. It helps organisations to identify what outcomes can be delivered through the development and implementation of effective asset investment and management interventions. It is intended to be used as a self-assessment tool and to support internal challenge and service improvement - through tenant scrutiny, peer or independent review for example. The Charter focuses on neighbourhood working - to include asset based investment, neighbourhood management and neighbourhood based service interventions.

By signing up to the CIH Neighbourhood Working Charter, you are making a public commitment to deliver a high quality approach to neighbourhood working, that balances the needs of the business against outcomes for tenants.

There are 5 core principles underpinning this charter:

1. It has been actively developed with a diverse range of social landlords across the country to ensure it reflects the needs of different types, sizes of locations of organisations
2. It is based on evidence based decision making and on empowering staff teams
3. It aims to maximise the impact of neighbourhood service delivery on business sustainability
4. It should drive more and better joined up working and innovation amongst internal teams and external partners
5. It should help define the 'day job' for most teams

What are we signing up to?

	Core commitment	We can demonstrate that
1	Having a clear set of neighbourhood working principles is a corporate and strategic priority	<ul style="list-style-type: none"> • We are committed to evidence based decision making • We aim to provide clarity on neighbourhood issues so we can understand what issues need to be addressed • We have an accessible service delivery framework that supports working together between teams and with external partners to solve neighbourhood issues • We aim to ensure that all our neighbourhoods are places that people value, want to live in and choose to stay • We strive to ensure that the way we manage our neighbourhoods is efficient, effective and economically viable • We try to maximise the impact of all the resources deployed in our neighbourhoods by the organisation itself and by external partners.
2	We understand the importance of having clearly defined neighbourhoods (or local service areas)	<ul style="list-style-type: none"> • We have identifiable neighbourhood or local area service units which make sense given our operating context • All our delivery teams across the whole organisation use the same neighbourhood or local service area boundaries • We can track and record service delivery at the local service area /neighbourhood level • We look flexibly at the areas our neighbourhoods cover in response to stakeholder needs or concerns.
3	We know and understand how sustainable each of our neighbourhoods is	<ul style="list-style-type: none"> • We collect and analyse relevant data at a local service area level • We are able to use our neighbourhood data to help understand the relative sustainability of each of our neighbourhoods and the level of resources put into managing them • We have an easy to understand data system which is consistently applied • We use our neighbourhood data to make decisions around resourcing and prioritisation at the local level based on the needs and trends identified.

What are we signing up to?

	Core commitment	We can demonstrate that
4	We work to ensure that a range of views about our neighbourhoods helps shape and inform how to improve them	<ul style="list-style-type: none"> • We regularly collect staff and customer views on service delivery and quality of life issues in each neighbourhood and use these to inform our activities • We gather views from other relevant agencies on the issues they face in each of our neighbourhoods and obtain details about the service responses they have in place • The issues and views that have been identified are actively used to help develop a range of interventions that we can deliver as an organisation in different neighbourhoods • We play a proactive role in working with partners to help ensure the interventions they deliver in different neighbourhoods address the issues that have been identified.
5	We have an identified range of actions and approaches in place to deliver the outcomes we want to see in our neighbourhoods	<ul style="list-style-type: none"> • We use local action plans to drive our activities and intervention work based on the evidence that we have gathered • Our plans seek to identify and address all the key neighbourhood issues we have identified • We have broken down the activities so that we know what will be done by different teams and partners • We have clear timescales and targets for completing tasks.
6	We regularly monitor and assess the impact of what we do on our neighbourhoods and our business	<ul style="list-style-type: none"> • We regularly review and update our neighbourhoods data so we can see how our actions and interventions are having an effect over time • We produce regular performance updates for our neighbourhoods and use techniques to compare and contrast the impact we're having on each one • Staff teams work effectively together across the organisation to help manage our actions and activities and secure the impacts we seek to secure across our neighbourhoods • We have a range of aspirational targets for the impact of neighbourhood working across the organisation.

CIH Charters: FAQs

How do we sign up to a charter?

You will need to sign up to each charter individually. Initial sign up is voluntary and is based on self-assessment. Complete all the details on the online form and submit it to us electronically. We will send you an email confirmation immediately on receipt of the form. We will follow this up with your certificate which you will receive by email within five working days.

What do we get?

You will receive a certificate to display in your organisation. We will also send you an electronic version of the charter logo that you can use on materials such as letterheads, website, and newsletters.

Do we need to meet all of the commitments and outcomes?

No, the charter is a flexible framework that can be adapted to your circumstances and priorities. We recognise that there will be a wide range of diverse organisations who will want to sign up to the charter and, as such, not all of the commitments and outcomes will be appropriate. The aim is for you to work with your tenants to understand what issues are important to them, and work towards ultimately achieving this.

Can we sign up in partnership with other organisations?

Yes, it is entirely up to you whether to sign up individually or with partners - just remember to let us know how you want your certificate to be presented.

CIH Charters: FAQs

How long is our sign-up to the charters valid for?

The charters will be valid on an ongoing basis unless there is a fundamental need to change them significantly. We aim to work with you to ensure that the charter remains up-to-date, outcome-focused and relevant so we may tweak them from time to time. However, there will be no requirement to re-sign again following minor changes.

Is there support available to deliver the charter or gain the accreditation?

CIH can provide a wide range of support including neighbourhood working development work, review, accreditation and training. Much of this support is delivered through CIH Consultancy who have a wealth of experience and an excellent track record of enabling organisations to really transform the way they work together in neighbourhoods.

To find out how CIH can help, please go to the charter webpage or ring **02476851777**.



Contact us:

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Sign up to the charter at www.cih.org/charters