

Partnership Working in ASB Cases

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Today



What is partnership working, who might we work with and why it's important



Establishing effective partnerships and nurturing/maintaining them



Common challenges





What do we mean by ‘partnership’?

‘An agreement by 2 or more individual bodies to work collectively to achieve a shared objective’.





Why is it important for ASB case management

We don't have all the solutions

We all have reduced resources and high demands

We don't have all of the information

We don't have all the expertise

Key Foundations

What do we need for strong partnerships?

- Trust
- Honesty
- Accountability
- Constructive challenge
- Respect



Think about...
Is the relationship too one-sided?



Think about...
Are you able to raise concerns?

Consider this.....



You receive a request for information. You spend several hours preparing this information, having to move several meetings and tasks around to be able to fit it in. You send it to the requesting officer. You do not receive any acknowledgement or thanks. You receive no further communication about what has been done with the information.

When you request information from the same person they say that they are too busy. You ask if they can come to a partnership meeting to discuss the matter. You pick a date/time that fits their needs. They don't turn up or send any apologies.



Signs we need to do something:

- Poor communication – not responding to approaches etc
- Not providing information
- Taking actions without us knowing
- Passing problems and people on “you need to report that to Housing”.
- Not attending meetings
- Attending meetings but:
 - Directing
 - Defensiveness
 - Not completing tasks
 - Cases remaining on the agenda forever



What can we do:

- Reflect – what is going wrong? Why might it be going wrong? What is our role in this?
- Let's reestablish our relationships - be open/honest, clear on our roles and responsibilities, find our shared objectives
- What can we do differently? If capacity, how can we assist? E.g. how we run meetings, information we ask for etc.
- Revisit terms of reference for meetings
- Learn together/create blueprints for common issues
- Escalate where we need to
- Promote, promote, promote [the benefits]



Don't forget residents as a key ASB partner

They are the eyes and ears

They provide evidence to allow us
to act

**They can be the best 'partner'
to help resolve the issue**

Our role:



To be open, honest and fair – manage expectations, be mindful of bias, take a person centred approach



Effective communication – within the realms of what is lawful



To make decisions



For example:



What can we ask in return?



To attempt to resolve the issues themselves – how?



To do certain (reasonable) things





What should be our role in this partnership?

- be honest
- manage expectations
- be mindful of assumption/bias
- take a person-centred approach
- communicate
- empower





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CP Data Protection

Tackling ASB

WITH PARTNERSHIP WORKING



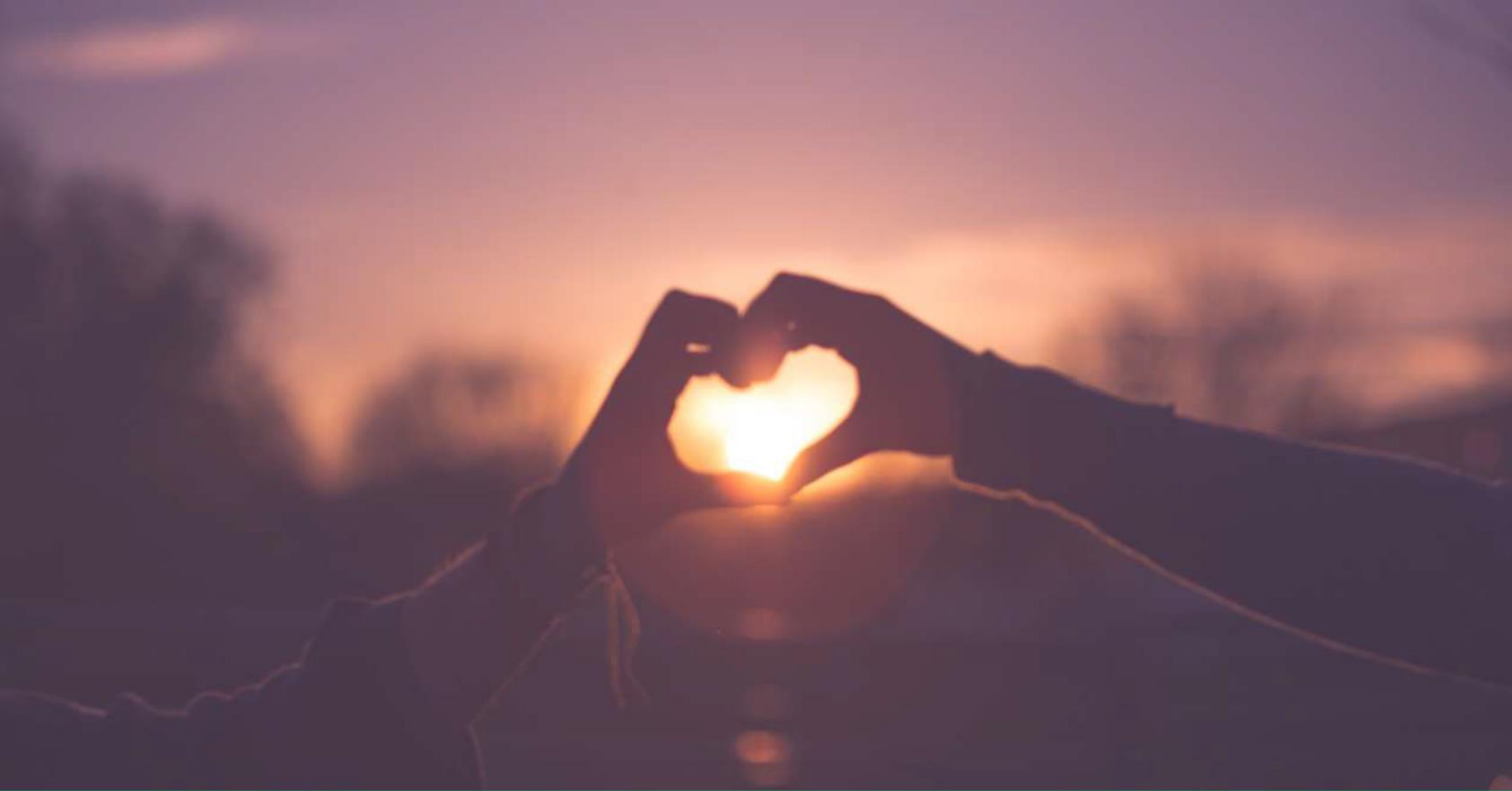
Introduction

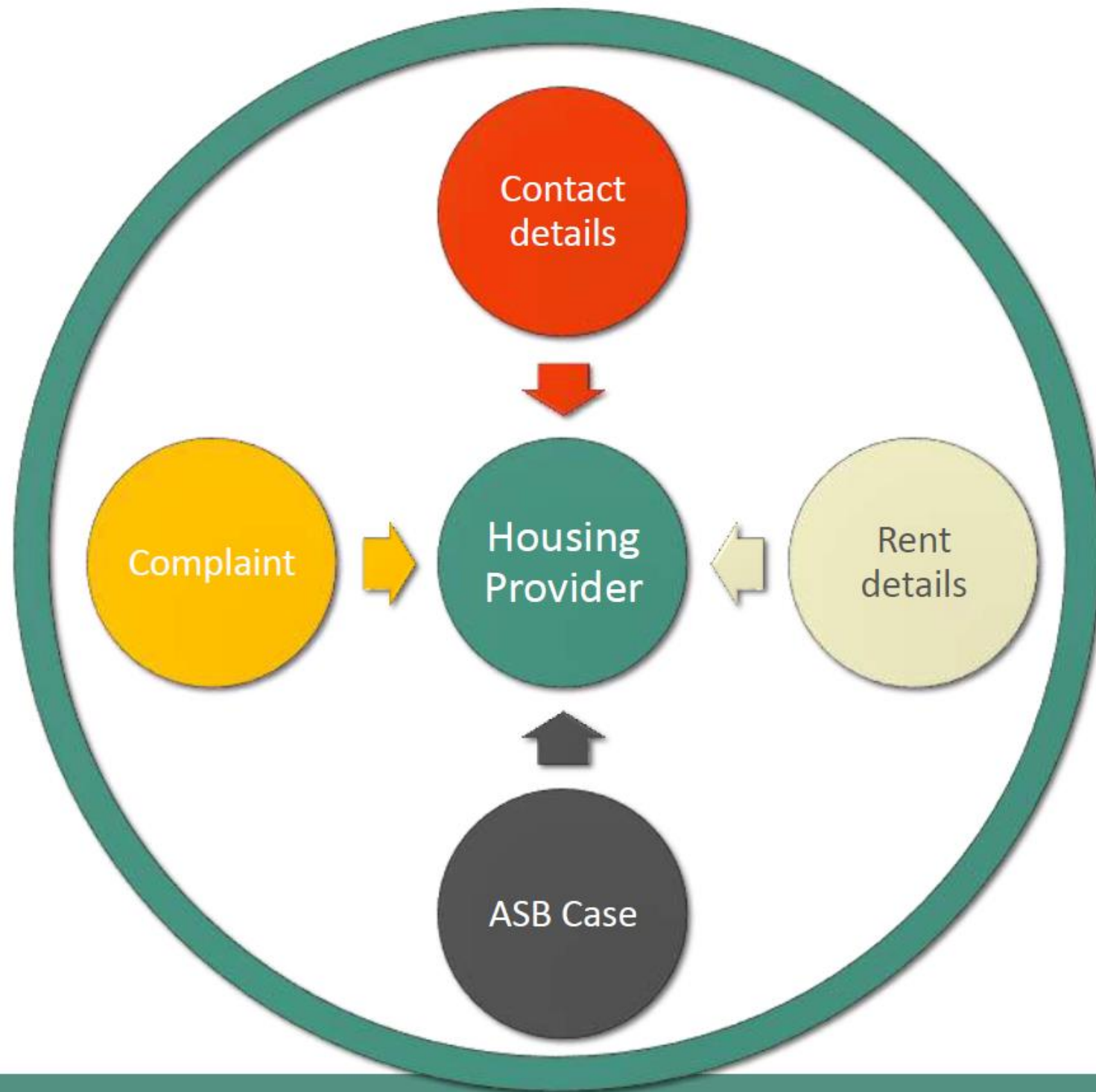
First, Data Protection...

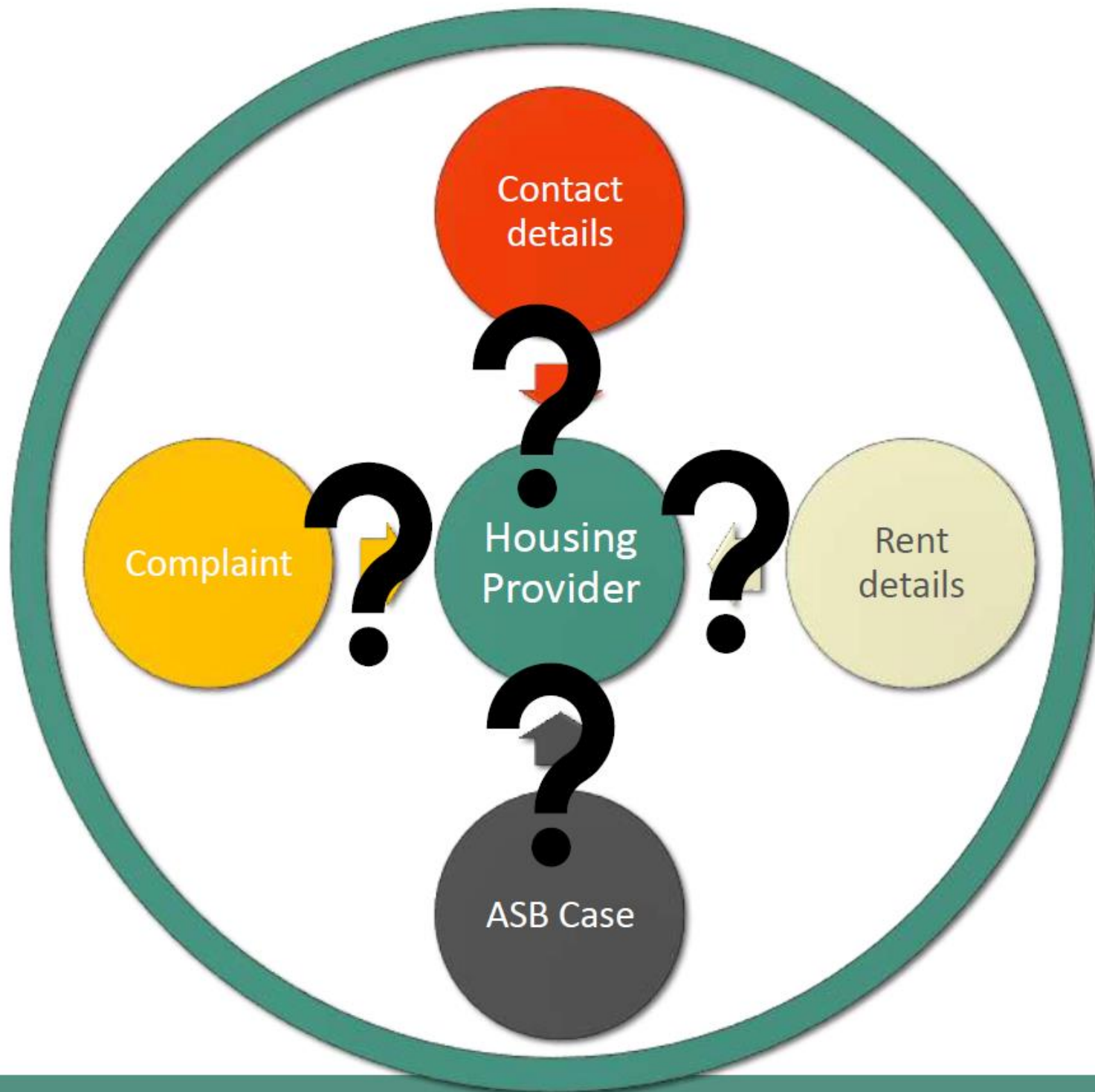
DOESN'T DO WHAT IT SAYS ON THE TIN











Real Data Protection

WHAT IS IT REALLY ALL ABOUT, THEN?



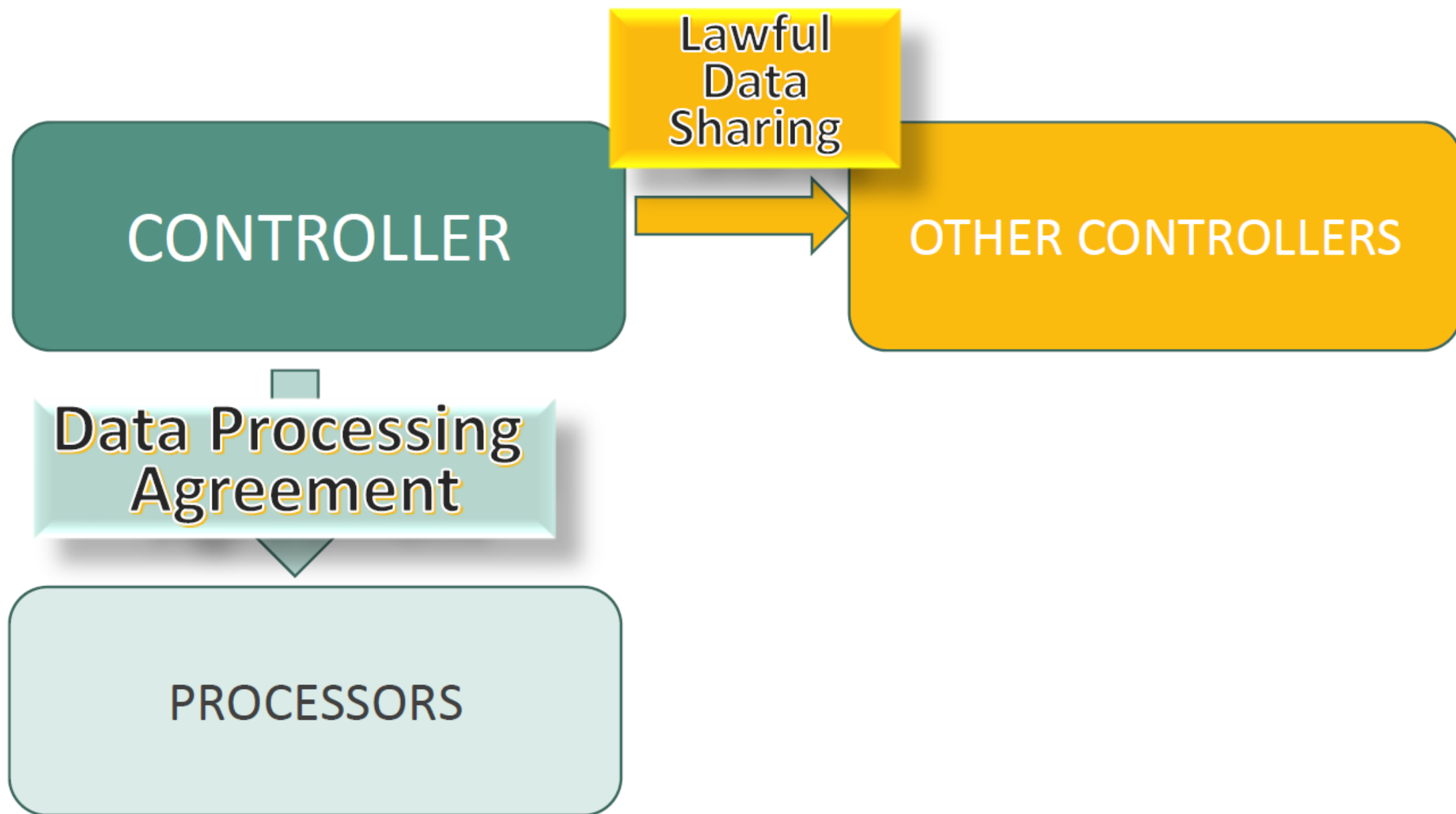
- Purpose for the data collection /sharing.
- Lawful Basis.

- Transparency.
- Access to copies.
- Withdraw consent (if consent applicable).

- Data quality:
 - Accurate.
 - Time-bound.
 - Relevant.
- Access to data.
- Security.

Data Sharing for ASB

CAN WE SHARE DATA TO HELP TACKLE ASB?



Data Sharing Agreements: To Controller



Do NOT make data sharing
GDPR compliant

Data Sharing Agreements: To Controller



- The **purpose** of the data sharing
- When it will be **lawful** to share specific data
- Any logistical **rules** or guidance for the sharing

Provides a framework for the sharing.

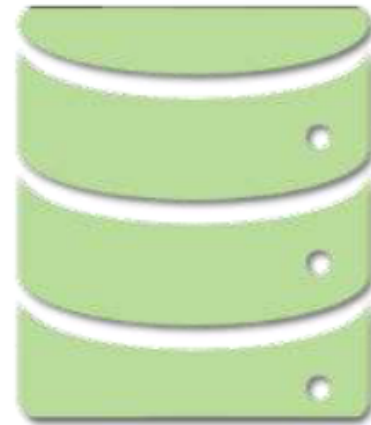
Logistics for data sharing



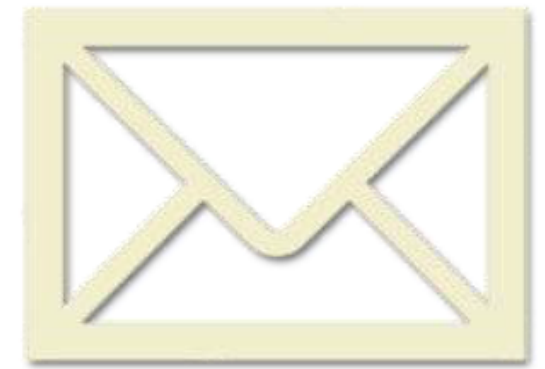
Meetings?



Fill in forms?



Format of data?



Specific email
adds?


Start With Purpose

#StartWithPurpose



Principles

1. Fair, lawful and transparent processing purpose.
2. For specific, explicit & legitimate purposes.
3. Limited amount of data.
4. Accurate & up to date.
5. Data retention limits.
6. Appropriate security.
7. Accountability.



**Reduce &
Control**


Reduce, reduce, reduce



Which is easier to control?

Principles

1. Fair, lawful and transparent processing purpose.
2. For specific, explicit & legitimate purposes.
3. Limited amount of data.
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5. Data retention limits.
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**Reduce &
Control**

Fair & Lawful Processing Purpose

Fair & Lawful?

Legal Bases (including but not limited to consent)

Legal Basis for Processing



ASB-related Data





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ASB Policy & Procedure

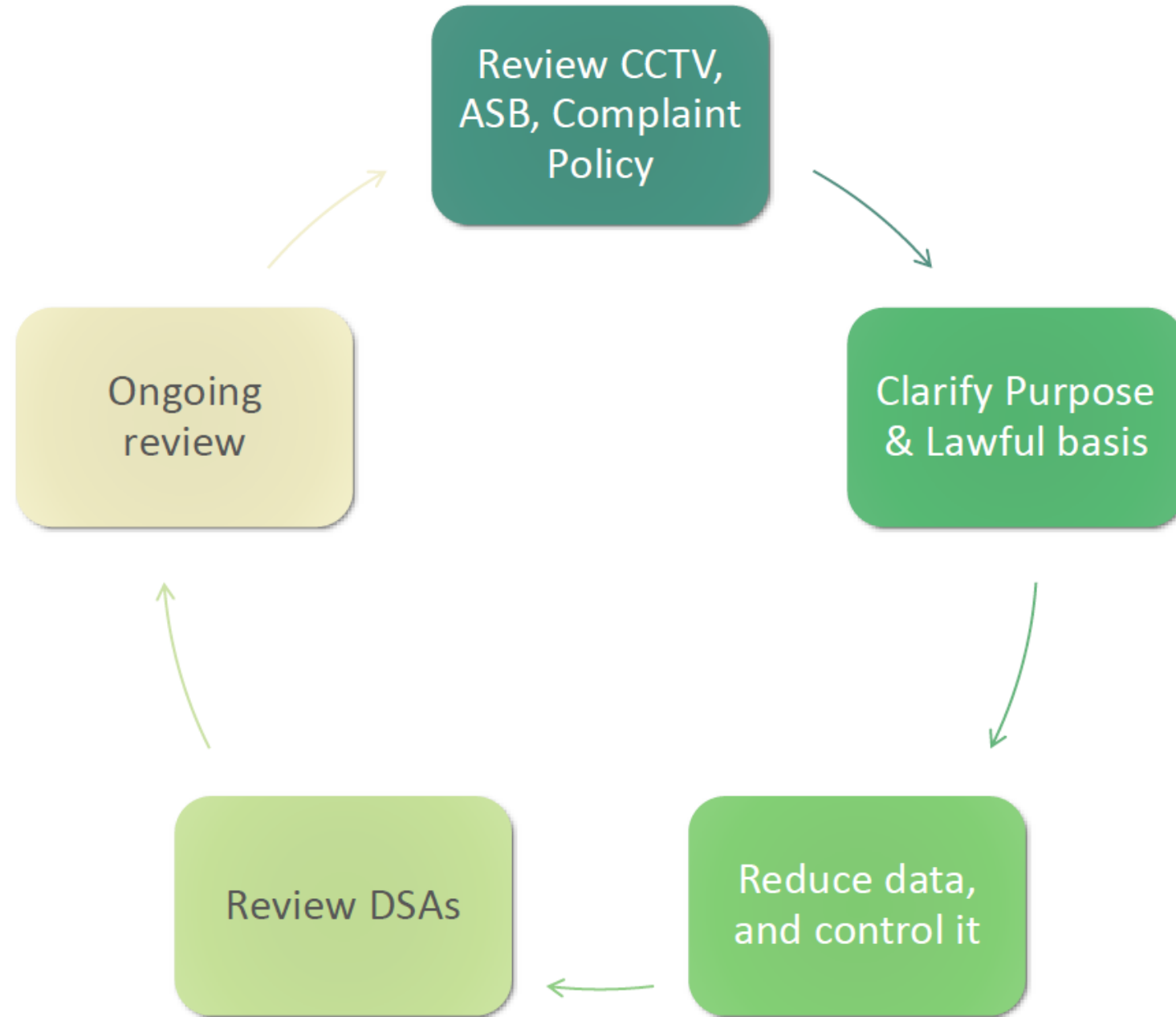
- Collect relevant information from the complainant.
- Share relevant information with the respondent.
- Log details on the system.
- Share appropriate information with the team.

ASB Policy & Procedure

- Collect relevant information from the complainant.
- Share relevant information with the respondent.
- Log details on the system.
- Share appropriate information with the team.

.....

Do this in compliance with the Data Protection Policy!



Thank you!

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