

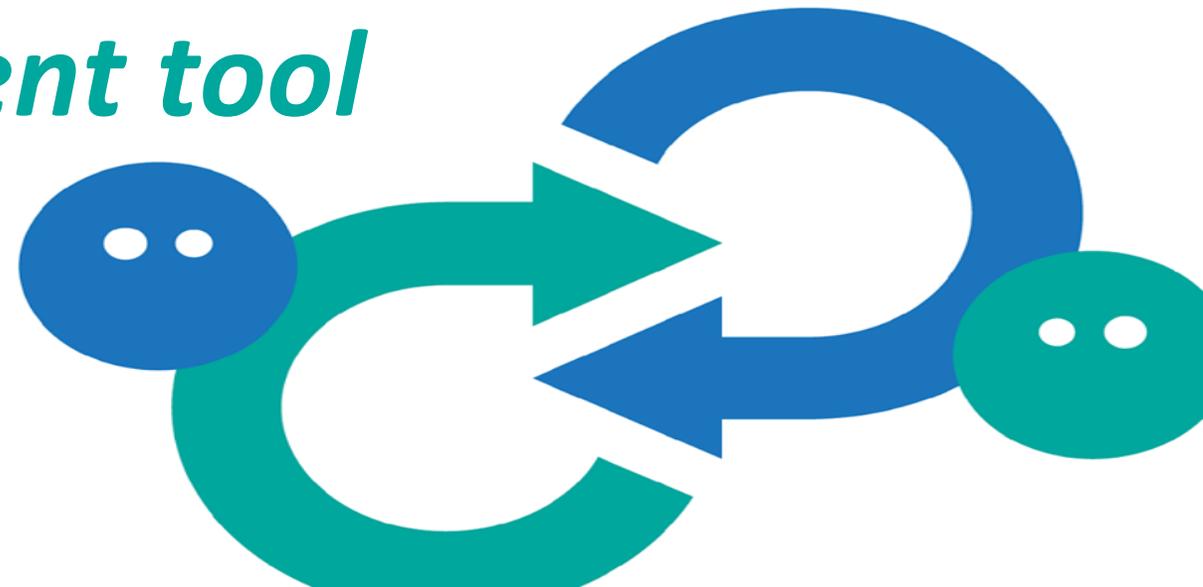
Adolygu Gyda'ch Gilydd Review Together



Llywodraeth Cymru
Welsh Government

Facilitated Peer review service development tool

*Datblygu ymagneddau perthynol i ddeall bregusrwydd yn well
Developing relational approaches to better understand vulnerability*

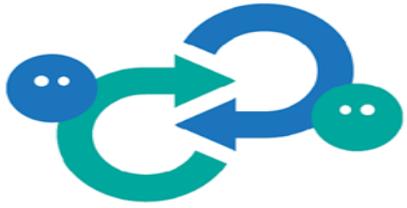




What is Review Together?

- **Working ‘with’ organisations** and tenants to develop relational approaches to improve the culture, practices and performance with regards to ASB
- **A facilitated self-assessment tool** for Anti Social Behaviour teams to **reflect** on how their relationship with people can positively impact their response to vulnerability.
- **A practical tool** for an organisation to authentically understand the customer's journey, and **provide assurance** to the leadership their vision is being delivered.

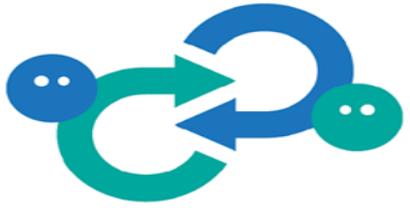
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- *Context of the project*

- Welsh Government set up a steering group, headed by Alun Michael PCC and facilitated by Bonnie Nevarra take a different approach to ASB. Review Together has been designed to deliver new ways of thinking around ASB. If successful Review Together will be made available to all housing organisations.
- WG is committed to ensuring that public social policy would be informed by knowledge of the impact of ACE's.
- The work done to illustrate the cost of evictions and the causes of evictions, alongside police insight data has added to the impetus for a new approach.
- Research in other aspects of housing service delivery and other public delivery areas is demonstrating that relational approaches can be impactful, both in social value and value for money.

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- *Context of the project 2*

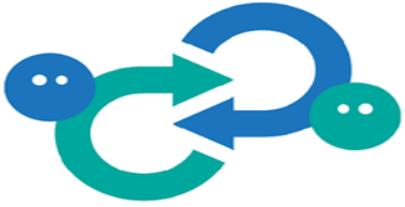
knife crime is falling in some parts of Scotland, as opposed to rising in other parts of UK.

This is attributed to a "public health approach" where wide reaching support is given alongside clear messages of not tolerating violence.

Lasting solutions, a family intervention project, for every £ invested, savings of 5.2. times this have been generated

ASB cases reduced by 80% in the intensive family support projects commissioned by the former DCLG

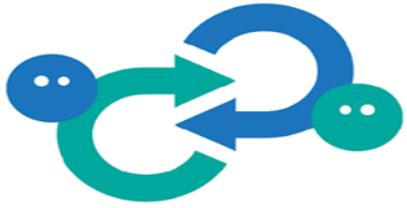
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-legislation

- Housing (Wales) Act 2014 Part 2
- Future Generations Act 2015
- Social Services and Wellbeing Act 2014
- Renting Homes (Wales) Act 2016

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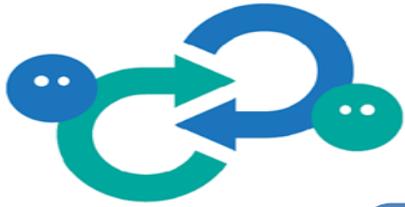


Who we house,

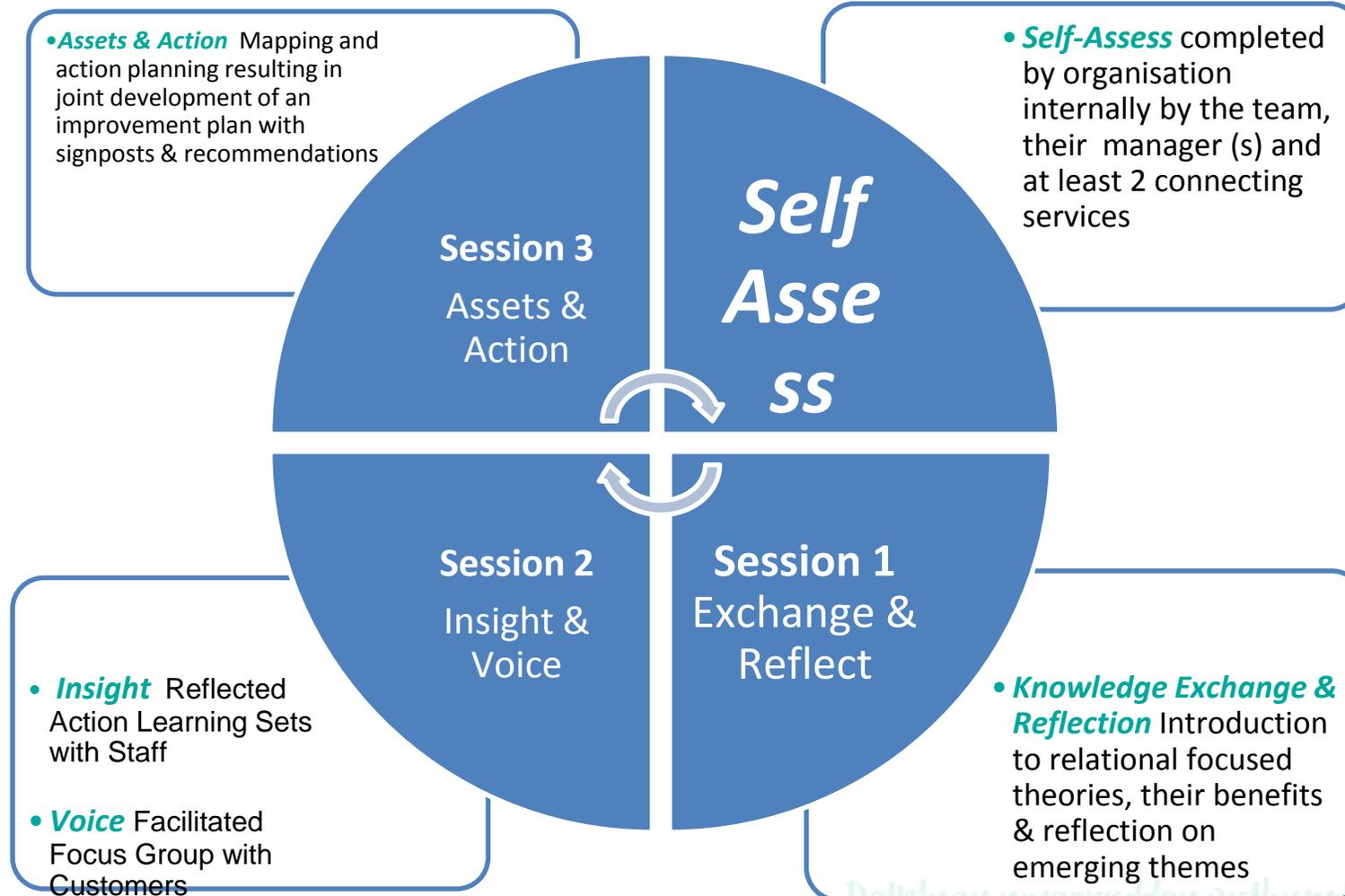
Compared with people with no ACEs, those with 4+ ACEs are:

- 4** times more likely to be a high-risk drinker
- 6** times more likely to have had or caused unintended teenage pregnancy
- 6** times more likely to smoke e-cigarettes or tobacco
- 6** times more likely to have had sex under the age of 16 years
- 11** times more likely to have smoked cannabis
- 14** times more likely to have been a victim of violence over the last 12 months
- 15** times more likely to have committed violence against another person in the last 12 months
- 16** times more likely to have used crack cocaine or heroin
- 20** times more likely to have been incarcerated at any point in their lifetime

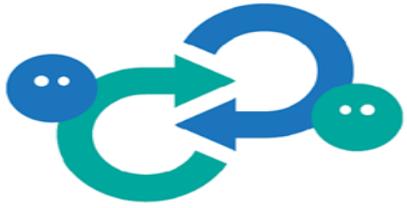
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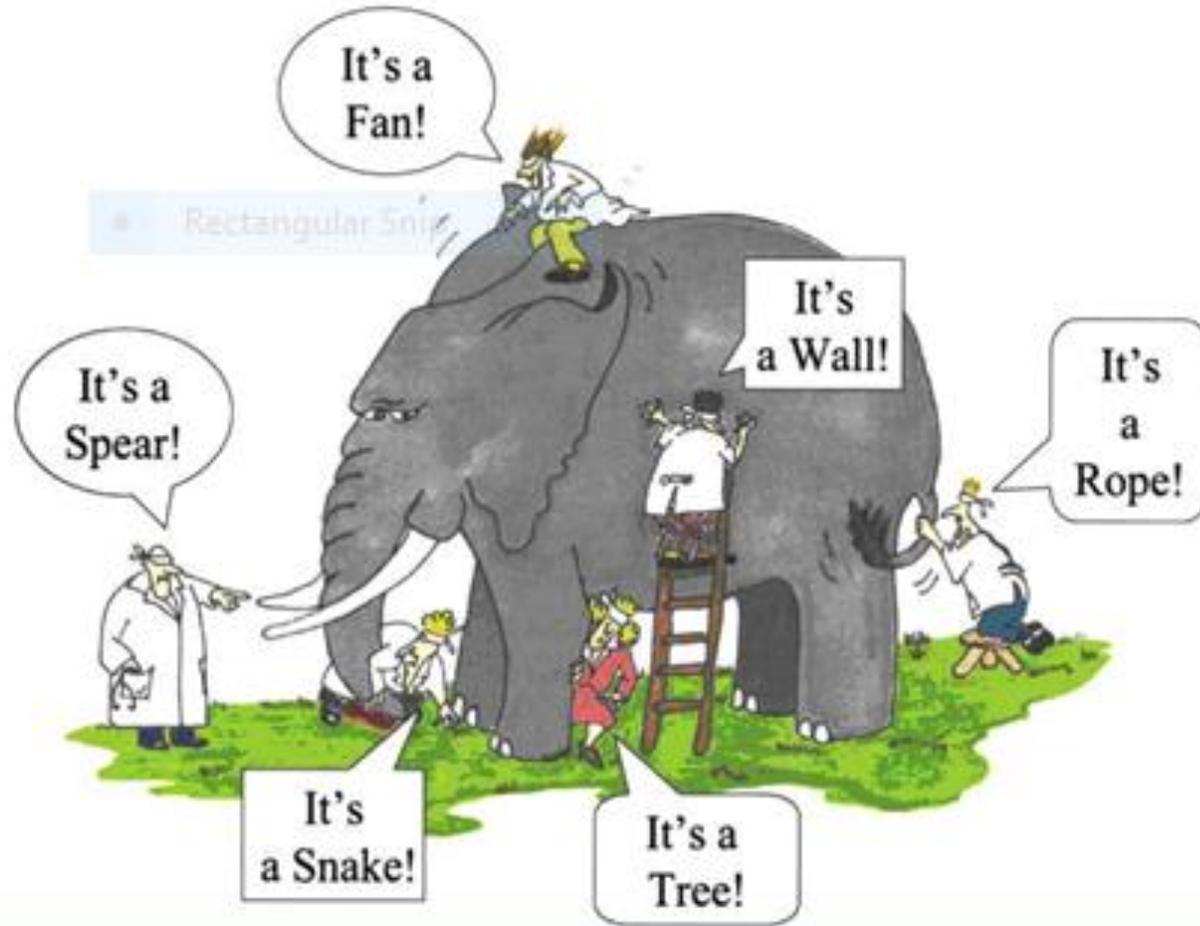
Review together project



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Strategic lead



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Infrastructure light and relationship heavy

Examples

There may be drivers for change from grass roots levels

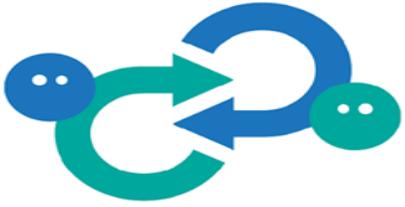
Different levels of services may need different levels of resourcing

ASB targets, measures and indicators for business success may change

Culture change in one team may evolve across a whole organisation

'The only constant in life is change'

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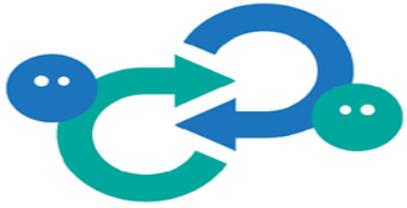


Resetting the relationship

There is a great deal of conversation around the cultural shift (HACT) in reframing the relationship between landlord and tenant

Review Together allows consideration of a relational approach which is based on knowledge around ACE, PIE and other frameworks.

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ACE Informed Practice to Housing



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ACE Informed Practice to Housing

Safety

- How do you promote safety? (for staff and tenants/service users)
- How safe do your buildings feel?
- How safe is to express your feelings? (as a tenant/service user or as a staff member)
- Is it safe to make mistakes?

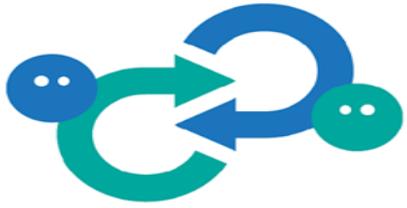
Resilience

- How are you asset based in your work?
- Are there choices? (for you, for your tenants, service users?)
- Is there creativity?
- Is there collaboration?

Relationship

- How do tenants/service users /colleagues experience you?
- How involved and connected are you to your organisation? Are your tenants/service users to you and/or their community? Are they at the centre of decision making?
- How do you think your organisation is understood and experienced by your tenants/service users?
- If different departments are working in different ways with different agendas, how is this explained?

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Enabling Environments

- Places where positive relationships promote well-being for all participants
- Places where people experience a sense of belonging
- Places where all people involved contribute to the growth and well-being of other
- Places where people can learn new ways of relating
- Places that recognise and respect the contributions of all parties in helping relationships

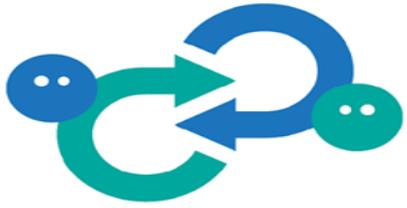
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Pause for thought

Reflective practice is one of the practical tools that can be used to help support a relational approach to ASB service delivery. It incorporates the understanding that as humans our first response is emotional, our second response is rational and how these two responses affect the way we deliver services. It allows us to share collaborative knowledge and check the impact of our responses.

We have briefly explained some of the insights and frameworks that influence this approach, do you think this learning might change the way you think and question within your role as a board member?



Contact Details

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