



*Housing Market Renewal
(HMR) Pathfinders
– Respect Protocol*





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On 5th May 2006 the responsibilities of the Office of the Deputy Prime Minister (ODPM) transferred to the Department for Communities and Local Government (DCLG)

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Background

Housing market renewal pathfinders have an important part to play in delivering the Respect agenda. Their funding is largely directed at physical interventions to help rebuild communities in places where unsuitable housing has become disconnected from the mainstream housing market. But the pathfinder partnerships are working on a much wider canvas, tackling related issues such as skills, education, poor landlords, crime and anti-social behaviour, all of which contribute to and feed on the unpopularity of these places. We expect the partnerships – particularly the local authority members – to prioritise and align these complementary activities to deliver a comprehensive and sustainable solution.

Our management regime for pathfinders is devolved. When we want to ensure that pathfinders give a particular emphasis to issues, we develop protocols with them that outline clear and transparent expectations. Our biennial funding decisions take into account performance and future proposals to deliver against the protocols and we ask the Audit Commission to report on performance at agreed milestones.

The Respect protocol has the active support of the support of all the pathfinders, the Home Office and DCLG.

There are nine housing market renewal pathfinders:

- Birmingham/Sandwell
- East Lancashire
- Hull & East Riding of Yorkshire
- Manchester/Salford
- Merseyside
- Newcastle & Gateshead
- North Staffordshire
- Oldham & Rochdale
- South Yorkshire

Aim

To ensure that the housing market renewal programme helps to deliver the Respect Action Plan.

Background

This protocol underpins the commitment in pathfinders' funding agreement to support the delivery of the Government's respect agenda in pathfinder areas.

The pathfinders will not be the providers of all the services, neither will they be able to directly exercise all of the powers necessary to deliver effectively on the respect programme at local level. However, pathfinders should help to drive forward measures that support the Respect Agenda, in partnership with crime and disorder reduction partnerships and other agencies such as local authorities, local strategic partnerships, housing associations, police and schools. Pathfinders' housing market renewal interventions should be tied into local community strategies, local area agreements, local policing plans and local development plans.

Each pathfinder should produce a delivery plan, setting out the steps it will take to meet the standards included in this protocol. Pathfinders' performance against the protocol will be built into the Audit Commission's monitoring and reporting arrangements and evidence of delivery will inform future funding decisions.

Critical Success Factors

Local authorities in pathfinder areas will be expected to demonstrate achievement against the following outcomes (as measured by the Local Government Best Value¹ User Satisfaction Survey and incorporated into Local Area Agreement Respect outcomes):

- Increase in percentage of people who feel informed about what is being done to tackle anti-social behaviour in their local area.
- Increased percentage of people who feel that parents in their local area take responsibility for the behaviour of their children.
- Increased percentage of people who feel that others in their area treat them with respect and consideration.
- Reduce people's perceptions of ASB using the seven issues stated in the Best Value Survey (see Appendix 1).

¹ www.communities.gov.uk/pub/531/BestValueUserSatisfactionSurvey200607PDF818Kb_id1162531.pdf

Core themes and actions

All of the themes and actions set out below are for either pathfinders, local authorities or other partners to implement. Pathfinders will work with partners, especially crime and disorder reduction partnerships, to ensure that each area in section A is addressed, as part of the delivery of each pathfinder's strategy and objectives. The activities described in section B are not the direct responsibility of pathfinders, although, as part of their assessment and approval of projects, they will satisfy themselves that mechanisms to deliver them are in place that reflect evidence gathered by the pathfinder and its partners.

Section A

1. Smart intelligence on ASB to inform actions

Demonstrated by:

- Use of robust and effective methodologies to gain insights on residents' perceptions on anti-social behaviour, by tenure and neighbourhood if possible.
- Use of this evidence alongside intelligence from community safety partnerships and other sources to develop housing market strategies and interventions.
- Use of intelligence to assess the impact of housing market interventions in terms of displacement of anti-social behaviour to neighbouring areas and identify further interventions required to address this.

2. Simple and effective communications with the community

Demonstrated by:

- Engagement with residents about development plans and local priorities on an ongoing basis.
- Encouraging and supporting improved neighbourhood management arrangements within neighbourhoods for example, neighbour nuisance teams working with private sector residents, accreditation schemes with private sector landlords.
- Working with local authorities and other partners to provide clear and regular communications to the community about action that has been taken.

For example, leaflet drops or tick box cards after abandoned cars are removed or incidents of anti-social behaviour tackled, 'Face the People' sessions where senior representatives meet the public and local media to discuss their concerns and inform them about action taken; ensure wardens and neighbourhood policing teams drop into café's and shops, publicise the conditions of ASBOs and including when these are lifted due to recipients' good behaviour; a regular community newsletter or bulletin, publicity about activities for young people.

3. Designing high quality, safe neighbourhoods which support public life and community interaction

Demonstrated by:

- Engagement with local residents about the redesign of their neighbourhoods.
- Work with CABE and Police Architectural Liaison Officers to use new approaches to designing out crime and anti-social behaviour.
- Use of standards which support quality design including "Building for Life"² and Secured by Design to the layout of new developments and, in so doing, enhancing neighbourhood development.
- Adoption of design led processes at neighbourhood level to effectively engage and raise the aspirations of local communities as to what is possible through change.
- Making use of proven design approaches that have led to reduced crime and anti-social behaviour in comparable areas for example, the Hope VI Programme in America.
- A plan showing how transforming housing markets meets the needs of the community.
- Use masterplanning to ensure a 'whole community' approach to redevelopment proposals.

Could include designing neighbourhoods that inhibit ASB and crime, new developments that incorporate safe and attractive places for people to meet, neighbourhood planning approaches, secured by design principles included within design guides/development briefs, increased security as part of external improvement works.

² www.cabe.org.uk/AssetLibrary/2304.pdf

Section B

1. Robust action to tackle anti-social behaviour and its causes

Demonstrated by:

- Social landlords signing up to and applying the Respect Standard for Housing Management.³
- Local authorities and partners providing a quick and effective response to ASB, through full use of enforcement tools, linked to support where appropriate.

Could include: acceptable behaviour contracts (ABCs), anti-social behaviour orders (ASBOs), individual support orders, (ISOs), parenting contracts and orders, crack house closure powers, dispersal orders, fixed penalty notices (FPNs) and penalty notices for disorder (PNDs), housing powers (including injunctions, demotions and possession), noise abatement notices (NANs) and consideration of the application of selective licensing powers as necessary.

- Local authorities and partners promoting good behaviour, for example by targeting parents of children at risk of anti-social behaviour for parenting support, provision of constructive activities for young people, including those at risk of anti-social behaviour, incorporating clear consequences for bad behaviour.
- Local authorities and relevant agencies providing a clear, simple and discreet way for residents to report ASB in their neighbourhoods.

For example through; dedicated phonelines like 'Its Your Call, 101 or council number, via agency websites, through drop in sessions in neighbourhood offices.

- Local authorities and the police supporting victims and witnesses through the enforcement process and beyond and a mechanism for keeping them informed of progress and results of complaints.

For example, through a clear policy on case management, support for and referral to voluntary sector groups, establishment of a network of support, use of professional witnesses where appropriate, establishment of local awards for those who take action.

³ www.communities.gov.uk/pub/193/RespectStandardforHousingManagementAGuideforLandlords_id1502193.pdf
www.respect.gov.uk

2. Reassuring the community through a visible uniformed presence and other confidence building initiatives

Demonstrated by:

- Local authorities providing resources to adequately maintain and safeguard the public-realm – streets and parks, and facilitate programmes for community engagement in these processes.
- Local authorities, RSLs and other bodies providing community and neighbourhood wardens in key market renewal intervention areas during the transition period and beyond.
- Integration of local council services, neighbourhood managers and wardens with neighbourhood policing teams – for example joint priority setting, joint tasking and joint patrols on the street.
- “Target hardening measures” for residents, such as additional security for windows, doors, alley-gating, burglar alarms, street lighting etc.
- Local authorities and partners engaging the community – for example through tasking of neighbourhood personnel on the streets or in parks, establishing a neighbourhood watch or citizens on patrol schemes, or by a ‘blitz’ of a local ‘grot spot’.

3. Multi-agency approaches at strategic and neighbourhood levels

Demonstrated by:

- Local authorities using neighbourhood managers to co-ordinate agency working at the neighbourhood level and ensure residents are able to inform service delivery.
- Using funding levers to encourage partners to focus on managing behaviour.

For example, stipulate managing behaviour as a condition for supporting investments e.g. social housing landlords to sign up to the Respect Standard for Housing.

- Working with the commercial sector to tackle ASB and its causes. For example, private sector funding of CCTV, warden patrols, activities for young people or work with Private Rented Sector landlords to develop an accreditation scheme where accredited landlords receive a ‘Chartermark’ from the local authority on the pathfinder’s recommendation.
- Work across organisational boundaries with the police, education, social security, services, health and housing partners.
- Bringing together agencies to identify and provide individual support needs (e.g. drug and alcohol, parenting, social services, mental health, worklessness) prior to investment in physical regeneration of an area.

Appendix 1

Anti-Social Behaviour					
Thinking about this local area, how much of a problem do you think are..... (Tick one box)					
	A Very Big Problem	A Fairly Big Problem	Not very Big Problem	Not a Problem At All	Don't Know
Noisy neighbours or loud parties	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Teenagers hanging around on the streets	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Vandalism, graffiti, and other deliberate damage to property or vehicles	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
People using or dealing drugs	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
People being drunk or rowdy in public places	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Rubbish and litter lying around	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Abandoned or burnt out cars	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

B.V User Satisfaction Survey 2006-07