

# James Clarke, Area Manager

Northampton Partnership Homes

# Introduction



Who I am and my role at NPH.



Who NPH are.



Residents involved in decisions and implementation.



Set up to drive service improvement and improve resident involvement.



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# What we inherited



Only 2 officers  
Formerly known as  
'Tenancy Enforcement Officers'



High levels of evictions  
with no focus on  
sustaining tenancies.



Officers only dealing with  
court cases, nothing low level.

Did nothing to change  
offending behaviour, no  
mediation or restorative  
justice.



Court costs were extremely  
high as too many cases  
went to this stage.



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# Restructure



Rebranding the team from enforcement officer to compliance officers taking into account the change in tack from enforcement to sustainment.

And moved from 2 officers, to a team of 5.



Smaller patches for the team. We know have more officers, and can utilise them more effectively.

## **Split into**

2 East, 2 West, and 1 Central.



More support for the perpetrator. Previous to the restructure, our team had limited contact with perpetrators and the soul focus was on the victim.

This meant high costs and that we would never support the person in changing their offending behaviour.



# Specialisms within the team



Introduced a new role to NPH, a **'Positive Engagement Officer'**.



We've begun to install our own CCTV systems in order to make our residents feel safer and help with any cases.



Purchased new noise monitoring equipment that is used to help with cases.

Has proved to be very helpful already with our team.



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# Mediation Service



Spent £3,000 to train up our staff to be qualified mediators. Previously used to spend £300 per case to out source.

Saving money long term not having to outsource the service.



Tenants engage much more with us now it is an NPH service.

The team also began using new software, 'React' which has made the process much easier both for residents and colleagues.



One of our key aims is to sustain tenancies. This mediation service means we stop any issues getting too far.



# Accreditation process



Around 7 commitments which were broad topics to cover.

Then within the 7 commitments a number of building blocks needing to achieve around 50% for each one, overall NPH was at 84% with the other being recommendations.



Within the whole county of Northamptonshire we are one of the only fully accredited services.

Main benefit is the commitment to customers, communities and driving the service forward.



Customer Satisfaction is now higher than ever.

Over the past 2 years, we have grown from 60% satisfaction to over 80%.



# Case study





# Thank you

James Clarke, Northampton Partnership Homes

