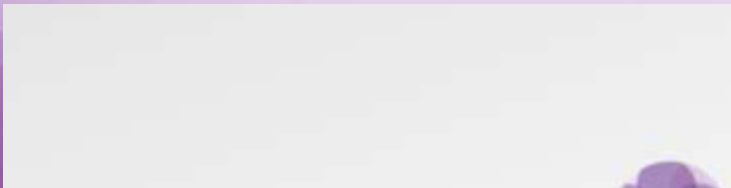


How effective are your policies?

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Overview

- We will cover
 - The detail of our project for Slough
 - Why do it? Is policy important?
 - The benefits of review
 - What you need to consider for reviews
 - Process advice.

Slough Context

- Created a new Neighbourhood Service in Jan 2014
- New structure = new challenges
- Project in 4 parts
 - Enforcement guide
 - Tenancy Management Policy Review
 - ASB Policy Review
 - Neighbourhood Management Policy Review

Policy - a closer look

- Is it important?
- Sets principles and values
- Goals and objectives
- Gives direction
- Consistency
- Statutory duties
- Must be supported with procedures and applied



Policy versus Procedure

- A **policy** is a formal statement of a principle or rule that members of an organisation must follow. Each policy addresses an issue important to the organisation's operations.
- A **procedure** tells members of the organisation how to carry out or implement a policy. Policy is the "what" and the procedure is the "how to".
- Policies are written as statements or rules. Procedures are written as instructions, in logical steps.

Benefits

- Helping staff to make decisions more efficiently
- Providing instruction on how to do tasks
- Creating confidence and reduce bias in decision-making
- Protecting staff from acting in a manner that might endanger their employment
- Protecting staff from acting in a manner that might endanger the safety of themselves and others
- Help staff to initiate actions and take responsibility without constant reference to management
- Increase the accountability of business or organisation's and its staff.

Why review your neighbourhood policies?

- Policies need to be up to date
- Legislative changes
- Ensuring consistency between policies
- Costs
- New ways of working
- Best practice

Considering reviewing your policies (1)

- What are you trying to accomplish? What are the outcomes?
- What are the legal requirements behind this?
- How does this policy support the development of your desired work culture
- How will this policy be monitored and enforced? Who will own it?
- How has your organisation handled this issue in the past?
- Are we willing to invest the time it takes to keep the policy up to date?

Considering reviewing your policies (2)

- Step 1: Establish need for a policy
- Step 2: Develop policy content
- Step 3: Draft the policy
- Step 4: Write the procedure
- Step 5: Review of the policy by key parties
- Step 6: Approve the policy
- Step 7: Implement the policy
- Step 8: Policy review and update
- Step 9: Communication of changes to the policy

Making it work for you/advice on process

- Assess where you are
- Are your plans and strategies up to date?
- Think about the timescales and the logical order or what you want to do
- Communication with tenants/stakeholders
- Make an action plan
- Implementation process key to success.

What you need to think about

- Understand what you want to achieve
- Involvement – member, partners and the community
- Decisions on tenure type and their impact
- Capacity to do this? Internal or help from others?
- APSE here to help you



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