

## Media release

26 July 2007

### **Working together is good news for Homerton residents**

Innovative multi-agency working is making it easier for Homerton residents to access services and bringing about a raft of tangible improvements in the neighbourhood.

In a Hackney first, one office provides a hub for a wide range of services from Hackney Homes and Mouchel Parkman, London Borough of Hackney's anti-social behaviour project, Homerton Police and SHP, an agency providing support to Hackney tenants.

After almost a year in operation, the effective partnership working was celebrated this week with the official launch of the Homerton Neighbourhood Office in Hackney.

Hackney Homes' Chief Executive Steve Tucker said the past year had seen a huge leap forward in tackling anti-social behaviour, both through enforcement and diversionary activities, particularly for young people in the area.

"Working so closely alongside the police has meant a greater speed at which anti-social behaviour issues can be addressed and resolved. Housing officers, SHP staff and police have worked closely with residents to tackle the behaviour and work to ensure the problem isn't just moved to another area.

"We are also working with our partners on a range of diversionary youth activities. For example the Kickz programme, run on Gascoyne Estate, offers young people the chance to learn football and other sports skills from coaches and experts from local football clubs," Steve said.

Safer Neighbourhood Police Team Inspector Richard Munns also applauded the partnership approach embraced by staff at Homerton.

"Encouraging and enforcing acceptable behaviour on local estates has been strengthened by working together with housing and support staff under the same roof. Our joint services are about delivering tangible results for the local community.

"I think we have developed a model that could be replicated throughout the UK," Inspector Munns said.

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Our mission is to deliver excellent, responsive housing services with decent homes and estates. To help residents lead healthy lives in safe and sustainable communities.

Along with helping to tackle anti-social behaviour, higher rent collection and more meaningful resident engagement have also been areas of success under the joint working arrangement, said John Newbury, Mouchel Parkman's Director of Housing.

"We're working together to design our services and prioritise spending to meet the needs of Homerton residents.

"The driver here is the community – when residents see that change they will be more positive about getting involved and working with us," John said.

Resident engagement and involvement have been strengthened through Homerton's Neighbourhood Panel, who help staff the reception desk and advise other residents about involvement opportunities available.

SHP's Regional Manager, Steve Hall highlighted SHP's contribution to the partnership through supporting and working with some of the most vulnerable residents in the borough.

- Ends -

**For more information, please contact Susan Walsh on 0208 356 3528 or email [susan.walsh@hackneyhomes.org.uk](mailto:susan.walsh@hackneyhomes.org.uk)**

### **Notes to Editors**

- Hackney Homes is an Arms Length Management Organisation (ALMO) launched in April 2006 to manage the Council's social housing stock. Hackney Homes is responsible for managing 22,000 tenanted properties and 8,000 leasehold properties in the borough.
- Mouchel Parkman are contracted to manage housing services to thousands of Hackney Homes residents in the Homerton neighbourhood. This work includes rent collection, tenant liaison, estate visits and dealing with crime and anti-social behaviour.
- SHP is a London-based charity working with people who are homeless or at risk of homelessness, providing a range of accommodation based and floating support services. In Hackney they provide housing related support to 200 tenants in the south of the borough.

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- Neighbourhood Panels exist in each neighbourhood and are made up of representatives from Tenants' and Residents' Associations (TRAs) who meet regularly to discuss service performance and neighbourhood issues.