



CREATIVE COMMUNITY LIVING

MANAGEMENT AND  
MONITORING FOR  
THE RAGGED TRUST  
DEVELOPMENT  
DEPTFORD

**Prepared by:**

J49 BOARD

**Period:**

2020

**Department:**

MANAGEMENT



# CONTENT

1. About us
2. Partner Bench Outreach: Managing service level delivery
- 3 Evaluation and Monitoring



# 1. ABOUT US

J49 was established out of the enormous need for affordable housing in London. Of our many aims, three key priorities are:

1. Creating Multi-generational living spaces that also work as community hubs
2. Reducing homelessness and lack of housing amongst young people with an emphasis on the 18-35 demographic.
3. Adding a new dimension to the London way of living by supporting residents

With a combined 30 years' experience of design, development, management and implementation, the J49 Board is committed to the above three aims. Cities can be isolating environments. J49 will provide integrated community housing, allowing 'creative community living' to flourish. Our building designs promote healthy, creative relationships and supportive environments. We do this by using community hub space in the building for mentoring, networking and relationship building. This will be outlined in more detail by a 'Community management plan' currently being created. As a new RP we have much to learn from the current providers of affordable housing, but we hope our unique journey and expertise in housing will enable us to bring a new dynamic to the concept of integrated London living.

**WELCOME TO A NEW `LONDON WAY OF LIVING`**

## 2. VISION VALUES AND MISSION

### Values

Our values are rooted in generosity, compassion and integrity with an ongoing commitment to engage those 'living on the margins' within London.

### Vision: Creative Community Living

Our vision is to create housing that promotes:

- Creative environments to thrive in
- A community context to engage with
- Living in a sustainably affordable way
- New housing opportunities for under 35s

### Mission

Our mission is to build housing and community space that facilitates our vision in partnership with other providers, service agencies and voluntary sector organisations.

# 2. PARTNERSHIP WITH BENCH OUTREACH

Bench outreach is committing to providing housing related support to residents of the planned development by the Deptford Raggett trust on Franklin Street in Deptford for the first three years of the development.

Bench outreach is a long established and highly regarded charity working in the homelessness sector. They are currently commissioned by the London borough of Lewisham to provide its housing for service and the advocacy service helps over 500 people annually.

## Managing Service Delivery



Service delivery will be provided by J49 with our service partners Bench using their existing model providing housing and multidisciplinary support on an assertive basis and involving the following interventions delivered by a highly skilled team ;

- Benefit advice
- Managing council tax and utility bills
- Managing housing benefit and rent
- Budgeting/financial inclusion
- ASB prevention
- Supporting clients to access domestic violence services
- Supporting clients to access healthcare and mental health treatment
- Teaching tenancy sustainment skills
- Supporting clients into education training volunteering and employment
- Putting clients to reconnect with family and develop positive support networks
- Building resilience particularly in the Covid climate



# 3. MANAGEMENT, EVALUATION AND MONITORING

The management plan for the project has three strands –

- Building management
- Financial management
- Supporting residents

## **Building Management**

J49 will be responsible for building management. This includes but is not limited to meeting licencing requirements, monitoring health and safety requirements, fire safety, regular testing of health and safety processes, upkeep, repairs internally and externally, working with neighbours and Lewisham Council to ensure a safe environment in the area of the project, and ensuring waste and refuse collections and guidelines are observed. Building management will meet the standards of best practice in the sector, as described in legislation and in CIH and RP recommendations. To begin, a property manager will be engaged, leading eventually to the creation of a caretaking service across J49's property portfolio as it grows.

## **Financial management**

In the short to medium term, financial management of the project will be overseen by J49 working with Bench Outreach management function, and will include but not be limited to, rent collection, service charge collection, and managing utilities and regulatory payments. Bench will work closely with J49's treasurer, and financial operations will be transferred fully to J49 as it grows capacity. J49 has a fully working board, financial strategy, audit committee (working group), VAT policy, financial consultants and an extensive set of financial regulations all in line with regulatory and statutory authority standards with the RSH.

# 3. MANAGEMENT, EVALUATION AND MONITORING

## Monitoring

Internally, building management will be monitored and evaluated against J49 health and safety and building management policies, and against best practice in the sector, and include weekly reports to the Chief Executive with regular reports going to the Board.

Financial management will be interrogated through the rigorous financial controls policies of J49. It will also be subject to independent examination as required by RSH legislation and by external audit when required.

Regarding the support provided to tenants, J49 with Bench will use a combination of internal and external evaluation to collect, track and report on both quantitative and qualitative data. Working with our IT partners, we have developed a data management system based on "Salesforce." This enables us to understand the demographic and social characteristics of our clients; track their specific and changing needs and circumstances; and the subsequent outcomes of our work. We record each interaction we have with the client and the outcomes achieved. These data can then be aggregated to identify and report on the performance of our various projects. Frequent reviews of data by staff pick up key issues to be addressed through our supervision system, line management and reflective practice. We also engage clients in evaluating our work through satisfaction surveys, observations, and informal conversations. Bench is also AQS certified and the quality of our services is subject to regular AQS audit.



Further external monitoring of the project will be facilitated through a Standards Statement. J49 will adopt standards for the project drafted in collaboration with stakeholders. These standards will include housing quality, repairs services, rents and charges, caretaking, and governance and financial viability. Each J49 development will have a Local Management Organisation which offers stakeholders an opportunity to contribute to the further development of the project. Residents and the general public will be able to monitor our progress towards achieving our standards through the following mechanisms:

- Published annual report and accounts
- Performance reports in a regular newsletter to residents and neighbours
- Information on our website
- Surveys
- Focus groups
- The Complaints Procedure

