



## **Acis Group gain prestigious ASB accreditation**

In late September 2009, Lincolnshire based housing association Acis Group received accreditation for its Anti-Social Behaviour (ASB) service. Acis, who provide 5,000 affordable rented homes across Lincolnshire, Nottinghamshire and South Yorkshire, were officially awarded with the accreditation at the Social Landlords Crime and Nuisance Group's ASB Annual Conference and Exhibition in early October.

The accreditation is a new scheme with a very robust inspection-style assessment and Acis are only the second organisation in the country to have received the award. The accreditation was carried out by HouseMark, the country's leading provider of support to social housing organisations for performance and service improvement, and the Social Landlords Crime and Nuisance Group (SLCNG), a membership-based organisation specialising in delivering effective solutions to anti-social behaviour by promoting joint working, sharing best practice and influencing national policy and practice. The accreditation provides a robust, fair, consistent and independent assessment of the ASB service against 70 different criteria, set by HouseMark and SLCNG.

The process commenced in July 2009 with Acis' ASB service being assessed by an ASB expert consultant plus two tenants from another organisation. For Acis customers the accreditation means increased confidence and sends out a clear message that Acis are effective in dealing with nuisance and ASB issues. It also shows that Acis is delivering a quality ASB service, verified by independent, external experts. Additionally, the accreditation highlights that Acis is not working in isolation but is involved in effective partnership working with other organisations.

Paul Woollam, Operations Director for Acis, commented,

"Acis is a learning organisation, committed to continuous improvement. We have shown through the process of self-assessment and external review that Acis puts people first and is committed to building safe and sustainable communities."

The accreditation is a fantastic reward for the work Acis have done and the resources they and their partners have put into the ASB service. It's also great recognition for Acis who are now one of only two Registered Social Landlords to have achieved the award.

Phil Whitehead, Neighbourhoods Operations Manager for Acis, said of the accreditation,

"This process of robust accreditation illustrates that Acis has an ASB service which is an excellent example of working together to make a real difference to the lives of their customers. It reflects our determination both to providing excellent services and to continuous improvement. It also underlines our commitment to putting people first and creating places where people want to live."