

CASE STUDY: Neutral Assessment of conflict in assisted housing



Anchor is England's largest not-for-profit provider of housing and care for the over-55s.

Need

To identify the range of issues which had contributed to the conflict, and to provide ways to move on and repair the relationships.

Project

Interviewing of tenants and management.

Researching the existing structure and processes of the trust.

Outcomes

Management support. Revitalised community spirit. New channels of communication and rebuilt trust.

The Brief

CMP Resolutions was commissioned by Anchor to undertake a neutral assessment of conflict between tenants and management of a warden-assisted residential home, in order to:

- Identify practical, professional and personal issues which have contributed to negative conflict, particularly between the tenants and the management
- Suggest ways to move on from past problems, concerns and feelings
- Repair relationships between the tenants and the management and to reopen communication channels and rebuild trust.

The Project

Two practitioners carried out the neutral assessment due to the number of potential interviews and to keep to a reasonable timescale. The process included:

- Writing to all 70 tenants to invite them to interviews.
- Conducting face-to-face individual and group interviews with the 24 tenants who agreed to participate.
- Face to face and telephone meetings with management.
- Research about the Trust including the structure, systems and processes in place.

Outcomes

CMP made a number of recommendations which included:

- Creating a community spirit in a safe living environment
- Management support
- Rebuilding relationships
- Communication methods

These were well received and we supported Anchor in conducting the post intervention work; those who participated in the process feedback positively about the experience.