



**ANTI SOCIAL BEHAVIOUR
STRATEGY**

Section 1

Introduction and Scope

The Anti-social Behaviour Act 2003 requires Registered Social Landlords to publish a statement regarding its policies and strategy for dealing with anti-social behaviour.

This strategy provides a clear framework against which EastendHomes policies and procedures for tackling anti-social behaviour will be set. This strategy deals with the management of all EastendHomes tenants, leaseholders, sub-tenants and other occupiers and also sets out practices to jointly tackle anti-social behaviour from other sources with key partners. Positive outcomes for our residents on how we deal with anti-social behaviour relies, to some extent, on our successful engagement with a range of other services, including social services, youth services, tenancy sustainment organisations, environmental health and the police and these will be referred to in this strategy.

The Respect agenda sets out the key mechanisms through which social landlords can effectively tackle anti-social behaviour and this strategy will set the framework through which EastendHomes will deliver against the Respect agenda.

Section 2

The Strategic Context

National and Local Considerations

Dealing effectively with anti-social behaviour is a high priority on the government agenda as evidenced by the Respect standard which social landlords across the country are requested to sign up to and achieve. Consequently, in delivering its ASB strategy, EastendHomes will ensure that it meets the requirements of the Respect standard.

As EastendHomes stock is solely located in the London Borough of Tower Hamlets, EastendHomes corporate plan has been devised and constructed to support the delivery of the Boroughs community plan, whilst at the same time, placing emphasis on key service objectives for our residents.

The Council's vision is that by 2010, Tower Hamlets will be a place where people choose to come to work and live.

Anti-social behaviour impacts on the lives of individuals, families and communities and reducing it will clearly contribute to the achievement of this vision.

To support the Boroughs crime and disorder reduction partnership, EastendHomes will monitor anti-social behaviour trends and set annual targets for its reduction and the percentage of effective interventions.

This strategy outlines the policies which have been developed to deliver effective management of anti-social behaviour as well as meeting the requirements of a number of Acts of Parliament and Government policy recommendations. A list of these is attached at Appendix 1.

EastendHomes will effectively engage and contribute to the hierarchy of partnership structures operating within the borough to tackle anti-social behaviour from attendance at local Safer Neighbourhood Action Group meetings to attendance at the Tower Hamlets Housing Forum.

Demographic Considerations

In developing our policies, we have also taken Borough and local demographics into consideration.

The 2001 census showed that :

- **Tower Hamlets has the youngest population of any local authority area in the country. Over 39% of those living in the borough were under 25 years of age.**

- **49% of the borough's population were from Black and minority ethnic (BME) groups.**

Additionally, the 2006/7 status survey confirmed concentrations of Bangladeshi households in Holland (65.8%) and St. Georges (40.3%). Additionally, over 90% of EastendHomes new lets in 2006/7 went to BME households and 43.5 of these were to homeless households. In 2007 /8 this went to 79.2% new lets to BME households with 53% of these homeless households. Of the new lets only 31.1% of the heads of household were in full-time employment, 16.4% were working part-time and 26.2% were jobseekers.

The 2006/7 status survey showed particular concentrations of young people at Mile End and older and disabled households at Island Gardens.

The governments Mental Health Needs Index shows that Tower Hamlets has a 40% greater demand for mental health services compared to the national average.

Multi- Agency Partnerships

A multi-agency approach is the best way to develop effective strategies to prevent and manage nuisance and anti-social behaviour.

The Tower Hamlets Partnership operates Better Tower Hamlets Teams across the Borough. These multi-agency teams are located strategically across the Borough. EastendHomes is committed to working effectively with these and other relevant agencies to tackle anti-social behaviour and to take a lead on promoting and resolving hot spot areas and public set priorities (psp) within its estates and their surrounding areas.

Households involved in anti-social behaviour often have complex social and mental health support needs that could not be addressed by EastendHomes alone. These needs may need to be met by other agencies including alcohol and drug rehabilitation schemes, mental health support, parenting support and youth diversion schemes.

EastendHomes will sign up to and use the information sharing protocol with other key service providers.

Section 3

EastendHomes Objectives

Commitment to the Respect Agenda

The Respect Standard for housing management focuses around six key commitments that are driving EastendHomes direction in delivering our services:

1. Accountability, leadership and commitment
2. Empowering and reassuring residents
3. Prevention and early intervention
4. Tailored services for residents and provision of support for victims and witnesses.
5. Protecting communities through swift enforcement
6. Support to tackle the causes of anti-social behaviour.

This strategy has been developed following a review of the service with reference to good practice and an assessment of customer, staff and stakeholder feedback.

Objectives

The objectives of this strategy are to set out our key approaches to tackling anti-social behaviour and detail how we intend to progress our commitment to reviewing and improving the service.

- 1.. Listening to residents and improving access
2. Working in partnership
3. Prevention
4. Intervention and Diversion
5. Support
6. Enforcement
7. Contractual Terms and conditions
8. Policies and procedures
9. Staff structures and training
10. Protecting our staff
11. Data Protection and confidentiality
12. Publicity, communication and general information
13. Performance, monitoring and value for money.

Evaluating this strategy

- This strategy is backed by a clear action plan designed to ensure EastendHomes achieves best practice based on a review against the tenancy management key lines of enquiry and the Respect Standard

- Progress against the what will be reported to the Service Review Board annually.
- This strategy is championed by senior management and the Service Review Board.

Section 4

Defining Anti-social behaviour

Anti-social behaviour is defined by the Housing Act 1996 as conduct which:

- Is capable of causing nuisance and annoyance to another person AND
- Directly or indirectly affects the housing management functions of a relevant landlord OR
- Consists of using, or threatening to use, housing accommodation owned or managed by a relevant landlord, for an unlawful purpose.

The Crime and Disorder Act 1998 defines anti-social behaviour as conduct which:

- Causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household.

The Anti-social behaviour Act 2003 defines anti-social behaviour as:

- Conduct which is capable of causing nuisance or annoyance to any person and which directly or indirectly relates to, or affects the housing management functions of a relevant landlord.

Examples of anti-social behaviour include:

Noise, intimidation, youth nuisance, ball games, slamming doors, damage to property, graffiti, hate crime, dog fouling, malicious complaints, racial abuse, breaching security provisions, litter, dumping rubbish, rubbish put out too early, smoking drugs, dealing drugs, prostitution, noise nuisance, obstructing stairwells and communal areas, car repairs, violent behaviour.

However, not all complaints received conform to the defined meaning of anti-social behaviour and in these cases other remedies such as mediation may be used to address the issue. Examples of behaviour that would not normally be considered anti-social behaviour include:

- Children playing
- Day to day domestic activity

The effects of anti-social behaviour can include:

Feelings of persecution, deteriorating health, feelings of dread and anticipation, feeling harassed, loss of sleep, depression, disrupted family life, upsetting for children, anticipating retaliation, lack of trust, frustration, anger,

inability to function, inconvenience, frightened to complain, wanting to re-locate.

Definitions of Harassment

Harassment is any behaviour that intimidates, dominates or physically or mentally harms an individual, a family or group. Offending behaviour will be treated as harassment if it is:

- Targeted
- Deliberate and
- Continuing

Harassment can take many forms. It is important to understand the different ways harassment can manifest itself and the effect it can have on its victims. EastendHomes recognises that harassment can take place for a variety of reasons including sex, race, sexual orientation, religion, disability or perceived HIV status. Harassment can also take place without any clear motivation at all. Harassment may include but is not limited to:

- Abusive, threatening or insulting behaviour including racist abuse
- Threats of violence
- Physical assault
- Vandalism to property
- Arson or attempted arson
- Racist, threatening, abusive or insulting graffiti
- Repeated and unfounded complaints against another resident or group of residents
- Activities intended to deter someone from occupying a particular property
- Abusive telephone calls
- Uninvited visits to some ones home
- Deliberate or persistent noise
- Placing excrement, rubbish or offensive materials near or in the victims home.

Harassment is a 'hate crime' and is different to other anti-social behaviour in terms of motivation and the impact on the victim. EastendHomes will work with the Council and other agencies to make sure that those who commit hate crimes are prosecuted through the civil and criminal courts.

Tackling anti-social behaviour

EastendHomes recognises its responsibility to our residents and to the protection of our properties whenever they are threatened by anti-social behaviour. We will take action, where available, appropriate and proportional when the behaviour of a tenant of another landlord, an owner occupier or a member of the public causes a problem to our residents or if our residents behaviour adversely affects others.

Residents have told us that anti-social behaviour is a big concern for them. This has an impact on how people feel about the neighbourhood they live in and can ruin the quality of life that our residents and the wider community experience.

We record anti-social behaviour which we observe or is reported to us. Types of anti-social behaviour are recorded in line with the Respect toolkit for housing management. We categorise ASB into seriousness so that we can prioritise our response and monitor statistics and trends of anti-social.

EastendHomes uses a range of interventions to tackle anti-social behaviour. These range from warning letters, acceptable behaviour contracts, anti-social behaviour orders and injunctions through to possession action with eviction being used only as a last resort to resolve anti-social behaviour. In 2007/8, there was one eviction for anti-social behaviour.

Anti-social behaviour cases will be categorised in terms of seriousness as severe, urgent, moderate and minor.

The response time for initial interview for each category is as follows:

Priority One cases where there is evidence of danger to a victim or household, a risk of serious assault, substantial, persistent or unreasonable harassment where the victim is at risk of serious mental or physical harm. The investigating officer will make contact within one working day and have completed a detailed assessment of the case and if required carried out an interview within two working days. If the police are leading on the investigation, then EastendHomes will liaise with the partnership unit to take civil remedies where required.

Priority Two cases are routine incidents that do not have a serious immediate impact on the victim but which require investigation and action. For priority two cases, the investigating officer will arrange an interview within five working days and complete the interview within ten working days.

The Respect toolkit categories for types of ASB are as follows:-

- Noise Nuisance(NOI)
- Nuisance from vehicle(NFV)
- Litter/rubbish/fly-tipping(LRF)
- Verbal Abuse(VHT)
- Drugs use/dealing(DSD)
- Garden Nuisance (GNI)
- Hate -Related(HRI) Alcohol(NOI)
- Misuse of communal areas/Loitering(MCL)
- Vandalism 2 Property(VDP)
- Domestic Violence(DVI)
- Prostitution/sexual act/kerb(PSK)
- Pets & Animal(PAN)
- Physical Violence(PHV)

Criminal/crime/other(CCO)
Rough sleepers(RSR)

These types of ASB are further broken down by the React system.

There are further targets set within on procedures on target times for interviewing alleged perpetrators, timescales for confirming statement details, timescales for case reviews, case closure satisfaction and support/ victim referral.

Performance against these targets is regularly monitored by Senior management and reported quarterly to the Service Review board quarterly and to local boards.

Our overall target is to progress 85 % of case action within our published timescales and this target will be reviewed annually to drive performance improvement.

Section 5 The EeH Approach to Anti-social Behaviour

Listening to residents and increasing access

In our Status survey, published in July 2007, 65% of tenants like the neighbourhood where they live although 69 % of EastendHomes tenants listed litter and rubbish in the street as a slight or serious problem. Graffiti, vandalism and drug dealing were also listed as serious problems.

We carry out the Status survey every three years to track trends on resident perceptions and priorities

<i>Case Type</i>	<i>All Areas</i>
<i>Not defined</i>	11
<i>Alcohol related</i>	1
<i>Criminal behaviour/ crime</i>	2
<i>Domestic abuse</i>	2
<i>Drug/ substance misuse/ dealing</i>	5
<i>Garden nuisance</i>	1
<i>Graffiti</i>	1
<i>Litter, Rubbish, Fly Tipping</i>	10
<i>Misuse of communal/ areas, loitering</i>	20
<i>Noise</i>	33
<i>Nuisance from vehicles</i>	3
<i>Nuisance from pets and animals</i>	5
<i>Physical violence</i>	9
<i>Vandalism/ damage to property</i>	11
<i>Verbal harassment, intimidation</i>	14
<i>Total</i>	128

An analysis of the type of cases reported between April 2008 and September 2008 confirms noise nuisance as the most frequently occurring case type, followed by misuse of communal areas, verbal harassment/ intimidation, litter/rubbish/fly tipping with drug use/dealing featuring as 4% of cases.

We carry out satisfaction with case handling and outcome analysis and use the feedback from these to inform service planning and improvement.

Making it easy to report ASB

EastendHomes has joined an information sharing agreement with the London Borough of Tower Hamlets and partner RSLs to agree common standards for recording and passing on information within the group.

This means that in addition to being able to report anti-social behaviour through EastendHomes services, residents can also report incidents or concerns to the LBTH ASB 24 hour hotline or the partnership unit. To ensure excellent services for its residents, EastendHomes will monitor the effectiveness of the hotline and the common standard arrangements as part of its access to services strategy.

Working in partnership

EastendHomes can only tackle anti-social behaviour (ASB) through partnership working.

Engaging effectively with our partners and responding to anti-social behaviour with key partner agencies is central to our commitment to the Respect agenda and to delivering a holistic and comprehensive service.

Partnership working includes working with:

- London Borough of Tower Hamlets Partnership Unit including information and intelligence sharing
- RSL ASB sub-group
- LBTH Domestic Violence unit
- Mediation
- Environmental Health
- Cleaner Safer Tasking Group/ Community Safety statistical Analyst
- Homeless Persons Unit
- LBTH private sector advisory
- Victim support
- Family intervention and support project
- Youth offending team
- Safer Neighbourhood teams
- Better Tower Hamlets Teams
- Tenancy Support/ Housing Link/ Providence Row
- Neighbourhood managers
- Youth service providers
- Community groups
- Professional witness/ covert surveillance team

Prevention

EastendHomes uses both its own resources and draws in support from other organisations to progress actions which will prevent anti-social behaviour from taking place or escalating. These include

- Using designing out crime principles in the progression of estate regeneration works
- Using products which are robust when maintaining communal areas, for example, easy-on to assist with easy removal of graffiti
- Providing clear messages at the start of the tenancy as part of the sign up process regarding anti-social behaviour management
- Carrying out settling-in visits with new residents to identify problems early within the tenancy
- Providing general guidance about acceptable behaviour (House Rules) including progression of the information to DVD format.
- Engaging with existing youth service providers to support youth service provision on our estates, including funding for specific posts and projects identified within our resources.
- Engaging with tenancy sustainment organisations and referring vulnerable victims and perpetrators as appropriate.
- Utilising our “Safe and Well” strategy to support victims and perpetrators of domestic violence and anti-social behaviour
- Recording enviro-crime and using this to identify and pro-actively tackle hotspot areas.
- Community buildings and activities identified and supported by local residents groups
- Pilot over 10s strategy to review local lettings strategy
- Consulting on an estate warden scheme in line with our offer document promises
- Pilot the introduction of good neighbour agreements
- Promoting resident inspection in estate cleaning and repairs monitoring
- Promoting and supporting vocational training for residents
- Consider introduction of starter tenancies

Intervention and Diversion

Where preventative measures do not prove effective, individuals who commit anti-social behaviour can be supported to change established patterns of behaviour. EastendHomes will progress this work by engaging with a key range of partner services who deliver specialist support packages and diversionary activities. Possible actions include:

- Referrals to the Youth Inclusion and support panel, if the complaints are about children aged between 8 and 18 years of age. The aim is to divert young people away from anti-social behaviour by diverting them towards organised leisure time activities.

- Setting up acceptable behaviour contracts to prohibit certain behaviour. This is mainly used in cases of youth disorder, but can be used with anyone who engages in anti-social behaviour.
- Setting up parenting contracts to persuade parents to comply with certain requirements and to also offer support to those parents.
- Setting up restorative justice conferencing
- Referral to specialist agencies that deal with drugs or other substance misuse.
- Referrals to support services for those with mental health needs or other support needs
- Referrals to a mediation service where a dispute between residents is suitable for resolution via this route.
- Engagement with and/or specific support for youth services.

Support

EastendHomes employs a victim centred approach, where staff accept the feelings of the resident about the motivation of any incident.

Action plans for dealing with anti-social behaviour are usually agreed with the victim at case outset and wherever possible we will involve victims in the decision making process of what action will be taken in dealing with the perpetrator. We will always respect the confidentiality of witnesses but will in some circumstances, including health and safety considerations, proceed to action against perpetrators without the consent of witnesses.

As part of the initial assessment of case progression, support for both the victim and perpetrator, where known, will be routinely considered. Potential support agencies are identified in EastendHomes vulnerability strategy. Where support agencies are identified, they will be invited to engage with EeH and their client to resolve the anti-social behaviour.

All victims will be offered inclusion on EeH's Safe and Well Scheme for an agreed time and frequency basis and where appropriate, potentially vulnerable perpetrators will also be offered inclusion in the scheme.

Actions to progress support may include:

- Recording and repairing damage
- Providing diary sheets or a Dictaphone
- Liaison with the police
- Liaison and referral to victim support
- Liaison and referral to tenancy sustainment agencies
- The use of target hardening measures such as robust locks, anti-vandal letter boxes, security lighting etc.
- Not putting victims and witnesses off by referring to the need to go to court at too early (have
- Providing a mobile phone where there is an identified risk to life or limb.

Enforcement

EastendHomes will progress enforcement action where relevant to resolve anti-social behaviour. The generic housing officer will lead on all case progression relevant to their patch, supported where necessary by their manager and the anti-social behaviour co-ordinator. Cases where mentoring will be required will be identified at the routine monthly case panels and will usually include any case which will involve legal action.

In pursuing enforcement action, Eastendhomes will use the Anti-social Behaviour protocol and the information exchange protocol as appropriate.

Enforcement actions that EastendHomes will consider include:

- Possession proceedings to evict tenants
- Demoting tenancies (which involves asking the court to take away a tenants security of tenure)
- Injunctions to stop a particular form of behaviour or activity or compel compliance with a contractual term
- Injunctions to prevent use of premises for illegal activity
- Anti-social behaviour orders
- Consideration of the introduction of a starter tenancy scheme based on an analysis of the nature of incidents and the profile of perpetrators to be reviewed annually.
- Engagement with LBTH to progress prosecutions under the Environmental Protection act (particularly with regards to statutory noise nuisance) and the Clean Neighbourhood and Environment Act
- Forfeiture of leases

Contractual Terms and Conditions.

- Tenants

Transferred tenants are assured tenants with protected contractual rights as laid out in their LBTH conditions of tenancy. Action therefore would be pursued under the Housing Act 1988

Quote 81 Portia extracts of grounds of Act and clauses

On transfer, EastendHomes has progressed a program of resigning eligible tenants and where a new tenancy agreement has been signed the following ground and clause would apply

Quote

- Leaseholders

Eastendhomes leaseholders normally hold either one of two forms of lease, one relating to properties which had originally been in the ownership of the GLC and the other relating to properties originally owned by LBTH.

Quote extracts from both leases

- Freeholders

There are a range of enforcement actions which can be progressed regardless of tenure. These include acceptable behaviour contracts, anti-social behaviour injunctions and anti-social behaviour orders. Additionally, some freehold deeds will contain covenants which restrict the activity of the freeholder which can be investigated.

- NSTs
- Subtenants of leaseholders

The primary contractual relationship is between EastendHomes and the leaseholder and EastendHomes will ensure that it deals directly with leaseholders so that they are aware of and are held accountable for breaches of the terms of their lease. However, EastendHomes recognises that often leaseholders do not provide EeH with the information that they have let out the property and it can take some time to track down absentee leaseholders. In any event, from an evidentiary standpoint, EastendHomes will want to assess the validity of any anti-social behaviour report and may choose to take enforcement action directly against the sub-tenant. Therefore, wherever possible, EastendHomes will consider parallel action against the leaseholder and sub-tenant. Additionally, EastendHomes will proactively target leaseholders and their sub-tenants to raise awareness as to local and communal facilities and acceptable behaviour.

Policies and Procedures

EastendHomes has a number of policies and procedures which are used to manage incidents of anti-social behaviour.

These include:

- Anti-social Behaviour policy
- Harassment policy
- Domestic violence policy
- Tenancy audit policy
- Anti-social behaviour procedure
- Estate services cleaning grading standards
- Service standards
- Potentially Violent Persons Procedure
- Anti-social behaviour toolkit
- Zero tolerance policy (within health and safety policy)

- Vulnerability strategy.
- Data Protection Policy
- Equality and diversity policy

ASB Toolkit

EastendHomes will utilise the ASB toolkit produced by the LBTH partnership group to resolve incidents of anti-social behaviour. This looks at anti-social behaviour in four categories 1) General activities 2) Drug supply and use 3) Alcohol related disorder and nuisance 4) Hate crime.

For each of these categories, potential activity is defined in terms of intelligence, prevention, enforcement and relevant legislation.

Staff Structures and Training

EastendHomes have generic housing officers covering a range of functionality on a patch basis. This functionality includes full case progression for all Priority One and Two cases.

Additionally, EastendHomes has a dedicated anti-social behaviour co-ordinator whose role is to oversee the management of anti-social behaviour on an organisational level, to champion ASB expertise in terms of prevention, support, enforcement and engagement with partner organisations to achieve resident focussed outcomes.

Anti-social behaviour cases are referred to a monthly ASB panel, comprised of appropriate officers where case details are discussed and action to be taken is reviewed and confirmed.

EastendHomes operates a performance management framework and staff appraisals setting individual targets are carried out annually. Progress against these is reviewed at bi-monthly supervision sessions. The anti-social behaviour action plan has been fully incorporated into service plans and team plans and actions within the plans are being monitored and delivered on the ground.

Training needs to meet the targets set within the annual appraisal are reviewed at the appraisal meeting and these are collated by the principal programmes and administration officer and training courses and strategies reviewed annually with service managers.

The LBTH partnership group provides a range of free training to partner groups operating within the borough and EastendHomes will participate in all such training which is identified to improve its services to residents.

EastendHomes has dedicated estate cleaning teams who deal with environmental problems caused by anti-social behaviour such as littering,

body fluids, graffiti and rubbish dumping. They provide a visible presence on the estate and are the organisations most hands on “eyes and ears” in the community.

Protecting our staff

EastendHomes employees should be able to carry out their daily jobs without fear, intimidation or abuse from others. Any risk to staff from the implementation of our policies and procedures will be assessed and managed, especially when dealing with emotive subjects requiring investigation. EastendHomes has a comprehensive health and safety policy which includes details of our zero tolerance to staff abuse, which is supported by our potentially violent persons procedure. EastendHomes carries out detailed task related risk assessments and ensures that all front line staff are aware of the control mechanisms in place to minimise risk.

EastendHomes will:

- Carry out risk assessments around staff duties and take action to minimise identified risks.
- Keep records of potentially violent members of the public up to date and will share these where appropriate
- Expects all staff to identify potentially violent service users
- Take action (such as injunctions) to protect staff implementing these policies and procedures.

Data Protection and Confidentiality

The Data Protection Act 1998 sets out eight principles to make sure that information is handled properly. Data must be:

- Fairly and lawfully processed
- Processed for limited purposes in accordance with the Act
- Adequate, relevant and not excessive
- Accurate
- Not kept for longer than is necessary
- Processed in line with people’s rights
- Kept secure
- Not transferred to countries without adequate protection.

EastendHomes can exchange information under the provisions of the Crime and Disorder Act 1998 for the detection and reduction of crime and disorder. We have also entered into an information sharing protocol that has been agreed with our partner agencies in the Crime and Disorder Reduction Partnership and has also been signed by other local organisations, including numerous housing associations working within the borough.

Confidentiality

EastendHomes also uses additional guidelines on confidentiality that apply to the sharing of information within the organisation and with other organisations.

These are:

- As a general rule, information should only be used for the purposes for which it was given.
- Information should be disclosed to other staff provided that the holder of the information is satisfied that the officer or organisation making the request has good reason to need that information.
- Staff should consult their line managers, if unsure or if a refusal to disclose information is disputed.
- Confidential information should not be discussed in an “insecure” environment- for example, when others who do not have a need to know are present.
- No individual member of staff will reveal a complainants name or identity to an alleged perpetrator unless they have the complainants written consent.

Publicity, Communication and General Information

EastendHomes aims to clearly publicise information about anti-social behaviour to residents.

This includes publicising ASB action taken and performance to residents and the wider community through a variety of media. These include:

- Personal feedback including letters in line with procedure
- EastendHomes Corporate and local newsletter articles
- EastendLife
- Service Review Board and Local Board reports
- Notice Boards
- Leaflets
- Local Press
- Website

Where a court order has been obtained, where we feel it is appropriate to do so, we will in consultation with the local authority and police decide whether to disclose the identity of the perpetrator.

We will review any new information being produced with our service user panel and the Service Review Board.

Performance Monitoring and Value for Money

EastendHomes monitors ASB cases using a case management IT system which prompts action for officers.

EastendHomes monitors a range of key performance indicators and for anti-social behaviour, satisfaction with case handling and outcomes is monitored at case closure.

EastendHomes will use the IT case management system to review profiles of victims and perpetrators to ensure the service is being accessed by all sections of the community

EastendHomes will use its case management IT system to analyse the outcomes and costs of different case types and actions.

EastendHomes will review progress of each case at a monthly panel and the Chair will agree appropriate follow up action. Each case will be reviewed by at least one panel meeting before closure

Anti-social Behaviour Action Plan

The anti-social behaviour action plan has been developed through a detailed gap analysis of anti-social behaviour policies and procedures against the key lines of enquiry excellent services framework and against the Respect standard. The action plan has been fully incorporated into service and team plans.

Appendix One

Acts of Parliament and Government Policy Recommendations concerned with anti-social behaviour

- Anti-social Behaviour act 2003
- Housing Acts 1985, 1988, 1996 and 2004
- Crime and Disorder Act 1998 as amended
- Children's Act 1989
- Human Rights Act 1998
- Race Relations (Amendment) Act 2000
- Homelessness Act 2002
- Freedom of Information Act
- Regulation of Investigatory Powers Act
- Stephen Lawrence Inquiry Report Recommendations (February 1999) and the Home Office Guidance on the number of racist incidents recorded and action taken
- Tackling Racial Harassment Code of Practice for Social Landlords (DETR 2001)