Tendring District Council

Working in Partnership
Tenants Panel Tendring

LIFE OPPORTUNITIES
HOUSING SERVICES

HOUSING ANTISOCIAL BEHAVIOUR STRATEGY AND DELIVERY PLAN (HASBS) 2016 - 2021

RESPECT
ASB charter for housing

an ASB charter for Housing

4th Revision

HOUSING SERVICES ANTI SOCIAL BEHAVIOUR STRATEGY

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1 Forward

HOUSING SERVICES ANTI SOCIAL BEHAVIOUR STRATEGY 2016 -2021 – A RESPECT ASB CHARTER FOR HOUSING

I am pleased to introduce Tendring District Council's Life Opportunities Housing Services' fourth Anti Social Behaviour Strategy for the next five years. Anti social behaviour can cause acute distress to those whose lives are affected by it and Housing Services takes this issue very seriously. As a social landlord, we know that providing a quality housing service goes beyond making sure that our properties are in good condition and that failing to tackle anti social behaviour can have a significant impact on communities.

Addressing the problem of anti social behaviour has been identified as a key priority for our tenants and leaseholders and we have used the findings of consultation with them as the focus of our strategy and worked with members of our Tenants Panel Anti Social Behaviour Sub Group in developing this document.

Over the last twelve years, since the introduction of our first Anti Social Behaviour Strategy, we have put in place a range of measures to tackle this problem and this strategy builds on these foundations. It also illustrates our ongoing commitment to tackle anti social behaviour and to ensuring that, with our colleagues and partners, we provide a co-ordinated and comprehensive approach.

Signed……. Date…….
Life Opportunities Housing Portfolio Holder

Signed…….Date…….
for Corporate Director for Life Opportunities
Housing Manager

Signed…….Date…….
Chair of Tenants Panel

2 Introduction

a) Corporate ASB policy statement

Tendring District Council …reduce both the incidence and fear of crime and disorder and make Tendring a safer place to live, work and visit…

"…Tendring District Council recognises the need to tackle ASB as it can have a detrimental impact upon our residents, communities and visitors to the District. We will work in partnership with other agencies to support those experiencing ASB…"

b) Definition of Anti Social Behaviour

It is not always easy to pinpoint exactly what is, and what is not, ASB. People's judgement and tolerance may differ about what is acceptable behaviour. The Government defines ASB in the Crime and Disorder Act 1998 as: " Behaviour by a person which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator."
In order to ensure that the Council provides the appropriate level of service to complainants the focus needs to be on those behaviour's that have a significantly negative impact on others' quality of life, but does not necessarily take the form of criminal behaviour such as drugs, criminal damage, assault etc. .In order to assist in determining whether a complaint meets the threshold, ASB includes, but is not limited to, the following:

- Being threatening, intimidating or verbally abusive
- Persistent nuisance behaviour
- Environmental issues including fly-tipping, vandalism, dog fouling, graffiti, fly posting etc.

Behaviour which results from different lifestyles or which would not generally be considered unreasonable is not ASB. As mentioned earlier it is important to be tolerant of other people's lifestyles.

c) Provision of Housing Service

In order to provide a quality housing service, we recognise that we must be effective in tackling antisocial behaviour and addressing the problems it creates. Anti social behaviour can be a destructive force within communities and the lives of significant numbers of our tenants, lessees and their families are blighted by

the behaviour of an unreasonable minority. Anti social behaviour can also damage the sustainability of communities and adversely affect our ability to let our properties.

Anti social behaviour also creates an avoidable and unacceptable drain on staff and financial resources that could be channelled towards providing more beneficial services and improvements to our properties and their local environment.

This type of behaviour will not be tolerated and we will tackle it through a variety of approaches and interventions, including giving support to those perpetrators who are willing to change their behaviour.

d) Purpose of Strategy

This strategy seeks to:

- Identify our aims and objectives in relation to tackling anti social behaviour
- Identify the actions required to meet these aims and objectives
- Set out mechanisms for monitoring and reviewing our performance
- Represent a Charter for Housing ASB services, driving up performance in the prevention and in tackling anti-social behaviour (ASB)

This strategy is therefore central to our approach to maintain and enhance the quality of life for our tenants and leaseholders. It compliments the Council's Corporate ASB Strategy and builds upon the substantial work already undertaken by Housing Services in tackling this issue over the course of the previous four strategies.

There is also strong support from individual tenants and lessees for the Council continuing to take effective measures to tackle antisocial behaviour and this topic is high on the agenda of representative groups such as the Tenants Panel, Leaseholders and residents' groups...

e) Equalities Statement

In delivering this strategy, we will treat all of our customers fairly and will not unfairly or unlawfully discriminate against any person in any way on the grounds of race, colour, ethnic origin, nationality, gender, sexual orientation, disability, age, religious, political or other belief or status.

f) What is defined as anti social behaviour?

We accept that everyone has the right to lead different lifestyles providing they do not impinge upon their neighbours or cause a general or specific nuisance to others.

For the purpose of this strategy, antisocial behaviour is defined as: Conduct which –

- Is capable of causing nuisance or annoyance to any person; and
- Directly or indirectly relates to or affects housing management functions of a relevant landlord or;
- Consists of or involves using or threatening to use housing accommodation owned or managed by a relevant landlord for an unlawful purpose. (*Anti-social Behaviour Act 2003, Anti Social Behaviour, Crime and Policing Act 2014*)
- Any conduct (including speech) that causes, or is likely to cause, alarm or distress to one or more persons not of the same household (*Crime & Disorder Act 1988, Anti Social Behaviour, Crime and Policing Act 2014*)

- Unlawful interference with a person's use or enjoyment of their land or property, or with their health, comfort or convenience (*private nuisance*).

- Any act or omission which is a statutory nuisance as defined in the Environmental Protection Act 1990.

- Violence which may be verbal or physical and which includes attacks on property as well as on the person, suffered by individuals or groups because of their colour, race, nationality, ethnic or national origins when the victim believes that the perpetrator was acting on racial grounds and/or there is evidence of racism *(racial harassment*).

- Deliberate interference with the peace, comfort or safety of any person on grounds of race, colour, religion, sex, sexual preference, disability, ill health or age including incidents of graffiti, damage to property, abuse, threats or physical attacks (*harassment*).

- Behaviour which impacts negatively on residents' quality of life in and around their homes.

Examples of Anti Social Behaviour Include:

- Noise nuisance
- Vandalism and graffiti
- Intimidation and harassment
- Racial harassment and other hate behaviours that targets members of identified groups because of their perceived differences
- Abandoned vehicles and other vehicle related nuisance
- Using our properties to sell drugs or for any other illegal purpose
- Littering and fly tipping
- Untidy gardens

This list is not exhaustive and other types of behaviour may be classed as anti social and trigger enforcement action by us or another agency.

3 TENANT AND LEASEHOLDERS OBLIGATIONS

This strategy aims to ensure that tenants and leaseholders are able to enjoy their homes without interference or disturbance from anyone else. However, we also expect that our tenants and leaseholders will behave responsibly and reasonably towards their neighbours.

The obligations of tenants in respect to anti social behaviour are set out in the Council's ***Secure and introductory tenancy agreement*** and ***Temporary non-secure tenancy agreement***. Revisions of these agreements, to include the following, are due to be introduced during 2016, following statutory consultation with our tenants and their representatives.

The below extract from these agreements details the specific requirements relating to anti social behaviour but these are also complimented by an extensive range of other conditions that prohibit or require certain behaviour.

Section 4 – Your responsibilities as a tenant

4.11 Illegal activity

a) You must not use the property, its communal areas, any neighbouring areas or any garage that has been let to you for any criminal, illegal or immoral purpose.

Examples of this behaviour include but are not limited to:

- Selling, storing manufacturing or growing any illegal drugs or substances drugs or substances
- Prostitution
- Keeping illegal or unlicensed guns or weapons in the property
- Storing or handling stolen goods
- Dealing in illegal pornography
- Cyber crime
- Criminal damage
- Public order offences
- If you are convicted of such an offence in your home, its locality or anywhere in the Tendring district, this will represent a breach of this agreement.

4.12 Gang activity

a) You must not be involved in gang related activity or violence, including using or threatening to use violence or verbally assaulting other people in the locality

4.13 Anti-social behaviour, nuisance and noise disturbance

a) You are responsible for the behaviour of all people, including children, who live in or visit the property. You will be responsible for them in the property, in communal areas (stairs, entrance halls, gardens and parking areas) and in the locality (play areas, streets, community buildings and facilities and all other council estates in Tendring).

b) You must not cause – or allow anyone living with you or visiting you to cause, or to act in a way likely to cause – a nuisance, annoyance or disturbance to anyone.

Examples of this behaviour include, but are not limited to:

- playing loud music or having loud parties
- shouting, screaming or swearing
- noisy DIY at unsocial hours
- loud arguments and /or fighting
- offensive and / or disruptive drunkenness
- dumping rubbish or furniture
- fly tipping
- slamming doors or banging on walls and ceilings
- allowing your dog(s) to bark persistently and / or cause a mess
- not keeping your pets under control
- playing ball games close to people's homes
- disruptive and / or intimidating loitering
- spraying or writing graffiti
- skateboarding and cycling in areas not designated for this purpose
- damaging or vandalising council property
- riding motorbikes, mopeds or quadbikes anywhere other than on the road
- extensive repairing of vehicles on estate roads or parking areas
- throwing items from windows or balconies
- jamming communal doors open and / or letting people into a communal area that do not have the right to be there
- using air rifles or other inappropriate or dangerous projectile or explosive devices within your home or locality

c) You must comply with any Council notices that prohibit certain activities, for example playing of ball games or allowing dogs to foul.

4.14 Harassment and hate crime

a) You, and those living with you or visiting you, must not do anything that could harass your neighbours or anyone in the locality, including our employees, agents and contractors for whatever reason. This includes harassment on the grounds of race, colour, ethnic origin, nationality, gender, sexual orientation, disability, age, religious, political or other belief that may interfere with their peace, comfort and convenience or cause offence. Examples of this behaviour include, but are not limited to:

b)

- using or threatening to use violence against any person including our staff
- unprovoked physical assaults
- stalking, including cyber stalking
- threatening or abusive behaviour
- threatening or abusive letters, telephone calls or text messages
- making false or malicious complaints about anybody
- abusing and / or bullying or making malicious complaints through social media such as Facebook, Twitter, Instagram

4.16 Domestic violence and abuse

a) You must not use threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) against any other person lawfully entitled to live in the property.

a) You must not use violence, threats or intimidation towards any person to try to remove them from the tenancy or cause them to leave it.

The tenancy agreement is a legally binding contract between the Council and its tenant/s and we will take all reasonable steps to ensure that it is complied with, including the provision of detailed information about what is and what is not acceptable behaviour at the time the tenancy is first entered into.

The tenancy agreement also specifically prohibits tenants, or anyone acting on their behalf from using or threatening violence against any employee or representative of the Council.

LEASEHOLDERS

All Council leaseholders are bound by the covenants in their lease agreement. These prohibit causing a nuisance to neighbours and using the property in any illegal or immoral way.

4 STRATEGIC OBJECTIVES

Housing Services' Anti Social Behaviour Strategy follows the commitments of the ***RESPECT ASB charter for housing.*** This charter forms part of the original Government's Respect agenda (Respect Standard for Housing Management) which was a cross government strategy to tackle anti social behaviour and its causes.

ASB continues to be a key issue for landlords, tenants and communities and when the Housing Minister announced in January 2011 that the Standard would be passed from government to housing sector ownership the Chartered institute of Housing (CIH), Social Landlords Crime and Nuisance Group (SLCNG) and House Mark took over responsibility. After extensive consultation with over 500 signatory housing providers the current Charter was developed. This changed the Respect Standard for Housing Management to

RESPECT
ASB charter for housing

The RESPECT ASB charter for housing is specifically aimed at social landlords to assist them in tackling anti social behaviour in their areas of operation and it is built around seven core commitments ensuring that a balanced approach to this problem is taken. The charter continues to be voluntary.

Housing Services first signed up to the Respect Standard for Housing Management in December 2009 and following review and self assessment in 2012 met all the necessary requirements for the new standard for delivery of a high quality ASB service.

Revision of this Strategy, in January 2016, has been based upon the RESPECT seven core commitments and can be found as Appendix A of this Strategy.

Churchill Court Improvement Scheme Phase 2 of 5 (2014- 2017)

Before

During

After

5 GUIDING PRINCIPLES AND POLICY STATEMENT

To achieve these objectives, we will

- Treat the needs, protection and support of victims and witnesses as paramount whilst at the same time being aware that the perpetrators of anti social behaviour, especially the young and vulnerable, may also require help.

- Work in partnership with our colleagues, tenants, leaseholders, other stakeholders and external agencies.

- Include measures to prevent and deter antisocial behaviour in other housing policies and strategies.

- Ensure that our measures to combat antisocial behaviour link with and contribute to the Council's Corporate Anti-Social Behaviour Policy 2016.

- Use all reasonable measures that are available to us as a landlord to tackle antisocial behaviour involving our tenants and others where their behaviour adversely impacts on Council housing or estates.

- Make contributing to tackling antisocial behaviour a key objective for each relevant section of the housing service.

- Aim to prevent crime and antisocial behaviour from occurring rather than relying on enforcement.

- Facilitate a holistic multi-agency approach to tackling antisocial behaviour.

- Take enforcement action that is proportionate to the seriousness of the antisocial behaviour that is encountered and recognise and uphold the Human Rights Act, Disability Discrimination Act, Children Act and Race Relations Act in relation to victims and perpetrators.

- Seek to identify and respect issues of equality and diversity and recognise groups and individuals with different or special needs.

- Where the victim believes that the antisocial behaviour was racially motivated, follow the code of practice for social landlords in tackling racial harassment...

- Seek to identify and act appropriately where there is evidence or suspicion of either safeguarding and/or domestic abuse concerns.

- Aim to intervene early in cases of antisocial behaviour and apply persuasive measures before formal or legal enforcement action is instigated.

- Acknowledge that our primary role is to provide good quality, decent and affordable housing and, in view of this, we will use eviction as a measure of last resort.

- Regularly monitor and publish details of our performance and review this strategy to incorporate changes to legislation or new powers made available to social landlord

- Review and publish our procedures for tackling anti social behaviour

- Comply with the Respect ASB Charter for Housing

- Make best and most appropriate use of current and new legislative powers of enforcement

6 ANTI SOCIAL BEHAVIOUR IN CONTEXT

National legislative context

Central Government has now created a comprehensive framework of legislation designed to tackle anti social behaviour, some of which is specific to Local Authorities and social landlords, aiming at equipping them with greater powers.

Anti Social Behaviour, Crime and Policing Act 2014

Injunction to prevent nuisance and annoyance (IPNA)

This is designed to stop or prevent individuals from engaging in anti-social behaviour before the behaviour escalates. A wide range of agencies can make use of these injunctions including councils, housing providers and the police. The IPNA can stop the offender from doing certain things and / or require them to do certain things, for example attending an anger management course or substance awareness sessions. Anyone breaching an IPNA would be dealt with as a civil contempt of court which, is proved, could lead to an unlimited fine or up to two years in prison. These do not come into force until January 2015.

Criminal behaviour order

This order can be issued by any criminal court against a person who has been convicted of an offence. Like the IPNA, the order can include a requirement that the individual stops doing something as well as a requirement for them to stop doing certain things. Breaching a Criminal Behaviour Order is a criminal offence.

Dispersal powers

This power can be used by the Police to disperse any anti-social individual to provide immediate and short term relief for the local community – up to 48 hours. The police can also confiscate any item that they believe has or may be used in anti-social behaviour. Officers must have reasonable grounds to suspect that the individual's behaviour is contributing to or is likely to contribute to members of the public being harassed, alarmed or distressed and that their removal will remove or reduce the likelihood of further anti-social behaviour.

Community protection notice

These are intended to deal with ongoing problems or nuisance that negatively affects a community's quality of life. For example, they can be used to tackle graffiti rubbish or noise and they can be issued against anyone over the age of 16, including a business or organisation. A Community Protection Notice can include a requirement to stop doing something, to start doing something or to take reasonable steps to avoid further anti-social behaviour. Breaching a Community Protection Notice is a criminal offence.

Public spaces protection order

These aim to deal with particular nuisance or problem in a specific location by imposing conditions on the use of that area that apply to everyone. For example this could include placing restrictions on the use of certain areas to prevent problems with the misuse of alcohol, dogs or noise. Breaching a Public Spaces Protection Order is a criminal offence.

Closure power

This power can be used to close premises that are causing nuisance or disorder to provide short term relief up to a maximum of 48 hours or it can be extended upon application to the magistrates courts for a period of up to six months. Breach of either a criminal notice or order is a criminal offence with the penalty being a prison sentence or unlimited fine.

Recovery of possession of dwelling house

This aims to speed up the possession process in cases where anti-social behaviour or criminality has already been proved in another court. Landlords will no longer have to prove that it is reasonable to grant possession but, instead, courts must grant possession if the landlord followed the correct procedure and at least one of the specified conditions is met.

Community Remedy

This aims to give victims a say in the out of court punishment of perpetrators of low level crime and anti-social behaviour.

Community trigger

A new community trigger will also give victims and communities the right to call for action when they feel an ASB issue has not been addressed and ensure it does not slip through the net.

People can make an application for a case review under these circumstances after three complaints of ASB in six months or one incident of hate crime. Where necessary a panel will be called together to review previous actions and propose an appropriate response.

Anti Social Behaviour Act 2003

This legislation broadened the powers and duties of social landlords by requiring them to publish their policies and procedures on anti social behaviour. It also extended the type of injunctions available to landlords and required courts to take better account of the ongoing impact of anti social behaviour on victims, witnesses and the wider community when dealing with applications for possession.

Housing Acts 1985 and 1996

These acts created new grounds for obtaining possession against anti social tenants responsible for nuisance or annoyance to others in the locality. The 1996 act also introduced an additional ground for possession against tenants convicted of an arrestable offence in the locality of the dwelling house and gave the power for social landlords to establish introductory tenancy schemes and to restrict the rehousing opportunities for people with a proven record of anti social activity.

Homelessness Act 2002

This places a duty on the Council and its partners to work together to prevent homelessness and it also sets out how those with a proven history of anti social behaviour may be treated less favourable if they then apply for council accommodation.

Housing Act 2004

This provided landlords with additional tools to tackle anti social behaviour by allowing them to extend introductory tenancies and withhold consent for secure tenants to mutually exchange. It also allowed landlords to suspend its obligations to complete a right to buy sale.

Other legislation:

In addition to the above specific legislation, there are a number of other acts that impact upon the approach to dealing with ASB

- Children's Act 1989
- Protection from Harassment Act 1997
- Race Relations Act 1976 and the Race Relations (Amendment) Act 2000
- Disability Discrimination Act 1995
- Human Rights Act 1998
- Data Protection Act and Freedom of Information Act 2000
- Environmental Protection Act 1990 and Noise and Statutory Nuisance Act 1993
- Police Reform Act 2002
- Crime and Disorder Act 1998

7 REGULATORY POLICIES AND FRAMEWORK

Housing and Regeneration Act 2008

Since April 2012 the regulation of social landlords moved from the Tenant Services Authority to a Regulatory Committee within the Homes and Community Agency, bringing some amendments to the standards. In April 2012 the **Neighbourhood and Community Standard** was issued requiring of providers **Outcomes** and **Specific Expectations** in the areas of :

- Estate and Neighbourhood Management
- Local Area Cooperation (Partnerships)
- Antisocial Behaviour

The Regulators Role

The Homes and Communities Agency's role is to regulate registered providers of social housing in England.

- Protect social housing assets
- Ensure providers are financially viable and properly governed
- Maintain confidence of lenders to invest into the sector
- Encourage and support supply of social housing
- Ensure tenants are protected and have opportunities to be involved in the management of their housing

RESPECT AGENDA

The Government originally launched its Respect agenda (charter) in 2006, which aimed to build upon existing legislation and previous initiatives to tackle anti social behaviour and its causes. The charter stated the key goal as being 'to empower individuals and communities, enabling them not to just to feel secure but to be more able to act together to make their neighbourhood safer and better'.

As part of this initiative, a Respect Standard for Housing Management was introduced, aimed at social landlords to recognise landlords who provide a good service and to give landlords who are trying to improve something to aim for.

In January 2011 the Respect Standard was passed from government to sector ownership, The Chartered Institute for Housing (CIH), Social Landlords Crime and Nuisance Group (SLCNG) and HouseMark took over control and administration and the Respect Standard for Housing Management was re-launched as – RESPECT – ASB charter for housing

Why do we need an ASB charter? Tackling ASB remains top of the list of issues that tenants care about we therefore need to ensure that the services that we provide are delivered effectively and efficiently.

Local Context To achieve success it is essential that Housing Services' Antisocial Behaviour Strategy is not viewed or operated in isolation. Measures to combat antisocial behaviour must link with and contribute to the Council's corporate and community priorities and other Housing Services' strategies, policies and practices.

Corporate Plan Tendring District Council's Corporate Plan 2016 -2020 sets out the challenges we need to tackle and the opportunities we seek to optimise for the good of our residents. Our priorities centre around our Community Leadership role, with a specific focus on Health and Housing- providing a quality living environment, promoting healthier lifestyles, enhancing wellbeing, Employment and Enjoyment – enhancing skills, providing jobs, delivering first rate leisure facilities, and Council and Community – good governance, partnership working, reducing inequalities, providing affordable excellent services.

Tendring Community Safety Partnership (CSP) All CSPs have been challenged to set, publicise and monitor progress against minimum standards on anti social behaviour.

The Crime and Disorder Act 1998 required CDRPs (now known as CSP's) to be set up in each District in England and Wales. The Act placed an obligation on local authorities and the police, (amongst others,) to work together to develop and implement a strategy to tackle crime and disorder in their area. The Police Reform Act 2002,Tendring District Council, Essex Police, Essex County Council, Police and Crime Commissioner's office, Essex Fire Authority, Essex Probation Service, North East Essex NHS and members of the voluntary sector have all been designated 'Responsible Authorities' and are held accountable for this work.

Together they have formed the Responsible Authorities Group to oversee the development of a crime and disorder reduction strategy for the Tendring district.

Objectives for 2016/2017
The Tendring CSP has identified **Four Key Strategic themes** to reduce crime and the fear of crime in the District and to improve community safety. These are –

Tackling Anti Social Behaviour – identifying and supporting repeat and vulnerable victims, improving perceptions and facilitating local problem solving
Protecting Vulnerable People (Crime and Fear of Crime) – identifying and supporting repeat and vulnerable victims. Clear emphasis on the emerging issue of gangs and youth violence, child sexual exploitation, preventing violent extremism, modern slavery and human trafficking.
Reducing drug and alcohol misuse within communities – clear emphasis on domestic abuse and alcohol drug related disorder
Reducing re-offending - a statutory duty for all community safety partnerships and thus supports the overarching theme for Safer Essex.

Further challenges recognised include Ending Gangs and Youth Violence, Child Sexual Exploitation, Domestic Abuse, Immigration Crime and Exploitation of Vulnerable Persons.
.
A key success to the many local and community Initiatives being undertaken is the **Community Hub Tasking Group**. This multi agency **Hub** led by the CSP and Essex Police enables initiatives that directly contribute to the reduction and awareness of crime in the Tendring.
Tendring District Strategic Assessment 2016 – Tendring Community Safety Partnership.

Protection of Children and Vulnerable Adults One of the strategic themes is to 'Reduce crime and disorder committed against and by young and vulnerable people '

The Housing Antisocial Behaviour Strategy aims to contribute towards all of these objectives in relation to the Councils housing stock and estates

8 WORKING IN PARTNERSHIP

Working in partnership is essential if anti social behaviour is going to be tackled effectively and the Respect ASB Charter for Housing strongly emphasises the need for this

As well as this strategy linking to other corporate strategies and plans, we have taken steps to ensure that we are proactively involved in partnerships that help us to tackle anti social behaviour and its causes via a multi agency approach.

Tendring District Council is also active members of ARCH (Association of Retained Council Housing) which is an association of Councils in England (about 100 LA's) who have retained ownership and management of their council homes.

There are more than 800,000 homes still owned and managed by Local Authorities and ARCH make sure that they represent those local authorities and negotiate the best deals for their tenants and ensure a positive future for council housing is secured.

Involving tenants and leaseholders We are committed to involving our tenants and leaseholders in the delivery of our services and have established a range of ways to facilitate their involvement that are reviewed annually.

The main involvement mechanism is our Tenants Panel and they have contributed to, agreed and monitored performance in relation to the previous Anti Social Behaviour Strategies. Prior to the review of this strategy, the Tenants Panel elected a number of representatives to form the Anti Social Behaviour Sub Group whose members have had a significant role in the development of this strategy and the self assessment carried out in relation to the RESPECT ASB Charter for housing...

In addition to the role and involvement of the Tenants Panel, we carry out the required STAR survey every two years and have carried out during the course of each previous strategy a dedicated crime and anti social behaviour survey. Surveys are also sent to all tenants ending council tenancies to establish their reasons for this as well as to all who report complaints of anti social behaviour to assess their satisfaction with the service provided. We use the findings from all of these feedback mechanisms to shape and improve our service and to identify any trends.

Other partners to the Strategy As well as working closely with tenants and leaseholders, we are also committed to working in partnership with other stakeholders and recognise that this is essential if anti social behaviour is going to be tackled effectively. The Respect ASB Charter for Housing also highlights the need for partnership working. By working together we can achieve more and reinforce the message that anti social behaviour is taken seriously and that action will be taken to tackle this. Partnership working takes place at an individual case level as well as at operational and strategic levels.

Our key partners include other Council departments, such as Environmental Services, Community Safety Partnership and external agencies such as Essex Police, Fire & Rescue Service, Social Services, NHS Mental Health Team, Victim Support and other social landlords within the District.

To assist the arrangements for working in partnership, we have:

- Identified and agreed partners from within other Council departments, engaged in consultation about how best to utilise their services and expertise and where appropriate agreed protocols on joint working and service level agreements.

- Identified and agreed external partners, engaged in consultation and agreed protocols on joint working including entering a data sharing protocol with Essex Police and other social landlords

- Held joint training sessions and workshops attended by officers, tenant representatives with other partners and agencies such as the Police.

- Worked with other social landlords and agencies through membership of the multi agency *Community Hub*

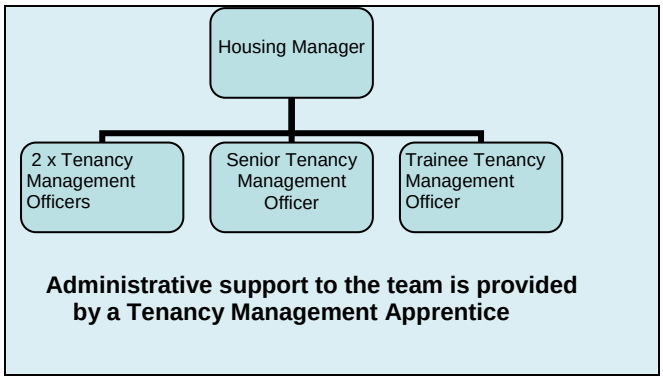
9 HOW DO WE DEAL WITH COMPLAINTS OF ANTI SOCIAL BEHAVIOUR?

Our Tenancy Management team, are primarily responsible for dealing with complaints of anti social behaviour and all incidents are recorded on our ASB case management system. Complaints are recorded in different categories according to the nature and seriousness of the complaint. A full breakdown of these recorded categories can be found on pages 33-35 of this document.

Whilst each case will require a tailored and proportionate response there are up to six strands of activity that need to be considered/followed in tandem to ensure investigations are thorough and effective.

Risk Assessment Matrix (RAM)
Evidence collation and statement taking
Tenancy Enforcement
Interventions
ASB Enforcement
Partner Agency liaison / Community Safety Hub Referral

The Tenancy Management Team structure is –



We aim to improve the safety, environment and living conditions of our tenants and leaseholders and their families by combating antisocial behaviour and racial harassment and implementing measures that address the causes of anti social behaviour and the problems it creates.

To do this we will…

- **Interview or visit all new tenants to make sure that they understand the conditions of their tenancy agreement that relate to the care of their home and the behaviour of themselves, their family or visitors to their property.**
- **Upon receipt of every complaint we will seek to obtain good quality information from the complainant and ensure any potential vulnerability issues are identified by completing a risk assessment.**
- **Treat complainants sympathetically, take all complaints seriously and in the first instance always assume that the complaint is justifiable.**

- **Treat any complaint in a confidential manner, and keep any information provided confidential unless consent is obtained to do otherwise.**
- **Acknowledge and respond to complaints in writing within 10 working days (or in appropriate cases by telephone within 24 hours or e mail within 5 working days), and provide a unique reference number, which will be used to identify the complaint in any correspondence throughout the investigation.**
- **If a complaint requires a personal visit by an officer we will respond in accordance with the following priorities and time scales:**

For serious behaviour where there is considered to be an immediate threat of violence for major disorder – Within 1 working day.

For behaviour of a serious nature affecting more than one other property or having serious impact upon an individual tenant – within 7 working days.

For less serious behaviour amounting to neighbour or general nuisance – within 14 working days.

For other less serious behaviour or minor breaches of the tenancy agreement that require officer intervention – within 21 working days.

- **Clearly inform complainants how we intend to deal with their complaint and tell them of the measures that are available to resolve their complaint and provide a realistic expectation of the likely outcome.**
- **Keep complainants fully informed of progress at appropriate stages in the investigation and on completion, or advise them if no further action can be taken.**
- **Be sensitive and supportive and offer assistance to complainants who act as witnesses.**
- **In appropriate cases seek reconciliation by offering independent mediation.**
- **Provide complainants with an opportunity to comment on the action taken to resolve their complaint and the outcome.**
- **Follow the Code of Practice for Social Landlords on Tackling Racial Harassment.**

We also request that those reporting anti social behaviour comply with the following:

- **Not retaliating to any incident of antisocial behaviour to which they may be subjected.**
- **Keep an accurate record/nuisance diary to include the date, time, nature and consequences of any incident including the names of any witnesses.**
- **Report crime, serious antisocial behaviour or vandalism to the Police at the time it is occurring or discovered, or as soon as possible and obtain an incident number.**
- **Follow any advice that is given.**
- **Act as a witness, if necessary, in any legal action that we take.**
- **Let us know if we fail to meet any of our standards.**

We constantly strive to improve the services we provide but it is sometimes difficult to meet the expectations of those who report anti social behaviour to us both about the action that is available to us and the length of time that this may take.

10 ENFORCEMENT AND INTERVENTION OPTIONS TO TACKLE ANTI SOCIAL BEHAVIOUR

Due to the high profile of anti social behaviour at a national level, there are a range of tools and powers available to social landlords to deal with anti social behaviour. Legislation has been enacted specifically to provide landlords with the powers, either individually, or in partnership with other agencies, primarily the Police, to combat crime and disorder that occurs within their stock and to tackle wider issues of nuisance and anti-social behaviour. All of our Tenancy Management Officers hold BTEC Level 3 Advanced Award in Neighbourhood Nuisance and Anti Social Behaviour Case Working. The Qualification covers -

- Information and data exchange
- Tools and powers, investigation and evidence gathering
- Interviewing, note taking and statement writing
- Instructing legal teams and giving evidence in court

Summary of the tools and powers that are currently available and used

- Exclusions and ineligibility from Housing List
- Introductory tenancies
- Tenancy Demotion
- Tenancy agreement and terms
- Mediation
- Acceptable Behaviour Contracts
- Mutual exchange refusal
- Suspension of the Right to Buy
- Injunctions for anti social behaviour
- Possession proceedings and eviction
- Family Intervention Projects
- Criminal Behaviour Order (CBO0
- Dispersal Powers
- Community Protection Notice (CPN)
- Public Spaces Protection Orders (PSPOs)
- Closure Power

Our approach is to use the more formal enforcement measures, particularly possession proceedings, as tools of last resort in circumstances where other measures have been exhausted or where the situation is so serious that an immediate response is required.

In addition to the action that we can take, the Council's Environmental Service has powers to take action in respect of noise nuisance and flytipping and we will refer appropriate cases to them for enforcement action to be taken.

Where appropriate and in consultation with the Tenants Panel, approval will be sought from the Housing Portfolio Holder to introduce revised policies enabling the swift implementation of any additional powers or measures made available to social landlords by future legislation.

A guiding principle of this strategy will be to consider the use of all reasonable measures available to landlords to combat antisocial behaviour. However, this aim will need to be tempered by using only those measures, especially enforcement action, that are proportionate to both the extent and seriousness of the antisocial behaviour and that as a small housing authority the Council can afford to resource.

Constraints on financial and staffing resources and the size of the Council's housing stock will not permit unbridled use of all the measures, all of the time. This approach accepts that because of limited staffing and financial resources there may be occasions when the full range of measures available will not be able to be used.

11 Housing ASB STRATEGY / DELIVERY PLAN 2010 -2015

What we said we would do in our last Strategy and what we achieved

Housing Anti Social Behaviour Delivery Plan 2010 -2015

At a meeting of the Tenants Panel Anti Social Behaviour Sub Group in November 2015 our 2010-2015 Strategy and Delivery Plan was formally signed off and our priorities for the next five year Strategy were agreed at a later meeting in February 2016. The following provides a summary of our achievements –

Completed

Ongoing

Withdrawn

Strategic objective one: Accountability, leadership and commitment

	Action item	When	Lead	Comments
1.1	Publicise revised Anti Social Behaviour Strategy and adoption of Respect Standard to ensure residents are clear about the standards that we have signed up to	Year 1	Tenant Relations Manager	**Completed.** Dedicated Anti Social Behaviour newsletter produced in 2010 (a now annual publication) that summarised the revised strategy and adoption of the Respect Standard. Relevant information also published on the Council's website
1.2	Agree performance standards with tenant representatives and the outcome publicised	Year 1	Assistant Head of Housing (LS)	**Completed**. Local performance indicators for the current and next financial year were agreed with members of the Tenants Performance and Scrutiny Group. (a now annual discipline)
1.3	Review and agree service standard for responding to complaints of anti social behaviour particularly in relation to categories of anti social behaviour and response times	Year 2	Estates Manager	**Completed** as part of implementation of new case management system (Uniform/ Idox ASB case management system)
1.4	Review and agree procedures relating to anti social behaviour in consultation with tenant representatives	Year 3	Estates Manager	**Completed** as part of implementation of new case management system (Uniform/ Idox ASB case management system)
1.5	Confirm status of data sharing protocol with local Police	Year 1	Estates Manager	**Completed**. Data sharing protocol is in place
1.6	Carry out a further self assessment following publication of the revised Respect Standard for Housing Management	Year 2	Assistant Head of Housing (LS)	**Completed** Self assessment– completed. Signed RESPECT-ASB Charter for Housing in October 2012
1.7	Review performance against actions and performance indicators relating to anti social behaviour on a quarterly basis with members of the Anti Social Behaviour Sub Group and tenant scrutiny panel respectively as well as qualitative feedback received through satisfaction surveys	Year 1-5	Assistant Head of Housing (LS)	**Completed** and ongoing. Reviews undertaken with members of the Anti Social Behaviour Sub Group with further review of performance indicators being carried out by Tenants Performance and Scrutiny Group.

Strategic objective two: Empowering and reassuring residents

	Action item	When	Lead	Comments
2.1	Carry out a further comprehensive crime and anti social behaviour survey and engage with members of the Tenants Panel in agreeing any required actions	Year 4	Tenant Relations Manager	**Completed**. Survey carried out during June /July 2013 and officer/tenants rep workshop subsequently held to review findings
2.2	Instigate a programme of reality checking in relation to grounds maintenance standards, appearance of communal estate and garden areas, standard of communal cleaning, environmental problems and condition of void properties following the provision of prior training for tenant representatives	Year 1	Tenant Relations Manager	**Completed** Guidance for those Tenant Reps carrying out inspections produced and tested. Quarterly programme of inspections has been commenced.
2.3	Pilot a Respect your Neighbour agreement	Year 3	Tenant Relations Manager	**Completed**. Included in the Annual Report for Tenants 2012/13 as an improvement item for 2013/14.
2.4	Contribute to relevant multi agency days, events or initiatives	Year 1-5	Estates Manager	**Completed and Ongoing** Objective to contribute to at least one event each year events- Percy King Estate open day (two years running- Churchill Court completion phase 2 in 2014)
2.5	Revise procedure for sending out welcome letter and tenant involvement information for new tenants	Year 1	Tenant Relations Manager	**Completed.** Procedure now revised so that information is sent out at a later date.
2.6	Implement a pilot scheme to introduce information points in communal areas of flats	Year 2	Estates Manager	**Completed.** Notice boards erected at locations in Harwich and Walton year 2 and in Clacton year 3 – scheme to be extended to all blocks of flats with communal areas by 2018

Churchill Court '*Community Garden*' project.
Part of the phase two improvement programme in 2014

Tenant reps taking part in estate inspections

Strategic objective three: Prevention through early intervention

	Action item	When	Lead	Comments
3.1	Sustain interest with other agencies into the feasibility of joint funding neighbourhood wardens	Year 1-4	Assistant Head of Housing (LS)	**Withdrawn not completed** Feasibility has been investigated and this is not an option at the current time
3.2	Implement introductory tenancies and revised tenancy agreement and amend procedures accordingly	Year 1	Assistant Head of Housing (LS)	**Completed**. Introductory tenancies brought in on 24 January 2011 and procedures amended accordingly.
3.3	Revise the information provided to prospective tenants with specific reference to highlighting the fact that anti social behaviour will not be tolerated	Year 2	Tenant Relations Manager	**Completed** as part of the revision of the sign up procedure.
3.4	Make effective use of demoted tenancies	Year 1-4	Estates Manager	**Ongoing** although experience and case studies have rarely shown this to be an appropriate action of enforcement to take
3.5	Review and agree the sign up procedure for new tenants and those transferring from one property to another	Year 2	Tenant Relations Manager	**Completed** as part of the revision of the sign up procedure.
3.6	Review the management and maintenance of garage areas to ensure that these do not become a target for anti social behaviour	Year 1	Assistant Head of Housing (LS)	**Completed** but Ongoing survey of garage sites and assets completed. Report prepared. Ongoing assessment of sites and annual budget agree to address site feasibility studies...

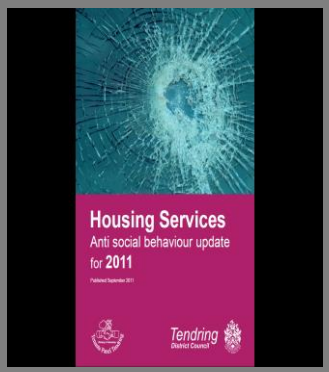
3.7	Extend the use of CCTV as part of environmental improvement schemes	Year 1-4	Assistant Head of Housing (LS)	**Completed** CCTV to be installed as part of all environmental improvement schemes completed - Spendells Close and Churchill Court. Standard specification in all environmental improvement schemes .
3.8	Continue an annual programme of improvement works to prevent and deter anti social behaviour	Year 1-4	Assistant Head of Housing (LS)	**Ongoing** programme approved each year by the Tenants Panel and monitored on a monthly basis by planned maintenance and improvement representatives.
3.9	Raise awareness of issue of illegal subletting and set up a dedicated means of reporting	Year 2	Tenant Relations Manager	**Ongoing**. Training provided for members of the Tenants Panel on 26 October 2010.Article included in Tendring Reports Issue 2 2011. Information also published on website and an on line reporting form set up.
3.10	Confirm procedure for taking up of references prior to the offer of tenancy in relation to choice based lettings.	Year 1	Allocations Manager	**Completed.** Procedure now confirmed and in place with Allocations Team

Installation of CCTV and information notice boards
Part of an improvement scheme at Spendells Close, Walton 2010/11

Strategic objective four: Tailored services for residents and provision of support for victims and witnesses.

	Action item	When	Lead	Comments
4.1	Investigate feasibility of receiving reports of anti social behaviour via text messages	Year 3	Tenant Relations Manager	.**Ongoing** Initial discussions have taken place with Corporate IT and this is ongoing

4.2	Produce information about the tools available to tackle anti social behaviour as well as the support that is available for witnesses	Year 4	Tenant Relations Manager/ Estates Manager	**Completed.** Included in the annual ASB newsletter**.**
4.3	Review and agree procedures for keeping complainants informed and supported during and at the resolution of their complaint	Year 3	Estates Manager	**Completed** as part of implementation of new ASB Uniform/Idox case management system in Jan. 2012
4.4	Provide regular joint staff and tenant representatives training on remedies for tackling anti social behaviour	Year 1-4	Tenant Relations Manager	**Ongoing.** Training provided in relation to unauthorised sub letting in October 2010 and anti social behaviour in November 2010. ASB Case Review Workshop held April 2013
4.5	Investigate options for the replacement of the existing anti social behaviour recording PC electronic database and options for recording complainants and perpetrators profile	Year 1-4	Estates Manager	**Completed.** New case management system operational. Idox/uniform ASB Case Management system introduced Jan 2012



Annual Antisocial Behaviour Updates

Strategic objective five: Protecting communities through swift enforcement

	Action item	When	Lead	Comments
5.1	Implement introductory tenancies as an additional means of enforcement	Year 1	Assistant Head of Housing (LS)	**Completed.** Introductory tenancies introduced on 24 January 2011
5.2	Sustain interest with other agencies into the feasibility of joint funding neighbourhood wardens	Year 1- 4	Assistant Head of Housing (LS)	**Withdrawn – not completed** Feasibility has been investigated and this is not an option at the current time.
5.3	Provide information to tenant representatives and the wider tenants population regarding the use and outcome of enforcement measures	Year 1- 4	Tenant Relations Manager	**Completed.** Information included in dedicated annual anti social behaviour newsletter
5.4	Carry out benchmarking to compare performance with other social landlords	Year 2- 3	Assistant Head of Housing (LS)	**Completed.** Information submitted to Housemark and report received and analysis carried out
5.5	Investigate requirements for gaining accreditation via Housemark's ASB accreditation service	Year 2	Estates Manager	**Completed** Assessment has taken place against the Respect: ASB Charter for Housing
5.6	Investigate and evaluate the use of closure orders	Year 4	Assistant Head of Housing (LS)	**Completed** – review has concluded that this is not an appropriate action for council owned properties.
5.7	Investigate issues and options relating to anti social behaviour in our sheltered housing schemes	Year 3- 4	Assistant Head of Housing (LS)	**Completed.** As part of the Council's restructure, the tenancy management and sheltered housing teams have been amalgamated and procedures are being standardised.
5.8	Agree with tenant representatives the standards for enforcement action in relation to the contents of internal communal areas	Year 1	Assistant Head of Housing (LS)	**Completed.** Procedures have been agreed and are now being used. Fire safety guidance sent to all tenants. Internal communal areas subject to reality checks.

Strategic objective six: Support to tackle the causes of anti social behaviour

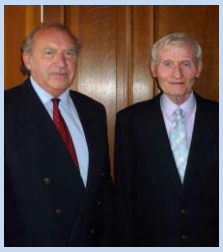
	Action item	When	Lead	Comments
6.1	Produce information about the support that is available in the district	Year 1-4	Tenant Relations Manager	**Ongoing**. Information is provided via Tendring Reports, the Council's website and via Tenants Panel meetings
6.2	Review and strengthen child protection arrangements and awareness amongst housing staff	Year 1	Estates Manager	**Ongoing** On –line ECC safeguarding training now mandatory for all Officers since 2012/13
6.3	Monitor initiative for providing intensive floating support via partner agency	Year 1-3	Estates Manager	**Ongoing** presentation by Essex Family Tending / Tendring Family Solutions at Tenants Panel meeting in October 2013 now a corporately fully funded service provision Family Solutions
6.4	Investigate and evaluate the use of family intervention tenancies	Year 4	Assistant Head of Housing (LS)	**Withdrawn not completed** reviewed in tandem with Family Solutions. Now package of referral and support to those families identified in support need.

Members of our Tenants Panel at a multi agency Community Acton Day in Clacton

Tenants Panel

The Tenants Panel was set up in 2001 to represent and promote tenant opinion and its members normally meet every two months to discuss a range of housing policies

, panel meeting



Mr John Read, Chair and
Mr John Johnson,Vice Chair

TACKLING TENANCY FRAUD

Case study 1 : Sub letting leads to eviction

Working in partnership with staff in our Council tax team , we became aware that one of our tenants had left their property in Clacton and allowed someone else to move in (unauthorised sub-letting). We started an investigation and, following numerous failed attempts to speak to either the original tenant or the new unauthorised occupant, we served a Notice of Seeking Possession, which is the first step in the legal process to evict someone. At the subsequent court hearing, we were awarded Forthwith Possession of the property as well as our court costs.

This meant that we were able to force entry into the property, change the locks and, following minor works and safety checks, the property was able to be re let.

This case is a good example of working in partnership with other staff across the Council to identify and take action against those who break the terms of their tenancy agreement.

If you suspect tenancy fraud, please contact us on Tel **01255 686488** or email **HousingASB@tendringdc.gov.uk** |

All information provided is treated with the strictest of confidence.

Case study 2 : Equipment seized from noisy neighbour

Over a period of several months, neighbours reported various disturbances and excessively loud music coming from a property and, despite several formal warnings being issued, there was no improvement in the tenant's behaviour. Working with the neighbours, we collected evidence of the noise nuisance and passed this over to colleagues in Environmental Services, who deal with complaints about noise, and they issued an abatement notice to stop the nuisance. The tenant failed to take any notice of this and so a further order was obtained to gain access to the property and seize all noise making equipment. The items taken away included two large TVs, one portable TV, a stereo system, amplifier, pc and speakers, Xbox 360 and a portable radio cassette.

We also started to take action against the tenant for breaking their tenancy agreement and they subsequently decided to give up their tenancy before they went to court.

Pollution and Environment Council Offices Weeley CO16 9AJ Tel- (01255) 686767
Email– environmental.services@tendringdc.gov.uk

12 POLICIES AND PROCEDURES

To support the implementation of its antisocial behaviour strategy it is a key priority that the Housing Service should regularly review and publish its policies and procedures for responding to, investigating and resolving complaints, of nuisance or antisocial behaviour.

The Antisocial Behaviour Act 2003 also introduced section 218A of the Housing Act 1996 which places a legal duty on Local Authority landlords to carry out this process.

In accordance with these regulations the Council's Housing Service first published its statement and summary of policies and procedures on the dedicated ASB section of the Housing web site in December 2004.

The revised procedures included service standards that relate to the following:

- Providing a variety of straight-forward means by which complaints of antisocial behaviour can be submitted and information provided including that relating to racially motivated incidents;
- Setting and publishing standards for categorising, recording and monitoring complaints of antisocial behaviour;
- Setting and publishing response times for appropriate stages of the investigation process and referral for action;
- Standardisation of letters and forms; and compliance with plain language standards;
- An appraisal of measures available for differing types of nuisance or antisocial behaviour and the anticipated time scale thereof;
- Assistance and measures in support of witnesses;
- Target action and out comes.

It is proposed that a review of the policy, procedures and the service provided to tenants reporting nuisance or antisocial behaviour will be carried out to coincide with the implementation of this revised Housing Antisocial Behaviour strategy.

The revised policy, procedures and service standards will be published on the dedicated Housing ASB section of the Council's Web site and in the dedicated ASB tenant newsletter.

Subsequent reviews will be undertaken if there are significant changes in legislation or operational procedures.

13 DELIVERING THE STRATEGY

Resources

The current staffing resources available to implement the antisocial behaviour strategy rest primarily with the Housing Service but are supplemented by staff in other Council departments who are predominantly specialist in nature, for example Solicitor, Environmental Health Officer, Building Surveyor etc.

The staff in the Housing Service is under the direct control and direction of the Corporate Director for Life Opportunities. Other key staffs outside the department are either engaged on a quasi consultant basis (Technical or Solicitor etc.) or offer services direct to the public which should include and be equally accessible to Council tenants and lessees. Either in-house or external contractors carry out other prime services such as, removal of abandoned vehicles, dog warden and pest control services, cleaning of graffiti, estate and communal cleaning and ground maintenance.

The section that primarily deals with tackling antisocial behaviour within the Housing Service is Tenancy Management which, consists of the Housing Manager, Senior Tenancy Management Officer, two area Tenancy Management Officers, a Trainee Tenancy Management Officer and Apprentice.

As well as carrying out investigative, evidence gathering and enforcement duties to tackle antisocial and nuisance behaviour, these housing staff also carry out a full range of other estate and tenancy management duties. including; transfer and termination inspections, signing up new tenants, estate inspections, communal cleaning and risk management administration and inspection, administration of the garage waiting lists, the letting and repair of garages, the administration of non-operational leased assets and property and land management services.

The Council also has a Corporate Community Safety Partnership Team (CSP). The CSP team form a strategic focus for tackling crime and disorder through the Council's corporate crime reduction and community safety strategies and policies and its statutory membership of the Crime Reduction Partnership.

On a day to day basis the CSP Team is a means of information sharing for the Housing Service and enables an additional route for joint working with other external partners and stakeholders, primarily the police. Strategically the Housing Service's functions in tackling antisocial behaviour within the Council's own stock and the Housing Antisocial Behaviour Strategy link with and contribute to, corporate crime reduction measures.

The extent of the staff resource available to implement the antisocial behaviour strategy is constrained by the size of the Council and the number of housing staff justified by the size of the housing stock.

The aim is therefore to implement a strategy that makes best and most efficient use of the existing staff resources and operates within current financial constraints. Also wherever possible, to implement measures to prevent antisocial behaviour from occurring before enforcement becomes necessary.

Provision will also continue to be made from within existing resources to train staff and tenant representatives to ensure that they are fully aware of measures available for tackling antisocial behaviour and good practice carried out elsewhere locally and at governmental level. This process will include continuing membership of benchmarking organisations.

Monitoring, evaluation and reviewing

We are committed to involving our tenants and tenant representatives in setting measurable targets and monitoring and reviewing our performance in achieving them. We will also ensure that our performance against the targets set is published in a variety of media.

Performance against the key objectives of the Housing Antisocial Behaviour Strategy will be submitted for review on a biannual basis by members of the Anti Social Behaviour Sub Group and annually for review by the Tenants Panel. Details will also be provided by the dedicated anti social behaviour newsletter that is produced annually for the wider tenant population.

The Tenants Performance and Scrutiny Panel will be responsible for reviewing performance against agreed local performance indicators across the whole range of Housing Services but will involve members of the Anti Social Behaviour Sub Group as appropriate.

In relation to its performance on dealing operationally with complaints of nuisance or antisocial behaviour the Housing Service will identify quantitative data regarding activity and qualitative data, by measuring individual tenant satisfaction in the manner in which complaints about antisocial behaviour have been dealt with and the outcome.

It is recognised however, that good qualitative performance may be more difficult to demonstrate because antisocial behaviour cases are often complex and levels of satisfaction are often subjective and based on the complainant's expectations, which are not always reasonably achievable in terms of time scale or outcome.

Qualitative performance information will also be obtained through the programme of reality checks and tenant led inspections to be introduced as one of the actions of this strategy.

Performance in tackling antisocial behaviour will be monitored monthly in the Housing Service *"Management Information Return"* and targets and performance will be included in the Personal Performance plans of individual officers and discussed at regular appraisals.

Performance on combating antisocial behaviour will be measured using the following indicators which were agreed by members of the Tenants Performance and Scrutiny and will be subject to bi annual monitoring by this group

Qualitative Performance Indicators	**Agreed Targets for 2016/17**
L.S 9 Complaints involving anti social behaviour closed as resolved as a percentage of live cases where the officer can demonstrate that the outcome was satisfactory relative to reasonable expectations	**90%**
LS 10 Complaints involving anti social behaviour closed as unresolved as a percentage of live cases**,** where the officer was unable to meet expectations or where intervention was unsuccessful.	**10%**

LS 11 Tenants responding who are satisfied or better with the way we dealt with their complaint	**75%**
LS 12 Tenants responding who are satisfied or better with the outcome (resolution) of their complaint	**70%**

New tenant initiative	
LS 13 Proportion of new tenants visited or interviewed during first 2 weeks of occupation	**90%**

Quantitative Performance Indicators (Activity Figures)

In addition to the performance indicators listed above, the following information will also be recorded and monitored, subject to review by the Tenant Performance and Scrutiny Panel:

Number of recorded complaints of anti social behaviour by following category per month

1.Abandoned cars

2.Alcohol related

3.Communal areas

4.Criminal behaviour

5.Domestic violence / abuse

6.Drug / substance abuse related

7.Garden nuisance

8.Hate crime

9.Noise nuisance

10. Non occupancy / tenancy fraud

11.Pet / animal nuisance

12.Physical violence

13.Prostitution

14.Rubbish nuisance

15.Vandalism / damage

16.Vehicle nuisance

17.Verbal abuse

18.Sheltered complaints –new category from 2014/15

Number of cases referred to formal mediation
Injunctive activity

Notice to Quit (NTQ) - stand alone for anti social behaviour or asb linked to rent arrears)

Notice of Seeking Possession (NoSP) - for antisocial behaviour or asb linked with rent arrears

Number of Acceptable Behaviour Contracts entered into

Number of referrals to Floating Support and other support / care agencies

Number of incidents of asb where victim believes that they were the victim of hate crime including where the perpetrator was acting on racial grounds and/or there was evidence of a hate crime

Number of referrals to Public Experience for joint investigation into such matters as environmental pollution – i.e. Noise nuisance, fly-tipping and filthy and verminous properties

KEY ACTIVITY FIGURES – ESTATE MANAGEMENT

Inspections /risk management – Inspections completed as a percentage of those scheduled

(a) Estate area inspections

(b) Communal block inspections

(c) Garage Areas

Additional means of monitoring

We will also use the information that we receive from the mandatory biannual STAR (Housemark- survey of tenants and residents) to monitor our performance in relation to the following:

- **Satisfaction with area as a place to live**
- **Percentage reporting anti social behaviour in the 12 months prior to the survey**
- **Satisfaction with various aspects of the service we provide, including the advice and support provided, speed with which the complaint was dealt with and the final outcome**

How many complaints of anti social behaviour do we deal with during 1 April 2014 to 31 March 2015

Housing Services Tenancy Management dealt with 578 recorded complaints and the type of complaints that they dealt with are illustrated below:

	2014/2015	(2013/14)
Abandoned vehicles	**4**	**2**
Alcohol related	**0**	**6**
Communal areas	**138**	**120**
Criminal behaviour	**9**	**28**
Domestic violence	**5**	**0**
Drug / substance	**7**	**22**
Garden nuisance	**81**	**144**
Hate crime	**2**	**3**
Noise nuisance	**132**	**143**
Non occupancy/fraud	**34**	**34**
Pet/animal nuisance	**28**	**43**
Physical violence	**1**	**1**
Prostitution	**2**	**0**
Rubbish nuisance	**44**	**82**
Verbal Abuse	**46**	**44**
Vandalism	**24**	**22**
Vehicle Nuisance	**21**	**31**
Totals	**578**	**(725)**

In addition to the investigation of complaints the Tenancy Management Team –

Visited and interviewed **86%** of all new tenants within the first two weeks of their tenancy to make sure that they are aware of the conditions of their tenancy agreement and the action that would be taken if they break these. It took a bit longer to visit or interview the remaining **14 %.**
Entered into **2** Acceptable Behaviour Contracts with Tenants.
Referred **5** neighbour disputes for formal mediation.
Referred **20** cases to floating support or other support or care agencies.
Referred **19** cases to Environmental Health for joint investigation into cases.
Issued **18** Notices of Seeking Possession against those who continued to break the terms of their tenancy agreement despite warning from us- this is the first step in the legal process to evict someone.
Evicted **3** households who continued to break the terms of their agreement with us.
Overall **76** % of tenants who responded to our annual satisfaction survey said that they were very or fairly satisfied with the way we handle antisocial behaviour.

Contacting us

You can do this by:

Telephoning:

01255 686464 for rent account enquiries

01255 686468 for rent arrears enquiries

01255 686455 for right to buy enquiries

01255 686488 to report anti social behaviour or other complaints

01255 686477 to report a repair

01255 686466 for Housing Register or allocation enquiries

01255 686436 for enquiries about special needs housing or

Adaptations

01255 686490 for enquiries about tenant involvement

E-mailing:

housing.services@tendringdc.gov.uk for general enquiries.

HousingRepairs@tendringdc.gov.uk to report any repairs that are needed to your home

HousingASB@tendringdc.gov.uk to report any incidents of anti social behaviour

tenant.involvement@tendringdc.gov.uk to find out more about how you can get involved

in our services.

Writing to:

Life Opportunities (Housing)

Tendring District Council

Town Hall

Station Road,

Clacton on Sea

CO15 1SE

Visiting:

Reception at 88-90 Pier Avenue, Clacton between 9am and 4.30pm

Monday to Thursday and 9am to 4pm on Friday for rent account or

Rent arrears enquiries only

Housing Reception at the Town Hall in Clacton between 9am and 5pm Monday

To Thursday and 9am to 4.45pm on Friday for all other Council housing issues

Our website www.tendringdc.gov.uk

Alternative languages and formats of this document

If you would like to receive the content of this Document in an alternative language or format, such as large print, please let us know. We will then try to make sure that, in future, we make other information and correspondence available for you in this format.

To request this newsletter in an alternative language or format, please contact us on 01255 686490 or email housing.services@tendringdc.gov.uk

Housing Anti Social Behaviour Strategy Delivery Plan 2016 – 2021

NEW PRIORITIES FOR ACTION

Following a meeting of the *Anti Social Behaviour Sub- Group* on 9 February 2016, officers and tenant representatives agreed on the following five year Anti Social Behaviour Delivery Plan.

The Delivery Plan was further presented to full Tenants Panel on 23 February 2016 who voted unanimously to adopt within our Housing Anti Social Behaviour Strategy for 2016 -2021

Tendring District Council

Housing Services

Working in Partnership Tenants Panel Tendring

RESPECT ASB charter for housing

Anti Social Behaviour Strategy Delivery Plan 2016/2021

Strategic objective one: Demonstrating leadership and strategic commitment

	Action item	When	Lead	Comments
1.1	Revise, update and implement Terms and Conditions of Tenancy for Introductory and Secure and for Temporary Non Secure Agreements to reflect legislative changes in policy and enforcement	Year 1	Customer and Support Manager Housing Manager Snr. Tenancy Management Officer	
1.2	Create specific tenancy conditions for residents in Sheltered Housing to reflect the differences with this housing option.	Year 1	Customer and Support Manager Housing Manager Snr. Tenancy Management Officer	
1..3	Agree performance standards annually with tenant representatives and publicise results on annual basis.	Year 1 -5	Housing Manager	
1.4	Review and revise the monthly and annual performance statistics in relation to anti social behaviour, reflecting new legislation and to include preventative and pro active actions.	Year 1-2	Housing Manager	
1.5	Provide regular staff/tenant training on remedies for combating anti social behaviour.	Year 1-5	Customer and Support Manager Housing Manager Snr. Tenancy Management Officer	
1.6	Review performance against action and performance indicators relating to anti social behaviour twice annually with members of the Anti Social Behaviour Sub Group and Tenant Scrutiny Panel respectively, as well as qualitative feedback received through satisfaction surveys.	Year 1 - 5	Customer and Support Manager Housing Manager Snr. Tenancy Management Officer	

1.7	Introduce an ***easy read guide*** for the tenancy agreement to include clear messages about responsibility and tenancy sustainment- explore use of illustration and video	Year 3	Customer and Support Manager Housing Manager	

Strategic objective two: accessible and accountable service

	Action item	When	Lead	Comments
2.1	Produce and circulate an updated summary leaflet of the new strategy, its aims and ambitions	Year 1	Customer and Support Manager	
2.2	Carry out a further comprehensive crime and anti social behaviour survey and engage with members of the Tenants Panel in agreeing any required actions.	Year 2	Customer and Support Manager	
2.3	Having provided full training to tenant representatives, carry out a programme of reality checking in relation to - • Grounds maintenance standards • Appearance of estates - internal and external communal areas. • Standard of communal cleaning • Condition of void properties .	Year 1	Customer and Support Manager Housing Manager Snr. Tenancy Management Officer	
2.4	. Extend scheme to introduce information points into the communal areas of **all** blocks of flats	Year 1 -3	Housing Manager	
2.5	Provide information to tenant representatives and the wider tenants' population regarding the use and outcome of enforcement measures	Year 1 - 5	Customer and Support Manager Housing Manager	

Strategic objective three: Taking swift action to protect communities

	Action item	When	Lead	Comments
3.1	Identify potential for further ***Respect your neighbour*** agreements	Year 2 - 5	Customer and Support Manager Housing Manager Snr Tenancy Management Officer	
3.2	Explore partnership arrangements with North Essex Parking Partnership to address unauthorised and anti social parking on our housing estates (Traffic Management Act 2004). Introduce ***considerate parking*** initiative	Year 1-4	Housing Manager Snr. Tenancy Management Officer	.
3.3	Continue to contribute to relevant multi agency days, events and initiatives by organising a minimum of one event per year	Year 1 - 3	Customer and Support Manager Housing Manager Snr Tenancy Management Officer	
3.4	Extend the use of CCTV as part of all environmental improvement schemes and make use of the latest technology to combat and pro actively deter crime and anti social behaviour	Year 1-5	Housing Manager Snr. Tenancy Management Officer	
3.5	Continue an annual programme of improvement works to prevent and deter anti social behaviour.	Year 1-5	Housing Landlord Services Group	.
3.6	Work in partnership and compliment the Council's Corporate ASB Policy by maximising use of new powers introduced with the Anti Social Behaviour Crime and Policing Act 2014 and the corporately delegated powers of enforcement	Year 1 - 5	Housing Manager Snr. Tenancy Management Officer	.

Strategic objective four: Adopting a supportive approach to working with victims and witnesses

	Action item	When	Lead	Comments
4.1	Work in partnership with the Restorative Justice Hub to Identify and implement good practice in issues such as – • Allowing victim to explain impact that conflict has on them • Encourage perpetrator to take responsibility for their actions and make amends • Mediation –face to face – written – shuttle • Agreeing mutual plans for future behaviours/tolerance	Year 1 -5	Snr. Tenancy Management Officer	.
4.2	Introduce a ***Victims Charter*** and provide guidance literature to support victims of nuisance and Anti social behaviour	Year 2	Housing Manager	
4.3	Introduce focus group meetings each year (one or two) with victims of nuisance and ASB to better understand levels of satisfaction with the service and how this can be improved from a victims perspective	Year 1 - 5	Housing Manager Snr Tenancy Management Officer	
4.4	Introduce a Hoarding policy and procedure – providing help and guidance to tenant's who hoard.	Year 2	Snr Tenancy Management Officer	
4.5	Develop a Witness focused procedure enabling assessment of specific risk and requirements to support witnesses involved in enforcement/possession cases	Year 2-3	Housing Manager	

Strategic objective five: encouraging individual and community responsibility

	Action item	When	Lead	Comments
5.1	Introduce and implement a **tenant community/ neighbourhood led small scale improvement scheme** (providing funding for localised and targeted neighbourhood/estate improvements and enhancements	Year 1 -5	Customer and Support Manager Housing Manager Snr Tenancy Management Officer	
5.2	Introduce a ***Make a Difference Day*** – where ASB hotspots are identified through our case management systems – involving that community in initiatives to improve their environment (Links with Building Services- Roalco's community involvement commitment).	Year 2-5	Landlord Services Group	
5.3	Link with Community Safety Partnership and Young Persons Crucial Crew with aim to offer diversionary activities for young people living on our estates.	Year 2	Community Safety Partnership Housing Manager Snr Tenancy Management Officer	
5.4	Trial a case handling satisfaction survey for perpetrators of nuisance and ASB	Year 2-3	Customer and Support Manager Housing Manager Snr Tenancy Management Officer	

Strategic objective six: A clear focus on prevention and early intervention

	Action item	When	Lead	Comments
6.1	Produce information about the support that is available in the district.	Year 1-5	Customer and Support Manager Housing Manager	
6.2	Introduce a pro active regime of estate and block visits and report to tenant representatives and wider tenant population on pro active preventative actions and activities.	Year 1	Housing Manager Snr. Tenancy Management Officer	
6.3	Play an active role in the **Community Safety Partnership Hub.**	Year 1 - 5	Snr. Tenancy Management Officer	.
6.4	Explore feasibility of funding a new post of Tenancy Management Assistant to provide support to Tenancy Management Officers in pro active approaches to deterring nuisance and anti social behaviour	Year 1 -2	Housing Manager	
6.5	Continue review of the management and maintenance of our garage sites to ensure that they do not become a target for anti social behaviour	Year 1 -5	Snr. Tenancy Management Officer	
6.6	Take a proactive approach to combating anti social behaviour through increase block and estate inspections	Year 1 -5	Housing Manager Snr. Tenancy Management Officer	
6.7	Review and upgrade use of smart technology and communication used by Tenancy Management Team	Year 1 - 5	Housing Manager	

Strategic objective Seven: A value for money approach is embedded in our service

	Action Item	When	Lead	Comments
7.1	Undertake a full review into the extent and frequency of the cleaning of the internal communal areas of blocks of flats. To include undertaking a full consultation with tenants and panel representatives, with a view to revising current contracts for such cleaning and introducing a new appropriate contract.	Year 1 - 4	Customer and Support Manager Housing Manager	
7.2	Raise awareness of the issue of tenancy fraud and illegal sub-letting and, working in partnership with the Fraud and Compliance Team Progress initiative (to be repeated after 2 years, to • Hold a key amnesty • Carry out an operation of investigation and checks on tenant compliance • Report on findings to tenant reps and publish results	Year 1 and 4	Customer and Support Manager Housing Manager Snr Tenancy Management Officer	
7.3	Carry out a review of the ***recharge policy*** in relation to wilful damage to properties	Year 2	Customer and Support Manager Housing Manager	

Revised Self Assessment January 2016 Appendix B

RESPECT
ASB charter for housing

1, We demonstrate leadership and strategic commitment

There is strong leadership, corporate commitment and accountability about preventing and tackling ASB. This is embedded throughout our business and across key partners

How we evidenced this in our self assessment in January 2016

Housing Services have had a Housing Anti-Social Behaviour Strategy (HASBS) in place since 2003 Following revision in 2008 and 2010; we are now in the process of introducing a new revised 5 year strategy for 2016 -2021. This new ASB Strategy for the council's housing services is accompanied with a 5 year target and action plan as agreed with tenant representatives and other linked agencies.

The purpose of this self assessment review is to accompany the introduction in 2016 of the new Strategy document and will be formally signed by the Council Member holding the portfolio for Housing Services and the Chair of our Tenant and Leaseholders Panel.

The formal introduction of the new five years ASB Strategy for 2016 -2021 demonstrates our commitment to tackling and preventing nuisance and ASB in our council estates and communities.

The strategy contains clear strategic and associated targets for tackling ASB which were developed in consultation with tenants, leaseholders and representatives from other agencies.

The Housing Anti Social Behaviour Strategy (HASBS) is not viewed or operated in isolation - it links to and contributes to the Council's Corporate and community priorities as well as other Housing Services strategies and policies, including Housing Allocation Policy and Homelessness Strategy.

Our commitment to tackling ASB is promoted through our annual ASB newsletter as well as via our website and editions of Tendring Reports. Our performance against the items included in the associated action plans are also reported on a regular basis to the Tenants Panel and to all tenants and leaseholders.

A restructured and dedicated Tenancy Management Team are primarily responsible for dealing with complaints of ASB and nuisance and, through regular estate/ block inspections and visits, are able to identify potential nuisance and take proactive action to prevent ASB occurring.

Housing Services subscribes to a number of organisations, including Respect, ARCH, Housemark, Housing Quality Network, CIH Practice Online which enable ongoing reference to best practice and innovative approaches.

Measurable local targets have been set in connection with ASB and these are monitored through monthly management information reports.

Several actions have been included in previous strategies to ensure that Housing Services have robust policies in place towards abuse towards staff, Members and Tenant representatives in delivering their functions (e.g. CCTV covering reception and interview rooms, the issuing of personal alarms for front line staff, detailed policy of measures to protect staff and procedure for taking action against those who have threatened, assaulted or abused staff or elected members). Relevant cases have also been published via our dedicated ASB newsletter.

Members of the Tenancy Management Team have a good working relationship with other agencies, including The Community Safety Partnership Hub, Police, Adult Social Care, ESCB, Mental Health Social Care, floating support as well as a number of representatives from other partner organisations have also given presentations to members of the Tenants Panel.

2,We provide an accessible and accountable service

All our tenants can easily report ASB and access the service. Tenants are provided with useful and timely information and are actively encouraged to influence how we deliver the service

How we evidenced this in our self assessment in January 2016

Customers can report ASB in a variety of ways, including a dedicated phone number, email address, website forms, in person and in writing. Website has translation facility. Out of hour 24 hour service is provided through the Careline service.

Tenants are involved in setting local priorities, for example through feedback from crime and ASB survey, STAR survey, ASB incidents feedback surveys and through detailed involved of Tenants Panel and their elected ASB representatives.

A dedicated newsletter is produced each year to inform tenants and leaseholders of the action that has been taken re ASB, and a section on ASB is also included in the annual report. This also publicises the use of enforcement tools through the use of case studies and informs tenants how they can report ASB as well as how their complaint will be responded to.

Information about ASB is provided through newsletters, leaflets, website and through face to face interviews with tenants. Information can also be produced / provided in alternative formats to make sure that no one is excluded.

Feedback is regularly provided to tenants on our ASB performance. Satisfaction surveys are regularly carried The priorities identified through these surveys and others are also taken into account in determining what action to take, in conjunction with members of the Tenants Panel and ASB sub group.

We have a dedicated ASB Group made up of Council Officers and Tenants to ensure that our policies and procedures provide positive results.

We carry out census type surveys to analyse make up of our tenants and their issues.

3, We take swift action to protect communities

We take prompt, appropriate and decisive action to deal with ASB before it escalates. In doing so, we adopt a problem-solving approach and have regard to the full range of tools and legal powers available

How we evidenced this in our self assessment in January 2016

Our tenancy agreement has been recently revised and drawn up in consultation with a specialist solicitor and takes account of the OFT guidance on unfair tenancy terms. This agreement includes robust clauses re the responsibilities of tenants and the action that will be taken if they breach their agreement The revised tenancy agreement also takes into account changes in legislation and enforcement powers available, primarily the Anti Social Behaviour, Crime and Policing Act 2014

Our Tenancy Sign up procedure provides clear explanation of what behaviour is expected from tenants and what will happen if the terms of their agreement is not kept to, as well as providing details of the Council's responsibilities and obligations.

Introductory tenancies have been implemented as a new powerful tool to take action against those tenants that commit ASB.

We hold regular meeting with Neighbourhood Policing Teams within the Tendring area to exchange information and to arrange action plans to tackle those committing ASB. These meetings result in joint visits to the perpetrators of ASB.

Targets have been set for the removal of graffiti and fly tipped material.

Complainants are updated a minimum of every two weeks as their case progresses and are consulted prior to their case being closed.

4,We encourage individual and community responsibility

We work with community groups and partners to promote tolerance and responsibility amongst our tenants and the wider community

How we evidenced this in our self assessment in January 2016

We have pre-purchased a number of mediation cases and the use of mediation has helped us successfully resolve a number of cases. For the year 2014/2015 we referred five cases to independent mediation

We promote tenant and leasehold ownership and have an established Customer Involvement Register which gives tenants the opportunity to identify if they want to be involved in walkabouts which would enable ASB hotspots and environmental problems to be identified. Walkabouts also provide the ability for neighbourhoods to identify small scale improvement works for their community which are funded through locally determined environmental improvement budgets.

A satisfaction survey is sent to every complainant who reports a problem of ASB following the closure of every case. The results of these surveys are recorded and regularly reported back to our tenants and leaseholders.

A procedure is in place to provide a letter of commendation / certificate to tenants who have taken a stand against ASB.

Our satisfaction surveys provide us with information on performance against all recorded complaints (Closed Resolved and Closed Unresolved). We use the Respect core indicators and a number of discretionary indicators. This includes satisfaction by case handling, outcome, and type of ASB, area, officer.

5, We adopt a supportive approach to working with victims and witnesses

Our approach to case working demonstrates a strong focus on identifying and minimising risk – Our Tenancy Management Officers are experienced and qualified ASB case workers

How we evidenced this in our self assessment in January 2016

Dedicated procedures exist for responding to racial incidents and published advice is available for those that experience hate crime

Appropriate employees have received relevant training and all Tenancy Management Officers have completed a minimum of
BTEC Level 3 Advanced Award (Neighbourhood Nuisance and Anti Social Behaviour Case Working).

Our monthly survey throughout 2014/15 showed that an average of 76% of respondents were satisfied or better with the way we dealt with their ASB complaint and
70% of respondents were satisfied or better with the outcome (resolution) of their complaint

All relevant staff is aware of the procedures that should be followed when investigating any complaint and the appraisal and case study sessions held enable any development needs to be identified, addressed and monitored.

Although it is rare that a witness has had to attend court, procedures are in place to ensure that, in the event of this, full explanations and support are given and that appropriate liaison is carried out with court services.

Witness support package / measures are in place, in conjunction with other agencies. Liaison takes place with the Crime Reduction Officer and Police Domestic Violence unit as and when necessary re any required target hardening measures (e.g. panic alarms and fire proof letter boxes).

Comprehensive witness support package is provided and there is a protocol in place to enable the sharing of information. Procedures are in place to support this e.g.: fleeing violence, management transfers and vulnerable person's referral policy.

A 'victims come' first approach has been adopted in the HASBS and is reflected in operational procedures and has been publicised together with a requirement to be mindful of the needs of perpetrators as well.

All complaints are recorded on a dedicated ASB case management system and responded to in accordance with specified service standard. All complaints are given a unique reference number and are sent a plan of action and a clear timescale for responding to complaints of ASB. The case management processes enable the most appropriate intervention to be identified and implemented. The case management system enables monitoring of response times, categories of ASB recorded, locations etc.
Witnesses are updated a minimum of every two weeks as their case progresses and are consulted prior to their case being closed.

6, We have a clear focus on prevention and early intervention.

We use a range of early intervention techniques to prevent ASB from escalating.

How we evidenced this in our self assessment in January 2016

Numerous planned maintenance and improvement schemes have / are implemented to prevent and deter ASB - key strategic objective of HASBS (environmental improvement schemes, installation of high performance security communal entrance doors etc.) And their contribution to combating ASB and crime is identified to tenant representatives when Housing Investment Programmes (HIP) programmes are agreed. A programme to install CCTV and associated security measures has also been completed to help reassure residents.

In 2014 the second phase of improvement and enhancement works were completed at Churchill Court Harwich. These extensive improvements provided external CCTV across the estate, a recreation /play area for children and a community garden project. There are further improvements scheduled for the future.

Information / references are exchanged with other housing providers in relation to nominations for housing inside or outside the district.

Consultation takes place with Essex Police and Community Safety Partnership in connection with appropriate planned improvement schemes (e.g. environmental improvements**)**

Our revised tenancy agreement was drawn up in consultation with a specialist solicitor and takes account of the OFT guidance on unfair tenancy terms. This agreement includes robust clauses re the responsibilities of tenants and the action that will be taken if they breach their agreement. The revised tenancy agreement also takes into account changes in legislation and enforcement powers available, primarily the Anti Social Behaviour, Crime and Policing Act 2014

The sign up procedure provides clear explanation of what behaviour is expected from tenants and what will happen if the terms of their agreement is not kept to, as well as providing details of the Council's responsibilities and obligations.

Introductory Tenancies have been introduced as a new early intervention tool to take action against those tenants that commit ASB.

Acceptable Behaviour Contracts (ABC's) are regularly used in partnership with Essex Police as an early intervention tool.

Procedures and referral mechanisms are in place for dealing with vulnerable residents for example referral to floating support and other relevant agencies to work with tenants to stop ASB and sustain their tenancy.

For the period 2014/2015 Two Acceptable Behaviour Contracts were drawn up and a further twenty cases were referred to Floating Support and other Support Agencies.

It is estimated that there are 320 families in Tendring that have complex needs. Family intervention projects are in operation and referral processes in place.

From the Essex Family prototypes, the National Troubled Families' programme and the Public Service Transformation (previously Whole Essex Community Budgets), partners across Essex have developed **Family Solutions**: multidisciplinary/agency family teams that work with families with multiple needs intensively on a voluntary basis.

Tenants are advised that enforcement action will be considered where suitable offers of support are refused and their behaviour does not improve.

7, We ensure that a value for money approach is embedded in our service.

We can demonstrate a strong focus in securing efficiency and effectiveness by balancing cost and quality

How we evidenced this in our self assessment in January 2016

Value for money goals have been introduced in staff appraisals.
Our case management system allows us to monitor trends for most common ASB and to identify savings.

We have revised our satisfaction surveys to provide us with information on performance against all recorded complaints (Closed Resolved and Closed Unresolved). We use the Respect core indicators and a number of discretionary indicators. This includes satisfaction by case handling, outcome, and type of ASB, area, officer. The performances are benchmarked.

We are recording referrals to other agencies so we can have a better record of their success.

We use an evidence based approach to ASB budgets. Dedicated ASB preventative budget and an Estate Management budget.

We pre-purchase a set number of cases from an independent Community Mediation Service. We are currently reviewing their success and potential alternatives available through restorative justice initiatives. Staff are trained in mediation techniques so that the referral resource is only used in specific cases.

We have reviewed our use of legal services and in house training has reduced the need for legal services. Court attendances are now housing officer only, except for complex cases.