

Hackney Homes policies on antisocial behaviour

1 Introduction to our antisocial behaviour policy

- 1.1 Hackney has one of the most wide-ranging communities in the country, with residents from six continents and a wide range of ethnic backgrounds. We celebrate this and want to work with our partners to improve equal opportunities, tackle discrimination and promote good relationships amongst all our residents. We aim to be polite and treat everyone with dignity and respect, whatever their age, ethnic background, sex, religious belief, disability or sexuality. Our communities need services that can meet their needs.
- 1.2 This is our antisocial behaviour policy, which keeps to the Housing Act 1996 as amended by part 2 of section 12 of the Anti-Social Behaviour Act 2003.
- 1.3 We, Hackney Homes, are the arm's-length management organisation (ALMO) set up by the London Borough of Hackney to manage, monitor and improve its properties.
- 1.4 We are responsible for dealing with incidents of antisocial behaviour in the properties we manage.
- 1.5 Under the Anti-Social Behaviour Act, housing organisations must prepare and publish a policy on antisocial behaviour and procedures for dealing with any incidents of antisocial behaviour.
- 1.6 This policy provides guidance for officers, residents and leaseholders on how to respond to complaints about antisocial behaviour.
- 1.7 Positive action to make communities safer is part of everything we do – from how we design our homes to the ways we get the community involved in our work.
- 1.8 We take positive action by working with our partners and other agencies to:
 - regenerate the borough;
 - make sure you are not excluded; and
 - improve your well-being.
- 1.9 You are at the centre of everything we do. We will do everything we reasonably can to prevent neighbourhood problems and we will deal firmly but fairly with any problems.

- 1.20** As a responsible landlord we value diversity (people's differences) and promote equal opportunities, making sure our services treat everyone equally.
- 1.21** We are a member of the Safer Cleaner Partnership, which is important to our work on antisocial behaviour. The Safer Cleaner Partnership is Hackney's Crime and Disorder Reduction Partnership (CDRP) and is responsible for reducing crime and disorder in the borough and achieving the aims set out in Hackney's community strategy and local area agreement.
- 1.23** The Antisocial Behaviour and Respect Strategic Sub Group of the Safer Cleaner Partnership brings together representatives from Hackney Homes, the council, police, fire service, Learning Trust and voluntary organisations. The group has formal links with the Better Homes Partnership. Up to half of the people who live in Hackney live in social housing (housing provided by the council or by housing associations), and the group recognises the challenge of antisocial behaviour. The group meets every three months to deal with issues of antisocial behaviour in the borough and is responsible for making policy recommendations for dealing with things that people are worried about, such as:
- noisy neighbours and loud parties;
 - vandalism, graffiti and deliberate damage to property;
 - drunkenness in public places;
 - abandoned and burnt-out cars; and
 - drug use and drug dealing.
- 1.24** Antisocial behaviour is a major concern to individuals and communities. It damages and destroys lives, and we are committed to tackling it effectively.
- 1.25** Antisocial behaviour is a complicated issue that needs action from a variety of agencies and partnerships. In line with current 'best practice', our approach to dealing with antisocial behaviour is focused on achieving positive results and building confidence in communities by:
- preventing and discouraging people from acting in an antisocial way;
 - taking quick and appropriate action when needed; and
 - supporting people to make positive changes to their behaviour.
- 1.26** We believe that these three actions must be seen as a whole, rather than separately.

- 1.27** We think it is essential that our staff have the confidence and the knowledge to identify and to investigate incidents and reports of antisocial behaviour, and that they are able to take appropriate action.
- 1.28** We aim to deliver professional high-quality services that are practical, effective and value for money.
- 1.29** We are committed to telling others about our successes and our overall performance. This includes using the media to publicise our work and initiatives. We believe that this:
- shows we are taking action,
 - helps us monitor certain ways of tackling antisocial behaviour, such as court injunctions;
 - plays an important part in dealing with the fear of antisocial behaviour in communities; and
 - discourages people from acting in an antisocial way.
- 1.30** Our interest in tackling antisocial behaviour means we are developing 'best practice' and making our resources available to other social landlords and to our partners. We are a member of and support the Social Landlords Crime and Nuisance Group, which helps us in this work. The Social Landlords Crime and Nuisance Group is the leading housing-based group that focuses on antisocial behaviour.
- 1.31** We also keep to the Respect Standard for Housing Management, which is a part of the Government's work to tackle antisocial behaviour. It is a voluntary standard, which means we will do all we reasonably can to provide good services to tackle antisocial behaviour and create a community where the people respect each other.
- 1.32** This document meets the requirements of the 'Code of guidance for local housing authorities and housing action trusts' issued in August 2004 by the then Office of the Deputy Prime Minister.
- 1.33** A new organisation, the Tenant Services Authority was set up as a result of the Housing and Regeneration Act 2008, and will take over responsibility for how we manage your tenancy from April 2010. The Tenant Services Authority will set out new standards that landlords will have to meet from spring 2010. One of those standards will mean we have to work with other public organisations to prevent and tackle antisocial behaviour. This document shows how we are working to tackle antisocial behaviour and we will revise this document to reflect the Tenant Services Authority's requirements, once the new standard has been finalised.

2 Defining antisocial behaviour

- 2.1** 'Antisocial behaviour' covers a wide range of behaviour or action, but it is mainly behaviour that causes or is likely to cause nuisance or

annoyance to one or more people living in, working in or visiting an area.

2.2 We define antisocial behaviour as 'behaviour, whether criminal or not, which causes or is likely to cause harassment, alarm or distress to other people, including behaviour which makes people afraid of crime'.

2.3 The people that may be affected by antisocial behaviour include anyone who:

- has a right to live in a property we manage;
- lives in any other property in the neighbourhood (such as owner-occupiers and tenants of other landlords); and
- anyone else who is legally using the property or area, for example people who are working or using local facilities.

2.4 This covers everyone who works for or with us, including our agents, contractors and partners.

2.5 Types of antisocial behaviour

Actions directed at people

- Harassment
- Hate crime
- Intimidation
- Verbal abuse
- Domestic violence and abuse

Ignoring the community and a person's well-being

- Noise
- Disagreements with neighbours
- Using a property illegally
- Nuisance from business premises
- Criminal behaviour
- Misusing drugs, solvents and alcohol
- Disagreements about boundaries
- People living in a property without permission

Damage to the environment

- Arson
- Nuisance activities such as littering and dumping rubbish
- Nuisance from vehicles

Misusing public spaces

- Animal-related nuisance
- Gardens
- Vandalism and graffiti
- Misusing shared areas

2.6 Examples of antisocial behaviour

○ Harassment

Harassment is an offence committed against a person to intimidate them and make them feel uncomfortable. Examples of harassment include:

- calling people names;
- making threats to people or to their homes; and
- abusive letters.

○ Hate crime

Hate crime is a more specific type of harassment. Hate crime is a criminal offence committed against a person because of their:

- ethnic background;
- nationality;
- religion;
- sex;
- sexuality; or
- disability.

○ Intimidation

This is any behaviour (including language) that is used to intimidate another person and stop them from carrying out everyday activities, such as walking in the street. It can include behaviour that stops someone from:

- reporting the antisocial behaviour; and
- coming forward as a witness.

○ Verbal abuse

This includes foul and abusive language and unreasonable allegations.

○ Domestic violence and abuse

This can include reports about people being upset or disturbed by violence or abuse.

○ Noise

This can include noise from:

- parties;
- playing musical instruments;
- shouting;
- television sets, radios and hi-fi equipment;
- DIY activities;
- car repairs;
- burglar alarms; and
- children.

- **Disagreements with neighbours**

These are disagreements that come from differences in lifestyle.

- **Using a property illegally**

This includes using the property for things such as:

- handling stolen goods;
- growing or storing illegal materials or substances; and
- using the address to commit fraud.

- **Nuisance from using the property as a business**

Antisocial behaviour includes using a property as a business which breaks the tenancy or lease conditions or planning regulations. It can include:

- buying, selling or repairing vehicles;
- noise caused by the business, for example deliveries and callers;
- damage to the property;
- parking problems; and
- advertising signs and lighting.

- **Criminal behaviour**

This relates to criminal acts that have been committed in the local area and could cause a nuisance and annoy other residents. In many cases antisocial behaviour is part of a criminal offence. For example, drug dealing is illegal, but its effects, including repeated noise, intimidation and syringes left in public places, cause very real problems to people in the area.

We are committed to working with the Metropolitan Police to fight crime and antisocial behaviour and to make full use of the law to tackle the antisocial effects of crime. We will encourage, but will not necessarily require, victims of crime to report crimes to the police. However, where we have cause to believe that a serious crime has or may be committed (e.g. a child is at risk; someone in imminent danger of significant harm) we will bring the matter to the attention of the police.

Examples of criminal activity that may be accompanied by antisocial behaviour include:

- illegal broadcasting – ('pirate' radio stations);
- motoring offences;
- physical violence;
- theft and burglary;
- behaviour which stops people from enjoying the peace and quiet they are entitled to; and
- prostitution.

- **Drugs**

Antisocial behaviour includes supplying and using illegal drugs, and includes related things such as:

- violence;
- noise;
- verbal abuse;
- theft;
- damage;
- growing or producing drugs; and
- syringes left in public areas.

○ **Misusing drugs, solvents and alcohol**

Types of antisocial behaviour related to this include:

- violence;
- noise;
- verbal abuse;
- theft; and
- damage.

○ **Disagreements about boundaries**

Antisocial behaviour can arise between two or more people about the size, position or height of a hedge, fence, wall or similar boundary.

○ **People living in a property without permission**

This may not always cause a nuisance or annoy others, and may arise out of a number of circumstances, including:

- refusing to leave after a tenancy has ended; and
- entering a vacant property and refusing to leave.

○ **Arson**

This is deliberately setting fires.

○ **Nuisance activities**

This includes complaints associated with a range of things, such as playing football in the street or hanging around in shared or public areas. The activities may themselves not be antisocial, but are considered to be inconsiderate and a nuisance in some circumstances.

○ **Nuisance from vehicles**

Antisocial behaviour can result from misusing vehicles or using them inconsiderately, and can include:

- repairing vehicles;
- noise late at night;
- inappropriately using parking facilities;
- parking in areas you shouldn't, such as on grass verges and pavements;
- driving dangerously or riding vehicles on footpaths, grass and so on;
- noise from car alarms; and

- riding of off-road motorcycles (includes 'pee wees' and 'quads').

○ **Animals**

Examples of this type of antisocial behaviour include:

- animal mess in shared areas;
- animals that are unsupervised and causing alarm or fear;
- animal mess in a person's home or garden which is affecting their health;
- unreasonable or excessive noise or smells;
- keeping unsuitable or dangerous animals (such as dangerous dogs and animals normally considered to be 'wild' animals);
- keeping farm animals; and
- feeding or attracting birds and other animals (such as pigeons).

○ **Gardens**

Antisocial behaviour related to gardens can include:

- overgrown gardens;
- high hedges;
- trees that restrict light or whose roots cause damage;
- rubbish in gardens;
- garden fires, including barbecues;
- rats and mice;
- vehicles kept in gardens without permission; and
- sheds, pigeon lofts and other structures that you put up without permission.

○ **Vandalism and graffiti**

This can include deliberate damage caused to property, such as:

- graffiti;
- damage to shared areas and fittings;
- damage to fencing and walls; and
- damage to street furniture such as street lights and phone boxes.

○ **Misusing shared areas**

This type of antisocial behaviour covers, for example:

- dumping rubbish and dropping litter;
- causing dirty and unhygienic conditions;
- hanging around in hallways and stairwells;
- drinking alcohol;
- misusing substances, such as drugs and solvents;
- blocking refuse chutes;
- blocking passageways, including fire escapes;
- starting fires and other safety hazards; and
- misusing entrance doors, lifts and intercom systems.

3 Our approach to antisocial behaviour

- 3.1** We believe that everyone has the right to enjoy their home and live without interference, and that everyone is responsible for respecting people's rights.
- 3.2** Our staff, including our agents, contractors and partners, have the right to work in an environment that is not violent, threatening or abusive. We will do everything we can to protect that right, including prosecuting people who interfere with this right.
- 3.3** It is important for communities to set the standards of behaviour by which they expect people to live. But if these standards are going to work and people are going to keep to them, it must be clear to everyone that we will take quick and effective action against unacceptable behaviour.
- 3.4** If someone falsely accuses someone of antisocial behaviour, we will take appropriate action against them.
- 3.5** We will investigate all reports of antisocial behaviour professionally and objectively. This means that we will, unless it is inappropriate to do so (for example it would put people at risk), get proof to show whether or not the incident was antisocial behaviour. Before we make a decision, we will get proof by contacting:
- other residents;
 - the person who is said to have behaved in an antisocial way; and
 - other agencies.
- 3.6** **Condition 3 of our tenancy agreement says the following.**
- 3.7** You, and anyone living with you or visiting your home, must not do anything to harass other people because of their:
- race;
 - colour;
 - nationality;
 - ethnic origin;
 - sex;
 - sexuality;
 - religious or political belief;
 - age; or
 - medical condition or disability.
- 3.8** You, and anyone living with you or visiting your home, must not interfere in

any way with neighbours, other people who live in the neighbourhood, anybody visiting the area or the landlord.

- 3.9** Acts of harassment can include:
- physical attacks;
 - threats of violence towards anyone;
 - written or verbal abuse;
 - bullying and threatening behaviour;
 - damage or threats of damage to another person's property;
 - stalking;
 - Nuisance incidents such as repeated or offensive phone calls, knocking on doors and sending communications which contain indecent or abusive materials; and
 - writing threatening, abusive or insulting graffiti.
- 3.10** You must not do anything in your home, or any part of the estate or neighbourhood, which we believe may be a nuisance, disturb any other person or be considered antisocial behaviour. This condition also applies to anyone living with you or visiting you.
- 3.11** You will break this condition if you create a noise nuisance, for example, by playing loud music. You will also break this condition if you hold a party which we believe:
- you advertised to the public;
 - you charged or will charge people for; or
 - annoys or may annoy your neighbours.
- 3.12** Acts of antisocial behaviour and nuisance include but are not limited to:
- noise nuisance;
 - dumping rubbish or furniture;
 - throwing things, or allowing things to be thrown, from balconies or out of windows;
 - graffiti;
 - carrying out major vehicle repairs on the property and in the surrounding areas;
 - fitting or using equipment such as aerials to operate illegal radio broadcasts from your own or any other council property or shared roof space;
 - dealing in or using illegal drugs in properties and in the surrounding areas; and
 - any act or failure to act which is intended to disturb the peace and comfort of anyone or to inconvenience them in any way.
- 3.13** You must not obstruct, abuse, harass, threaten or assault any of our officers, contractors or agents (whether or not they are carrying out their duties for us), and you must not cause, allow or encourage anyone else to do so. This rule applies to anyone living with you or visiting you.

3.14 Our leasehold agreement

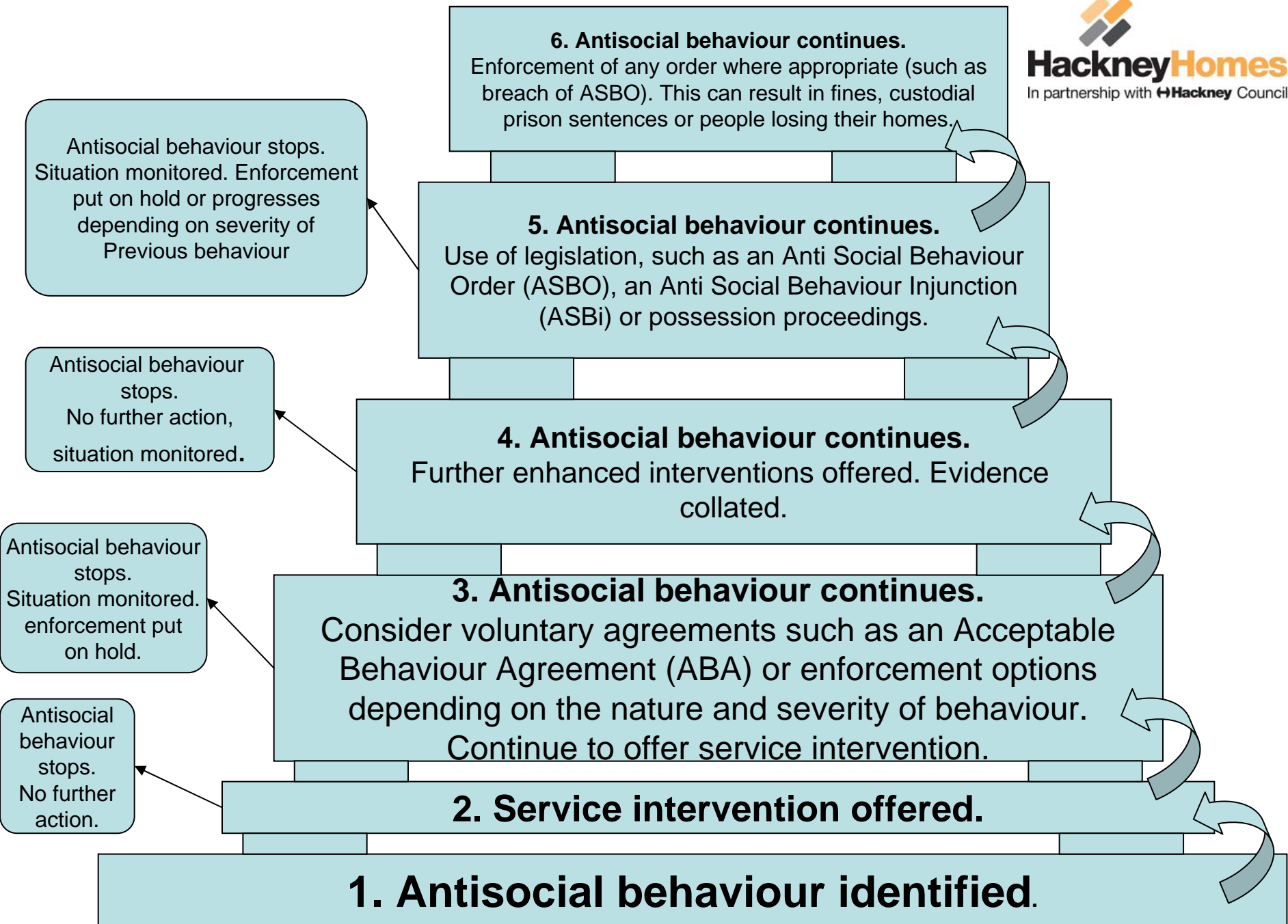
- 3.15** Under our leasehold agreement, the following areas relate to antisocial behaviour.
- 3.16** Page 10, part 10 explains our right to repossess your home if you break the conditions of the lease.
- 3.17** Page 25, part 16 of the 7th schedule says you must not cause any dangers or nuisance including racial, sexual, religious or other forms of harassment.
- 3.18** Page 27, part 1d of the 8th schedule explains that you are responsible for any children or adults who live with you or visit you.
- 3.19** Page 28, parts 2a, 2b, and 2e refer to keeping pets, getting rid of rubbish and noise. Some of the other regulations may also fall within a complaint about antisocial behaviour.
- 3.20** The 7th schedule contains the conditions you must keep to and the 8th schedule contains the regulations you must follow. Other regulations can be added, but we must record them in the 'Estate Regulations' book at our housing office.

4 Standards of behaviour

- 4.1** We work (and will continue to work) with individuals and partners to prevent antisocial behaviour and to support relevant individuals and households to behave in a more acceptable way.
- 4.2** As part of this work, we will investigate and, where relevant, challenge all cases of antisocial behaviour, and we will take action designed to stop the antisocial behaviour.
- 4.3** Our approach to dealing with antisocial behaviour is based on the Social Landlords Crime and Nuisance Group's 'incremental model' (see below). We will take any action needed in an appropriate way. For the most serious cases, such as those involving racial harassment or those that put people in danger, we will take formal action such as getting an injunction. We will do this as early as possible.
- 4.4** Taking action to end a tenancy or lease is a last resort. But if we do need to end a tenancy or lease, we will do this quickly and act within the law.

- 4.5** A main part of how we deal with antisocial behaviour is to work to reduce the fear of antisocial behaviour. We do this by:
- encouraging people to report antisocial behaviour;
 - promoting community confidence; and
 - supporting witnesses.
- 4.6** The 'incremental model' is a way of dealing with antisocial behaviour. This means we will:
- help people to deal with the problem themselves or using mediation;
 - draw up a community or good-neighbour agreement (where the rules expected in a neighbourhood are informally agreed and set down by residents);
 - make clear to possible tenants the standards of behaviour that they will be expected to keep to before they move into one of our properties;
 - use acceptable behaviour contracts which are written agreements between a young person, us and the local police, where the young person agrees not to behave in an antisocial way;
 - if a child under 10 is behaving in an antisocial way, consider parental control agreements (an agreement that says the parent or guardian is responsible for the child's behaviour and will take action to monitor it);
 - try to deal with issues of vulnerable people (such as elderly or disabled people) who are said to have acted in an antisocial way, by working with partner agencies to meet their support or care needs;
 - directly or through working with partner agencies, provide access to support to deal with the causes of the antisocial behaviour, and change the behaviour; and
 - use our legal powers. If we need to take legal action, we will try to control antisocial behaviour using injunctions or antisocial behaviour orders. As a last resort we will consider eviction.
 - (See next page for flowchart detailing the process)





5 Our commitments and service standards

- 5.1** We are committed to reducing antisocial behaviour and working with the Safer Cleaner Partnership Board to make communities safer. This commitment influences all of our services, strategies and programmes that deal with the causes of antisocial behaviour and its effects, and support those who are serious about improving their behaviour.
- 5.2** Central to our commitment is support for witnesses and others suffering the effects of antisocial behaviour.
- 5.3** We will do all that we reasonably can, directly and by working with others, to deal with all reports of antisocial behaviour. If legal action is needed, we will use the full range of powers that are available.
- 5.4** We are also working to give people and communities the confidence and ability to make sure they have a good quality of life. A significant part of this work is to encourage people suffering from the effects of antisocial behaviour to report it, and to set out clear service standards so we can carry out our responsibilities and see how we are performing.
- 5.5 In particular, we will:**
- make sure that anyone thinking about a tenancy or lease with us understands their rights and responsibilities concerning responsible behaviour before they sign a lease or tenancy agreement;
 - make sure you are aware that you are responsible for members of your household and your visitors;
 - make it as easy as possible for you to report incidents of antisocial behaviour, including if you do not want to give us your name;
 - provide translation and interpretation services if you need them;
 - make available a summary of our policy, our procedures and the services we provide to respond to reports of antisocial behaviour, including details of where and how to report antisocial behaviour and who you should report it to;
 - make this document available at all of our main offices and give you a copy if you ask for one;
 - treat every report you make about antisocial behaviour as confidential (this means we will not reveal your identity

without your permission, unless someone will be at risk if we do not);

- record and investigate every report of antisocial behaviour;
- contact you within five working days of receiving your report of antisocial behaviour (or within one working day if the problem is very serious, for example racist incidents and incidents involving harm or threats of harm to people);
- put an officer in charge of each case and give you the officer's details;
- agree an 'action plan' with you, and monitor and review our arrangements if possible;
- review all cases at least once a month (but we will usually close cases after three months if they have been dealt with or the antisocial behaviour does not happen again);
- assess each report and provide extra support, such as alarms and patrols, if needed;
- interview the person who is said to have behaved in an antisocial way, in a way that does not put you, other residents or our staff, agents, contractors or partners at risk;
- look for other ways of getting proof, for example using CCTV, when needed;
- keep you up to date on the progress we are making and confirm all developments and agreements in writing;
- provide emotional and practical support to witnesses (see 'Witness support' below);
- carry out surveys to see how satisfied you are with how we have dealt with your report, and every three months give the results to our Housing Management Services Team and board;
- report every three months to our Housing Management Services Team and our board on incidents of antisocial behaviour and what we are doing to deal with them; and
- analyse reports of antisocial behaviour to see if there are any patterns to the behaviour, then decide on aims and work with partners to deal with the issues we have found. We will then

6 Services for dealing with antisocial behaviour

6.1 Reporting and investigating

Our Housing Management Service is responsible for dealing with antisocial behaviour. Here are contact details for our housing offices.

North East (Stamford Hill)
Clock House
149 Stamford Hill
London
N16 5LG
Phone: 020 8356 6500

Nightingale Estate Office
20 Olympus Square
London
E5 8PL
Phone: 020 8356 1914

North West (Stoke Newington)
Stoke Newington Municipal Offices
Stoke Newington Church Street
London
N16 0JR
Phone: 020 8356 6100

Homerton
92 Well Street
London
E9 7JA
Phone: 020 8356 7800

De Beauvoir & Queensbridge
31 De Beauvoir Road
London
N1 5SJ
Phone: 020 8356 6600

Shoreditch
1 Cropley Street
London
N1 7PT
Phone: 020 8356 6705

Whiston Road
2 Whiston Road
London
E2 8BW
Phone: 020 8356 1731

- 6.2** All of our housing-management staff are trained to receive and deal with reports of antisocial behaviour.
- 6.3** In most cases, a housing officer will carry out an initial investigation of the report.
- 6.4 Criminal behaviour and the role of the police**
- 6.5** In many cases antisocial behaviour is part of a criminal offence and the distinction between the two is often blurred.
- 6.6** Similarly the measures used to deal with antisocial behaviour may be civil or criminal according to what is the effective intervention to deal with the concerns of local people.
- 6.7** There are instances also of serious crime (e.g. domestic violence and hate crime) where the victim does not want to involve the police and looks to Hackney Homes as their landlord to take action to support them. We will encourage, but will not necessarily require, victims of crime to report crimes to the police. However, where we have cause to believe that a serious crime has or may be committed (e.g. a child is at risk; someone in imminent danger of significant harm) we will bring the matter to the attention of the police.
- 6.8** Hackney Homes is very clear that the agency that has primary responsibility for upholding and enforcing the criminal law in the borough is the Metropolitan Police.
- 6.9** We are committed to working with and supporting the Metropolitan Police to fight crime and to making full use of the tool sand powers available to us as a social landlord to tackle the antisocial effects of crime.
- 6.10 Gangs and gang related activity**
- 6.11** Most young people are never involved in gangs, and not all groups of children should be viewed or labelled as gangs. Hackney Homes does however recognise that gang related activity is of significant concern in London including Hackney.
- 6.12** Young people in gangs are often vulnerable individuals who can be both perpetrators and victims of harm. Those who become involved in gangs and commit violent crime as a result of this involvement have

significant needs themselves. They should of course be held responsible for their actions and to that end, Hackney Homes is committed to effective action with partners in the police, local authority and others to tackle the issues by engaging in appropriate enforcement, prevention and diversion activities and initiatives.

- 6.13** The tables below are intended to assist you to understand the types of incidents we deal with, how we classify them and what an appropriate remedy might be.

Each case is dealt with on its individual merits

- 6.14** Please note that some remedies may be used in combination with others – for example, someone convicted of a criminal offence may also be given an antisocial behaviour order (ASBO) to prevent re-offending by banning them from a particular location.

- 6.15** In all cases involving the commission of a criminal offence, the police may prosecute the offender(s).

CRIMINAL ACTS & ACTS DIRECTED AT PEOPLE	Criminality (affecting housing function)	
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Possession; Closure order; Criminal prosecution; Special move (exceptional cases); Warning letters; Acceptable Behaviour Contracts; Parenting Agreements/Contracts; Parenting Orders; ASB Injunctions; Anti-Social Behaviour Order; Demotion; Notice Seeking Possession	Neighbourhood Management; Local Authority; Police; Fire and Rescue Service; Health; Trading Standards; Environmental Health; Children’s Social Care; Schools; Youth Offending Service (YOS); Probation; Family Intervention Project; Legal; Victim Support
	Racial harassment	
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Criminal prosecution; Special move (exceptional cases); Warning letters; Acceptable Behaviour Contracts; Parenting Agreements/Contracts; Parenting Orders; ASB Injunctions; Anti-Social Behaviour Order; Demotion; Notice Seeking Possession	Neighbourhood Management; Local Authority; Hate Crime Team ; Police; Children’s Social Care ; Schools; Youth Offending Service (YOS); Probation ;Family Intervention Project; Legal; Victim Support
	Hate crimes & incidents (e.g. homophobia)	
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Criminal prosecution; Special move (exceptional cases); Warning letters; Acceptable Behaviour Contracts; Parenting	Neighbourhood Management; Local Authority; Hate Crime Team ; Police; Children’s Social Care ; Schools; Youth Offending Service

Agreements/Contracts; Parenting Orders; ASB Injunctions; Anti-Social Behaviour Order; Demotion; Notice Seeking Possession	(YOS); Probation ; Family Intervention Project; Victim Support
Sexual Harassment	
<i>Possible remedies</i>	<i>Agencies involved</i>
Criminal prosecution; Special move (exceptional cases); Warning letters; Acceptable Behaviour Agreements; Parenting Agreements/Contracts; Parenting Orders; ASB Injunctions; Anti-Social Behaviour Order; Demotion; Notice Seeking Possession	Neighbourhood Management; Local Authority; Police; Schools; Youth Offending Service (YOS); Probation Open Doors; Legal; Children's Social Care; Local Authority
Threats of violence	
<i>Possible remedies</i>	<i>Agencies involved</i>
Criminal Prosecution; Special move (exceptional cases) Warning Letters; Acceptable Behaviour Contracts; Injunctions; Parenting Agreements/contracts; Parenting Orders; Anti-social behaviour Order; Demotion; Notice Seeking Possession;	Neighbourhood Management; Local Authority; Police; Schools; Youth Offending Service; Probation; Legal; Children's Social Care; Nia Project
Actual violence including domestic violence	
<i>Possible remedies</i>	<i>Agencies involved</i>
Criminal prosecution; Special move; Injunctions; Acceptable behaviour contracts; Parenting Agreements/contracts; Parenting Orders; Demotion; Notice Seeking Possession;	Neighbourhood Management; Local Authority; Police; Schools; Youth Offending Service; Probation; Legal; Children's Social Care; Nia Project; Victims Support; Family Intervention Project; Local Authority
Dangerous dogs, including those used for intimidation	
<i>Possible remedies</i>	<i>Agencies involved</i>
Criminal Prosecution; Warning letter; Acceptable behaviour contracts; Anti-social Behaviour Order.	Neighbourhood Management Team; Dogs Trust ; Local Authority; Legal; Police; RSPCA ; animal charities; Local Authority; Victim Support.
Misuse of property for illegal purposes	
<i>Possible remedies</i>	<i>Agencies involved</i>

	Possession; Closure order; Criminal prosecution; Warning letters; Acceptable Behaviour Contracts; ASB Injunctions; Anti-Social Behaviour Order; Demotion; Notice Seeking Possession	Neighbourhood Management; Police; Fire and Rescue Service; Health; Trading Standards; Environmental Health; Probation Children's Social Care; Drugs and Alcohol services; Local Authority
Illegal broadcasting		
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Criminal prosecution; ASB Order; Demotion; Notice Seeking Possession;	Neighbourhood Management; Legal; Police: OFcom; Local Authority

DISREGARDING COMMUNITY	Noise nuisance (including shouting & arguing, playing loud music or TV and having parties)	
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Warning letters; Acceptable Behaviour Agreements; ASB Injunctions; Anti-Social Behaviour Order; Demotion; Notice Seeking Possession; Possession; Offer advice and support;	Local Authority; Environmental Health; Neighbourhood Management; Legal; Police; Family Intervention Project; Children's Social Care; Schools; Youth Offending Service
	Drug use, drug smells etc	
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Liaise with partner agencies; Warning letters; Acceptable Behaviour Agreements; ASB Injunctions; Anti-Social Behaviour Order; Drug Intervention Order; Demotion; Notice Seeking Possession; Possession; Offer advice and support; Closure order	Local Authority; Police; Trading Standards; Environmental Health; Neighbourhood Management; Drug and Alcohol Services (DAAT); Children's Social Care; Family Intervention Project; Schools; Youth Offending Service.
	Verbal abuse	
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Warning letters, Acceptable Behaviour Agreement; Anti-social Behaviour Order; Advice and Support; Offer mediation; Notice of Seeking Possession	Neighbourhood Management; Mediation Service; Legal; Police; Schools; Family Intervention Project
	Alcohol related nuisance	
<i>Possible remedies</i>	<i>Agencies involved</i>	

	Liaise with Partner agencies; Warning Letters; Acceptable behaviour agreement; Anti social behaviour Order; advice and support; Notice of Seeking Possession	Local Authority; Police; Legal; Neighbourhood management; Police; Drug and Alcohol Services (DAAT); Children's Social Care; Family Intervention Project; Schools; Youth Offending Service;
	Prostitution	
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Liaise with Partner agencies; Warning letters; Possession; closure order; Acceptable behaviour agreements; offer advice and support	Local Authority; Police; Legal; Neighbourhood Management Children's Social Care; Youth offending Service; Open Doors;
	Intimidation	
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Liaise with partner agencies; Warning letters; Acceptable behaviour agreements; Anti-Social Behaviour Order; Demotion; notice of seeking possession; Possession; offer advice and support;	Local Authority; Neighbourhood Management; Legal; Police; Children's Social Care; Youth Offending Service; Schools; Family Intervention Project

DAMAGING ENVIRONMENT	Car repairs/vehicle nuisance	
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Acceptable Behaviour Contracts; Injunctions; Warning letters	Environmental Health; Local Authority;
	Parking disputes	
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Fixed Penalty Notices/recharge	Neighbourhood Management; Local Authority
	Animal nuisance (e.g. dog fouling)	
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Warning letters; Acceptable behaviour agreements; Fixed penalty notices	Dogs trust; Neighbourhood Management
	Communal area problems (e.g. young people hanging around)	
	<i>Possible remedies</i>	<i>Agencies involved</i>
	Offer Advice; Sign post to other agencies; Parental Agreements	Youth Offending Service; Schools; Children's Social Care
	Graffiti	
	<i>Possible remedies</i>	<i>Agencies involved</i>

Liaise with Area Caretakers & Anti-graffiti team; Warning Letters; Acceptable Behaviour Agreements;	Youth Offending Service; Children's Social Care; Neighbourhood Management
Litter, flytipping and rubbish	
<i>Possible remedies</i>	<i>Agencies involved</i>
Criminal Prosecution; Warning Letters; Environmental Health	Local Authority; Neighbourhood Management;
Poorly maintained gardens	
<i>Possible remedies</i>	<i>Agencies involved</i>
Warning Letter; Signpost to other agencies i.e. Environmental Health; Offer Advice and Support	Neighbourhood Management; Local Authority;
Criminal damage (including to communal areas)	
<i>Possible remedies</i>	<i>Agencies involved</i>
Criminal prosecution Liaise with police Notice Seeking Possession ASB Injunction Possession	Police Neighbourhood Management YOS Probation

Each case is dealt with on its individual merits

- 6.16** Please note that some remedies may be used in combination with others – for example, someone convicted of a criminal offence may also be given an antisocial behaviour order (ASBO) to prevent re-offending by banning them from a particular location.
- 6.17** In all cases involving the commission of a criminal offence, the police may prosecute the offender(s).
- 6.18 Specialist team – Estate Safety Team**
- 6.19** Our Estate Safety Team only deals with the most serious cases of organised fraud and serious crime, for example:
- dealing in or supplying drugs;
 - pirate-radio activity;
 - organised street prostitution; and
 - using and supplying firearms and other weapons.
- 6.20** The team is also the first contact point for all police disclosures (such as details of somebody's offences) and officers in the team have access to a number of specialist information databases, which support investigation work.

- 6.21** The Estate Safety Team aims to:
- work with the police and other agencies to reduce levels of crime and disorder on our estates;
 - detect and prevent fraud; and
 - make our estates and streets safe.
- 6.22** If you make a report at one of our neighbourhood offices, we will record it before we pass it to the Estate Safety Team to deal with.
- 6.23** The Estate Safety Team also:
- maintains a register of properties used by the police and security services for surveillance (observation) purposes;
 - carries out checks under the Data Protection Act 1998 for other organisations and on our behalf; and
 - arranges surveillance equipment for our properties.
- 6.24** If a report of antisocial behaviour is particularly complicated and needs detailed attention or specialist skills (such as mediation), or formal action (such as legal action), we will pass it onto the Estate Safety Team.

The Estate Safety Team is based at:
20 Olympus Square
Nightingale Estate
London
E5 8PL.
Phone: 0208 356 1911

- 6.25** If we refer your case to the Estate Safety Team, we will tell you beforehand and give you the contact details of the estate safety officer who will be responsible for your case. The estate safety officer will contact you within five working days of receiving the details of your case.
- 6.26** The Estate Safety Team is also able to provide a range of extra services to support the services our housing management officers provide (see below).
- 6.27** **Out-of-hours ASB advice Line - 0208 356 3310**
- 6.28** Our out-of-hours ASB advice line will provide you with the following service.
- a) The service supports you by reporting ASB incidents of antisocial behaviour to the police in emergency situation.
 - b) The service will log all calls onto Hackney Homes' ASB reporting system.

c) The service will provide general ASB advice and the NO will contact you the next working day.

6.29 Monitoring noise

6.30 Our Noise Service investigates complaints about noise. The service is open during normal office hours and out-of-hours as follows.

- 6.30pm Thursday to 2am Friday.
- 9pm Friday to 5am Saturday.
- 9pm Saturday to 5am Sunday.
- 6.30-m Sunday to 2am Monday.

6.31 Environmental officers can deal with complaints that are likely to cause a legal nuisance, for example loud music, barking dogs, banging and shouting. In extreme cases of noise nuisance, they can serve a formal abatement notice or take away any music equipment such as hi-fi systems.

6.32 Professional witnessing

6.33 We aim to reduce the risks you face as a witness in the more serious cases of antisocial behaviour by using a range of ways of collecting proof. If possible, our officers or other members of the Safer Cleaner Partnership will collect proof. We also provide access to equipment for collecting proof, such as CCTV and equipment that records noise. In very rare circumstances we may contract surveillance experts to get certain proof.

6.34 Support and protection for witnesses

6.35 Supporting witnesses and people who suffer from antisocial behaviour is at the centre of our work for dealing with antisocial behaviour.

6.36 If you are a witness or are affected by antisocial behaviour, we will support you by dealing with your reports quickly. We will put an officer in charge of your case. They will keep you up to date with any developments and refer you to appropriate support and advice services if needed.

6.37 We also provide equipment and services to provide added security in appropriate cases. These services include:

- assessing your home and carrying out agreed security work;
- patrols and a monitoring service;
- supplying mobile phones and fitting home alarms, personal alarms and domestic CCTV equipment; and
- temporarily or permanently moving you to another property.

6.38 Gangs and gang related activity

63.9 Most young people are never involved in gangs, and not all groups of children should be viewed or labelled as gangs. Hackney Homes does however recognise that gang related activity is of significant concern in London including Hackney.

6.40 Young people in gangs are often vulnerable individuals who can be both perpetrators and victims of harm. Those who become involved in gangs and commit violent crime as a result of this involvement have significant needs themselves. They should of course be held responsible for their actions and to that end, Hackney Homes is committed to effective action with partners in the police, local authority and others to tackle the issues by engaging in appropriate enforcement, prevention and diversion activities and initiatives.

7 Our policies related to antisocial behaviour

7.1 Racial harassment and hate crime

7.2 We see racial harassment and other forms of hate crime as antisocial behaviour. If you racially harass anyone or commit a hate crime, you will have broken your tenancy agreement or lease agreement. If you tell us about an incident of racial harassment or a hate crime, we will treat it as urgent and take quick action to respond to, and where possible, to deal with it.

7.3 We are a member of the Hate Crime Forum and Hate Crime Incident Panel and are fully committed to equal opportunities, as set out in our equalities and diversity strategy.

7.4 In our hate crime reduction strategy 2008 to 2011, we define hate crime as 'any incident which is perceived by the victim or any other person to be motivated by prejudice against a person's race, colour, ethnic origin, nationality, asylum seeker status, religion, sexual orientation, gender identity or disability.'

7.5 Our policy also says the following.

'A victim of hate crime does not have to be a member of a minority group or someone who is generally considered to be a vulnerable person. The victim could be victim by association, for example a friend of someone who is perceived to be belonging to a particular group or minority. Anyone can be a victim of hate crime.'

7.6 We also see domestic violence as a hate crime (a crime against a person's sex) and we have a domestic violence and abuse policy.

- 7.7** The aims of our policies and procedures are to:
- get rid of illegal discrimination and harassment;
 - promote good relationships between people from different ethnic backgrounds;
 - encourage people to report incidents that are to do with someone's race;
 - support you and your family; and
 - take action against offenders.
- 7.8** If you report a racist incident, we will interview you within 24 hours.
- 7.9** We record all reports of racist incidents and, if you agree, we pass these directly to our Domestic Violence and Hate Crime Team. Every month our Hate Incident Crime Panel will monitor and review the reports.
- 7.10** Through the Hate Crime Forum, you can report racist incidents to any of our partners and at any of our public offices.
- 7.11** We provide you with specialist translation, interpretation, counselling and support services to help us investigate and deal with a reported racist incident.
- 7.12 Domestic violence**
- 7.13** We believe that you shouldn't live in fear of violence from your husband, wife or partner, your former husband, wife or partner, or a member of your household. We will help and support anyone suffering from or threatened with domestic violence or abuse.
- 7.14** We see domestic violence and abuse as antisocial behaviour. Our domestic violence and abuse policy covers all types of domestic violence and abuse, including:
- psychological abuse;
 - physical abuse or violence;
 - sexual abuse or violence; and
 - emotional abuse.
- 7.15** We treat all incidents of domestic violence seriously and will respond to all reports within one working day of being told about them.
- 7.16** If you are suffering from domestic violence, we will take formal action against the person committing the domestic violence and abuse (if you agree). If you are not able to stay in your home because you are suffering from domestic violence or abuse, we will try to provide you with other suitable accommodation.

- 7.17** We work with Hackney Council and other local agencies to develop appropriate action plans to help you if you are experiencing domestic violence.
- 7.18** If you are suffering from domestic violence or abuse but you do not have proof of this, we will use what you tell us to decide what the most appropriate action is.
- 7.19** We will have a private interview with you, which will be carried out by a male or a female officer, depending on which you would prefer. We will treat any information you give us as confidential.
- 7.20** If appropriate, we will contact outside agencies, such as the local council, police, a solicitor, local advice agency and so on. We only do this with your permission.
- 7.21** If you are not able to go home, we will work with Hackney Council and refuges to provide you with temporary accommodation, depending on what you would like.
- 7.22** If you have left the property and you are our tenant, we will consider taking action to repossess the property if you agree.
- 7.23** If it is appropriate, we will move your tenancy to another suitable property.
- 7.24** We will continually review all cases of domestic violence and abuse until we have dealt with the problem appropriately.
- 7.25** We keep an up-to-date list of local agencies who can give you advice or support if you are experiencing domestic violence. We also take part in the Hackney Domestic Violence Forum.
- 7.26** We also work with the Hackney Council's Domestic Violence and Hate Crime Team (DVHCT), and together we are committed to getting rid of hate crime. The DVHCT is committed to working with victims of hate crime in a way that is not judgemental and which is sensitive to your needs, ethnic background and experience.
- 7.27 Equal opportunities**
- 7.28** We are fully committed to promoting equal opportunities and aim to provide services that are fair and that everyone can access.
- 7.29** We value the differences in the communities we serve and recognise that groups and individuals may be excluded or suffer because of their ethnic background, religion, sex, age, disability, sexuality or sexual identity.

7.30 We aim to treat everyone fairly and with respect. We will continually review our procedures and practices to make sure that no individual or group is put at a disadvantage, either directly or indirectly.

7.31 Protecting children and vulnerable adults

7.32 We work with other organisations to protect children and adults who may be vulnerable (including people with HIV, mental-health problems and alcohol or drugs problems).

8 Preventing antisocial behaviour

8.1 Prevention is an important part of our approach to dealing with antisocial behaviour. We work with partner organisations on a range of initiatives focused on preventing antisocial behaviour.

8.2 Here are few examples of the initiatives we are involved in.

8.3 Mediation

Mediation is a fast, effective and confidential service provided by specialist mediators. Mediators work with people who are having problems to help them communicate more effectively and find solutions that will work for them. Mediation is a voluntary process and is particularly suited to circumstances where two or more people are involved in a disagreement, for example over a noise problem.

Camden Mediation Service provides mediation on our behalf.

8.4 Good neighbour agreements

The aim of good neighbour agreements is to promote positive behaviour. Good neighbour agreements are usually agreements between us and residents, but they can also include other agencies and organisations, for example, the Safer Cleaner Partnership. The agreements can cover very small areas such as particular streets and small estates, or larger district areas, depending on the particular issues covered in the agreement.

8.5 Visible support, monitoring and community work

8.6 Working with the police

8.7 Safer Neighbourhoods is a style of local policing – local people working with local police and partners to identify and tackle issues they are worried about in their neighbourhood.

8.8 Safer Neighbourhoods teams are usually made up of one sergeant, two constables and three police community support officers (PCSOs).

8.9 The teams are trained to communicate with a wide range of people, communities and partners, to tackle and solve community problems. These are most likely to be issues about quality of life, such as antisocial behaviour, criminal damage, abandoned cars and graffiti.

8.10 Neighbourhood wardens

8.11 Hackney Council provides a warden service in two neighbourhoods, Shoreditch and North East. Through these services and links we are able to provide relevant services and support that include the following.

- Supporting witnesses outside of office hours
- Security patrols and visits.
- Police patrolling the streets to discourage antisocial activity and to create positive community relationships.
- Regular on-site inspections to maintain environmental standards and to deal with problems where necessary.

8.12 Taking action with young people

8.13 Young people are the age group most frequently blamed for acting in an antisocial way. They are also the group most likely to be victims of antisocial behaviour. We commit to work closely with the Hackney Youth Services in contributing to the “Hackney Youth Offer”. This means contributing our resources and working in a co-ordinated way with the council's youth service, those of other housing providers and the voluntary sector. This is to provide our young people with effective positive activities and where necessary diversion activities to reduce the likelihood of them becoming involved in ASB.

8.14 In addition, where we have proof that a young person has acted in an antisocial way, we will try to work with them, with the support of their parents or other responsible adults. We will consider the type of behaviour they are showing and the effects of it, and to try to find ways to tackle that behaviour. We will support the work of the Hackney Youth Offending Team in such actions as effective management of Acceptable Behaviour Agreements (ABAs) giving the young person the best possible chance of complying and changing their behaviour.

8.15 In the small number of cases that involve more serious or repeated cases of antisocial behaviour, we will try to work with the young person and their parents or guardians to negotiate acceptable behaviour contracts or, if the child is under 10, parental control agreements. These are written agreements which usually last for six months and set out standards of behaviour that the young person should achieve. We monitor the contracts and agreements throughout the period and we will tell the young person and their parent or guardian what support is available to help them achieve the standards they are committing to keep to, and the consequences of not doing so.

- 8.16** If a young person or parent or guardian does not keep to these agreements or contracts, we will take formal action which may include action to get an antisocial behaviour order (ASBO) or action to repossess the property or end the lease.
- 8.17** We will only apply for an ASBO after we have spoken to the Antisocial Behaviour Management Group, through the Antisocial Behaviour Action Panel. The panel works with other agencies involved with the young person and their family to find out what type of behaviour they are showing and the services that may be available to improve that behaviour. We will only apply for an ASBO when we have agreed with the panel that this is necessary to protect other residents from further acts of antisocial behaviour by the young person.
- 8.18** An ASBO is a civil order similar to an injunction, which orders that a young person cannot commit specific acts. Breaking this order is a criminal act.

9 Working with partners and other organisations

- 9.1** By working with partners and other organisations, we support initiatives and programmes specifically designed to change unacceptable behaviour and to encourage people who act in an antisocial way to take part in more positive activity.
- 9.2** The Safer Cleaner Partnership has six subgroups, which cover:
- antisocial behaviour;
 - domestic violence;
 - drugs and alcohol;
 - performance;
 - reducing the number of people who reoffend;
 - having an environment that you can maintain and develop; and
 - reducing crime committed by young people.
- 9.3** These subgroups meet every three months to deal with any issues of antisocial behaviour in the borough. They bring together officers and representatives from the council, police, fire service, Learning Trust and voluntary organisations. They are also responsible for making policy recommendations to help meet a number of local aims for dealing with things that people are worried about, such as:
- noisy neighbours and loud parties;
 - vandalism, graffiti and deliberate damage to property;
 - drunkenness in public places;
 - abandoned and burnt-out cars; and
 - drug use and drug dealing.

- 9.4** The antisocial behaviour subgroup is linked with the Better Homes Partnership – as up to half of people who live in Hackney live in homes we or a housing association manage, and this group recognises the challenge of antisocial behaviour on Hackney’s estates.
- 9.5** We also work with officers from the ASB Team based within the council to improve the ASB service to all residents in the borough. This team helps deliver the ASB agenda for both the Better Homes and Safer Cleaner Partnerships. Its remit is to set and monitor standards and performance across the agencies, to support development of services and importantly where necessary, to challenge and hold agencies to account. The team works with Hackney Homes and many other agencies to bring about change to improve service.
- 9.6** Some of our partnership work is focused on specific areas of the borough and may be established for particular periods of time – such as activity programmes during the school holidays. These activities are organised by local neighbourhood management teams. ‘Neighbourhood management’ is a council initiative that brings together important services in the local area and looks at priorities for the area.
- 9.7** Some other activities, such as drugs education and outreach programmes, are targeted at particular issues and are aimed at encouraging certain groups to access particular treatment services.
- 9.8** We are involved in co-ordinating meetings which are run by the Safer Cleaner Partnership. We use regularly updated information to help relevant agencies react to crime and antisocial behaviour hotspots (areas where incidents of crime and antisocial behaviour are common). The meetings also allow us to tackle the physical signs of disorder, such as vandalism and litter, as well as any criminal activity, by co-ordinating the day-to-day work of agencies such as the borough council, police, and the fire service. We also arrange for police staff to patrol areas to discourage offenders and reassure communities.
- 9.9** We are also involved in a range of partnership initiatives that work to deal with some of the risks associated with antisocial behaviour. These risks include:
- low educational achievements;
 - underdeveloped parenting skills;
 - unemployment;
 - health inequalities; and
 - negative peer pressure.
- 9.10** And we are involved in several community-based events and services delivered through local residents and community groups.

9.11 We also support a wide range of residents through services such as ‘Supporting People’, including floating support. Floating support is help that can support you if you are setting up a home, often for the first time, during the important first months of moving in. Other floating-support schemes available include specialist services if you have special needs, such as mental-health problems or drugs and alcohol issues.

9.12 We will take account of anything that may make you vulnerable, for example if you are elderly or have a disability, particularly before you take on the tenancy, and refer you to any appropriate support schemes.

9.13 Parenting

9.14 The Youth Offending Team (YOT) has specialist parenting workers who offer support to parents and carers as part of a court order, as well as voluntarily.

9.15 The YOT provide support depending on your situation and needs. They can support you with:

- effective communications techniques;
- setting boundaries;
- understanding adolescence; and
- improving family relationships.

Parenting workers can also support you if you are a young parent.

9.16 Support for parents and families

9.17 Parents are responsible for teaching their children positive values and good behaviour. Unfortunately, poor parenting increases the risks of antisocial behaviour. By improving parenting skills and supporting families, we can tackle antisocial behaviour. Support programmes for parents and families are effective at helping parents manage their children’s behaviour better, which reduces nuisance behaviour and improves the way families communicate. Many parents will accept support voluntarily but we will, where necessary, use parenting contracts and orders if they are needed.

9.18 Family Intervention Project

9.19 The Family Intervention Project was set up as part of the Government’s Respect Action Plan. It aims to reduce antisocial behaviour, prevent homelessness and achieve positive results for children and young people. The project challenges and supports families to deal with the causes of their antisocial behaviour.

Within the council's letting policy, the Family Intervention Project is also called the 'Family Intensive Support Scheme (FISS)'.

9.20 Mobile Intervention Team

9.21 We work with the Mobile Intervention Team (MIT) which is based within the Youth Offending Team (YOT). It specialises in working with young people at risk of getting involved in gangs and offending. This includes working with:

- young people who are part of a gang,
- gang victims; and
- people who might be vulnerable and could possibly be bullied or persuaded into joining a gang.

9.22 Youth inclusion programmes (YIPs)

9.23 We refer young people to two YIPs in Hackney. One is based in Woodberry Down and one in Haggerston. The YIPs work with young people aged between 13 and 17, but can support people aged up to 19. YIPs mainly involve groupwork and occasionally going to sessions of football training or music workshops. If the young person is at a high risk of offending, YIPs offer one-to one work and support around specific issues relevant to the young person. The support provided meets the needs of the individual and can include help with issues such as job training, substance misuse problems or weapons awareness.

9.24 Parenting support is available at any time to parents and carers of young people involved with these services.

10 Resettling and rehabilitating offenders

10.1 Resettling and rehabilitating offenders is the third major part of our strategy for dealing effectively with antisocial behaviour.

10.3 As well as our belief in providing support to help people and groups behave in a positive way, we work with the Safer Cleaner Partnership help people resettle into the community and, in appropriate circumstances, to manage the risks that some people may pose to others.

10.3 Here are some examples of the activities we are involved in.

10.4 Multi-agency public-protection arrangements (MAPPPA)

10.5 We are a member of the Multi Agency Public Protection Panel for Hackney. Our role within the panel is to help the police and the probation services to manage the risks that sex offenders and dangerous offenders pose to others.

10.6 Offender management groups

10.7 We are a member of a local offender management group, set up by the Safer Cleaner Partnership to reduce crime, including drug-related crime, by:

- assessing offenders;
- getting offenders treatment and help from other relevant services; and
- supporting them through and after treatment and court sentences.

11 Confidentiality, data protection and sharing information

11.1 We have strict confidentiality guidelines that are in line with the Data Protection Act 1998. This means that we treat all information you give us confidentially, and we will not normally share it with any other person or organisation without your permission. We will only share the information you give us without your permission if not doing so could put someone in danger or it would stop us from preventing crime.

11.2 We are currently signed up to the Safer Cleaner Partnership's Information Sharing Protocol, which means we will share information in line with this. You can see a copy of the protocol at any of our housing offices.

12 People who are not our tenants

12.1 We have a responsibility to tackle antisocial behaviour that takes place, and where the offenders or victims are our tenants. But we will also protect people who are not our tenants, but who are affected by our tenants who are behaving in an antisocial way.

12.2 We will also work with the Hackney Safer Cleaner Partnership to deal with antisocial behaviour.

13 Training and developing our staff

13.1 To tackle antisocial behaviour we believe our staff need to have the confidence and the knowledge to identify and to investigate incidents and reports of antisocial behaviour, and that they are able to take appropriate action.

13.2 Our training and development programme helps our staff to continually gain and develop the skills and knowledge they need to tackle antisocial behaviour.

13.3 We are members of the Social Landlords Crime and Nuisance Group, and this makes sure we have up-to-date information on new laws, developments and best-practice guidance. We also make good use of the facilities provided through the Government's antisocial behaviour ActionLine and websites.

14 Publicity and the media

14.1 Publicising specific ways of dealing with antisocial behaviour, such as injunction orders, is an important part of making sure they are enforced. It also plays an important role in reassuring communities and getting them involved in the fight against antisocial behaviour. Also, publicising successful ways of dealing with antisocial behaviour and positive initiatives can help reduce the fear of antisocial behaviour, and discourage people from acting in an antisocial way. This is why we will tell you about the work we are doing.

15 Our other policies and strategies that relate to antisocial behaviour

15.1 Here is a list of our other policies and strategies that relate to antisocial behaviour.

- Customer care policy
- Equal opportunities policy
- Data protection policy
- Tenant consultation and participation policy
- Access to housing policy
- Estate management policy
- Sign-up policy
- Relationship breakdown policy
- Domestic violence policy
- Leasehold management policy
- Hostel management policy
- Adult protection from abuse policy
- Staff protection from harassment policy
- Enabling independence strategy
- Equality and diversity strategy
- Hate crime policy

15.2 You can get more information on any of these policies and strategies from any of our housing offices.

16 Monitoring and reviewing this policy

16.1 The antisocial behaviour and estate safety manager will continuously monitor this policy and review it with residents at least once a year. We will review this policy every year to make sure we include any changes in best practice and the law.

