

Equality Impact Assessment Stage Three Telling the Story

Name of service area/policy/strategy reviewed

Anti Social Behaviour Policy

What were the issues?

Consultation undertaken & who was engaged:

- Tenancy Management Review Team (Staff & x 3 Residents) – Survey/Questionnaire
- Staff - Questionnaire
- Customers who are currently using the ASB service and those who have been through the ASB process - Questionnaire
- All residents – Survey via Newsletter

Feedback from the Tenancy Management Review Team

- Leave information relating to CHA ASB Policy in a meeting place where different groups gather
- Use the Stanley Street area and facilities for the Lesbian, Gay, Bisexual & Transgender (LGBT) community leaving calling cards, mail shots, and handouts but also meet with business owners (bars etc) explain why we are leaving flyers etc and arrange a meeting (or meetings) to discuss findings/initiatives with LGBT community.
- Include Leaseholders and Shared Owners within Policy

Feedback from the Staff – 15 issued 7 returned

- Subject to how the incidence of ASB is labelled and addressed i.e. hate crime etc, there may be potential for less favourable treatment to occur if assessed incorrectly. Ensure effective use of customer profiling and ensure staff are fully equipped (trained) and the Team is fully resourced to deal with these types of complaints in the manner in which they should be.
- Elect a member from each of the equality groups to represent that group as part of the Tenancy Management Review Team.
- Ensure CHA has links and a presence within the equality groups and local communities
- Promote CHA as wanting to engage with all equality groups and possibly setting up a tenant/resident focus group for equality and diversity issues that relate to ASB.
- Benchmark against other RSLs to see what they do
- Engage more with equality groups via, focus groups, surveys, consultation groups and online forums such as face book.
- Use support groups to provide advice and feedback
- Ensure Hate Crimes are dealt with by Police with support provided by staff and that staff are aware of this process/legal obligations

- Training on disability and age related incidents and Basic Sign language is required for staff.

Feedback from the Survey undertaken July 2009 - all residents

- 96% were aware that they could report Hate Crime, Domestic Violence, Racial Harassment and Harassment to CHA, whereas 4% were not aware.
- 84 % had not accessed the CHA website (or did not have access to the internet), 16 % had accessed the site.
- 92 % felt that CHA should publicise what action CHA can take and has taken to deal with asb issues in its communities. 8% either did not agree or had no comment to make
- 72% were aware that CHA had policies and procedures in place and worked with other agencies including the Police to assist those suffering from these problems.
- 100% agreed that CHA should continue to publicise how it can assist in these type of issues in future newsletters and on the website.
- 36% had reported this type of behaviour to CHA before. 64% had not or had no comment to make
- 20% had reported this type of behaviour to the Police before. 80% had not or had no comment to make.

An open question was asked “can you think of any other ways in which CHA could advertise the fact that we deal with these types of issues”. Comments were as follows:

- Hold events or fun days
- Nothing you cover everything
- Place adverts in local press, run an ad campaign on local radio and get other partners to share costs
- Residents should be informed twice a year that no noise is permitted after a certain time
- Just write to the people who have complained and explain how you will deal with their complaint. No need to advertise
- Publicise all actions taken against perpetrators “name and shame” them
- Publicise on bottles and cans of alcohol, in club toilets and Internet chat rooms.

Actions identified

- 1. Develop, with customers a broader engagement strategy to include representatives across all strands of diversity**
- 2. Review ASB Policy & Procedures to ensure they take into account:**
 - Access for Leaseholders and Supported Housing tenants.
 - Correct use of customer profiling.
 - Effective feedback and input from equality group service users to ensure maximum tenant input & outcome.
 - Appropriate training for staff and members of any focus or review groups.
 - Evaluate and make changes/improvements to feedback/satisfaction data compiling.
 - RESPECT. Action plan actions for 2010/11.

- TSA standard for neighbourhood and the community.
- Make closer links with partner agencies and LAs for data sharing.
- Make closer links with Community Development Officers and other Team to ensure preventative work and diversionary activity available to reduce/tackle ASB of all kinds.
- Ensure Policy and Procedures are clear in relation to Hate Crime and responsibilities of the Association in dealing with such matters.

3. Consider Youth Forum.

4. Create ASB strategy with clear references to equality groups, RESPECT and TSA standards

Outcomes for customers

A number of recommendations from tenants will be used to shape changes to the ASB policy these include:

- Ways to increase feedback on satisfaction surveys
- More focused publicity, wider promotion of the service and events held in locations used by the different diversity strands
- Scope of the ASB service widened to include shared owners and leaseholders Greater use of tenant profiles which will allow officers to ensure they are capturing any potential underlying issues, which may otherwise not be picked up as hate crimes or targeted abuse/behaviour towards persons from diversity groups
- Better equipped staff through the provision of training relating to the different diversity groups particularly LGBT issues, domestic abuse for same sex couples and issues that effect those who have mental health problems.
- Greater emphasis will be placed on supporting complainants, witnesses and perpetrators with close links being made with support providers.

Conclusion

The assessment has enabled CHA to look closer at its policy on ASB and how best to provide a service which is accessible to all.

Areas of action identified through the assessment will be incorporated into a wider action plan. The Action plan includes a full review of the ASB Service will be undertaken by May 2010.

Other actions and service improvement will be included in the CHA Service Improvement Plan and RESPECT action plans accordingly.