



**Rochford District  
Council**

# **DRAFT ANTI-SOCIAL BEHAVIOUR POLICY & PROCEDURES 2004**

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**The information contained in this document is also available in other forms.**

**If you are blind or partially sighted we can provide this document in larger print.**

**Translation – if English is not your first language and you need this document translated please contact the Housing Management Department on 01702-318030.**

# **ANTI-SOCIAL BEHAVIOUR POLICY & PROCEDURES**

## **Introduction**

This policy has been compiled in accordance with the Anti-Social Behaviour Act 2003 and subsequent guidance issued by the Office of the Deputy Prime Minister (ODPM). Reference is made throughout this policy to other relevant legislation. Details include the agreed definition of anti-social behaviour, what action this Council is taking to tackle the problem, how the Council aims to prevent further anti-social behaviour and procedures that staff follow when receiving complaints of this nature.

Although serious anti-social behaviour within the district is uncommon, there has been a marked increase in the number of cases in recent years. The Council is committed to tackling anti-social behaviour. It recognises the serious effects that anti-social behaviour can have on the community and is committed to ensuring that residents have quiet enjoyment of their homes.

This policy is for both members of the public and staff to ensure that the Council's approach to tackling anti-social behaviour is recognised by all relevant parties.

## **Definition of Anti-Social Behaviour (ASB)**

It can sometimes be difficult to define what is classed as anti-social behaviour and what may only be seen as normal every day living. The Anti-social Behaviour Act 2003 specifies the behaviour as 'conduct, which is a) capable of causing nuisance or annoyance to any person and b) directly or indirectly relates to or affects the housing management functions of a relevant landlord.' Housing management functions include repairs and maintenance, tenant and leaseholder participation, rent and rent arrears collection, neighbour dispute resolution and tenant transfers.

Anti-social behaviour can include any kind of nuisance, unreasonable disturbance or harassment such as:

- Verbal abuse, threats, violence (including domestic violence) or other similar acts
- Creating unreasonable noise that intrudes on other people's lives
- Harassment because of gender, ethnic background, religion, sexual orientation or any other targeted intimidation
- Unreasonable interference with a person's right to peaceful enjoyment of their homes or neighbourhoods (e.g. noise nuisance)
- Causing environmental damage e.g. graffiti, litter, fly tipping, dog fouling, abandoning vehicles, rubbish dumping and attracting vermin

- Using housing accommodation to sell or use drugs or for other unlawful/immoral purposes such as prostitution and handling of stolen goods
- Damage or threat of damage to property
- Intimidating gatherings of people in public places

Not all complaints received constitute anti-social behaviour and in these cases other remedies may be suggested such as mediation. Examples of behaviour that would not normally be considered to be anti-social behaviour include:

- Children playing
- Occasional one off parties/noise/disturbance (although these may still constitute a statutory nuisance for which action may be taken)
- Day to day normal domestic activity

### **Expected standards of behaviour**

Every tenant is responsible for his or her actions and actions of anyone living or visiting the property. They are responsible in the home, the surrounding area, communal areas and in the locality around the home. Everyone has the right to their chosen lifestyle providing this doesn't spoil the quality of life of others and they are considerate towards other people. The Council's tenancy conditions reflect this expectation and forbid anti-social behaviour and nuisance.

### **Our Aims**

In order to tackle the problems associated with anti-social behaviour we aim to ensure that:

- every report of anti-social behaviour will be quickly and formally acknowledged
- every report of anti-social behaviour involving tenants will be investigated by the local housing team
- investigations identify and interview all interested parties
- investigations start at the earliest possible time after receipt of the complaint
- investigations, initially, assume the complaint is justified
- actions range from referrals for advice or mediation to legal action by the Council

### **Our approach to anti-social behaviour**

Anti-social behaviour may be dealt with by a number of different departments across the Council depending on the nature of the complaint.

Initially, the Housing Management Team will investigate any report made by Council tenants and owner occupiers will be referred to the Anti-Social Behaviour Co-ordinator. Environmental Health will be informed where noise

nuisance is a problem. The Community Safety Officer will also be informed of any complaints.

Appendix 1 displays Rochford's management structure and highlights where each relevant section is situated that may have involvement with cases of anti-social behaviour.

The Housing Act 1985 gives the landlord the authority to evict for harassment and anti-social behaviour. Two grounds can be used: Ground 1 - if a tenant breaches a condition of his/her tenancy. Ground 2 – is specifically for nuisance or annoyance. Our tenancy agreements include clauses in respect of behaviour and what would be considered to be unacceptable.

Our Homelessness Strategy 2003 recognises that homelessness is not just a housing issue. There are often other difficulties and support needs such as physical and mental health problems, substance abuse, unemployment and chaotic lifestyle. Early intervention and support is key to ensuring a smooth transition into the community. Support may be needed to ensure integration and housing management staff will ensure that the Homelessness & Housing Advice Team are kept informed of any issues within estates where residents have been placed through the Homelessness Section.

Section 5 of the Crime and Disorder Act 1998 places the duty on local authorities to form a partnership with other relevant agencies. Rochford have, therefore, developed the Crime & Disorder Reduction Partnership.

The **strategic aims** of the partnership are:

1. To achieve sustainable crime reduction by identifying and tackling the causes of crime within the District
2. To ensure crime and disorder does not have a disproportionate impact on vulnerable groups
3. To tackle specific crime and disorder problems and areas
4. To tackle miscellaneous issues that can adversely affect one's quality of life such as noise, litter, poor lighting, inconsiderate parking etc.

### **Initiatives currently in place to tackle ASB**

The Housing Department works closely with other Council services including Environmental Health and Community Safety along with other external agencies to tackle anti-social behaviour across the district.

Initiatives currently in operation include:

#### *Conditions within Tenancy Agreements*

There are 4 clauses within the tenancy agreement for introductory, non-secure and secure tenancies, which highlight acceptable behaviour and a list of examples of unacceptable behaviour. It also highlights the tenant's responsibility in respect of other members of the household and anyone

visiting their property. When signing their agreements, tenants are informed of standards of behaviour that are expected of them and the consequences if they do not adhere to tenancy conditions.

### *Introductory Tenancies*

Introductory tenancies have recently been introduced for all new tenants to help prevent anti-social behaviour in the future. These tenancies restrict tenants' rights for a period of 12 months. Any breach of the conditions may delay their additional rights under a secure tenancy and could lead to possession proceedings in extreme cases.

### *Housing Advice*

Where applicable, referrals are made to the Homelessness & Housing Advice Team who provide advice and information on a range of matters including harassment, illegal eviction and domestic violence.

### *Anti-social Behaviour Co-ordinator*

The Council employs an Anti-social Behaviour Co-ordinator to liaise between various agencies and adopt best practice wherever possible. The Co-ordinator is based at Rochford Police Station but also visits the Council Offices on a regular basis enabling close contact with the Community Safety Officer, Housing and police officers.

### *Mediation*

Tenants can be referred to the Anti-social Behaviour Co-ordinator for mediation where appropriate. This service is provided for neighbour or family disputes if both parties are willing to meet to discuss the issues involved.

### *Noise Nuisance*

Under the Environmental Protection Act 1990 and the Statutory Nuisance Act 1993, if the Environmental Protection Unit considers that a complaint alleging a statutory nuisance is justified then an Abatement Notice may be served. If the nuisance continues the perpetrator can be prosecuted in a Magistrates Court and fined up to £5,000 per offence.

### *Targeting Crime*

Police Community Support Officers have been employed to provide high visibility foot patrols across the district. They deal with anti-social behaviour, providing support to police and increasing reassurance to the community.

The Council appreciates that intelligence from the local community is vital to fight crime and anti-social behaviour and continues to support a large number of neighbourhood watch schemes across the District.

There are also a number of mobile CCTV cameras used across the District along with the number of permanent CCTV installations.

### *Domestic Violence*

The Council is committed to take all reasonable steps possible to combat the reality and impact of domestic violence for individuals being abused, for children being affected and to challenge behaviour of the perpetrator. The Children Act 1989 provides that in any suspected or alleged child abuse or protection incident, Social Services **must** be notified. Section 38A(1) of the Children Act allows courts to remove the alleged abuser from the family home.

A clause within our tenancy agreement states that tenants are prohibited from threatening or committing any form of violence, harassment, mental, emotional or sexual abuse to make anyone who lives with them leave their home.

The Council has two Assistant Community Safety Officers, one of whom deals primarily with domestic violence issues. Where necessary, referrals will be made to relevant advice agencies and the Homelessness & Housing Advice Team. The full Domestic Violence Policy can be found in Appendix 2.

### *Racial Harassment*

Under the Race Relations Act 1976 and the Race Relations Amendment Act 2002, Rochford has due regard to the need to eliminate unlawful discrimination and to promote racial equality and good race relations. In May 2000, we adopted the CRE Race Relations Code of Practice in Rented Housing. All incidents of this type are reported to the:

- Police
- Housing Management Sub-Committee
- Community Safety Officer
- South East Essex Racial Incidents Panel

Tenants wishing to be transferred due to racial harassment are given extra points under our Transfer Policy. If they wish to remain in their homes their situation is monitored closely and they are kept informed of each stage of the investigation and any subsequent action that may be taken.

Emergency 'make safe' repairs will be carried out i.e. extra security on windows and doors and racial graffiti is removed promptly. The full policy on Racial Harassment can be found in Appendix 3.

### *Supporting Vulnerable Groups*

There is close liaison with the Community Drug & Alcohol Service (CDAS), which provides advice and treatment in relation to drugs and alcohol. A protocol has been developed which provides for joint interviews.

There is a protocol with specialist health visitors for homeless people in temporary accommodation and a referral procedure regarding people housed in the Council's hostel. There is also close liaison with other health visitors and practice managers.

The Womens Aid Federation provides a network of refuges across Essex for women fleeing domestic violence. The Council works particularly closely with Basildon and Shoebury refuges.

The Probation Service employs an accommodation officer who has close liaison with the Homelessness & Housing Advice Team.

There are two floating support schemes in Rochford. One scheme assists existing Council tenants and the other is to provide up to 100 hours of support a week for people in both temporary and permanent accommodation. They provide general counselling and support to tenants with special needs and are particularly aimed at those with mental health problems, young people leaving care and people with substance misuse problems.

The Council has a protocol with Coombewood Mental Health Resource Centre. Officers attend Care Programme Approach (CPA) assessment and make visits to the Wards. They also work closely with support workers for people in temporary accommodation.

The Homeless Action Resource Project (HARP) provides advice and assistance on tenancy sustainment and benefits through its Day Services in Westcliff.

#### *Youth Offending Team (YOT)*

The YOT works with Social Services, the police, the courts and the probation service to challenge offending behaviour, supervises young offenders and those at risk of offending. A representative from the YOT attends the Crime & Disorder Reduction Partnerships meetings.

#### **Support for complainant/witnesses**

The Council is committed to doing all it can to support, reassure and protect residents that report anti-social behaviour and act as witnesses in court cases. The Housing Management Officer will formulate an action plan with the complainant and support is provided through regular progress updates. The Anti-Social Behaviour Co-ordinator will work with relevant partner agencies to support victims. The support will be regular and continuous throughout the investigation of the allegations. Complainant's details will be kept confidential if requested. In very serious cases it may be necessary to re-house complainants on a temporary or permanent basis. An emergency 24-hour telephone number is given where applicable.



If it is necessary for complainants or witnesses to attend Court then the Anti-Social Behaviour Co-ordinator and other appropriate persons will accompany them and support them throughout the process.

### **Rehabilitation of perpetrator**

The perpetrators will be interviewed and given an opportunity to explain the situation from their perspective. The rights of any alleged perpetrator would be recognised under the Human Rights Act 1998. An action plan will be established to work towards preventing repeat behaviour. In cases of conflict with neighbours wherever possible conciliation will be recommended through mediation services.

An Acceptable Behaviour Contract may be issued to gain commitment from the perpetrator to stop any further anti-social behaviour.

### **Multi-agency partnerships**

Guiding the Crime & Disorder Reduction Partnership (CDRP) is the Responsible Authority Group (RAG) and this consists of:

- Rochford District Council
- Essex County Council
- Essex Police
- Castle Point and Rochford Primary Care Trust
- National Probation Service – Essex
- Police Authority
- Essex Fire & Rescue Service

This is a joint partnership with Castle Point Borough Council. The strategic aims of the CRDP are referred to on Page 3.

The Crime & Disorder Reduction Partnership is a larger group than the RAG and aims to take forward and implement the strategic priorities highlighted by the Responsible Authority Group.

They have set up an Implementation Group for the compilation of the Prolific & Other Priority Offender Strategy. An Information Sharing Protocol between partner organisations has recently been agreed to encourage the provision of co-ordinated services and the sharing of information to identify and tackle those individuals termed as prolific and other priority offenders.

The South East Essex Racial Incidents Panel consists of Essex REC, Education Welfare Officers, Victim Support, Social Services, Local Authorities, RSLs and Essex Police. Our Community Safety Officer regularly attends the panel to discuss reports on racial incidents.

There are two specialist sub-groups of the Crime & Disorder Reduction Partnership. These are the multi-agency Domestic Violence Panel (which has endeavoured to increase the confidence of victims to come forward and seek

help) and the joint Drug & Alcohol Reference Group with Castle Point Borough Council.

### **Sharing information with tenants and the wider community**

Information is passed to residents through regular articles in Rochford District Matters (the Council newspaper). Roadshows have also taken place across the District, organised by the Council, Community Safety Officers and the Crime & Disorder Reduction Partnership.

### **Confidentiality**

Complainant's details will be kept confidential if requested. In all cases discretion will be exercised to ensure that an interviewer does not release information to an alleged perpetrator, which might put complainants and witnesses at further risk.

All electronic records of a personal nature which are processed will, in line with the Data Protection Act 1998, be:

- Obtained and processed fairly
- Kept accurate and up to date
- Held for no longer than necessary
- Subject to appropriate security measures

Most paper work will be exempt from the Freedom of Information Act 2000 due to the information being either:

- provided in confidence or
- may endanger the physical or mental health or safety of an individual

### **Cross tenure issues**

Any complaints received from Council tenants who are victims of nuisance caused by perpetrators from another tenure will be dealt with by the Anti-Social Behaviour Co-ordinator and will liaise with the Environmental Health Department or an independent mediation service where appropriate.

In cases of neighbour dispute between residents within different tenures the Housing Management Officer will make initial contact with any tenant involved and the Anti-social Behaviour Co-ordinator will contact the owner occupier involved.

### **Protection of staff**

All staff visiting alleged perpetrators will carry mobile phones in case of an emergency and at least two members of staff will attend. These staff will ensure there is regular communication with other staff remaining in the office.

## **Training of staff**

Housing Management Officers are given a copy of the Anti-social Behaviour Policy and Procedures when they commence employment at Rochford. They are also issued with copies of relevant forms to be completed when reports of anti-social behaviour are made. Informal on the job training by supervisors is also provided. Similar training for other housing staff who make home visits will also be provided.

Housing management staff have recently attended external training in respect of introductory and demoted tenancies. Information relating to Community Safety is now integrated into the Council staff induction procedure for new employees.

## **Other relevant policies**

### *Lettings/Transfer Policy*

Our lettings policy states that if an applicant is guilty of serious unacceptable behaviour they are ineligible to join the housing register. Any current tenant or member of a household who has been guilty of serious unacceptable behaviour (i.e. a Possession Order obtained under the Housing Act 1985 s.84) will be ineligible to join the Transfer List.

### *Tenant Participation Compact*

The Tenant Participation Compact 1999 states that all housing service tenants and leaseholders can be consulted on draft policies including anti-social behaviour, equalities and race equality. One of the main objectives in the action plan of the Tenant Participation Compact was to work to reduce crime and disorder. Action points included reviewing the tenancy agreement to include a clause on anti-social behaviour and domestic violence, forming a policy on abandoned vehicles and identifying where improved estate lighting would benefit tenant safety. All these action points have now been implemented.

### *Equality & Diversity Policy*

Our recently revised Corporate Equalities & Diversity Policy 2004 ensures that staff:

- Provide good quality and fully accessible services
- Treat each customer as an individual
- Recognise the specific needs and experiences that come with their membership of a particular group in the community
- Implement consultation and service monitoring, evaluation and review arrangements and ensure that this data is fed into policy and service development

- Challenge and deal with inappropriate behaviour and stereotyping and willingly participate in arranging to record, report and deal with racist incidents
- Introduce, promote and participate in initiatives, which promote equal opportunities and celebrate diversity

## **Enforcement**

Primarily, preventative measures previously mentioned would be used to tackle anti-social behaviour but if it continues the Council will use one of the following:

*Acceptable Behaviour Contracts (ABCs)* - an ABC is a written agreement between a person who has been involved in anti-social behaviour and the Council. It is a voluntary agreement requiring co-operation from all parties and may be used particularly where problems are associated with young people between 10 and 18 years but can also be used for adults. If it is breached there is no legal redress although evidence collected may be cited in court at a later date.

*Injunctions* – under the Housing Act 1996, an injunction can be pursued through Court to prohibit a person from causing a nuisance to other residents in the area or using the property for illegal purposes. These can only be used in cases where violence or the threat of violence has occurred and there would be a significant risk of harm if the injunction were not granted.

*Anti-social Behaviour Orders (ASBOs)* – under the Crime & Disorder Act 1998 the Council or the Police can seek an ASBO if there is continuous anti-social behaviour. The person must be over 10 years old and be acting anti-socially, causing alarm or distress or harassing residents. A breach of the Order is a criminal offence with a maximum penalty of 5 years imprisonment.

*Repossession* – under the Housing Act 1996 a property can be repossessed if a tenant, resident or visitor caused (or is likely to cause) a nuisance to other residents in the locality or if they are convicted of using their property for illegal purposes or convicted of an arrestable offence in or near the property.

## **Plans for the future**

*Demoted Tenancies* – the Council will assess the progress and success of introductory tenancies and in the future look to issue demotion orders (as specified in the Anti-social Behaviour Act 2003), if it proves necessary. These orders enable local authorities to reduce rights for existing tenants for a 12 month period where problems of anti-social behaviour have occurred.

# PROCEDURES

## *Housing Management Officer's responsibilities*

All incidents of anti-social behaviour can be reported to the relevant Housing Management Officer either by:

- Telephone
- In writing (fax, letter or email)

Details of your complaint will be recorded and an acknowledgment letter sent within 5 working days. This letter will give a named officer (Housing Management Officer) dealing with the complaint.

Where other agencies would be better able to deal with your complaint you will be referred direct to the relevant agency. If the officer judges the complaint is one of nuisance that is minor or routine and does not require any further investigation a note will be placed on the relevant file. Examples of minor nuisance are:

- Minor one off incidents of neighbour dispute
- Minor complaints of litter and rubbish dumping that could be dealt with by the Client Services Department
- Children playing
- Occasional one off parties/noise/disturbances\*
- Day to day normal domestic activity
- One of complaints of barking dogs

*\*Further advice on noise nuisance is available from the 'Stopping Noisy Neighbours' booklet, which can be found in both of the Council's reception areas.*

Where necessary, an appointment will be made to discuss the complaint in detail. Information collated will include:

- Initial report of anti-social behaviour
- Interview notes of both the claimant and alleged perpetrator
- Photographic or any video evidence
- Incident form diarising all dates and times of anti-social behaviour

You will be given the opportunity to agree a plan of action with your Housing Management Officer to resolve the problem. This plan could involve you:

- Approaching the person and discussing the problem
- Taking your own legal action (e.g. statutory nuisance, injunction)
- Taking part in mediation
- Collecting evidence, keeping an incidents sheet, taking photographs, discussing with other residents or the police

The Housing Management Officer will also:

- Make a note of the complaint and keep this record for future reference
- Involve other agencies where appropriate

#### *Investigations into the complaint*

The Housing Management Officer will carry out investigations and:

- Action will be taken to interview the alleged perpetrator as soon as possible after the allegation (within 24 hours if it is a serious case)
- The alleged perpetrator will be given the opportunity to give his/her version of events and his/her right will be recognised under the Human Rights Act 1998 and the Disability Discrimination Act 1995
- All applicable evidence will be gathered including interviewing other residents, taking photographs, liaising with other agencies e.g. police, social services
- The perpetrator will be given a verbal warning of the consequences of his/her behaviour and a letter confirming this will be posted

If the relevant officer finds that the problem cannot be resolved quickly and amicably then the case will be referred to the Anti-social Behaviour Co-ordinator. This is likely to occur in more serious or persistent cases such as:

- The threat of violence or actual physical violence including domestic violence
- Criminal offences such as drug dealing, sexual assault or abuse
- Persistent anti-social behaviour (where warnings from Housing Management Officers are unsuccessful)
- Where intensive surveillance is required in accordance with the Regulation of Investigative Powers Act 2000
- Where the case is cross-tenure
- Where complainants have been moved out of their accommodation due to the behaviour of a perpetrator

#### *Anti-social Behaviour Co-ordinator's responsibilities*

Serious or persistent cases of anti-social behaviour will be referred to the Anti-social Behaviour Co-ordinator for investigation. The Co-ordinator may make a referral for mediation where appropriate.

Where necessary a meeting with the perpetrator will be arranged and he/she may be issued with an Acceptable Behaviour Contract. Failure to adhere to this Contract could result in the issue of an Anti-social Behaviour Order.

The Co-ordinator will liaise with the Community Safety Officer, the relevant Housing Management Officer and the police where appropriate.

### *Housing Manager's responsibilities*

The Housing Manager is advised immediately of any allegations of anti-social behaviour.

Information will be collated including:

- Type of behaviour
- Characteristics of victim and perpetrator
- Geographical area
- Type of property
- Action taken
- Outcome

Following investigation, the Manager must sanction such legal action, as is required against the perpetrator including injunctions and issue of Notice of Seeking Possession before court application for re-possession.

### *Support*

- All complainants will be interviewed promptly within 24 hours if it is a serious case
- Sensitivity will be exercised with regard to personal information e.g. sex, race, religion, disability
- Emergency 24-hour telephone number will be given, where necessary
- In conjunction with our Racial Harassment Policy, any emergency security to the victim's home such as extra locks on windows, doors etc. will be carried out as soon as practicable
- Racial graffiti will be removed within 72 hours of notification

Support will also be given to staff where appropriate and if they are victims of abuse themselves either via the telephone or in person they can terminate the call or interview if the behaviour persists. Details of any such occurrences will be recorded and the Housing Manager advised.

### *Monitoring*

The Council will monitor the effectiveness of its policies and procedures in relation to anti-social behaviour on a yearly basis. A range of statistics are currently collected including:

Number of complaints

Type of complaint

The number of ABCs issued

The number of ASBOs made

The number of evictions carried out

## Contact Details

If you would like to comment on this document or would like to make a complaint of anti-social behaviour please contact:

**Write to:** Rochford District Council  
Council Offices  
South Street  
Rochford  
SS4 1BW

**Telephone:** 01702 – 546366

**Fax:** 01702 – 545737

**Email:** [housing@rochford.gov.uk](mailto:housing@rochford.gov.uk)

**Out of Hours Emergency - Telephone:** 01268 - 527317

***If the emergency is due to violence or other criminal nature please contact the Police immediately.***

## Where to find help and advice

Organisation	Telephone No	Opening Times
Basildon Women's Refuge	01268 581591	24 Hours
ChildLine	0800 1111	24 Hours
Citizens Advice Bureau (Rochford)	01702 545552	Monday 10.00 a.m. – 1 p.m. Tuesday-Friday 10.00 a.m. – 4.00 p.m. Wednesday – Friday 5.30 p.m. – 6.30 p.m. Saturday 10.00 a.m. – 12 p.m.
Citizens Advice Bureau (Rayleigh)	01702 770782	Monday – Friday 10.00 a.m. – 2.00 p.m. Monday – Wednesday 7.30 p.m. – 9.30 p.m.
The Dove Project	01702 302333	Monday – Friday 10.00 a.m. – 3.00 p.m.
Lesbian, Gay & Bi-sexual persons (South Essex)	01702 344355	Monday & Thursday 7.00 p.m. – 10.00 p.m.
National Domestic Violence Helpline	0808 2000 247	
NSPCC Child Protection Helpline	0800 800 500	24 Hours
Rayleigh Police Station (Domestic Violence Liaison Officer)	01702 775533	
Relate	01702 342901	Monday – Friday 9.00 a.m. –



		2.00 p.m., 6.00 p.m. – 9.00 p.m. Saturday – 9.00 a.m. – 12.00 noon
Rochford District Council (Homelessness & Housing Advice Team)	01702 546366	Appointments: Monday – Friday
Housing Benefit issues	01702 546366	Monday – Thursday 8.30 a.m. – 5.00 p.m. Friday 8.30 a.m. – 4.30 p.m.
Anti-social Behaviour Co-ordinator	01702 546366	
Domestic Violence Co-ordinator	01702 312118	Available Mondays, Wednesdays & Fridays
S.H.E. (Safe Haven East)	01702 300006	24 Hours
Social Services (Essex Direct)	01268 643333	
Southend Police Station	01702 431212	
Southend Rape & Sexual Abuse Counselling Service	01702 300064	Tuesday 7.00 p.m. – 10 p.m. Friday 12.00 p.m. – 2.30 p.m.
Southend Women's Refuge	01702 290006	
Victim Support	01702 333911	Monday – Friday 9.30 a.m. – 4.00 p.m.
Neighbourhood Watch	01268 770519	
Environmental Health	01702 318034	Monday – Thursday 8.30 a.m. – 5.00 p.m. Friday 8.30 a.m. – 4.30 p.m.

## **GLOSSARY**

<b>ABC</b>	<b>Acceptable Behaviour Contract</b>
<b>ASB</b>	<b>Anti-social Behaviour</b>
<b>ASBO</b>	<b>Anti-social Behaviour Order</b>
<b>CDAS</b>	<b>Community Drug &amp; Alcohol Service</b>
<b>CDRP</b>	<b>Crime &amp; Disorder Reduction Partnership</b>
<b>CPA</b>	<b>Care Programme Approach</b>
<b>CRE</b>	<b>Commission for Racial Equality</b>
<b>HARP</b>	<b>Homeless Action Resource Project</b>
<b>ODPM</b>	<b>Office of the Deputy Prime Minister</b>
<b>RAG</b>	<b>Responsible Authority Group</b>
<b>REC</b>	<b>Race Equality Council</b>
<b>RSL</b>	<b>Registered Social Landlord</b>
<b>YOT</b>	<b>Youth Offending Team</b>