

**THE EXECUTIVE**

**Tuesday, 14 December 2004**

**Agenda Item 3.      Barking Town Centre Interim Planning Guidance  
(Pages 1 - 67)**

Please find attached Appendices 1 and 2 referred to in the report

**Agenda Item 13.    Implementing E-Government Statement (Pages  
69 - 96)**

Please find Appendix 1 referred to in the report

**Agenda Item 14.    Housing Landlord Anti-Social Behaviour Strategy  
(Pages 97 - 178)**

Please find Appendix A referred to in the report

Contact Officer: Barry Ray  
Telephone: 020 8227 2134  
Fax: 020 8227 2171  
Minicom: 020 8227 2685  
E-mail: [barry.ray@lbbd.gov.uk](mailto:barry.ray@lbbd.gov.uk)

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**BARKING TOWN CENTRE  
INTERIM PLANNING GUIDANCE  
2004**

**FOR ADOPTION**

**EXECUTIVE COMMITTEE DECEMBER 2004**

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## FOREWARD

I very much welcome the development of Interim Planning Guidance for Barking Town Centre. It comes at an important time for Barking and Dagenham. The Council and the Barking Town Centre Strategic Partnership are working hard to strengthen the town centre's role as a major centre for existing and future communities in London Thames Gateway.

The Guidance has been developed to reflect the most up to date national planning policy, the Mayor of London's London Plan and the Government's '*Sustainable Communities*' agenda. It puts sustainable development first in design and decision-making for Barking Town Centre.

Subject to a rigorous 3 month consultation, the Interim Planning Guidance represents the community's and the Council's aspirations for a sustainable, accessible, safe and well designed town centre in Barking. It creates a framework for the consideration of development proposals and highlights the key issues that developers will be required to address.

I'm confident this document will achieve a step-change in quality and design in Barking Town Centre and I encourage applicants to work with the Council to ensure effective implementation of the Interim Planning Guidance.



Councillor Kallar  
Lead Member of Regeneration  
December 2004

## 1. Introduction

1.1 Barking Town Centre is undergoing significant transformation. With anticipated growth of additional 4,000 homes over the next 10 years, Barking will continue to play an important role in the regeneration of the Borough and the Thames Gateway.

1.2 This document reflects the Council's most recent ambitions for future land uses and development in the town centre which are:

- i. Accommodating 4,000 new homes;
- ii. Achieving a more balanced community;
- iii. Creating a step change in the public realm and quality of the environment; and
- iv. Creating a sustainable, vibrant and distinctive town centre.

### Purpose

1.3 Interim Planning Guidance (IPG) is a non-statutory document that provides policy guidance that bridges the Unitary Development Plan, 1996 (UDP) and more recent and adopted national and regional policy. This IPG should be applied to all planning applications involving land within the town centre, as identified on the key areas map. The Council encourages pre-application discussions to assist the implementation of the IPG.

1.4 This IPG provides a framework for the consideration of development proposals and highlights the key issues that developers will be required to address in any new development or redevelopment proposal within the town centre.

1.5 It should be noted that this IPG expands the existing town centre boundaries as defined in the Borough's UDP. This is to promote the regeneration of the wider area and to ensure a more comprehensive and cohesive approach to the town centre and its surrounding environment.

### Statutory Weighting and Planning Applications

1.6 In accordance with section 38(6) of the *Planning and Compulsory Purchase Act 2004*, applications for planning permission are determined in accordance with the Borough's UDP and other material considerations. This IPG should be treated as a material consideration in the determination of planning applications.

1.7 Given this document reflects the most up-to-date intentions of the Council, the community and national and regional planning guidance, applications that demonstrate delivering the objectives of the IPG will be considered more favourably.

### Regeneration Policy Context

1.8 The Government's Urban White Paper "*Towards an Urban Renaissance*" initiated the beginning of regeneration within the Borough and since the London Plan the pace of regeneration has gathered momentum. Barking and Dagenham is expected to undergo significant change, both physically and socially and a number of strategies already support its regeneration.

1.9 This urban renaissance emphasis is reflected in regional planning activities where the Thames Gateway Strategic Partnership and Government initiatives are manifest. The Thames Gateway is a key regeneration priority for London and national government and Barking Town Centre will play a significant role in supporting the expansion of the area.

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1.10 Barking and Dagenham, including the town centre is within the 'Zone of Change 5' (ZOC5 – London Riverside) and a 'Zone of Influence' (Z01). It is intended that Barking Town Centre will develop as a major centre for this Zone of Change and will make a real contribution to the wider area of the Thames Gateway corridor.

1.11 The London Plan (2004) identifies East London as a priority area for 'development, regeneration and investment' and designates Barking Town Centre as a major town centre. The Plan states the future role of major centres are to encourage a mix of uses in order to create a vibrant, sustainable and cultural community. Specific to Barking Town Centre, a primary objective of the Plan is to 'encourage intensification and growth in areas of need and opportunity', especially emphasising intensification around existing public transport nodes.

1.12 At a local level, the Barking Town Centre Strategic Partnership was established as a dedicated team to deliver key new development and regeneration of the Town centre. The Partnership represents a co-operation between agencies including the Greater London Authority, London Development Agency, English Partnership, and the Housing Corporation.

1.13 The Borough's UDP is currently under review and will be replaced with the new style development plan known as the Local Development Framework (LDF), in accordance with the *Planning and Compulsory Purchase Act, 2004*. Since the adoption of the UDP in 1995, the Government's sustainable communities' agenda and the London Plan have been published. The IPG provides an excellent opportunity to implement the sustainable communities agenda, and will serve to inform the production of the LDF.

### **Background Study to this IPG**

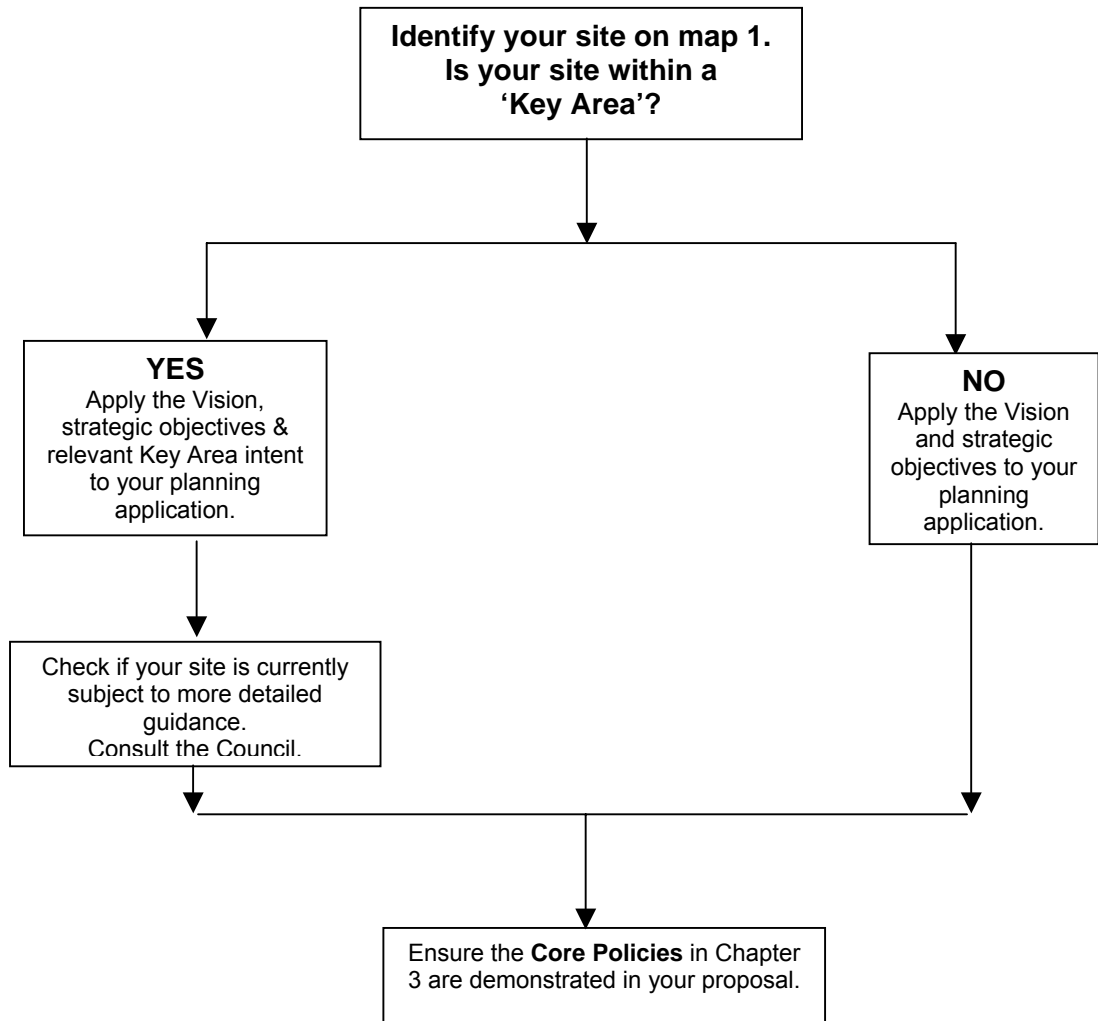
1.14 The *Barking Framework Plan* prepared in 2003 provided the basis for the IPG. It particularly informed the development of distinctive areas and provided measures to reconnect land west of the River Roding to the Barking Town Centre and how to exploit the River Roding area as a valuable asset. This document can be requested for background information.

### **Other Relevant Planning Guidance**

1.15 Areas within Barking Town Centre are currently the subject of more detailed planning. It is recommended that you contact the Council at the earliest opportunity to ascertain the location and status of this work.

**How to use this document**

1.16 The IPG does not address every issue required in planning applications therefore, this document should be read in conjunction with the Council's UDP.





## 2. The Vision and Strategic Objectives

### Town Centre Vision

2.1 The Barking Town Centre Vision is derived from the Barking and Dagenham 2020 Vision and is:

*By 2020 Barking Town Centre will become a vibrant, environmentally sustainable, prosperous and well-designed destination with a distinctive character, serving as the retail, leisure and commercial centre for the borough residents and growing in vitality and significance as it plays a full part in the expansion of the Thames Gateway.”*

### Strategic Objectives

2.2 The Barking Town Centre Strategic Partnership has the following strategic objectives that will help deliver this vision. These are to:

- Achieve a more sustainable economy
- Improve local people’s skills to enable them to widen their employment opportunities and improve their incomes
- Improve the image and raise the profile of Barking Town Centre
- Encourage cultural development and the development of creative industries
- Maximise the potential of Barking Town Centre provided by its good transport links, particularly Barking Station
- Improve the quality of the environment and the linkages between key destinations
- Improve the quality and range of housing
- Ensure that suitable and good quality public service infrastructure is provided.

2.3 In order to achieve these objectives, applicants should demonstrate how their proposed development contributes to this vision using the following criteria as appropriate i.e. how the proposal:

1. Enhances and reinforces Barking Town Centre’s strategic role as the centre of retail, social and civic importance for existing and new communities in the Thames Gateway.
2. Creates a step change in the natural and built environment by incorporating high quality design and sustainable features into buildings.
3. Contributes to a successful economy providing activity and vibrancy and meeting the needs of all of the community.
4. Contributes to attractive streetscapes and interesting public spaces making the town centre a popular and safe meeting place.
5. Ensures that ranges of accommodation types are made available, contributing to a mixed and balanced community.
6. Takes advantage of Barking’s integrated public transport linkages and contribute to the ease of movement around the town centre.

### 3. Key Areas

3.1 The Council aim to create a linked series of distinctive destinations in Barking Town Centre. These distinct destinations, known as 'Key Areas' are identified on Key Areas map. The following section sets out the Council's intentions for each area and how proposed development can contribute to achieving distinctive destinations.

1. High Street Network
2. A406 Strip
3. River Edge Strip
4. Parks
5. Housing Renewal Sites

3.2 Applicants are expected to ensure their proposals respond and contribute to the ambitions for the relevant key area.

#### 1. High Street Network

3.3 The High Street network encompasses four main retail localities; Vicarage Field, East Street and Ripple Road and the area around Barking Station, known as the Station Quarter. The redevelopment of the High Street Network is considered a vital cornerstone in the comprehensive revitalisation of the town centre and in the drawing together of the spaces, buildings and uses around its edges.

#### Intensification of Uses and Development

3.4 The Council envisages new development to intensify the urban nature of the town centre. The Council anticipates an increase in the mix of uses within the town centre and particularly within the high street network. Housing above shops is encouraged to inject a residential balance to the retail focus and to take advantage of the prime access to public transport and services. New development should at most times incorporate ground floor active street frontages and office uses above where possible and appropriate. Innovative approaches to achieving successful mix will be encouraged.

#### High Street as a Focal Point

3.5 The High Street Network is typically the core hub for economic and social activity, however there is a lack of integration between the three main localities and the Station. The Council seeks to create a cohesive core area that will provide vitality and activity.

3.6 The Town Square development is a key opportunity area and it is envisaged that its redevelopment will create a new, mixed-use heart for Barking. The Council wish to improve the town square area and provide a mixed use development of housing, shops, offices and leisure facilities. A new lifelong learning centre will be at the heart of the scheme providing public library services and a range of facilities relating to education and skills development. New development in and around the town square should improve the pedestrian linkages through the area and to the rest of the town centre.

#### The Station Quarter

3.7 The Station Quarter is a key area within the town centre and its improvement will boost the regeneration of the Centre. The Council anticipates this area to become a lively urban interchange with new high density, high quality development surrounding the station. The area presents excellent opportunities for achieving demonstration projects of quality sustainable outcomes, particularly car-free development maximising the excellent public transport access and location to shops and services.

3.8 The station itself should become radically improved as a gateway building and as an important public space serving Barking. New development should contribute to the character of the area as a lively urban interchange. The scale and height of buildings should reinforce the nature and importance of the Barking interchange. The Council anticipates an evening economy to evolve within this area, supporting the existing uses and complementing the increased residential uses. The Council intends to produce detailed guidance for this area.

### **London Road / North Street**

3.9 Land located along London Road, North Street including two municipal car parks, retail floorspace, important community facilities and residential accommodation is currently in poor condition and in need of rejuvenation. Situated on the north western boundary of the retail core the Council considers this site important in delivering comprehensive redevelopment incorporating a mixed of uses including housing, retail and community facilities. The Council intends to produce detailed guidance for this area.

3.10 Key outcomes the Council wish to achieve are providing a landmark development; improving the design of the area with a strong focus on improving the linkages from the site to the retail core, Barking Station, Abbey Green and the rest of the town centre and providing a potential new space for the market.

### **Axe Street**

3.11 The greater Axe street area is a key location in the town centre. Located to the south of the retail core it acts as the linkage between the residential area in the south (Gascoigne Estate) and the civic and retail focus around the Town Hall, East Street and Vicarage Field Shopping Centre.

3.12 The site is an important location for car parking, particularly for traffic entering the town centre from Ripple Road. Despite this, the site is currently under-utilised and the Council consider its redevelopment an opportunity to provide a mix of housing types and tenures, office uses, re-provision or improvement to the existing Abbey Sport Centre; retail; community facilities and re-provision of public car spaces. The Council intends to produce detailed guidance for this area.

### **Public Spaces**

3.13 Barking Town Centre is fortunate to have relatively high levels of public space however at present the public realm is not of a high quality and does not provide adequate safety, accessibility, convenience and clarity. The realisation of a high quality, well designed and consistent public realm is a defining aspiration for the High Street Network and each development within the Network will need to play a part in improving it's urban structure.

3.14 The Council has produced a document known as the *Barking and Dagenham Code* that sets a high quality standard for the improvement of public spaces and the environment. The impact of private development on the public realm should be considered to ensure a positive contribution to the street and public spaces.

3.15 Applicants should have regard for the *Barking and Dagenham Code* to ensure new development responds appropriately. Proposals should focus on demonstrating permeability, spatial clarity, accessibility, high quality design and landscaping.

## 2. A406 Strip

3.16 The A406 Strip is divided into 2 separate areas. The two areas are:

Area 1: This area is bound by the west bank of the River Roding, London Road to the north and the A406 North Circular to the West. The area is divided by Highbridge Road, with the land north of Highbridge Road containing large box retail (Tesco) and hotel development. The land south of Highbridge Road contains some light industry and vacant land (known as the Fresh Wharf site).

Area 2: Area 2 comprises of the Gascoigne Business Estate and Hertford Road Business Estate. These areas are key employment generating sites for business and industrial development, with good vehicular access to the A406.

### Area 1 – Fresh Wharf

#### ***Gateway Status***

3.17 The Council expects new development to contribute to enhancing this area's role as gateway to the town centre and the rest of the Borough by improving the physical and visual linkages and the quality of the environment.

#### ***Mixed use development***

3.18 The current UDP designates this area as employment land. The Council considers the area an opportunity to introduce a mix of uses, including high density residential, to the land south of Highbridge Road.

3.19 A mixed use development on this portion of employment land is considered acceptable in this instance given:

- The degraded nature of the land;
- Its proximity to the town centre to maximise access to public transport and
- A mixed use development will complement the residential and mixed use development along the Town Quay and Abbey Road.

3.20 The Council encourages leisure and public uses to be located close to the River Roding to complement the Creative Complex on the left bank. Large developments should expect to incorporate a community facility or public use component.

#### **High Quality, High Density**

3.21 The Council expects new development in this area to demonstrate high architectural quality that creates landmark developments and reinforces its gateway status. To maximise the use of the site, the Council considers high-density development to form a physical boundary to the town centres edge.

3.22 The area is recognised by the Council as a prime opportunity for a flagship private development, leading in environmentally sustainable principles and setting a high benchmark for the rest of the town centre. Development should achieve best practice and leading sustainable and innovative development outcomes.

### **Improving the environmental quality**

3.23 There is significant opportunity to improve the interfaces of this area. New development should seek to:

- i. Improve the physical linkages and access points from the town centre, across the river to the A406.
- ii. Maximise the river frontage for public recreation purposes. A substantial proportion of land should be dedicated to public open space along the river frontage, allowing access for all. The Council anticipates the development to provide public meeting spaces and high quality urban landscaping treatments along the river frontage. The Council supports incorporating environmentally sensitive features such as green areas, water retention facilities and swales.
- iii. Respect the design and layout of the Riverwalk.
- iv. Improve the environmental appearance of the area fronting the A406 as a gateway to Barking and the rest of the Borough.

### **Area 2 - Business and Industry**

#### ***Hertford Road***

3.24 The Hertford Road business area is located between the North Circular A406 Road and the River Roding and is considered to form part of the main western gateway point into Barking Town Centre. Development within the area comprises pockets of small industrial units and larger modern buildings with large carparking areas, delivery space and some landscaping. The smaller buildings are generally older and of a poorer quality appearing cramped and in some instances poorly maintained or derelict.

3.25 The Council identifies this area as strategically important to the image of Barking Town Centre because of its good access, and is important for attracting new investment for the local economy. The Council intends to support the existing uses, with small and medium sized businesses considered appropriate in this area. Development related to open storage and transport operators will be resisted.

3.26 New development should:

- i. Place a greater emphasis on a high standard of design and landscaping.
- ii. Contribute to the extension of the Riverwalk and the green chain along the east boundary.
- iii. Contribute to improvements to the image and appearance of the business area when viewed from the North Circular to enhance the gateway function.
- iv. Improve lighting, legibility, signage and safety for users of the public footpath and footbridges along the river.

#### ***Gascoigne Road***

3.27 The business area is divided into two parts, the larger bounded to the south by the A13 and to the west by the River Roding with the Abbey Road area adjacent to its most western point. To the north and east there are large residential areas. Both areas are designated for general B1, B2 and B8 employment use in the UDP. The *Urban Strategy for London Riverside* also recognises the area as part of the Barking A13 Industrial Area and should therefore remain in its current use.

3.28 New development should:

- i. provide environmental improvements and better safeguard the amenity of surrounding residential areas.

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- ii. improve the image of the business areas by improving boundary treatments, especially along road frontages and adjacent to residential areas.
- iii. consider the use of planting to avoid unwelcome buffer areas which are inaccessible and gather litter.
- iv. provide consistent and bold use of special signage.
- v. promote pedestrian access to the riverside and preferably link the A13 with proposed residential/B1 development at Abbey Road and areas further to the north.
- vi. encourage the southern and western part of the larger area for B2 general industrial uses due to its distance from residential areas.

### **3. River Edge Strip**

3.29 This area is bound to the east by Abbey Road and to the west by the River Roding. This area is largely disconnected from the town centre and comprises a mix of uses that do not fully reflect nor respond to the unique characteristics of the area. The area is within close proximity to town core, with good opportunities for walking, cycling and access to public transport.

3.30 This area presents a number of opportunities including:

- Incubation of a cultural and creative industries complex;
- Maximising new development and river access; and
- Enhancing the historic fabric of the town quay.

### ***Creative Industries Complex***

3.31 The Council intends to establish a 'creative industries complex' based around the historic Malthouse and Ice House buildings. The Council considers the Complex will contribute towards local distinctiveness and diversify the economic base of Barking including providing skills and employment opportunities and contribute towards revitalisation of the riverside.

3.32 Predominate uses for the 'creative industries complex' include proposals for workshops, studios and live/work units which are B1 related, D1 uses may also be seen as being appropriate for cultural/creative activities, this use class includes museums, public halls, libraries, art galleries, exhibition halls, non-residential education and training centres. A3 uses (small to medium) which includes restaurants, pubs, snack bars, cafes, wine bars, shops for sale of hot food may be considered, but must ancillary i.e. not dominate any proposals and must be in character with the nature of the Conservation Area.

3.33 Where possible, the Council supports the retention of buildings that are of local historical significance such as the Malthouse, the Ice House (located within the Barford Chemicals site) and the Fishing Smack (a former public house). These buildings are within a Conservation Area, the aim of which is to preserve the essential character or appearance, whilst allowing for its controlled change and evolution. Proposals to demolish buildings will require Conservation Area consent; assessment will be against the same broad criteria in context of listed buildings (refer to PPG15). Consent for demolition will not be given unless there are acceptable and detailed plans for any redevelopment.

3.34 Development should exploit the locational advantage of the River Roding and ancillary and complementary uses such as cafes and bars are generally encouraged to support the development of a cultural and creative area.

### ***Development and the River***

3.35 New development should:

- i. Respond sympathetically to the character and context of the historic fabric of the Town Quay and the river.
- ii. Improve cycle and pedestrian links to the river and the riverwalk
- iii. Ensure adequate land is safeguarded for the Thames Gateway Transit route.
- iv. Ensure development does not overshadow the River Walk for extended periods of daylight.
- v. Maximise river frontages with balconies and windows to provide natural surveillance for safety along the river.
- vi. Where possible, create stronger linkages to Abbey Green
- vii. Provide high quality landscaping treatments along Abbey Road.

## **4. Green Spaces**

3.36 The primary green spaces within the town centre are Abbey Green, Barking Park, Quaker Park and Greatfields Park. The Council recognises these areas are important because of the role they play in providing recreational relief to the growing population and their physical contribution as attractive spaces to the town centre.

3.37 These spaces will need to be improved in terms of safety, amenity, and appearance including consistent signage, lighting, seating, bins, and footpath materials and also improving linkages with their surroundings. New development surrounding the parks should maximise the views and provide balconies overlooking the park which active and passive surveillance.

3.38 As part of the Blue Ribbon Network, the River Roding is an important natural asset that needs to be supported and enhanced. There is a strong desire to improve the linkages to the River Roding and encourage more recreational activity along its edges. The Council considers high quality development along its edges as a key opportunity to achieve this and expect applicants to demonstrate how their proposals achieve these aims.

3.39 The Council will have regard to the *Barking and Dagenham Open Space Strategy* in assessing the implications of new development for open space in the town centre and how it may contribute to the enhancement of open space. Planning obligations may be sought to contribute to their improvements.

## **5. Housing Renewal Sites**

3.40 Social housing forms a significant part of the town centre and the Council has an ambitious schedule for improving and regenerating many of the estates. The following outlines guidance on redevelopment principles for these Estates.

### *Strategy for Improvement and Redevelopment of Council Owned Housing Renewal*

3.41 The regeneration of each estate will follow a detailed planning guidance devised and consulted on at the time of initiation. All estates should be redeveloped in accordance with the general principles outlined below.

- i. To ensure new development incorporate environmentally sustainable features in design, construction and operation of the buildings.
- ii. To make high impact and visible improvements across all areas of each estate.
- iii. Accommodate the growing diversity in housing need with a greater variety of housing types.

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- iv. Introduce a greater mix of tenure, in order to achieve a better balance between shared ownership and private (owned or rented) accommodation.
- v. Increase the general housing densities and make use of the town centre location with easy access to public transport.
- vi. Innovative design to create distinct neighbourhoods where people have a sense of ownership and belonging.
- vii. Integrate the redevelopment with the rest of the town centre.



#### **4. Core Policies**

4.1 This section provides guidance on overall core policies that will need to be applied to all uses and development applications within the town centre. This section outlines Council's aims for:

- Environmental Sustainability
- Land Uses
- Housing
- Urban Design and the public realm
- Access and Movement
- Planning Obligations

#### **Environmental Sustainability**

##### **Sustainability Statement**

4.2 Environmental sustainability is at the core of the regeneration of the town centre. All applications in the town centre must be accompanied by a Sustainability Statement. This statement must address the following sub-headings including energy, water, nature, waste and construction materials.

4.3 The Council expects all new development to achieve a BREEAM "excellent" rating.

##### **Energy Efficiency and Renewable Energy**

4.4 New major development should:

- Provide an assessment of the energy demand and demonstrate the steps taken to apply the Mayor's energy hierarchy; and
- Where feasible, demonstrate how the development will generate 10 percent of the site's electricity or heating needs from renewables.

##### **Water Conservation and Flood Defence**

4.5 The Council would like applicants to demonstrate how their proposal conserves the use water. New major development should:

- use of water-saving devices where possible including low and dual flush toilets and spray taps.
- where possible, the use of porous materials to remove standing water and reduce flash flooding in hard standing areas.
- Incorporate Sustainable Drainage Systems to reduce surface run-off and flood risk especially on land adjacent to the River Roding and/or contaminated land.

##### **Nature Conservation and Biodiversity**

4.6 New major development of all uses should:

- Incorporate features that are beneficial to biodiversity and geological within the design of buildings such as green walls and/or green/brown roofs (see Green Roof Guidance for further information).
- Demonstrate how the development will protect and enhance biodiversity and local priority habitats and species through high quality landscaping (see Local Biodiversity Plan for key species and habitat information).
- Where adjoining existing green corridors and green chains provide with tree planting and landscaping treatments that serve to link the green spaces (see Parks and Green Spaces Strategy).

##### **Waste Minimisation and Recycling**

4.7 New major development should:

- i. Demonstrate minimisation of waste generation during demolition and construction by the reuse and recycling of existing buildings and materials.
- ii. Provide both internal and external recycling storage facilities so that every unit and user can recycle waste.

#### **Sustainable Construction Materials**

4.8 New major development should:

- i. Demonstrate how the proposal will use modern methods of construction and sustainable materials. Applications should provide evidence that materials used were procured locally, reclaimed, recycled and/or have a low lifecycle environmental and toxicity impact.

#### **When is an EIA required**

4.9 Applicants should refer to Schedule 1 and 2 of the *Town and Country Planning (Environmental Impact Assessment) (England and Wales) Regulations 1999* to determine whether the proposal should be subject to an EIA. In these circumstances applicants should request a screening opinion from the Council.

#### **Uses**

##### ***Balance of Uses***

##### ***Retail***

4.10 The Council has a strong desire to reinforce and enhance Barking's role as a Major Centre and ensure that it continues to retain this position in the sub-regional context with Stratford, Ilford and Romford. Recently commissioned work has confirmed that there is scope for retail expansion in Barking Town Centre. It is the Council's position that Barking Town Centre should be the primary location for the expansion in comparison goods retail floorspace within the Borough.

4.11 The Council will continue to protect the retail core, seek to attract further retail investment and consider opportunities for large new retail and leisure uses as part of mixed use schemes (particularly as part of developments fronting main thoroughfares such as Ripple Road, the new Town Square and London Road). Applicants should demonstrate how their proposal contributes to the strategic importance of Barking.

4.12 In supporting the retail offer and in improving the balance of uses the Council would like to safeguard against the proliferation of hot-food takeaways.

##### ***Justice Centre***

4.13 The police have indicated relocating their Headquarters to a central location in the town centre. The Council supports this and will actively facilitate their relocation in recognition that retaining public services in the town centre is vital to maintaining Barking's key role and function as a major centre. Furthermore, the Council will support innovative solutions and investigate best practices to integrating the police offices into the urban fabric.

##### ***Educational Infrastructure***

4.14 Educational facilities, namely schools within Barking Town Centre are at capacity. The Council will be actively seeking to secure educational infrastructure from early years provision to vocational training courses for adult learning. The Council will apply innovative approaches to integrating this type of infrastructure into the urban fabric.

### ***The Market***

4.15 The Market is recognised as a successful private/public partnership that contributes to a sense of vibrancy and village atmosphere to the town centre. The Council wants to ensure the market's ongoing viability is protected and enhanced. The Thames Gateway Transit (TGT) (formerly known as the East London Transit) route will interrupt the existing market area and will require the TGT to fund part of relocation.

### ***Mixed Uses***

4.16 The Council wishes to promote mixed-use developments. Although typically providing active ground floor frontages with office and / or residential above the Council encourages innovative approaches to the mix. The proposed mix of uses should be discussed with Council officers at pre-application stage and will be considered in relation to surrounding uses and spaces.

4.17 The Council will consider the impact of development on the provision of social infrastructure such as local health facilities, childcare and community centres, schools and public open spaces.

### ***Live-Work Units***

4.18 Plans submitted for live-work developments should indicate the space allocated for residential and work use. As a guide live-work units of 70m<sup>2</sup> would be preferable so as to create a satisfactory standard of living with sufficient space to work. There should be no units containing more than 2 bedrooms, as live/work uses are not considered suitable for family accommodation.

4.19 Proposed live/work units should provide low cost, small workshops or office floorspace with an integral living accommodation. The provision of affordable housing is not required for live/work developments.

4.20 All new uses and development of managed work spaces and live/work units will be considered in terms of the character of the surrounding area in terms of layout, scale, massing, materials and design and their impact on local traffic conditions.

### **Housing**

4.21 The key driver of this policy is the realisation of sustainable development and a compact city. The town centre is recognised as a good location to support higher densities because of its access to public transport. Utilising higher densities, the Council expects to ensure affordable housing needs and a range of housing types are provided. High quality urban design is also recognised as central to the successful regeneration of Barking Town Centre.

4.22 New developments must offer a range of housing choices, in terms of the mix of housing sizes and types, taking account of the housing requirements of different occupiers such as students, older people, families and share accommodation. Applicants should refer to the Council's *Housing Strategy* to ensure the Borough's needs are addressed.

### ***Density***

4.23 To achieve an additional 4,000 homes within the town centre over the next 10 years, higher density developments will be supported, particularly around the Station, on the High Street Network area and the River Roding. Developers should demonstrate the appropriate density by considering the efficient use of land,

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proximity to public transport and the relationship of the site to its surroundings and the ability to deliver high quality design.

4.24 The London Plan should be referred to as a density guide which ranges from:

		Carparking provision	Moderate	Low
		Predominant housing type	Terraced houses & flats	Mostly flats
Location	PTAL rating			
Sites within 10 minutes walking distance of a town centre	6 to 4	Urban	55-175 u/ha	165-275 u/ha

### ***Housing Mix***

4.25 The Council considers it important to seek to influence the mix of housing types to ensure a range of accommodation is provided to meet the needs of the Borough. Overall, the Council seeks the following types of housing to be provided 35% 1 bedroom; 35% 2 bedroom; 20% 3 bedroom and 10% 4 bedroom dwellings. This mix will be monitored over the next 5 years but is not be expected to be the mix for each specific site.

4.26 Family accommodation is crucial to achieving a mixed and balanced community within the town centre. This type of dwelling is more suited to ground floor or roof-top housing with direct access to private open space. Larger dwellings and family accommodation will likely be located on the peripheries of the town centre.

4.27 Any existing family accommodation in estates located within the core which will be subject to redevelopment will be retained or reprovided.

4.28 If the Council can lever in public subsidy, where it is economically challenging to build family accommodation, it will do so to ensure our targets are met.

### **Private Amenity Space**

4.29 Given the proximity to the large open spaces available in the town centre and balancing the compact city objective, a relaxation of the UDP policies H14 and H15 relating to residential amenity space may be considered on merit.

4.30 All new dwellings should have access to useable space such as a conventional garden, roof top garden, courtyard or large balcony. A minimum space of 4m<sup>2</sup> and minimum width of 1.6m should be employed in the design of balconies to ensure their usability.

4.31 A reduction in amenity space provision may, where appropriate be facilitated by a financial contribution to enhance, protect and encourage the use of existing open space. The Council also supports additional measures such as the provision of green walls or roofs to compensate for the reduction in private amenity space.

### ***Lifetime Homes***

4.32 All new dwellings should be built to meet the internal 'Lifetime Homes' standards whilst we employ an element of flexibility with regards to meeting the external criteria.

Lifetime Homes standard are set out in the Joseph Rowntree Foundation (Meeting Part M and Designing Lifetime Homes). The term 'lifetime homes' describes any dwelling which incorporates 16 basic design criteria. Further advice on how to meet the criteria can be obtained from the Council's Access Officer on 020 8227 3900.

### ***Wheelchair Users Housing***

4.33 Ten per cent of all new housing must be designed to be wheelchair accessible, or easily adaptable for residents who are wheelchair users. This means dwellings should be built to meet the standards set out in the National Wheel Chair Housing Group report *Wheelchair Housing Design Guide 1997*.

### ***Affordable Housing***

4.34 In accordance with the Barking Town Centre Housing Regeneration Strategy, the Council will normally expect new developments of 15 or more dwellings to make a contribution (35%) towards affordable housing, taking into account:

- i. The accessibility of the site to public transport and local services
- ii. The housing needs of the town centre
- iii. Site size and suitability
- iv. Nature of the proposal and economics of provision
- v. The achievement of the Borough wide target and provision in the area.

4.35 To assess viability, it is recommended that early discussions take place with the Council. The *Three Dragons Consultancy* model may be used as guidance in this process.

4.36 It should be noted that the Council, jointly with English Partnerships has commissioned a study into the levels of affordable housing provision across the Borough. This includes projections of population and their socio-economic characteristics over the next 15 years. At this stage, it is not possible to be prescriptive about the precise types of affordable housing. The study will be completed by early 2005 and the Council will then consider the most appropriate levels/types of affordable housing and will bring forward a draft policy. The policy stance will take into account the differing levels of social housing across the Borough and the Council's stated aim of creating balanced, sustainable communities.

### **Urban Design**

4.37 Urban Design is a cross cutting theme in the development and regeneration of the town centre. The key principles of design for a compact city, identified in the London Plan, should be followed in all developments within the town centre. The Council supports proposals that comply with the following design principles.

#### **Creating vibrant areas**

4.38 Through promoting more intensive developments in the right places to create more opportunities for vitality and viability of uses— such as within 400m walking distance of the Barking Station. More intensive development is also anticipated where redevelopment of existing estates, such as the Gascoigne is proposed.

#### **Enhancing the public realm**

4.39 Careful consideration of the creation of public routes and spaces linked to the regeneration of the town centre, will create a more vibrant and distinctive environment, that can accommodate a range of activities.

4.40 Proposals should demonstrate how their development contributes to an improved and quality public realm that provides better connections with surrounding areas. There should be a clear demarcation of public and private areas with all public areas must be open, well lit and welcoming and of the highest quality in accordance with the 'Barking And Dagenham Code'.

### **Making places more accessible**

4.41 Proposals should provide good accessibility for all and demonstrate how the design improves permeability and connectivity. Reducing barriers and obstacles and improving routes for all modes of transport, particularly walking, cycling and public transport, will create a more cohesive and viable town centre. The document "*Inclusive Mobility – A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure*" (2002) should be referred to as a guide to ensuring this objective is met.

### **Working for a lifetime**

4.42 Applications should be accompanied by a supporting statement demonstrating the consideration of the lifetime of the building and the contribution that new uses, buildings and spaces may make now and in the future.

4.43 The Council supports designing buildings and spaces so that they can be adapted and accommodate future changing needs.

### **Respecting the local context, character and communities**

4.44 Proposals should consider the context of the regeneration of the area. Development within the town centre should be co-ordinated in terms of density, massing, architectural design, mix, connectivity and the linking of routes and spaces. Overall design must be of the highest quality to reflect the high ambitions for Barking and must respond carefully to the site in terms of site layout, form, appearance, materials and access.

### **Inspirational development**

4.45 New development should demonstrate needs to improve the environment and contribute to creating a distinctive town centre. In addition to high quality architecture, the land use proposals, design and choice of materials must all contribute to the creation of a sense of place. Developments should seek to include sustainable design features and innovative design.

### **A heritage to be proud of**

4.46 Development that is within or adjacent to the Barking Abbey Scheduled Ancient Monument site, Town Centre conservation area, or listed buildings such as the Magistrates Court and Town Hall, should consider the carefully the relationship between development proposal, the built heritage and the regeneration of the town centre, in a way that positively and proactively enhances our heritage assets.

### **Designing out crime**

4.47 UDP Policy DE6 requires new developments to be designed to enhance security and safety in the environment. All applications must consider designing out crime as a starting point to all proposals. Applications for 10 dwellings or more will be expected to demonstrate how the proposal meets the design standards and guidelines set out in ACPO's website <http://www.securedbydesign.com/index.asp>.

4.48 All applications of this nature will be referred to Council's CPTED officer. The government's best practice "Safer Places – The Planning System and Crime Prevention" and DTLR Circular 5/94: *Planning Out Crime* should also be referred to.

4.49 All new buildings and places should provide natural surveillance from passers by, residents or building users to enable the 'natural' policing of the area, making them feel safe to use. This will increase the use of public spaces and routes and new uses, without relying on CCTV cameras and a police presence.

### **Access & Movement**

4.50 The successful regeneration of Barking Town Centre is underpinned by improving access and movement. It is imperative that high quality, well integrated systems of movement are implemented as a core part of the growth of the centre. Each mode of transport, current or proposed needs to be considered together to ensure easy, safe and convenient access for everyone.

### **General**

4.51 Where necessary, applicants will be required to:

- i. Prepare transport impact assessments for major new developments.
- ii. Contribute planning obligations to mitigate impacts created from the proposed development and promote sustainable transport modes.
- iii. Prepare a travel plan for employment related uses.
- iv. Make provision for other modes of transport such as bicycle and motorcycle storage facilities.

### **Public Car-parks**

4.52 A number of car-parks will be closed whilst redevelopment is undertaken in the town centre. With the anticipated development over the next 5 years, the existing provision of car-parking will present long-term car parking problems if not supplemented by 6-10% by 2020. This may impact on the future viability of Barking Town Centre unless additional provision is made. Due to lack of space within the town centre it is likely that a multi-storey car-park is needed. The Council support this concept as part of a mixed-use scheme to reduce the visual impact and make best use of a site.

4.53 Public car-parks are a key element in the future sustainability of the town centre and as such the Council will review the provision periodically and ensure they remain in public sector control.

4.54 To accommodate for this, when a Council owned car-park is redeveloped, the Council will require a financial contribution of £15,000 per space, plus 10 per cent for every loss of public car space.

### **Private Car-parking**

4.55 The Council is currently pursuing a number of initiatives aimed at reducing car dependency by locating high-density developments close to public transport interchanges and promoting sustainable transport choices. Vital to these pursuits is the level of on-site car-parking provision.

4.56 The Council's car-parking standards as set out in *Interim Parking Standards, (2002)* apply except in areas within :

- a) 200m walking distance of Barking Station where the Council will expect car-free developments; and

- b) 200-400m walking distance of Barking Station where the Council will encourage car-free developments (or reduced car-parking and additional measures to encourage use of sustainable transport options).

### **Appropriate locations**

4.57 The general philosophy is that car-free housing should be provided in locations that can support it. If residential developments which are not car-free are provided in those locations, additional measures to encourage use of sustainable transport options should be taken.

### **Design**

4.58 All car-free developments should meet the following design criteria:

- i. Attractive cycle and pedestrian access and routes must be provided within the development as well as linking conveniently with external networks and local services including recreational facilities such as parks and playgrounds.
- ii. Secure cycle parking.
- iii. In larger developments, a pedestrian drop-off point, especially catering for the elderly and people with disabilities must be provided. Access will also be required for emergency vehicles, services and major deliveries.
- iv. Any access must be strongly integrated with the pedestrian space and appropriate design speeds should be implemented. Where vehicle access is provided, it should be strictly designed so as not to conflict with or dominate pedestrian movement and access.
- v. In addition proposals in major developments may be required to contribute to the provision of the development of 'car club' facilities for residents and pedestrian, cycling or public transport infrastructure.

### **Disabled Carparking in Car-free developments**

4.59 Within car-free development areas, suitable designated disabled carparking or drop-off points should be provided. The level and type of provision should be discussed with the Council's Access Officer. As a guide, parking bays associated with wheelchair housing should be located adjacent to the front entrance, undercover, 3.6 metres wide and located beside a 900mm wide path connecting the front door, parking bay and the adjacent road.

4.60 Where no off-street parking is proposed, applicants must demonstrate where disabled drivers can park in order to easily use the development.

### **Management**

4.61 In terms of management the following should apply:

- i. Residents must be made aware that by living in a designated car-free development they do not qualify for a parking permit within any existing or any future controlled parking zone. This information may need to be included as part of the sale or lease agreement.
- ii. Residents must be required to provide an undertaking not to keep a car within the development or on-street within the area.
- iii. There must be a legal agreement between the developer and the Council confirming the car-free status of the development.

### **Cycle Access and Parking**

4.62 To make a real change in modal-shift and reduce the dependency on car, the Council are seeking new development to increase the provisions set out in Policy



T19 and SPG 3 of the UDP, particularly in ensuring proper provision for cycle access, parking and security. Overall the Council want to increase cycling, promote and improve cycling and provide the best possible services for people who cycle.

**For residential development:**

4.63 In residential developments the Council support cycle parking to be provided as set out below.

- (1) Houses with private gardens or courtyards or with garages: no special cycle parking is required.
- (2) Flats: A minimum of 1 cycle parking space for every 2 dwellings, except special need housing where provision will be considered on the merits of the case.

**For non-residential development:**

4.64 In all non-residential developments, the Council will require cycle parking to be provided, even when car parking is not provided. The Council will require cycle parking areas to be designed so that they cannot be used for car parking.

4.65 Staff cycle parking spaces should be off-street, covered, lighted and secure. Shower facilities should be provided. Visitor provision is, however, often better provided for by providing parking near entrances in prominent convenient locations.

**Requirements:**

4.66 Where possible, cycle parking should be conveniently located within developments, particularly near to the entrance of buildings. It should be well-lit, well-signed, fully secured, weather protected and not hidden out of sight. Applicants should demonstrate that they have considered additional needs for cyclists such as lockers, changing rooms and shower facilities etc.

4.67 As a general guide, the Sheffield stands or cycle lockers are a good example of acceptable types of cycle parking. However, the Council will be prepared to consider any innovative types that satisfies the above principles.

4.68 Applicants will be required to demonstrate that cycle parking provision:

- i. offers reasonable security against theft
- ii. support cycles without damaging them
- iii. not endanger pedestrians and other traffic
- iv. are visually acceptable

**Pedestrian Access**

4.69 In many parts of the town centre, pedestrian flows are high, but there are many impediments to easy movement, particularly for the older and disabled people. The Council wishes to improve the pedestrian footpaths and establish continuous well designed, barrier free pedestrian routes throughout the town centre with particular focus on providing:

- i. easy movement to Barking Station and all public transport stops.
- ii. clear and safe pedestrian routes to public open spaces.

4.70 The Council will require new development to have regard to pedestrian accessibility, convenience, safety and permeability within sites and into the public realm as supported by UDP Strategic Policy Y and Z and Policy T12, T17 and T18.

**Public Transport**

Barking Station Interchange

4.71 Barking station plays an important role in supporting the town centre and the Council's ambitions for the station and the area surrounding is to become a successful interchange providing access for all and a safe and welcoming environment, acting as the gateway to the town centre and providing a seamless interchange between all modes of transport.

4.72 The Council with partner agencies expects the following improvements to be made:

- disability access and wheelchair uses
- consolidation and improvement of transport services including buses, taxis and the Thames Gateway Transit
- improved linkages to the rest of London and beyond
- management of the parking stock to reflect the town centre's role as a shopping and commercial centre.
- environmental upgrade to the streetscape
- improvements for pedestrians and cyclists.
- improvements to Barking station as a major interchange.

4.73 The Council expects section 106 contributions to support the improvements to this area.

### Thames Gateway Transit

4.74 The Thames Gateway Transit (formerly known as the East London Transit) will operate From Ilford through Barking Station to other parts of the Borough. The Council expects Transport for London (TfL) to commit to:

- i. ensuring bus technology is constantly upgraded to remain leading edge with a review of the system to upgrade to tram technology;
- ii. funding and working with the Council using all available technology to enforce parking restrictions along the route and ensure a high level of bus priority;
- iii. funding the relocation of part of the Barking Town Centre Street Market;
- iv. implement the "*Barking and Dagenham Code*" along Fanshawe Avenue roundabout through the pedestrianised parts of Barking Town Centre as far as the former Westbury Public House; and
- v. taking into account the major regeneration schemes in and around the town centre.

## Planning Obligations

### When are planning contributions required?

4.75 In determining applications for planning permission, the Council will take into consideration the nature, scale and location of the proposed development and, in appropriate circumstances where the need arises directly from the development, will seek contributions towards or a planning obligation under s.106 of the Town and Country Planning Act 1990 (as amended).

### Key Priorities:

4.76 The Council considers the following to be key priorities to mitigate the impact of new development on the existing services and environment. This list is not exhaustive and other matters may also be negotiated. This list is derived from the agreed Barking Town Centre Action Plan, 2003 and is supported by the community.

- i. Provision of affordable housing

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- ii. Contribution towards public realm and landscaping improvements.
- iii. Provision of high standards of energy efficiency such as contributions towards renewable energy sources and supporting combined heat and power and community heating networks
- iv. Provision of or contribution towards public transport and traffic management.
- v. Contribution towards improvements of social infrastructure.
- vi. Contribution towards community facilities.
- vii. Provision of or contributions towards recycling and environmental sustainability initiatives.
- viii. Provision of easily convertible loft space for learning or work space in all new affordable housing
- ix. Contributions to the Riverside Walk
- x. Contributions towards public open space.
- xi. Contributions towards education and training.
- xii. Contribution to public art.
- xiii. Provision of modern communications technology enabling (e.g. broadband) to all new affordable homes.
- xiv. Contributions towards crime prevention measures.

### **Monitoring and Costs**

4.77 The Council maintains a central register and monitoring system of all planning obligations and will actively seek to ensure that benefits arising from planning obligations are realised as early possible.

4.78 Where interest is gained whilst projects are implemented, this can be spent on projects which meet the objectives and criteria of the legal agreement.

4.77 The Council will require the applicant to meet the legal cost of preparing a section 106 agreement. These costs will be payable whether or not the matter proceeds to completion.

4.79 As the Council is party to a large number of s106 agreements, it takes a significant amount of resources to project manage and implement schemes funded by planning obligations. The Council will therefore normally seek the payment of a financial contribution towards the costs of undertaking this work (typically 4% of the total planning obligation costs).

## 5. ADDITIONAL INFORMATION REQUIREMENTS

The following information may be required for some forms of development. This should be discussed at pre-application stage.

### Environmental Impact Statement

5.1 An environmental statement is the outcome of an EIA and provides an assessment of the likely environmental effects of the project. The aim of the statement should be to provide a non-technical, systematic and objective account of the significant environmental effects to which the project is likely to give rise. Sufficient information should be provided to enable those who wish to do so verify the statement's conclusions and to identify the source of the information provided.

### Design Statement

5.2 A Design Statement should:

- i. Establish the full project brief and the functional requirements of the development.
- ii. Should include a survey and appraisal of the physical dimensions, the condition, character and constraints of the site. Tree and soil surveys should be include where appropriate
- iii. Identify relevant national and local government planning policy.
- iv. Identify the technological, energy and sustainability requirements of the development.
- v. Consider and analyse the site in relation to its immediate surroundings and wider urban and/ or landscape setting.
- vi. Consider the impact of the scheme in relation its setting, the relevant community or communities and the immediate and wider environment.
- vii. Establish clear and demonstrable design principles or a design vision.
- viii. Include consideration of space, mass, volume, plan, materials and the composition of elements. Where the success of a design is dependent upon carefully articulated, specific details (not illustrated elsewhere) then the provision of notional drawings, at 1:20 for example, should be provided to offer an indication of the proposed approach to detailed design.

### Access Statement

5.3 Some forms of development may require an Access Statement to accompany the application. An access statement should demonstrate how the proposal incorporates the principles of inclusive design. Principles of inclusive design are set out in Policy 4B.5 of the London Plan and include requiring developments to:

- i. to be used easily by as many people as possible without undue effort, separation or special treatment
- ii. offer the freedom to choose and the ability to participate equally in the development's mainstream activities.
- iii. Value diversity and difference.

5.4 An Access Statement should include how these principles have been incorporated into the design and how inclusion will be maintained and managed.

### Transport and Traffic Statement

5.5 A comprehensive Transport Assessment is likely to be required for all major developments. Developers should address how their proposals can help improve local transport infrastructure and services. The main opportunities for their doing so include:

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- i. Improving pedestrian accessibility to public transport and maximising connectivity within the area and its surroundings;
- ii. Reducing travel demand and changing user patterns such as mode shifts and peak spreading through more mixed use developments, better linkages with complementary uses and green travel plans;
- iii. Providing creative temporary routes and high standards of safety, convenience, legibility and design during what will be extended periods of implementation.

6. GLOSSARY

Term	Definition
<b>Affordable Housing</b>	Is housing of an adequate standard which is cheaper than that which is generally available in the local housing market.
<b>Biodiveristy</b>	This refers to the variety of plants and animals and other living things in a particular area or region. It encompasses habitat diversity, species diversity and genetic diversity. Biodiversity has value in its own right and has social and economic value for human society.
<b>BREEAM standard</b>	Building Research Establishment Environment Assessment Method assesses the environmental performance of buildings against a number of criteria. BREEAM covers a range of building types including offices homes (known as EcoHomes) industrial units and, recently added, retail units.
<b>Car-free developments</b>	Car-free housing can be defined as residential development with no car-parking facilities for residents and visitors other than as needed to meet the needs of disabled people.
<b>Character (of area)</b>	Individual distinctiveness created from a combination of natural and built elements with historic, socio-economic and other factors.
<b>Community Heating</b>	Is the distribution of steam or hot water through a network of pipes to heat a large area of commercial, industrial or domestic buildings or for industrial purposes. The steam or hot water is supplied from a central source such as a heat-only boiler or a combined heat and power plant.
<b>Combined Heat and Power</b>	The combined production of electricity and useable heat is known as Combined Heat and Power (CHP). Steam or hot water, which would otherwise be rejected when electricity alone is produced, is used for space or process heating.
<b>Creative Industries</b>	The Council uses the Department of Culture, Media and Sports (DCMS) definition. Thirteen individual industries have been identified by the DCMS as covering the creative industries including: advertising; architecture; the art and antiques market; crafts; design; designer fashion; film and video; interactive leisure software; music; the performing arts; publishing; software and computer services; and television and radio.
<b>Development Brief</b>	A document that outlines detailed planning requirements for the development of a site. It is subject to public consultation prior to publication.
<b>Developers' Contribution</b>	A financial or in-kind contribution usually made by a binding agreement between the Council and the developer to mitigate the impacts of the development on the environment and the community.
<b>Distinctiveness</b>	See Character.
<b>ELT</b>	East London Transit (also see TGT).
<b>Flagship Project</b>	One intended to have the highest profile of all of the regeneration proposals.
<b>High Quality Urban Design</b>	Urban design is the art of making places. Providing high quality urban design involves the design of buildings, groups of

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Term	Definition
	buildings, spaces and landscapes in town and cities, to a standard of design of an attractive, healthy and welcoming environment, with a long lease of life, and the establishment of frameworks and processes that facilitate successful, high quality development.
<b>Legal Agreement</b>	A legally binding contract, between a developer and the Council that constitutes a planning obligation.
<b>Lifetime Homes</b>	Ordinary homes designed to provide accessible and convenient homes for a large segment of the population from young children to frail older people and those with temporary or permanent physical or sensory impairments. Lifetime homes have 16 design features that ensure that the home will be flexible enough to meet the existing and changing need of most households, as set out in the Joseph Rowntree Foundation report 'Meeting Part M and Designing Lifetime Homes'.
<b>Major Development</b>	Developments in excess of 10 residential units or 1000m <sup>2</sup> gross floor area.
<b>Material Consideration</b>	In respect of a planning application, material considerations are any considerations which relate to the use and development of land and are relevant to the site in question.
<b>Mayor's Heating Hierarchy</b>	The Mayor's Hierarchy for heating states that essential energy needs should be met through applying in sequence the following factors: using less energy, using renewable energy and supplying energy efficiently. Proposals are expected to demonstrate that the proposed heating and cooling systems have been selected in accordance with the following order of preference; passive design; solar water heating combined heat and power, for heating and cooling, preferably fuelled by renewables; community heating for heating and cooling; heat pumps; gas condensing boilers and gas central heating.
<b>Modern Methods of Construction</b>	Modern methods of construction is a broad category that embraces a variety of build approaches including Off-site Manufacturing.
<b>Mixed Use development</b>	Development for a variety of activities on single sites or across wider areas such as town centres.
<b>Natural Surveillance</b>	Surveillance is created when areas are overlooked by other users. Natural surveillance occurs when buildings of all types front onto streets, squares or parks and contribute to overlooking.
<b>Planning Condition</b>	A written condition on a planning permission that restricts the development in some way to achieve a stated purpose.
<b>Planning Obligation</b>	Section 12 of the Planning and Compensation Act 1991, allows developers to enter into a planning obligation, either as an agreement with the local planning authority or unilaterally. Planning obligations can be modified or discharged, and can be entered into in respect of Crown Land.
<b>Public Realm</b>	This is the space between and within buildings that are publicly accessible, including streets, squares, forecourts, parks and open spaces.
<b>Social Inclusion</b>	Positive action to include all sectors of society in planning,

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Term	Definition
	decision-making and implementation.
<b>Strategic Environmental Assessment</b>	A generic term used internationally to describe environmental assessment as applied to policies, plans and programmes. The European SEA Directive (2001/42/EC) does not in fact use the term strategic environmental assessment; it requires a formal 'environmental assessment' of certain plans and programmes, including those in the field of planning and landuse.
<b>Sustainability Appraisal</b>	Refer to OPDM guide.
<b>Sustainable Development</b>	This covers development that meets the needs of the present without compromising the ability of future generations to meet their own needs.
<b>Sustainable Drainage Systems</b>	A sequence of management practices and control structures designed to drain surface water in a sustainable way.
<b>TGT</b>	Thames Gateway Transit (formerly known as ELT).
<b>Three Dragons Toolkit</b>	The Affordable Housing Development Control toolkit was developed by Three Dragons and the Centre for Residential Development at Nottingham Trent University and supported by the Greater London Authority. The purpose of the toolkit is to assess the development economics of providing affordable housing on individual sites.
<b>Barking Town Centre Strategic Partnership</b>	The partnership represents a co-operation between agencies including the Greater London Authority, London Development Agency, English Partnerships and Housing Corporation.
<b>Wheelchair accessible housing</b>	This refers to homes built to meet the standards set out in the National Wheelchair Housing Group report Wheelchair Housing Design Guide 1997.



## 7. CONTACT DETAILS

For further information and for all enquires on this document, please contact:

The Sustainable Development Group  
Department of Regeneration and Environment  
London Borough of Barking and Dagenham

Tel: 020 8227 3898

Fax: 020 8227 3774

email: [www.planning@lbbd.gov.uk](mailto:www.planning@lbbd.gov.uk)

Minicom: 020 8227 3074

Or Visit [www.barking-dagenham.gov.uk](http://www.barking-dagenham.gov.uk)

We can provide the main document in large print and the summary in large print, on audio tape or in any of the following languages: Albanian, Punjabi, Polish, Somali, Turkish, Urdu, French, Chinese, Arabic.

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# **Barking Town Centre Consultation Report**

*(As part of the preparation of the Interim Planning Guidance)*

Summer 2004

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NB: These appendices will be made available at the Committee meeting and on request.

## 1.0 Approach to Consultation

### 1.1 Purpose of Consultation

The purpose of the consultation is to:

- Gain an understanding of the public's views and aspirations on the policy implications of IPG and the consultation projects
- Use these views to influence changes in the IPG and consultation projects to reduce the impact on the community.
- Raise awareness and promote the regeneration activities occurring in the town centre
- 

### 1.2 Key Aims

The key aims of the consultation program are to ensure :

Project awareness & Engagement	<ul style="list-style-type: none"> <li>• all interested persons get the opportunity to influence planning for the town centre.</li> <li>• equality target groups are actively engaged and provided with the opportunity to participate.</li> <li>• the program is tailored to suit the needs and issues of participants.</li> </ul>
Feedback & Reporting	<ul style="list-style-type: none"> <li>• comments and views are collected and used to inform the projects and influence policy.</li> <li>• feedback is given on how the views were utilised.</li> </ul>

## 2.0 Community Profile

To determine the consultation techniques appropriate to Barking Town Centre, an assessment of the community profile was undertaken, specially aiming at identifying equality target groups. Other consultation activities included engaging the statutory consultees, traders, business, interest groups and organisations. These groups will be derived from existing mailing lists, the Council directory and other sources.

The key points from the 2001 Census data on the Abbey, Gascoigne and Thames Wards are:

- Larger proportion (24.9%) of people under 16 compared the rest of the Borough (23.4%) and England (20.2%).
- Higher mix of ethnic groups compared to LBBD and England. Only 59.16% of the population is White British compared to 80.9 for LBBD and 87% for England. The mix contains similar proportions of people from Asian background (14%) and Black backgrounds (14.7%).
- Other Black (0.8%), Bangladeshi (1%) and Chinese and other ethnic groups (1.7%) formed the largest minority groups.
- High percentage (12.9%) of people of the Muslim faith, almost three times the Borough percentage (4.4%) and England (3%).
- High proportion of lone parent households (12.8%) is almost double that of England (6.5%).

- Separated and Divorced people (13.4%) formed a higher proportion of people in the ward compared to the Borough (11.7%) and England (10.6%).
- The forum area has the lowest percentage of people aged 16 to 74 with no qualifications, it also has the highest percentage of people in the same age band with degrees or higher qualifications.
- Unemployment rate (6.3%) was almost double the England percentage (3.4%). Other economically inactive people (either permanently sick or disabled or looking after family etc) formed 41.9% of the population compared to England (36%).
- Almost half the population do not have a car or van (48%).
- Very high proportion of the population (57.9%) live in rented dwellings compared to the rest of Barking and Dagenham (44%) and England (31.1%).

### 2.1 So how should we consult the local people in Barking Town Centre?

- Consultation activities should be located in a central location accessible within walking distance particularly for traders and residents.
- Information dissemination should be in a simple, easy to read format.
- Consultation activities should provide for family activities or include childcare provision.
- Consultation activities should capture the youth audience (under 16s).
- Consultation activities should also target the Bangladeshi, Other Black and Chinese and Other Asian groups.
- Engage faith communities, particularly Muslim faith organisations.
- Engage the tenant organisations because of the large representation from social housing.

## 3.0 The Process

### 3.1 Methods Used

The following outlines the key methods that were employed over the consultation period to promote and engage with the community on the consultation projects.

#### Information Dissemination / Promotional Material / Advertising

A number of media were employed to promote and advertise the consultation projects to ensure a wide exposure to the public and opportunity to comment. These included:

- **Website** – All information on the consultation projects were located under the section “Reach – Have Your Say” of the Council’s website. This identified contact details and highlighted opportunities for involvement.
- **A Radio Interview** - highlighted the issues and key dates for involvement.
- **Permanent Display Stands** The double-sided 3 display stands illustrated each of the consultation projects and a map of the Town Centre. These stands were permanently on display in Vicarage Field Shopping Centre at the entry off Ripple Road. Every Thursday between 11-2pm the stands were taken to the market and staffed by 2-3 policy and regeneration officers. This provided for increased exposure to the passing public, and the opportunity to raise questions and provide comments.
- **A Staffed Market Stall** to increase the exposure and actively seek comments and questions from passers-by that may not necessarily participate in formal settings.

- **Posters** were sent to doctor surgeries, libraries, leisure centres and the like to advertise the opportunities for involvement.
- **Leaflets** (500 of each) were created. These leaflets were crystal-marked to maximise usability and summarised the consultation projects, and advertising the dates for involvement. The pamphlets are attached in Appendix 1.
- **Questionnaires** – A questionnaire was devised for each consultation subject matter, targeting key questions needed to genuinely inform the consultation projects. These questionnaires were inserted into the summary pamphlets and circulated. The questionnaires are attached as Appendix 2.
- **Newspaper Adverts** – a statutory notice and two public notices were placed in the Barking and Dagenham Post and Recorder advertising the consultation projects and dates for involvement. An example of an advert is attached in Appendix 3.
- **Formal letters of invitation** – Formal letters (Appendix 4) were sent to various groups, doctor surgeries, libraries, leisure centres, schools and faith groups inviting them to attend and participate in the information evening sessions.
- **Letter-drops to traders** – The Town Centre Management Team individually letter-dropped 180 letters (appendix 5) inviting town centre traders to the Traders Information Evening.
- **Statutory Consultee letters**- The formal statutory consultees were notified about the consultation projects and closing date for comments (appendix 6).
- **Information Packs** – Information Packs containing a cover letter, pamphlets, a poster, questionnaires and a self-stamped and addressed envelope for free return were sent to various people including 15 hard to reach groups, traders, faith groups and residents on request.

#### Public Forums

Five public forums were held throughout the consultation period. Because of the school summer holidays, 2 were held before and 3 after the break.

#### General Forums

The 2 meetings before the school holidays were general meetings intending to raise awareness about the projects and the opportunity for people to have their say.

These were:

- **Abbey, Thames, Gascoigne Community Forum** (28 June 2004) –
- **General Information Evening** (15 July 2004)

#### Targeted Forums

The following targeted forums were arranged.

- **Traders Information Evening** held on 14 September 2004. Nine traders attended.
- **Residents and Interest Groups Information Evening** held on 16 September 2004 with 16 people attending.
- **Development Industry Information Evening** held on 22 September 2004 with 12 attending.

Each forum's format was similar – the information was presented using the display stands, pamphlets and the consultation documents such as the Interim Planning Guidance. A running slide show of the regeneration projects within the Town Centre was displayed throughout the two hours. In the centre of the room was a table with a large map of the Town Centre. Three to four officers including managers were present to respond to queries and listen to concerns. Comments were captured by note-taking and attendance was recorded.

These forums proved useful in that it allowed opportunity for those interested to ask questions to officers in a casual setting. Using the map in the centre of the room helped enormously with conveying ideas and locating specific issues.

These forums were better advertised (full page colour advert in the local newspapers, more letter drops and a radio interview) than the meetings held in July which resulted in a greater response. For future consultation exercises more forums at various times (morning/lunch/afternoon/evening) would likely gain a better participation rate.

#### Individual Group / Stakeholder Meetings

A number of individual group meetings were arranged throughout the consultation period. A list of key groups involved in or affected by changes within Barking Town Centre were devised by the Neighbourhood Network Manager. A list of these groups is located in Appendix 7.

These meetings were extremely successful in that most times the group was well attended and represented by various services and groups responding to a particular issue. The outcomes of each group are located in Appendix 8 and the summary of the issues are located in Section 5 of this report.

#### Meeting Special Needs

As part of the consultation audio tapes, large print and translations into Bengali, Urdu and Punjabi were provided. Feedback was received from those utilising the large print and audio tapes. Examples of these materials are attached in Appendix 9.

#### Hard to Reach Groups

For the purposes of this consultation exercise, hard to reach groups were identified as:

- Socially Excluded Groups
- Black and Ethnic Minority Groups and
- Faith Groups

An Equal Opportunities Impact Assessment (EOIA) was undertaken in tandem to the consultation process with a particular focus on the importance to consult hard to reach groups to ensure there is full consideration of how a proposed policy is likely to affect people from diverse backgrounds and circumstances.

#### Gay, Lesbian, Bisexual and Transsexual (GLBT) Group

The Council attended the LGBT Forum on 22<sup>nd</sup> July to brief members on the Council's regeneration programme in Barking Town Centre. Copies of the draft Interim Planning Guidance for the Town Centre and the project planning briefs for individual projects were distributed to the members for comment.

#### Ethnic Minority/Faith Groups

During the consultation process it was arranged for ethnic minority and faith groups to be consulted on the changes happening in BTC through one to one meetings, group meetings and postal questionnaires. The decision on how to consult ethnic minority groups (EMG) was largely determined on the size of each EMG. According to the 2001 Census the largest minority groups are:

<b>Group</b>	<b>Numbers</b>	<b>Percentage</b>
Black African	7,284	4.4%
Indian	3,681	2.3%
Black Caribbean	3,434	2.1%



Pakistani	3,058	1.9%
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The larger groups listed at Table 1 were given the option to either complete a questionnaire or invited to a consultation meeting at a venue of their choice. The remaining EMG's and 54 faith groups were sent information and questionnaires to complete and return in pre-paid envelopes. This decision was taken because it would not be feasible to meet all groups due to limited resources and tight deadlines to complete the consultation.

Unfortunately, the response rate was very poor and only three questionnaires out of over 70 sent out were returned. Following on from this the Racial Equality Council suggested contacting the following groups:

Group	Consultation Activity
The Chinese Community	Meeting to be arranged if interested
The Somali Women's Group	Preliminary meeting on 14 October
Albanian/Kosovan Group	Meeting to be arranged
Turkish Group	Meeting to be arranged if interested

#### Feedback from Hard to Reach Groups

The following groups have provided feedback:

- Lesbian, Gay, Transgender, Bisexual
- Youth
- Access Group
- Borough Wide Open Day (targeting minority groups)
- B&D African Welfare Association (no meeting as members attended the information evening on 12 September).
- Ethnic Minority Partnership Agency (EMPA) meeting

Unfortunately we were unable to meet the members of EMPA until their next meeting which is in December (which is outside this consultation period's timeframes). Although information packs and questionnaires (see appendix 10) were sent out to all members, none were returned. EMPA acknowledged that the lack of interest by groups would be low for the consultation process unless the services directly affect them eg, Council Tax Benefit/Housing Benefit, street cleansing were listed on the agenda. A list of groups could not be accessed due to the Data Protection Act.

### 3.2 Program of Activities

Phase	Time	Activities
Raising Awareness	June	23 June Members Briefing
		28 June Community Forum – Thames, Gascoigne, Abbey
Promoting / Engaging	July	5 July – official commencement
		Website
		Members Briefing 13 July
		Posters in doctors surgeries, leisure centres etc
		Statutory Advert in Paper for IPG 14 July
		Public Notice in the Paper (14 July)
		General Information Evening (before school hols) 15 July
		Market Stall 8, 15, 22, 29 July
		Vicarage Field Display (permanent)
		Article in the Citizen (submitted but not published)
		Meeting with individual groups <ul style="list-style-type: none"> <li>• Age Concern 12 July</li> <li>• Older People 13 July</li> <li>• Community Safety Partnership 21 July</li> <li>• Gay, Lesbian, Bisexual, Transsexual Forum 22</li> <li>• Youth Forum 27 July</li> </ul>
Engaging	August	Newspaper Article (date to be confirmed)
		Market Display 5, 12, 19, 26 August
		Vicarage Field Display (permanent)
		Meeting with individual groups including the GLA (17 August).
Engaging	September	Information Evening (traders, businesses) 14 Sept
		Information Evening (residents, interest groups) 16 Sept
		Information Evening (developers) 22 Sept
		Housing Corporation Meeting (17 Sept)
		2 weeks for final comments
		Comments Due Friday 28 <sup>th</sup> September Official closing date of consultation
Analysing	October	<ul style="list-style-type: none"> <li>• Desktop analysis</li> <li>• Analysis of participants and recommendations</li> <li>• Acknowledgement letter to all written consultees</li> </ul>

Phase	Time	Activities
Feedback & Reporting	Oct-Dec	<ul style="list-style-type: none"> <li>• Draft response to written feedback</li> <li>• Send after regeneration board approval</li> <li>• Regeneration Report on feedback and changes</li> <li>• Regeneration Board 30 November 2004</li> <li>• Council report on changes and adoption</li> <li>• Newspaper Article and Public Notice</li> <li>• Website Update</li> <li>• Last Executive for the year for adoption 14 December 2004.</li> </ul>

### 3.3 Feedback Procedures

#### Reporting on Outcomes

It has been made clear from the outset the purpose of the consultation, what can be influenced by involvement and how we intend to feed back the results.

#### Forum Feedback

During the consultation period comments provided by participants will be recorded, analysed and rationale given for changes made or not made to the final documents. Forum comments will not be regarded as formal comments that require individual responses.

#### Formal Comments

For participants wishing for a response to their concern or issue, requests must be made in writing. Those written comments will be formally responded to summarising the issue and the officer's response detailing how the issue was addressed and justifying if the comment did/did not change the final document.

#### The Results

The results of both forum feedback and written comments will be reported to the Regeneration Board and the Executive Committee incorporating final changes to the draft documents. See section 4 of this report.

## 4.0 Consultation Outcomes

### 4.1 A Summary of Responses & Officer's Recommendation

No.	Respondee	Summary of the Issues	Officers Comment
1	<p><b>Network Rail</b></p> <p>Chris Price Podium 1 Eversholt Street London NW1 2DN</p>	<p><b>Trees and the Railway</b></p> <ul style="list-style-type: none"> <li>• Supports the Interim Planning Guidance objectives and regeneration of the Town Centre.</li> <li>• Supports any planning obligations being directed to improvements towards the Barking Station.</li> <li>• Objects to Part 2: Sustainability Statement under air quality regarding the planting of trees adjacent to the tracks.</li> </ul>	<p>The Sustainability Statement is being removed from the IPG to a separate document and the wording in this section will be changed (the use of trees will be deleted).</p>
2	<p><b>LB of Newham</b></p> <p>Deirdra Armsby Forward Planning &amp; Transportation Town Hall High Street South London E6 2RP</p>	<p><b>Town Centre Uses – Food and Drink Provision</b></p> <ul style="list-style-type: none"> <li>• Supports the Interim Planning Guidance as it provides 'a very clear and comprehensive steer to the redevelopment of the town centre.'</li> <li>• Supports the Strategy for Area 2 to improve the type and quality of industrial premises as this area impacts on the image of Newham.</li> <li>• Concern that the IPG lacks control of the quantity of hot food takeaways and that a separate section in Uses on food and drink provision would be helpful.</li> </ul>	<p>Agree with this issue regarding the over provision of hot food takeaways. Other consultees also mentioned this issue. It is premature to provide detailed policy on this issue before the Retail and Leisure Capacity Study however there is a need to safeguard against a proliferation of hot-food takeaways, therefore a statement will be inserted to this effect. It should be noted that the Council's adopted Unitary Development Plan (UDP) also contains policies limiting the introduction of hot-food takeaways.</p>
3	<p><b>Union Railways (North) Ltd</b></p> <p>E J Allett 2 Ossulston Street London NW1 1HT</p>	<p><b>Station Quarter</b></p> <ul style="list-style-type: none"> <li>• Union Railways are concerned about any proposed foundations along the rail corridor.</li> <li>• The IPG lacks reference to the Channel Tunnel Rail Link (CTRL) Safeguarding Directions 1996. This should be further detailed in the Station Quarter masterplan.</li> </ul>	<p>There are already existing arrangements in place to refer to CTRL and it is considered not necessary to repeat this in this policy.</p>

No.	Respondee	Summary of the Issues	Officers Comment
4	<p><b>Local Cyclists' Right to Ride &amp; Representative</b> for CTC and LBBB Branch Co-ordinator for LCC Colin Newman</p>	<p><b>Making Better Cycling Provisions</b></p> <ul style="list-style-type: none"> <li>• Supports the objectives of the IPG.</li> <li>• Thinks that Broadband should be regarded as part of the infrastructure just like water and energy. This would reduce the need to travel by bringing information direct into the home and encourage home delivery of goods etc.</li> <li>• There should be more cycle parking and cycle storage in the home.</li> </ul>	<p>Agree. The UDP makes provision for cycling (SPG3) however IPG should make better provision for cycle facilities and storage in the home. The IPG will change the provision and place more focus on cycling needs.</p>
5	<p><b>English Heritage Archaeology</b> Nick Truckle 23 Saville Row London W1S 2ET</p>	<ul style="list-style-type: none"> <li>• The need for Archaeological Assessments</li> <li>• Lacks guidance on any requirement to consider the archaeological implications of future proposals. Also, reference should be made to require archaeological assessments and refer to the current UDP policies.</li> </ul>	<p>Agree. The UDP already identifies the whole of the Barking Town Centre as an 'Area of Archaeological Significance'. UDP policies DE36, DE37, DE 38, DE39 address this issue. The UDP will be read in conjunction with the IPG.</p>
6	<p><b>Barton Willmore Planning</b> Victoria Bullock Senior Planner 6th Floor, Venture House 27-29 Glasshouse Street London W1B 5BW</p>	<p><b>Supports</b></p> <ol style="list-style-type: none"> <li>1. Supports the encouragement of high-density developments.</li> <li>2. Supports reference to housing above shops.</li> </ol> <p><b>Supports</b></p> <ol style="list-style-type: none"> <li>3. Amend text to reflect the commencement of the new Act.</li> <li>4. The requirements to design buildings for future adaptability is too onerous.</li> </ol>	<ol style="list-style-type: none"> <li>1. Noted.</li> <li>2. Noted.</li> <li>3. Agree, will change to Section 38(6) of <i>The Planning and Compulsory Purchase Act 2004</i>.</li> <li>4. Disagree. This statement referring to section 3.3.4 refers to the future use of buildings in a sustainable and</li> </ol>

No.	Respondee	Summary of the Issues	Officers Comment
		<p>5. Section 3.3.7 it should be expressly stated that it may not be appropriate or desirable to include features such as green roofs.</p> <p><b>Carparking</b></p> <p>6. Not all developers will want to provide car-free development</p> <p>7. The Transport Assessment Guidance has no statutory function and should be deleted.</p> <p>8. Definition of major developments is needed.</p> <p>9. IPG should stipulate that planning contributions should be sought only when it satisfies the test set out in Circular 1/97.</p> <p><b>Housing Mix</b></p> <p>10. It is over-prescriptive of to state the percentage split of dwelling mix.</p>	<p>accessibility sense. Considering the lifetime of materials in construction and design is an important material consideration supported by national planning policy.</p> <p>5. Disagree. Section 3.3.7 uses the wording 'should' and 'encouraged' which it is considered makes it implicit that developments will be determined on a case-by-case basis.</p> <p>6. Car-free developments are considered to be important contributors to the modal shift to public transport. However the IPG will be changed to express the car-free development as a philosophy with wording including 'expected' and 'encouraged'. This implies that car-free housing should be provided in locations that can support it. If residential developments cannot provide car-free in appropriate locations, additional measures to encourage use of sustainable transport options should be taken.</p> <p>7. Noted.</p> <p>8. Agree – a definition of major developments will be inserted into the glossary.</p> <p>9. This is current practice and is not needed to be explicit.</p> <p>10. The London Plan (Policy 3A.4) and the Government's consultation paper on proposed changes to PPG3 (Influencing size, type and affordability of housing, July 2003) states that affordable housing policy should widen housing choice by planning for a mix of housing types and sizes that reflects up to date assessments. Hence it is valid to include a policy which prescribes housing mix to deliver this aim.</p>

No.	Respondee	Summary of the Issues	Officers Comment
		<p><b>Affordable Housing</b></p> <p>11. The site size threshold of 15 or more dwellings is not justified and contrary to guidance set out in Circular 6/98.</p> <p>12. The IPG fails to reflect advice in para 22 of Circular 6/98 that states it may be preferable for a financial or other contribution to be made towards affordable housing.</p>	<p>11. The London Plan para 3.46 states that boroughs should set thresholds above which affordable housing requirements apply at no greater than 15 units. This approach is also in accordance with the draft guidance on proposed changes to PPG3 (July 2003).</p> <p>12. The Council acknowledges The London Plan para 3.47 does make this provision however the Council will consider the exceptional circumstances as they arise for off-site provision, particularly because Barking Town Centre is extremely well suited for family dwellings and affordable housing because of its excellent accessibility to public transport, shops, community facilities and religious and leisure activities.</p>
7	<p><b>Gerald Eve</b> Ian Blacker (acting on behalf of Fresh Wharf Estates Ltd and Countryside Properties Plc)  7 Vere Street London W1G OJB</p>	<p><b>1. A406 Strip - IPG</b></p> <ul style="list-style-type: none"> <li>• Thinks the Fresh Wharf site is critical to the regeneration of the Town Centre and the IPG should reflect this.</li> <li>• Thinks it essential that the IPG recognise the significant remediation and infrastructure costs associated with the site's regeneration.</li> <li>• The imposition of additional costs through planning obligations (s106), undermines the viability of the scheme.</li> <li>• Supports that the site should be a flagship development leading in environmentally sustainable principles and setting a high benchmark for the rest of the Centre.</li> <li>• Section 2.3.3 makes the requirement for a community facility or public use component. This should be considered in light of the economics of provision. Also there is concern that provision of space does not guarantee occupation. Unused voids will pose detrimental effects on the creation of a new vibrant community.</li> <li>• Thinks that 2.3.4.2 is inappropriate for Council to be so prescriptive.</li> </ul>	<ul style="list-style-type: none"> <li>• The Fresh Wharf site is an important component of the town centre.</li> <li>• Details of remediation measures and costs of infrastructure are too detailed for this type of document.</li> <li>• Planning obligations will be negotiated in accordance with Circular 1/97.</li> <li>• Noted.</li> <li>• It is accepted that the provision of community or public use facilities within a development does not in itself ensure occupation. However design can influence the flexibility and adaptability of its use in the event that there is no market demand now or in the future.</li> <li>• We acknowledge that the interface with the A406 is a challenge, but do not consider the Council is being prescriptive. Boundary treatment lies within the remit of the Local Planning Authority and it is not unreasonable to outline the Council's objectives.</li> </ul>

No.	Respondee	Summary of the Issues	Officers Comment
		<p><b>2. Planning Benefits</b> Remediation and regeneration of employment land should be recognised as a planning benefit. And any planning obligations must be justified in accordance with Government guidance.</p> <p><b>3. Housing Mix</b> States that it is inappropriate for the Council to be so prescriptive with outlining housing mix (as stated in section 3.2.1). Housing mix should be demand-led and based on market requirements and evidence.</p> <p><b>4. Three Dragons Model</b> Does not support the 3Dragons Model as a test and states that its shortcomings have been widely documented and was extensively discussed in the EiP on the London Plan. States the need to 'make subjective judgements over development profit' is contrary to Circular 1/97 which states that "planning obligations should never be used as means of securing the local community share in the profits of development." Other flaws about the model include that it does not reflect the real world, is not able to work on mixed-use schemes and is not able to work on schemes developed over 18months ago and not on developments over 6 stories and does not take into account remediation costs or other forms of planning gain. These flaws are documented in ATIS Weatheralls report for the ODPM, GOL, GLA</p>	<p>Agree that a statement should be inserted to reflect that planning obligations will be in accordance with government guidance.</p> <p>The Council has derived the housing mix from the draft <i>Barking Town Centre Regeneration Housing Strategy</i>. It is appropriate for the Council to have a view on mix, this is supported within the London Plan. If housing mix is left to the market a very conservative approach will be taken that, without intervention, will lead to oversupply. It is appropriate for the Council to have a strategic view to housing provision and it should not be left to where the market currently sees demand.</p> <p>The London Plan and the Greater London Authority promote using the Three Dragon's toolkit to assess affordable housing. The Council is currently undertaking a Housing Needs Study, which is expected to be finalised by the end of the year and should assist in determining both the mix and level of affordable housing provision.</p>
8	<b>Environment Agency</b>	1. All new developments within the Roding Valley should include a remit to consider floodplain restoration.	1. This is current practice within development control practice. In accordance with UDP Policies G33 Flooding and G34 Flooding.



No.	Respondee	Summary of the Issues	Officers Comment
	<p>Deborah Simons                      Apollo Court                      2 Bishops Square                      Business Park                      St Albans Road                      West Hatfield, Herts                      AL10 9EX</p>	<p>2. Key areas within the floodplain of the River Roding will require a flood risk assessment (FRA).</p> <p>3. Some sites may be located in areas unsuitable for certain types of development with regard to flooding.</p> <p>4. Developers must consult with Thames Water Utilities Ltd.</p> <p>5. High quality 'Sustainable Drainage Systems' should be installed. In areas of land contamination, materials resilient to contaminants should be used.</p> <p>6. Areas of previous industrial use should be subject to a site investigation to protect against ground water contamination. In areas of risk, Quantitative Risk Assessments should be carried out.</p> <p>7. Appropriate decommissioning should be undertaken where boreholes and wells have been identified.</p> <p>8. High quality sustainable drainage systems should be installed on any underground structures below the water table to avoid unacceptable changes in groundwater levels.</p> <p>9. Waterless urinals should be incorporated into development schemes where possible.</p>	<p>2. Agree. UDP Policy G34 requires this to be current practice in development control processes however it should be stipulated clearly in the IPG. A statement will be included in the IPG "Developments located on sites identified as being at risk from flooding in accordance with the most recent map will be required a to provide a Flood Risk Assessment" as part of their planning application.</p> <p>3. Sites in areas of major risk of flooding will be required to provide flood risk assessments. This is existing Council policy in accordance with UDP Policies G34 and G35.</p> <p>4. Agree. This is existing practice in accordance with UDP Policy G33 and G35.</p> <p>5. Agree. This is existing practice in accordance with UDP Policy G49 Works to Water Courses and G27 section 27.4 Derelict, disturbed and vacant land.</p> <p>6. Agree This is existing practice in accordance with UDP Policy G38.</p> <p>7. UDP Policy G28 Contaminated Land addresses this issues satisfactorily.</p> <p>8. Agree however the IPG does not have the capacity to address planning for underground structures. The IPG encourages a number of measures to reduce surface run-off and water use.</p> <p>9. Agree. The IPG encourages waterless urinals which are typically suited to community-use facilities and commercial developments. The IPG also encourages the use of a number of water saving devices such as low flush or dual flush toilets and power showers for housing development.</p>

No.	Respondee	Summary of the Issues	Officers Comment
		<p>10. Rainwater and Greywater recycling should be incorporated in development schemes.</p> <p>11. The General aims of biodiversity should be outlined.</p> <p>12. Integration into the Lower Roding Regeneration Project should be made.</p> <p>13. Consideration should be given to wildlife corridors.</p> <p>14. A406 Strip: More clarity needed in relation to the map.</p> <p>15. Environmental quality should be defined as being both visual and ecological.</p> <p>16. River Interface: Buffer zones should be incorporated</p> <p>17. Area 2: The Council should look at opportunities to enhance the wildlife corridors of all business estates through the incorporation of green corridors particularly those, which link to the river corridor. Native planting, green/brown roofs and areas of open green space.</p> <p>18. River landscaping should reduce the impact of new development as well as the street and address biodiversity needs.</p>	<p>10. Agree. The IPG should be changed to encourage the use of rainwater and greywater recycling in developments.</p> <p>11. Agree. The biodiversity section will be amended to demonstrate the Council's objectives in relation to the protection and enhancement of local biodiversity in accordance with UDP policy G50 and G46.</p> <p>12. Agree. Integration into the Lower Roding Project with respect to the IPG will be ongoing. The Town Centre Group Manager and Environmental Co-ordinator (Biodiversity) are involved in this project to assure this emerging policy guidance is fully recognised.</p> <p>13. Consideration for wildlife corridors is given in the IPG and represented in UDP policy G54 .</p> <p>14. Agree. Alterations will be made to the map.</p> <p>15. The draft Local Biodiversity Action Plan (2004) addresses the appropriate ecological needs for the borough and measures will be taken to highlight that environmental quality also relates to ecological value of an area. This is represented in UDP Strategic Policy M Nature Conservation.</p> <p>16. The Blue Ribbon Network promotes access to the river.</p> <p>17. Agree in accordance with UDP Policy G68 River Corridors and Water Bodies. Change the IPG.</p> <p>18. Agree that the highest quality design and landscaping is needed along the river. Applicants in these locations will</p>

No.	Respondee	Summary of the Issues	Officers Comment
		<p>19. Riverwalk: Limited access should be put in place via the riverside walk to one side of the river in order to reduce disturbance to wildlife.</p>	<p>be expected to submit a design statement to demonstrate that this has been addressed. This will be undertaken in accordance with London Plan Policy 4C, 21 Design Statements.</p> <p>19. Disagree with the concept of closing off one side of the river to protect ecology. It is our view that these measures are respected in areas of European and/or national importance. These would primarily be put in place in locations where development is not permitted with the intention to protect against undue disturbance. The context of the regeneration is highlighted in the IPG. It outlines Area 1 the A406 strip and Area Business and Industry and the River Edge Strip. This clearly demonstrates that the River Roding will be fully integrated into the town centre. Access to these areas will be needed to support the successful functioning of these developments and to improve the quality of life for those that live and work in the area. Although some limitations might be put in place at night for safety and security, full restrictions will not be applied. This is supported by London Plan policy 4C.17 'Increasing access alongside the Blue Ribbon Network'. Agree it should be highlighted that although there will be open access to the River Roding the highest measures of management and biodiversity enhancement will be incorporated to supplement development in these areas.</p>
		<p>20. Parks: The Council should incorporate sensitive management and landscaping and the creation of green chains</p>	<p>20. Agree. This is existing practice in accordance with UDP Policy G67 Rights of Way and Green Chains. The IPG will advance this policy by a number of initiatives such as supporting and encouraging green roofs and bat and bird boxes.</p>
		<p>21. All new developments should include areas of open space. Consideration</p>	<p>21. The Council agrees that open space should be</p>

No.	Respondee	Summary of the Issues	Officers Comment
		<p>should be given to landscape management, species mix and the incorporation of brown roofs in all new schemes. Wherever possible green corridors should be provided</p> <p>22. Cultural and Creative Industries: Development should take advantage of the landscape value and the character of the river.</p> <p>23. Green roofs should be incorporated and 'Sustainable Urban Drainage Systems' as part of high quality design initiatives.</p> <p>24. New housing should be as sustainable as possible</p>	<p>incorporated into new developments and where this is not possible roof gardens should be put in place. In addition the installation of green or brown roofs is strongly supported for all new developments in the Town Centre in accordance with UDP Policy G46.</p> <p>22. Cultural and Creative Industries are supported and encouraged within the River Edge Strip. A key requirement is that "new development responds sympathetically to the character and context of the historic fabric and the river". It is considered that this statement of intent addresses this issue satisfactorily.</p> <p>23. Agree. The IPG encourages and supports green roofs and SDS within the Environmental Sustainability section as a core policy and also encourage their use if a development proposes a reduce private amenity space.</p> <p>24. Agree. The principles of sustainable development have been incorporated into the IPG, with the following measures identified for incorporation into new development:</p> <ul style="list-style-type: none"> <li>• <b>Strategic Objective to achieve the vision</b> "Create a step change in the natural and built environment by incorporating high quality design and sustainable features into buildings."</li> <li>• <b>Sustainability is the leading core policy</b> with a focus on ecohomes and achieving energy, water, waste and biodiversity. A sustainability statement is required to accompany all major developments addressing the above issues.</li> <li>• <b>Priority on planning obligations</b> for contributions</li> </ul>

No.	Respondee	Summary of the Issues	Officers Comment
		<p>25. It is important to recognise the need to enhance biodiversity throughout Barking Town Centre through the installation of bird and bat boxes, the creation of new habitats such as ponds and the incorporation of green/brown roofs.</p> <p>26. Ecological Surveys should be carried out especially on brownfield sites. Full mitigation measures will be expected and green/brown roofs should be incorporated</p> <p>27. Developers should investigate the opportunity to incorporate renewable energy generation into the schemes.</p> <p>28. Developers should use demolition waste in the creation of brown roofs in new buildings.</p> <p>29. All habitats should be enhanced, not just those that are of local priority. Developers should install green or brown roofs.</p>	<p>towards renewable energy sources, supporting combined heat and power and community heating networks; recycling and environmental sustainability initiatives.</p> <p>25. Agree. The IPG will include a statement encouraging the use of bird and bat boxes and green roofs. The IPG will be used in conjunction with the draft Local Biodiversity Action Plan, 2004, Green Roofs Advice Note, 2004 and statutory planning policy UDP Policy G46 New Developments, Strategic Policy M Nature Conservation, and G50 Diversity of Habitats and London Plan Policy 3D.12 Biodiversity and Nature Conservation.</p> <p>26. Ecological Surveys will be carried out in line with statutory planning guidance outlined in UDP Policy G51. The IPG states the Council strongly supports the installation of green roofs for biodiversity on or adjacent to areas of ecological value to supplement mitigation measures that are being undertaken.</p> <p>27. The IPG provides a number of initiatives to encourage incorporating energy efficient technology as stated in the Environmental Sustainability Core Policy and as a priority for planning obligations. The IPG will be used in conjunction with London Plan Policy 4A.7 'Energy efficiency and renewable energy' and 4A.8 'Energy Assessments', and UDP Policy G40.</p> <p>28. This issue requires further work however the IPG does encourage modern methods of construction. The Council supports the use of aggregates for the creation of Green roofs for biodiversity.</p> <p>29. The Council agrees that all habitats and species are important for protection as outlined section 74 of the</p>

No.	Respondee	Summary of the Issues	Officers Comment
		<p>30. The enhancement of local biodiversity should be a key priority.</p>	<p><i>Countryside and Rights of Way Act (2000)</i> and the <i>Wildlife and Countryside Act (1981)</i>. The Council would like to highlight that respect should also be had to local priority habitats and species that have been selected by our Biodiversity Partnership that do not have statutory protection. The IPG is supporting this objective by encouraging the use of green roofs and having consideration for the green space linkages to support habitats.</p> <p>30. Agree appropriate amendments will be undertaken to illustrate that the protection and enhancement of local biodiversity is a priority.</p>
9	<p><b>English Heritage Built Heritage</b> Graham Saunders 23 Saville Row London W1S 2ET</p>	<p>1. The IPG fails to provide enough attention to built heritage and should cross reference PPG15 and relevant UDP policies. 2. The vision lacks reference to built heritage. 3. The nature and character of the historic environment can help inform the High Street Network, River Edge Strip and Parks sections. 4. Historic Environment designations including conservation areas and listed buildings have not been referred. 5. Conservation Audits should be incorporated into Urban Design Statements. 6. Reference should be made to the LBBB Heritage Survey.</p>	<p>1. The IPG will be used in conjunction with the UDP and national and regional planning policy. PPG15 will be taken into consideration as per normal planning process. 2. Noted. Will amend to reflect respecting the built heritage. 3. Further work has to be undertaken to determine the nature and character of the historic environment and how it can inform new development. 4. This is already stated in the UDP and will be used in the conjunction with the IPG. 5. The LBBB Heritage Survey will be used as a material consideration as per normal planning process.</p>
10	<p><b>Gay, Lesbian, Bisexual, Transsexual Forum</b> Contact: Bill</p>	<ul style="list-style-type: none"> <li>• Generally supportive of the Council's plans for a bigger, economically more vibrant town centre, with a greater choice of housing, employment opportunities, shopping and leisure facilities.</li> <li>• Stressed the importance of combining changes to the physical fabric of the Town Centre, with action to make Barking a more attractive,</li> </ul>	<p>The Council wanted to combine physical regeneration with a wider range of uses for the town centre and measures to make the town centre cleaner, greener, safer and more welcoming to all sections of the population. The regeneration programme included the aim to provide new community facilities, in order to achieve our vision for a</p>

No.	Respondee	Summary of the Issues	Officers Comment
	Coomber	<p>welcoming and safer environment, particularly for members of the LGBT community.</p> <ul style="list-style-type: none"> <li>• Concerned by the lack of a physical and social "space" for members of the LGBT community to access information and support services and interact socially with other members of the community.</li> <li>• They felt that this space needed to be easily accessible, without exposing the community to harassment. A location in Barking Town Centre was the obvious choice for such a community space, whether dedicated solely to the LGBT community, or shared with other user groups.</li> </ul>	<p>diverse and socially cohesive community in Barking. However, these plans were not costed and would need to be worked up in the context of further programme and project development. There was little chance that a new facility could be funded from the Council's own capital programme. But we might be able to attract funding from other partners, including the UDC, which had recognised the importance of social and community infrastructure.</p>
11	<p><b>Youth Forum</b> Contact: John Dawe</p>	<ol style="list-style-type: none"> <li><b>1. Providing things to do</b> <ul style="list-style-type: none"> <li>• Entertainment for younger people, better shopping, knowing what is on and happening.</li> </ul> </li> <li><b>2. Civic Pride and making a better looking Town Centre</b> <ul style="list-style-type: none"> <li>• less bars, less drunks, better buildings and public spaces.</li> <li>• Meeting places and a focal point would be good.</li> <li>• Knowing about the Town Centre and having a sense of connection or link to its history would make the younger people more appreciative of their environment. Signage about the history plus directions to go to different areas would be helpful (i.e signs pointing in the direction of River Roding for leisure/recreation etc).</li> </ul> </li> <li><b>3. Safety</b> <ul style="list-style-type: none"> <li>• The young people hold mixed feelings towards police presence and feel that the patrolling is not spatially distributed within the town centre, more focussed on the Station, which is intimidating as there is anticipation that something dangerous might happen.</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. The Retail and Leisure Capacity Study will address or clarify some of the key shopping issues the youth raised, particularly about what type of shops are needed and feasible and what type of leisure facilities we should have. The outcomes of this study will inform the Local Development Framework relating to retail uses.</li> <li>2. These comments could feed into the Barking Code about making public spaces better and considering how young people use the space (i.e as a meeting place, so it should be safe, visual and clean and attractive). The links to the past and historical promotion of the Town Centre could inform the preparation of the Barking Code through signage and public realm improvements.</li> <li>3. The IPG addresses safety in the urban design section 3.3.5. However it is recommended that a paragraph be inserted requiring a "Secured By Design Statement" to ensure all new development contributes to real and perceived sense of safety.</li> </ol>

No.	Respondée	Summary of the Issues	Officers Comment
12	<p>Comments from <b>Age Concern and the Alice Martin Centre</b></p> <p>Contact: Samantha Mauger</p>	<ul style="list-style-type: none"> <li>• Concern was largely related to increasing civic pride and reducing the street litter and poorly maintained streets.</li> <li>• Retention of the Alice Martin Centre within the Town Centre.</li> <li>• Positive response to encouraging more activity along the River Roding and bettering the connections between the retail core and the rest of the Town Centre.</li> <li>• Concerned that all the new housing will not be built to accommodate local people.</li> <li>• The market can be intimidating and unsafe.</li> <li>• In general, older people want a town centre they can feel a part of and proud of with good shopping and community facilities, safe and good access.</li> </ul>	<p>The comments received will largely inform the preparation of the masterplan for the London Road / North Street site and the future design of the market. The issue surrounding increasing Civic Pride will require more work but the IPG can contribute to this by ensuring high quality urban design in new buildings and quality public spaces.</p>
13	<p><b>Access Group</b></p> <p>Contact: John Dunne</p>	<ol style="list-style-type: none"> <li>1. <b>Accessibility should be a core policy</b></li> <li>2. <b>Car-free developments</b> <ul style="list-style-type: none"> <li>• Concern that car-free developments may have poor access and will reduce the ability of a dwelling to adapt for wheelchair use</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Agree. Accessibility should be a core policy and the IPG will be amended accordingly. Provision for disabled car-parking has been made in the car-free development areas as well.</li> <li>2. Car-free developments will be encouraged within 200m of Barking Station. It is recognised that despite the good access to public transport, some disabled people still require the use of private cars. The London Plan and its SPG on accessibility state that boroughs take a flexible approach but developments should have at least one accessible car parking bay designated for use by disabled people, even if no general parking is provided (<i>Policy 3C.22 and annex 4 para 35</i>).</li> </ol> <p>Therefore, it is recommended that in car-free developments, the Lifetime Homes standard will apply to the internal areas of a development only.</p> <p>However a minimum of one car-parking space be provided</p>



No.	Respondee	Summary of the Issues	Officers Comment
		<p><b>3. Carparking</b></p> <ul style="list-style-type: none"> <li>• More policing is needed for disabled carparking and after-hours in multi-storey carparks.</li> <li>• Multi-storey carparks are unsafe, have poor lighting, ticket machines are difficult to access and vandalism occurs often.</li> </ul> <p><b>4. ELT</b></p> <ul style="list-style-type: none"> <li>• The ELT must not hinder movement around the town centre and the bus service is easily accessible and that best practice is incorporated into its service and use.</li> </ul> <p><b>5. Public Realm</b></p> <ul style="list-style-type: none"> <li>• The public realm should make provision for disabled people (i.e. colour contrasting and tactile surface paving).</li> </ul>	<p>for disabled use.</p> <p>Applicants can provide no off-street parking if they can demonstrate where disabled drivers can park in order access and use the development with ease.</p> <p>3. Policing and enforcement of parking infringements are not within the remit of the IPG but it is recognised that there will be an increased need for policing of disabled parking in car-free developments as a consequence of the IPG. This issue should be raised with the Council dept. who deals with carparking infringements. Note to Council for action.</p> <p>This issue has been raised by the general public. The IPG can only directly control the standards of new developments. It is recommended that provision of a 'Multi-storey carpark' requirements be made in the case of a new multi-storey carpark.</p> <p>For existing carparks with these issues, section 106 contributions can start to address the problems. It is therefore recommended that s106 requirement for contributions towards public carparks be inserted. Change IPG (s106 section) and note to the Council for action.</p> <p>4. The Executive agreed in principle to the ELT (17 August 2004) subject to the a number of conditions, including that the technology used is constantly upgraded to remain leading edge. This condition with others will be inserted into the IPG.</p> <p>5. The Barking Code outlines the catalogue of materials that are to be used. The Department of Transport's <i>"Inclusive Mobility – A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure"</i> (2002) should be referenced in the IPG.</p>

No.	Respondee	Summary of the Issues	Officers Comment
		<ul style="list-style-type: none"> <li>• There should be more public toilets.</li> <li>• Areas of the market make accessibility difficult</li> <li>• Open spaces areas in the Town Centre should make better provision for disabled people.</li> <li>• The walk to the Lintons from the Town Centre is considered very unsafe. Better lighting would improve the feeling of security.</li> </ul> <p><b>6. Barking Station</b></p> <ul style="list-style-type: none"> <li>• Barking Station needs to improve the accessibility.</li> <li>• The Bridge over the train tracks is unsafe and is not easily accessible.</li> </ul>	<p>The IPG cannot influence the provision of public toilets. Note comment to Council.</p> <p>The market is being considered for relocation in advance of the ELT route travelling past Ripple Road. A proposed location for the markets is currently being discussed with the public as part of the consultation process, however the design and layout of the markets will be undertaken at a later stage. The Council will involve the Access Group in future proposals for the market design and layout.</p> <p>A requirement in the Parks section of the IPG should be made regarding disabled provision.</p> <p>This comment should inform the Town Centre Public Realm Strategy. Pass on comment to Public Realm project.</p> <p>6. Responsibility for ensuring compliance with the Disability Discrimination Act (2004) rests with the operator of Barking Station (C2C). The IPG can note that future regeneration of the Station Quarter, including the station, including improve access to the Station.</p> <p>The responsibility of the bridge does not lie within the Council. This issue has been raised throughout this consultation process and in other forums. Further work has to be done on this to ensure this matter is addressed.</p>
14	<p><b>Town Centre Traders</b> (comments include the Traders Information Evening)</p>	<p><b>1. Quality Shops</b></p> <ul style="list-style-type: none"> <li>• Concern that other regeneration Boroughs are attracting the drawcard shops and Barking will miss out.</li> <li>• We need to provide residents and shoppers with the opportunity to spend more (more quality shops).</li> </ul>	<p>1. The Retail and Leisure Capacity Study will assist in determining what type of shops we should aim to attract. The IPG will be amended to reference the concern of a proliferation of food and drink use provision. Further work will be required after the study results are made available.</p>

No.	Respondee	Summary of the Issues	Officers Comment
	<p>Contact: Ralph Cook</p>	<p><b>2. ELT</b></p> <ul style="list-style-type: none"> <li>• Concerned about how the ELT construction will affect businesses.</li> <li>• Concerned that the frequency of the ELT service will cut off pedestrians from one side of the street to the other.</li> </ul> <p><b>3. Markets</b></p> <ul style="list-style-type: none"> <li>• Markets should be a by-product of the Town Centre not a drawcard in its own-self.</li> <li>• Markets should become "Business Nurseries" to then upgrade to shops.</li> </ul> <p><b>4. Public Realm</b></p> <ul style="list-style-type: none"> <li>• Abbey Green has lots of potential but is unsafe and a barrier to come into the retail core.</li> <li>• Need to ensure residents feel adequately connected to the Town so they don't get in their car and drive off to other Town Centres.</li> <li>• Support the redevelopment of London Road to increase and enhance the pedestrian linkages.</li> </ul> <p><b>5. Parking and Traffic Management</b></p> <ul style="list-style-type: none"> <li>• Concerned about how the London Road redevelopment will affect businesses.</li> <li>• London Road Traders would like to see London Road become a 2-way street.</li> <li>• Support the night-time economy but concerned about parking</li> </ul>	<p>2. The Council has in principle agreed to the ELT route, however, further consultation is required on the construction and operation of the system. Transport for London will be informed of these concerns and have advised that they will discuss this issue with the traders and relevant stakeholders when the detailed planning stage arises.</p> <p>3. Noted. Other consultation outcomes have also stated that the markets can dominate the streets and shopping experience in the Town Centre. This comment will inform the relocation of the market when ELT commences. The concept of Business Nurseries requires further investigation and cannot be addressed in the IPG.</p> <p>4. The Parks and Leisure Division are working on improving Abbey Green. The Council considers it a key location for connecting the land west of the River Roding to the core areas of the Town Centre. This objective is reflected as a key aim in the IPG which is 'to increase physical and visual linkages between different areas in the Town Centre'. Developers will be required to contribute to improving these linkages and ensure that new developments consider this concern. These comments will also inform the preparation of the masterplan process.</p> <p>5. The first two comments will inform the preparation of the masterplan process and the third bullet point will require further work.</p>

No.	Respondee	Summary of the Issues	Officers Comment
15	<p><b>Strategic Community Safety Partnership</b> Contact: Jeff Elsom</p>	<p>availability.</p> <p><b>6. Station Quarter</b> Support the car-free development area.</p> <p><b>1. General</b></p> <ul style="list-style-type: none"> <li>• Partnership thought the IPG lacked public sector provision (particularly on health issues).</li> <li>• Support improving the parks and making them more useable.</li> <li>• Concern about the lack of leisure for old and young people.</li> <li>• Concern that the affordable housing in the Town Centre will not be 'affordable' to suit the Borough's needs.</li> </ul> <p><b>2. Car-free Developments</b></p> <ul style="list-style-type: none"> <li>• Concern that car-free developments will increase on-street parking which will physically and visually dominate the street.</li> </ul> <p><b>3. Safety in Design</b></p> <ul style="list-style-type: none"> <li>• Secured by Design standard must be included.</li> </ul>	<p>6. Noted.</p> <p>1. Noted. A statement should be included in the IPG identifying the need for making future provision and also the section 106 will address this. However further work will be needed to investigate how this will be delivered in terms of what is required, land take, cost etc.</p> <p>Agree – the IPG will be stating this objective for future improvements to the parks. Section 106 obligations will also support this objective.</p> <p>The IPG address this concern in one way by improving physical and visual linkages to River Roding and promoting activity along its edges. Section 106 will also assist. The Retail and Leisure Capacity Study will inform the extent of leisure use provision. This comment will also be forwarded to the Parks and Leisure department.</p> <p>The IPG states that all new developments should provide 35% affordable housing. This advances the UDP policy provision of 25%. The Council is currently undertaking a housing needs study into the appropriate level of provision and these outcomes will be reflected in the IPG once the study is completed.</p> <p>2. Car-free developments are located within the current Controlled Parking Zone. No new dwelling will be given a permit for a car and therefore should not physically be able to park within the area.</p> <p>3. Agree the standard will be included. The IPG states that safety in design should be considered at the start of the</p>

No.	Respondee	Summary of the Issues	Officers Comment
		<ul style="list-style-type: none"> <li>• CCTV cameras should be included in developments and linked to the network.</li> <li>• CPTED officer should be involved</li> </ul> <p><b>4. Night-time economy</b></p> <ul style="list-style-type: none"> <li>• Concern about encouraging the night-time economy around the Station . There was support for the idea but would like to see family-orientated entertainment instead of bars and night-clubs.</li> </ul>	<p>process without the need for CCTV cameras, however the use of section 106 will make provision for CCTV to be incorporated into the development. Applications for over 10 dwellings or more are referred to CPTED officers..</p> <p>4. Agree. The IPG will reflect this concern in stating that the Council does not want to see a proliferation in some of the these uses. However the Retail and Leisure Capacity Study should assist in informing what are the appropriate uses and further work has to be done on achieving a good 'night-time' economy.</p>
16	<p><b>EMPA</b> Contact: Ayo Jones</p>	<ul style="list-style-type: none"> <li>• Overall support for the regeneration of the Town Centre.</li> <li>• Safety and perceptions of crime around East Street, the Station and the Gascoigne Estate should be addressed.</li> </ul>	<p>Noted</p> <p>These comments will inform the detailed masterplanning process for the Station Quarter area and future work on the Gascoigne Estate.</p>
17	<p><b>Regenerasian</b> Surinder Pahl Abbey Community Centre, Cowbridge Lane, Barking IG11 8LF</p>	<ol style="list-style-type: none"> <li>1. The importance to have infrastructure to cope with expansion in parallel with developments.</li> <li>2. Adequate school provision from primary age upwards</li> <li>3. Reasonable affordable cost to access Nurseries</li> <li>4. Doctor surgeries and Health Care with possible new hospital built</li> <li>5. Community spaces and community centre to cope with the increase in population</li> <li>6. Affordable housing with mixed tenure</li> <li>7. Taking into account the different faith groups and for them to be involved in consultation</li> <li>8. Accommodation for the voluntary sector groups to meet demand and allow new groups and needs to be articulated.</li> </ol>	<ol style="list-style-type: none"> <li>1. Noted.</li> <li>2. Agree. The Council has a number of initiatives to address this concern and the IPG flags the need for a future school site and sets education as a priority for planning obligations.</li> <li>3. The IPG cannot impact on the cost of nurseries.</li> <li>4. Further work is required into the possibility of a new hospital however the IPG can support existing and new community facilities through planning obligations.</li> <li>5. Agree. The IPG will flag this issue and places contributions from developers towards this provision as a priority.</li> <li>6. Affordable housing with mixed tenure is an existing</li> </ol>

No.	Respondee	Summary of the Issues	Officers Comment
		<p>new groups and needs to be articulated.</p> <p>9. Good mix of shopping facilities with some large anchor stores</p> <p>10. Leisure and recreational facilities for residents and young people</p> <p>11. Transport links including bus, rail and road network</p> <p>12. Manage congestion and bottlenecks for through flow of traffic</p> <p>13. Night life and community safety</p> <p>14. More regular consultation with each phase of developments and ensure feedback.</p>	<p>Council objective and will be reflected in the IPG.</p> <p>7. Agree. Future consultation processes will be conducted in accordance with the Council's Statement of Community Involvement (SCI) which is currently being prepared by the Council. This comment will be forwarded to the relevant team.</p> <p>8. The IPG will make provision for supporting community facilities through planning obligations.</p> <p>9. Agree. The Retail and Leisure Capacity Study will address this issue and determine the appropriate uses for the town centre.</p> <p>10. Agree. The Retail and Leisure Capacity Study will address this issue and determine the appropriate uses for the town centre.</p> <p>11. Agree. The ELT will address part of this concern and the IPG places priority on improving public transport as planning obligations</p> <p>12. Agree. The IPG has a key objective to reduce the dependence on cars and has a number of implementation measures to support this including car-free development areas and contributions towards improving public transport.</p> <p>13. Agree. Community safety in the evening has been raised as a key concern. Further work into the night-time economy is needed.</p> <p>14. Agree. The Council is beginning preparation of a Statement of Community Involvement. These issues will be addressed through the preparation of this document.</p>
18	<b>General Comments</b>	<p>1. Church groups are concerned about their future in the Town Centre (future land availability, parking, CPOs).</p>	<p>1. It is not the Council's intention to CPO an existing community facility or place of worship.</p>

No.	Respondée	Summary of the Issues	Officers Comment
19	<p>(from information evenings, market stalls)</p> <p>CgMs Consulting On behalf of <b>Metropolitan Police Authority</b></p> <p>Matthew Roe CgMs Consulting Planning, Morley House, 26 Holborn Viaduct, London EC1A 2AT</p>	<p>2. Expressed support for bettering the physical and visual linkages between the River Roding and the Town Centre.</p> <p>3. Need to retain and enhance our cultural and built heritage.</p> <p>4. Would like the market improved so it does not hinder moving around the Centre and more range and quality goods be provided. Also noise and litter are issues.</p> <p>5. Did not want to see the night-time economy be more take-aways.</p> <p><b>1. Justice Centre Uses</b> Supports the statement in section 3.1.1 however MPA's exact property requirements for the Town Centre are still in a state of flux and suggests rewording.</p> <p><b>2. Safety in Design</b> Supports the section in urban design 3.3.5 stating design of buildings and spaces should encouraged natural surveillance however further weight should be added to by stating "all development should have regard to the policies of Circular 5/94 and "Safer Places: the Planning System and Crime Prevention".</p> <p><b>3. Carparking</b> The MPA has unique operational needs with regard to carparking and it is suggested the IPG be changed to "The Council recognises that certain occupiers within the Town Centre include essential car users. There in exceptional circumstances, where operational needs are clearly demonstrated a more flexible approach will be adopted to car parking provision".</p> <p><b>4. Planning Obligations</b></p>	<p>2. Noted.</p> <p>3. Agree that we need to retain and enhance our cultural and built heritage. The IPG does make provision for this and will be used in conjunction with the UDP.</p> <p>4. Agree. These comments will inform the ELT project and the masterplanning for London Road, the likely new location for the market.</p> <p>5. Agree. Concern over the proliferation of hot-food takeaways has been a key message from the consultation. The IPG will be changed to have a statement reflecting this concern and further work has to done to ensure a balance of appropriate uses.</p> <p>1. Agree with the suggested change. Will change the IPG.</p> <p>2. Agree. Will change IPG.</p> <p>3. Disagree with the suggested statement. There is an implicit understanding that police authority are essential car uses and therefore will not be subject to the carparking provision. If the statement was applied, it would contradict the main objectives to reduce dependency on the car and may be suggestive to non-essential car users to demonstrate their case.</p> <p>4. Agree. This was statement was also reflected in the outcomes of community consultation. Considering this, it should be put on the list of priorities for planning obligations.</p>

No.	Respondee	Summary of the Issues	Officers Comment
20	<b>MET Police</b> Sally Dalton Crime Prevention Design Advisor Barking & Dagenham sally.dalton@met.t.pnn.police.uk	Supports seeking planning obligations but suggest specific relevance to "creating safe and secure environments".  1. Supports the emphasis on sustainability 2. Lacks designing out crime or secured by design standards.	1. Noted 2. Agree the draft for consultation was weak on safety by design. Further weight will be added to the IPG by stating "all development should have regard to the policies of Circular 5/94 and "Safer Places: the Planning System and Crime Prevention" and also adding to "creating safe and secure environments" to the list of priorities for planning obligations.



## 5.0 Lessons Learned

Lessons learned and recommendations for improving the consultation process:

1. **Plan ahead.** Get a timetable of all key group's meetings and make contact early in the process to establish the possibility of inclusion on their meeting agenda, particularly hard to reach groups and voluntary organisations (who don't meet regularly).
2. **Do not consult over the summer period.** To accommodate for the school holiday break means the process is too long and over time the projects progress and you lose sight of what is being consulted.
3. **Permanent displays work well and gain increased exposure.**
4. **Staffed market displays worked really well.** It exposes the general public and Town Centre users (all sectors of the community )the young, ethnic, older, disabled etc) to the projects). Sturdier stands to cater for climatic conditions such as rain and wind would assist the staff in focusing attention on the public.
5. **Town Traders need various opportunities to comment.** Many are sole traders and do not have the opportunity to get away from their work.
6. **Reserve space early in the local newspapers and utilise the local circulation's** such as "Focus 3" which is a free magazine issued quarterly that is delivered to very resident in the Abbey, Thames and Gascoigne Wards. Also full page, full colour adverts gain the best response.
7. **Have prepared responses or statements to discriminatory feedback** such as racist comments and controversial issues surrounding the allocation of housing accommodation.
8. **Make available a list of telephone numbers** for issues not relevant to the consultation matter (waste, housing accommodation and complaints would be useful).
9. **Anticipate translation requirements** and prepare some examples ahead (because it takes 3 weeks to translate). Also if the translations are not readily available, people who require translations are the least likely to order them in fear of 'causing a fuss'.
10. **Formulate 3 key questions to ask the public.** For example, 'What do you like / dislike about the Town Centre?' and 'What do you want for its future?'. This approach worked well and assisted people focus their comments.
11. **Utilise existing community forums** (particularly the Youth Forum) as members are experienced in sharing issues and have great local insight.
12. **More maps and artist illustrations than words on posters and leaflets.**
13. **Get questionnaires professionally prepared** and think ahead about the key questions you want to ask.
14. **Strategic issues are particularly hard to engage on.** The general public find it difficult to care or think about concepts for the future. Think carefully about the feedback you want and how we should get it.

**Appendix 1: Summary of the Groups Consulted**

<b>Group Name</b>	<b>How were they consulted</b>
Mobile Library Service	• Meeting with information to be circulated
Age Concern	• Meeting with a workshop to be planned
Abbey, Thames, Gascoigne Community Forum	• Presentation and information circulated
Retailers Forum (Town Traders)	• Discussion
Alice Martin's Centre (Older People)	• Presentation and discussion
Community Safety Partnership	• Presentation and discussion
Gay, Lesbian, Bisexual, Transsexual Forum	• Discussion
Youth Forum	• Presentation and discussion
Ethnic Minority Partnership Agency	• Presentation and discussion
GLA (AUU)	• Workshop
Housing Corporation	• Discussion
Barking and Dagenham Access Group	• Presentation and discussion
SureStart	• Contacted but not interested
Tenant Residential Groups	• Consultation will occur after this period
Community Voluntary Sector	• Contacted but no discussion
Ethnic Minority Groups	• See section ? of this report
Faith Groups (15)	• See section ? of this report
Schools, Colleges, Adult Education	• Letter of invite for Information Evenings
Disabled and Elderly Groups	• Letter of invite for Information Evenings
Doctors Surgeries	• Letter of invite for Information Evenings and Poster to place on notice board
Library	• Poster to place on notice board
Leisure and Sports Facilities	• Letter of invite for Information Evenings and Poster to place on notice board
Developers and Planning Consultants	• Letter of Invite to Information Evening
Housing Associations (9)	• Letter of Invite to Information Evenings
Barking and Dagenham Chamber of Commerce	• Poster and Information and Letter of Invite for information evenings
London Chamber of Commerce	• Letter of invite for information evenings
LE Group	• Statutory Letter of Notification
Transco	• Statutory Letter of Notification
Essex and Suffolk Water	• Statutory Letter of Notification
British Telecommunications	• Statutory Letter of Notification
London Fire and Emergency Planning Authority	• Statutory Letter of Notification
Thames Water Property Services Ltd	• Statutory Letter of Notification
Government Office for London	• Statutory Letter of Notification
Transport for London	• Statutory Letter of Notification
Environment Agency	• Statutory Letter of Notification
Greater London Authority	• Statutory Letter of Notification
London Development Agency – Thames Gateway Team	• Statutory Letter of Notification
English Heritage – Archaeology	• Statutory Letter of Notification
English Heritage - Built Environment	• Statutory Letter of Notification
Metropolitan Police - Crime Prevention Design Advisor	• Statutory Letter of Notification
Barking and Dagenham Primary Care Trust	• Statutory Letter of Notification
London Underground	• Statutory Letter of Notification
Network Rail – Southern Region	• Statutory Letter of Notification
Union Railway (North) Ltd	• Statutory Letter of Notification
London Borough of Redbridge	• Statutory Letter of Notification

<b>Group Name</b>	<b>How were they consulted</b>
London Borough of Newham	• Statutory Letter of Notification
London Borough of Greenwich	• Statutory Letter of Notification
London Borough of Bexley	• Statutory Letter of Notification
London Borough of Havering	• Statutory Letter of Notification

**Appendix 2 - List of Respondees**

<b>Network Rail</b>	Chris Price Podium 1 Eversholt Street London NW1 2DN
<b>LB of Newham</b>	Deirdra Armsby Forward Planning & Transportation Town Hall High Street South London E6 2RP
<b>Union Railways (North) Ltd</b>	E J Allett 2 Ossulston Street London NW1 1HT
<b>Local Cyclists' Right to Ride &amp; Representative for CTC and LBBB Branch Co-ordinator for LCC</b>	Colin Newman <a href="mailto:Colinnewman@ntlworld.com">Colinnewman@ntlworld.com</a>
<b>English Heritage Archaeology</b>	Nick Truckle 23 Saville Row London W1S 2ET
<b>Barton Willmore Planning</b>	Victoria Bullock 6th Floor, Venture House 27-29 Glasshouse Street London W1B 5BW
<b>Gerald Eve</b>	Ian Blacker (acting on behalf of Fresh Wharf Estates Ltd and Countryside Properties Plc) 7 Vere Street London W1G 0JB
<b>Metropolitan Police Authority Crime Prevention Design Advisor</b>	Sally Dalton Crime Prevention Design Advisor Barking & Dagenham sally.dalton@met.pnn.police.uk
<b>Metropolitan Police Authority</b>	Matthew Roe on behalf of MPA CgMs Consulting Planning, Morley House, 26 Holborn Viaduct, London EC1A 2AT
<b>Environment Agency</b>	Deborah Simons Apollo Court 2 Bishops Square Business Park St Albans Road West Hatfield, Herts AL10 9EX
<b>English Heritage Built Heritage</b>	Graham Saunders 23 Saville Row London W1S 2ET
<b>Gay, Lesbian, Bisexual, Transsexual Forum</b>	Contact: Bill Coomber
<b>Youth Forum</b>	Contact: John Dawe
<b>Age Concern and the Alice Martin Centre</b>	Contact: Samantha Mauger
<b>Access Group</b>	Contact: John Dunne
<b>Town Centre Traders (comments include the Traders Information Evening)</b>	Contact: Ralph Cook
<b>Strategic Community Safety Partnership</b>	Contact: Jeff Elsom
<b>EMPA</b>	Contact: Ayo Jones
<b>Regenerasian</b>	Surinder Pahl Abbey Community Centre, Cowbridge Lane, Barking IG11 8LF
<b>Mrs J Tungate*</b>	62 Cromwell Lodge, 219 Longbridge Roa, Barking. IG11 8UB

<b>Mr R and Mrs V Shaw*</b>	144 Wilmington Gardens, Barking. IG11 9TZ
<b>Miss Tasnim Riasat*</b>	39 Seagull close, Barking Reach, Barking. IG11 0GX
<b>Unknown*</b>	28 Buller Road, Barking, IG11 9UA
<b>Mrs Justina Casison*</b>	42 Salisbury Avenue, Barking. IG11 9XR
<b>Mrs R McCulloch*</b>	103 Essex Road, IG11 7QN

\*57 questionnaires were returned however only 6 provided name and address.

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Office of the  
Deputy Prime Minister  

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Creating sustainable communities



local e-gov

# IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2004 (IEG4)

*“Realising the benefits from our investment in e-government”*

local and regional government • housing • planning • fire • regeneration • social exclusion • neighbourhood renewal

# IMPLEMENTING ELECTRONIC GOVERNMENT RETURNS 2004 (IEG4)

## Introduction

This IEG4 return is an essential part of the national monitoring process for assessing electronic local service delivery capability against the 2005 target and supports the delivery of priority outcomes for local e-government. It is also an important feedback mechanism for assessing progress and the use of IEG funding in individual local authorities.

A key objective of the Office of the Deputy Prime Minister's (ODPM) SR2002 Public Service Agreement involves improving delivery and value for money of local services within a framework of national targets and policies. This includes:

- introducing comprehensive performance assessments and action plans, and securing a progressive improvement in authorities' scores;
- overall annual improvements in cost effectiveness of 2% or more; and
- assisting local government to achieve 100% capability in electronic delivery of priority services by 2005, in ways that customers will use.

The above performance targets also form part of the Public Service Agreement for Local Government and the ODPM is working in partnership with local authorities and their representative national organisations to help achieve the specified objectives.

The format of the IEG return is subject to extensive consultation. Last year, this helped to achieve a 100% return rate of IEG3 submissions from local authorities. As last year, the format of the IEG4 return is intended to simplify the return process for local authorities through a self-assessment approach. In order to maintain consistency with the statistical elements of IEG3, the table on BVPI 157 remains unchanged from last year. Successful completion of the IEG4 return also demands awareness of the ODPM's National Strategy for Local e-Government published in November 2002, deliverables from the National Project programme and the priority outcomes for local e-government<sup>1</sup>. Further details on all of these areas can be found at the ODPM's local e-government portal website [www.localgov.gov.uk](http://www.localgov.gov.uk).

E-Government is a key tool in delivering local services. Within the CPA process, those councils that have not done well in achievement, investment, capacity or performance management may particularly need to consider the role that e-government can play in delivering improvements as part of a wider strategy for improvement planning.

The proforma format for IEG4 returns complies with Government commitments to reduce service plan requirements for local authorities, whilst balancing the need for authorities to supply statistical information for the purpose of monitoring national progress on the implementation of local e-government. From this year through to 31 March 2006, it is proposed to allow all authorities to input and maintain IEG data in real time via the esd-toolkit ([www.esd-toolkit.org](http://www.esd-toolkit.org)) and enable them to sign-off completion against the IEG self-assessment traffic lights as projects are actually implemented. For funding and risk management purposes, the ODPM will continue to set key dates in the calendar at which it intends to inspect the extent of progress and take action accordingly (e.g. autumn deadline for approval of IEG4 funding in 2005/06).

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<sup>1</sup> See [http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn\\_id=2004\\_0112](http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn_id=2004_0112)



“Excellent” CPA authorities are requested to continue to comply with requests for IEG data in order to assist in benchmarking national progress, to demonstrate their commitment to e-government and appropriate use of IEG capital grant. In particular, the fourth year of IEGs represents a crucial point of reference as local authorities move from the investment to the delivery phase of their local e-government programmes.

This proforma is intended to standardise Implementing Electronic Government (IEG) returns for 2004. It has been prepared for English County, District, Unitary Councils, London Boroughs, the Corporation of London, the Greater London Authority, London Development Agency, Transport for London who are subject to the Best Value Performance Indicator 157 and have been requested to prepare these statements. An amended version of the final IEG4 proforma will be made available to National Park Authorities reflecting their different priority outcome responsibilities<sup>2</sup>.

### Priority Outcomes

Self-assessment against the priority outcomes for local e-government appears in this year’s IEG proforma for the first time. The priority outcomes provide a focus for priority working within the Prime Minister’s target to reach 100% e-enablement of Government services by December 2005 (as measured by BVPI 157 for local government services). They do not seek to add to the requirements measured by BVPI 157, but rather ensure that the e-enablement of local authority services is delivered in a way that enhances the quality, convenience and availability of these services. Practitioner guidance on the interpretation of the priority outcomes is available from [www.idea.gov.uk/knowledge](http://www.idea.gov.uk/knowledge).

### Funding

You should complete the IEG4 return on the basis that it will inform the distribution of a further £150,000 of local e-government capital funding from the ODPM to each local authority in 2005/06.

### Completeness

Failure to complete any elements of the IEG4 proforma may result in the withholding of IEG4 funding for 2005/6. You should consult with relevant members of the ODPM’s local e-government team for clarification of what is required or to request assistance.

### Approval

It is important that the information contained in your completed IEG4 proforma is approved by the Council before submission and that adequate time for this is built into the timetable.

### Submission

**Please note that this year submissions will only be accepted online via the Electronic Service Delivery (ESD) toolkit hosted by the Improvement & Development Agency (IDEA) ([www.esd-toolkit.org](http://www.esd-toolkit.org)). If your authority is not already an active user of the esd-toolkit, then you should allow adequate time to register and acquaint yourself with this facility prior to the submission deadline.**

Please do not hesitate to contact relevant members of the ODPM local e-government team should you require further information or clarification. Contact details can be found on the last page of this guidance.

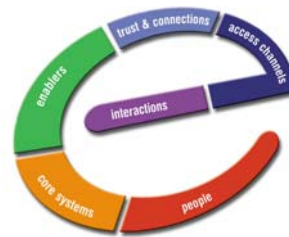
### Comments on this draft

The consultation deadline for the submission of comments on this draft IEG4 proforma is noon on **Monday 6 September 2004** to [localegov@odpm.gsi.gov.uk](mailto:localegov@odpm.gsi.gov.uk). Please note that you should avoid commenting on the word processing layout of the document, bearing in mind that the final IEG4 proforma will only appear as an online form.

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<sup>2</sup> Please note that the ODPM will not be issuing a separate version of IEG4 proforma draft for consultation to National Park Authorities and they should submit any comments based on this draft document.

## PROFORMA CONTENT



You are asked to summarise the plans and progress of your local authority according to the information requested below, as follows:

### **Section 1 – Priority Outcomes (self-assessment)**

### **Section 2 – Change Management (self-assessment)**

### **Section 3 – BVPI 157**

### **Section 4 – Access Channel Take-Up**

### **Section 5 – Local e-Government Programme Resources**

### **Section 6 – Local e-Government Programme Efficiency Savings**

Please refer to [www.localgov.gov.uk](http://www.localgov.gov.uk) for further background information, including details of the priority outcomes guidance paper and links to National Project websites. Further information about local e-government is also available from the IDEA's Knowledge website at [www.idea-knowledge.gov.uk](http://www.idea-knowledge.gov.uk).

**Do not amend this form or append any items to it** and please restrict all explanatory notes to the comment column.

Not all the elements in the proforma checklist in Section 2 below will necessarily be a part of your local e-government strategy, but you are expected to be aware of all of these elements and have taken a corporate position in relation to them. It is recognised that your IEG strategy will reflect local priorities and customer preferences, but you are asked specifically to provide accompanying commentary on any areas of the proforma checklist that remain “red” in 2005/06.

In relation to Section 1 below, it is recognised that local authorities in two-tier areas may not have a statutory responsibility for service delivery in some of the areas listed. It is not the intention to ask district councils to deliver service provision outcomes for schools, or for county councils to deliver outcomes for benefits. However, there is a clear responsibility on all local authorities in two-tier areas to join up local public services in ways that make sense to the customer. Therefore, a minimum requirement in terms of meeting a priority outcome for an authority with no direct statutory service responsibility must be to offer appropriate (deep) hyperlinks to the relevant web pages of the local district or county councils that do provide the service. This information should then be ‘traffic-lighted’ on the proforma accordingly. Please note that a link to a home page is not sufficient in these circumstances. Such ‘deep linking’ also requires authorities to plan and have the relevant resources to check the ongoing integrity of these links.

Name of Authority: London Borough of Barking and Dagenham

Contact Name: Sarah Bryant

Email: Sarah.Bryant@lbbd.gov.uk

Telephone No: 020 8227 2353

## Local Context

*You may enter up to 1,000 words of free text here to summarise the current stage of development of your authority's local e-government programme and your delivery plans up to and beyond December 2005.*

### London Borough of Barking and Dagenham

We have 7 Community Priorities which reflect the shared priorities for local government, with a key aim to improve access to all Council services and Information for all citizens.

Our Community Priorities are:

- Promoting equal opportunities and celebrating diversity
- Making Barking and Dagenham cleaner, greener and safer
- Better education and learning for all
- Developing rights and responsibilities with the local community
- Improving health, housing and social care
- Raising general pride in the Borough
- Regenerating the local economy

We are working to ensure that service improvements in terms of cost effectiveness and quality are underpinned by the Council's e-Government strategy, and that our efforts and resources are directed:

- In response to what customers tell us they want
- Where we can make greatest use of existing investments
- Where the greatest efficiency savings are to be made

We have a programme of work based around the priority outcomes to modernise and integrate Council services including:

### Customer First Programme

Our three-year £6m Customer First programme is supported by a business plan to deliver the vision of '**An excellent contact service with high standards of quality and performance**'. The business plan identifies five phases as follows:

- A foundation contact centre, dealing with telephone, e-mail, internet and post contacts, initially comprising a first batch of services mainly from environmental services

- o Expansion of the contact centre to a second batch of services including payments, Social Services and Education Services
- o Continued expansion to include Revenues and Benefits and other services
- o The final two phases are aimed at taking services into the community

The first phase of the programme has recently completed, and the Barking and Dagenham Direct Call Centre was officially launched on 25<sup>th</sup> October 2004, initially handling requests including Abandoned vehicles, Anti social behaviour, Bulky collections, Consumer advice, Environmental protection, Housing standards, Highways, Licensing, Pest control, Refuse, Street cleansing and Street lighting and other services.

The second phase of the programme is about to commence.

### **Accessibility of services**

- o The London Borough of Barking & Dagenham website:-
  - Conforms to W3C AAA Accessibility Standards and has adopted the UK Government Access key standard for consistent navigation
  - Regularly has over 30,000 unique visitors per month
  - Online payments can be made via the website for Council Tax, Car Parking, Rents, Non-Domestic Rates, Home Loans and Sundry Debtors
  - Has a citizens portal facility providing:
    - Online payments
    - Housing Repair Enquiry to check on the status of an outstanding repair and list most recently completed repairs
    - A 'Facility Finder' using GIS to present the locations and distances of facilities such as libraries, doctors surgeries from a given postcode or address
    - Renewal of library loans and view library catalogue
    - View current and new planning applications
  - Has the facility to report abandoned vehicles, anti-social behaviour, blocked drains, general complaints, housing repairs, street lighting faults and street / footpath repairs using GIS location mapping
  - Has over 100 forms available for download and online completion
  - Provides the facility for all of our Councillors to have their own web pages accessible from the Council's web site
  - All agendas and committee minutes are published on the Council's web site
  - Citizens are able to participate in e-consultations via the web site
- o Examples of some of the leading projects we are involved in delivering the e-government agenda are:-
  - We are one of three LEA's to be selected by the DfES to be part of the £20m ICT Test Bed Project, which aims to demonstrate the impact high levels of investment in ICT can have on raising attainments standards, improving effective management of schools and enabling teachers to focus on core teaching tasks.

- We are a partner in the Pan London Coordinated Schools Admission system and are leading a project to develop an interface between the Pan London register and local administrative systems.
- We are currently trialling the use of tablet PCs and mobile computing using Anite @ Work mobile computing solutions in the delivery of Older Peoples Services
- An online bookings service for sports and leisure centres is on target for delivery by March 2005.
- We are participating in the Planning Portal for Online Submission of Planning Applications. Further work has been identified and is underway to implement web submission of plans for planning and building control.
- We have procured an i-procurement module for our Finance system to manage the roll-out of paperless ordering and invoicing throughout the Council. The Council is a participant in the North East London Partnership Group, developing plans with the objective of sharing procurement development and the establishing of an e-marketplace. Plans to establish a single business account are at the development stage with a dependency on the successful conclusion of the first phase of the Customer First programme and its deployment of a CRM product, and the extension across the authority of a paperless ordering and invoicing system.
- Our online payments facilities are further supported by touch telephone payments for Council Tax, Business Rates, Rents, Car Parking fines, Home Loans and general invoices. Online balance enquiries are currently available for Council Tax and Rents.
- Online renewal and reservation of library books is dependant on the procurement and installation of a new library management system to replace the current system. Funding to support this plan is currently being considered as part of the Council's current budget preparation cycle.
- Implementation is proceeding to provide online booking of sports and leisure facilities via the web and through a telephone booking system.
- Multiple agency working in support of a joined up approach to dealing with children at risk has a dedicated project manager, project board and plans in place to develop ISA and ICS software solutions.
- Our programme of work shows our commitment and drive in making our information and service e-enabled, available and accessible to our customers.

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment
<p>Local e-organisation:</p> <p><b>Red</b> = Preparation &amp; planning – to include projects that are being planned or being piloted</p> <p><b>Amber</b> = Implementation stage – roll out of approved projects</p> <p><b>Green</b> = Fully implemented – projects completed &amp; implemented</p> <p>e.g. for progress against a particular element you might enter:</p>	2003/04	2004/05	2005/06	Green	<p>e.g. “<b>red</b>” status should be applied to all elements on the proforma where work is at a primary or research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.</p> <p>e.g. “<b>amber</b>” status should be applied to all elements on the proforma where work has been approved for funding and is actively being implemented.</p> <p>e.g. “<b>green</b>” status should be applied to all elements on the proforma where projects have been actioned and implemented or particular standards achieved with plans for extended rollout on an enterprise-wide basis, i.e. across the authority/partnership. Please note that all “R” and “G” numbered priority outcomes listed in Section 1 are expected to be “<b>green</b>” by 31 March 2006. This includes a requirement for deep-linking in relation to non-statutory functions.</p>

## Section 1 – Priority Outcomes (self-assessment)<sup>3</sup>

Satisfactory progress towards delivery of the listed priority outcomes listed below is required within the remit for achieving e-government by 2005 and will inform the release of IEG capital funding in 2005/06

Outcome & Transformation Area Description	Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment
<b>R1</b> Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry <sup>4</sup>	Amber	Amber	Amber	Green	Participating in the Pan-London Admissions system and currently on target by date specified by ODPM
<b>R2</b> Online access to information about educational support services that seek to raise the educational attainment of Looked After Children <sup>5</sup> .	Amber	Green	Green	Green	
<b>G1</b> Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Amber	Amber	Amber	Green	Participating in the Pan-London Admissions system. On track- all supporting web pages in place and awaiting Pan London Portal.
<b>E1</b> If 'green' on R1, R2 & G1 above, please comment on agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children in comment column opposite. Otherwise, leave this row blank.					
<b>R3</b> One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List <sup>6</sup> (see <a href="http://www.laws-project.org.uk">www.laws-project.org.uk</a> ).	Green	Green	Green	Green	Mapping from APLAWS to LGCL nearly complete
<b>R4</b> Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Amber	Amber	Green	Green	Working with Youth Justice Board (YJB) to join pilot for using secure e-mail with Courts, Police etc.

<sup>3</sup> See [http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn\\_id=2004\\_0112](http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn_id=2004_0112) and <http://www.idea.gov.uk/knowledge>

<sup>4</sup> Owing to the long lead-in time, school admissions systems will need to be in place by March 2006 at the latest.

<sup>5</sup> i.e. young people who cannot live with their families and are in the care of Social Services (referred to by the DfES as Children in Public Care).

<sup>6</sup> Authorities using alternative service taxonomies (e.g. seamlessUK) should plan for migration to the LGCL by December 2005.



<b>G2</b> Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events	Amber	Amber	Amber	Amber	Amber	Community Grid for Learning prepared but not launched. Policy decision required at Chief Officer level
<b>E2</b> If 'green' on R3, R4 & G2 above, please comment on agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives in the comment column opposite. Otherwise, leave this row blank.						
<b>R5</b> Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green	Green	Green	Green	Green	Provided under modern.gov system
<b>R6</b> Providing every Councillor with the option to have an easy-to-manage set of public web pages (for community leadership purposes) that is either maintained for them, or that they can maintain themselves.	Red	Green	Green	Green	Green	The online e-consultations is in use and available on the web, but does not have the facility for SMS texting.
<b>G3</b> Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.	Red	Amber	Amber	Amber	Amber	A review of Web Casting is currently being considered.
<b>G4</b> Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Red	Amber	Green	Green	Green	
<b>E3</b> If 'green' on R5, R6, G3 & G4 above, please comment on agreed baseline and targets for e-participation activities, including targets for citizen satisfaction in the comment column opposite. Otherwise, leave this row blank.						
<b>R7</b> Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling).	Amber	Amber	Amber	Amber	Green	Public can report but not track. There are plans to include this in our Customer First program which will link to the corporate GIS/ CRM developments.
<b>R8</b> Online receipt and processing of planning and building control applications.	Red	Amber	Amber	Amber	Amber	Funded and being implemented. LBBB has signed up for Planning Portal for Submission of planning applications. iDocs system in place for DMS. iDocs web procured – awaiting implementation. BC have procured Submit-a-Plan
<b>G5</b> Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Red	Red	Red	Red	Amber	ESRI GIS is corporate solution – linked to Planning & Land Charges system. 37 complete layers on GIS – project underway to determine which of these should be presented to the public on web site

<p><b>G6</b> Sharing of Trading Standards data between councils for business planning and enforcement purposes.</p>	<p><b>Red</b></p>	<p><b>Red</b></p>	<p><b>Amber</b></p>	<p><b>Green</b></p>	<p>Monitoring the progress of the National project. This includes a link to the FLARE system that we use and we can implement this list and join the project after cleaning our data. We believe that there is a high risk that it will not be practical to clean the data adequately and want the national project to demonstrate feasibility before we start</p>
<p><b>G7</b> Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.</p>	<p><b>Red</b></p>	<p><b>Red</b></p>	<p><b>Amber</b></p>	<p><b>Green</b></p>	<p>Systems integration currently being planned to enable anti social behaviour issues to be tackled in an integrated way.</p>
<p><b>E4</b> If 'green' on R7, R8, G5, G6 &amp; G7 above, please comment on agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.</p>					
<p><b>R9</b> Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.</p>	<p><b>Red</b></p>	<p><b>Amber</b></p>	<p><b>Green</b></p>	<p><b>Green</b></p>	<p>Oracle i-procurement installed. BACs fully implemented. Electronic invoice processing currently in use.</p>
<p><b>G8</b> Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).</p>	<p><b>Red</b></p>	<p><b>Amber</b></p>	<p><b>Amber</b></p>	<p><b>Amber</b></p>	<p>Customer First programme. Call Centre Manager, CRM implementation. Northgate Front Office product being deployed</p>
<p><b>G9</b> Regional co-operation on e-procurement between local councils.</p>	<p><b>Red</b></p>	<p><b>Amber</b></p>	<p><b>Amber</b></p>	<p><b>Amber</b></p>	<p>Working with other London Authorities to share procurement of common services and resolutions. Also procurement solutions being examined with SOCPO and others: use of NHS/OGC/S-Cat and G-Cat contracts.</p>
<p>If 'green' on R9, G8 &amp; G9 above, please comment on progress towards providing:  <b>E5</b> Access to virtual e-procurement 'marketplace';  <b>E6</b> Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community;  <b>E7</b> Agreed targets (please specify) for efficiency savings by</p>					<p>E5 Work is incorporated in the overall e-procurement project to facilitate a virtual e-procurement market place for the authority, encompassing e-tendering and e-auctions.  E6 Work to accommodate SME's in the e-procurement process is also incorporated within the three year project plan, commencing 2005/06. This aspect may require some additional funding but has not</p>

December 2005, including the % of undisputed invoices paid in 30 days (BVP18); in the comment column opposite. Otherwise, leave this row blank.					yet been fully scoped. E7 Efficiency savings resulting from improved payment speed and electronic payments are currently around £45k per annum and on-going.
R10 Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	Green	Green	Green	Green	Green
R11 Delivery of 'added value' around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling.	Amber	Amber	Amber	Green	On-line & touch tone telephone payment facilities: This currently exists for all forms of payments i.e. Council Tax, Business Rates, Rent, Car Parking fines, Home Loans and any invoices received from the Council. On-line Balances: This is available for Council Tax & Rents only
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Green	Green	Green	Green	There has been an increase in DD payers on Ctax over the past 2 years (15,000 in 2001/2 and now 18,200)
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Red	Amber	Amber	Green	Need to explore what can be done for Ctax, but Business rate upgrade referred to in R11 above will deliver e-billing for Business rates
If 'green' on R10, R11 G10 & G11 above, please comment on progress towards providing: E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone); E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards); E10 Agreed baseline and targets for reductions in unit costs of payment transactions; in the comment column opposite. Otherwise, leave this row blank.					
R12 Online renewal and reservations of library books and catalogue search facilities.	Red	Red	Amber	Green	Library system to be replaced by end 2005 as the existing system will not be supported by this date, and does not meet the requirements for e-GIF, e-GMS and accessibility.

<b>R13</b> Online booking of sports and leisure facilities, including both direct and contracted-out operations.	<b>Red</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	Implementation underway. LBBD are currently merging Leisure Centres onto a corporate system prior to making the system available on the Web & via a direct phone-booking system.
<b>G12</b> Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices and smart card interfaces for council library, sports and leisure services.	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Amber</b>	Review of smart card technology and interfaces in progress in Social Services, linking to NHS.
<b>E11</b> If 'green' on R12, R13 & G12 above, please comment on agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.						
<b>R14</b> Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Achieved by providing links to <a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a> web site
<b>R15</b> Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	The online e-consultation system is in use on the web. It will be further developed for each of the areas that require consultation and implemented upon appointment of a Consultation officer.
<b>G13</b> E-forms for "parking contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	This project is awaiting resources, and investigations are ongoing.
<b>G14</b> GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Amber</b>	Symology have been commissioned to implement this project. Likely delivery date is for end Dec 2005.
<b>E12</b> If 'green' on R14, R15, G13 & G14 above, please comment on agreed baseline and targets for customer satisfaction and efficiency savings in the column opposite. Otherwise, leave this row blank.						
<b>R16</b> E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	The implementation of the new Revenues & Benefits System will enable this priority to be actioned in due course.

<b>R17</b> Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Amber</b>	This facility is not currently available for Benefit claimants. E-gov requirements included in the spec for new systems, which are currently being implemented.
<b>G15</b> Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens' homes.	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Amber</b>	Same commentary as above (R17)
<b>E13</b> Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.							
<b>E14</b> Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms.							
<b>R18</b> Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Content Manager posts being advertised.
<b>R19</b> Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Secure ID Card access to CITRIX being piloted across strategic areas of Social Services.
<b>G16</b> Systems to support joined-up working on children at risk across multiple agencies.	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Project Manager recruited, project board set up. ISA & ICS software being developed
<b>G17</b> Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	<b>Red</b>	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Mobile working pilots underway in OPS services using tablet technology and Bluetooth/G3 and Anite @ work mobile solutions
<b>E15</b> If 'green' on R18, R19, G16 & G17 above, please comment on agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57) in the column opposite. Otherwise, leave this row blank.							
<b>R20</b> Email and Internet access provided for all Members and staff that establish a need for it.	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	
<b>R21</b> ICT support and documented policy for home/remote working (teleworking) for council members and staff.	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Policy being prepared in conjunction with HR

<b>R22</b> Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Conversion of existing ISDN connectivity to ADSL
<b>G18</b> Establishment of e-skills training programme for council members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen").	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Pilot training due to complete by December 2004.
<b>E16</b> If 'green' on R20, R21, R22 & G18 above, please comment on agreed targets for baseline and efficiency savings arising from the introduction of new ways of working in the column opposite. Otherwise, leave this row blank.						
<b>R23</b> Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	Will be delivered by Customer First programme which will run until 2006/7
<b>R24</b> Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	In-house development of CMS underway.
<b>G19</b> Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see <a href="http://www.pro.gov.uk/about/foi/map-local.rtf">www.pro.gov.uk/about/foi/map-local.rtf</a> ).	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Amber</b>	Work has just started on documents retention and disposal policies as a first stage of good records management across the Council. Funding and resources required to implement policies, procedures and systems.
<b>G20</b> Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see <a href="http://www.w3.org/WAI">www.w3.org/WAI</a> ).	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	
<b>G21</b> Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see <a href="http://www.egifcompliance.org">www.egifcompliance.org</a> & <a href="http://www.govtalk.gov.uk">www.govtalk.gov.uk</a> ).	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	Web page content will be fully e-GMS compliant by the end of Dec 2005. Downloads will not be e-GMS compliant, and there is currently no approved programme in place to apply metadata to existing council documents.
<b>E17</b> If 'green' on R23, R24, G19, G20 & G21 above, please comment on agreed baseline and targets for efficiency savings based around improved accessibility of services and information in the column opposite. Otherwise, leave this row blank.						
<b>R25</b> Online publication of Internet service standards, including past performance and commitments on service availability.	<b>Red</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Publication of service standards – October 2004. Service levels to be agreed. Past performance data being collected

<b>R26</b> Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	
<b>G22</b> Establishment of internal targets and measures for customer take-up of e-enabled access channels.	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Working with departments to establish framework to measure and review targets and improve take up of e-enabled access channels.
<b>G23</b> Adoption of recognised guidelines for usability of website design (see <a href="http://www.laws-project.org.uk">www.laws-project.org.uk</a> ).	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	
<b>E18</b> If 'green' on R25, R26, G22 & G23 above, please comment on agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings in the column opposite. Otherwise, leave this row blank.							
<b>R27</b> Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customer's records, to deliver services across different channels, and enabling joined-up and automated service delivery.	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	Included in CRM project – Full programme completion scheduled for 2006/7
<b>R28</b> All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	Included in CRM project – Full programme completion scheduled for 2006/7
<b>R29</b> 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies	<b>Red</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	Documented standards can be easily achieved. Issue of responding to emails within 1 working day as this is not the case for conventional postage - so equality of service/social inclusion issues to be resolved
<b>G24</b> Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	All major back office systems planned to be integrated with CRM. Workflow agreed in principle. BPR being undertaken for all call centre processes. Scheduled completion in 2006/7.
<b>G25</b> Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address.	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	Dependant on roll-out of Customer First programme as noted above.

**E19** If 'green' on R27, R28, R29, G24 & G25 above, please comment on agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology in the column opposite. Otherwise, leave this row blank.

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## Section 2 – Change Management (self-assessment)

*Authorities are asked to provide information on advisory good practice outcomes relating to the internal organisation and management practices of the council that are required to help deliver the people and service management changes necessary for e-government. Information supplied here will be used to inform national policy, but does not fall within the remit of the December 2005 target.*

<ul style="list-style-type: none"> <li>Appointment of people to the following key local e-government functions in your Council:               <ol style="list-style-type: none"> <li>Member &amp; officer e-champions</li> <li>e-government programme manager</li> <li>customer services management</li> </ol> </li> <li>Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning</li> <li>Establishment of an e-delivery programme board</li> <li>Use of formalised programme &amp; project management methodologies (e.g. PRINCE2) to support e-delivery programme</li> <li>Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures</li> <li>Use of customer consultation/research to inform development of corporate e-government strategy</li> <li>Establishment of policy for addressing social inclusion within corporate e-government strategy</li> </ul>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Amber</p> <p>Green</p> <p>Green</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>Member: Access &amp; Inclusion portfolio holder.</p> <p>Office: Director of Finance</p> <p>Head of IM &amp; T</p> <p>Customer First Manager</p> <p>Chief Officers and Chief Executive (The Management Team)</p> <p>PRINCE2 standard methodology, training and certification of e-Government team</p> <p>Balanced scorecard is used as the corporate service planning tool which includes departmental risk registers.</p> <p>Regular MORI poll surveys conducted</p> <p>Learning Villages infrastructure, Gascoigne Wired Up Community. Further developments as result of Customer First Programme</p>
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<sup>7</sup> Areas where benefits may be identified include policy or legal requirement (required), quality of service, internal management, process improvement (productivity or efficiency), Personnel or HR management, risk reduction, flexibility, economy, revenue enhancement or acceleration, strategic fit.

<ul style="list-style-type: none"> <li>Establishment of internal targets &amp; measures for e-services, including:             <ol style="list-style-type: none"> <li>Customer take up</li> <li>Customer satisfaction</li> <li>Value for money / cost effectiveness</li> </ol> </li> <li>Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act)</li> <li>Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see <a href="http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf">http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf</a> &amp; <a href="http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf">http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf</a>)</li> <li>Establishment of partnerships for the joint (aggregated) procurement of broadband services</li> <li>Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) (see <a href="http://www.govtalk.gov.uk/documents/intermediaries_policy_doc_ument.pdf">http://www.govtalk.gov.uk/documents/intermediaries_policy_doc_ument.pdf</a>)</li> <li>Compliance with BS 7799 on information security management</li> <li>Implementation of Benefits Realisation Plan<sup>7</sup> for delivery of local e-government programme strategic objectives</li> <li>Completion of mapping of BVPI 157 services against approved security levels (0-3) (see <a href="http://www.authentication.org.uk/levels.asp">http://www.authentication.org.uk/levels.asp</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc</a>)</li> <li>Planned compliance to HMG Security and authentication frameworks (see <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc</a>)</li> <li>Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see</li> </ul>	<p>Amber</p> <p>Amber</p> <p>Amber</p> <p>Green</p> <p>Red</p> <p>Green</p> <p>Amber</p> <p>Red</p> <p>Red</p> <p>Red</p> <p>Red</p> <p>Red</p> <p>Amber</p>	<p>Amber</p> <p>Amber</p> <p>Amber</p> <p>Green</p> <p>Amber</p> <p>Green</p> <p>Amber</p> <p>Amber</p> <p>Red</p> <p>Amber</p>	<p>Amber</p> <p>Amber</p> <p>Amber</p> <p>Green</p> <p>Amber</p> <p>Green</p> <p>Amber</p> <p>Red</p> <p>Red</p> <p>Amber</p>	<p>Amber</p> <p>Amber</p> <p>Amber</p> <p>Green</p> <p>Amber</p> <p>Green</p> <p>Amber</p> <p>Red</p> <p>Red</p> <p>Red</p> <p>Amber</p> <p>Red</p>	<p>Programme</p> <p>Plans included in Customer First programme and will be developed as programme is rolled-out</p> <p>Lead Officer on FOI appointed.</p> <p>Have participated in the London Grid for Learning</p> <p>Council provides IT support to Thames Gateway, hosts website of Local Strategic Partnership – Surestart, Notify Project being developed</p> <p>Will be development and actioned.</p> <p>To be reviewed as part of Security Management, Part of NE London Group reviewing use of Government Gateway for authentication</p> <p>See above</p>
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<p><a href="http://www.ischeme.org">www.ischeme.org</a>)</p> <ul style="list-style-type: none"> <li>▪ Optional use of Government Gateway (see <a href="http://www.gateway.gov.uk">http://www.gateway.gov.uk</a>) to support: <ul style="list-style-type: none"> <li>i) personalisation &amp; registration for services categorised at security level '0'</li> <li>ii) citizen &amp; business authentication for services for services categorised at security levels 1-3</li> <li>iii) authentication of employees for cross-agency services</li> <li>iv) corporate approach to collection of e-payments</li> <li>v) cross agency secure transactions (Government to Government)</li> </ul> </li> <li>• Government Gateway (see <a href="http://www.gateway.gov.uk">http://www.gateway.gov.uk</a>) back-office connection in place (Department Interface Server)</li> </ul>	<p><b>Red</b></p> <p><b>Red</b></p> <p><b>Red</b></p> <p><b>Red</b></p> <p><b>Red</b></p> <p><b>Red</b></p> <p><b>Red</b></p>	<p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p>	<p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p>	<p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p>	<p>Working in Partnership with other Authorities to determine the use of government Gateway for (i) to (v). Putting in a bid via London Connects for a feasibility and pilot for Government Gateway and extranet to enable sharing of services.</p>
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### Section 3 – BVPI 157

Councils are asked to complete the following table using the definition of Best Value Performance Indicator (BVPI) 157 for Electronic Service Delivery (Corporate). You are required to validate your local list of interactions against the Local Government Services List contained in the esd-toolkit hosted by the IDEa ([www.esd-toolkit.org](http://www.esd-toolkit.org)). All totals and percentages shown should be cumulative.

BVPI 157 Interaction Type	Forecast average IEG3 % e-enabled position in 2004/05 (i.e. at 31 March 2005)	Actual			Forecast	
		2001/2	2002/3	2003/4 (Sept 2004)	2004/5	2005/6 <sup>8</sup>
<b>Providing information:</b>						
• Total types of interaction e-enabled	94%	306	325	366	447	451
• % e-enabled		73.56%	78.13%	81.15%	99.11%	100%
<b>Collecting revenue:</b>						
• total types of interaction e-enabled	87%	40	40	50	97	100
• % e-enabled		39.60%	39.60%	50%	97%	100%
<b>Providing benefits &amp; grants:</b>						
• total types of interaction e-enabled	78%	4	4	5	5	8
• % e-enabled		44.44%	44.44%	62.50%	62.50%	100%
<b>Consultation:</b>						
• total types of interaction e-enabled	86%	38	42	140	294	342
• % e-enabled		10.92%	12.07%	40.94%	85.96%	100%
<b>Regulation (such as issuing licences):</b>						
• total types of interaction e-enabled	76%	2	3	2	8	10
• % e-enabled		25%	37.50%	20%	80%	100%
<b>Applications for services:</b>						
• total types of interaction e-enabled	83%	88	130	156	186	206
• % e-enabled		40%	59.99%	75.73%	90.29%	100%
<b>Booking venues, resources &amp; courses:</b>						
• total types of interaction e-enabled	78%	20	23	17	23	32
• % e-enabled		41.67%	47.92%	40.48%	78.57%	100%
<b>Paying for goods &amp; services:</b>						
• total types of interaction e-enabled	80%	3	3	5	53	74
• % e-enabled		5.77%	5.77%	6.76%	71.62	100%
<b>Providing access to community, professional or business networks:</b>						
• total types of interaction e-enabled	82%	57	62	58	105	10
• % e-enabled		50.89%	55.36%	33.53%	94.22	100%
<b>Procurement:</b>						
• total types of interaction e-enabled	73%	1	1	3	70	97
• % e-enabled		1.06%	1.06%	3.09%	72.16%	100%
• TOTAL: TYPES OF INTERACTION E-ENABLED	<b>86%</b>	559	633	802	1356	1503
• % E-ENABLED		39.70%	44.96%	53.36	90.22%	100%

<sup>8</sup> It is anticipated that authorities will base their annual BVPI 157 actuals/estimates on the position at the 31<sup>st</sup> March in each financial year (i.e. year end), with the exception of 2005/6 when the position at 1<sup>st</sup> January 2006 is required.

## Section 4 – Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in up to 2005/6, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions and change of address notifications. It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics. Industry definitions of page impressions<sup>9</sup> and unique users<sup>10</sup> are given in the footnote's below.

	Actual ('000s)			Forecast ('000s)		Comment
	01/02	02/3	03/04	04/5	05/6	
<b>E-enablement &amp; Main E-Access Channel Take-Up</b> <b>Local Service Websites</b> <ul style="list-style-type: none"> <li>Page impressions (annual)</li> <li>Unique users, i.e. separate individuals visiting website (annual)</li> <li>Number of e-enabled payment transactions accepted via website</li> <li>Number of change of address notifications accepted via website</li> </ul>	900	3553	6188	6806	7487	Gradual take up of service as users become more aware. (See note below)
	5	200	381	419	461	
	0	2.2	0.934	11.26	12	
	n/a	n/a	n/a	n/a	n/a	
<b>Telephone</b> <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):</i> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted by telephone</li> <li>Number of change of address notifications accepted via telephone</li> </ul>	14.9 n/a	26.5 n/a	23.4 n/a	46 n/a	50 n/a	Increased the number of telephone lines. (See note below)
<b>Face To Face</b> <i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops &amp; home visits):</i> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted via personal contact</li> <li>Number of change of address notifications accepted via personal contact</li> </ul>	0 n/a	2 n/a	0.782 n/a	9.4 n/a	12 n/a	Increased use of call centre technology. (See note below)
<b>Other Electronic Media (e.g. BACS, text messaging):</b> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted via BACS or other electronic form</li> <li>Number of change of address notifications accepted via other electronic media</li> </ul>	34.5 n/a	36.1 n/a	235 n/a	247 n/a	260 n/a	This is general trend of 5% increase per annum. (See note below)

**Note: Work is progressing on capturing change address notification via multiple e-access channels via Customer First.**

<sup>9</sup> **Unique User** (industry audit definition): According to IFABC Global Web Standards ([www.ifabc.org](http://www.ifabc.org)) a Unique User is an "IP address plus a further identifier. Sites may use User Agent, Cookie and/or Registration ID." Note that where users are allocated IP addresses dynamically (for example by dial-up Internet Service Providers), this definition may overstate or understate the real number of individual Users concerned. A Unique User is at a minimum an IP address + the Browser ID with a unique address entering a website by any page and is counted once for the given period (the minimum audit period is one calendar month). The number of Unique Users is an indicator of a website's audience or reach.

<sup>10</sup> **Page Impression** (industry audit definition): According to IFABC Global Web Standards ([www.ifabc.org](http://www.ifabc.org)) a Page Impression is a "file or a combination of files sent to a user as a result of that user's request being received by the server." In effect, one request by a valid User should result in one Page Impression being counted. In most cases, a single request from a User causes the server to send several files to satisfy the request. For example, the server may send a .html file followed by several associated graphic images and audio files. A single request from a user may also cause the server to send additional .html files to build a frameset. The site must ensure that all additional, non-requested files are filtered out and excluded when counting the claimed number of Page Impressions.

<p><b>Non Electronic</b> (e.g. cash office, post)</p> <ul style="list-style-type: none"> <li>• Number of payments accepted by cheque or other non-electronic form</li> <li>• Number of change of address notifications accepted via non-electronic form</li> </ul>	323.0	308.1	316	270	242	Gradual reduction as there is an increased use of other payment methods.
	n/a	n/a	n/a	n/a	n/a	

## Section 5 – Local e-Government Programme Resources

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2005/06. This should include the standard elements in the table below and brief commentary on the use of IEG money. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

Programme Resources	Actual (£'000s)			Forecast (£'000s)		Comment
	01/02	02/03	03/04	04/05	05/06	
• IEG capital grant		200	200	350	150	
• <b>your council's pro rata share of ODPM Local e-Government Partnership Programme capital grant</b>						
• ODPM e-Innovations Fund capital grant						
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding			250	210	210	Budget allocation for information support in Social Services for Mental Health, ISA Grant etc.
• financial contribution from public-private partnerships						
• resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement		245	1350	2036	2495	Resources for Customer First, ESCR, ICS, Mobile Working, SWIFT, Revs & Bens
• other resources (e.g. training) (please specify)			38	99	85	
<b>TOTAL</b>		445	1838	2695	2940	

## Section 6 – Local e-Government Programme Efficiency Gains<sup>11</sup>

Councils are asked to provide a summary of efficiency gains arising from the implementation of local e-government. (Please note that this refers to savings arising from investment to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Savings arising from cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

Efficiency Gains	Actual (£'000s)				Forecast (£'000s)				Comment
	01/02	02/03	03/04	04/05	05/06	06/07	07/08		
<b>a) Cash Releasing Efficiency Gains<sup>12</sup></b>									
e-Procurement, of which:									
• achieved through reductions in prices <sup>13</sup>									
• other gains from e-procurement									
Corporate support (back office) <sup>14</sup> , of which:									
• e-recruitment <sup>15</sup>									
• e-payments									
Transactional services, of which:									
• Schools admissions									
Productive time, of which:									
• more time spent on contact with customers									
• Other (1) (please specify)									
• Other (2) (please specify)									
<b>Sub total (cash releasing efficiency savings)</b>									

Awaiting a steer from London Treasurer's Group – details to be inserted prior to submission.  
(continued over page)

<sup>11</sup> i.e. Increases in output quality and quantity for the same cost, or sustained outputs for reduced cost, arising from the application of local e-government to automate business processes and improve managerial effectiveness

<sup>12</sup> i.e. Cash savings available for reinvestment

<sup>13</sup> i.e. Reductions in prices in real terms, after allowing for 2.5% inflation

<sup>14</sup> The definition of back office includes Finance, IT, HR (excluding the cost of training)

<sup>15</sup> Includes savings on staff time and on advertising expenditure



<b>b) Non Cash Releasing Efficiency Gains<sup>16</sup></b>													
e-Procurement, of which:													
• Achieved through reductions in prices													
• Other gains from e-procurement													
Corporate support (back office), of which:													
• E-recruitment													
• E-payments													
Transactional services, of which:													
• Schools admissions													
Productive time, of which:													
• More time spent on contact with customers													
• Other (1) (please specify)													
• Other (2) (please specify)													
<b>Sub total (non cash releasing efficiency gains)</b>													
<b>Other non-monetary benefits (1) please specify</b>													
<b>Other non-monetary benefits (2) please specify</b>													
<b>TOTAL EFFICIENCY GAINS - GROSS</b>													
<b>Less ICT costs</b>													
<b>Less expenditure on ICT consultants</b>													
<b>TOTAL EFFICIENCY GAINS - NET</b>													

<sup>16</sup> i.e. freeing up productive time through increased availability and effectiveness of staff and the redeployment of resources. Productivity savings and other beneficial outcomes need to be quantified in the table. If monetary quantification is not possible, then benefits should be quantified numerically (e.g. measure of time saved) using the space provided for non-monetary benefits

## **SUBMISSION**

Please make sure that comments on this draft IEG4 proforma reach us **by noon on Monday 6 September 2004**.

All comments and enquiries regarding the IEG4 consultation should be addressed to:

Angela Isichei  
Local e-Government Team  
Office of the Deputy Prime Minister  
Zone 3/G5  
Bressenden Place  
London SW1E 5DU

E-mail: [localegov@odpm.gsi.gov.uk](mailto:localegov@odpm.gsi.gov.uk)

Tel: 020 7944 4258

## **FURTHER INFORMATION**

Details of the National Strategy for local e-government and Priority Outcomes can be found at [www.localegov.gov.uk](http://www.localegov.gov.uk)

Details of national infrastructure projects can be found at [www.e-envoy.gov.uk](http://www.e-envoy.gov.uk) & [www.idea.gov.uk/lqih](http://www.idea.gov.uk/lqih)

### **Your regional IEG4 contacts at the ODPM are:**

Yorkshire & Humberside – Anne Wood – [anne1.wood@odpm.gsi.gov.uk](mailto:anne1.wood@odpm.gsi.gov.uk)

East – Julian Bowrey – [julian.bowrey@odpm.gsi.gov.uk](mailto:julian.bowrey@odpm.gsi.gov.uk)

East Midlands – Caroline Stanger – [caroline.stanger@odpm.gsi.gov.uk](mailto:caroline.stanger@odpm.gsi.gov.uk)

South West – Peter Blair – [peter.blair@odpm.gsi.gov.uk](mailto:peter.blair@odpm.gsi.gov.uk)

London, South East, North East, National Parks - Janice Morphet – [janice.morphet@odpm.gsi.gov.uk](mailto:janice.morphet@odpm.gsi.gov.uk)

North West, West Midlands - Chris Haynes – [chris.haynes@odpm.gsi.gov.uk](mailto:chris.haynes@odpm.gsi.gov.uk)

## **PUBLICATION OF IEG RETURNS**

The ODPM may wish to publish information in connection with IEG4 proformas in due course or deposit them in its own library or that of the Houses of Parliament. Information may also be published as part of a national database to allow other local authorities to use IEG4 data for benchmarking purposes. Should you wish any element of your proforma to be treated in confidence please clearly indicate this in your response. Nevertheless, all responses will be included in statistical summaries.

**Barking & Dagenham**  
**Housing and Health Department**  
**Anti-Social Behaviour**  
**Policy and Procedure**  
**November 2004**

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## Foreword

In October 2003 the Prime Minister, Tony Blair made the following comments about Anti Social Behaviour.

***“Anti Social Behaviour can ruin neighbourhoods and make life a misery for decent, hard –working families.”***

***“The same things come up time and time again. A tiny number of people on an estate of hundreds making people’s lives a misery: shouted insults in the street, graffiti daubed on the front-door, fireworks used as weapons, abandoned cars left in the streets.”***

In Barking and Dagenham the Council is totally committed to challenging and stamping out every kind of anti social behaviour - from noise nuisance in our homes to the appalling consequences of hate crime and discrimination, our attitude of zero tolerance remains the same.

As a Council and particularly as a Landlord we acknowledge that it is the behaviour of a small minority that persistently spoils things for the majority and that by setting out our policies, clearly and openly, residents and visitors to the Borough will know what we expect of them and what they can expect of us if they misbehave in the Borough.

Barking and Dagenham have recently established an Anti Social Behaviour team within the Landlord Services Division of the Housing and Health Department which will provide expert advice, support and update on current best practice in close liaison with the Central Community Safety Team which reports to the Head of Health & Consumer Services.

The Council fully acknowledges that it cannot tackle the problem alone and works closely with its partners on the Community Safety Strategic Partnership, not only in fighting anti social behaviour but in engaging young people and diverting them towards alternative activities. The Council also uses the widest range of tools available. These will be set out in more detail later in this document.

Barking and Dagenham’s new Conditions of Tenancy, written in association with a resident focus group becomes effective in January 2005 and will be at the cutting edge of ASB enforcement and include not only the Police recommended clauses relating to the keeping of fire arms but will also address the increasing problems caused by noise nuisance from the poor installation of laminated flooring in above ground floor units.

As an Authority we embrace our responsibilities in playing a major role in the fight against ASB and are determined to use all of the new powers made available to us in a creative and high profile way that makes a clear statement to the local community.

To comply with section 12 of the Anti Social Behaviour Act 2003 Barking and Dagenham will constantly review this policy and procedure. The first review will take place on 1 March 2005 and every 12 months thereafter.



## Objectives

The aim of this policy and procedure is to ensure that all residents, their friends and families and visitors are able to enjoy their home and locality and able to live in safety. The procedure also ensures that nuisance and harassment is responded to promptly and effectively and resolved at the earliest opportunity.

This procedure will ensure that all instances of anti social behaviour, harassment and nuisance are dealt with through the appropriate enforcement of the tenancy, licence, lease agreement and other means available to the London Borough of Barking and Dagenham which includes working with statutory and voluntary agencies in partnership.

This document details how Council staff, the Police and other partners will deal with anti social behaviour. It provides advice, guidance and support and will guarantee that action is prompt, consistent, firm, fair and appropriate.

By developing integrated anti social behaviour policies and procedures Barking and Dagenham is prioritizing anti social behaviour as a key housing management function and by training all staff will lead to greater understanding of anti social behaviour in order to a more streamlined response and working practices.

The Housing and Health department will:

- Respond to all complaints of anti social behaviour, nuisance and harassment immediately and effectively
- Ensure that staff take all complaints of anti social behaviour, nuisance and harassment seriously and deal with all incidents in a sensitive and professional manner
- Encourage, support and effectively communicate with complainants so that we can agree the appropriate course of action in partnership
- Take firm and prompt action against perpetrators at the earliest opportunity in order to minimize the stress and inconvenience experienced by the complainant
- Make every effort to support complainants in their own homes during legal proceedings (this may include referrals to specialist agencies or extra security measures)
- Consider moving complainants temporarily where the situation is very serious or life threatening, i.e. where perpetrator action is being taken and there is clear evidence of danger to the tenant and their family, or where a statutory duty arises as a result of the harassment/nuisance
- Adopt a multi agency working approach with the Police and other agencies with the consent of the complainant to resolve all nuisance and harassment

## Victim Centred Approach

In an effort to find long term solutions and sustainable action plans to problems of ASB, LBBDD will work from a 'victim sensitive' approach at all times, ensuring that the appropriate support and guidance is available at all stages. All reported incidents of nuisance or harassment will be taken seriously by our officers; who will undertake a thorough investigation of complaints and take the appropriate action in all cases

## Scope

This policy and procedure provides a framework for responding to anti social behaviour, harassment and nuisance cases and recognises the impact that these issues can have on the local community and individuals alike. It is vital to distinguish harassment from nuisance so that:

- legal remedies can be appropriately determined
- different types of nuisance and harassment can be monitored
- adequate resources can be appropriately targeted to ensure an effective response to the behaviour in question.

The types of anti social behaviour that will be covered in this document includes the following categories:

- Hate Crimes (racist, sexist, homophobic, disabled and elder harassment and incidents)
- Domestic Violence
- Environmental crime
- Nuisance
- Harassment

Most incidents of anti social behaviour will fit into one or more of the above categories although the fit may not be precise. It will be the responsibility of the officers to determine the category or description that best fits the incident(s) reported. Once the category of incident is established this guide will determine the way officers should deal with the reported incident. Officers must take into account the depth of response required, the remedies available, the processes to be followed and what must actually be done when dealing with all cases. All of this information can be found in Barking and Dagenham's Anti Social Behaviour Policies and Procedures.

## Cross tenure issues

We will take action when anti social behaviour is caused by our tenants or lessees and will either act, advise or support on action when the perpetrator does not live in one of our properties. If the person causing the ASB does not live in a Council property we may refer you to the Anti Social Behaviour Coordinator.

## Multi Agency Working

We recognise that we cannot tackle anti-social behaviour in isolation but need to adopt a joint working practice in partnership with other agencies and organisations. LBBDD is committed to working with the Police; LFCDA; Education; Social Services; Victim Support; Youth Offending Team; Youth Services; Environmental Health; Community Mental Health Team; Registered Social Landlords; Voluntary Agencies and Community Groups; Community Safety Team as well as all tenants and residents.

In embracing partnership working we will take into account the rights of individuals, families and groups to ensure that these rights are not infringed. In order to do this we will give due consideration to the various acts and legislation i.e. Children's Act 1989, Disability Discrimination Act 1995, Race Relations Act 1976, Crime & Disorder Act 2003

as well as a number of other acts that are outlined in this document. We will also ensure that we adhere to the requirements of the relevant protocols in each service area.

## Anti Social Behaviour in Context

Anti-social behaviour ranges from serious criminal activity to low level environmental and neighbourhood nuisance. Whilst criminal activity is generally viewed as more serious, the impact of any anti social behaviour on a residents quality of life cannot be underestimated.

Some acts of anti social behaviour are deliberate, with the person(s) responsible being aware that their behaviour will have a detrimental effect on individuals and/or the local community. Some forms of nuisance however, can occur as a result of a lack of consideration or awareness of the impact of certain acts, or as a result of conflicting, but legitimate, lifestyles.

With the establishment of its new ASB team, the introduction of new and comprehensive Conditions of Tenancy and good progress being made on the introduction of bye laws designed to tackle key elements of ASB on Council owned land, Barking and Dagenham is well placed to play a leading role in the fight against anti social behaviour. By acknowledging and understanding that such behaviour eats away at the very fabric of our local communities and by making sure that we embrace the full range of alternative measures to tackle it the Council can and will be a major part of the solution to ASB in East London.

## Anti Social Behaviour Consultation

In 2003/4 Barking and Dagenham's Housing and Health Department dealt with 2487 neighbour complaints, which was a 79% increase on 2002/3. The Noise and Nuisance Team dealt with 3714 noise complaints in 2003/4 a 0.9% increase on the previous year.

In the 2003 Tenants Satisfaction Survey 41% of respondents named litter as a serious problem in their area followed by abandoned vehicles (39%) and vandalism and young people loitering with 38%. The concerns of young people relates to a cleaner borough in terms of litter and graffiti and the targeting of anti social behaviour.

Black and minority ethnic residents were more likely to believe that racial harassment was a problem in their area and cited damage to property, drug dealing and other crime as their major concerns.

In the Leaseholders Survey 2004, like tenants, leaseholders felt that litter and rubbish was the biggest problem in their area followed by nuisance from young people, vandalism and abandoned vehicles (although the order may be different the top four concerns are the same).

Results from Barking and Dagenham's ASB Hotline in August 2004 highlighted residents' concerns as:

- young people causing nuisance
- noise issues

- abandoned vehicles
- litter and damage to residents' homes (joint fourth)

When consulting on the Conditions of Tenancy the anti social behaviour section was very well received, tenants were pleased to see that Barking and Dagenham Council was taking anti social behaviour seriously. However, there were concerns relating to leasehold and freehold enforcement. It was also suggested that enforcement of vehicle and parking issues be more forcefully applied in the future.

#### Definition of Anti Social Behaviour

In Barking and Dagenham, we use two definitions of Anti-Social Behaviour to ensure that we encompass the aspect of location and individual, depending on the type of behaviour involved.

- Housing Act 1996 – S.153 A(1) provides that “**ASB is conduct which is capable of causing nuisance or annoyance (even if no complaint has been received) and which directly or indirectly relates to or affects the landlord’s management of its housing stock**”.
- Crime and Disorder Act 1998 – S1(1) “**acting in an anti-social manner as a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator**”

#### Categories of Anti Social Behaviour

Barking and Dagenham has adopted the following categories of anti social behaviour:

1. Misuse of public space
  - drug/substance misuse and dealing
  - street drinking
  - begging
  - prostitution and kerb crawling
  - sexual acts and inappropriate sexual conduct
  - abandoned vehicles
  - vehicle related nuisance and inappropriate vehicle use
2. Disregard for community/personal well being
  - noise
  - rowdy behaviour
  - nuisance behaviour
  - inappropriate use of fireworks
  - hoax calls
  - animal related problems
3. Acts directed at people
  - Intimidation / harassment
  - Verbal abuse
  - Menacing gestures  
(on the grounds of race, sexual orientation, gender, religion, disability or age)
4. Environmental damage

- Criminal damage/vandalism
- Litter / rubbish

## London Borough of Barking and Dagenham Policies

Barking and Dagenham Council and its partners are working together to improve and streamline the borough's anti social behaviour service provision. We are in the process of developing new policies, procedures and reviewing working practices in order to maximise multi agency support, involvement and commitment. Our policies are illustrated below.

Havering Council is committed to supporting and assisting representatives from partner agencies who work with us in tackling Anti-Social Behaviour. We will arrange dual visits and provide facilities where necessary to ensure the safety of lone workers.

### Domestic Violence / Abuse Policy

Although the Crime and Disorder Act 1998 defines anti social behaviour widely and focuses upon acts committed away from the family unit, the statement "acting in an anti social manner as a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator" means that domestic violence falls outside this remit. Therefore, Barking and Dagenham has adopted the definition framed by the Association of Chief Police Officers:

***"Any incident or threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or who have been intimate partners or family members, regardless of gender."***

Domestic violence is essentially a pattern of behaviour which is characterized by the exercise of control and the misuse of power by one person, usually a man, over another, usually a woman, within the context of an intimate relationship.

Domestic violence can be manifested in a variety of ways, including but not limited to, physical, sexual, emotional and financial abuse, and the imposition of social isolation and is most commonly a combination of them all.

Barking and Dagenham wishes to make clear that:

- Domestic violence also occurs in lesbian, gay, bi-sexual and transgender relationships
- Heterosexual men are also abused by heterosexual females
- Domestic violence occurs regardless of race, culture, religion, age or ability
- Domestic violence features very highly in cases of child abuse  
(London Domestic Violence Strategy 2001, GLA)

Elder abuse and the abuse of children are dealt with under the Abuse of Children and Vulnerable Adults Policy and Procedure.

In addition to the Landlord Services procedures, any individual approaching the department on the grounds of domestic violence who feels unable to return to the dwelling for fear of further violence and requires urgent housing must be advised to approach the Housing Advice Section to be considered under Homelessness legislation.

Individuals have the right to make applications to any local authority and therefore a complainant may make a homeless application direct to an area where they feel safe. Alternatively complainants of domestic violence may refer themselves to a refuge, or seek our assistance in doing this.

### **Lesbian, Bisexual, Gay and Transgender Harassment Policy**

The London Borough of Barking and Dagenham recognises that lesbians and gay men are amongst a number of groups within local communities that encounter harassment, violence and discrimination. Therefore, an extension of duties and responsibilities within the anti-harassment service provision framework has been adopted. Barking and Dagenham is committed to developing all of its services, policies, procedures and practices to meet the needs of lesbians, gay men and transsexuals to ensure the diverse lifestyles of such groups are respected within the community.

Barking and Dagenham will:

- Combat and eliminate discrimination, violence and harassment against lesbians and gay men living or visiting the London Borough of Barking and Dagenham.
- Pursue legal action against anyone who harasses a person on the basis of a person's sexual orientation.
- Work in partnership with lesbians and gay men and representative organisations to develop local services and implement related policy.

### **Nuisance Policy**

Nuisance is more likely to affect more than one individual, household or group. It covers behaviour that may not be necessarily carried out with the intention of causing harm but nonetheless unreasonably interferes with other people's rights to use the enjoyment of their home and community.

Acts of nuisance can include, but are not limited to:

- Noise nuisance
- Parties or similar events for commercial gain
- Nuisance caused by pets and other animals
- Car repairs and abandoned vehicles
- Drug and alcohol related incidents
- Litter and rubbish dumping
- Using premises for commercial gain or outworking
- Vandalism and damage to communal areas
- Graffiti

Although acts of nuisance may not be targeted against a particular person, their effect on individuals should not be underestimated.

The London Borough of Barking and Dagenham are committed to providing assistance to anyone who is the complainant of persistent general nuisance behaviour. Nuisance

behaviour is something or someone that annoys or causes trouble for others. A problem may sound very minor when in real terms it can have a very dramatic impact on an individual's life. Nuisance behaviour can take place at any time and indeed at any place. It can take many varied disguises such as:

- Youth nuisance
- Noise / Pollution nuisance
- Vandalism
- Fly-tipping
- Pet / animal nuisance

### **Harassment Policy**

Barking and Dagenham Council recognises that harassment targets people on particular grounds. It is distinct from and should not be confused with neighbour disputes, general nuisance and other forms of Anti-Social Behaviour. People are targeted for harassment because they:

- Belong to a racial and / or ethnic minority group, and / or they are:
- Women
- Disabled
- People with mental health problems
- People with learning difficulties
- Lesbian, Bi-sexual, Gay, Transgender and Transsexual (LBGTT)
- Older people
- Young people
- People with HIV / AIDS / IDS
- People facing economic disadvantage
- Members of particular faiths or religious groups
- Lone Parent

In general, harassment is any behaviour that intimidates, dominates or harms an individual, a family or group. Offending behaviour should be treated as harassment if it is:

- Targeted
- Deliberate
- Continuing

However, a single severe incident of harassment that targets an individual may be treated as harassment under this policy if it causes physical or mental harm/distress to the complainant. Ignorance of the effect of the behaviour will not be considered as a defence if it is reasonable to assume the perpetrator should have been aware of the consequences of their actions.

People may also be harassed on more than one ground and face multiple abuse because they may be disabled and from an ethnic minority, for example.

The London Borough of Barking and Dagenham is committed to:

- Countering discrimination, violence and harassment perpetrated against all vulnerable sections of the local community.
- Dealing objectively with allegations made by complainants and carrying out a full investigation of reported cases.
- Making proper attempts to resolve acts of harassment.
- Protecting the health, safety and wellbeing of complainants and witnesses to the best of the Council's ability.
- We're supporting and safeguarding those individuals who are willing to be witnesses on behalf of the council in cases where we are pursuing legal action against perpetrators of anti-social behaviour.
- Working with partner agencies to reduce harassment in general and to provide support to harassed households. For example, agencies include Social Services, the Police, Education, Probation, Youth Offending Team, Health Authority, Community Groups/ Voluntary groups as well as advocates / key workers who will provide support to people who may be unable to fully represent themselves.
- Making determined efforts to identify perpetrators and take enforcement action against them.

Whilst it is important to recognise the different forms of harassment, the overriding aim of this procedure is to effectively tackle and resolve all forms of harassment and respond to each case individually.

Harassment can take many forms and includes the following list but is not exhaustive:

- Abusive, threatening or insulting behaviour
- Threats of violence
- Physical assault
- Vandalism to property
- Arson and attempted arson
- Threatening, abusive or insulting graffiti
- Repeated and unfounded complaints against a tenant or groups of tenants
- Actions/activities intended to deter a person from occupying a particular property
- Abusive telephone calls
- Uninvited visits to someone's home
- Deliberate noise
- Placing rubbish, excrement or offensive materials near or in the complainant's home

### **Racial Harassment**

Racial harassment is any activity which has the intention or effect of depriving anyone or group of persons of the peaceful enjoyment of their homes, or of access to local facilities, on the grounds of their race, colour, ethnic group, nationality, religion or culture or that of members of or visitors to their household.

The council will take legal action against any tenant, lessee or owner-occupier found harassing a person because of their race, colour or creed and will work closely with the police and other recognised groups to combat racial attacks and harassment.

Residents are reminded here and in the Conditions of Tenancy that they are responsible for the activities of members of their household and visitors to their homes.



As part of Housing and Health department's victim centred approach it is important that reports of racial harassment are taken seriously and treated as such from the outset. These procedures recognise the definition of racial harassment proposed in recommendation 12 of the Lawrence Report: ***"A racist incident is any incident which is perceived to be racist by the victim or any other person."***

Thus, any complaint of racial harassment must be treated as such from the time it is reported.

Racial harassment can take many forms and includes but is not limited to:

- Abusive, threatening or insulting behaviour including racist abuse
- Threats of violence
- Physical assault
- Racist graffiti
- Abusive telephone calls
- Arson and attempted arson
- Vandalism
- Repeated and unfounded complaints against a tenant or groups of tenants
- Actions or activities intended to deter a person from occupying a particular property
- Placing rubbish, excrement or offensive materials near or in the complainant's home

As with general harassment, offending behaviour should generally be treated as harassment if it is:

- Targeted
- Deliberate
- Continuing

However, a single severe incident may be treated as racial harassment if it causes physical or mental harm/distress to the complainant.

The fact that a perpetrator did not intend to be racist in their actions is not sufficient defence of their actions if their behaviour has caused offence or distress to a particular group and it is reasonable to assume they should have been aware of this. Further, the complainant does not have to be the only person the racial harassment or abuse is targeted. People from the same or other ethnic groups, who are in the locality, may be affected by incidents.

The procedure accepts that it is possible for people from one ethnic group to be racially harassed by those from another ethnic group. Generally speaking, most complaints of racial harassment received by the Council are made by minority ethnic groups against white perpetrators.

The London Borough of Barking and Dagenham is committed to:

- Raising awareness of racial harassment among communities
- Promoting the support services of the relevant agencies available
- Pursuing legal action against anyone who harasses a person on the basis of racial origin.

## **Sexual Harassment Policy**

Sexual harassment refers to harassment suffered by a person because of their gender or sexuality and where the harasser is a person with whom the complainant has not previously been associated. The relationship of the complainant to the harasser is important as this will determine whether the complainant is being sexually harassed and the procedures laid down in this manual should therefore, be followed or, alternatively, the complainant is experiencing domestic violence and a separate procedure applies.

Generally, sexual harassment is perpetrated by men against women and because of women's position in society sexual harassment is not simply confined to narrow 'sexual acts' or suggestions, it can be directed at people known or perceived to be lesbians, gay men, bisexual or transgender people.

## **Harassment and Disability Policy**

Disabled people are one of the most disadvantaged groups in society. The Disabled Discrimination Act 1995 defines a disabled person as someone who "has a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities".

People with a disability face prejudice and widespread discrimination, harassment and bullying that prevents them from taking a full part in society. Public attitudes in the United Kingdom towards people with a learning disability remain discriminatory.

A significant number of people feel afraid in their own communities. Many are harassed in their own neighbourhoods, by neighbours and strangers as well as by local children and young people.

Barking and Dagenham Council are committed to the following:

- Pursuing legal action against anyone who harasses a person on the basis of a person's disability.
- Working in partnership with disabled people within the community and disabled user groups which to develop local services and implement related policy.
- Provide access to information about everything which affects them in the form that disabled people need it such as Braille, audio-tape, large print, British Sign Language, community languages and plain English.
- Providing equal access to Housing and Health Services and facilities and that Barking and Dagenham Council will be responsible towards carrying out its duties contained in the Disabled Discrimination Acts 1995.

## **ASB Training**

Barking and Dagenham is committed to the training and development of staff. All existing and new housing staff will receive training on Anti Social Behaviour and the associated policies and procedures contained within this document. The Council is also continuing to develop a training programme for residents to raise awareness of community issues and to encourage community involvement.

There are a number of training courses that need to be provided to facilitate LBBD's ASB policies and procedures.

1. Training on new Housing Policy and Procedures – to ensure that every member of housing staff is fully aware of the new policies and procedures, associated/new forms and the impact on their role. The training should include:
  - The statement of policies
  - The statement of procedures
  - Compatibility with other Acts and strategies
  - Consultation
  - Monitoring and review
2. General ASB training on nuisance, harassment, environmental issues and legislation is essential in raising awareness and giving staff an understanding of general ASB issues - the relevant legislation and how to identify, investigate and apply the various ASB tools and monitoring ASB related performance. The following sections should be included:
  - Identification of case types
  - Conducting an investigation
  - Interviewing complainants, perpetrators, officers and agencies
  - Recording statements
  - Available ASB tools and their application
  - Monitoring and evaluation
3. Hate Crime Training  
This training course will raise awareness of the following crime types:
  - Racial Harassment
  - Domestic Violence
  - Lesbian, Gay, Bisexual and Transgender (LGBT) and HIVSpeakers from specialist agencies and voluntary organisations should be invited so that they are able to explain the role of their organisation and describe the work that they do.
4. Joint / Partnership Working  
This day should be used to explore ways of improving joined up working. Looking specifically at the values and principles that are vital to ensure effective partnership arrangements. These should include:
  - Benefits of partnership working
  - Development of guidelines and protocols
  - Data Protection issues (information sharing)
  - Areas of conflict / Risk
  - Aims, objectives and outcomes
  - Resources and costs
  - Governance arrangements
  - Monitoring and Evaluation

### **Supporting Complainants of ASB**

It is envisaged that most incidents will be reported to the local Community Housing Partnership Office. Those that are not may be reported to other Housing offices or may be referred by other agencies. Estate Management staff should be aware of the following agencies that can support the complainant or investigate the harassment:

- The Police
- Victim Support
- The Racial Equality Council
- Council services including Education and Social Services
- Other voluntary agencies including the Citizens Advice Bureau, Women's Aid and the Law Society.

Complainant Support provides information, emotional support and practical help to anyone affected by crime. Through its Witness Service it provides support and information to any witness attending Magistrates' Court or Crown Court.

In addition to the support that can be provided by the services above, it may be necessary to provide complainants with mobile phones (provided by the police).

Barking and Dagenham's policy for supporting complainants is under review and will include and undertake to provide the following good practice recommendations:

- Carrying out an audit of existing witness support provision and strategies developed to ensure that where people are prepared to take a stand against anti-social behaviour they are offered appropriate support;
- Develop a robust framework for identifying the need for services and monitoring satisfaction with existing provision;
- The council will use their powers to procure a range of services to ensure that complainants and witnesses of anti-social behaviour are offered appropriate support at every stage in the process from when an incident occurs, through investigations, during court hearings and beyond and not passed from pillar to post;
- At the first point of contact a complainant and witness 'needs assessment' will be undertaken to establish what type of support is required. In particular agencies should address complainants and witnesses' fears of intimidation and retaliation.
- Clear local information will be provided on how complainants and witnesses can report incidents, what action will be taken to deal with different types of incidents and the availability of sources of help;
- People reporting incidents need to be confident that the incident will be investigated and that their complaint will be taken seriously, that information is provided about what action will be taken to deal and what will happen next;

#### [Completing an Action Plan](#)

Having completed the interview the case officer will develop an action plan with the complainant. This will include specific action to be taken, it will outline the responsible person for each action and indicate the appropriate timescales. The progress of the action plan will be closely monitored to ensure there are no unnecessarily delays.

The following areas should be considered when developing an action plan:

- **Investigation of the complaint** – progress of any criminal investigation, interviewing complainant, witnesses and perpetrators; taking photographs of any damage to property or graffiti.
- **Protection of the complainant** – installation of a helpline alarm; surveillance, mobile patrol; CCTV (where possible); security repairs; rehousing and legal remedies.
- **Supporting the complainant\*** – referral to counselling services, e.g. Victim Support; advising the complainant about community advice of victim support groups
- **Multi-agency working** – The Council's Crime and Disorder Strategy promotes co-operative inter-agency working. Anti-Social Behaviour cannot be tackled in isolation. A multi-agency approach, working with other agencies in partnership is vital to successfully support complainants and reduce Anti-Social Behaviour in the community.

(N.B \*Check the complainant has given consent before you refer to support agencies)

### Third party reporting centres

In dealing with the overlapping and related problem of racial harassment Barking and Dagenham is in the process of developing third party reporting centres. These efforts to increase the reporting of racist and harassment incidents are clearly intended to assist enforcement and support agencies in predicting and preventing incidents, as well as taking effective action once incidents do occur. Such developments may increase reports (although this has not always been the case), and encourage reporting by those who do not have confidence to go to statutory agencies. Staff in third party reporting centres need training in report taking, on the definitions of various types of nuisance and harassment and keep abreast of legislative changes. (Lemos and Crane, 2000).

### Referrals to Other Agencies

Referrals should only take place with the consent of the complainant. Barking and Dagenham outline 3 types of referral:

- Referrals to the Police – information provided to and sought from the Police is usually only given with the consent of the complainant. The appropriate letter must be used and a copy of the signed consent form attached to the request. Requests for information under the Crime and Disorder Act, on the grounds of detecting or preventing crime can be authorised by an appropriate designated officer.
- Referrals to Education and Social Services – referrals can be made where relevant consent is given (see exceptions below). Where the harassment includes activities inside a school or other educational establishment the school needs to be involved in the decision making
- Referrals to Environmental Health – Referrals should be made where the department has powers to investigate and deal with complaints relating to pets and noise nuisance.

The exceptions to the above rules are indicated below:

- Where the safety and welfare of a child is involved – Referrals should always be made to Social Services where a vulnerable child is involved, whether the child is a complainant or perpetrator, according to the criteria laid down in Barking and Dagenham’s child protection procedure. This includes all instances of violence in the home where children live. This is most relevant to sexual harassment and domestic violence cases but may include racial harassment and other forms of harassment.
- Where investigations lead to the possibility that the complainant is also a perpetrator of a crime or anti social behaviour and where a crime has been committed affecting third parties (including the Council).

### Careline Alarm Service

Barking and Dagenham has a Careline Alarm Service; a community service primarily for elderly and vulnerable people living in the borough. The alarm system links individual homes to an emergency control centre through a telephone line, where trained staff will respond to the call. It is available for 365 days of the year, 24 hours a day. Consideration may be given to provide this service to complainants of anti-social behaviour who have either suffered threats or actual physical assaults, their property has been damaged through anti-social behaviour or the complainant is fearful of attacks to the person or home.

### Repairs and Security Measures Policy

Within Barking and Dagenham it is not generally possible to undertake repairs or provide security measures to private properties or those of owner-occupiers. However, there are several schemes in the borough that provide additional security to vulnerable people and those that have experienced specific types of crime. Further advice can be sought from the Anti social behaviour team.

Where a council tenant is a complainant of harassment, during the interview the complainant will be asked if their property has been damaged as the result of the anti-social behaviour, or if they feel further security repairs are required to protect themselves and their household, e.g., fireproof letterboxes, repairing or upgrading window door locks, fitting spy-holes to front entrance doors. The Council will undertake repairs, i.e. broken windows and consider other security items to protect the complainant and their household.

Security repairs will be given a high priority and the repairs policy will be followed.

### Using Professional Witnesses

Barking and Dagenham will give consideration to using Professional Witnesses in the following circumstances and for more serious cases:

- When there have been several incidents affecting members of the community in respect of which the Council is unable to obtain enough eyewitness evidence.
- When residents are unable or unwilling to provide evidence or attend court.

- When specialist video or sound recording evidence is required.
- To obtain an independent assessment of conflicting reports.
- When incidents occur outside normal working hours.

Community Housing Partnership Manager will consult with the Anti Social Behaviour Manager and the security manager as to when it is appropriate to use Professional Witnesses. In some cases council officers can attend court to give evidence on behalf of the complainants who fear reprisals and these are also considered professional witnesses.

### **Translations and Interpreters**

It is essential to remember that English may not be the first language of the complainant or the person reporting an incident. Thus, if the complainant has difficulty communicating in English then the following points must be considered:

- Identify the complainant's preferred spoken language for interviews – interpreters should be arranged
- Identify the complainant's ability to read either English or another language for correspondence – arrange translations
- Identify the complainant's preferred written language for completion of diary sheets – again translations should be arranged. If the complainant cannot write a recording machine/Dictaphone should be made available to log details of further instances.

Once the above information is obtained every effort should be made to provide skilled interpreters when conducting interviews. Family members or friends should only be used where there will be an unacceptable delay in obtaining an approved interpreter.

### **Support for Perpetrators**

Although Barking and Dagenham Council have adopted a victim/complainant centred approach support for alleged perpetrators is also a necessary provision that must be made. Where the alleged perpetrator is vulnerable Social Services should be involved with the investigation and their views obtained to the proposed action plan.

### **Juveniles**

Where the alleged perpetrator is a minor checks should be made with the YOT and Social Services to determine whether the person is known to them. Where there is an allocated caseworker, this officer should be kept informed about the person's behaviour and any action being taken against them.

A lot of work is taking place in Barking and Dagenham to provide young people who are involved in Anti social and or offending behaviour with diversionary activities and support services. For more information see ASB tools section.

During the course of an investigation if concerns around child neglect, abuse or inadequate parenting become apparent for those 16 and under, a referral must be made to social services via the child protection procedure. The officer who witnessed the neglect/abuse or has received an allegation should make the referral.

Juveniles will be interviewed if an appropriate adult (parent, guardian or social worker) is present. If there are a number of juveniles to be interviewed, it is desirable to interview them separately. However, a pragmatic view of this will be taken.

### **Mental Health Support Needs**

If the person to be interviewed has a known mental illness contact will be made with the Community Mental Health Team to obtain their view on whether their client is fit to be interviewed and whether they are responsible for their actions. If they are not regarded as able, assistance should be sought from the Community mental health team with managing the problem. This could include arranging a joint interview or medical intervention.

If letters are sent to the alleged perpetrator copies should be provided to the Community mental health worker. Where appropriate, the case officer managing the case should request to attend the case conference.

If social services give the view that the person is able and should bear responsibility for their actions, the interview should be carried out in the usual way. Social services would be invited to attend where appropriate.

Vulnerable groups include but are not limited to:

- Juveniles
- Care leavers
- People living with disabilities
- People with learning disabilities
- Residents with mental health support needs
- People living with or perceived to be living with Acquired Immune Deficiency Syndrome (AIDS)
- People targeted as paedophiles, regardless of background

### **Information Sharing**

Effective exchange of information between partner agencies is central to the working of anti-social behaviour orders and is also a necessary part of proper consultation.

The two most relevant statutory provisions are s.115 of the Crime & Disorder Act 1998 and Data Protection Act 1998. S.115 provides that any person (whether a private individual or member of a public body) can lawfully disclose information, where necessary, or expedient, for the purposes of any provision of the Act, to a relevant Authority or person acting on behalf of such an Authority, even if he or she would not otherwise have this power. Under the Act 'relevant Authority' means the Chief Office of Police, the Police Authority, the Local Authority, the Probation Service or the Health Authority.



- The Data Protection Act 1998 exempts from its normal restrictions the disclosure of personal information, the provision of such data for the purposes of the prevention or detection of crime, or the apprehension or prosecution of offenders and where failure to disclose would be likely to prejudice those objectives in a particular case.
- S.115 is particularly useful in protecting information received by a relevant authority about potential anti-social behaviour cases. The provision for a person acting on behalf of such an Authority enables a partnership to decide at the strategic level to make the Anti-Social Behaviour Co-ordinator as the single point of contact for the information from members of the public, private landlords, local businesses and voluntary organisations.

### Record Keeping

A separate case file ( on estate management computer system) must be opened for each case. This document maintains a detailed record of all visits, telephone conversations, letters and interview notes, so that there is:

- A full and thorough record for each Anti-Social Behaviour case.
- Written and chronological record of events. This may be used in court to demonstrate the actions of the department.
- Full case notes, which will ensure that in the absence of the Area Housing Officer, another officer can take over the case.
- All relevant forms or documents will be attached to the house file.

All documents relating to the complaint of Anti-social behaviour must be kept for a period of 6 years to comply with the “rules of disclosure”. This includes a record of any conversations with the police. This evidence may be required at a later date for a court trial or appeal against sentence.

(NB to ensure compliance with Data Protection Act 1988 and case confidentiality, it is essential to have controlled access to individual cases/files).

### Confidentiality

Complaints of Anti social behaviour will be treated in the strictest confidence however there may be occasions when cases cannot be progressed without compromising the identity of the complainant. In cases such as this, permission from the complainant will be sought before action is taken.

Tenants have the right to access information held about them this is explained fully in the Access To Information Procedure.

Where there is a joint tenancy both tenants have equal access to the information held. However consideration must be given in circumstance such as Domestic violence to the

information disclosed. If information held may endanger the safety of one party if disclosed to the other, legal advice will be sought.

### **Access to Personal Information**

Current/former tenants or Leaseholders have the right to inspect housing records both paper and electronic, relating to themselves and their family members under the provisions of the Data Protection Act 1998/Freedom of Information Act 2000.

Housing records are held at the CHP Offices. Personal information held on Housing files is available after receiving a written request from the tenant or their agent (this must be supported by a written authority from the tenant), is made to the relevant Community Housing Manager.

Access to files is available on 24 hours notice and a nominal charge will be made for copies.

### **Monitoring and Evaluation**

Barking and Dagenham carry out internal and external monitoring of Anti social behaviour. The Estate Management Computer System is currently capable of enabling officers to input and monitor anti-social behaviour casework and to access reports and performance management data for performance review. This is currently under review.

Information collated can be used for:

- Reports to Housing Management Team
- Reports to the Anti-Social Behaviour Panel
- Producing core key performance indicators
- Producing key data for the crime and disorder audit
- Statistical reports for a range of agencies

## Anti Social Behaviour Procedures

### Introduction

Barking and Dagenham Council's objectives in relation to these procedures are:

- To ensure that the complainant understand that the Council takes all complaints seriously and is committed to tackling all incidents of Anti-Social Behaviour.
- The complainant should leave the interview feeling confident that the Council will do everything within its power to protect the complainant and will feel able to report any further incidents of Anti-Social Behaviour.
- Obtain sufficient details to carry out an investigation of the complaint and obtain consent from the complainant to progress the investigation. This information will be the basis for developing an effective action plan.
- The complainant has been fully advised of support services that the Council and other agencies (e.g., the Police Community Safety Unit) can provide to protect and support them and their household.

### Confidentiality

Complaints of Anti social behaviour should be treated in the strictest confidence however there may be occasions when cases cannot be progressed without compromising the identity of the complainant. In cases such as this, permission from the complainant should be sought before action is taken.

Tenants have the right to access information held about them this is explained fully in the Access To Information Procedure.

Where there is a joint tenancy both tenants have equal access to the information held. However consideration must be given in circumstance such as Domestic violence to the information disclosed. If information held may endanger the safety of one party if disclosed to the other, legal advice should be sought.

### Receiving Complaints

Complaints may be verbal or in writing, either from a complainant or their representative.

All complaints received should be investigated by the Estate Officer (EO), even where the initial complaint is from one person only. Where other persons are able to verify the complaint this should be established, but a written statement from them at this stage should not be a pre-requisite for investigating.

Anonymous complaints should be investigated by the EO where it is practical to verify the complaint independently, e.g. because other complaints were previously received or an Officer can verify the nuisance or subject of the complaint etc. Care needs to be exercised where 'tit for tat' complaints may be involved.

Receipt of a complaint should be acknowledged.

### [How to Report an Anti Social Behaviour, Harassment, Nuisance Incident](#)

ASB can be reported at any of our Community Housing Partnership Offices and can be made in writing, in person or by telephone. Barking and Dagenham also has an ASB hot-line. You can make a report anonymously but if you decide not to give your name we may be limited in the action we can take to solve the problem and will not be able to advise you of the outcome. You can also report statutory nuisances to Health and Consumer Services and criminal matters to the police. All the details of how to contact us and others can be found in 'Contacts'.

When reporting ASB we will ask you for details of what has happened, when it happened and of the identities of the people involved. We understand you may not be able to provide all these details but you can help us deal with your complaint by providing as much detail as possible and keeping a written record if the ASB has been going on for some time. An example of an ASB log can be found in the Appendices.

### **Roles and Responsibilities**

#### [Community Housing Partnership Office \(CHPs\)](#)

The local CHP office will often be the first point of contact for a resident reporting anti social behaviour, nuisance or harassment. The role of the Initial Contact Officer includes:

- Obtaining details from the complainant of the incident they are reporting and opening an Estate Management Computer System record.
- This record is automatically forwarded to relevant Estate Officer and shows on daily diary
- Provide diary/incident sheets and other printed information
- Advising the complainant, if a council tenant, how emergency repairs can be processed
- Giving support agency details

#### [Estate Officers \(EO\)](#)

The EO is responsible for ensuring that cases of harassment/nuisance reported by tenants and leaseholders are dealt with according to the procedures set out in this document. The EO is responsible for:

- The initial assessment of the severity of the nuisance/harassment complaint
- Interviewing and completing the relevant forms with the complainant
- Completing an action plan for each case and ensuring action points are progressed
- Identifying alleged perpetrators of nuisance/harassment and witnesses involved in a case
- Liaison with relevant Council departments and agencies as appropriate
- Interviewing and warning alleged perpetrators in line with tenancy terms and conditions
- Attending court as part of legal proceedings, where appropriate
- Arranging necessary support to people experiencing nuisance/harassment, including referrals to appropriate support agencies

- Taking preventative action by explaining tenancy conditions at the initial visit
- Preparing statements relating to criminal damage to council property where required for alleged perpetrator action

#### Tenancy Services Manager (TSM)

The TSM has responsibility for ensuring complaints of harassment/nuisance are appropriately managed by the Estate Officers they are responsible for, and are dealt with in accordance with this procedure. TSM's must ensure that:

- Incidents of harassment/nuisance are immediately investigated and that high priority is given to work of this nature
- Individual action plans are drafted for each case, to be monitored regularly as per the procedure
- Regular supervision sessions are undertaken where casework is reviewed
- Reports requesting a life and limb emergency transfer for council tenants under these procedures are considered and approved where appropriate criteria applies
- Local strategies and action plans devised where appropriate to deal with harassment/nuisance problems.

#### Community Housing Manager (CHM)

The CHMs whilst having overall responsibility for the CHP's are also responsible for ensuring cases of harassment and nuisance are correctly managed by Estate Management staff and are dealt with in accordance with this procedure. CHMs are responsible for ensuring:

- Incidents of harassment/nuisance are investigated properly and given high priority in workload planning
- Regular supervision sessions are undertaken where casework is reviewed
- Support and advise TSMs and other staff to enable harassment/nuisance reports to be effectively managed and investigated

#### Anti Social Behaviour Officer (ASB Officer)

The ASB Officer is responsible for ensuring:

- Harassment/nuisance procedures are adhered to on cases referred to them
- Support and advice is given to EOs on individual cases, i.e. drawing up the initial action plan and ensure action points that they are responsible for are progressed
- Consultation with Housing's Legal Advisor where appropriate to establish whether perpetrator action is possible and the appropriate option(s) to pursue
- Perpetrator action including investigation is progressed
- Gathering of evidence, liaison with appropriate agencies and appearances at court, where appropriate
- Agreeing support plans for complainants and witnesses where perpetrator action is progressing and ensuring these plans are complied with
- Maintaining ongoing liaison with EOs on cases they are managing
- Maintaining liaison with other departments/agencies and partners including the Police, YOT, social services and education.

### Anti Social Behaviour Manager (ASBM)

The ASBM has responsibility for ensuring complaints of harassment and nuisance are effectively managed by the staff they are responsible for and are dealt with in accordance with this procedure. The ASBM is responsible for:

- Overseeing the processes for taking perpetrator action, advising on complex issues and approving action to be taken as necessary
- Monitoring and reporting on cases to senior management as appropriate
- Establishing protocols for liaison and information sharing with partners and agencies as appropriate
- Assisting TSM's and CHM's to develop local strategies and action plans for the management of their area
- Advising on issues relating to nuisance and harassment in the borough
- Commissioning Legal Services where action against an alleged perpetrator is to be taken
- Devising an Anti Social Behaviour Training programme for all council staff, partners and members
- Developing a PR/communications strategy for anti social behaviour work and devising an action plan

### Anti Social Behaviour Co-ordinator (ASBC)

The Anti social behaviour Co-ordinator is part of the Housing and Health department, but has a borough wide remit to coordinate strategic anti social behaviour initiatives.

### Street Wardens (SW)

Street Wardens are a front line patrol service that:

- Monitor and witness anti-social behaviour
- Serve fixed penalty notices for littering, rubbish and dog fouling
- They are an interface between the Council and the community

### Enviro-Clean Team (ECT)

They are part of the Neighbourhood Caretaking Service charged with the responsibility of removing graffiti

### Racial Harassment Procedure

Racial harassment refers to harassment suffered by a person or group of persons because of their race, ethnic group, colour, nationality, religion, culture.

As part of Housing and Health department's victim centred approach it is important that reports of racial harassment are taken seriously and treated as such from the outset. These procedures recognise the definition of racial harassment proposed in recommendation 12 of the Lawrence Report 1998.

***“A racist incident is any incident which is perceived to be racist by the victim or any other person.”***

It is imported therefore, that any complaint of racial harassment is treated as such from the time it is reported.

Racial harassment can take many forms and includes but is not limited to:

- Abusive, threatening or insulting behaviour including racist abuse
- Threats of violence
- Physical assault
- Racist graffiti
- Abusive telephone calls
- Arson and attempted arson
- Vandalism
- Repeated and unfounded complaints against a tenant or groups of tenants
- Actions or activities intended to deter a person from occupying a particular property
- Placing rubbish, excrement or offensive materials near or in the complainant's home

**Racial Harassment Action to be taken:**

<p>The TSM to immediately arrange a visit or contact with the complainant to establish policy of support and to complete Multi-agency Racist Incident Form (form RAC1). This form should then be faxed to the ASB Team so that they can, with the complainant's agreement, advise partner agencies. If complainant does not agree for personal details to be shared with other agencies then ASB Team will delete details as appropriate and record kept for statistical purposes.</p> <p>Thames Accord/ Enviro-Clean Team to be contacted to remove any graffiti on an emergency order (see separate Graffiti procedure). Other departments to be contacted where their buildings are concerned. (A charge may be levied for this service).</p>	<p>1 working day</p>
<p>Where the incident relates to threats of or actual violence to person or property, contact nominated officers in Racial Equality Council (REC) /police to arrange joint visit to complainant with their agreement. This is to prevent the complainant having to reiterate incidents to three separate agencies and so that a joint approach can be established to support the victim.</p> <p>Other agencies that can offer support (Victim Support, Street Wardens, Community Safety Team, Tenants Associations, Sheltered Site Wardens etc.) should also be asked to contact the complainant to provide support/assistance, with the agreement of the complainant</p>	<p>2 working days</p> <p>7 working days</p>
<p>Any independent witnesses to be interviewed and a written signed statement (if agreeable) to be taken.</p>	<p>3 working days</p>
<p>Fire safe mailbox, smoke alarms and fire extinguishers can be supplied where these are of benefit. These should be recovered by the CHP Office when no longer required</p>	<p>2 working days</p>
<p>Further action should be designed to enable the complainant to stay in their home. The complainant should be kept informed of action/developments and be routinely contacted 4 weeks after any</p>	<p>4 weeks</p>

incident, inspecting and noting any log sheet/s kept by the complainant.	
<p><u>Review Process</u> Each CHP's cases are monitored by the TSM daily to ensure specified timescales are adhered to and correct actions taken.</p> <p>All multi agency racist incident report forms (RAC1) are submitted to the Racist Incidents Panel.</p> <p>The Racist Incidents Panel is a multi agency-working group that meets monthly to discuss all cases borough wide. The remit of this panel is to monitor and provide a multi agency response to racist incidents in Barking and Dagenham.</p>	
<p><u>Action Against Perpetrators</u> Perpetrators to be interviewed. Interview should be recorded and recorded on form PERP1 and information on Estate Management Computer System (EMCS)</p> <p>The <i>ASB Co-ordinator</i> should be contacted in cases where the perpetrator is an owner-occupier</p> <p>The complainant and any other party should be advised in writing of the result of the investigation.</p>	<p>7 working days</p> <p>14 working days</p>
It is the Council's policy to institute proceedings against any Council tenants/lessees who take part, or encourage their family/visitors to take part in racial harassment. This will of course depend on the response of the perpetrator, their record in this regard and the nature of the incident. Where racial harassment has occurred but proceedings are not being issued a written warning will be given.	14 working days
In serious or persistent incidents Legal Services should be consulted regarding injunctive proceedings. Action should be taken in consultation with and with the agreement of the REC and police.	
<b><i>In cases where criminal offences are alleged then full consultation must take place with the police officer in the case before an interview takes place. This is essential so that we do not hinder a possible criminal conviction</i></b>	
<p><u>Transfer on the Grounds of Racial Harassment</u> As a rule action will be taken against the perpetrators. In exceptional circumstances we may consider moving the complainant at their request but only where the incidents are serious enough to warrant this and/or it is not practical to offer the necessary support/remedy to the complainant.</p> <p>Factors to be taken into account before deciding to transfer the complainant are:-</p> <ul style="list-style-type: none"> <li>• That the perpetrators' aim may be to prevent persons of other minority groups living on the estate and if they appear to succeed this will encourage such activities. Additionally we cannot by law omit offering the dwelling to a subsequent tenant from a minority</li> </ul>	



<p>group. However they would be advised that the previous tenant was moved on grounds of racial harassment. If the offer is accepted but is later refused after the previous incidents have been explained, then this should not be treated as an offer. For further information see Needs and Allocations Policy.</p> <ul style="list-style-type: none"> <li>• The Council's Legal Advisors can obtain injunctions at relatively short notice.</li> <li>• Consideration needs to be given on how to prevent the estate becoming a 'no-go area' for residents from minority ethnic communities, for example the support that agencies can make available in consultation with the RIP.</li> </ul>	
<p>Any requests for transfer are dealt with in accordance with the management transfer procedure.</p>	

### Harassment and Hate Crime

Harassment can take many forms and it is important to understand the different ways harassment can manifest itself and the effect this can have on the complainants. It is also recognised that it is possible for a complainant to experience different forms of harassment. For example, a black woman may not only experience racial harassment but may also be sexually harassed as part of a harassment campaign. Whilst it is important to recognise the different forms of harassment, the overriding aim of this procedure is to effectively tackle and resolve all forms of harassment and respond to each case individually.

In general harassment is any behaviour that has the intention to intimidate, dominate or harm an individual, a family or group. Offending behaviour should be treated as harassment if it is:

- Targeted
- Deliberate
- Continuing

However, a single severe incident of harassment that targets an individual may be treated as harassment under this policy, if it causes physical or mental harm/distress to the complainant. Ignorance of the effect of the behaviour will not be considered as a defence if it is reasonable to assume the perpetrator should have been aware of the consequences of their actions.

This procedure deals with harassment that has been perpetrated because of:

- Sexuality – where someone is gay, lesbian, bi-sexual or transgender or perceived as such
- Disability – where someone has a physical, sensory or learning difficulty
- Gender - because someone is male or female

All harassment, for whatever reason, is viewed extremely seriously but this procedure only covers harassment on the above grounds. This is because (like racial harassment which is dealt with by a separate procedure) the harassment is perpetrated because of the person's sexuality, disability or gender, not as a result of an action by that person.

Harassment, which is being perpetrated due to a reason not listed above, is dealt with under the Neighbour Nuisance procedure. Elder Abuse is dealt with by a separate policy, as is domestic violence.

**Harassment/Hate Crime (Homophobic Abuse) Action to be taken**

<p>The TSM to immediately arrange a visit or contact with the complainant to establish policy of support and to complete Multi-agency Harassment Incident Form (HAR1). This form should then be faxed to the ASB Team so that they can, with the complainant's agreement, advise partner agencies. If complainant does not agree for personal details to be shared with other agencies then ASB Team will delete details as appropriate and record kept for statistical purposes.</p> <p>Thames Accord/ Enviro-Clean Team to be contacted to remove any graffiti on an emergency order (see separate Graffiti procedure). Other departments to be contacted where their buildings are concerned. (A charge may be levied for this service).</p>	<p>1 working day</p>
<p>Where the incident relates to threats of or actual violence to person or property, contact nominated officers in Racial Equality Council (REC) /police to arrange joint visit to complainant with their agreement. This is to prevent the complainant having to reiterate incidents to three separate agencies and so that a joint approach can be established to support the complainant.</p> <p>Other agencies that can offer support (Victim Support, Street Wardens, Community Safety Team, Tenants Associations, Sheltered Site Wardens etc.) should also be asked to contact the complainant to provide support/assistance, with the agreement of the complainant</p>	<p>2 working days</p> <p>7 working days</p>
<p>Any independent witnesses to be interviewed and a written signed statement should be taken (if witness agreeable).</p>	<p>3 working days</p>
<p>Fire safe mailbox, smoke alarms and fire extinguishers can be supplied where these are of benefit. These should be recovered by the CHP Office when no longer required</p>	<p>2 working days</p>
<p>Further action should be designed to enable the complainant to stay in their home. The complainant should be kept informed of action/developments and be routinely contacted 4 weeks after any incident, inspecting and noting any log sheet/s kept by the complainant.</p>	<p>4 weeks</p>
<p><u>Review Process</u> Each CHP's cases are monitored by the TSM daily to ensure specified timescales are adhered to and correct actions taken.</p> <p>All multi agency racist incident report forms (HAR1) are submitted to the Racist Incidents Panel, which has widened its remit to deal with all hate crime.</p>	
<p><u>Action Against Perpetrators</u></p>	<p>7 working</p>

<p>Perpetrators to be interviewed. Interview should be recorded and recorded on form (PERP1) and information on Estate Management Computer System (EMCS)</p> <p>The ASB Co-ordinator should be contacted in cases where the perpetrator is an owner-occupier</p> <p>The complainant and any other party should be advised in writing of the result of the investigation.</p>	<p>days</p>   <p>14 working days</p>
<p>It is the Council's policy to institute proceedings against any Council tenants/lessees who take part, or encourage their family/visitors to take part in racial harassment. This will of course depend on the response of the perpetrator, their record in this regard and the nature of the incident. Where racial harassment has occurred but proceedings are not being issued a written warning will be given.</p>	<p>14 working days</p>
<p>In serious or persistent incidents Legal Services should be consulted regarding injunctive proceedings. Action should be taken in consultation with and with the agreement of the police and/or another appropriate support agency.</p>	
<p><b><i>In cases where criminal offences are alleged then full consultation must take place with the police officer in the case before an interview takes place. This is essential so that we do not hinder a possible criminal conviction</i></b></p>	
<p><u>Transfer on the Grounds of Harassment</u>  As a rule action will be taken against the perpetrators. In exceptional circumstances we may consider moving the complainant at their request but only where the incidents are serious enough to warrant this and/or it is not practical to offer the necessary support/remedy to the complainant.</p>	
<p>Any requests for transfer are dealt with in accordance with the management transfer procedure.</p>	

**Domestic Violence Procedure**

Domestic violence is essentially a pattern of behaviour which is characterized by the exercise of control and the misuse of power by one person, usually a man, over another, usually a woman, within the context of an intimate relationship. Domestic violence can be manifested in a variety of ways, including but not limited to, physical, sexual, emotional and financial abuse, and the imposition of social isolation and is most commonly a combination of them all.

Barking and Dagenham wishes to make clear that:

- Domestic violence also occurs in lesbian, gay, bi-sexual and transgender relationships
- Hetrosexual men are also abused by hetrosexual females
- Domestic violence occurs regardless of race, culture, religion, age or ability
- Domestic violence features very highly in cases of child abuse  
(London Domestic Violence Strategy 2001, GLA)

N.B This procedure is designed to deal with partners but not other adult members who should be referred to the Housing Advice Section.

Elder abuse and the abuse of children are dealt with under the Abuse of Children and Vulnerable Adults Procedure below.

All transfers will be made in accordance with the Management Transfer System.

In addition to the Landlord Services procedures, any individual approaching the department on the grounds of domestic violence who feels unable to return to the dwelling for fear of further violence and requires urgent housing must be advised to approach the Housing Advice Section to be considered under Homelessness legislation. Individuals have the right to make applications to any local authority and therefore a complainant may make a homeless application direct to an area where they feel safe. Alternatively complainants of Domestic Violence may refer themselves to a refuge, or seek our assistance in doing this.

Confidentiality is extremely important when dealing with DV. Please ensure that all domestic violence cases are dealt with reference to the previous confidentiality statements. Please also take note of section 5 of policy regarding “ Supporting complainants of ASB “

It is important to be aware of different cultures, for example in some societies domestic violence may not be publicly acknowledged.

**Domestic Violence Action to be taken**

<p>When approached on the grounds of Domestic Violence and the assistance sought relate to Landlord Services then the standard checklist (DV1) must be completed. This is to ensure that the complainant receives proper advice on their rights. Where the complainant attends the office then the EO/interviewing officer must complete the checklist.</p>	<p>2 hours</p>
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<p>The complainant should be given the choice of being interviewed by an officer of their preferred gender.</p> <p>If a correspondence is received the EO should exercise caution when contacting the complainant as the perpetrator may intercept this.</p>	3 working days
<p>An approach for a management transfer will be dealt with under the procedure. However it should be noted that the features of Domestic Violence may mean that the complainant may not have proof that the violence has occurred.</p>	
<p>Where a complainant initially approaches the Housing Advice Section the Housing Advisor will advise the CHP Office where the complainant is requesting a management transfer, rather than advising the complainant to contact Landlord Services themselves.</p>	
<p>Where complainant has the support of any other agency, a discussion should take place to establish what practical help they have been able to offer and what action is necessary. DV1 form should be up-dated as a record of the findings</p>	2 working days
<p>Action should be taken to resolve the tenancy issue according to the circumstances of the tenancy and according to the complainant's wishes. See guidance below.</p>	
<p>When the assistance sought does not relate to the Housing Department as a landlord then contact should be made with an appropriate agency (see booklet 'What to do if you are suffering violence and abuse from someone close to you' for details) and as far as possible an appointment made. This may occur for example when the complainant is seeking the criminal prosecution of a partner, not the resolution of a housing issue.</p> <p>In matters of Domestic Violence it is important that once an approach is made the complainant is fully supported regardless of their tenure. Simply referring complainants on to another agency is not providing adequate support, so appointments/contact should be made on behalf of the complainant, wherever possible.</p>	
<p>If there are concerns regarding children, please refer to the procedure on Abuse of Children and Vulnerable Adults</p>	

## **Guidance on Resolving Tenancy Matters**

### **The Complainant is a Sole Tenant**

#### **1. Wants to return to live at the property**

The tenant should be advised to seek a legal remedy including an injunction/non-molestation order and an occupation order. .

**Note: although the perpetrator may not be a tenant of the property they may still have rights to the tenancy under the Matrimonial Homes Act and/or the Family Law Act, therefore it is important that the tenant is advised to seek legal advice.**

#### **2. Wants a management transfer**

This should be dealt with under the management transfer procedure, once vacant possession has been obtained. The complainant should be advised to seek legal advice on offering vacant possession. If the CHM is satisfied that the complainant is unable to use legal means to remove the partner from the property, the complainant can terminate the tenancy by serving a Notice to Quit and the Council will offer a management transfer. If the complainant feels unable to remain in the property while these proceedings take place, temporary accommodation can be offered (see 3 below)

#### **3. Needs emergency re-housing**

She should be referred to Housing Advice to receive advice on securing temporary accommodation. Where the tenant is accepted for temporary accommodation Landlord Services procedures must be pursued until the issues surrounding the tenancy are resolved.

#### **4. Does not want the tenancy or seek alternative accommodation from the Council**

Should be advised to terminate the tenancy via a Notice to Quit and should seek legal advice regarding offering vacant possession.

The tenant should be advised of the legal consequences of giving up the tenancy and if unsure should be referred to Women's Aid, Citizen's Advice Bureau, a solicitors etc. before terminating the tenancy.

If it is not practicable for the tenant to offer vacant possession, the TSM should start legal proceedings to recover possession, except in extenuating circumstances (i.e. where children are left with the perpetrator). If there are children involved discussions should take place with social services regarding offering the tenancy to the perpetrator.

**The Complainant is a Joint Tenant**

(Note:-As a landlord we have no power to exclude someone from the property, although powers contained in the Housing Act 1996 must be considered)

**1. And wants the sole tenancy**

The complainant should be advised to seek legal advice on seeking an injunction/non-molestation order and occupation order/Property Adjustment Order as appropriate.

If the CHM is satisfied that the complainant is unable to use legal means to remove the partner from the property, the complainant can terminate the joint tenancy by serving a Notice to Quit and the Council will offer the sole tenancy/management transfer. If the complainant feels unable to remain in the property while these proceedings take place, temporary accommodation can be offered (see 2 below)

**2. Feels unable to return to the property due to further violence and needs emergency accommodation**

She should be referred to Housing Advice to receive advice on securing temporary accommodation. Where the tenant is accepted for temporary accommodation Landlord Services procedures must be pursued until the issues surrounding the tenancy are resolved.

**3. But does not wish to retain the tenancy or seek alternative accommodation**

She should be advised to terminate the tenancy via serving us with a NTQ and should seek legal advice regarding offering vacant possession. If the CH Manager is satisfied that the complainant is unable to remove the partner from the property/grant vacant possession then legal proceedings should be started by the CHM. Powers under the Conditions of Tenancy as well as the Housing Act 1996 should be considered. The sole tenancy can be offered to the remaining joint tenant, but this should only be considered in extenuating circumstances, for example where the children remain with this partner and Social Services have no concerns.

**The Complainant is neither the tenant nor a joint tenant**

**1. And is seeking the Tenancy/ Management Transfer**

She should be advised to seek legal advice. She may have rights to the property under the Children's Act, if she has children, or Matrimonial Homes Act, if married.

She should also be referred to Housing Advice to receive advice on securing temporary accommodation. Where the tenant is accepted for temporary accommodation Landlord Services procedures must be pursued until the issues surrounding the tenancy are resolved.

If the complainant gains the tenancy by legal proceedings and problems re-occur they can be considered for a management transfer, once they have been granted the tenancy.

Where the complainant has failed to secure the tenancy having taken the above action but evidence exists that would support a case against the tenant then legal proceedings should be considered by the CHM where it is felt to be reasonable. In all cases the complainant's permission will be sought before taking action against the perpetrator, but in some circumstances it may be reasonable to seek third party evidence of the abuse and not gain the complainant's explicit permission for action. In such cases a Notice of Seeking Possession should be served using the powers contained in the Conditions of Tenancy and the Housing Act 1996. In cases where possession is obtained the tenancy should be offered to the complainant.

**2. But doesn't wish to obtain the tenancy or seek alternative accommodation from the Council**

The CHM should consider the following action:

- If there is sufficient evidence from a third party, legal action should be taken to re-possess the property
- Where it is felt that legal action is unlikely to succeed and under occupation exists then the CHM should offer the perpetrator the chance of suitable alternative accommodation.



## Abuse of Children and Vulnerable Adults Procedure

Barking and Dagenham Council is adopting the following definition for child abuse:

***“Any avoidable act or avoidable failure to act which adversely affects the physical, mental or emotional well-being of a child”.***

The definition that has been adopted for abuse relevant to vulnerable adults is:

***“The physical, emotional or psychological abuse by a formal or informal carer which isolates the persons human and civil rights.”***

Abuse of Children and Vulnerable Adults Actions to be taken:

<p><u>Child Abuse</u></p> <p>Where a report is received or a member of staff suspects that a child is being abused then they should discuss their concerns with their direct line manager on the same day that their concerns have been raised. Appendix 9.2 of the Estate Management Manual is a list of some potential signs that abuse may have occurred. This guidance is available for members of staff.</p>	<p>Same day</p>
<p>In the absence of the line manager, the Officer should contact the Duty Social Worker for advice (guidance) within 2 hours of their concerns having been raised.</p>	<p>2 hours</p>
<p>If there is agreement that child protection procedures should be instigated, the Officer who has noted the alleged abuse should contact the Duty Social Worker the same day as their discussion with their manager. When referring the case the Duty Social Worker will need to be advised of the:</p> <ul style="list-style-type: none"> <li>• Reasons for concern</li> <li>• Full name and date of birth of the child</li> <li>• Names and dates of birth of other household members</li> <li>• Other professionals known to be involved with the family e.g. G.P.</li> </ul> <p>The content of the telephone conversation must be confirmed in writing to the Social Services Department within 24 hours of the telephone call and a copy of this must be placed on the house file.</p>	<p>24 hours</p>
<p>Where the Community Housing Manager is advised that a case conference is being convened the EO/Tenancy Service Manager should provide a report of the circumstances including reference to any evidence or otherwise of abuse. The report should include tenancy details etc. If it is not appropriate for the report to be made known to the parents then the report must be clearly marked to this effect.</p>	

It is not appropriate for Area Office staff to become involved in the decision making process. Area Office staff should only offer advice in their capacity as the landlords representative.	
<p><u>Abuse of Vulnerable Adults</u></p> <p>Where a member of Housing staff becomes aware of suspected alleged or actual abuse then he/she must immediately inform and discuss these concerns with their line manager. Appendix 9.3 in the Estate Management Manual is a list of some potential signs and symptoms that abuse may have occurred. This guidance is only available to members of staff.</p>	Same day
<p>If the line manager agrees that there is cause for concern then he/she should make referral to the relevant Social Services Area Office. The referral will normally be received by the Initial Contact Officer who will pass the referral to the Duty Officer. The Officer making the referral should provide the Initial Contact Officers with the following information:</p> <ul style="list-style-type: none"> <li>• The persons name, address, telephone number, date of birth, gender, ethnic background and any other relevant personal details.</li> <li>• Reasons for concern</li> <li>• Names and dates of birth of other household members</li> <li>• Other professionals known to be involved with the family e.g. G.P.</li> </ul>	
<p>The content of the telephone conversation must be confirmed to the Team Manager of the relevant office within the Social Services Department within 24 hours and the checklist (attached as Appendix EA1) must also be sent.</p> <p>A copy of this correspondence must be placed on the house file as well as details of the date, time and to whom the referral was made</p>	24 hours
A copy of this correspondence must be placed on the house file as well as details of the date, time and to whom the referral was made	

## Neighbour Nuisance Procedure

Neighbour nuisance, in terms of this procedure, includes:-

**Anti-social behaviour;** Housing Act 1996 – S.153 A(1) provides that “*ASB is conduct which is capable of causing nuisance or annoyance (even if no complaint has been received) and which directly or indirectly relates to or affects the landlord’s management of its housing stock*”. The Crime and Disorder Act 1998 defines ASB as – S1(1) “*acting in an anti-social manner as a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator*”

**Harassment;** includes intimidating or harming an individual or certain groups. Note - Where this is covered by the Domestic Violence, Racial Harassment Policy or Harassment/Hate Crime procedure there are specific procedures in those instructions to follow. Harassment is:

- Violence, threats of violence or intimidation towards any person;
- Abusive or insulting words or behaviour;
- Damage or threats of damage to property belonging to another person including damage to any part of a person’s home or to their car or personal belongings;
- Writing threatening, abusive or insulting graffiti;
- Any act or omission calculated to interfere with the peace or comfort of any other person or to inconvenience any such person.

**Nuisance;** interfering with others right to quiet enjoyment of their home for example playing loud music, or problems caused by car repairs, youths etc., Nuisance, annoyance or disturbance is defined as;

- Obstructions of any of the common parts, doorways and other exits and entrances in the block and in the Estate.
- Making an unreasonably loud noise by shouting, screaming, playing any musical instrument or sound reproduction equipment (including TV, radio, hi-fi) or using any other machine, computer or carrying out building work.
- Violence, abuse (verbal or otherwise) or any action, which in the opinion of the Council has or is likely to cause offence, distress or nuisance.
- Any act or omission which creates a danger to the well-being of any neighbour or to his/her belongings.

The Council wishes every person to be able to quietly enjoy their home, noting that everyone has a right to their own chosen lifestyle, providing that this does not spoil the quality of life of others. This implies in some cases a limited degree of tolerance of and respect for the requirements and needs of neighbours.

Taking a case to Court is usually the last option, but may be necessary. This may require witnesses to come forward although use of hearsay evidence is permitted. Most cases can be resolved without the need for a formal Court hearing. It is clearly in our interest as Landlord to resolve these issues by the best means possible. Officers should make reasonable attempts to witness nuisance, which regularly occurs, so that they can verify complaints.

### Grounds for Seeking Possession

Ground 2 of Schedule 2 to the 1985 Housing Act was amended by Part V of the 1996 Housing Act and covers:

- Behaviour in the locality of a tenant's property.
- Behaviour which is likely to cause a nuisance or annoyance. This will enable Council Officer and Professional Witnesses to give evidence where complainants are unwilling to come forward to give evidence.
- Where there has been a conviction for an arrestable offence in the locality of the property. This may have particular use where drug dealing occurs on parts of estates rather than within the tenants flat/house. It also includes offences such as burglary, theft, robbery, criminal damage and ABH.

### Nuisance Neighbour Action to be Taken:

Always establish whether or not there has been a history of complaints with regard to this matter or other nuisance by the person complained about.	
Issues specifically relating to noise nuisance should be referred to the Noise and Nuisance Team immediately (but certainly within 1 working day).	1 working day
A visit must be carried out by the EO and the <b>complainant must be interviewed</b> to establish the nature of the complaint - then if in Housing & Health's jurisdiction, proceed with investigations (if not, refer enquirer to appropriate agency e.g. CAB, private solicitor etc.) Form NN1 should be completed.	2 working days
If a <b>clear case of a breach</b> in the Conditions of Tenancy exists (which can be independently confirmed by the EO e.g. rubbish bags left outside property) then the <b>perpetrator must be contacted urgently</b> .	1 working day
The EO must <b>visit witnesses</b> where they exist and establish information/details that they have relating to the nuisance. A signed written statement should be taken.	4 working days
Where no witnesses exist, but the complainant advises that the nuisance	

<p>occurs at regular times, then the EO should offer up to three verification visits in an attempt to witness the nuisance.</p> <p>In some circumstances it may be appropriate to ask the complainant to discuss their problem with the perpetrator initially, where this is appropriate, or suggest mediation. (Neither course may be appropriate, where the complaints are of a serious nature and especially where there has been a threat of violence).</p> <p>Where the matter is to be investigated further, the complainant/witnesses should be asked to keep a diary/log of incidents (using the standard log sheets- see appendix)</p>	
<p>If the <b>complaint is of a minor nature</b>, agree with the complainant the most appropriate way of dealing with the matter, which should be recorded on form NN1</p>	
<p>Where the <b>nuisance is severe, or involves witnessed threats of violence, or violence itself</b>, then consideration must be given by the EO to the use of an injunction (including ex-parte) as an immediate response. Where considered appropriate, the EO must provide recommendations to the Tenancy Services Manager, who should liaise with the Community Housing Manager. Where agreed by the Community Housing Manager, then the EO/Tenancy Services Manager must liaise with Legal Services in respect of obtaining an injunction.</p>	
<p>Following the visit to the complainant and witnesses, the EO must seek to <b>interview the alleged perpetrator</b> of the nuisance. This interview should be approached in a firm but tactful way to attempt to resolve the matter and seek the views of the person causing the nuisance. If it is believed that the alleged perpetrator could be violent, a joint visit should be arranged or they can be invited to the office for interview. Form PERP1 should be completed.</p>	7 working days
<p>The EO must <b>evaluate the evidence</b>, including statements from witnesses and the person allegedly causing the complaint, reports from other agencies, police reports and evidence of damaged property etc.</p>	
<p><b>Decide on Appropriate Course of Action</b>  Having visited the complainant, witnesses, and alleged perpetrator and considered other evidence that exists, the EO must decide on the appropriate course of action and advise the complainant. Generally, the EO should consider the following options:</p> <ul style="list-style-type: none"> <li>a) Mediation (see Appendix 6.3).</li> <li>b) Monitoring (use of ASB Log Sheets/open case work review)</li> <li>c) In case of counter allegations further investigation should be carried out</li> <li>d) Written warning in accordance with Conditions of Tenancy</li> </ul>	10 working days

<p>e) ABC/Parental Contract Agreement</p> <p>f) Support for complainant/witnesses- professional witnesses, target hardening; in exceptional circumstances management transfer for complainant (see separate section of Manual).</p> <p>g) Case conference with Social Services, police etc., an agreed joint agency approach.</p> <p>h) Where not specifically a 'Housing' issue refer to the appropriate agency.</p> <p>i) Legal remedy- injunction, possession of tenancy, demoted tenancy, ASBO</p> <p>j) Environmental Improvements</p> <p>Where the EO feels that having taken the above action the nuisance/dispute will cease close case advising the complainant to contact them if the problem comes back.</p>	
<p>Where the complainant contacts the Department to complain that the <b>nuisance has persisted/come back</b>, then similar action should be taken (i.e. visit to complainant, witnesses, perpetrator, evaluation of evidence and appropriate action).</p> <p>In serious cases (which may result from one serious incident or as a result of a number of incidents which, taken together, constitute a serious nuisance):-</p> <ul style="list-style-type: none"> <li>• Recommend to the Community Housing Manager the potential for use of Professional witnesses to obtain evidence.</li> <li>• Decide on legal proceedings; injunction/possession orders/ASBOs.</li> <li>• Establish grounds for possession in Schedule 2 of the Housing Act 1985 and specific breaches of the Conditions of Tenancy.</li> <li>• Advise complainants in broad terms of action to be taken.</li> <li>• Serve the Notice of Seeking Possession/Notice to Quit as appropriate; seek Legal Services guidance on serving a Section 146 Notice where the perpetrator is a Lessee or Legal Services advice where the perpetrator is an occupier of a sold Council house refer to corporate community safety team where the perpetrator is freeholder of a property not sold by the council to discuss tools that are available.</li> <li>• Consider Chapter II, Part V of the Housing Bill 1996, which strengthens the grounds for possession whereby the Landlord can start possession proceedings against a secure tenant as soon as a notice for possession has been served.</li> <li>• Regularly collect diary sheets and liaise with the complainants.</li> </ul>	
<p><b>If Behaviour of Perpetrator Seems to Improve</b></p> <p>The EO must review circumstances on maturity/expiry of Notice, if complainant feels the problem has abated or decreased to an acceptable level, then the EO should continue to review for a further 4-6 months. If the problem continues or gets worse then legal action should be considered.</p>	

<p><b>Vulnerable Perpetrators</b></p> <p>Where the perpetrator is believed to have mental health or other such problems, or children who appear to be beyond parental control cause the nuisance, or there is a known Social work involvement (including under Care in the Community), a case conference must always be held with Social Services Department, in order to agree a joint approach. As a result of this, the EO (in conjunction with the Tenancy Services Manager) must determine a plan of action to deal with the matter and advise the complainant accordingly.</p>	
<p><b>Supporting the Complainant</b></p> <p>As well as taking action to prevent and deal with complaints, the EO must endeavor to support the complainant by:-</p> <ul style="list-style-type: none"> <li>• With complainants consent, involving Police and if appropriate Complainant Support</li> <li>• Regularly contacting complainant(s) to inform them of progress.</li> <li>• Removing offensive graffiti.</li> <li>• Considering security of the property/target hardening</li> <li>• Using legal means, for example, injunctions</li> <li>• Referring them to an appropriate support group e.g. Age Concern</li> <li>• Involving the caretaker and with complainants agreement, any Tenants and Residents Association.</li> <li>• Involving Council's Security Service for out of hours patrols if appropriate.</li> <li>• Asking Street Wardens/Police Disorder Patrol to patrol area</li> <li>• Consider Management Transfers if necessary.</li> </ul>	
<p><b>Closing Cases</b></p> <p>A case will be closed where the EO have taken the appropriate action and has no reason to believe further nuisance will occur.</p> <p>If the EO has reason to believe the nuisance will continue a case review should be opened on EMCS. This will prompt EO to monitor case regularly.</p> <p>It is important that the complainant is allowed the opportunity to comment on the ASB procedure on case closure. Which can assist with service planning by highlighting areas that may be weak or require improvement</p>	
<p><b>Closing Cases with ongoing nuisance</b></p> <p>Where action has been taken by the EO and despite attempts to resolve the problem the nuisance persists but does not (and is not likely to) warrant legal action, then the EO must brief their Tenancy Services Manager with a view to advising the tenant as to how they can proceed. The Tenancy Services Manager must decide whether or not further action by the Housing and Health Department is likely to resolve the</p>	

dispute/nuisance and where it is not, then the Tenancy Services Manager must advise the complainant of remedies that they can seek and agencies who may be able to offer them assistance.	
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### [Noise Nuisance Procedure](#)

Noise nuisance, as well as being covered by the Conditions of Tenancy, is also a statutory nuisance, so can also be dealt with by the Noise and Nuisance Team in Health and Consumer Services. The Noise and Nuisance Team can act as professional witnesses in possession proceedings and commence proceedings against residents in the Magistrates Court, as well as having powers to serve Fixed Penalty Notices and apply for a warrant to seize equipment. Therefore, it is important that Landlord Services and the Noise and Nuisance Team use a joint approach wherever possible.

### [Noise Nuisance Action To Be Taken](#)

Check tenancy history on EMCS and the house file. Advise the Health and Consumer Services (Noise Team) of complaint	1 working day
EO to confirm whether Noise Team verify that the Conditions of Tenancy have been breached. Deal with as a neighbour complaint (see above)	2 working days

### [Environmental Anti Social Behaviour](#)

#### [Abandoned Vehicles](#)

This procedure is designed to deal with vehicles that are obviously abandoned, i.e. that are in a very poor state, untaxed, on the public highway and a danger to the public.

#### [Abandoned Vehicles Action To Be Taken:](#)

Once abandoned vehicle is spotted by/reported to EO, refer to Abandoned Vehicles Officer	1 working day
EO to check that vehicle has been removed	20 working days

#### [Untaxed Vehicles](#)

This procedure is for removing untaxed/abandoned vehicles from estate roads and land owned by the Housing Department. Untaxed vehicles on the public highway are the responsibility of the DVLA.



#### Untaxed Vehicles Action to be Taken:

Identify untaxed vehicle on an estate road/housing land and affix sticker. If unsure whether land is owned by the Housing and Health Department check with Legal Services	1 working day
Pass information to Abandoned Vehicles Officer for them to trace the registered keeper	1 working day
If keeper identified advise that they have 14 days to remove vehicle or we will remove and charge them accordingly	7 working days
If no keeper identified arrange for storage	7 working days
Arrange removal	14 days

#### Graffiti Action To Be Taken

If the graffiti is on a building owned by the Housing and Health Department request to remove graffiti should be raised with the Graffiti Team	1 working day
If graffiti is offensive an order should be raised with Thames Accord on a 2 hour order to remove and EO should check that this work has been completed	2 hours
If the graffiti is on a building not owned by the Housing and Health Department the owners/managing agents of the building should be contacted and advised that they can arrange for the Housing and Health Department's graffiti machine to remove the graffiti. The EO should provide contact details for the Graffiti Team.	7 working days
EO to check area is clear	10 working days

#### Litter/Bulk Rubbish Action To Be Taken

EO/ICO receives report of litter/bulk rubbish/caretaker cleansing issue. EO/ICO identifies whether the problem is dealt with by Housing Neighbourhood Caretaking Service/Cleansing Section	1 working day
If problem occurs on estate land or property managed by the Housing Department then refer to Neighbourhood Caretaking Service.	
If problem occurs elsewhere then refer to Cleansing department	

NCS to provide an immediate response to matters where there are health and safety implications	1 working day
Respond in 3 working days where no danger to health and safety	3 working days

## **Anti Social Behaviour Tools**

This section regarding anti social behaviour tools is divided into 3 sections:

- Legislative tools (Various Acts)
- Practical Tools (ABCs, ASBOs, Mediation etc.)
- Groups/Panels (YISP, YOT, CDRP etc.)

## **Legislative Tools**

### **Schedule of Legislation**

There are a range of legislative measures that can be used to combat anti-social behaviour including:

- Local Government Act 1972 (S.222)
- Race Relations Act 1976 (amended 2000)
- Protection from Eviction Act 1977
- Housing Act 1985
- Public Order Act 1986
- Children Act 1989
- Environmental Protection Act 1990
- Town & Country Planning Act 1990
- Civil Evidence Act 1995
- Housing Act 1996
- Noise Act 1996
- Education Act 1996
- Protection from Harassment Act 1997
- Human Rights Act 1998
- Crime & Disorder Act 1998
- Anti-Social Behaviour Act 2003
- Injunction Orders

- Demoted Tenancies
- Environmental & Security Initiatives for communities
- Estate walkabouts
- S.153A - Anti-Social Behaviour Injunction
- S.153B – Injunction Against Unlawful Use of Premises
- S.153C – Exclusion Order and Power of Arrest
- S.153D – Injunction Against Breach of Tenancy Agreement
- S. 153E – Injunctions: Supplementary Provisions

### Conditions of Tenancy

The most powerful tool available to the Council in regard to Council tenant's, is the Tenancy Agreement and to enforce the Conditions of Tenancy. These are legal documents and set out the type of behaviour that would be considered as Anti-Social and therefore unacceptable, including hate crimes, nuisance and harassment. If a tenant breaches the terms of the agreement, the Council can apply to the court for possession proceedings. This action may result in a suspended order against the tenant or in more serious cases an order for outright eviction.

LBBB have recently been working on updating their conditions of tenancy for all tenants in the borough. As a part of this process a new section has been included in the document specifically related to ASB. This section clearly outlines the responsibilities of both landlord and tenant in regard to such behaviour; sets out what is consider as ASB; what may happen if there is a breach of the conditions due to ASB and it also provides a clear legal definition that will be used by LBBB

- **Housing Act 1996 – S.153 A(1)** provides that *'ASB is conduct which is capable of causing nuisance or annoyance (even if no complaint has been received) and which directly or indirectly relates to or affects the landlord's management of its housing stock'*.
- **Crime and Disorder Act 1998 – S1(1)** *"acting in an anti-social manner as a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator"*

Full consultation was carried out with a draft copy of the new Conditions of Tenancy being hand delivered to all tenants. Initial feedback showed overwhelming support from tenants in favour of this section of the document and LBBB's commitment to eradicating such behaviour.

### (i) Secure Tenancies

The first step in taking legal action against a tenant will be the service of a Notice of Seeking Possession. This notice will specify whether the possession order is on statutory grounds for nuisance or annoyance or is for breach of a specific clause in the terms and conditions of the tenancy.

#### [Schedule 2 Housing Act 1985, as amended by Housing Act 1996](#)

##### [Ground 2](#)

The tenant or a person residing in or visiting the dwelling-house has been guilty of conduct causing or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaging in a lawful activity in the locality; or has been convicted of using the dwelling house or allowing it to be used for immoral or illegal purposes, or an arrestable offence committed in, or in the locality of, the dwelling house.

The Council will have to provide evidence that the nuisance exists and will also have to prove to the court that the action is reasonable. The notice will last for 12 months from expiry date and the Council can apply to the court at any time during that period if the nuisance continues. Any further acts of anti-social behaviour after the service of the notice can be added to the application to court for consideration. This may result in a suspended order on the understanding that the nuisance will stop, or in serious cases may result in eviction.

##### [\(ii\) Non-secure tenancies](#)

Non-secure tenants include service tenants (such as caretakers) and homeless applicants. The tenancy is terminated by the service of a Notice to Quit (NTQ). Providing that the notice has been served correctly, the court has no discretion in granting possession to the landlord and the order will therefore be outright.

##### [\(iv\) Demoted tenancies](#)

The 30<sup>th</sup> June 2004 saw the introduction of demoted tenancies. The ASB Act 2003 created this type of tenancy. As an alternative to the suspended or outright order, applications still have to be made to the court to demote the tenancy. Once the tenancy is demoted it will last for 1 year and can be terminated by the service of a NTT and an application to the court.

##### [\(v\) Leaseholders](#)

Housing and Health can take action against leaseholders on behalf of other residents, because the council retains an interest in the property. Covenants to freehold or provisions in leaseholds can contain prohibitive conditions in regard to anti-social behaviour. There are a number of actions that can be taken against leaseholders but the most common is the use of injunctions, usually to prohibit bad behaviour. Action can also be taken under the Public Health Act 1936, Environmental Protection Act 1990 or by applying for an ASBO. Council leaseholders are all bound by the terms and covenants of the lease. The local authority can ask the court for 'forfeiture' or 'relief from forfeiture' of the lease without compensation. However where the nuisance

originates from a tenancy on a long lease, specialist legal advice is required before possession proceedings for breach of covenant(s) is contemplated".

In the case of a sub-tenant of the leaseholder causing anti-social behaviour, the managing agent will be held responsible for enforcing the conditions laid out in the tenancy agreement. However if this is not successful the Council can, in very extreme cases approach the mortgage lender, who also has a vested interest in the property.

## 1.2 Anti-Social Behaviour Act 2003

The ASB Act 2003 is the most recent legislation available to landlords in addressing acts of anti social behaviour. This bill promotes a multi agency approach to eradicating such behaviours. New tools have been introduced and others will be staggered throughout the year. The following tools are already available.

- **Injunctions;** Further injunctions; Security of Tenure; Demoted Assured Shorthold Tenancies; Proceedings for possession.
- **Sanctions** – ASBO's: Order on conviction; Penalty notice for disorderly behaviour by young persons; Curfew orders and supervision orders; Power of arrest attached to injunction (Local Government Act 1972).
- **Dispersal of Groups** – Authorisation; powers to disperse groups in a specific location; powers to remove persons under 16 years. **S.30 – Dispersal Notices.** 'Dispersal of groups and removal of persons under 16 to their place of residence where police believe that members of the public have been intimidated, harassed, alarmed or distressed as a result of the behaviour or 2 or more persons in designated public places and that anti-social behaviour is a significant and persistent problem'
- **Parental responsibilities** – penalty notices in cases of truants; parenting orders; parenting contracts;
- **Closure of premises where drugs are used unlawfully** – Closure notices a Further elements are to be made available throughout the year, including:
- **Public Order & Trespass** - Public assemblies; Raves; Aggravated trespass
- **Environment** – Penalty notices for graffiti and fly-posting; Sale of aerosol paint to children; Unlawful depositing of waste; Closure of premises; Dealing with noise at night.
- **High Hedges** – Remedial notices; Powers of Entry; Enforcement powers.
- **Closure of premises** - closure notices entry to premises and drug use offences
- **Firearms** – Possession of an air weapon in a public place; air-weapons – age limits; air weapons – prohibition of certain types.

## 1.3 Homelessness Act 2002 (Homelessness strategy)

This act updated the homeless application assessment framework. Where applicants have a proven background of anti social behaviour, the Council may look less favourably on their application.

Barking and Dagenham's Homelessness Strategy aims to:

- Prevent homelessness;
- Ease homelessness and prevent 'social exclusion';
- By the end of 2003, get rid of the need for anyone to sleep rough in the borough;
- By 2004, get rid of the use of bed-and-breakfast accommodation by families with children; secure joint work and service delivery by relevant agencies to provide relevant services and support
- Assess the extent of 'hidden homelessness' (for example, homelessness among specific groups of people such as rough sleepers and black and ethnic-minority groups).

Barking and Dagenham are aware that by introducing policies on rent arrears and anti social behaviour, they may be contributing to homelessness for complainants and perpetrators, therefore, the prevention of ASB contributes to the delivery of the homelessness strategy and is closely linked with the Supporting People Strategy.

#### **1.4 Police Reform Act 2002**

The main change brought about by the Police Reform Act (2002) was that Registered Social Landlords can apply for ASBO's without the Local Authority or Police and the introduction of three different types of ASBO in addition to the 'ordinary' ASBO, which previously existed.

- **S.1 (b)** – ASBO's in County Court
- **S.1 (c)** – ASBO's on Conviction
- **S.1 (d)** – Interim ASBO's

These changes are outlined below, under the ASBO section of this document

#### **1.5 Local Government Act 2000**

This act concerns the promotion of well being. The act gave councils new powers to promote or improve the economic, social or environmental well-being of their area. Comprehensive community strategies with local strategic partnerships that fully involve the local people are now a requirement for all Councils.

This act also ended the laws that previously prevented Councils from promoting homosexuality in the community.

#### **1.6 Data Protection Act 1998 & Freedom of Information Act 2000**

Both of these pieces of legislation govern the collection, sharing and holding of data or personal information on individuals. The acts determine the correct process and appropriate manner that such information is handled by all organisations.

The Data Protection Act 1998 allows for the disclosure of personal information or data held by relevant authorities, for cross system and cross authority comparison purposes for the prevention and detection of crime or fraud.

### 1.7 Crime & Disorder Act 1998 (LA & Police) (Community Safety Strategy)

- **S.8-10** Parenting orders. The order is designed to help and support parents or guardians in addressing their child's anti-social or offending behaviour. It will be available in criminal, civil and family proceedings courts.
- **S.11-13** provides a magistrates' family proceedings court with a new disposal called a child safety order. This order is aimed at children under ten and is designed to prevent them becoming involved in criminal or anti-social behaviour.
- **S.14 and 15** put in place arrangements for local authorities to introduce local child curfew schemes in order to deal with the problem of unsupervised children under ten on the streets late at night.
- **S.16** empowers a police officer to take a child or young person, whom he or she has reasonable cause to believe is of compulsory school age and is absent from school without lawful authority, back to school or another place designated by the local education authority.
- **S.28-32 and 82** introduce new assault, harassment and public order offences with significantly higher maximum penalties where it can be shown that the offence was racially aggravated.
- **S.34** abolishes the rebuttable presumption that a child is *doli incapax*, or incapable of telling the difference between serious wrong and simple naughtiness. For the purposes of the criminal law, this will mean that children who are over the age of criminal responsibility (10 to 13 year olds) will be treated in the same way as other juveniles (14 to 17 year olds) when deciding whether or not prosecution is appropriate.
- **S.37-42** make clear that the principal aim of the youth justice system is to prevent youth offending, and require local authorities in partnership with other relevant agencies to establish a local structure of teams and services to deal with young offenders and create a Youth Justice Board to monitor the operation of the youth justice system as a whole and work to improve standards.

### 1.8 Human Rights Act 1998

The introduction of the Human Rights Act 1998 required all partner agencies to comply with the European Court of Human Rights, who made it unlawful for public authorities to act or fail to act in a way that was incompatible. When dealing with anti social behaviour issues the Council must take the following into account:-

- When making decision that effect the community the Council must take into account the Human rights as set out in European Convention. They must not fail to take action against perpetrators of acts of Anti Social Behaviour, nor must they act in a way that infringes on the rights of an individual

The legal process must be satisfied that:-

- All procedural and substantive rights under the ECHR are complied with;



- Any interference with the defendant's rights which is sought in the ASBO is necessary and in accordance with the provisions of the ECHR;
- The proposed terms of the ASBO are reasonable and proportionate to the anti-social behaviour in question;
- The ASBO being applied for is not in such terms that the defendant is *bound* to breach it.

In assessing the reasonableness and proportionality, those in charge of the case, i.e. Legal, Housing and the Police must bear in mind the need to uphold people's rights not to be disturbed by anti-social behaviour.

### 1.9 Protection from Harassment Act 1997

Two criminal offences were introduced by this Act:

- causing harassment(including causing alarm and/or distress) and
- causing fear of violence.

The act also included causing nuisance or obstruction on the highway. Thus allowing the local authorities to remove the obstruction or apply for a restraining injunction in cases of nuisance. In proven cases of harassment a non-harassment order will be made by the court to prohibit the perpetrator from such actions for a period determined by the court, or until another order is made.

The act provides for both civil and criminal remedies for offences of Individual harassment and a repeat of 2 incidents may result in charges, A restraining order or imprisonment. A breach of such an order may be treated as contempt of court, an unlimited fine or up to 5 years in prison.

### 1.10 Housing Act 1996

This act made a number of amendments to the Housing Act 1985 as well as introducing new tools for Local Authorities to use against anti social behaviour, in particular the use of injunctive action.

**S.153A** – Anti Social Behaviour Injunctions

**S.153B** – Injunction Against Unlawful Use of Premises

**S.153C** – Exclusion Order and Power of Arrest

**S.153D** – Injunction Against Breach of Tenancy Agreement

**S.153E** – Injunctions – Supplementary Provisions

- Introductory Tenancies - **S.124(1)** A local housing authority or a housing action trust may elect to operate an introductory tenancy regime.
- Restrictions housing applications for ASB – **S.161 3(1)** A local housing authority shall allocate housing accommodation only to persons ("qualifying persons") who are qualified to be allocated housing accommodation by that authority. (4) Subject to subsection
- (2) and any regulations under subsection (3) a local housing authority may decide what classes of persons are, or are not, qualifying persons.

- This act also set out grounds for possession for tenants with arrestable offences in the locality, and where witnesses were not able to give evidence in court the use of professional witnesses.

### 1.11 Dog (Fouling of Land) Act 1996 (LA & Police)

Gives LA's the powers to determine designated fouling areas for dogs where these are in use it is an offence not to clear the muck up after dogs.

### 1.12 Disability Discrimination Act 1995

The Disability Discrimination Act (DDA) aims to end the discrimination which many disabled people face. This Act gives disabled people rights in the areas of employment, access to goods, facilities and services and buying or renting land or property (**Part 3, S.22(3) (c)** – discrimination and eviction). Organisations are responsible for prevention of discrimination against disabled people who are in the provision of or who use services. This can be achieved by use of reasonable alterations to remove physical barriers or the provision of aids or adaptations.

In addition this Act allows the Government to set minimum standards so that disabled people can use public transport easily.

### 1.13 Noise & Statutory Nuisance Act 1993 (LA, Police, EHO)

This act introduced controls relating to burglary and car alarms

### 1.14 Environmental Protection Act 1990 (LA, Police, EHO)

LA's are required to take reasonable steps as are to investigate complaints of a 'statutory nuisance'. **S.79** of the act defines statutory nuisance.

The following matters constitute "statutory nuisances":

- (a) Any premises in such a state as to be prejudicial to health or a nuisance;
  - (b) Smoke emitted from premises so as to be prejudicial to health or a nuisance;
  - (c) Fumes or gases emitted from premises so as to be prejudicial to health or a nuisance;**
  - (d) Any dust, steam, smell or other effluvia arising on industrial, trade or business premises and being prejudicial to health or a nuisance;
  - (e) Any accumulation or deposit which is prejudicial to health or a nuisance;
  - (f) Any animal kept in such a place or manner as to be prejudicial to health or a nuisance;
  - (g) Noise emitted from premises so as to be prejudicial to health or a nuisance;
  - (h) Any other matter declared by any enactment to be a statutory nuisance;
- and it shall be the duty of every local authority to cause its area to be inspected from time to time to detect any statutory nuisances which ought to be dealt with under section 80 below and, where a complaint of a statutory nuisance is made to it by a person living within its area, to take such steps as are reasonably practicable to investigate the complaint.

- **S.80** – Gives LA's powers to abate statutory nuisance in regard to noise pollution or filthy &/or verminous premises – This is also covered by the Public Health Act 1961
- **S.80, 86-7** – Statutory abatement, dogs fouling public areas
- **S.149** – Stray dogs in public places can be seized by animal wardens
- **Part IV** – Gives LA's powers to serve street litter control notices and penalties

#### 1.15 Town & Country Planning Act 1990 (PA)

This act gave powers to the planning authority in regard to the use of domestic properties for business purposes, including the use of enforcement, stop or contravention notices

#### 1.16 Children Act 1989 (SS)

The Children Act is a very important piece of legislation for the care of young people and children. It confers a duty on the Council to ensure that the young person or child, and their families; who are in need get the appropriate care and support by working with the families. Where a child or young person is not under adequate parental control the court can impose a supervision order.

- **S.35(1)** While a supervision order is in force it shall be the duty of the supervisor
  - a) to advise, assist and befriend the supervised child;
  - b) to take such steps as are reasonably necessary to give effect to the order;
  - c) and where
    - i. the order is not wholly complied with; or
    - ii. the supervisor considers that the order may no longer be necessary
    - iii. consider whether or not to apply to the court for its variation or discharge.

#### 1.17 Dangerous Dogs Act 1989 & 1991 (Police)

**S.3 1991** – It is an offence to allow a dog to injure or endanger individuals in public areas  
 Dangerous dogs – Gives the police powers to seize dangerous dogs &/or prosecute owners of such animals

#### 1.18 Road Traffic Act 1988 (LA)

**S.19, 22 & 34** – These sections give the local authority the powers in relation to traffic offences, such as removal of vehicles in dangerous position, or to prevent people from driving in non-designated public areas.

This act also gives LA's the powers to designate areas where dogs are to be kept on a lead

#### 1.19 Public Order Act 1986

An Act to abolish the common law offences of riot, rout, unlawful assembly and affray and certain statutory offences relating to public order; to create new offences relating to public order; to control public processions and assemblies; to control the stirring up of racial hatred; to provide for the exclusion of certain offenders from sporting events;

#### **1.20 Housing Act 1985 (Housing strategy)**

Where tenants were found to be perpetrators of acts of nuisance or harassment against other tenants (either direct neighbours or persons in the locality), this act gave the local authority new grounds for possession.

Barking and Dagenham's housing strategy aims to provide a decent home and living environment for everyone, supporting the borough's economic and social regeneration by:

- Creating balanced and sustainable communities;
- Improving housing conditions and standards across all sectors;
- Doing this through strategic partnering and procurement.

#### **1.21 Mental Health Act**

The Mental Health Act 1983 governs the admission of people to psychiatric hospital against their will, their rights while detained, discharge from hospital, and aftercare. The Act applies in England and Wales.

#### **1.22 Refuse Disposal (Amenity) Act 1978 (LA)**

**S.3** - Gave Local Authorities the powers to remove &/or dispose of unlawfully abandoned vehicles.

#### **1.23 Protection from Eviction Act 1977**

This act allows authorities to prosecute perpetrators of harassment against residential occupiers. This includes action against private sector landlords

#### **1.24 Race Relations Act 1976 (amended 2000) (Race Equality Scheme)**

***“You have the right not to be discriminated against on racial grounds.”***

The Race Relations Act 1976 makes it unlawful to treat a person less favourably than others on racial grounds. These cover grounds of race, colour, nationality (including citizenship), and national or ethnic origin. In practice, most racial discrimination in Britain is against people from ethnic minorities, but people of every background, race, colour and nationality are protected by the law'.

**S.71** – Promotion of equality and opportunity and eliminating racial discrimination

#### **1.25 Local Government Act 1972 (S.222)**

- **S.111** – This section of the act gives local authorities powers to create and enforce management rules in regard to the use of its buildings and land

- **S.222** – the section of the act covers public nuisance (that affects a section of the public) or nuisance that constitutes a criminal offence. The act gives the local authority powers to take criminal proceedings where it is deemed expedient to promote or protect residents interest. It also allows an application for a restraining injunction against such offences.
- **S.235** – This section relates to dog nuisance and allows Councils to introduce by-laws to prevent dogs fouling in public areas and to keep them on a lead.

## 2. Practical Tools

### 2.1 Injunction Orders

Injunctions can be taken out by the council against a tenant or any other adult causing harassment/nuisance on an housing estate. This can include leaseholders, freeholders, trespassers on council land or anyone causing nuisance under **S.222 Local Government Act 1972** or **S.153 Housing Act 1996**. An injunction is a ban or restriction that is ordered by the County Court. The court will determine the time limit of an injunction, but they are usually for a period of 3 to 6 months. Breaches of such injunctions can result in fines or imprisonment, although the breach must be shown to be beyond reasonable doubt.

An injunction can be used against a person who uses or threatens to use the Dwelling house for illegal purposes i.e. drug dealing or prostitution Powers of arrest or exclusion from specific areas or premises can be attached to the injunction, where violence is used or there is a threat of violence or where a significant risk of harm is apparent to individuals. This can be physical, emotional or psychological.

If the terms and conditions of the tenancy prohibit the behaviour, an injunction may be sought on the breach of or anticipated breach of the tenancy agreement. The court may include the powers of arrest or exclude the individual from a specific area or property.

- **Interim injunctions (Interlocutory Injunctions)** can be useful in the early stages of a case where a power of arrest is attached, to prohibit nuisance before the case is heard in full by the court.
- **Final injunctions** are granted when the trial has been heard and are part of the final decision made by the court.

### 2.2 Acceptable Behaviour Contracts (ABCs)

ABC's are voluntary written agreements made between people involved in behaviour, or acts that constitutes anti-social behaviour. The Local police, Local Authority, RSL or the individual's school can instigate and lead on an ABC. As with ASBO's they can be applied to anyone from 10 years old and above. Where such behaviour is carried out by young people under 10, a 'Parental/Guardian Responsibility Contract' can be entered into. The principles are the same as an ABC but the responsibility for the child's behaviour falls to the parent or guardian.

These contracts are an alternative to legal action and as they endeavour to tackle the root cause of the behaviour, are often sufficient to bring an end to the problem behaviour. They are flexible in nature, can be prohibitive or pro-active, and will allow for specific acts or behaviours to be included in the contract i.e. '...will attend school every day' or '... will refrain from throwing eggs at the neighbours door'. The use of these contracts has proven to be very effective in dealing with a wide variety of issues, and have encouraged responsibility for behaviour by young people, adults and importantly parents. They are used in a number of different situations such as graffiti, verbal abuse, vandalism, joyriding, substance misuse, large groups engaging in threatening behaviour, begging, prostitution, vehicle crime or criminal damage and are not exclusive to young people but can be effective in dealing with adult behaviour as well. Incentives can be attached to the contracts in an effort to encourage young people to focus their negativity in a more positive direction i.e. on the successful completion of the period of the contract, a crash course on learning bike maintenance or an apprenticeship with a local garage. This type of incentive relies on the co-operation and partnership working of local businesses.

When entering into an ABC it should be noted that a breach of the contract, or continued or increased bad behaviour may result in legal action being taken. Such action could be an ASBO or in very serious cases court action for possession of the council dwelling occupied by the individual or the family.

### 2.3 Anti Social Behaviour Orders (ASBO's)

An ASBO is a legal order, which puts in place whatever sanctions a court feels are necessary to stop the Anti-social behaviour. They can restrict an individuals movement, who they associate with and what they do.

LA's, the Police, British Transport Police and Registered Social Landlord's can apply for the ASBO against an individual that acts in an anti-social manner. For purposes of this policy/procedure the legal definition is as defined by the

- **Housing Act 1996 S.153A(1)** – provides that '*anti social behaviour is conduct which is capable of causing nuisance or annoyance (even if no complaint has been received) and which directly or indirectly relates to or effects the landlord's management of its housing stock*'
- **Crime & Disorder Act 1998 S 1 (1)** '*acting in an anti-social manner as a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator*'

The Crime & Disorder Act 1998 (as amended by Police Reform Act 2002), saw the introduction of ASBO's and they were first used in 1999. They benefit from being civil law procedures but allow the court to use the wider powers to impose conditions once they have been satisfied that the ASBO was necessary.

*N.B. An application for an ASBO should be considered only when all other interventions have already failed i.e. ABC's*

The Police Reform Act 2002 saw 5 main changes to ASBO's.

- County Courts can now impose order, but this is confined to certain circumstances only – **S.1(b) – ASBO’s in County Court Proceedings:**  
An application for an ASBO can be made in the County Court by a relevant authority, if the intended defendant is party to proceedings in that court for any reason i.e. injunction or eviction. In those circumstances the authority can apply for their action for an ASBO to be joined on to those proceedings. The person must fulfil the requirements for ASBO under section 1 (reasonableness) and 1 (1) of the Crime & Disorder Act 1998.
- At the same time as passing sentences for a criminal conviction, the court can impose an ASBO. **S.1C - ASBO’s on Conviction:** Whether or not an application for an ASBO has been made by a relevant authority, the Court may impose such an order in addition to the sentence imposed by a conviction of an offence committed after 2<sup>nd</sup> December 2002. The order must be for a minimum of 2 years, and this can be varied by the defendant making an application to the court. However the court must consider that the requirements of S.1 (1) for ASBO’s are fulfilled. Any breach of this ASBO bears the same consequences as any other ASBO.
- Interim ASBO’s were introduced, where the court can impose an interim order until such time as the whole case has been heard. **S.1D – Interim ASBO’s :** Providing the requirements of S.1 (1) are fulfilled, and not on the principle that it would be ‘just’ to make an interim order. A relevant authority can make an application for an Interim Order at the same time or after applying for an ASBO or an ASBO in the County Court S.1C. If the magistrate is satisfied that the application is ‘necessary’ without notice to the defendant, permission may be granted to the clerk of court to proceed. These orders can be varied, renewed or discharged but must be for a fixed period. They will cease to be effective once the main application has been determined. Breaches of such orders bear the same consequences as any other ASBO.
- Courts can decide that an ASBO should be valid throughout England And Wales, without pre consultation with the relevant authorities in those areas. For preventative purposes an ASBO can be applied for irrespective of area or location where the original acts of anti-social behaviour occur, and to protect people from such acts anywhere in England or Wales. These can be used against anyone from at least 10 years old who has acted in an anti-social way that causes harassment, alarm or distress to the local community, and are intended to end any serious or persistent incidents of anti-social behaviour. **S.1B:** In this section ‘relevant persons’ means – (6) The prohibitions that may be imposed by an anti-social behaviour order are those necessary for the purpose of protecting persons (whether ‘relevant persons’ or persons elsewhere in England and Wales) from further anti-social acts by the defendant."
- Registered Social Landlords and British Transport Police are now able to apply for and ASBO. **S.1A :** In this section and **S.1B** and **S.1E** ‘relevant authority’ means - (a) the council for a local government area; (b) the chief officer of police of any police force maintained for a police area; (c) the chief constable of the British Transport Police Force; or d) any person registered under section 1 of the

Housing Act 1996 (c. 52) as a social landlord who provides or manages any houses or hostel in a local government area.

It is a criminal offence to break the terms of an ASBO, if the person breaks these terms, the Magistrates or Crown Court can give them a large fine or prison sentence.

Where complainants or witnesses fear reprisals or intimidation if they report such Acts or behaviour, a professional witness can be used to give evidence in court where the definition of anti social behaviour includes 'likely to cause'. This is to allow individuals other than the complainant to give such evidence.

### Use of ABCs and ASBOs

ABCs & ASBOs can only work properly when they are based on partnership working. They are powerful instruments, and they will be at their most effective when all the agencies confronted by an individual's anti-social behaviour collaborate to make the best possible use of them. They work in very different ways. The most obvious difference being that the ASBO is a statutory creation, and carries legal force. The ABC is an informal procedure, though not without legal significance. The aims of both, is to stop the behaviour rather than punish the perpetrator. The ABC is a voluntary contract, it has greater flexibility, while the ASBO, because of its more formal status, offers advantages in terms of enforcement. The terms of each contract or order should be tailored to the circumstances of the individual case.

## 2.4 Translation and Interpreting Service

LBBB provide translation and interpreting service to tenants who's first language is not English, and who have difficulty expressing their concerns or providing information in regard to acts of anti-social behaviour.

This service includes interpreting during interviews with officers; translation of letters, incident diaries or witness statements in supportive evidence; translation of letter or documents into large print or Braille and interpretations by way of sign language where appropriate or necessary.

## 2.5 Third Party Reporting

Due to fear of reprisals or repercussions many crimes or incidents of anti social behaviour go unreported to the police or relevant authority. In order to make it easier for such incidents to be identified and addressed, many organisations have taken on third party reporting. This allows complainants or witnesses to anonymously report incidents at venues other than police stations i.e. local housing offices, libraries etc.

In regard to police third party reporting, this is in direct relation to hate crimes such as Racial Harassment, Domestic Violence or Homophobic crimes or incidents. This type of reporting enables the police to identify 'hot spot' areas of hate crimes, encourages complainants or witnesses to report such incidents and ensures that evidence is gathered and these incidents are addressed.



Some landlords also operate a third party reporting scheme in regard to general nuisance and harassment cases. This also allows complainants or witnesses to report anonymously in relation to acts of anti social behaviour in their area.

## 2.6 Repairs

Some incidents of anti social behaviour result in damage to property or may highlight the need for increased security to the dwelling in order to make the tenant feel safer in their home i.e. Spy holes or security chains to front entrance door, fireproof letterbox, installation or window locks etc.

## 2.7 Youth Offending Team - Orders

The Crime & Disorder act 1998 created the Youth Offending Teams and introduced a number of orders in relation to acts of anti social behaviour.

- **Reparation Orders** – showing a major shift toward Youth Justice, this Order places responsibility on the young offender to make good any harm caused by the behaviour. The YOT work with the individual to set up a plan in order to meet the requirements of such an order. This can be in directly to an individual complainant or indirectly to the community.
- **Parental Orders** – These are legal orders made at court and can cover a range of circumstances. Working with the parents as part of a support plan for the family, the YOT will work in partnership with the relevant agencies in order to improve parenting skills. A responsible officer will be appointed from YOT, Probation Service or voluntary sector to ensure that the parents receive the appropriate support and counselling. This person will also be responsible for the pre-sentence report that will go to the court and will include a recommendation in relation to the parenting order.
- **Child Safety Orders** – As an early intervention tool for anti social behaviour, this order can be applied for by the local authority. They were introduced by the Crime & Disorder Act 1998 and are a civil procedure. Although an application can be made for a number of reasons, it is most effective where a child under 10 has been involved in an act that would constitute a criminal offence if aged 10 or above. They can be used in conjunction with a Parenting Order and they are usually managed by Social Services.
- **Supervision Orders** – In partnership working the Youth Justice Team will conduct an assessment of the individual and will set up a programme of intervention including the relevant risk factors. Referral to the appropriate support services is paramount to the success of these programmes, as is support and guidance to the parents. The individual is encouraged to confront the bad or offending behaviour and take responsibility for change. An important partner in this process is the education service to redirect negative energies with a more positive approach.
- **Probation Orders** – Where Probation Orders are imposed on young offenders (under 18) the supervision of these orders falls to the Youth Offending Team. As with the Supervision Orders an assessment is made and a programme set up in partnership with other services and giving due consideration to the risk factors

involved. Most Youth Justice Teams have a probation officer attached to the service who will assist in this process.

- **Combination Orders** – The courts may impose a Combination Order on young offenders (under 18). This is a mix of the Probation Order with a Community Service element included. The management of these orders is in partnership with the Youth Offending Team and the Probation Service.

## 2.8 Mediation

Barking and Dagenham recognise mediation as a tool to address a wide range of neighbour problems. Barking and Dagenham Council seeks to secure long term and lasting ways of resolving conflicts by mutual agreement, therefore, mediation services are bought in where this deemed the best course of action.

Mediation – ‘Negotiation to resolve differences conducted by some impartial party’.

It is the process of impartial people acting as a vehicle for both parties to the complaint to come together to identify, acknowledge and find a long- term dispute resolution. Mediators will not determine a plan of action to resolve the conflict but will encourage the parties to find a workable solution that suits both sides. It is more effective when a prompt referral is made before both sides get entrenched in their own interpretation of the events, and therefore success rates are higher in early intervention. Mutual agreement for referral to mediation is paramount to this success.

Mediation is most successful used in cases of nuisance, as harassment is deliberate and targeted as well as ongoing so is less likely to be resolved as it is often based on individual beliefs and roots. There are a number of areas where mediation should not be considered as an effective tool i.e. where there are mental health or substance abuse issues; hate crimes such as racial harassment, domestic violence or homophobia; where there is a history or potential for violence; where legal proceedings have already been started.

This process can be provided as an in-house service or alternatively it can be bought from an external provider. It is generally felt that an external provider is a separate entity from the landlord and therefore has the perception of being more independent and not imposing the landlord will on the situation.

## 2.9 Professional Witness Scheme (PWS)

**The Housing Act 1996** saw the introduction of the use of Professional Witnesses in court cases where the complainant or witness was unable to give evidence, due to fear of reprisals or other reason. This process can be applied in 2 ways.

- 1) Giving evidence as outlined above, and for the purposes of a notice served for ASB, a council officer, or agent could be considered as a professional witness.
- 2) Where the perpetrator is not known or where the perpetrator is known but further evidence is required to confirm the behaviour. In these circumstances a Professional Witness could be employed to gather such evidence. This can be done by use of CCTV, photographic or audio equipment and supporting evidence given in court.

The use of covert equipment is governed by the requirements under the Regulations of Investigatory Powers Act 2000. (RIPA).

## **2.10 Closed Circuit Television (CCTV)**

CCTV, is a modern technology used for visual surveillance designed to monitor all the variety of rooms, spaces and activities. CCTV is called a "closed circuit" because cameras and monitors are linked with a constant connection. This equipment can be used as visual evidence in acts of crime or anti social behaviour. CCTV's are often used in communal or public areas and are fixed in position to a designated area or target i.e. Door entry or Lobby/Lift areas.

Portable CCTV cameras can also be used, and can be moved from one location to another. These cameras can be installed internally in flats and can be used to identify perpetrators of harassment or nuisance to specific individuals or families. This type of use is short term and must be contained and viewed in a controlled environment to ensure that the evidence is not jeopardised is being used to support a court case. Although a useful tool in circumstances where perpetrators are unknown or complainants/witnesses fear reprisals in giving evidence, they should only be considered where all other means of gathering information have failed. .

The use of covert equipment is governed by the requirements under the Regulations of Investigatory Powers Act 2000. (RIPA).

## **3. Groups / Panels**

Multi agency working or working in partnership with other organisations, RSL's, police, LFCDA, education, social services, voluntary groups etc is a very powerful tool in tackling ASB. It is important that all agencies involved in such cases share information in order to effectively resolve such matters. The appropriate protocols should be in place in order to meet the requirements laid out in the Data Protection Act 1998 and the Freedom of Information Act 2000

### **3.1 Crime & Disorder Reduction Panel's (CDRP's)**

Crime and Disorder Reduction Partnerships are statutory partnerships that were introduced under the Crime & Disorder Act 1998 (as amended by the Police Reform Act 2002) which set out the statutory requirements for responsible authorities to work in partnership with other organisations, landlords and agencies to implement strategies to tackle crime and the misuse of drugs in their area. The responsible authorities are:-

- Local Authorities
- Police Authorities
- Fire Authorities
- Health Authorities in Wales, and
- Primary Care Trusts in England (became responsible authorities On 30 April 2004) [Hyperlink to order]

Working in partnership these authorities are responsible to conduct an audit to determine crime and disorder and misuse of drugs in their area and to develop strategies that effectively address these issues. In order to achieve this they are required to work and liaise with the probation service, education, voluntary agencies, private landlords, drug action teams and the local community. Effective partnership working is key to lasting community safety.

In LBBD this group is called the **Community Safety Strategic Partnership**, which meets on a quarterly basis. They have a number of sub groups with remits in regard to specific areas of Anti-Social Behaviour, these groups are: -

#### **Safer Homes**

- Fire Safety Partnership – Reduce fires on Council estates.
- Domestic Violence Forum – Reduce DV and provide support services for complainants
- Burglary Working Group – Reduce artifice burglary in LBBD and surrounding area
- Disorder Working Group – Co-ordinate responses to anti-social behaviour

#### **Racial Incident Steering Group**

- Reduce incidents of racial harassment and provide/monitor complainant support Services

#### **Tackling Drugs and Alcohol**

- Drugs Action Team – Update partners on the progress and work of the DAT

#### **Fear of Crime**

- Multi agency panel that develops initiatives to reduce residents' fear of crime. The panel has developed projects following focus groups and surveys e.g. lighting programmes, provision of CCTV

#### **Safer Streets**

- A police led panel develops multi agency initiatives to reduce predominantly street crime. Activities have taken place around disrupting the drugs market and focusing on street robbery.

### **3.2 Engaging Young People YISP & YOT**

- **Youth Inclusion Support Panel (YISP)** – A multi agency planning group that Works by offering voluntary support services to high-risk 8-13 year old youths and their families, in order to prevent anti-social behaviour and more serious offences. The main emphasis is on ensuring that the youths and families receive the appropriate mainstream and voluntary/community group services and support for their needs. An example of the type of services or support groups is education, social services, mental health services and youth services.
- **Youth Offending Team (YOT)** – Created by the Crime & Disorder Act 1998, This group consists of the Police, Housing, Education, Probation Service, Social Services, Health Service and Youth Services. Their aim is to establish multi agency working or partnerships, to prevent children and young people from offending, and

therefore reduce the fear of youth crime in the local community. It is their role to access mainstream services or to deliver these services in order to tackle key risk factors that lead to youth offending. These key factors can be seen as poor educational attainment, persistent truancy, peer pressure, low level of parental supervision, substance or alcohol abuse.

The Youth Offending Team is a key agency in the partnership to curb anti-social behaviour and is involved in both the strategic and operational decision-making. Their role also includes monitoring young people who have been identified in acts of anti social behaviour and share information with the other partners in order to ensure compliancy of agreements or legal orders. The YOT will enter into an Acceptable Behaviour Contract with offenders in the first instance in order to endeavour to resolve the problem with voluntary action. Failure to comply with this may result in more serious and legal action being considered such as Anti Social Behaviour Orders (ASBO's).

### **3.3 Youth Services**

A very important part of dealing with youth offending issues is the support work conducted by the Youth Services. In partnership with YISP, YOT as well as other partners, part of their role is to discuss with young people their role in the community and to assist them in building and improving their relationships. It falls to this service to ensure that young people realise that they have both responsibilities and rights and to work with them to improve their behaviour and general quality of life.

Detached youth workers will work in the heart of the community and will also deal with general or more specific complaints on a long-term basis. It is generally felt that short-term intervention is not as effective as long term plans. Where there is a crime being committed however, this will be referred to the police.

### **3.4 External Memberships**

To assist LBBB in our constant strive for excellence in our services, we have a number of memberships to organisations where we can liaise and interact with other practitioners to share good practice in service delivery. In the specific area of anti social behaviour we have the following memberships with the Social Landlords Crime and Nuisance Group and Race Action Net.

## Reference Documents

- Anti Social Behaviour Act 2003  
<http://www.legislation.hmso.gov.uk/acts/acts2003/20030038.html>
- Crime and Disorder Act 1998  
<http://www.legislation.hmso.gov.uk/acts/acts1998/19980037.html>
- Police Reform Act 2002  
<http://www.legislation.hmso.gov.uk/acts/acts2002/20020030.html>
- Human Rights Act 1998  
<http://www.legislation.hmso.gov.uk/acts/acts1998/19980042.html>
- Housing Act 1996  
<http://www.legislation.hmso.gov.uk/acts/acts1996/1996052.html>
- A Guide to Anti Social Behaviour Orders and Acceptable Behaviour Contracts  
<http://www.crimereduction.gov.uk/asbos9.html>
- Code of Practice on Reporting and Recording Racist Incidents  
<http://www.homeoffice.gov.uk/docs/code.html>
- Social Landlords Crime and Nuisance Group  
[www.slcng.org.uk](http://www.slcng.org.uk)

### General Guidance:

- [www.together.gov.uk](http://www.together.gov.uk)
- [www.crimereduction.gov.uk](http://www.crimereduction.gov.uk)
- [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)

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Please Return To: ASB Team, Housing and Health Dept, Roycraft Hse, 15 Linton Rd,  
Barking, IG11 8HE

Fax: 020 8227 2603

Reference No. ....

**Barking & Dagenham Multi Agency Racist Incident Report (RAC1)**

	Victim	Person reporting (if different) or Witness
Full name		
Address		
Telephone number		
Date of birth / Approximate age		
Sex		
Ethnic Origin		
Occupation / School		
Injury if applicable		
Tenure: e.g. Council		N/A
Language spoken (indicate if interpreter needed)		
Repeat victim Y/N, If so, when?		N/A

Date & type of Incident (physical/verbal etc).....

**Contact with other agencies**

Reported to another agency (who and when?)  
.....

Would you be willing to disclose this information to other agencies, e.g. Police, Racial Equality Council, Housing and Health Department or Victim Support?

I **do** authorise disclosure ..... (Signature)

I **do not** authorise disclosure .....(Signature)

Agency reporting: ..... Time & Date: .....

Completed by: ..... Tel. No.: .....



Reference No. ....

	Suspect 1	Suspect 2
Full name		
Address		
Date of birth / Approximate age		
Sex		
Ethnic Origin		
Height		
Build		
Hair description		
Facial hair		
Eyes		
Accent		
Marks / scars		
Dress		
Other		
How known to victim/witness		

**Incident**

Date: ..... Time: .....

Location:.....

Brief details of incident:

.....

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Please Return To: ASB Team, Housing and Health Dept, Roycraft Hse, 15 Linton Rd,  
Barking, IG11 8HE

Fax: 020 8227 2603

Reference No. ....

**Barking & Dagenham Multi Agency Harassment Incident Report (HAR1)**

Type: Homophobic                      Disabled Abuse                      Sexual Harassment

	Victim	Person reporting (if different) or Witness
Full name		
Address		
Telephone number		
Date of birth / Approximate age		
Sex		
Ethnic Origin		
Occupation / School		
Injury if applicable		
Tenure: e.g. Council		N/A
Language spoken (indicate if interpreter needed)		
Repeat victim Y/N, If so, when?		N/A

Date & type of Incident (physical/verbal etc).....

**Contact with other agencies**

Reported to another agency (who and when?)  
.....

Would you be willing to disclose this information to other agencies, e.g. Police, relevant support service, Housing and Health Department or Victim Support?

I **do** authorise disclosure ..... (Signature)

I **do not** authorise disclosure .....(Signature)

Agency reporting: ..... Time & Date: .....

Completed by: ..... Tel. No.: .....

Reference No. ....

	Suspect 1	Suspect 2
Full name		
Address		
Date of birth / Approximate age		
Sex		
Ethnic Origin		
Height		
Build		
Hair description		
Facial hair		
Eyes		
Accent		
Marks / scars		
Dress		
Other		
How known to victim/witness		

**Incident**

Date: ..... Time: .....

Location:.....

Brief details of incident:

.....  
 .....  
 .....  
 .....  
 .....  
 .....  
 .....  
 .....  
 .....  
 .....  
 .....

**HOUSING AND HEALTH DEPARTMENT**

**Alleged Perpetrator Interview Form (PERP1)**      Ref. No. \_\_\_\_\_

1.      Name: \_\_\_\_\_  
          Address: \_\_\_\_\_

2.      Ethnic Origin: \_\_\_\_\_

3.      Explain London Borough of Barking & Dagenham's policy and Conditions of Tenancy, where appropriate. Tell the alleged perpetrator the substance of the claim and invite them to respond. Take notes and avoid leading questions.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Interviewing Officer: \_\_\_\_\_ Date: \_\_\_\_\_

4.      Further Action required:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**HOUSING AND HEALTH DEPARTMENT**

**Domestic Violence Checklist (DV1)**

**Complainant is:**

- Tenant
- Joint tenant
- Lives with Council tenant
- Does not live in Council property

**Discussed with complainant the following options for resolving housing issues:**

- Refuge accommodation- give booklet/refer to Refuge Helpline
- Removing alleged perpetrator from property- Legal Advice/NTQ
- Obtaining sole tenancy- Legal means/advice or NTQ as appropriate
- Management transfer- see separate procedure
- Other transfer options- mutual exchange, transfer, HOMES forms
- Homeless application to this/another borough- Housing Advice or direct application elsewhere
- Terminating tenancy- discuss consequences
- Private sector housing- seek Housing Advice

**Support available to complainant:**

- Sanctuary Project to secure home
- Referral to Barking and Dagenham's Women's Aid Outreach Services
- Referral to Social Service
- Referral to police Community Safety Unit
- Refer to a solicitor- injunctions, property orders, divorce proceedings, orders relating to access to children (police have list)

**Discuss possible action against perpetrator:**

- Powers under Conditions of Tenancy, 1996 Housing Act (Ground 2A)
  - Criminal action, including damage to possessions and property
- Agreed course of action.....

Signed..... (Officer) ..... (Complainant)

**HOUSING AND HEALTH DEPARTMENT**

**Neighbour Nuisance Interview Form (NN1)**      EMCS Ref. No. \_\_\_\_\_

1.    **Name:** \_\_\_\_\_

2.    **Address:** \_\_\_\_\_

3.    **Does complainant know the identity of the alleged perpetrator/s? Yes/No**

4.    **Is the alleged perpetrator:**  
Council Tenant/Leaseholder  
Living with a Council Tenant/leaseholder  
Not living in a Council property

5.    **Is this a repeat/ongoing problem? Yes/No**      (EMCS No.....)

6.    **Has the complainant tried speaking to the alleged perpetrator regarding this complaint?**

Yes.....

No.....

Not appropriate.....

7.    **Are there any witnesses?**

\_\_\_\_\_  
\_\_\_\_\_

8.    **Possible action:**

- |                         |   |
|-------------------------|---|
| Monitor/record only     | Further investigation                         |
| Warning                 | Acceptable Behaviour Contract                 |
| Mediation               | independently verify problem                  |
| Support for complainant | Refer to other agency (police/solicitor etc.) |
| Injunction              | Action against tenancy/other legal action     |

9.    **Agreed action:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed \_\_\_\_\_ (Officer) \_\_\_\_\_ (Complainant)

To:

Social Services Dept  
Police  
Barking and Dagenham Primary Care Trust

INTER-AGENCY ELDER ABUSE MONITORING FORM (EA1) Date:.....

Tick as appropriate

**1. TYPE OF ABUSE:**

Physical

Psychological

Financial

Neglect

Sexual

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**2. HOW DID ALLEGED ABUSE COME TO LIGHT?**

Self referral

Neighbour/Friend

Relative

District Nurse

CPN

GP

OT

Social Worker

Complaints Procedure Other (Please Specify)

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**3. GENDER OF PERSON BEING ABUSED**

Male

Female

<input type="checkbox"/>
<input type="checkbox"/>

**4. GENDER OF ABUSER, IF APPROPRIATE**

Male

Female

<input type="checkbox"/>
<input type="checkbox"/>

**5. AGE OF PERSON BEING ABUSED**

65 – 75

75 – 85

Over 85

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**6. AGE OF THE ABUSER**

Under 65

65 – 75

75 – 85

Over 85

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**7. PLACE OF ABUSE**

Own Home

Relative's Home

Residential Home

Hospital

Other (Please Specify)

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**8. HAS THE ALLEGATION BEEN SUBSTANTIATED?**

Yes

No

<input type="checkbox"/>
<input type="checkbox"/>

Comments: e.g. Investigation on-going (if necessary use reverse of form).

**ANTISOCIAL BEHAVIOUR REPORT LOG**

**ISSUED TO:**.....

**ISSUED BY:**.....

**DATE ISSUED:**.....

**BRIEF DESCRIPTION OF OFFENCE(S):**

.....  
 .....  
 .....

Please fill in the following log at the time of the offence(s), or as soon as it is practical to do so. Your information will be more useful to the council if it is accurate and easy to read. If more space is needed to make a report use the boxes in the next row and put a cross in the date and time sections.

Date:	Time:	Description Of Incident:	Place of Incident:	Description of Person(s) Involved or Name, If Known:

**ANY FURTHER**

**COMMENTS:**.....  
 .....

An officer will collect this report within 14 days. If you have any further queries or require assistance telephone the Street Warden service on **020 8227 5640**.



Date:	Time:	Description Of Incident:	Place of Incident:	Description of Person(s) Involved or Name, If Known:

ANY FURTHER

COMMENTS:.....

.....  
 An officer will collect this report within 14 days. If you have any further queries or require assistance telephone the Street Warden service on **020 8227 5640** or Email: [health&consumer@lbbd.gov.uk](mailto:health&consumer@lbbd.gov.uk)

## Contacts

### Community Housing Partnership Offices

CHP 1  
Eastbrook, Heath and Alibon 0208227 2728  
Dagenham Area Office  
2 Stour Road  
Dagenham  
RM10 7JF

CHP 2  
Abbey, Gascoigne and Thames 0208227 3889  
Barking Area Office  
127 Ripple Rd  
IG11 7PU

CHP 3  
Whalebone and Chadwell Heath 0208227 2738  
Dagenham Area Office  
2 Stour Road  
Dagenham  
RM10 7JF

CHP4  
Eastbury, Mayesbrook and Longbridge 0208227 3523  
Valence Office, Valence Depot  
Becontree Avenue  
RM8 3BU

CHP 5  
Becontree, Parsloes and Valence wards 0208227 3764  
Becontree Area Office  
42-48 Parsloes Avenue  
RM9 5NU

CHP 6  
River, Village and Goresbrook wards 0208227 5044  
Becontree Area Office  
42-48 Parsloes Avenue  
RM9 5NU

### Other Council Services Which Deal with ASB

Customer First (call direction service) 0208215 3000

Housing Advice/Homeless Persons Unit 0208227 2452  
Homeless Persons Unit (out of hours) 0208594 8356

Street Wardens 0208215 3000

Noise and Nuisance Team (out of hours)	0208215 3000 0208594 8356
Social Services- Children & Families Social Services-Out of Hours	0208227 3882 0208594 8356
Cleansing, Highways and Abandoned Vehicles	0208215 3000
<u>Enforcement Agencies</u>	
Police	0208984 1212
Barking Magistrates Court	0208594 5917
Solicitors	see 'yellow pages'
<u>Advice Services</u>	
Citizen's Advice Bureau- Dagenham	0208595 1084
Citizen's Advice Bureau- Barking	0208594 6715
<u>Children's Services</u>	
Childline	0800 1111
East Street	0208 270 4646
Listening Zone	0208 491 2345
<u>Drugs and Alcohol Services</u>	
Community Drugs Advice Service	01708 796740
Axe Street	0208 507 8668
<u>Gay, Lesbian, Bi-sexual and Transgender Services</u>	
Caress (LGBT Support & Services)	0208 517 6111
East London Out Project	0208 509 3898
HIV and AIDS Support Team	0208 276 7218
<u>General Support/Counselling</u>	
Samaritans	0208 553 9900
Victim Support	0208 595 4455
Witness Service (Barking Court)	0208 477 9147
<u>Ethnic Minority Services</u>	
Racial Equality Council	0207 594 2773
Apna Ghar (Asian Women's Service- 24hr)	0207 474 1547
ELBWO- African & Caribbean Women	0208 534 7545
<u>Mental Health Services</u>	
Community Mental Health Team	0208 276 7822
Havering MIND	01708 457040
<u>Services for Disabled People</u>	
Disablement Association	0208 592 8603
Social Services Initial Contact Service	0208 227 2489

Support Services for Women experiencing DV

Rights of Women (free Legal advice)	0207 251 6577
Barking and Dagenham Women's Aid	0845 7023468
Refuge 24hr Helpline	0870 5995443
Women's Aid 24hr Helpline	0845 7023468

Support services for Men experiencing DV

Open Door Housing For Men	0208 743 2165
Camden Men's Centre	0207 267 8713

Sexual Assault Helplines

South Essex Rape and Incest Crisis	01375 380609
Survivors UK (for men)	0207 357 6677