

ReACT4

Effective case management of anti-social behaviour

ReACT continues to be the cost effective, user friendly, software solution designed exclusively for social housing landlords to record, monitor and case manage all forms of anti social behaviour.

What ReACT does

ReACT records detailed information about all aspects of ASB complaints and incidents.

ReACT users can expect:

- Complete case management, tailored to in-house procedures with user-defined target dates
- Geographical location of incidents using Google Maps
- Calculation of all costs associated with cases and categories of ASB
- Complies with industry standards and best-practice recommendations
- Inclusive of NSIR vulnerability definitions and the Risk Assessment Matrix
- Automatic uploads for HouseMark ASB Benchmarking
- Dynamic one-click reporting
- All the advantages of a browser-based system
- Supports mobile working
- Supports SMS text functionality (extra module)
- Offers the ability to report ASB incidents online (extra module)
- Dedicated support desk with regular user webinars, forums and blog, plus annual User Group

Our partners:



Microsoft®
Silverlight®

HouseMark

Benchmarking



Social Landlords
Crime and Nuisance Group

How ReACT works

ReACT uses the latest technology, designed to offer a quick, satisfying performance with low maintenance costs.

IT managers can expect:

- Fast, future-proof technology using Microsoft Silverlight
- Compatible with third party Housing IT systems
- Technical set up and support provided

Minimum Hardware Requirements

- Microsoft SQL Server 2005/2008 or above
- Windows Server 2003 or above
- Internet Explorer 7 or above

Alternatively, EBS can supply a hosted package that can be securely accessed over the web. No installation or set up costs and your data remains fully protected and backed up at all times.

**Ask about
our fully
hosted rental
packages!**



For further information or to arrange a demonstration please contact us.

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ReACT4

Released with ReACT4

ReACT continues to set the standard for ASB case management across the housing sector. This latest release includes the following features, after consultation with users and industry partners HouseMark and the Social Landlords Crime & Nuisance Group.

Case Definitions

Case Def: (please select) ▼

Case Type: Personal Nuisance

Sub Type: Community Nuisance
Environmental

Dynamic Reporting

Satisfaction Breakdown Report ReACT

Start Date: 01/01/10 End Date: 31/12/10

Company: All Companies
Region: All Regions
Area: All Areas
Sub Area: All Sub Areas
Secondary Sub Area: All Secondary Sub Areas
Primary Officer: All Primary Officers
Run by: Feedback forms sent within date range

PICode	PIMeasure	Case ID	Individual	Feedback Sent	Feedback Returned	Meets HM
ASB703	7	36	Peter Leslie Johnson	03/09/2010	Yes	Yes
ASB703	7	69	Charlotte Johnson	07/09/2010	Yes	Yes
ASB703	7	37	Gillian Linda Johnson	07/09/2010	No	No
ASB703	7	41	Johnson	07/09/2010	No	No
ASB703	7	81	Rhia Johnson	08/09/2010	No	No
ASB703	7	146	Trevor Johnson	09/09/2010	No	No
ASB703	7	93	Philip Johnson	09/09/2010	No	No
ASB703	7	53	Paul Andrew Johnson	09/09/2010	No	No
ASB703	7	52	Michelle Johnson	13/09/2010	No	No
ASB703	7	25	Alan walter Johnson	14/09/2010	Yes	Yes
ASB703	7	148	Barbara Elizabeth Johnson	16/09/2010	Yes	Yes
ASB703	7	144	Michael William Johnson	16/09/2010	No	No
ASB703	7	51	Samantha Johnson	17/09/2010	No	No
ASB703	7	60	Malcolm Johnson	20/09/2010	No	No
ASB703	7	40	Angela Johnson	21/09/2010	No	No
ASB703	7	20	Sarah June Johnson	21/09/2010	No	No
ASB703	7	150	Pam Johnson	21/09/2010	Yes	Yes
ASB703	7	11	Rachel Louise Johnson	21/09/2010	No	No

Summary detail

Forms sent: 145
Forms returned: 37
Number of forms returned that meet the minimum HM requirement for this question: 33
Number of forms returned that do not meet the minimum HM requirement for this question: 4
Percentage of forms returned that meet the minimum HM requirement for this question: 89%

Forms returned ratio:

Answers meeting HouseMark requirement ratio:

Risk Assessment Matrix

This scorecard is designed to help you identify vulnerable victims, witnesses, and complainants. It should be used as a guide, and in combination with your own judgement (and that of your neighbourhood partnership) to help ascertain what support and protection is required in any given situation. All action taken as a result of your assessment should be discussed with the witness to ensure it meets their needs.

History

- Other than this occasion - how often do you have problems? *
 - Daily
 - Most days
 - Most weeks
 - Most months
 - Only Occasionally
- Do you think the current incident is linked to previous incidents? If so why? *
 - Yes
 - No
- Do you think that incidents are happening more often and/or are getting worse? *
 - Yes
 - No
- Do you know the offender/s? *
 - They know each other well
 - They are 'known' to each other
 - They do not know each other
- Does the perpetrator (or their associates) have a history of or reputation for *
 - Perpetrator or their associates are currently harassing the complainant
 - Perpetrator or their associates have harassed the complainant in the past
 - Perpetrator or their associates have not harassed the complainant, but have a history or reputation for harassment or violent behaviour
 - Perpetrator or their associates have no history or reputation for harassment or intimidation
- Have you informed any other agencies about what has happened? If yes, are you happy for us to discuss this problem with them? *
 - Yes
 - No
- Which of the following best describes your relationship with the perpetrator? *
 - You
 - Your family



HouseMark Benchmarking Upload

Summary Report

Report Parameters

For: Period: 01/04/2009 - 30/06/2009 ▼

Company: First HA ▼

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