

## **SUMMARY OF OUR ANTISOCIAL BEHAVIOUR POLICY**

### **1. POLICY STATEMENT**

Homes For Islington is committed to ensuring that all residents enjoy their right to peace, quiet, and security in and around their homes. We recognise that antisocial behaviour can have a severe effect on the well being of residents and that we have a duty to take action to minimise it. Consequently we are using a range of measures to both prevent ASB happening in the first place and to take action to stop it.

We recognise that the causes and effects of ASB are wide ranging and varied and can affect all members of the community, not just our tenants. We will therefore always seek to work in partnership with other agencies to ensure that all measures available are used effectively to tackle ASB problems, regardless of who owns the property. Our partners include

- Community Safety Partnership
- Police
- Youth Offending Team
- Islington Anti Social Behaviour Team (IASBT)
- Drug Action team
- Environmental Health
- Fire Service
- Court Witness Service / Victim Support
- Education Services
- Young Peoples Services
- Social Services
- Primary Care Trust
- Camden Mediation
- All other Social Landlords

We have clear policy and procedures that serve to provide a clear outline of our ongoing commitment to dealing with all aspects of anti social behaviour and delivery of a quality and effective housing service.

Homes for Islington's policy highlights the following key values in dealing with anti social behaviour:

- Defining what is unacceptable behaviour for all residents
- Encouraging a self help approach where appropriate
- Set realistic expectations of what HFI can deliver
- Work with partners, agencies and the community to deliver effective services
- Identify and adopt best practice
- Value diversity and respect for all
- Take swift and appropriate enforcement
- Keeping reporters of ASB and the community informed of action taken

## **2. DEFINITION OF ANTISOCIAL BEHAVIOUR**

There is no definitive definition as to what antisocial behaviour is.

Homes for Islington have produced and work to the following definition: -

The term antisocial behaviour includes all types of behaviour, which affect the quality of life of local people. It is the bad behaviour of a few that seriously affects those around them who experience it.

Antisocial behaviour may or may not amount to a criminal act. What is important is the effect of the behaviour on other people.

There are many types of behaviour, which are considered as antisocial, examples of these include noise nuisance, graffiti, litter, vandalism, harassment, drug and alcohol misuse.

## **3. SERVICE PROMISE**

Homes for Islington takes all reports about anti social behaviour seriously. We are determined to tackle it and work with the council, police and other agencies. We will investigate all reports and take appropriate action.

Our service promise to you when dealing with Anti Social behaviour is:

- We will take all reports of ASB and harassment seriously whether made in person, in writing or over the phone
- If you report ASB or harassment then we will make an appointment to carry out an interview, if necessary within, five working days or 24 hours in serious cases
- We will take appropriate action against those responsible, where we have evidence
- We will review all reported cases of ASB at least once a month and inform you of progress. If we decide to close a case we will write to you and tell you why
- We will provide ongoing support for as long as victims feel it is necessary and as long as reasonably practical
- Please remember that the action we take must be reasonable in light of how serious the problem is and it has to stand a fair chance of working. We may not be able to take any legal action if we have insufficient evidence to support the action at court

## **4. REPORTING ASB**

There are several options available to allow you to report antisocial behaviour to us. Reports can be made in person at any of our four area housing offices, or by telephone, letter or email.

Outside of normal office hours we operate a confidential single number reporting service 020 7527 7272. There is also an online reporting system through the Homes for Islington Website.

All of our officers have received accredited training in how to deal with reports of antisocial behaviour. If the report involves any sort of criminal activity, you should also notify the police.

When a report of anti social behaviour is received we will look to undertake the following: -

*With the reporter*

- Arrange an interview with the victim
- Ensure the victim is aware of our commitment to dealing with their report
- Agree an action plan for managing their reported case
- Provide an individually tailored support pack of relevant information
- Identify and arrange interviews with any witnesses to support the case
- Agree a suitable time period for updating the reporter as to the progress of the case
- Confirm confidentiality unless the reporter is agreeable for any disclosure

*The alleged perpetrator*

- Arrange interview with the alleged perpetrator
- Identify any support options that may be open and refer as necessary
- For young people look to access support schemes such as the Multi Agency Inclusion Panel and any appropriate diversionary initiatives.

## **5. TOOLS WE WILL USE TO ADDRESS ANTISOCIAL BEHAVIOUR**

We have in place in each of our area housing offices dedicated teams to manage reported cases of ASB. These teams are made up of a Team Leader, ASB Officers and Assistant.

These officers have an array of tools at their disposal for combating antisocial behaviour in partnership with other agencies. The action we can take will be specific and exclusive to each case. A summary of the tools available is as follows: -

### **Early Intervention**

- The use of acceptable behaviour contracts.
- Application of Noise Monitoring Machines
- The use of parental contracts
- Engagement of agencies such as mediation services
- Environmental Estate Security Works

### **Legal Process**

Anti Social Behaviour Injunctions  
Antisocial Behaviour Orders (ASBOs)  
Demotion Orders  
Possession Proceedings

### **With Partners**

Crack House Closure Orders  
Designated Public Place Orders  
Dispersal Orders

### **Support Services**

Witness Support Service  
Housing Support and Supporting People  
Referrals to Drug and alcohol support agencies

These represent a summary of some of the tools and powers available to us. For more information refer to our Fact Sheet which is available from our website.

We will look to employ all tools and powers at our disposal to ensure the appropriate action is taken for your case. We will maintain regular feedback with yourself and advise you when we decide to close your case.

A list of our area offices and contact details are given below:-

Upper St – 020 7527 5323  
257 Upper St  
London  
N1 1RU

Lyon St – 020 7527 6834  
1 Lyon St  
London  
N1 1DQ

Holland Walk – 020 7527 7497  
85 – 88 Holland Walk  
London  
N19 3XS

Central St – 020 7527 6254  
85 Central St  
London  
EC1V 8DT

Antisocial Behaviour Hotline 020 7527 7272