

Anti-social Behaviour

February 2011



Anti-social behaviour

Homes for Islington (HFI) take all complaints about anti-social behaviour (ASB) 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.

What is anti-social behaviour?

The term anti-social behaviour includes different types of behaviour that 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. ASB may or may not amount to a criminal act. What is important is the effect of the behaviour on other people.

Some types of behaviour that are considered anti-social are listed below:

- Noise nuisance – excessive noise
- Unruly behaviour of groups hanging around
- Graffiti and criminal damage
- Drug or alcohol misuse
- Fly tipping or dumping rubbish
- Playing ball games in unauthorised areas
- Driving vehicles recklessly or dangerously

What if I am suffering from anti-social behaviour?

If you are a victim of ASB you should report it to your Area Housing Office during normal working hours. Outside normal working hours or at the weekend please call the ASB hotline number on 020 7527 7272. If the behaviour involves any sort of criminal activity, you should also tell the police. We will provide you with an anti-social behaviour support pack, which will provide information tailored to your needs.

How you can help

If we are to reduce ASB in our communities we need your support. To help us you can:

- Take reasonable action to resolve the dispute
- Make careful notes of the place, time, date, what happened and description of any perpetrators
- Be willing to attend court and give evidence
- Be willing to consider taking your own legal action

Action we may take

There are different ways of trying to tackle ASB including:

- Mediation
- Issuing acceptable behaviour contracts (ABCs)
- Issuing anti-social behaviour orders (ASBOs)
- Taking out injunctions

Visit our website at

www.homesforislington.org.uk



- Referral to support agencies e.g. Islington Drug and Alcohol Action Team
- As a last resort eviction may be sought

Further information

We have produced a number of fact sheets on ASB. You can ask your area housing office to send them to you or you can find them online at www.homesforislington.org.uk

Our service promise to you when dealing with ASB

- 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.
- 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.
- We will provide ongoing support for as long as victims feel it is necessary and as long as reasonably practical.

To report ASB

If you wish to report ASB this can be done during office hours at your local Area Housing Office, for all other times please call the ASB hotline number on 020 7527 7272. You can also report ASB online using our website

<http://www.homesforislington.org.uk/Do%20it%20online/Antisocial%20Behaviour/Index.aspx>

Contact details for the Area Housing Offices:

Old Street Area Housing Office

41-47 Old Street
London, EC1V 9HX
Tel: 020 7527 6250
Fax: 020 7527 6207
Email: old.street@homesforislington.org.uk
Minicom: 020 7527 6202

Holland Walk Area Housing Office

85-88 Holland Walk
London, N19 3XS
Tel: 020 7527 7497
Fax: 020 7527 7407
Email: holland.walk@homesforislington.org.uk
Minicom: 020 7527 7405

Lyon Street Area Housing Office

1 Lyon Street
London N1 1DQ
Tel: 020 7527 6834
Fax: 020 7527 6827
Email: lyon.street@homesforislington.org.uk
Minicom: 020 7527 6830

Upper Street Area Housing Office

Northway House, 257 Upper Street
London, N1 1RU
Tel: 020 7527 5323
Fax: 020 7527 5301
Email: upperstreet.AHO@homesforislington.org.uk
Minicom: 020 7527 5301

Visit our website at

www.homesforislington.org.uk



Other helpful numbers:

As well as HFI, there are a number of council and community groups who you can contact for support:

Witness Service Mediation

Highbury Corner Magistrates Court
51 Holloway Road
London N7 8JA
Tel: 020 7506 3224

Islington Anti-social Behaviour team

Community Safety Partnerships Unit
Room 205 Town Hall
Upper Street
London N1 2UD
Tel: 020 7527 4125

Islington Victim Support

A charity offering support to victims of crime
Tel: 020 7700 6014

The Witness Service

Independent service helping witnesses and victims affected by anti-social behaviour
Tel: 020 7272 0784

Solace Womens' Aid

A charity working to end violence against women and children
Email: advice@solacewomensaid.org
Tel: 020 8269 2121

Targeted Youth Support

Central point of access

An integrated service providing support and services to young people involved in antisocial behaviour and subject to an acceptable behaviour contract
Tel: 020 7527 2600

Safety Neighbourhood Teams (SNT)

Each ward in Islington has a dedicated SNT responsible for dealing with local concerns including anti-social behaviour. Contact numbers for each ward are:

Barnsbury	020 7421 0328	Bunhill	020 7421 0260
Caledonian	020 7421 0271	Canonbury	020 7161 9383
Clerkenwell	020 7421 0218	Finsbury park	020 7421 0554
Highbury East	020 7161 9385	Highbury west	020 7161 8270
Hillrise	020 8345 3921	Holloway	020 7421 0362
Junction	020 8345 1511	St Mary's	020 7421 0259
St Peter's	020 7421 0181	Tollington	020 7421 0559

Islington Noise Service

Public Protection Division

Islington Council
222 Upper Street
London N1 1XR

Email: noise.issues@islington.gov.uk

Tel: 020 7527 3258 (office hours)

Tel: 020 7527 3229 (night hours: 8pm-2am Sunday to Thursday, 10pm-4am Friday to Saturday)

Fax: 020 7527 3057

ASB Victims' Champion

If you are unsure who to contact about ASB, feel you are not being supported properly by the person, team or organisation dealing with your case or would like more information on where to get support, please call Alison Blackburn on 020 7527 4051.

Visit our website at

www.homesforislington.org.uk

