

# ISLINGTON ANTI-SOCIAL BEHAVIOUR POLICY

This policy affects:

Tenants	x	Leaseholders	x	Other
TMO tenants	x	TMO leaseholders	x	All Islington residents and businesses
PF11 tenants	x	PF11 leaseholders	x	

Related policies / procedures:

<p>Good Neighbourhood Policy</p> <p>Fair, Inclusive and Accessible Services Commitment</p>
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## 1. Our approach to anti-social behaviour (ASB)

- 1.1. Islington Council has set out a plan to ensure that everyone in the borough has a safe place to call home. The Islington Together 2030 plan sets out how we will ensure that residents feel safer in neighbourhoods, parks and on high streets. As our aim is to build a community where everyone feels safe and supported, it is vital that residents feel heard and supported when dealing with ASB.
- 1.2. Anti-social behaviour (ASB) is a blight on communities and is one of the biggest challenges we face in a high-density, inner-city London borough, where issues can be difficult to solve. As a council we have engaged extensively with our residents, and after issues of housing, we hear time and again that ASB and Community Safety is their biggest priority.
- 1.3. We believe the long-term solution to tackling ASB is resolving the root causes for behaviour, such as multiple disadvantage and vulnerabilities. These could include issues involving drug and alcohol use, mental health issues, and the housing crisis. To address these challenges, we need to deliver early intervention and prevention methods using robust data to minimise the risk and harm to our community.
- 1.4. Furthermore, we aim to provide fair, inclusive, and accessible services for residents and their household, based on their individual needs and personal circumstances. You can find out more about this approach by reviewing our Fair, Inclusive and Accessible Services Commitment ([Link](#))
- 1.5. Whilst our intention is to try to deal with the underlying causes of the ASB so that we fix the problem for good, we appreciate that residents facing problems of ASB will consider the speed of action taken to be the most important outcome. This means that we will focus our efforts on providing respite for residents from ASB incidents and at the same time work towards addressing the root causes of such problems in the long term.
- 1.6. Our approach will be led by the intelligence we collect, working together with the police and other partners, which ensures that we most effectively use the resources available to us.
- 1.7. As the intelligence we rely on to take suitable action is developed through ASB reporting, we encourage you to accurately report the issues you might be facing to the correct agency so that we can develop our approach and allocate resources accordingly.

## 2. Our commitment to you

- 2.1. We will take the appropriate steps to handle reports of ASB and take action in line with the relevant policies and procedures. We will do all we can to ensure that everyone can live peacefully and safely in our borough. We always want our residents to feel heard

and understood and in return, we ask residents to treat each other with respect so we can create a safer and more harmonious community together. We recognise that as a Council we need to take a holistic approach when dealing with ASB and we will continue to work in partnership with the police, social landlords and the voluntary sector.

### 3. Purpose of the ASB policy

- 3.1. This document tells you what Islington Council means by 'anti-social behaviour' (ASB) and sets out an agreed set of principles that the council applies when responding to a report of ASB.
- 3.2. It will explain how and when the council will respond when a resident who is impacted by ASB contacts us for help.
- 3.3. The policy highlights what will happen when reported behaviour is not ASB and will provide information on where else you can get support or guidance. This document will explain the roles of our partners, including the police or other external organisations.
- 3.4. Our Good Neighbourhood Policy ([Link](#)) explains how we manage neighbour relationships in council properties where behaviour does not meet the ASB threshold.

### 4. Definition of ASB

- 4.1. Anti-social behaviour (ASB) covers a wide range of unacceptable activity that causes or is likely to cause harassment, alarm, or distress to an individual from another household or to the community, or harm to the environment. In some instances, it can leave victims feeling helpless, desperate and with a lower quality of life.
- 4.2. You can report many different types of ASB to the council, including:
  - graffiti and flyposting (sticking advertising posters on walls and other public property)
  - litter, including drug-related equipment
  - fly-tipping (dumping rubbish on the street, pavements, or green areas)
  - nuisance, rowdy or inconsiderate neighbours
  - persistent dog barking or uncontrolled animals (dogs off lead in a public place and causing a nuisance)
- 4.3. Some anti-social behaviour should be reported to the police. This includes:
  - abuse, intimidation, or harassment
  - drug use and drug dealing
  - misuse of airguns
  - inappropriate use of fireworks

- aggressive begging
- vandalism

## 5. Examples of behaviour that is not ASB

5.1. Some behaviours, although annoying to residents, may not meet the threshold for investigation as ASB. We would not normally investigate these unless there is evidence that the behaviour is deliberately intended to cause damage, intimidate or is taking place at an unreasonable hour of the night or early morning

- children playing in the street or communal areas
- young people gathering socially
- being unable to park outside your own home or parking disputes
- DIY and off-road car repairs
- a clash of lifestyles including cultural differences or different working patterns
- a one-off party or event
- general living noise
- A resident going about their daily activities in their home – for example, playing with children, loud footfall, moving of furniture, babies/children crying, television noise, occasional loud music, toilets being flushed and the use of household appliances
- Household noise occurring at different times due to different working patterns
- Concerns which do not breach the tenancy agreement, for example, people staring, smoking, or cooking odours, or clashes due to lifestyle or cultural differences
- Concerns which involve residents not being pleasant to each other, but are not serious enough to justify our involvement
- Boundary disputes.

## 6. The role of the social landlord in dealing with ASB

6.1. As a local authority, Islington Council has a duty to respond to ASB affecting tenants within the borough. Our tenancy agreements grant us specific powers to address ASB or breaches of tenancy conditions within the properties we manage. For support in managing behaviour that does not meet the ASB threshold, Islington Council tenants can refer to our Good Neighbourhood policy. [\(Link\)](#)

6.2. We are committed to working with landlords across the borough, including housing associations who manage approximately 17,000 properties in Islington, to address ASB incidents on their properties. However, it is important to note that it is not always our legal responsibility to take the required action. Other landlords also have a clearly defined responsibility to respond to ASB, which includes taking reasonable steps to prevent, identify, and manage ASB caused by tenants in their properties.

6.3. In addition to housing associations, we are also engaged with private renters and encourage all landlords, both public and private, to work closely with us to tackle ASB effectively. We are here to provide support and guidance to providers where needed and by working together, we can create safer and more peaceful communities for everyone in Islington.

## 7. Statutory Nuisance

7.1. The council also has the responsibility to investigate matters that could be a statutory nuisance and take appropriate follow-up action.

7.2. Statutory nuisances include noise, smoke, fumes and dust accumulations that are prejudicial to health or a nuisance.

7.3. To be classified as a statutory nuisance the matter must:

- unreasonably and substantially interfere with the use or enjoyment of a home or other premises or
- injure health or be likely to injure health

7.4. Examples that would be investigated as statutory nuisance include:

- Loud continuous noise from machinery or equipment
- Regular and excessive music noise from neighbours – either residential or businesses
- Dark smoke, fumes, or dust from commercial premises

7.5. This means that there will be situations when the council begins investigating a matter as ASB but will then use its statutory nuisance powers to investigate and remediate.

## 8. Reporting ASB

8.1. It is important to report anti-social behaviour. Reports will help us understand the problem, build up evidence and take action.

8.2. You can choose to report ASB anonymously, this may affect the action we can take, and we will not be able to update you on any outcomes.

8.3. Family, friends, key and community workers can report ASB on behalf of a resident but it is important to make sure that the resident is happy for someone else to report ASB on their behalf to avoid any further distress.

8.4. We prefer you to report ASB in an online form so you can give us as much information as you have, and we can make sure your report goes to the right team as soon as possible.

**8.5.** You are not required to submit video footage or photos when reporting ASB. If you submit video footage or photos when reporting ASB please be aware that these will have to be disclosed to the perpetrator if the matter is taken to court. When capturing images please be mindful of privacy laws. Video footage or photos can be used to aid our initial investigation, but they are unlikely to be used as evidence to support formal enforcement. Judges tend not to rely upon video evidence in reaching a decision.

8.6. Click here to report ASB to Islington Council [Anti-social behaviour \(ASB\) | Islington Council](#)

## 9. Reporting Crime and Police ASB

9.1. All criminal behaviour should be reported to the police. This includes **drug use and drug dealing, threats, violence, and harassment**. If there is an emergency or someone is at immediate risk, call 999.

9.2. The non-emergency number is 101 or you can [report criminal behaviour online](#).

9.3. **The following crime and ASB issues are dealt with by the Police and can be reported by clicking on this link:** [Report antisocial behaviour | Metropolitan Police](#)

- Vandalism and criminal damage to property
- Use and dealing of drugs
- Violence when physical harm is threatened or committed (including use of weapons)
- Firework misuse [Fireworks | Metropolitan Police](#)
- Dangerous dogs (dogs posing a safety risk to people and animals)
- Cuckooing
- Verbal abuse and harassment
- Hate crimes [Hate Crime | Islington Council](#)

## 10. How to report other issues

- Stray dogs or animal welfare [Animal welfare | Islington Council](#)
- Abandoned vehicles and inappropriate parking [Report a nuisance vehicle | Islington Council](#)
- Rough Sleeping - [How you can help rough sleepers | Islington Council](#)

## 11. How we will respond to reports

11.1. We take all ASB reports seriously and assess every incident.

11.2. Every report is recorded on our system and given a reference number. In all cases, we try to get back to you within two working days to give you general advice or guidance.

11.3. We will prioritise reports involving well known locations, behaviour that presents a risk of serious harm to individuals or the peace of the neighbourhood, and any complaint where there have been previous incidents and it appears that a greater risk has developed or is developing.

11.4. While we know that all forms of ASB will have an impact on people's lives, prioritising some forms of ASB means that there are other forms of ASB that we do not prioritise, such as those which do not present a risk of serious harm or where the risk developing is deemed to be low.

- 11.5. We may refer you to another organisation or person who can help you with your issue, like a housing provider or the police.
- 11.6. Where further investigation is needed, we will allocate a case officer, who will deal with your case and work with you to develop an action plan to tackle the ASB.
- 11.7. In many cases we will use solutions that stop the behaviour happening again and support the people involved in the reported activities.

These are some of the tools that we have available to address ASB:

- Visits to witness the ASB
  - Mediation
  - Clean ups of graffiti, dumping or littering
  - Extra patrols (police and/or our patrolling service)
  - Deploying outreach and support workers
  - Making changes to the physical environment
  - Temporary CCTV
  - Warning letters, notices, and fines
  - Mental health support or signposting to support services
  - Utilising legal powers such as court orders, tenancy interventions or evictions
  - Holding multi-agency meetings with partners to focus on solutions to areas of concern
  - Working with the police to prosecute the person responsible.
- 11.8. Legally, we need evidence to support these actions which means that receiving reports from residents is extremely important. We will do all that we can to ensure everyone can live peacefully and safely in our borough.
  - 11.9. Sometimes it may feel as if the council is unable to solve the problem. This may be because ASB being experienced by residents does not fall into the definition of matters that the council has the legal powers to deal with. It might be the case that another organisation has this responsibility for resolving the issue such as the police, a housing association or the judicial system.
  - 11.10. Occasionally it may not be possible to provide detailed information about an action plan to resolve ASB due to General Data Protection Regulations, for example where this would result in the release of sensitive personal information about an individual. This lack of information sharing can be frustrating and can sometimes give the impression that we are not taking the case seriously, but rest assured we will do what we can to solve the issue.

## 12. Supporting vulnerable residents



- 12.1. Islington Council recognise that some ASB can be driven by and exacerbated by the vulnerabilities of those who are involved. This could include issues involving drug and alcohol misuse, mental health issues, and the housing crisis. The council has a responsibility to ensure that we consider this in our approach and to balance the need to ensure effective respite for residents, along with addressing the underlying problems that may be driving those behaviours.
- 12.2. Furthermore, we aim to provide fair, inclusive, and accessible services for residents and their household, based on their individual needs and personal circumstances. You can find out more about this approach by reviewing our Fair, Inclusive and Accessible Services Commitment ([Link](#))

### 13. Preventing ASB

- 13.1. As well as responding to reports of ASB, we also undertake a range of other work to proactively address ASB and its root causes across the borough including:
  - conducting estate drop-ins in different areas of the borough
  - providing support and guidance to residents through our Access Islington Hubs that serve as community resources
  - maintaining strong links with drug and alcohol services, recognising the importance of addressing substance misuse in tackling ASB effectively
  - working closely with police on a weekly basis to review data and understand where emerging ASB locations exist across the borough
  - deploying extra resources such as our Parkguard Patrol Service
  - using caretaker and concierge as eyes and ears on the estates to report any issues they observe
  - working collaboratively with other teams across the council and other external organisations such as the police, housing providers, mental health services and others to support vulnerable residents who may be involved in ASB.

### 14. If you are not happy with our response

- 14.1. We are absolutely determined to make Islington a safer place to live, work, play, and recognise how our response to dealing with ASB contributes to that goal. We strive to do our absolute best when dealing with ASB as we understand the impacts this has on our residents. Where we have not met resident's expectations, there are some alternative means of raising concerns with us.

### 15. ASB Review Procedure

- 15.1. The ASB Review (previously known as community trigger) is a process residents can follow if they have made 3 or more complaints about ASB in a six month period and feel that no action has been taken. The council have a responsibility to review cases



that meet the threshold. More information about the ASB review process can be found here: [Anti social behaviour community trigger | Islington Council](#)

## **16. Complaints procedure**

- 16.1. We aim to provide a good service to everyone, but things can go wrong. If this happens, we want to know about it so that we can put it right. You can find out more about our complaints procedure which can be found here: [Complaints process | Islington Council](#)

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