

Anti-Social Behaviour and Harassment



Support Pack

Partners have put together this pack of useful information to help those residents who have reported anti-social behaviour or harassment to understand some of the services that may be available to them to help resolve the problem.

In this pack you will find:

- **Summary of our ASB policy**
- **Incident Diary Sheets**
- **Information about the Police Safer Neighbourhood Teams**
- **Information from Islington Council's Noise Team**
- **Information about Witness Support**
- **Information about Acceptable Behaviour Contracts and Anti Social Behaviour Orders.**

Keep a record of the Officer who will be dealing with your case (we will tell you who this when you report ASB), and their telephone number:

Officer

Phone number

General Contact Details

Telephone

Between 8.30am and 5pm, Monday to Friday, you can contact the offices on these numbers:

- Freephone 0800 587 3595
- Switchboard 020 7288 8310
- Minicom 020 7354 9121

In person

You can visit our offices between 0830 and 1700, Mondays to Fridays, at:

4-6 Colebrooke Place
London
N1 8HZ

and

65 Roman Way
London
N7 8UT

By email - enquiries@partnersislington.net

Through our website - www.partnersislington.net

What is anti-social behaviour?

The term 'anti-social behaviour' includes all behaviour which causes annoyance, nuisance or disturbance to people's quality of life.

What are your responsibilities as a resident?

You are responsible for the behaviour of everyone living in or visiting your property, including children. You are responsible for their behaviour in the property, in shared areas and around the property. All the properties we manage are in traditional houses, which have often been converted into several flats or maisonettes. This means you will be living close to your neighbours and sharing some areas of the property. Many of the things you do may affect your neighbours.

What will we do if someone reports anti-social behaviour?

We take all complaints about anti-social behaviour seriously. If you report anti-social behaviour to us, we will:

- take full details from you of what has happened
- arrange an interpreter if you need one
- investigate by telling the other party your allegation (we will not mention your name)
- consider the most appropriate action, when we have fully investigated
- contact any other agencies that may be able to help to resolve the situation
- support and advise you throughout
- take action whenever we feel it is in our power to do so
- work with the Police and other agencies when we need to.

Anti-social behaviour orders, anti-social behaviour injunctions and acceptable behaviour contracts

These often resolve problems of anti-social behaviour. You must work closely with us and other agencies to help resolve the problem. Every ward has a Police Safer Neighbourhoods team and you can approach them directly.

What is Harassment?

Harassment is an activity where by someone behaves deliberately to cause an individual or group of people to suffer distress.

Harassment can take many forms and happen for many reasons. Racial harassment is perhaps the most well-known type, but people can be harassed for many other reasons, for example their sexuality.

We believe you have the right to live in your home without harassment or violence by others. We take any report of harassment seriously, whatever its type, and investigate thoroughly. We must work closely with you and possibly the Police to solve the problem.

What can I do if I suffer harassment?

- Contact the Police and Partners.
- Keep a record of all incidents, noting the date, time, place, what happened, who was involved and the names of any witnesses.
- Try to take photographs of any damage (such as graffiti or vandalism) and record any damage to your belongings.

- If you are hurt, go to your doctor or the nearest accident and emergency department. As well as treating you, they will record your injuries and treatment. This can be valuable evidence if you take your attacker to court.

What can we do?

- When you report harassment to us, we will investigate it.
- We will record all the details and give you the name of someone to contact if you have another incident.
- We will arrange an interpreter if you need one.
- We will take suitable action, which may include:
 - doing any repairs and removing graffiti
 - helping to make your home safe
 - moving you to another home
 - taking action against or seeking the eviction of the person harassing you.
- We will agree with you what we will do and confirm this in writing. We will also let you know how your case is progressing.

If you or your family is in clear danger, we can refer you to the Housing Aid Centre. They can place you in temporary accommodation or rehouse you permanently. We don't like doing this, because we prefer to take action against the person harassing you. If you move away, even for a short while, they may see this as a victory. But your safety is always our main concern.

What can the Police do?

If you want to involve the Police, in an emergency call 999. Otherwise, contact your local Safer Neighbourhoods team.

The Police can take action against anyone who has:

- physically attacked you
- deliberately damaged your property
- threatened or abused you
- tried to cause racial hatred, for example by handing out racist leaflets.

The Police will take details of any incident, whoever reports it. They will investigate and interview witnesses. If there is enough evidence and they know who is harassing you, the Police will prosecute them if you wish. If the incident is one of a series of attacks against you, the Police may be able to arrange support for you.

ASB Witness Service

The ASB Witness Service offers a free and confidential service to residents of the London Borough of Islington who have suffered incidents of anti-social behaviour (ASB).

Being the victim of antisocial behaviour (ASB) or harassment can be extremely distressing and the thought of going to court can be daunting.

The ASB Witness Service engages with the community to encourage the reporting of anti-social behaviour, providing support and reassurance to any Islington resident who may be affected.

The Witness Service also works with Islington Council to ensure that victims are fully supported if they are considering or are taking their case to court.

The service is free, confidential and independent of Islington Council

The Service offers:

- A victim/witness focused service that is non judgemental.
- Emotional support - someone to talk to in confidence over the phone
- Practical support - advice on how to report ASB and opportunity to discuss your needs and options
- Regular phone contact to find out how you are and what you have been experiencing and keep you updated on the progress of your case
- Advocacy to help voice your concerns and needs
- Work with you together with the council, police and other agencies to help identify the best solutions
- Guidance on giving statements for Civil Court
- Ongoing support for as long you need it



If the case goes to Civil Court, the Service offers:

- A pre-trial visit to look at a court room and our waiting rooms and the opportunity to ask questions and have court procedure and possible scenarios explained
- Someone to meet you at court to stay with you until the case has been heard
- A quiet and private place to wait before, during and after a court hearing
- A chance to talk over the case when it has ended, and to find further help and advice
- Information about court orders
- Reimbursement of expenses that you may incur if you have been asked to attend court
- Referrals to appropriate agencies



If you need an interpreter, please let us know at least 48 hours before the hearing.

Useful contacts

ASB Witness Service

Highbury Corner Magistrates Court

51 Holloway Road

London N7 8JA

Telephone: 020 7506 3224

Email:

MCWS.highburycorner@vslondon.org

Facebook: facebook.com/victimsupport

Twitter: twitter.com/VS_NorthLondon

Victim Support - 020 7336 1770,
vs.islington@vslondon.org

Islington Council Area Housing Offices

Holland Walk - 020 7527 7480,
holland.walk@islington.gov.uk

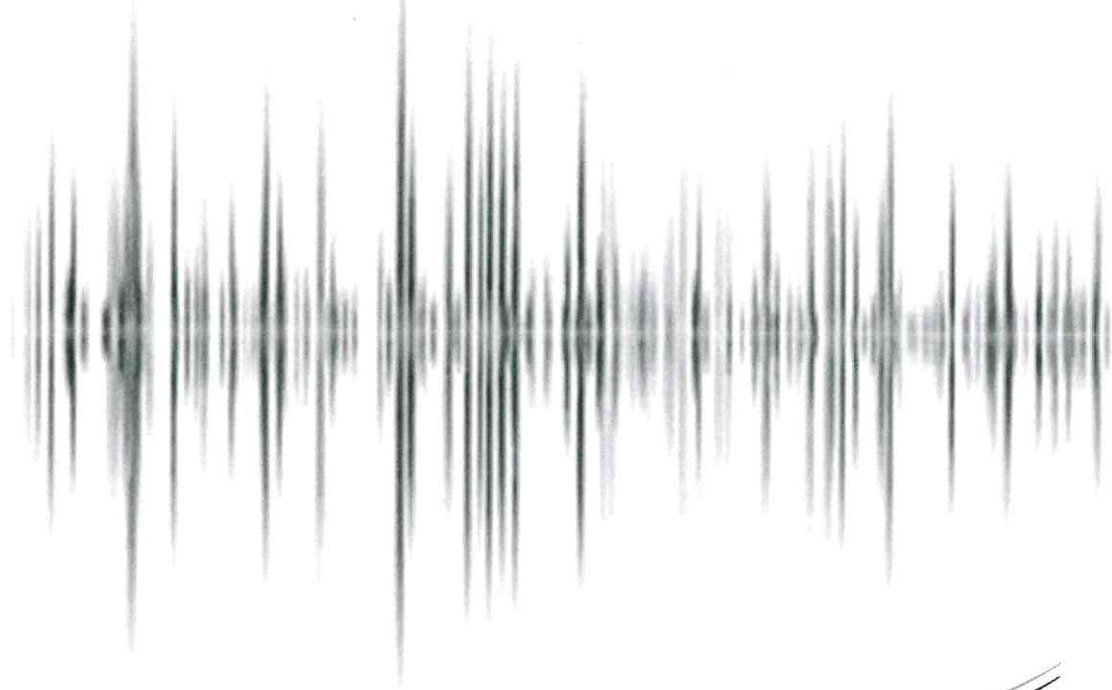
Old Street - 020 7527 6250,
old.street@islington.gov.uk

Upper Street - 020 7527 530,
upperstreet.housing@islington.gov.uk

PARTNERS



BOTHERED BY **NOISE?**



You live in a converted Victorian or Georgian home which has no soundproofing. It is inevitable that you will hear your neighbours and we hope that residents are tolerant and considerate in managing noise.

This document is a detailed companion leaflet to our general noise transmission 'Top Tips' leaflet. Please contact us on 0800 587 3595 or go to our website www.partnersislington.net for a copy of our 'Top Tips' leaflet.



1 THE AGREEMENTS

You either have a lease agreement or tenancy agreement with Islington Council and you are responsible for ensuring that the terms of your agreement are met.

Partners, acting as managing agents on behalf of the Council, are responsible for enforcing these agreements.

Tenancy Agreements

Signing your tenancy agreement means that you are subject to the Council's Tenancy Conditions which state that:

'You must keep floors of the property, other than kitchens and bathrooms covered with carpet or other similar floor covering'

'You must not carry out, cause or allow without first receiving the council's written permission:

- 1** Alterations, additions or improvements to the property, its fixtures or fittings or the services to the property
- 2** An aerial or satellite dish to be put up on the outside of the property
- 3** Decoration of the outside of the property; or the installation of laminate flooring or wooden or tiled or other similar flooring

Also

'The suitability of the flooring and whether enough has been done to reduce noise nuisance to other residents will be considered prior to permission being granted'.

Leasehold Agreements

A typical Lease states:
'To keep the floors of the demised premises including the passages stairs and landings (if any) thereof substantially covered with suitable material for reasonably minimising the transmission of noise to other dwellings within the Building'



2 REGULATORY CODE AND LEGAL FRAMEWORK

The Tenancy Conditions and Lease include the requirement to maintain suitable floor covering.

The majority of the converted housing stock pre-dates Building Regulation requirements in respect of sound insulation and therefore does not always provide reasonable sound resistance between flats.

There is no legal definition of 'suitable flooring' but it is generally held by noise experts, and supported in research, that maintaining a thick carpet and underlay will reduce both impact sound and airborne sound levels.



3 PARTNERS' FLOORING POLICY

Partners must manage all flooring issues in line with the terms of the Council's Tenancy conditions and leases and has a Flooring Policy to achieve this.

The aims of the Flooring Policy are:

- To minimise complaints received by Partners relating to inadequate flooring.
- To provide guidance to residents and staff on what constitutes suitable flooring.
- To ensure that Partners is compliant with statutory legislation.

Tenants

The requirements of the Tenancy Conditions are only met if an entire floor is carpeted. Rugs do not satisfy this requirement. The Tenancy Conditions are not specific about the quality and thickness of carpet or whether an underlay should be fitted. It is standard practice to fit an

underlay and therefore one must be fitted as it will minimise noise transmission.

Leaseholders

The wording of the lease gives Partners scope to specify that the leaseholder must fit both a carpet and underlay and that it must be of a suitable quality and thickness.

Kitchen and Bathrooms

Vinyl sheet/tiled flooring or ceramic tiles laid on a minimum of 4mm plywood or hardboard.

Wood Flooring

Installing laminate/solid timber floors is discouraged but can be approved if an absorbent layer is fitted underneath the new flooring. The absorbent layer must decrease impact sound transmission by at least 30db. Leaseholders must apply for permission to install laminate/solid timber floors. If permission is granted you will have to prove that you have complied with the requirements. Please contact our Housing Services Team for more information.



Enforcement

Partners' Flooring Policy sets out the action to be taken where there are complaints of inadequate flooring.

Where there are reports of inadequate flooring, you can expect a home visit within five working days. Your Housing Services Officer will take photographs and investigate the complaint.

If it is established that there is inadequate flooring, we will give residents a reasonable time to fit suitable flooring. If residents have wooden flooring they must prove that adequate sound proofing/ acoustic insulation which complies with Building Regulations has been used.

If after an agreed time adequate flooring is not in place, our Housing Services Team will refer the case to their Legal Team who will decide on the appropriate action.



4 WHY CAN'T PARTNERS INSTALL SOUND PROOFING?

Installing sound proofing is expensive and the Council doesn't have any legal obligation to do it. It is not something which the Council has asked us to do and therefore Partners doesn't carry out any soundproofing works.

The repairing obligations of your landlord are set out in your tenancy or lease agreement and in the law. There is no legal obligation on your landlord (the Council or Partners as its agent) to provide sound insulation if the property complied with Building Regulations at the time it was built or converted.

This view has been confirmed by the House of Lords in two similar cases: *The London Borough of Southwark v Mills* and *Baxter v The London*

Borough of Camden. In those cases the tenants had argued that the landlord was in breach of its covenant for quiet enjoyment.

It was noted in both cases that the properties lacked adequate sound insulation, but the tenancies of both properties did not contain a warranty that the properties had sound insulation, nor did the law imply such a warranty.

The Lords found that the words 'quiet enjoyment' did not mean undisturbed by noise, but that the occupier would enjoy the quiet use of the property without substantial interference from the Council. For more information on the judgements on these cases go to:

www.propertylawuk.net/neighbouringnoises.html



5 CAN I INSTALL MY OWN SOUND PROOFING?

We would not unreasonably withhold permission for you to do so. Leaseholders should contact the Home Ownership Team and Tenants should contact the Housing Services Team with a full specification of the proposed work and obtain our written permission.

Please be aware that the installation of sound insulation may not make high noise levels within your neighbour's property inaudible or even acceptable within your home. At best it will only reduce the noise you are hearing.

It is important therefore not to have an unrealistically high expectation of the improvement that will be achieved. However, if you properly install the appropriate amount of insulation you should note an appreciable improvement.

6 WHEN CAN I DO DIY?

The Council allows building works that generate noise to be carried out between the hours of:

- 8am - 6pm, Monday to Friday
- 8am - 1pm, Saturday
- no audible building works to be carried out on Sunday or public holidays.

However ultimately it's all about being reasonable. Talk to your neighbours. Discuss what would best suit them and let them know if you have to carry out any emergency work outside the hours above.



7 HOW LATE CAN I USE MY WASHING MACHINE/VACUUM CLEANER?

Domestic appliances which cause noise such as washing machines and vacuum cleaners must not be used between the hours of 11pm and 7am. The legislation for this is set out in S.83 of the Environmental Protection Act.



A MESSAGE FROM OUR ANTI-SOCIAL BEHAVIOUR MANAGER

Islington has some beautiful properties which are popular with residents. Some residents who haven't lived in a converted Victorian or Georgian street property are surprised by the difference in sound transmission compared to a purpose-built property.


We often get complaints from residents who say they can hear and know their neighbour's routine; alarm goes off at 7am, shower by 7.20, porridge in the microwave at 7.30 and leaves the house by 7.45. This isn't anti-social behaviour. We appreciate that people have different life styles and work at different times. Where the noise is day-to-day living, between the hours of 7am and 11pm there is no action we can take.

We also receive lots of reports of "slamming doors". It is very hard to prove if an individual is deliberately slamming doors. We can however practically check if the door is correctly adjusted and in some case we are able to install door closers. Door closers control the speed at which the door closes. A door with a closer cannot be slammed and it is very difficult to force the door.

Other complaints include:

- **Noise from children**

Children will make noise when they play. Where this is between the hours of 7am-11pm there is no action we can take. Sometimes children will get very excited and do like to jump off things from a height. Where this is happening we advise residents to talk to their neighbour – often they aren't aware of the impact of the noise. Where there are any concerns about children's welfare residents must report issues to us or directly to Children's Social Services.



● **“My neighbour is following me around my flat”**

This is a common complaint. Some residents believe as they move from room to room that their neighbour also moves to the equivalent room above/below theirs. There is nothing we can do regarding this complaint unless we can prove that harassment is taking place.

● **Footfall**

We often receive complaints that neighbours seem to be walking heavily or stamping. In the vast majority of cases this is simply a symptom of the poor sound insulation between the flats, rather than deliberate stamping. Often a friendly approach to a neighbour explaining that there is poor sound insulation and asking for consideration is more effective than accusing someone of stamping or being heavy-footed.

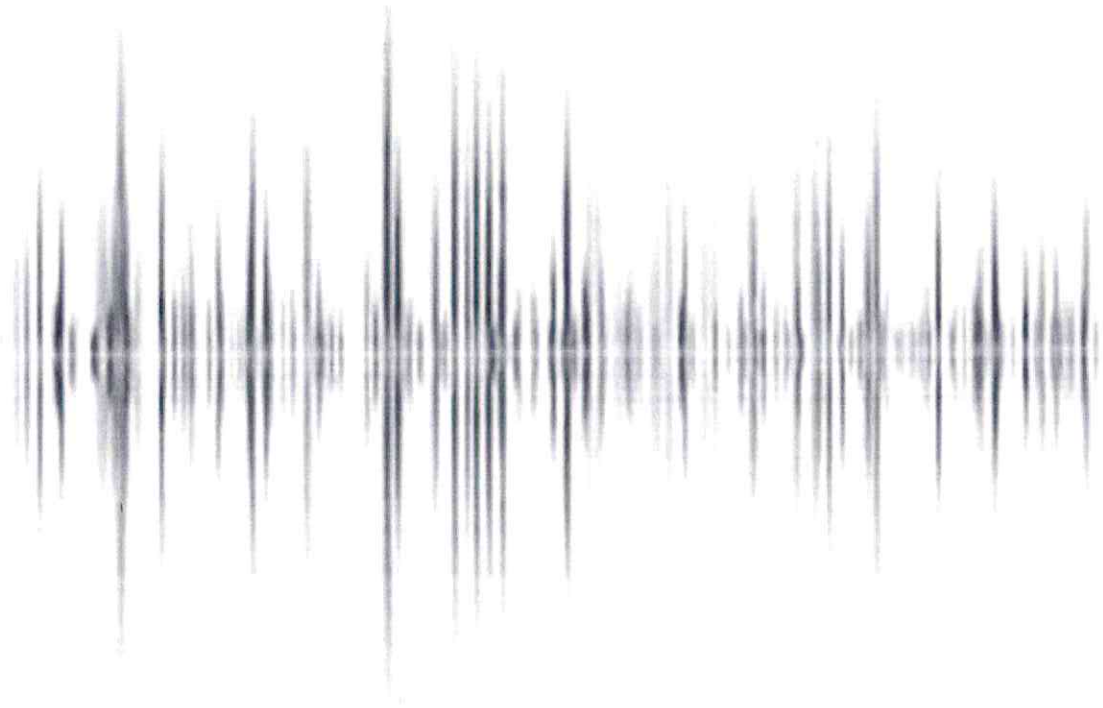
If you are experiencing noise transmission problems, in the first instance try and talk to

your neighbours. Make sure it's a convenient time for them to have a chat and explain to them calmly and clearly what you're experiencing. The likelihood is that they don't realise that their noise is affecting you.

Try to come to an agreement about how you'll improve the situation, but remember that some noise transmission is inevitable. Try to be realistic about what can be achieved and be accepting of day to day noise.

If you have any questions about this information or would like to speak to someone about noise please contact our Anti-Social Behaviour Team on 0800 587 3595 or enquiries@partnersislinton.net.





4-6 Colebrooke Place
Islington N1 8HZ
www.partnersislington.net

ISLINGTON DWOS

Wards

East

Finsbury Park	FinsburyPark.snt@met.police.uk	2032763032
Highbury East	HighburyEast.snt@met.police.uk	2032763031
Highbury West	HighburyWest.snt@met.police.uk	2032763031
Mildmay	Mildmay.snt@met.police.uk	2083450182

North

Hillrise	Hillrise.snt@met.police.uk	2083450585
Junction	Junction.snt@met.police.uk	2083450585
St Georges	StGeorge.snt@met.police.uk	2032763032
Tollington	Tollington.snt@met.police.uk	2083450585

South

Bunhill	Bunhill.snt@met.police.uk	2083450181
Canonbury	Canonbury.snt@met.police.uk	2083450182
Clerkenwell	Clerkenwell.snt@met.police.uk	2083450181
St Peters	StPeters.snt@met.police.uk	0208 345 0286

West

Barnsbury	Barnsbury.snt@met.police.uk	0208 345 0286
Caledonian	Caledonian.snt@met.police.uk	0208 345 0328
Holloway	Holloway.snt@met.police.uk	0208 345 0328
St Marys	StMarys.snt@met.police.uk	0208 345 0286

Mediation

The ASB Witness Service may be able to help you resolve your neighbour dispute through mediation.

What is mediation?

Mediation can help neighbours to talk about their issues and reach a solution acceptable to everyone involved without the need to go to court.

The ASB Witness Service offers free mediation to Council and Partners residents.

How can mediation help me?

Mediation can help with conflict over:

- Noise
- Rubbish
- Dogs and other pets
- Damage to properties
- Clash of lifestyles

What are the benefits of mediation?

- The service is free
- Mediators are professional and impartial. They do not take sides
- Mediators do not judge
- Mediation is confidential
- You are in control of the outcome, the mediator will help both sides to decide for themselves upon a settlement both parties can live with.
- Mediation is voluntary; neither party is forced to participate.

Before you take part in mediation

Think about

- What has gone wrong between you and your neighbour?
- What issues are important to you in this dispute?
- How would you like to your issues to be resolved?
- What do you want included in an agreement between you and your neighbour?



What are the steps?

Referral - ask your ASB team to refer you to us. We will write to you and your neighbours inviting you to separate meetings with us.

Pre-mediation meeting- we will meet with each neighbour separately at our offices. The meeting is confidential and will last up to an hour. If you and your neighbour agree, we will arrange a face-to-face session at our office or Area Housing Office.

Step three: Mediation

The mediator will introduce everyone, explain the procedure and ask everyone to agree some ground rules.

Both sides will have a chance to talk without being interrupted; both you and your neighbour will have the opportunity to explain the situation as you each see it.

The mediators will then help you to talk about how the problem might be solved.

By the end of the session – which can last up to two hours – you and your neighbours will probably have arrived at some agreement you are both happy with.

Remember: all agreements are voluntary and will not be legally binding.

Useful contacts

ASB Witness Service

Highbury Corner Magistrates Court

51 Holloway Road

London N7 8JA

Telephone: 020 7506 3224

Email:

MCWS.highburycorner@vslondon.org

Facebook: facebook.com/victimsupport

Twitter: twitter.com/VS_NorthLondon

Victim Support - 020 7336 1770,
vs.islington@vslondon.org

Islington Council Area Housing Offices

Holland Walk - 020 7527 7480,
holland.walk@islington.gov.uk

Old Street - 020 7527 6250,
old.street@islington.gov.uk

Upper Street - 020 7527 530,
upperstreet.housing@islington.gov.uk



SUMMARY OF OUR ANTISOCIAL BEHAVIOUR POLICY

1. POLICY STATEMENT

Partners are 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 wellbeing of residents and that we have a duty to take action to minimise it. We will use all of the available tools and powers to prevent anti-social behaviour from happening in the first place and to take action to stop it.

We recognise that the causes and effects of ASB can be wide ranging and can impact on all areas of the community and are not just restricted to our tenants. To address this we will look to work in Partnership to ensure that all available measures are applied effectively to tackle reported issues of ASB regardless of who owns the property. Our partners include

- Police
- Islington Council Services
- Environmental and Regeneration
- Housing and Adult Social Services
- Children's Services
- Fire Service
- Court Witness Service / ASB Support
- Primary Care Trust
- All other Social Landlords

This policy serves to provide a clear outline of our on-going commitment to dealing with anti-social behaviour and delivery of a quality and effective housing service. Islington Housing'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 Islington Housing can deliver
- Work with community and partners to deliver effective solutions
- Recognising and implementing best practice
- Value diversity and respect for all
- Take swift and appropriate action both supportive and 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. Partners have aligned with Islington Council Housing's definition who have produced and work to the following definition:

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

Anti-social behaviour is defined in the ASB Crime and Policing Act 2014 as:

- Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- Conduct capable of causing housing related nuisance or annoyance to any person

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

3. SERVICE COMMITMENT / STANDARDS

Partners take all reports about anti-social behaviour seriously. We are determined to reduce anti-social behaviour using all the available tools and powers to achieve this.

Our service commitment 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 on-going 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 area housing offices, or by telephone, letter or email.

Antisocial behaviour can be reported to the Partners office by using the following methods of contact:

- In person
- By telephone: 0800 587 3595/020 7288 8310
- By email: asbt@partnersislington.net
- In writing: Partners For Improvement In Islington
FREEPOST NATE1235
London
N1 8BR
- On line reporting: www.partnersislington.net

All of our officers have received accredited training in how to deal with reports of anti-social behaviour.

If the report involves any sort of criminal activity, you should also notify the police on 101 or in cases of emergency 999.

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

With the reporter

- Conduct an interview with the victim
- Ensure the victim is aware of our commitment to dealing with their report
- Outline limitations and set expectations for the reporter
- Agree an action plan for managing their reported case
- Advise the victim of any appropriate or available support services
- Provide an individually tailored support pack of relevant information
- Undertake a risk assessment of the reporter to determine any vulnerability or risk factors
- Identify and arrange interviews with any witnesses to support the case
- Agree a suitable time period and process 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 or interventions that may be available to the individual or their family such as family intervention projects and refer as appropriate
- Undertake a risk assessment to determine any vulnerability or risk factors

- For young people look to provide access to diversionary and support mechanisms such as Targeted Youth Support, Positive Futures and acceptable behaviour contracts

5. TOOLS WE WILL USE TO ADDRESS ANTISOCIAL BEHAVIOUR

Partners have a dedicated ASB team that manage reported cases of ASB. The team consists of a Team Leader, 4 ASB Officers and a Housing Services Administrator.

The approach adopted in combating ASB is one that involves the use of a variety of tools and attempts to resolve the ASB with the use of appropriate support services and mediation.

A key objective of addressing anti-social behaviour is that of looking to challenge the unacceptable behaviour of an individual(s) and bring about identifiable changes, without recourse to legal action wherever possible. If perpetrators can be deterred or prevented from acting antisocially it is preferable in comparison to facing the possible consequences of their behaviour.

Opportunities and preventative action to limit and minimise antisocial behaviour will be taken whenever and wherever they are identified.

Legal action is only taken where necessary and proportionate, and in cases involving serious/persistent breaches of tenancy. Eviction is only sought as a last resort.

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:

Pre-Legal Action

- Acceptable behaviour contract
- Mediation
- Family Intervention Projects
- Noise Monitoring Machines
- Introductory Tenancies
- Restorative Justice
- Parenting contracts
- Referrals to Targeted Youth Support
- Housing Support and Supporting People

Legal Tools

- Civil Injunction
- Absolute grounds for possession
- Possession Proceedings

With Partners

- ASB Support Service
- Designated Public Place Orders
- Dispersal Orders
- Criminal Behaviour Order
- Closure Powers
- Demotion Orders
- Fixed Penalty Notices
- Community Protection Notices
- Noise Abatement Notices

These represent a summary of some of the tools and powers available to us.

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.

Where perpetrators of ASB show a willingness to address the underlying causes of their behaviour we will offer them assistance and support in this.

When approaching alleged perpetrators we will always give consideration to issues of vulnerability (e.g. If there are disability problems, if there are mental health problems, family and peer issues, where there are drug/alcohol abuse problems, involvement with gangs etc.) Young people and elderly people may also be considered to be vulnerable because of their age or home and family circumstances.

Where such problems exist we will seek the intervention and support of other partner agencies to assist in addressing the problem behaviour.

Partners for Improvement in Islington

Incident Diary

Please keep this diary in a safe place and update it whenever an incident disturbs you. After two weeks return the form to your Anti-Social Behaviour Officer at Partners.

Note: if a noise incident disturbs you at night please contact the Noise Patrol service on 020 7527 7272 at any time.

How to keep the Diary

We can solve most disputes without taking serious action. But if the situation is bad enough, we will use the law to force the culprits to stop, or even to evict them. To take legal action we need a carefully written-down description of every incident. A court will only accept this incident diary if it's written in a certain way.

1. This diary is **your own** personal record of what you see or hear. You can't write down something that other people (including your wife, husband or partner) have witnessed. They must get their own diary.
2. You must fill in the diary **as soon as possible** while the incident is still fresh in your mind. Do it on the same day if you can. If you leave it much longer a court might not accept it.
3. Put your signature and the date at the bottom of the form.
4. Write down **everything** you see and hear in as much detail as possible. A general summary isn't taken as seriously by the court as word-for-word evidence. So you'll have to include swear words. We're sorry if this is upsetting, but you'll have to do this if the case is going to stand up in court.

Other evidence

It's a good idea to collect other evidence to back up the diary. Photographs can help in some cases – car repairs, overgrown gardens, graffiti and so on. Put the time and date the photo was taken on the back and sign it. You could make a tape-recording of very loud music or shouting. Speak to a housing or police officer if you need help.

Please complete the following details, and attach as many diary sheets as required. You must attach this front sheet to the diary sheets, and write your name, the date and the page number on every sheet that you attach.

Your name: _____ Address: _____

Telephone number (daytime): _____

Telephone number (evenings): _____

Please tick one: Council tenant Leaseholder Private tenant

Name and address of person causing the nuisance (if known):

Number of diary sheets being submitted altogether (including this sheet): _____

Declaration: I confirm that the attached information is a true record

Signed: _____

Date returned to Partners: _____ / _____ / _____

To be completed by Partners:

Date received: _____ / _____ / _____

Member of staff dealing with the noise complaint: _____

Copy of diary provided to complainant? Yes / No (circle)

PARTNERS



**Partners For Improvement
in Islington Ltd**

4-6 Colebrooke Place,
London N1 8HZ
t. 020 7288 8310
f. 020 7354 4765
e: enquiries@partnersislington.net
www.partnersislington.net

