

What is Anti-Social Behaviour (ASB)

- Conduct that causes or likely to cause Harassment, Alarm or Distress.
- In a housing situation this includes Nuisance and Annoyance.
- *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.*
- Can include criminal acts e.g. theft, assault, use of illegal drugs
HOWEVER these should be to police - 999 in an emergency or 101 or via the internet

Examples of ASB

- Rowdy or Inconsiderate behaviour
- Noisy Neighbours
- Street Drinking
- Littering or Drug Paraphernalia
- Misuse of fireworks
- Public Drunkenness or verbal abuse
- Aggressive behaviour, Intimidation or threats
- Nuisance from animals (e.g. barking dogs)
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Not ASB;

- Children playing – reasonably.
- One off loud music/tv.
- Moving furniture
- Noise from appliances.
- Lifestyle differences, including cultural differences or different working patterns.
- Concerns which do not breach the tenancy agreement, for example, people staring, smoking, or cooking odours.

Reporting ASB to the Council

- **Report online via the council's website / My Islington account -**
- Complete the online form on the council website:
- <https://www.islington.gov.uk/community-safety/anti-social-behaviour>

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.

- Alternatively call 0207 527 7272 at any time.
- Neighbourhood Patrol Team – Officers contact reporters and can visit to attempt to witness ASB.
- During office hours council tenants can also contact their Housing Officer (0207 527 5300). Tenants of Registered Social Landlords (RSL's) and private tenants should contact their housing provider.

Criminal matters - Report to the Police

Some ASB should be reported to the Police:

- Abuse, intimidation or harassment
- Drug use and drug dealing
- Misuse of air guns
- Inappropriate use of fireworks
- Aggressive begging
- Vandalism

Criminal behaviour should be reported to the Police 101 or 999

Investigation and Case Management

- We try to get back to reporters within two working days to give general advice or guidance.
- Where further investigation is needed, a case/housing officer will be allocated who will deal with your case and work with you to develop an action plan to tackle the ASB.
- In most cases we need to interview the alleged perpetrator and gather evidence.
- For the reporter/complainant reporting incidents as and when they happen is important. They can also complete incident diary sheets and use the Noise App.
- If actions like warnings and notices don't work and it is considered appropriate apply to court for a civil injunction to address the ASB, the legal process can take months rather than weeks.
- In order for legal action to be considered there needs to be sufficient evidence of ASB
- Taking legal action to evict a tenant is always a last resort. Only a court/judge can order the eviction of a tenant.

- **When you make your initial report, it will be directed to the appropriate team.**
- **If you are experiencing ASB we want to hear from you and we are here to listen and to help.**
- **You can report anonymously**
- **We will only investigate and take action if you want us to.**
- **You can contact us to simply discuss or get advice on an ASB issue and then decide how you would like to proceed.**

Tools & Powers to address ASB

- **Mediation**
- **Good Neighbour Agreements**
- **Issuing recording equipment to capture noise levels**
- **Issuing diary sheets to collect more information on time, duration, and impact of ASB**
- **Signposting to support services**
- **Warning letters**
- **Legal Notices/Warnings (NOSP) to address breach of the tenancy condition – causing or allowing ASB**
- **Civil Injunctions**
- **Community Protection Warnings & Notices (CPW's and CPN's)**
- **Closure Orders**

Questions?