



Anti-Social Behaviour Policy Statement

Homes for Haringey, Haringey Council and it's partners are committed to dealing effectively with Anti-Social Behaviour

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1. Introduction

- 1.1 Section 17 of the Crime and Disorder Act 1998 obliges local authorities to consider the crime and disorder implications of everything they do. Specifically, it states that any Council must “exercise it’s various functions with due regard to the likely effect of them on crime and disorder...and the need to do all it reasonably can to prevent crime and disorder”. This means that Haringey is legally obliged to think about the impact of it’s actions on crime and disorder within the Borough’s boundaries.
- 1.2 The Government’s Respect Action Plan, published in 2006, examines what a modern culture of respect means and how we should seek to enforce acceptable standards of behaviour. The Respect drive aims to ensure that local agencies tackle unacceptable behaviour and it’s causes to improve the quality of life for residents – particularly those in disadvantaged communities. The Anti-Social Behaviour Act 2003 contains measures drawn up from across five Government departments and builds on existing legislation to clarify and streamline housing and provide new powers for social landlords to tackle anti-social behaviour (ASB) and includes provisions such as housing injunctions and demoting tenancies.
- 1.3 This national agenda measures up with residents’ concerns about the issues locally. In 2005/06, Homes for Haringey commissioned an independent market research organisation to undertake a survey of 917 council tenants and serious problems in their neighbourhood to be: litter and rubbish (24%); parking (15%); drug dealing (14%); vandalism (12%), and dogs (12%).
- 1.4 In May 2005, Haringey’s 24,000 tenants and leaseholders voted in favour of an ALMO (Arm’s Length Management Organisation) to run their homes. This is a new way of running Council housing where the Council is still the landlord but homes are managed by an ALMO. Homes for Haringey is the name chosen for Haringey’s ALMO and this organisation started managing the Council’s housing from April 2006.
- 1.5 Traditionally, the Housing Service (which is now Homes for Haringey and Haringey Council’s Anti-Social Behaviour Action Team) has dealt well with nuisance and harassment on Council estates. However, ASB has increasingly become a widespread problem both locally and around with country. To this end, many residents are unable to enjoy their neighbourhoods due to a disregard for the local environment by a destructive minority or by persistent and serious acts of abuse and inconsiderate behaviour.

- 1.6 In Haringey, we take ASB seriously. Therefore, the Anti-Social Behaviour Action Team (ASBAT) has been established within the Safer Communities Service with a vision of creating a safer Haringey where residents can have an improved quality of life without the fear of being subjected to ASB. The team deals with the more serious and persistent cases of ASB. They provide a point of contact, referral, advice and solutions for victims of ASB.
- 1.7 Central to Homes for Haringey and the ASBAT's approach to ASB are the principles of prevention, building on existing work, supporting victims and prosecuting persistent offenders. Achieving all of these principles will be part of the challenge. We aim to strike a balance between enforcement and prevention, ensuring that the rights of all those involved are considered and taken into account when making any decisions.
- 1.8 This document is concerned specifically with Homes for Haringey and the ASBAT's response to the whole spectrum of ASB but should be read in conjunction with Haringey's Anti-Social Behaviour Strategy that covers what work Haringey's Safer Communities Partnership will be undertaking to tackle ASB in the borough.
- 1.9 The purpose of writing this document is to improve the quality of life for local residents. It will also enable us to provide a realistic approach to managing resident's expectations and providing residents with appropriate information on ASB.

2. Definition of Anti-Social Behaviour (ASB)

- 2.1 For the purposes of the duties imposed by section 218A of the Housing Act 1996, ASB is any conduct to which sections 153A (1) and 153B (2) of the 1996 Act apply. These sections apply to conduct which:
 - Is capable of causing a nuisance or annoyance to any person
 - Directly or indirectly relates to or affects the housing management functions of a relevant landlord
 - Consists of or involves using, or threatening to use, housing accommodation owned or managed by a relevant landlord for an unlawful purpose.

This definition is contained in Section 218A (8) of the Housing Act 1996 inserted by the Anti-Social Behaviour Act 2003.

- 2.2 The Crime and Disorder Act defines ASB in terms of its impact or likely impact on victims, as well as the actions of the perpetrator. A person is liable for an Anti-Social Behaviour Order (ASBO) if he or she:

“Has acted ... in an anti-social manner; that is to say, in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household.”

- 2.3 This definition is appropriate when considering an Anti-Social Behaviour Order, but Council Officers need to deal with a wider spectrum of ASB, including Haringey. The ASBAT have adopted Haringey’s Community Safety Partnership definition; like the one in the Crime and Disorder Act, the impact on victims is crucial:

“Anti Social Behaviour covers the range of behaviours from low-level nuisance to serious harassment which can damage the quality of life and interfere with the ability of people to use and enjoy their home or community.”

- 2.4 It is recognised that the term “harassment” also has a wide definition and incorporates many types of behaviour. The priority for Homes for Haringey, the ASBAT and it’s partners, in Haringey, is to tackle ASB in it’s wider definition effectively. Examples of ASB include (but are not limited to): noise; littering; vandalism; graffiti; abandoned vehicles; fly-tipping; selling and using illegal drugs; alcohol related disorder; aggressive and threatening behaviour, and verbal abuse and harassment – including on the grounds of race, gender, age, disability or sexual orientation. These are merely examples and any ASB will be considered if it falls within the wider definition.
- 2.5 We have adopted a broad definition of ASB however how each case is handled will vary on the specific circumstances of the victim and the perpetrator. The different types of ASB vary considerably in their seriousness and their potential impact upon victims. Within the local authority, the Housing Service is one of the key service providers in delivering Haringey’s commitment to tackling ASB.

3. Legal and Strategic Framework

- 3.1 Haringey will at all times operate within the provisions of all relevant legislation and in particular:

Crime and Disorder Act 1998

Anti-Social Behaviour Act 2003

Housing Act 1996/2004

Haringey Housing Service Allocations Policy

Haringey’s Anti-Social Behaviour Strategy 2009-11

Homelessness Act 1998

Highways Act 1980

Public Order Act 1986
Haringey's Tenant's Charter
Freedom of Information Act 2000
Data Protection Act 1998
Human Rights Act 1998
Disability and Discrimination Act 1995
Race Relations (Amendment) Act 2000/Race Relations Act 1976
(Amendment) Regulations 2003
Children Act 1989
Children and Young Persons Act 1933
Local Authority Act 1972
Control and Pollution Amendment Act 1989
Refuse Disposal (Amenity) Act 1978, Sec 2
Prevention of Damage by Pests Act 1949, Sec 4
Public Health Act 1936, Sec 78
Environmental Protection Act 1990
Respect Action Plan 2006
Respect Standard for Housing Management
Cleaner Neighbourhoods and Environment Act 2005
Licensing Act 2003
Criminal Justice and Policing Act 2001
Criminal Justice Act 2003
Criminal Procedure Rules 2005
Police and Justice Bill 2006
Police Reform Act 2002
Serious Organised Crime and Police Act 2005

4. General Policy Statement of Approach to ASB

4.1 Homes for Haringey:

- Recognises that people have a right to peaceful enjoyment of their homes
- Where appropriate will enforce the tenancy conditions relating to ASB as well as use all statutory powers available

- Recognises that people have a responsibility to ensure that they do not act in an anti-social manner towards their neighbours
- Will provide access to advice and support for residents to deal with ASB
- Will ensure that the ASBAT complies with the Service Standards
- Will work in partnership with other departments and agencies to ensure ASB is dealt with effectively
- Will provide training and support for staff to handle ASB complaints to high degree of competence
- Will publicise and promote the policy and service standards. Please see www.haringey.gov.uk

4.2 The following principles will underpin all strategies and initiatives designed and delivered to deal with ASB by Homes for Haringey and the ASBAT in Haringey. We will work with relevant partner agencies, where appropriate, to achieve the following:

Responses will take into account the needs and concerns of the victim – The best interests of the victim should be paramount, taking into account their safety, views, wishes and feelings. Where appropriate (or where requested), confidentiality will be maintained however, if applicable, issues of vulnerability of the perpetrator (e.g. mental health) will be taken into account with regards to seeking the right solutions.

Responses will be prompt and appropriate – All agencies should provide a response to a request for service within a specified period of time according to agreed protocols.

Services will be accessible and inclusive – Policies and services provided by Homes for Haringey and the ASBAT should be sensitive and responsive to the needs and aspirations of our community, taking full account of race/ethnicity, gender, sexual orientation, age or disability.

Services will promote effective practice based on research and evidence – High quality research, evaluation, monitoring and review procedures should ensure that those responses and collaborative initiatives to reduce the opportunity of ASB are balanced and well informed.

Services will be coherent in design and delivery – Services and response activity should be wove together in a coherent, integrated

and cross-sector form to ensure effective and efficient allocation of resources.

Services will promote and enhance communities – Communities should be empowered and encouraged to contribute towards positive changes within the environment they choose to work and live in in order that improvements can be owned and sustained locally. Services, activities and initiatives should promote community cohesiveness.

4.3 Enforcement action against ASB can take an informal, quasi-legal, or legal form. Prompt action is sometimes more successful than drastic action for tackling ASB before it escalates. The remedies section of the Statement of Procedures provides a summary of the remedies available.

- Appropriate support and diversion for vulnerable perpetrators
- Warnings – sometimes jointly within the Police
- Warnings and quasi-legal enforcement action such as Acceptable Behaviour Agreements (ABAs) and Voluntary Reparation Agreements
- Civil action such as injunctions, ASBOs and possession proceedings
- Undertakings
- Criminal prosecution by the Police
- Criminal prosecution by the Local Authority

5. Service Guarantee

5.1 The Council aims to carry out all investigations fairly and taking into account the needs of all parties involved. It will strive to provide you with a service that follows our Statement of Procedures and in particular the ASBAT will seek to:

- Contact you within 24 hours, following your report of ASB
- Interview you within 5 working days if appropriate
- Advise you clearly on what can and cannot be done in relation to the problem and supply you with the name of the officer who will be responsible for dealing with you
- Formulate an action plan taking your wishes into account

- Consider your safety of utmost concern
- Offer you access to an independent mediation service, where appropriate
- Provide you with information of the support agencies that may offer you assistance while your case is investigated
- Continue to improve our service by asking you to complete a customer satisfaction form following your use of this service
- Review services and policies in relation to ASB periodically

5.2 The Local Authority and Homes for Haringey will provide support and protection to staff that suffer ASB of any type. All staff have the right to be treated with dignity and respect at all times. In Haringey we are committed to promoting a working environment free from all forms of harassment and bullying.

6. Obligations of tenants

6.2 This is the section in the Tenancy Conditions that deals with ASB. It will be subject to changes from time to time and does not form part of this policy. Tenancy Conditions can be found at www.haringey.gov.uk or contact Homes for Haringey (See section 22 for details).

Tenant's General Responsibilities:

- Behaviour included in the Tenancy Agreement sets out things you must do or not do as a tenant. Some of the clauses also apply to other members of your household and to lodgers, subtenants and your guests. If any lodger, subtenant or guest is doing something against these rules, you must ask them to stop. If they refuse, you must take steps to remove them from your home. If you do not do this, we can take legal action against you. This may include possession proceedings.
- In the event that possession proceedings result in your eviction, the Council may refuse to re-house you because you may be regarded as making yourself homeless intentionally as a result of your behaviour or your failure to control the behaviour of every person, including children living or visiting your home.

Expectations of complaints:

- To be tolerant of others

- To recognise the needs of others and in particular those with disabilities
- Not to make complaints motivated by prejudice or malice
- Not to complain for personal gain
- To do everything reasonable to assist us and/or other agencies in pursuing the complain (e.g. keep records when requested)
- Advise us and keep us up to date on changes/improvements in the behaviour complained of
- Report incidents and updates as soon as possible

7. Racial and Harassment Policies

7.1 Harassment can spoil the lives of victims and if left unchallenged it can have a harmful effect on the environment and culture of whole areas and communities. Haringey Council condemns all incidents of harassment and will not tolerate behaviour of this kind perpetrated by tenants, their visitors, or their family. We will respond by:

- Taking seriously all reports of harassment
- Responding to complaints quickly in an effective, sensitive and consistent manner
- Taking swift and effective action against perpetrators or harassment
- Working with local partner agencies to tackle persistent and serious cases of harassment

7.2 Haringey will base its response by adopting a victim centred approach in dealing with all incidents of harassment and will work with local agencies to help provide support for victims.

7.3 Haringey is in the final stages of developing its Hate Crime and Harassment Strategy and Action Plan. The Safer Haringey Partnership has developed a shared definition of hate crime and harassment. Guidance on the definition of hate crime and harassment has been drawn from key pieces of legislation such as the Crime and Disorder Act 1998, the Crime and Security Act 2001 and the Criminal Justice Act 2003.

7.4 Together the acts require that the motivation of racial hatred, hatred of religion or hostility towards sexual orientation or disability be considered

when the courts sentence an offender. Supporting this, the Macpherson Inquiry (published in 1999 after the racist murder of Stephen Lawrence) defined racially motivated crime as “any incident which is perceived to be racist by the victim or any other person”. The Association of Chief Police Officers adopts the same formula for crime or behaviour motivated by the religion, sexuality, disability or age of “any person targeted because of their status, group characteristics or affiliation”.

7.5 In line with these key guiding documents and legislation, the Haringey Council definition of Hate Crime is as follows:

“Hate crime or harassment is any behaviour (verbal or physical) that is perceived by the victim or any other person to be motivated by hatred because of a particular characteristic of that person”.

7.6 When recording hate crime incidents we will specify the type of hate crime. The hatred can be motivated against: race, sexuality, disability, age, religion, travellers and gender.

7.7 Haringey Council defines harassment in line with the Protection from Harassment Act 1997, as “deliberate action designed to cause alarm or distress”. As with Hate Crime, if the action is perceived by the victim to be motivated by hatred or prejudice, it is considered to be hate harassment. There is no set definition of what constitutes harassment but examples can include:

- | | | |
|-------------------|------------------------|----------|
| -Physical assault | -Wearing racist badges | -Rubbish |
| -Spitting | -Malicious complains | dumped |
| -Threats | -Mimicking | on |
| -Verbal abuse | -Offensive graffiti | doorstep |
| -Name calling | -Arson | |

7.8 It may not always be appropriate for the Council to take action alone and at times we will work in partnership with the Police and other partners where appropriate to ensure that all incidents of hate crime are dealt with effectively.

7.9 Complaints of ASB can either be logged through the ASB Hotline or at local Housing Offices and thereafter, the appropriate course of action is determined. The more serious types of ASB are referred to the ASBAT, low-level complaints are passed to Homes for Haringey to be dealt with and complaints of an environmental nature (e.g. noise complaints) are referred to Environmental Services.

7.10 All forms of harassment must receive immediate and sympathetic attention and staff must offer effective help to any victims of harassment and must take firm action against any person found responsible for harassment.

7.11 Homes for Haringey and the ASBAT endorse the principles laid out in the Housing Corporation Code of Practice for Social landlords. These should be applied to all hate crimes.

7.12 A policy and procedural commitment has been made to:

- Eliminate unlawful discrimination and harassment
- Promote good relations between people of different racial groups
- Maximise the reporting of incidents that are racially motivated
- Support complainants and their families
- Take action against perpetrators

8. Domestic Violence Policy

8.1 Violence in the home can include physical attacks, threats, sexual abuse, rape or incest. Haringey Council will always try to make sure people who have suffered from violence or who are at risk of violence are safe. If you are at risk, contact Homes for Haringey (see Section 22 for details).

8.2 Domestic Violence is any physical, sexual or psychological abuse which happens between partners. Although the sufferers of domestic violence are mostly women, men can also be victims.

8.3 We will always try to make sure that people who have suffered from violence or who are at risk of violence are safe. If you are at risk, contact Homes for Haringey, where you will be given information (details in Section 22), help and advice about action against the person carrying out the abuse and on how to improve security in your home. We can provide temporary accommodation if necessary. Outside normal working hours, you should go to a police station or contact the **Emergency Service** on **020 8348 3148**.

8.4 You may need other accommodation, either as a permanent move or for a short time while things are sorted out. If you want to return to your home and want the person who was violent removed from there, we will give you advice on how to do this.

8.5 **Hearthstone** is Haringey's domestic violence advice and support centre and they can be contacted on **020 8888 5362**. the project brings together Homes for Haringey, the Police and Victim Support volunteers. Advice on health and legal services can also be provided. Tenancy Managements Officers within Homes for Haringey can make appointments for victims and those at risk from domestic violence. You should contact the local housing office as soon as you can. **Hearthstone** will see male victims by appointment only.

- 8.6 A practical guide to Domestic Violence advice and support in Haringey entitled “I Shall Survive” has been produced and is a source of information for survivors of domestic violence, professionals and others trying to offer support and information. A DVD which details domestic violence services in Haringey called “What’s Love Got To Do With It” is also available in 7 languages. Both can be obtained at Council buildings, libraries and through the website – www.haringey.gov.uk
- 8.7 Although Domestic Violence is included in our broad definition of ASB and is mentioned above, it falls within the scope of our Domestic and Gender Based Violence Strategy 2008-12 and Action Plan.

9. Prevention of Anti-Social Behaviour

- 9.1 We will adhere to balance enforcement and prevention/support. In addition to successfully prosecuting individuals who have been involved in persistent ASB, the ASBAT is actively involved with preventative work and is currently working with local schools, community groups and residents’ associations.
- 9.2 Haringey recognises that one of the most effective ways of tackling ASB is to prevent it from taking place in the first place. Prevention is therefore an essential part of Haringey’s approach. Examples of which can be seen below:
- Mediation will be provided where it is deemed appropriate. This can be a very effective measure that means legal action is not necessary and the problem is prevented from escalating.
 - Wardens and Police Community Support Officers (PCSOs) are in operation in Haringey and their uniformed presence will help to discourage ASB. They will also look to engage and intervene at an early state with those they identify as being at risk of committing ASB.
 - Wardens and PCSOs are trained to recognise areas where Designing Out Crime is required and will pro-actively identify environmental facts that are likely to lead to ASB and ensure measures are taken to minimise that risk. Examples can include improved lighting, re-designing pathways and removing street furniture.
 - Safer Neighbourhood Teams - consisting of 1 Police Sergeant (PS), 2 Police Constables (PCs), and 3 PCSOs - have been rolled out across the 19 wards in the borough however some of the wards are operating with a reduced team and in due course all teams will be brought up to full team strength. Safer Neighbourhood Teams are there to respond to local problems in

relation to ASB and crime. The public are given the opportunity through public consultation to set police priorities for their areas for a six month period.

- Diversionary activities for young people are essential to prevent ASB. Connexions, the Youth Offending Service, as well as other agencies and charities in Haringey such as BTCV (environmental charity) run activities targeted at youngsters.
- Anti-Social Behaviour Practitioners in Haringey will always look to identify those at risk of committing ASB, identify cases where access to support services might be needed, and make referrals promptly. Examples may include Social Services, Mental Health and Substance Misuse support services.
- Acceptable Behaviour Agreements (ABAs) are an important preventative tool in Haringey. It is important for our community to set the standards of behaviour by which they expect people to live and ABAs help to achieve this. They help to monitor these standards ensuring that individuals understand the impact of their behaviour on the community while offering the necessary support for them to step. ABAs can help achieve long-term change and prevent further escalation of ASB.
- Haringey will continue to develop activities and initiatives which will encourage residents, their children and other people in the community to raise their aspirations and take on an active role in their community.
- Floating Support consists of three support services: HARTS (Haringey Tenancy Sustainment for Families), Sixty Plus and Key Support, who all work with a variety of vulnerable households with a range of needs. They help to prevent a series of issues, for example truancy and eviction. The services make sure that support is offered rapidly at the point of need, help and support gets to households that are difficult to engage, the stigma of association with social services and other agencies is removed, and support is given before minor crises develop into major ones.

10. Support for Perpetrators

10.1 We appreciate that some perpetrators will need help and support to enable them to sustain their tenancy and reduce the risk of losing their home. If appropriate we will work with internal support agencies where available and external specialist agencies when considering issues of ASB that are a consequence directly or indirectly of: drug abuse; alcohol abuse; mental health; financial difficulties, or disability.

- 10.2 The people that fall into the above groups are also some of the most vulnerable in Haringey and we appreciate that they might also be potential victims of ASB. This makes access to support services a priority.
- 10.3 It may be necessary for Haringey to set up or attend case conferences that involve all the relevant support agencies and partners to consider the perpetrator's needs and agree an action plan. In the event problems occur, access to the appropriate help and support should be identifies with the necessary contact details. Wherever possible we take action to encourage and support long-term changes in the behaviour of perpetrators.
- 10.4 Where the perpetrator is a young person we will seek to involve their parents/guardian and school where appropriate. In addition we may involve the Youth Inclusion Support Panel (YISP) who provide a forum where support and further action targeted at young people who are at risk of getting involved in crime or are involved in crime is discussed. We may seek the help of the Children and Young People's Services to carry out an assessment of the child's needs pursuant to S17 Children's Act 1989. This will identify the services available to meet the need of the child's and/or his/her family and provide the support required.
- 10.5 Haringey will aim to respond to ASB in a proportional manner. In cases where the perpetrator is a young person we will seek long-term solutions by accurately identifying where preventative action, such as an ABA, is preferable and where enforcement is needed. Unless the circumstances warrant immediate enforcement action, Haringey will undertake an incremental approach to tackle the behaviour by providing deterrents along with enforcement if necessary.
- 10.6 If a complaint has been made against you, you can expect us to deal with it fairly and take into account any representations you might want to make.

11. Multi-Agency Partnerships

- 11.1 Haringey Council recognises that any one agency cannot solve anti social behaviour on its own and has adopted a multi agency approach to prevent, combat and reduce instances. This Anti-Social Behaviour Policy does not sit alone but forms part of a wider strategy that incorporates the work or the Crime and Disorder Reduction Partnership in Haringey and the various organisations that sit within it.
- 11.2 Our policy has been developed in partnership with all relevant stakeholders, including tenants and residents, staff, councillors, Crime and Disorder Reduction Partnership members and other organisations. Under the Anti-Social Behaviour Act, the landlord has to keep procedures under review and this will be done in consultation with the above parties when necessary.

- 11.3 An effective response to ASB requires the exchange of information between partners and in particular the Police, Youth Offending Teams, Children and Young People's Service, Health Authority, Neighbourhood Management, wards, schools and probation services.
- 11.4 As well as working reactively with these agencies, Haringey Council will develop multi-agency partnerships to prevent ASB. We aim to identify and work support agencies to aid tenants with the potential for serious ASB.
- 11.5 The Council's Environmental Services Department undertakes some of the enforcement action in relation to ASB (see Section 22 for contact details). Generally, the split between the Homes for Haringey and the ASBAT's responsibility and that of Environmental Services is that the former deal with problems to do with individual's homes and the latter deal with problems to do with the environment for example, graffiti, vandalism and noise complaints. However, there are many circumstances in which action by both may be appropriate. For example, it may be appropriate to deal with noise nuisance by taking action under the Environmental Protection Act 1990, the Housing Act 1996, 2004 – tenancy conditions, or both. Homes for Haringey, the ASBAT and the Environmental Services department will work closely in those specific cases where joint enforcement is needed and in general to ensure all ASB is tackled effectively.
- 11.6 Neighbourhood Wardens are able to provide additional surveillance and support for victims where deemed necessary. The warden's service will generally feature in initiatives to tackle ASB where appropriate.
- 11.7 Partnership actions, which include this Anti-Social Behaviour policy, will also be reviews and updates regularly by Haringey's Anti-Social Behaviour Partnership Board, which brings together contributions from voluntary, community and statutory organisations. The Anti-Social Behaviour Partnership Board (ASB PB) meets every two months. For further information about the ASB PB please contact **Haringey's Community Safety Team** on **0208 489 6957**.
- 11.8 The Anti-Social Behaviour Partnership Board, of which Haringey's Anti-Social Behaviour Action Team is a key partner, will work together to ensure that the community in the borough feels secure and protected from the negative effects of ASB. Membership of the board includes the Community Safety Team, the Police, Homes for Haringey, the ASBAT, Registered Social Landlords (RSLs), Neighbourhood Management, London Fire Brigade, Haringey's Community and Police Consultative Group, Victim Support, Enforcement Services, Primary Care Trust, Mental Health Trust, Youth Service and the Youth Offending Service. The group deliver cohesive and collaborative services through:
- Improving the exchange of information about reported ASB

- Accessing partnership resources to increase service provision and improve responses to complaints of ASB
- Seeking the realignment of mainstream resources to improve multi-agency service delivery and responses to ASB
- Improving multi-agency working by developing common protocols, assessment pathways and joint service delivery
- Building the skills, capacity and confidence of key council and partnership agency staff

12. Anti-Social Behaviour Action Team (ASBAT)

12.1 The community want fast but effective action in dealing with the problems associated with ASB. The development of a multi-agency borough wide Anti-Social Behaviour Action Team has helped to achieve this by providing a co-ordinated, effective response.

12.2 The ASBAT deliver the above by:

- Providing support for pro-active partnership activities through information sharing, tactical intelligence and strategic analysis
- Ensuring that once an ASB problem is identified, the team supports the effort of the community and the borough partners to divide solutions, co-ordinate activity and where appropriate, directly intervene to eradicate that behaviour.
- Resourcing an information unit, collating relevant information, and monitoring the agreed activities to counter ASB in the Borough.

12.3 The ASBAT primarily focus on groups or individuals, who require a sustained level of activity to help prevent ASB. In essence the ASBAT deal with the more serious cases of ASB and provide advice and support to practitioners, including Tenancy Management Officers. If necessary, they will take the required court action. They also provide a central point of contact (and casework) for residents of the Borough who are suffering from ASB.

13. Data Protection and Information Exchange

13.1 All information will be exchanged in accordance with the law and organisations will ensure that they only act within their legal powers under the Crime and Disorder Act 1998, Anti-Social Behaviour Act 2003, Housing Acts 1985, 1996, 2004 and the Homeless Act 2002.

13.2 To ensure proper and legal exchanges of information, with the highest regards for the privacy rights of individuals, the council has developed an

Information Sharing Protocol to ensure that information exchange takes place under a designated agreement. Currently, there are over 30 agencies that have signed up to the Protocol.

13.3 The Protocol is a document that clearly sets out why, when and how information can be shared. By having a formal structure in place, agencies can identify what is going on in their local area more accurately; improve the quality of analysis; be better informed around resource allocation issues, and achieve more evidence based work through sound intelligence and accurate data.

13.4 The Protocol will be an evolving document as more agencies sign up to it.

14. Publicity

14.1 Publicity in Haringey will use many different mediums and some key ones will include the use of local media coverage or targeted leafleting and poster campaigns. We will use publicity to assist us and our partners in reassuring tenants and the wider community that effective action is being taken to tackle ASB in Haringey.

14.2 All partners involved in tackling ASB in Haringey will be jointly developing an ASB Communications Strategy to ensure any publicity is coordinated and effectively targeted.

14.3 Whenever possible we will publicise the successful resolution of cases. Where this involves the identification of those subject to injunctive measures (where the court has not imposed reporting restrictions) we will make decisions on a case by case basis and all risks will be considered.

14.4 Publicity will be used to:

- Increase public confidence in public services
- Increase public reassurance in safety and help tackle the fear of crime
- Enforce any injunctive measures
- Act as a deterrent to others whose nuisance behaviour impinges on the quality of life of others
- Seek the engagement of the community and encourage them to take action
- Provide tenants with the information they require to enable them to report an incident on ASB

15. Confidentiality

15.1 Information provided by victims will be treated as confidential information. Haringey Council accept this duty of confidentiality and will not disclose such information without the consent of the person concerned save as provided and allowed within the context of the legal framework relating to information sharing. Any provision for information sharing under an established legal framework will adhere to the confidentiality statement in the Haringey ASB Information Sharing Protocol that all partners will have to sign up in advance.

16. Support of Victims and Witnesses

16.1 Haringey Council acknowledges that witnesses are crucial to tackling ASB: whether they are the victims of ASB directly against them specifically, or residents who witness ASB directed towards the community. We need witnesses to report incidents, to provide evidence and to help the local authority and its partners take action against perpetrators.

16.2 We appreciate that gaining the trust and confidence of witnesses and victims is key to keeping residents on board. No more so that at the crucial first state when a report is made. As set out in the Service Guarantee section above, Officers will work with victims and witnesses at the earliest possible opportunity to set and manage expectations. Witnesses and victims will be supported through the whole process from report, to trial, remedy and beyond.

16.3 In seeking to provide victims of ASB with appropriate and effective support it is important that Homes for Haringey and the ASBAT work together with other agencies that can support victims. To this end we have worked with Victim Support Services to produce a Victim Support Pack that all victims of ASB will receive when reporting an incident. The Victim Support Pack contains information on a wide range of agencies and organisations that can offer support, comfort and reassurance to victims. It is procedure that all victims will be given a Victim Support Pack as part of their initial review.

16.4 Interpreting services will be provided when these are needed.

16.5 As a general rule, complaints will not be re-housed. In cases of serious harassment or serious social problems, such as severe disputes with neighbours and violent situations such as domestic violence, Homes for Haringey can and may transfer the victim if it is in their best interest and appropriate in the circumstances.

16.6 We will always try to keep the victim in their own home but when there is no other realistic option, we will transfer them. We can place a victim into emergency accommodation of a refuge immediately if he/she is in danger.

17. Professional Witness

17.1 The term “Professional Witness” is used to describe any one who is working in a formal capacity to collect evidence by observing and recording incidents, making witness statements and giving evidence in court when required. This evidence is considered “hearsay” evidence. The Civil Evidence Act 1995 allows “hearsay” evidence to be admitted to court at the judge’s discretion. This evidence is generally accepted by the courts in ASB related proceedings.

17.2 Although residents are encouraged to come forward and give evidence we realise that this may not always be possible and in these circumstances Housing Officers, ASBAT officers, Environmental Officers, the Police, PCSOs, Wardens and other Local Authority Officers may act as “professional witnesses”. Where there are concerns for the safety of the witness, or the victim does not want to appear in court for fear or reprisal, the relevant practitioner can give the witness statement to the court on their behalf.

17.3 In particularly difficult cases it may be useful to employ private investigators but this will be decided on a case by case basis. Employing professional witnesses can be quite costly and there is no guarantee that the evidence provided will provide a successful outcome in court.

18. Cross-Tenure Issues

18.1 RSLs have been given the same powers as Local Authorities to tackle ASB under Section 13 of the Anti-Social Behaviour Act 2003. It introduced provisions allowing social landlords to apply for injunctions to prohibit ASB that affects the management of their housing stock.

18.2 These powers will enable social landlords to take a much more proactive role in tackling ASB in their neighbourhoods and provide effective protection to a wider range of people whose lives may be adversely affected by ASB. We will encourage and support RSLs in tackling ASB to ensure that there is a consistent approach across Haringey.

19. Race Equality Scheme / Equal Opportunities

19.1 The Haringey Race Equality Scheme sets out how the Council will work to eliminate racial discrimination and promote race equality. This is done

through the “Arrangements” set out under the specific duty under the Race Relations Amended Act 2000. Amongst the other provisions in the scheme and for the purpose of this Policy, the most relevant positions include: arrangements for monitoring existing policies for their adverse impact on the race equality and arrangements for assessing and consulting on the likely race equality impact of any proposed policy or policy exchange.

- 19.2 Haringey Council is committed to reflecting the full diversity of the community it serves and promoting equality of opportunity for everyone. We aim to ensure equal access to our services by all citizens on the basis of need and to provide services in a manner which is sensitive to the individual, whatever their background. We will represent the needs of our diverse communities to other agencies and make equal opportunities a key guiding principle in all of our work with out partners. We will work to ensure that our workforce reflects the community it serves.
- 19.3 We are committed to eliminating discrimination on the grounds of age, colour, disability, ethnic origin, gender, HIV status, marital status, nationality, national origin, race, religious belief, responsibility for dependants, sexual, or unrelated criminal conviction.

20. Disabilities and Discrimination

- 20.1 We will comply with legislation when taking any action against a perpetrator or when dealing with a victim of ASB.
- 20.2 Haringey will not treat any disabled person less favourably than we would treat others and will always aim to ensure that any action is justified. Generally, if the ASB is as a result of the mental health problems, then we will aim to work with the relevant support services to ensure that the person’s welfare is taken into consideration.
- 20.3 Every case will be dealt with fairly and take into consideration the health and safety of both the disabled person and the victims. Expert opinions will also be sought where necessary.

21. Glossary of Terms

Victim – The person, family or household alleging to have suffered ASB

Witness – A person who witnesses acts of ASB. Many victims will also be witnesses.

Perpetrator – The person or people alleged to have committed acts of ASB. It is important that you refer to them as the alleged perpetrator in any correspondence until or unless they are proven to have carrier out the acts after an appropriate legal process.

ASBAT – The ASB Action Team based in the Safer Communities Service

YISP – Youth Inclusion Support Panel is managed by the Police and located within the Youth Offending Service and is responsible for co-ordinating the youth diversionary and preventative activities for individual young people at risk of ASB or offending.

Anti-Social Behaviour Partnership Board – based on the local authority area, the ASB Partnership Steering Board is a multi agency forum. Led by the council it has the responsibility for overseeing and promoting inter-agency co-operation and for monitoring of and implementing the ASB Strategy and Action Plans.

22. Useful Contacts

Anti-Social Behaviour Hotline: **0845 671 1177**

Abandoned Vehicles Hotline: **0845 073 6904**

Graffiti Hotline: **0845 073 1979**

Fly-Posting Hotline: **0845 073 0979**

Noise Hotline: **0208 348 3148**

Homes for Haringey:

Broadwater Farm Office
108c Gloucester Road
Tottenham
London
N17 6GZ
Tel: **020 8489 8650**

Hornsey Area Office
2-6 Middle Lane
Hornsey
London
N17 OBX
Tel: **020 8489 0000**
Minicom: **020 8862 1500**

North Tottenham Area Office
782 High Road
Tottenham
London

N17 OBX
Tel: **020 8489 4400**

South Tottenham Area Office
Apex House
820 Seven Sisters Road
Tottenham
London
N15 5PQ
Tel: **020 8489 0000**
Minicom: **0208 8489 4309**

Wood Green Area Office
13-27 Station Road
Wood Green
London
N22 6UX
Tel: **020 8489 0000**
Minicom: **0208 8489 3464**

Customer Service Centres:

Main council switchboard **020 8489 0000**
(Monday to Friday 8:45am – 5:00pm)

Customer services centres provide frontline service, including housing management, Housing Benefit, Council Tax, homelessness and general housing advice, abandoned vehicles, reporting anti-social behaviour and reporting graffiti and fly-posting.

Hornsey Customer Services Centre
Broadway Annex
Hornsey Town Hall
Crouch End
London
N8 9JJ

North Tottenham Customer Services Centre
639 High Road
Tottenham
London
N17 8BD

South Tottenham Customer Services Centre
Apex House
820 Seven Sisters Road
London
N15 5PQ

Wood Green Customer Services Centre
48 Station Road
Wood Green
London
N22 7TY

Complaints:

If you are unhappy with the service, you have the right to complain.
Please write to:

Housing Service Complaints Team
PEX House
820 Seven Sisters Road
Tottenham
London
N15 5PQ
Tel: **0208 489 4309**
Email: housing.complaints@haringey.gov.uk

Alternatively you can contact Local councillors:

You can write to the:
Civic Centre
High Road
Wood Green
London
N22 4LE
(or ask about surgeries at your local office)

MPs

You can contact your local MPs at the Houses of Parliament, London SW1 or ask about surgeries at your local office.

Local Government Ombudsman

Millbank Tower
Millbank
London
SW1P 4QP
Tel: **020 7217 4620**
Email: enquiries.london@lgo.org.uk

Information Commissioner's Officer

Wycliffe House
Water House
Water Lane
Wilslow
Cheshire
SK9 5AF

Tel: 01625 545 745
Email: mail@ico.gsi.gov.uk

Other addresses:

Age Concern
Tottenham Town Hall
Approach Road
Tottenham
London
N15 4RY
Tel: 020 88001 2444

Alcohol Misuse
Community Alcohol Team
590 Seven Sisters
London
N15 6HR
Tel: 0208 800 6999

Citizen Advice Bureau (Turnpike Lane)
14a Willoughby Road
Turnpike Lane
London
N8 NJJ
Tel: 0870 126 4030

Citizen Advice Bureau (Hornsey)
7 Hatherley Gardens
Crouch End
London
N8 NJJ
Tel: 020 8374 6455

Citizen Advice Bureau (Tottenham)
Tottenham Town Hall
Approach Road
London
N15 4YR
Tel: 020 8376 7780

Data Protection
Support Services
Floor 4
Alexandra House
10 Station Road
Wood Green
London
N22 7TR

Tel: 020 8489 4602

Domestic Violence

Hearthstone
10 Commerce Road
Wood Green
London
N22 8ED
Tel: 020 888 5362

Drugs

Drug Advisory Service Haringey
80 Stroud Green Road
London
N4 3EN
Helpline: 020 7272 2757

Talk to Frank

Public campaign website and free phone number for drug information
advice.

Tel: 0800 77 66 00

www.talktofrank.com

**Adolescents in Haringey & Enfield Alcohol & Drugs Service
(AHEADS)**

Proves service to young drug and alcohol users between the ages of
10-18

40 Bromley Road
London
N17 8BD
Tel: 0208 489 5102

Streetscene Business Support Group

River Park House
1st Floor North
225 High Road
Wood Green
London
N22 8HQ
Tel: 020 8489 1335

Haringey Council – Parks Constabulary

Working to provide safer parks
Haringey Council
Parks Services
Finsbury Park
London N4
24 hour telephone line: 020 7281 1621

Police

All police stations in Haringey can be contacted on **020 8808 1212**.
If required urgently or in an emergency call **999**

Tottenham Police Station
398 High Road
Tottenham
London
N17 9JA

Wood Green Police Station
High Road
Wood Green
London
N22

Hornsey Police Station
98 Tottenham Lane
Hornsey
London
N8 7EJ

Metropolitan Police Service

Lesbian, Gay, Bisexual and Transgender issues
Graham Alldus PC 237YR
Liaison Officer
Hornsey Police Station
98 Tottenham Lane
London
N8 7EJ
Tel: **020 8345 1938**

Haringey Police Community Safety Unit

The unit is responsible for the investigation of Hate Crime within the Borough of Haringey. This includes racist crime, domestic violence, homophobic crime and hate mail.
Tel: **020 8345 0965** or **020 83451944**

Crime Prevention Officers and Crime Prevention Design

Advisors can be contacted on:
Tel: **020 8345 2164**

Community Safety Team

3rd Floor Alexandra House
10 Station Road
Wood Green
London
N22 7TR
Tel: **020 8489 2661**

Victim Support

24-26 Commerce Road
Wood Green
London
N22 8ED

Tel: **020 8888 9878**

Fax: **020 8888 9848**

Email: admin@vsharingey.co.uk

Victim Support have Magistrate Court Witness Service staff at both Haringey Magistrates Court at Highgate (Tel: **020 8347 9405**) and Enfield Magistrates Court at Lordship Lane (Tel: **020 8493 8947**)

Young People

Youth Services
10 Bruce Grove
London
N17 6RA
Tel: **020 8493 1018**

Haringey Youth Offending Service

476 High Road
Tottenham
London
N17 9JF
Tel: **020 8489 1574**

Youth Justice Board

11 Carteret Street
London
SW1H 9DL
Tel: **020 7271 3033**
Fax: **020 7271 3030**
Email: enquiries@yjb.gsi.gov.uk

Kidscape

(practical advice on bullying and keeping safe)
2 Grosvenor Gardens
London
SW1W 0DH
Tel: **020 8830 3300**
Helpline: **08451 205 204**

Bullying Online

(gives advice and information on bullying)
Email: help@bullying.co.uk
Website: www.bullying.co.uk