

London Borough of Haringey & Homes for Haringey
**Statement of Policy & Procedures on
Tackling
Anti-Social Behaviour**

Haringey Council, Homes for Haringey and its partners are
committed to dealing effectively with Anti-Social Behaviour
(ASB)



Homes for Haringey

working together



Haringey Council

Policy

1. Introduction

The coalition Government outlined during 2010 that Anti-Social Behaviour (ASB) would continue to be one of the five main Home Office priorities for the duration of the existing parliament. This national agenda measures up with residents' concerns about the issues locally. In particular, Haringey Police Safer Neighbourhoods Teams captured ASB related issues as comprising 54% of their total priorities during 2011 (31 out of 57).

The Council and its agent for the management of its housing stock, Homes for Haringey will investigate ASB issues which relate to the properties they manage. They will refer more serious cases of anti-Social Behaviour to the Council's dedicated Anti-Social Behaviour Team (ASBAT) for investigation.

In Haringey, we take ASB seriously. The Anti-Social Behaviour Action Team (ASBAT) was established 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.

We aim to strike a balance between enforcement and prevention, ensuring that the rights of all those involved are considered when making any decisions. Resources for preventative work have been harder to access since the economic downturn and its impact on public finances. It is important for public services to have an honest dialogue with residents about what can be achieved and who is best placed to effect desired changes. A partnership approach is essential.

This document and its summary outline the Council's policies and procedures for dealing with anti-social behaviour, as required under s218A Housing Act 1996. The purpose of this document is to help improve quality of life for local communities. It will also enable us to provide a realistic approach to managing expectations and to provide appropriate information on ASB. The Council and Homes for Haringey are committed to creating an environment where anti-social behaviour and hate crime is not tolerated and to allow Council tenants and other residents to live free from violence, disturbance and nuisance.

2. What is Anti-Social Behaviour?

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. Specifically where a person is found to have,

'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.'

This definition is appropriate when considering an anti-social behaviour order (ASBO), but Council Officers and partner agencies, such as the Police and Registered Social Landlords, need to deal with a wider spectrum of ASB, including activities that call for different legal remedies and informal solutions. The

ASBAT and Homes for Haringey 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.”

How each case is handled will vary on the specific circumstances of the victim and the perpetrator. We have, therefore, adopted a broad definition.

Anti-Social behaviour can incorporate a wide 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. 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.

3. Legal and Strategic Framework

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

- Anti-Social Behaviour Act 2003
- Civil Evidence Act 1995
- Cleaner Neighbourhoods and Environment Act 2005
- Crime and Disorder Act 1998
- Criminal Justice and Policing Act 2001
- Criminal Justice Act 2003
- Criminal Procedure Rules 2005
- Criminal Justice and Immigration Act 2008
- Crime and Security Act 2010
- Data Protection Act 1998
- Dangerous Dogs Act 1990
- Disability and Discrimination Act 1995
- Drugs Act 2005
- Environmental Protection Act 1990 and 2003
- Freedom of Information Act 2000
- Haringey's Anti-Social Behaviour Strategy
- Haringey Housing Service's Allocations Policy

- Haringey's Tenant's Charter
- Housing Act 1985/1996/2004
- Homelessness Act 2002
- Human Rights Act 1998
- Licensing Act 2003
- Police Reform Act 2002
- Police Reform and Social Responsibility Act 2011
- Police and Criminal Justice Act 2006
- Policing and Crime Act 2009
- Protection from Harassment Act 1997
- Race Relations (Amendment) Act 2000/ Race Relations Act 1976 (Amendment) Regulations 2003
- Serious Organised Crime and Police Act 2005
- Tackling racial harassment: code of practice for social landlords 2001
- The Regulation of Investigatory Powers Act 2000
- Violent Crime Reduction Act 2006

4. General policy statement of approach to ASB

Haringey Council and its partners:

- Recognise people have a right to peaceful enjoyment of their home
- Where appropriate will enforce the tenancy conditions relating to ASB as well as use all statutory powers available
- Recognise 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 a high degree of competence
- Will publicise and promote both this document and a summary

The following principles, established as the standard to deliver services relating to ASB during 2010 onwards, will underpin all strategies and initiatives designed and delivered to deal with ASB by Haringey Council, its partners and the ASBAT. We will work with relevant partner agencies, where appropriate, to achieve the following:

- We will take your complaint seriously and thoroughly investigate it swiftly and fairly, working with other organisations where appropriate
- We will tell you who is leading on your case, for example the Police Service, Homes for Haringey, your Housing Association
- Enforcement Team or the Anti-Social Behaviour Action Team (ASBAT)
- We will keep in regular contact with you about your complaint and agree with you how regular this contact will be
- We will provide regular updates for our communities on what is being done to tackle anti-social behaviour
- We will treat you with courtesy at all times when you report anti-social behaviour and when we are working on your case
- We will provide you with support, working with other Organisations where appropriate
- We will treat all information you give us in confidence and in accordance with legal requirements
- We have a statutory duty to inform other services about your report if there are child protection issues or adults who maybe vulnerable. We will speak to you should this prove to be necessary
- We will consider all possible powers, civil and criminal available to us and take appropriate action
- We will forward reports of anti-social behaviour to the Police
- without delay, when this is necessary
- Enforcement action against ASB can take an informal, quasi-legal, or legal forms. Prompt action is sometimes more successful than drastic action for tackling ASB before it escalates.
- Warnings – sometimes jointly with the Police
- Warnings and quasi-legal enforcement action such as Acceptable Behaviour Contracts (ABCs)
- Civil action such as housing and gang injunctions, ASBOs and possession proceedings
- Undertakings
- Environmental related powers, e.g. dog control orders and controlled drinking areas
- Criminal prosecution by the local authority
- Police powers - dispersal orders, closure orders and criminal prosecution

5. Hate Crime & Harassment Policy

We adopt Macpherson's definition on racial harassment as ***'an incident which is perceived to be racist by the victim or any other person'***.

The Association of Chief Police Officers (ACPO) and the Crown Prosecution Service (CPS) have a nationally agreed definition of Hate Crime. Hate crimes are taken to mean any crime where the perpetrator's hostility or prejudice against an identifiable group of people is a factor in determining who is victimised. This is a broad and inclusive definition. A victim does not have to be a member of the group. In

fact, anyone could be a victim of a hate crime. The CPS and ACPO have agreed 5 monitored strands of hate crime which are as follows: disability, race, religion or belief, sexual orientation and transgender identity.

In line with the above, best practice and relevant legislation, the Haringey 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”.

When recording hate crime incidents we will specify the type of hate crime.

These acts, and any other incidents of anti-social behaviour, constitute a breach of the Tenancy Agreement and, if substantiated, Homes for Haringey may seek to take action. The Council’s Policy and Procedures give clear guidance on how to deal with incidents of anti-social behaviour. Hate Crime and Harassment can spoil the lives of individual 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 hate crime and harassment and will not tolerate behaviour of this kind perpetrated by tenants, their visitors or family.

We will respond by:

- Taking seriously all reports of hate crime and harassment
- Responding to complaints quickly in an effective, sensitive and consistent manner
- Explaining to victims their rights and the options available to them
- Taking swift and effective action against perpetrators
- Working with local partner agencies, including the Police, to tackle persistent and serious cases
- Working with local agencies to help provide support for victims, including independent advocacy services

Acts motivated or aggravated by racial hatred, hatred of religion or hostility towards sexual orientation or disability will be considered when the courts sentence an offender.

6. Disabilities and Discrimination:

We will comply with relevant legislation when taking any action against a perpetrator or when dealing with a victim of ASB. 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. If the ASB is as a result of 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.

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.

‘Hidden in plain sight’¹ – Equalities and Human Rights Commission (2011):

¹ See the full report at - <http://www.equalityhumanrights.com/legal-and-policy/inquiries-and-assessments/inquiry-into-disability-related-harassment/hidden-in-plain-sight-the-inquiry-final-report/>

The Inquiry into disability-related harassment examined ten cases nationally in which disabled people had died or been seriously injured such as the discovery on 23 October 2007 of the charred remains of Fiona Pilkington and her daughter Francecca in the family's burnt-out car in a lay-by not far from their home in Leicestershire. The inquest into their deaths concluded that Fiona had killed herself and her daughter due to the stress and anxiety regarding her daughter who had a learning disability and had been subjected to endless anti-social behaviour including persistent harassment by local youths. The key prompt for the inquest was the failure of any interventions by agencies to protect the family. With cases such as this, the Inquiry report found that harassment linked to a person's disability ought to be better identified where appropriate as a motivating factor and dealt with as anti-social behaviour and hate crime accordingly; particularly by the police, housing providers and local authorities. The report outlines a systemic institutional failure to protect disabled people and their families from harassment and makes seven core recommendations.

In Haringey, the Learning Disability Partnership Board is seeking to raise awareness that disability related hate crime and harassment is unacceptable. We are also encouraging reporting through the development of third party methods for people to report issues they may have been a victim or witness of. The Council, Metropolitan Police and local groups including Haringey People First and Mencap, have successfully launched a trial hate crime reporting initiative for members of the community with learning difficulties. This involves use of community buildings as reporting sites, where reports can be placed in written or pictorial form and placed in red boxes for investigation by the local Police Safer Neighbourhoods Teams.

Harassment Haringey Council defines Harassment in line with the Protection from Harassment Act 1997, as a 'deliberate action designed to cause alarm or distress'. As with Hate Crime, if the action is perceived by the victims 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 assaults

Offensive graffiti

Arson

Spitting

Dumped Rubbish

Threats on doorsteps

Malicious complaints

Verbal abuse

Property damage

Mimicry

Name calling

Bullying

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 to ensure that all incidents of hate crime and harassment are dealt with effectively.

Complaints of Hate Crime/Harassment and ASB can either be logged through the ASB reporting line or at local Housing office or at the Council's Customer Service Centres. The appropriate course of action is then 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, whilst complaints of an environmental nature, e.g. noise, are referred to Single Frontline Services within the Department of Place and Sustainability.

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

7. Prevention of Anti-Social Behaviour

We will attempt to balance enforcement, prevention and support. In addition to successfully taking legal action against individuals who have been involved in persistent ASB.

Haringey recognises that one of the most effective ways of tackling ASB is to prevent it from taking place in the first place. While additional resources for prevention may be hard to come by, a great deal of disorder prevention takes place every day through the core work of many partners. Examples include:

- Ward based, Police Safer Neighbourhood Teams swiftly attend to local priorities that have been identified with residents. ASB is frequently highlighted as a local priority and feedback on progress will be given every month to each of the Borough's Ward Panels. The priorities for each ward will also be set every three months.
- 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. Multi-agency case panels exist to consider individuals engaged in more serious activity such as gang-related or extremist activity.
- Acceptable Behaviour Contracts (ABCs) are an important preventative tool in Haringey and are used as an early intervention measure to good effect. They help to monitor standards ensuring that individuals understand the impact of their behaviour on the community while offering the necessary support for them to stop. ABCs can help achieve long-term change and prevent further escalation of ASB.

- Haringey Council and its partners has established a new Youth, Community and Participation Service which will agree on a Prevention Strategy that targets effort on those most in need.
- The new Neighbourhood Action Teams (NATs) in the Single Frontline service of the Council and their contracted staff will be directed towards area-based improvements in conjunction with residents' views.

8. Support for Perpetrators

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 both internal support agencies and external specialist agencies.

Where perpetrators may be vulnerable we appreciate that they might also be potential victims of ASB. This makes access to support services a priority.

Haringey will aim to respond to ASB in a proportionate manner. In cases where the perpetrator is a young person we may seek long-term solutions by accurately identifying where preventative action, such as an ABC is preferable and where enforcement is needed. Unless the circumstances warrant immediate enforcement action, Haringey will undertake an incremental approach to tackling the behaviour by providing deterrents as well as enforcement if necessary.

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.

9. Multi-Agency Partnerships

Haringey Council recognises that no one agency can solve anti-social behaviour on its own, and has adopted a multi-agency approach to preventing, combating and reducing instances of the same. This Anti-Social Behaviour Policy does not sit alone but forms part of a wider strategy that incorporates the work of the Community Safety Partnership with close links to the Health and Wellbeing Partnership and the various organisations that sit within them.

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, Adult and Housing Services, Health Authorities, Neighbourhood Services, schools and probation services. Our Information Sharing Protocol was amended in 2011 and will be updated regularly.

The Council's Department of Place and Sustainability undertakes some of the enforcement action in relation to ASB (See Section 22 for contact details). Generally, the split between Homes for Haringey and the ASBAT's responsibilities in addition to that of Environmental Services is the former deal with problems linked to individuals' homes and the latter deal with problems linked to 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 Acts 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.

This will require a structured way of working; a joint case panel and occasional task and finish groups around specific issues. Progress will be reported up to a commissioning group of partners who report directly to the Community Safety Partnership. Membership of any group is likely to be made up of a mixture of: Community Safety professionals, including representatives from Police, Council, Homes for Haringey, Registered Social Landlords (RSLs), London Fire Brigade, Haringey's Community and Police Consultative Group, Victim Support, Enforcement Services, Health professionals, Mental Health Trust and safeguarding professionals for youths and adults. Such groups will maximise the use of their collective resources and deliver holistic responses through:

- Improving the exchange of information about reported ASB
- Improving data collection, understanding and analysis, contributing to annual strategic assessments
- Ensuring an effective problem-solving approach
- 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
- Monitoring progress on all ASB strategic commitments and outcomes
- Shaping future strategies and approaches

This document should be read in conjunction with Haringey's 3-year Community Safety Strategy which sets out the evidence base for priorities; the strategic principles and the deliverable outcomes. The current strategy runs from April 2011 until March 2014 and a delivery plan is updated on an annual basis².

² The document can be viewed at, <http://www.haringey.gov.uk/communitysafety.htm>

10. Anti-Social Behaviour Action Team (ASBAT)

ASBAT Service Commitment:

The Council aim to carry out all investigations fairly and taking into account the needs of all parties involved. It 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
- Offer you access to an independent mediation or advocacy service, where appropriate
- Take legal action when it is considered by us to be 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
- To review services and policies in relation to ASB periodically

The ASBAT delivers the above by:

- Investigating complaints of Anti-social Behaviour (ASB) which fall within their remit and uses a range of legislative as well as non-legislative tools in an attempt to resolve the issues being complained of
- The ASBAT delivers a victim centred approach when investigating complaints of ASB. Officers will work in partnership with victims and witnesses as well as other agencies that can provide support, so as to ensure the best outcome
- Coordinating a multi-agency approach from different services and agencies where it is required to support perpetrators of ASB with complex issues (e.g. mental health) in an attempt to change behaviour in the long-term alongside any legal action that may be required. The ASBAT works to the three strand approach in delivering solutions for the community; Support, Intervention and Enforcement
- 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 other practitioners, including Tenancy Management Officers. Where necessary, they will take enforcement action where it is required to protect individuals and the community who are subject to ASB incidents. The ASBAT and Homes for Haringey also provide victims with information leaflets linked to support provision
- The Local Authority and Homes for Haringey will provide support and protection to staff who 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.

Expectations of complainant:

- 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 complaint, e.g. keep records when requested
- Advise us and keep us up to date on changes/improvements in behaviour complained of
- Report incidents and updates as soon as possible

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

11. Data Protection & Information Exchange

All information will be exchanged in accordance with the law, and organisations will ensure 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 Homelessness Act 2002.

To ensure proper and legal exchanges of information, with the highest regard for the privacy rights of individuals, the council has developed an Information Sharing Protocol. Currently, there are over 30 agencies that have signed up to the protocol.

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.

The [*Haringey Safeguarding Adults Multi Agency Information Sharing Protocol*](#) also sets out the processes for sharing information about vulnerable adults known to Adult Services.

12. Publicity

Publicity in Haringey will use many different vehicles 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.

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.

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 of ASB

13. Confidentiality

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 to in advance.

14. Support of Victims and Witnesses

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

Interpreting and independent advocacy services will be provided when it is considered appropriate.

As a general rule complainants 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 may transfer the victim if it is in their best interest and it is appropriate in the circumstances.

15. Professional Witnesses

The term ‘professional witness’ is used to describe any one who is working in a formal capacity to collect evidence, by observing, 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.

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, 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 of reprisal, the relevant practitioner can give the witness statement to the court on their behalf.

16. Cross-Tenure Issues

Registered Social Landlords (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.

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. This is delivered, in part, through a local RSL ASB forum.

17. Equalities Policy & Objectives³

Haringey Council is committed to reflecting the 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 our partners. We will work to ensure that our workforce reflects the community it serves. It is the responsibility of every employee of the council to uphold and implement this policy and the responsibility of each individual manager at all levels to plan and provide their services to realise this policy.

Procedures

What can you do?

- Report incidents of anti-social behaviour to your area office, via the Anti-Social Behaviour reporting line and if appropriate, to the Police. The incident will be passed onto a specialist Anti-Social Behaviour Officer or to a tenancy management officer from the area housing team who will contact you. When reporting incidents to the police ask for a reference number, the name of the person that you spoke to and pass this information to your area office or ASBAT.
- Keep a written record of all incidents (e.g. when the incident occurred, what happened and who was there).
- Tell us the names of those who are behaving in an anti-social manner.

³ The full document is available at,
http://www.haringey.gov.uk/index/council/how_the_council_works/equalities/equaloppspolicy.htm

- If you do not know the individuals, take note of what they look like and what they wear. Details such as these often assist us and the police in identifying individuals.
- If the issue is a problem of noise nuisance, you should in the first instance try to resolve the matter by discussing the problem with your neighbour. If you feel safe to do so.
- Tell us what you want us to do. You can remain anonymous to the alleged perpetrator if you so choose. However, in some cases remaining anonymous is not possible. You can discuss this with the Anti-Social Behaviour Officer at the first point of contact which may be by telephone.
- If you are witnessing actions of anti-social behaviour or racial harassment directed at other residents, it would assist us in helping them if you could pass the details to us.

What will Homes for Haringey do?

Homes for Haringey and/or the ASBAT will respond to reports of and anti-social behaviour swiftly and efficiently. The action we take will depend on the seriousness of the complaint. The complainant will be informed of any action taken by Homes for Haringey or the ASBAT team.

Where appropriate, Homes for Haringey or the ASBAT team will use the range of legal and other remedies available to abate anti-social behaviour.

The action that we will take will depend on the types of issues that are reported, the powers we have to address those issues and the type of action that is appropriate. Advice and assistance will be given about what we can do to support you and help you resolve your issues.

Where you report acts of actual or threatened violence we will:

- Contact you to assess your case within 1 day
- Offer you an interview to discuss your case within 1 further day
- Interview the perpetrator within 3 days
- Complete a review of the case within 25 days.

Where you report behaviour that prevents you from the peaceful and quiet enjoyment of your home or your community or is a breach of tenancy/lease conditions we will:

- Contact you to assess your case within 1 day
- Offer you an interview to discuss your case within 5 further days
- Explain to you the action we will take within A FURTHER 5 days, AND WITHIN a FOLLOWING 7 DAYS, INTERVIEW THE ALLEGED PERPETRATOR.
- Complete a review of the case within 36 days.

ASB officers will exercise judgement as to what enforcement action (if any) is required. On receipt of an allegation of ASB the ASBAT will make inquiries and investigations and discuss the results with the legal officers where appropriate before deciding what action to take.

For nuisance cases where no corroborative evidence can be ascertained (i.e. one-on-one complaints), Homes for Haringey may refer you and the alleged perpetrator to independent Mediation.

Where you report behaviour that is not considered as a breach of the tenancy agreement/lease and/or for which Homes for Haringey has no further legal powers upon which to act or does not consider legal action to be appropriate, we may:-

Recommend that you make use of the Mediation Service to assist you to resolve the issue. We ask complainants to discuss this option with us.

Your case will be monitored regularly by the ASBAT Team Leader as well as the Tenancy Management Team Leader.

Support for Complainants and Witnesses

We will deal with the matter promptly and keep you informed as your case progresses, either in writing, by telephone or by meeting with you.

Where our investigations warrant it, Homes for Haringey or ASBAT will take action against those whose behaviour causes nuisance or annoyance to others. Where you act as a witness in any legal matters we will endeavour to support you through that process.

The following are examples of the ways we may support complainants and witnesses:-

- Extra security measures including installing additional locks, spy holes and panic alarms may be considered and discussed with you.
- Officers may provide support directly to you particularly if you are assisting Homes for Haringey or the Council with legal action or referrals may be made to other agencies and service departments with your consent (e.g. Victim Support, Social Services).
- Referrals may be made to the Council's Housing Advice Team for additional support to private sector tenants who are experiencing harassment and may also be vulnerable on grounds of age or mental illness.
- We may provide practical support during Court cases in providing transport to and from Court and further legal protection following Court cases to protect you from any reprisals.
- The use of hearsay evidence containing anonymous witness statements will be considered in appropriate cases.

The following principles underpin the design and delivery of all strategies and initiatives to deal with anti-social behaviour. Homes for Haringey 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 officer investigating a report of anti-social behaviour will, with the benefit of legal advice if necessary, assess and determine the best approach to resolve the problem. Resolution may also take into account the views and opinions expressed by the victim. Any information given or passed to Homes for Haringey or the Council will be treated in strictest confidence. Where appropriate, issues of vulnerability of the perpetrator (e.g. mental health) will be taken into account with regard to seeking the right solutions. We are, however, under a statutory duty to pass over any information to the relevant authorities should there be any issues which relate to Child Protection or Safeguarding Adults.

- **Responses will be prompt and appropriate**

All agencies should provide a response to a request for a service within a reasonable period and in accordance with their processes and procedures.

- **Services will be accessible and inclusive**

Services provided either by Homes for Haringey or the Anti-social Behaviour Team (ASBAT) within the Council should be sensitive and responsive to the needs of our community, taking account of their race/ethnicity, gender, sexual orientation, age or disability.

- **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.

Who we can take action against?

Tenants, leaseholders, owner-occupiers and any individual causing distress and/or disturbance to tenants and leaseholders of the Council and other Haringey residents.

Types of Remedies/legal action that can be taken by the Council and/or Homes for Haringey

- Issue a warning letter regarding the anti-social behaviour and/or breach of the tenancy/leasehold agreement.
- Get perpetrators to sign Acceptable Behaviour Contracts (ABCs). We hope that these will encourage them to improve their behaviour.
- Undertake Parental GUIDANCE Agreements (PGA'S) and monitor a parent/carer of a child under the age of ten years to ensure that behaviour of the child is not continuing to cause distress and/or disturbance to others.
- Where required, undertake, in partnership with the, Metropolitan Police and other partnership agencies, an application to the Court for an Anti-Social Behaviour Order (ASBO). Any breach of this type of order is a criminal offence and can result in a prison sentence of up to 5 years, a fine, or both. Homes for Haringey or ASBAT on behalf of the Council shall assist the Police in obtaining an ASBO where they are the lead officers.

ASBOs can be obtained in the Magistrates' Court or in the County Court. They can be made against anyone aged 10 years or over who has acted in a "*manner that has caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as himself.*" Orders remain in force for a minimum of two years or longer in certain circumstances.

Parenting orders may be applied to parents or guardians of children aged between 10 and 17 years of age.

Individual Support Orders (ISO) – when applications are made to the Court for an ASBO on any young person between the ages of 10 and 17, Homes for Haringey will consider whether an application should be made for an ISO. Where the parents of a young person will not voluntarily engage with the support agencies to tackle the underlying causes that led to the anti-social behaviour, we will apply to the Court for an ISO to be attached to the ASBO. This may require the young person to attend support sessions under the supervision of the Youth Offending Team for a period of up to 6 months. Breach of an ISO is a criminal offence which may be punished by way of a financial penalty.

- Serve a Notice of Seeking Possession or Forfeiture of Lease Notice on those who do not address their behaviour or continue to breach their tenancy/leasehold agreement and/or commit a criminal offence.
- Seek possession, through the Court, of the homes of those who cause or permit levels of distress and disturbance to others that is unacceptable. This will include continuous and persistent anti-social behaviour in the locality. The Council has this power under the Housing Act 1985 and Housing Act 1988. A social landlord can apply to the County Court for an order for possession which could lead to eviction under the powers contained in the Housing Act 1985 and the Housing Act 1988 where nuisance or anti-social behaviour is affecting the locality.
- Apply to the Court for an injunction that can exclude individuals from their homes, or from visiting the homes of tenants, or from an area, to ensure that their behaviour stops. An injunction is a civil remedy which is obtained through the County Court and either compels a person to do something or forbids a person from doing something. The breach of an injunction is not, in itself, a criminal offence but it is contempt of Court and could lead to a fine or imprisonment. Injunctions under s.111 or s.222 of the Local Government Act 1972 remain available but the Housing Act 1996 increases the powers available to local authorities, particularly in the case of nuisance or anti-social behaviour. The Housing Act 1996 also allows for the power of arrest in relation to a breach or an anticipated breach of the terms of the tenancy agreement. The use of injunctions is further extended under the Anti-Social Behaviour Act 2003.
- Where owner-occupiers are involved in anti-social behaviour, either the Council or Homes for Haringey may take legal action or support legal action against the owners.
- At the closure of each case Homes for Haringey carry out a customer satisfaction survey. The feedback is used to assist improved service delivery.

Please note that each case reported is different and for this reason legal action in some cases may not be an appropriate solution.

Other legal measures to address anti-social behaviour include:-

- **Housing Act 1996**
This legislation allows local authorities the power to exclude certain categories of people from the housing waiting list, for example, those who are guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant of the Council. This includes, but is not limited to, cases where the person or a member of their household is subject to an anti-social behaviour order.
- **Protection from Harassment Act 1997 (please note: to be used by the Police)**
This legislation prevents a person from pursuing a course of conduct which amounts to harassment of others. Harassment is a criminal offence. The Act also provides a civil remedy for harassment. The

victim may apply for a restraining order in the County Court which can include a power of arrest and carry a penalty of up to 5 years' imprisonment, or obtain an injunction.

▪ **Civil Evidence Act 1995**

In civil proceedings, either in the County Court or the Magistrates' Court, hearsay evidence is admissible. This allows evidence to be given where a witness is too frightened to attend Court personally.

▪ **Confiscation of Alcohol (Young Persons) Act 1997**

A police officer can require that intoxicating liquor be handed over by certain people in certain circumstances in certain places.

▪ **Criminal Justice Act 2003**

This Act imposes a duty on housing authorities to co-operate with the Police, Probation and the Prison Service in establishing arrangements to assess and manage the risks posed by sexual and violent offenders and other offenders who may cause serious harm to the public. Complaints of this nature are referred to the Local Authorities Multi-Agency Public Protection Panel (MAPPA).

▪ **Environmental Protection Act 1990**

This Act imposes a legal obligation on local authorities to take reasonable steps to investigate complaints of statutory nuisance, which includes noise nuisance. Extreme noise can lead to equipment being seized and prosecution can lead to a fine. Legal action can be taken in the Magistrates' Court. Homes for Haringey liaises very closely with Environmental Services in cases where it is appropriate to use this legislation to abate noise or other nuisance and will take action under the Tenancy Agreement in cases where an Abatement Notice has been served.

▪ **Parenting Orders**

This may be imposed by the Court at the same time as an ASBO is granted and can require parents or guardians of children between 10 and 17 years of age to attend counselling or guidance sessions.

▪ **Local Child Curfews [as amended by the Anti-Social Behaviour Act 2003]**

These enable the police or local authority to ban unsupervised children under 16 from being in a public place between 9pm and 6am. A Local Child Curfew can last up to 90 days.

▪ **Anti-Social Behaviour Act 2003**

This important piece of legislation strengthens the powers of landlords to deal with anti-social behaviour in the following ways:-

▪ **A Power of Arrest**

These can be attached to an injunction obtained through the Local government Act 1972 if there is a threat or use of violence, or there is significant risk of harm.

▪ **Closure Orders**

The police have power to close premises that they reasonably believe are used for the production, supply or use of Class 'A' drugs and are associated with disorder or serious nuisance to the public. The police serve a Closure Notice on the premises and must then apply to the Magistrates Court for a

Closure Order within 48 hours. We are committed to working in partnership with the police and residents in order to provide sufficient evidence to the Court of incidents of drug dealing or nuisance from the premises. If the Closure Order is granted by the Court, the property will remain closed for a period of 3 months.

The setting up of a crack house on an estate or in the community can have an adverse effect on the quality of life of local residents. Homes for Haringey will seek possession through the Courts of the homes of those who cause nuisance and distress to local residents by using the property for drug usage or drug dealing.

▪ **Premises Closure Orders**

Premises associated with significant and persistent disorder or persistent serious nuisance can be closed in a similar way to the powers to close crack houses. We will consult and work in partnership with the police in applying for a closure order.

▪ **Proceedings for Possession**

When considering issuing possession orders the Court must take the following issues into account:

- The effect of the nuisance on those in the locality
- The effect on those in the locality if the nuisance is repeated
- The continuing effect of the nuisance.

▪ **Anti-social Behaviour Injunctions**

The legislation now gives housing associations and local authorities the power to injunct anyone, not just tenants, who are causing a nuisance which affects the way estates are managed. It also gives protection to those engaged in lawful activity on the estate or members of the landlord's staff carrying out their duties.

▪ **Dispersal Orders**

These can be used to disperse congregations of two or more people whose presence is, or may be, intimidating or threatening.

▪ **Police Reform Act 2002**

It is now possible for Interim ASBOs to be granted for a fixed period of time to prevent further anti-social behaviour pending the full ASBO being obtained.

▪ **Demoted Tenancies**

Registered Social Landlords and Local Authorities can apply to the County Court for a demotion order. If a secure tenancy is demoted then, for a period of 1 year, the tenant has some rights reduced and repossession during the year becomes easier. Homes for Haringey will utilise this power in all suitable circumstances.

▪ **Introductory Tenancies**

From April 2011 all new Homes for Haringey tenants will be offered introductory tenancies. A tenant on an introductory tenancy will automatically become a secure tenant after a twelve month trial period if there have been no tenancy breaches during that time. Homes for Haringey will utilise this power if there are any occurrences of anti-social behaviour during the introductory tenancy.

▪ **Gang Injunctions**

It is now possible for a gang injunction to be obtained against an individual who is over 18 years old and has been involved in gang related violence.

The aim of a gang injunction is to protect and prevent a person from engaging in, encouraging or assisting gang-related violence. Gang injunctions allow Courts to place a range of prohibitions and requirements on a person involved in gang-related violence.

▪ **Designated Public Place Orders**

Designated Public Place Orders enable police officers to ask people to stop drinking where they have reason to believe that alcohol-related nuisance and annoyance is likely to occur. The police can also confiscate alcohol.

These powers may be used to tackle nuisance or annoyance associated with drinking alcohol in a public place. The usual penalty for contravention is a Fixed Penalty Notice.

Early Intervention

Early intervention methods, which may include mediation, early warnings, visits, letters, contracts and agreements, may be used where appropriate to assist in preventing the escalation of problems.

▪ **Mediation Service**

Homes for Haringey and the Council may use the services of an independent organisation that offers mediation in order to try to resolve disputes between neighbours. We may, with the consent of all parties to the dispute, refer all appropriate cases to them to see if they can assist in resolving the issue. The types of situation they can assist with include, but are not limited to, noise, boundaries, youth nuisance, parking, pets, rubbish, and shared space and lifestyle differences.

In all appropriate cases we will pass the details on to the Mediation Service for them to discuss the benefits of mediation with the parties concerned and assist them in resolving the dispute. The Mediation Service extends its service to young people to resolve anti-social behaviour.

▪ **Warnings and Agreements**

Where appropriate, written or verbal warnings can be issued to challenge unacceptable behaviour and reinforce the message that anti-social behaviour will not be tolerated. If a warning is issued it will describe the unacceptable behaviour, advise the individual that their behaviour is being monitored and warn them that further enforcement action will be taken if the action does not cease.

▪ **Acceptable Behaviour Contracts (ABCs)**

An Acceptable Behaviour Contract is a written agreement designed to encourage an individual in acknowledging their anti-social behaviour and its effect on others, with the aim of stopping that behaviour. ABCs are flexible and can be adapted for the particular needs. Both parties must sign and receive a copy of the ABC. Any breach of the ABC may result in further action.

Prevention of Anti-Social Behaviour

We are committed to deterring anti-social behaviour, using a range of methods:

▪ **Welcome Visit**

New tenants will be visited by their Tenancy Management Officer (TMO) shortly after moving into their new home. An explanation of the key areas of the tenancy agreement will be given with particular attention to the tenant's obligation to behave in an acceptable manner.

▪ **Role of the Concierge Service**

Where the Concierge Service operates it provides a daily face-to-face interaction with local residents. They have a role in monitoring CCTV equipment and reporting incidents of anti-social behaviour to the specialist Anti-Social Behaviour Team (ASBAT), the Area Offices and the Police to take appropriate action. Incidents that are witnessed by the concierge can be used as evidence in support of Homes for Haringey or the Council taking legal action to prevent anti-social behaviour.

▪ **Covert Surveillance**

The Regulation of Investigatory Powers Act 2000 (RIPA) regulates the use of covert surveillance. By its very nature covert surveillance is likely to interfere with an individual's Article 8 Rights (within the Human Rights Act) and therefore any such interference has to be necessary and proportionate. In order to achieve this, the Council will ensure that any project using covert surveillance techniques is properly authorised under RIPA by officers with this specific responsibility. Personal data collated from covert surveillance remains subject to the provisions of the Data Protection Act 1998. Such covert surveillance projects may include for example installing a hidden camera in a shared area that has been subjected to repeated vandalism.

Support for Perpetrators

Homes for Haringey and the Council will balance the need to take action with the aim to support and rehabilitate perpetrators.

This is particularly relevant when considering issues of anti-social behaviour that are the direct or indirect consequence of:-

- Drug abuse
- Alcohol abuse
- Mental Health problems
- Disability

Where perpetrators may be vulnerable on one or more of the above grounds, referrals may be made to relevant support agencies. These may include, but are not limited to, the local community health team, drug action teams and community-based organisations.

The ASBAT may convene a multi- agency meeting as required to consider the perpetrator's needs and agree an action plan that may support and assist in their rehabilitation. Multi-agency partnerships may

include, but are not limited to, working with residents and local agencies such as the police, youth offending teams, schools, social services, drug action teams and probation services.

Legal action may be taken against a perpetrator of anti-social behaviour who does not engage with support agencies, or where their behaviour continues to affect the community even if they are engaging.

Juvenile perpetrators often experience problems with their family and school due to their behaviour. We will attempt to ascertain the causes of the juvenile's anti-social behaviour and involve their parents/guardian. If appropriate, schools are also contacted to obtain information, as are other agencies (e.g. Children's Services).

Homes for Haringey promotes and openly advocates the use of Acceptable Behaviour Contracts (ABCs) to moderate juvenile behaviour and operate an effective monitoring system for any breaches.

Cross Tenure

Anti-social behaviour reported from residents residing on cross tenure estates will be dealt with on a case-by-case basis.

The Council is committed to ensuring that all residents in the borough are able to live free from intimidation. To this end, the Council has produced information containing:-

- A victim support pack
- A resident's guide to dealing with anti-social behaviour

This information will assist residents in identifying cases of anti-social behaviour and harassment, to guide them through the processes involved in helping us to respond adequately and promptly to a case. The toolkit contains details of remedies that the Council can take and details of referral agencies that are able to support and assist complainants.

If you are a Homes for Haringey tenant or live in the private rented sector or are an owner-occupier, you can report incidents by contacting the **Anti-social Behaviour Line on 020 8489 1000**. Operators will take details of your report and pass this over to the ASBAT for further assessment.

Alternatively you can also report incidents to the **Housing Advice Team on 020 8489 4309**. In cases involving registered social landlords/private landlords the Council will attempt to refer complainants back to their relevant landlord for the appropriate action to be taken.

Data Protection and Information Exchange

The Council & Homes for Haringey are signatories to the Information Sharing Protocol within the Community Safety Partnership, this includes:-

- Guidance on the data protection implications of the Crime & Disorder Act 1998
- Briefing on the Human Rights Act 1998
- A guide to test the balance of public interest against the test of fairness to disclose information.

Training Programme

All Homes for Haringey tenancy management staff and officers in the Anti-Social Behaviour Team receive training on anti-social behaviour as and when required. Joint training may be undertaken with partner agencies on ASBOs and ABCs.

Protecting our Staff

Homes for Haringey will not tolerate abuse or threats towards its employees or contactors. Legal action will be taken against residents, who assault, threaten to harm or who verbally abuse staff. Action may be taken by written warning or making an application for an injunction and/or possession where threats to harm or assault staff have occurred. Homes for Haringey will seek to support staff in any criminal proceedings taken by the Crown Prosecution Service.

Statement of policies & procedures

Copies of both this and the summary will be made available online via, http://www.homesforharingey.org/also/our_community/anti-social_behaviour.htm and http://www.haringey.gov.uk/index/community_and_leisure/communitysafety/anti-socialbehaviour.htm

The documents will also be made available for inspection at the landlord's offices, **Homes for Haringey, River Park House, 225 High Road, Wood Green, N22 8HQ**. Please contact....if you require a copy of either document. The summary is available without charge.

How to report Anti-Social Behaviour or Harassment

All reported cases will be referred to the Anti-social Behaviour Team (ASBAT) for assessment and appropriate action will then be taken.

Please call either:

**Haringey's anti-social behaviour line:
020 8489 1000**

**Homes for Haringey's direct line:
Freephone 0800 195 3404
Or 020 8489 5611**

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

South Tottenham Area Office

Apex House,
820 Seven Sisters Road
Tottenham
London N15 5PQ
Tel: 020 8489 0000
Minicom: **020 8489 4309**

Wood Green Area Office

48 Station Road
Wood Green
London N22 7TY
Tel: 020 8489 3464

Alternatively incidents may be reported at one of the customer services centres:

Main Council Switchboard **020 8489 0000**
(Monday to Friday 9am - 5pm)

Customer services centres provide frontline services, including housing management, Housing Benefits, Council Tax, homelessness and general housing advice. Anti-Social Behaviour may also be reported.

South Tottenham Customer Service Centre

Apex House
820 Seven Sisters Road
London N15 5PQ (Monday to Friday 9am - 5pm)

Wood Green Customer Services Centre

48 Station Road
Wood Green
London N22 7TY (Monday to Friday 9am - 5pm)

Private tenants and owner occupiers can also make a report of anti-social behaviour to:

**Prevention and Options Service, Housing Advice Team, Apex House, 820 Seven Sisters Road, Tottenham, N15 5PQ
020 8 489 4309**

If you are a housing association or registered social landlord (RSL) tenant you should contact your housing association.

If you feel you are in any danger, you should phone the police immediately.

In cases of **noise nuisance** contact the Council's call centre on **020 8489 1000**. Outside office hours - **020 8348 3148**

If you have **problems with dogs or other animals** you can contact the Animal Welfare and Control Team on: **020 8489 1000**

If you wish to report an untaxed and/or abandoned vehicle you should contact: **020 8888 3322**

If you have problems with **rubbish or waste** you should contact: **020 8885 7700**

All reports may also be made in writing to any of the addresses shown above.

All Homes for Haringey tenants or leaseholders can also report matters directly to tenancy management staff whose details can be obtained from phoning Homes for Haringey directly. These details will also be posted on estate notice boards. Most complaints are dealt with under the corporate complaints procedure. See the link below.

http://www.haringey.gov.uk/index/contact/complaints/how_we_deal_with_a_complaint.htm

Complaints: If you are unhappy with the service, you have the right to complain. Most complaints are dealt with under the corporate complaints procedure. See the link below.

http://www.haringey.gov.uk/index/contact/complaints/how_we_deal_with_a_complaint.htm

Housing Service Complaints Team

Alexandra House
10 Station Road
Wood Green
London N22 7TR
Email: housing.complaints@haringey.gov.uk
Tel: **020 8489 0000**

Alternatively you can contact Local councillors:

You can write to the:
Members Room
River Park House
225 High Road
Wood Green
London N22 8HQ
(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 Office

Wycliffe House
Water House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 01625 545 745
Email: mail@ico.gsi.gov.uk

Other useful contacts:

Haringey Police Safer Neighbourhoods Teams

http://content.met.police.uk/Page/TeamFinder?scope_id=1257246763951

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 1939**

Haringey Police Community Safety Unit

The unit is responsible for the investigation of hate crimes within the Borough of Haringey. Tel: **020 8345 0965** or **020 8345 1944**

Crime Prevention Officers and Crime Prevention Design

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

Council Community Safety Team

River Park House
225 High Road
Wood Green
London
N22 8HQ
Tel: 020 8489 1000
Email: safercommunities@haringey.gov.uk

Age Concern

20e Waltheof Gardens
Tottenham
London N17 7DN
Tel: **020 8801 2444**

Alcohol Misuse

Community Alcohol Team
590 Seven Sisters Road
London N15 6HR
Tel: **020 8800 6999** for appointments

Citizen Advice Bureau (Turnpike Lane)

14a Willoughby Road
Turnpike Lane
London N8 0JJ
Tel: 0844 826 9715

Citizen Advice Bureau (Tottenham)

551b High Road
London N17 6SB
Tel: 0844 826 9715

Data Protection

Data Protection Officer
Support Services
Floor 4
Alexandra House
10 Station Road
Wood Green
London N22 7TR
Tel: **020 8489 2547**

Domestic Violence

Police (emergencies only) **999** (24 hours)

National Domestic Violence Helpline: 0808 2000 247 (24 hours)

Haringey Police Community Safety Unit:

020 8345 1941

Haringey Victim Support: 020 8888 9878

Hearthstone

020 8888 5362

10 Commerce Road

Wood Green

London N22 8ED

Emergency out of hours service

020 8348 3148

Drugs

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

Talk To Frank

Public campaign website and freephone number for drug information and advice.
Tel: 0800 77 66 00
www.talktofrank.com

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

Provide services to young drug & alcohol users between the ages of 10-18
40 Bromley Rd
London N17 OAW
Tel: **020 8493 8525**

Planning Enforcement

Planning, Environmental Policy and Performance, Environmental Services,
River Park House
6th Floor
225 High Road
Wood Green
London
N22 8HQ
Tel: **020 8489 5102**

Neighbourhood Action Team – Single Frontline Service

Units 271-272
Lee Valley Technopark
Ashley Road
Tottenham
London
N17 9LN
Tel: 020 8489 1000

Victim Support

Octavia House
50 Banner Street
London
EC1Y 8ST
Tel: 020 7336 1777

Victim Support has Witness Service staff at Enfield Magistrates Court - Lordship Lane (Tel: **020 8493 8947**)

Haringey Youth Offending Service

247 High Road
Wood Green
London N22 8HF
Tel: 020 8489 1574

Integrated Access Team (Adult Social Care)

Tel: 020 8489 1400
Email: IAT@haringey.gov.uk
Fax: 020 8489 4900

Kidscape

(practical advice on bullying and keeping safe)
2 Grosvenor Gardens
London SW1W 0DH
Tel: 020 7730 3300
Helpline: 08451 205 204
Website: www.kidscape.org.uk
Bullying Online
(gives advice and information on bullying)
Email: help@bullying.co.uk
Website: www.kidscape.co.uk

The Enforcement Response Service

Regulatory Services
Place and Sustainability Directorate
Units 271-272
Lee Valley Technopark
Ashley Road
Tottenham
London N17 9LN

Email: enforcement.response@haringey.gov.uk