

Tackling Anti-Social Behaviour

Toolkit for practitioners

Evidence, engagement and enforcement:
Sustaining a standardised approach to quality service delivery across Hackney

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Welcome...

to the Hackney Anti-Social Behaviour toolkit

Keeping Hackney and its communities safe is a priority for us. We want practitioners involved in the management of Anti-Social Behaviour (ASB) to make use of all the tools, powers and resources available to effectively tackle ASB. This will help to ensure Hackney is a safe place for people to live and work.

This booklet provides information about how to manage ASB and includes contact details of organisations that provide guidance and support to engage with perpetrators of ASB.

Supporting victims and witnesses of ASB is essential to help minimise the problem. We need to enable them to report, collect evidence and understand what actions are being taken to stop and reduce ASB.

Hackney's practice in dealing with ASB follows three simple stages:

Evidence

to gather
evidence

Engage

to engage with
both perpetrators
and victims

Enforce

to enforce
if there is
non-compliance

We hope you find this guide useful.

Hackney Safer Cleaner Partnership

Using this toolkit

This is a guide to assist you in the management of ASB in Hackney. It is expected that practitioners should already possess an understanding of ASB, its causes and effects. The range of tools and powers provided in this book is not exhaustive and should be carefully considered with each case of ASB. It is important that you seek additional advice from your own legal department or consult with the Hackney ASB team. Where cases are considered high level and complex they can be referred to the Anti-Social Behaviour Action Panels (ASBAPs) which can provide multi-agency support.

Common standards for delivering ASB services

By March 2010, the Home Office expects to see all local areas delivering a minimum set of standards, including:

- reducing perceptions of ASB year on year
- delivering regular updates for every community on what is being done to tackle ASB, including an expectation to publicise anti-social behaviour orders (ASBOs) to the local community
- providing residents with a right of complaint to Community Safety Partnerships if effective action is not taken by local agencies through existing channels
- offering support and help for victims of ASB
- taking reports of ASB seriously by recording and investigating all cases and committing to keeping victims informed of action taken
- ensuring better links between neighbourhood policing and other local partners to deal swiftly with problems.

What is ASB?

Under the Crime and Disorder Act (1998), ASB is defined as: 'Behaviour likely to cause harassment, alarm or distress to members of the public not of the same household as the perpetrator.'

The Hackney Safer and Cleaner Partnership Board defines ASB as: 'Behaviour, whether or not it is itself criminal, which causes or is likely to cause, harassment, alarm or distress to other people, including behaviour which puts people in fear of crime.'

Types of ASB

Abandoned vehicles	Drug misuse	Harassment	Neighbour nuisance	Vandalism
Arson	Drunkenness	Illegal and inconsiderate parking	Prostitution	Vehicle-related nuisance
Animal-related nuisance	Dumping rubbish	Intimidation	Rowdy and inconsiderate behaviour	Verbal abuse
Begging	Dog fouling	Joyriding	Street drinking	Voyeurism
Bullying	Flyposting	Kerb crawling	Threatening behaviour	
Criminal damage	Fly tipping	Litter		
Domestic violence	Graffiti	Noise		
	Hate crimes			

Anti-Social Behaviour Action Panels (ASBAPs)

There are four ASBAP panels held on each Wednesday of the month covering four areas (see below). These meetings aim to discuss complex cases that require a multi-agency approach in the management of ASB. Please contact the ASB officers to discuss any cases that may need referral to the panels.

1st Wednesday of each month	2nd Wednesday of each month	3rd Wednesday of each month	4th Wednesday of each month
Homerton ASBAP Homerton Neighbourhood Office 92 Well Street E9 7JA	North East ASBAP (Clapton & Stamford Hill) Clock House 149 Stamford Hill Stoke Newington N16 5LG	Room 103 Hackney Town hall Mare Street Hackney E8 1EA	North West ASBAP Stoke Newington Municipal Offices Stoke Newington Church Street N16 0JR

Hackney ASB Team

Hackney's ASB team sits within the Community Safety team and aims to ensure that a standardised service is offered to all people working and living in Hackney, irrespective of tenure. Hackney Council, the Metropolitan Police and Hackney Homes (who manage the Council's housing stock and leaseholders) are three key organisations that work closely together and with other partners via Hackney's Safer Cleaner Partnership to address ASB.

Hackney Council: ASB team

Helpline: 020 8356 3030
ASBTeam@hackney.gov.uk

Barry Scales

ASB Manager
020 8356 3137

Amalia Rodriguez

ASB Officer North
020 8356 4464

Bianca Rembrandt

ASB Officer South
020 8356 4249

Dawn Henry

Crackdown Officer borough wide
020 8356 2122

Stacie Timms

ASB Performance & Projects Officer
020 8356 2051

Safer Neighbourhood team

0300 123 1212
GDMailbox.ASBTeam@met.pnn.
police.uk

PC Catherine Leach

ASB Police Officer North
020 8356 2217

PC Megan Cameron

ASB Police Officer South
020 8356 2170

Polly Sira

ASB Staff Officer
020 8356 2185

Hackney Homes

0208 356 3310
asb@hackneyhomes.org.uk
www.hackneyhomes.org.uk

Wayne Hylton

Estate Safety Manager
Wayne.hylton@hackneyhomes.
org.uk

**National helpline to assist
ASB practitioners**
0870 220 200

Hackney Borough Police Safer Neighbourhood teams

Safer Neighbourhood team

Non-emergency number
0300 123 1212

Brownswood Ward

020 8721 2030
brownswood.snt@met.police.uk

Cazenove Ward

020 8721 2926
cazenove.snt@met.police.uk

Chatham Ward

020 8721 2794
chatham.snt@met.police.uk

Clissold Ward

020 8721 2923
clissold.snt@met.police.uk

Dalston Ward

020 8721 2031
dalston.snt@met.police.uk

De Beauvoir Ward

020 7161 9236
debeauvoir.snt@met.police.uk

Hackney Central Ward

020 8721 2328
hackneycentral.snt@met.police.uk

Hackney Downs Ward

020 8721 2940
hackneydowns.snt@met.police.uk

Haggerston Ward

020 7161 9026
haggerston.snt@met.police.uk

Hoxton Ward

020 7161 9234
hoxton.snt@met.police.uk

King's Park Ward

020 8721 2939
kingspark.snt@met.police.uk

Leabridge Ward

020 8721 2836
leabridge.snt@met.police.uk

Lordship Ward

020 8721 2924
lordship.snt@met.police.uk

New River Ward

020 8721 2904
newriver.snt@met.police.uk

Queensbridge Ward

020 7161 9027
queensbridge.snt@met.police.uk

Springfield Ward

020 8721 2925
springfield.snt@met.police.uk

Stoke Newington Central Ward

020 8721 2922
stokenewington.snt@met.police.uk

Victoria Ward

020 7161 9215
victoria.snt@met.police.uk

Wick Ward

020 7161 9215
wick.snt@met.police.uk



Please check Metropolitan
Police Website. For latest
details on [www.met.police.
uk/teams/hackney/index.php](http://www.met.police.uk/teams/hackney/index.php)

Hackney

There are 19 individual wards in Hackney. Each has its own Safer Neighbourhood Team.

For contact details see page 8.



A–Z Glossary of terms

ABA – Acceptable Behaviour Agreement

ALMO – Arms Length Management Organisation

ASB – Anti-Social Behaviour

ASBI – Anti-Social Behaviour Injunction

ASBO – Anti-Social Behaviour Order

BME – Black and Minority Ethnic

CAF – Common Assessment Framework

CAMHS – Children and Adolescents Mental Health Services

CDA – Controlled Drinking Area

CIN – Children In Need

CMHT – Community Mental Health Team

DAAT – Drug Alcohol Action Team

DART – Drug Alcohol Action Team – Assertive Response Team

DIO – Drug Intervention Order

DIP – Drug Intervention Programme

DPPO – Designated Public Place Order

FIP – Family Intervention Project

FIT – Family Intervention Tenancy

FPN – Fixed Penalty Notice

HH – Hackney Homes

HMO – Houses in Multiple Occupation

ISO – Individual Support Order

ISSP – Intensive Supervision and Surveillance Programme

LBH – London Borough of Hackney

MIT – Mobile Intervention Team

MST – Multi-Systemic Therapy

NEET – Not in Education, Employment or Training

NOSP (NSP) – Notice on Seeking Possession

NRM – Neighbourhood Relations Manager

PCA – Parental Control Agreement

PCO – Premises Closure Order

PND – Penalty Notice for Disorder

PO – Parenting Order

RSL – Registered Social Landlords

SFDs – Single Family Dwellings

SNT – Safer Neighbourhood Team

TMO – Tenant Management Organisations

YIP – Youth Inclusion Project

YISP – Youth Inclusion and Support Panel

YOT – Youth Offending Team

YST – Youth Support Team



Stage 1:

Reporting ASB

Correctly processing an ASB complaint is important to ensure the right organisations are consulted with. When working with another landlord to help resolve a problem, please use the table to the right for contact details.

Tenure	Who to contact
Council Tenants	Hackney Homes:0208 356 3310 asb@hackneyhomes.org.uk
Council Leaseholders	Hackney Homes: 0208 356 3310 leaseholders@hackneyhomes.org.uk
Registered Social Tenant and RSL Leaseholders	The Registered Social Landlord or Hackney Council ASB Officer – see page 7
Private Tenant	Hackney Council ASB Officers – see page 7
Owner Occupier	Hackney Council ASB Officers – see page 7
Commercial properties	Hackney Council ASB Officers – see page 7

Managing expectations

Managing the complainant's expectation is important to ensure they understand what realistic outcomes can be reached. Expectations can be measured against the level of evidence produced to determine what action can be taken. If there is very little evidence that can be substantiated then it is unlikely that their 'expectations' will be met.

ASB problem recognition

ASB can constitute a wide range of behaviours and actions and it is important to be able to define the problem and know how to tackle it. ASB problems can vary in a number of dimensions. The ASB problem analysis tools (page 12) can help define the ASB.

ASB problem analysis tool 1

Consider the ASB being experienced in terms of:

- Size or intensity – the person’s experience of the problem
- Complexity – how easy is the problem to understand
- Number of people involved
- Frequency – how often the problem occurs
- Duration – length of concern
- Escalation – has the problem grown worse.

ASB problem analysis tool 2

Consider the ASB and the categories it falls into:

- Short lived or long lasting
- Frequent or intermittent/cyclical
- Probably affects a few people or affects many people
- Usually fairly trivial or usually very serious
- Big or small
- Complex or simple
- Long term or short term
- Personal or non-personal
- Targeted or random
- Social hours or non-social hours
- Solvable or insolvable.

7 golden rules for sharing and disclosing information*

- 1. The Data Protection Act** is not a barrier to sharing information, but provides a framework to ensure that personal information about individuals is shared appropriately.
- 2. Be open and honest** with the affected individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared. Seek their agreement unless it is unsafe or inappropriate to do so.
- 3. Seek advice** if you are in doubt, without disclosing the identity of the person where possible.
- 4. Share information** with consent where appropriate and where possible respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, lack of consent can be overridden in the interest of the public. Judgement should be based on the facts of the case.
- 5. Consider safety and wellbeing** by basing your information sharing decision on considerations of the safety and wellbeing of the person and others who may be affected by their actions.
- 6. Necessary, proportionate, relevant, accurate, timely and secure.** Ensure that the information you share is necessary for the purpose for which you are sharing it. Ensure it is shared only with those people who need to have it, is accurate and up to date and is shared in a timely and secure fashion.
- 7. Keep a record** of your decision and the reasons for it. If you decide to share information a record of what you have shared, with whom and for what purpose, should be kept.

Gathering written evidence

Anonymous witness statement/hearsay evidence

Evidence that is given by a witness on the basis of what someone else has described to them and not of their own direct knowledge of the events, is called hearsay evidence. For example, if you receive reports about ASB which you did not personally witness, you might give hearsay evidence about those complaints. Hearsay evidence of this kind may be vital to civil court proceedings if victims or witnesses are unwilling to give evidence themselves.

Diary sheets

Diary sheets are important to capture what has been happening and establish if there is a real problem. Incident sheets which are pre-printed standardised templates enable victim and witness accounts of one or more incidents of ASB to be recorded in a structured way so it can be used with any legal proceedings. Victims should be assisted where necessary and other mediums such as dictaphones used to record information.

Impact statements

Impact statements can record the emotional and financial effects ASB has had on the victim. Social landlords may wish to use this statement to emphasise the vulnerabilities faced by the victim in cases of ASB (and racial harassment) when going to court.

Witness statements

The aim of obtaining a witness statement is to set out all of the facts and outline the evidence a witness is prepared to give in a court hearing.

Gathering recorded evidence

Closed Circuit Television (CCTV)

020 8356 2323 or
020 8356 2379

CCTV cameras

These are installed throughout the borough to protect residents and aid in the prevention and prosecution of crime and ASB. The cameras also provide evidence to assist in the prosecution of offenders. The service works in partnership with the Metropolitan Police service, Mare Street Business Watch, Shoreditch Night Owl Watch, Amhurst Park Action Group, Homerton University Hospital, Hackney Homes and Dalston Radios Against Crime (DRAC). CCTV is monitored 24 hours a day, 365 days a year and the local Police control room can also receive images from the cameras, to enable them to respond to incidents.

Re-deployable cameras

A request can be made to see if a temporary camera can be installed in a hotspot area in order to manage a problem. If there is a specific problem with ASB where there is no CCTV coverage, you can discuss this with your local neighbourhood Police team or ASB officers.

Noise monitoring equipment/Pollution Control (See Abatement Notice under Enforcement)

020 8356 4455

info@hackney.gov.uk

If noise nuisance is a problem you can contact the Council's environmental health team who will investigate complaints and use noise monitoring equipment to measure excessive noise. If a formal investigation finds evidence of noise nuisance, a noise abatement notice can be issued requiring the noise nuisance to stop.

Pollution control operates a reactive telephone service to deal with complaints of noise and other nuisance, from 9am to 5pm daily and after hours:

Thursday, 6.30pm to 2am

Friday, 9pm to 5am

Saturdays, 9pm to 5am

Sunday, 6.30pm to 2am

Gathering evidence via covert surveillance

Covert Surveillance and RIPA

There may be occasions when evidence will need to be gathered covertly, eg drug abuse. The Regulation of Investigatory Act (RIPA) 2000 enables local authorities and the Police to undertake covert surveillance. Other organisations are not bound by this act, however good practice would suggest that organisations adopt the same processes and apply for a shadow RIPA to ensure that their actions are reasonable. Evidence can be gathered using covert cameras or a professional witness.

For more information about RIPA please contact Karen Cooper, Principal Audit & Review Officer on 0208 356 2557.



Stage 2:

Engagement

Support organisations and programmes

Support organisations and programmes

Needs assessment

ASB is often symptomatic of other problems and offering a needs assessment can help to identify additional concerns or problems. Vulnerability can be identified in an interview, or referred for a formal needs assessment via another agency (see below).

Floating support

This is a free service which aims to help people live independently by offering advice and support to help them stay in their own home and cope with any problems that arise. This could include ASB, financial problems, general counselling, etc.

Over 55 floating support

One Support in the Shoreditch Neighbourhood
020 7428 5569
opsshoreditch@ohg.co.uk

Family Mosaic in the Stoke Newington Neighbourhood
020 7241 7970
opstokenewington@familymosaic.co.uk

Hanover in the Homerton Neighbourhood
020 8525 5041
opshomerton@hanover.org.uk

Outward in the North East Neighbourhood
020 8533 8441
opsnortheast@outward.org.uk

Under 55 Generic floating support

Floating Support – North Hackney Thames Reach
0808 168 0730
hackneysupport@thamesreach.org.uk

Floating Support – South Hackney Single Homeless Project
020 8986 8517 / 0800 783 2993
floating.support@sph.org.uk

Support for vulnerable adults and families in temporary self-contained accommodation

One Support across Hackney

020 7428 4236
hackneysupport@onehousinggroup.co.uk

Making referrals to other agencies and requesting consent

It is good practice to get the consent of the individual when making referrals, although there will be instances when this is not possible for example, when making a mental health referral. To assist this process the use of an Acceptable Behaviour Agreement can evidence consent that a person is agreeable to being referred to a programme or agency.

Guidance for generic referral processes

- Contact the agency to discuss referral and check eligibility.
- Discuss referral with the individual and obtain consent.
- Send the referral form with or without agreed consent from individual.
- The referral form will be processed and the referrer notified of outcome.
- The beneficiary will be contacted and assessed.
- A review meeting will be held.
- An action plan will be drawn and a case worker allocated.
- Please monitor the case to see if the individual is or isn't engaged with activities.

Below and on the following pages is a list of useful organisations and referral criteria

- Common Assessment Framework (CAF) and Child Protection (Children: Safe guarding and risk)
- Challenge and Support (ASB and young people)
- Community Mental Health team
- DART (drugs and alcohol)
- ASB FIP (ASB and families)
- MST (ASB and families)
- MIT (Gangs: knife and gun crime)
- YST (Youth diversion).

SERVICE/AGENCY Common Assessment Framework (CAF)

Referral Advice Form

CAF UNDER 11s

Jeanne King

The Learning Trust

020 8820 7057

07931 491 738

jeanne.king@learningtrust.co.uk
or hackneycafquestions@
learningtrust.co.uk

CAF ABOVE 11yrs

Youth Support Team

020 8356 6313

Homerton: Jasim Uddin

North East: Pauline Roberts

Shoreditch: Andrew Carnegie

Stoke Newington: Peter Algacs

DESCRIPTION OF SERVICE

All children and young people have different needs and a family's ability to respond to and meet all their needs may also differ. In some circumstances, professional assessment may be required to identify strengths and needs to ensure that all children, young people and their families receive appropriate support. The CAF is a key part in delivering frontline services that are integrated and focused around the needs of a child. The CAF introduces a standardised approach to conducting assessments of children's needs in line with 'Every Child Matters' that covers five main areas:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make positive contributions
- Achieve economic wellbeing

Assessment can be defined as a systematic process of gathering a range of information relating to a child, to help identify their strengths and needs in order to decide on appropriate action (or to confirm that no additional help is required). Assessment can provide a baseline of information to assist with a child or young person's future development.

REFERRAL CRITERIA

Identifying a referral

CAF referrals should be based on real 'concerns' for the child's health and wellbeing but not child protection concerns.

Consent

There is an expectation that explicit consent of the parents will be gained before submitting a CAF Part 1. However, where concerns exist, nothing precludes a discussion or the exchange of information between practitioners.

SERVICE/AGENCY

Child Protection

Referral Advice Form

Child Protection

Duty and Assessment team

020 8356 5500

Grp.hackneycpduty@

hackney.gov.uk

DESCRIPTION OF SERVICE

Child Protection basically means protecting children and young people from abuse. The Children Act 1989 places a duty on local authorities to make inquiries into cases where there is reason to believe that a child living in the local authority area is suffering, or at risk of suffering, significant harm. If there is the belief that a child is suffering significant harm, social care will hold an inquiry under section 47 of the Children Act 1989 and undertake a core assessment under the framework for Assessment of Children in Need and their Families (2000).

The findings may lead to the following outcomes:

- We take no further action.
- Services will be provided to support the child or young person.
- An inter-agency child protection plan is needed. This is where partner agencies work together to provide a service after a child's name is placed on our child protection register.

REFERRAL CRITERIA

Identifying a referral

Where there is a clear risk of harm, physical, sexual or emotional abuse, please note that a written referral form is required in all cases. Where a telephone referral has been made because of the immediate urgency of a situation this must be followed up within 48 hours by a completed referral form.

Please fax this form to the Duty and Assessment Team for the attention of the Duty Team Manager on 020 8356 5517 or post the form to:

Duty and Assessment Team
205 Morning Lane
Hackney E9 6JX

SERVICE/AGENCY

Challenge and Support Programme (YOT)

020 8356 1092

Referrals:

prevention@hackney.gov.uk

DESCRIPTION OF SERVICE

Challenge and Support (C&S) provides support to young people involved in anti-social behaviour (ASB). We aim to provide positive intervention early on so the young person is less likely to re-engage in ASB. C&S will carry out an initial assessment of the young person to design a specific intervention plan to suit their needs. C&S will attend all signings by young people of Acceptable Behaviour Agreements (ABAs) in order to help and support the young person to successfully complete the ABA. If further enforcement action is taken, C&S will also engage with a young person to explain ASBO and ISO conditions and offer further diversionary activities to reduce anti-social behaviour.

C&S will help with school, college, careers, life skills, and housing. The service is tailored to the young person's specific needs, with emphasis on tackling their ASB and making them aware of the effects of their actions.

C&S will coordinate the range of interventions through referrals to other providers or partner agencies within the YOT if needed for all ASB sanctions.

REFERRAL CRITERIA

- 8–18 yrs old.
- Early intervention.
- When a young person has been nominated for an ABA.

SERVICE/AGENCY
East London NHS
Foundation Trust
North and South
Locality Community
Mental Health Team

Referral advice form

Tom Smyth (South)

Donald Winnicott Centre
Coate Road
London E2 9AG
Tel: 020 7033 6100
Fax 020 7033 6196

Steven McWilliam (North)

Anita House
Wilmer Place
Stoke Newington
London
Tel: 020 7275 1000
Fax 020 7275 1001

DESCRIPTION OF SERVICE

There are two teams covering the London Borough of Hackney and the City of London and are run jointly by the local NHS and social services.

The locality mental health teams provide a comprehensive range of services to meet the health and social service needs of people with long-term mental health problems living in the community. The locality teams work with other agencies such as hospitals outpatient departments, social services and probation services to ensure an extensive level of care management for their clients. The multidisciplinary teams cover counselling, community psychiatric nursing, mental health education, occupational therapy, psychology, advice to users, carers, professionals and the general public on mental health issues.

Following a referral the team will assess the person to determine what help is needed and offer counselling, medication and/or help with daily living. The team is made up of community psychiatric nurses, social workers, a therapist and a consultant psychiatrist, all skilled in working with a wide range of mental health conditions. If they cannot help they will refer the individual to someone who can.

Once an initial assessment has been conducted the individual can contact the duty worker who is available 9am–5pm Monday to Friday. Outside of these hours contact should be made with the GP or duty psychiatrist at the local accident and emergency department.

REFERRAL CRITERIA

If an adult is displaying behavioural concerns or has a history of severe, long-term mental ill health, GPs, social workers and other professionals can refer clients to the community Mental Health team in their catchment area.

- In order to facilitate a referral and as an interim measure, referrers should contact the appropriate ASB Officer.
- They will liaise with the individual and ensure that a referral form is completed and faxed to the appropriate Mental Health team.

SERVICE/AGENCY

DAAT Assertive Response Team (DART)

Referral Advice Form

DAAT Office
102 Mare St
London
E8 3SG

Tel: 020 8356 2180
Fax: 020 8356 5404

DESCRIPTION OF SERVICE

DART provides front line substance misuse outreach work in Hackney. The service partners community groups who are trying to engage 'hard to reach' individuals resistant to changing their ASB as well as people involved in the criminal justice system.

What DART offers:

- A confidential client-focused service.
- Provides escorts to a range of services and appointments and 'hand-holding' through difficult periods including referrals to other treatment services.
- Support and advocacy in meeting other needs, including housing, employment, training and various practical difficulties the client may be experiencing.
- Maximum coverage: DART workers will cover all day, evening and limited night work from 9am to 10pm and an out-of-hours answer phone service.

REFERRAL CRITERIA

DART will work with all street population clients in the community, especially those who are:

- Physically and/or psychologically dependent on illicit or prescribed substances.
- Chaotically misusing illicit substances.
- Willing to be assessed by a DART worker.
- A resident of Hackney.
- Referrals can be received from all partnership agencies operating in Hackney. Clients can also self refer.

SERVICE/AGENCY

ASB Family Intervention Project

Colin Powell

FIP Team

5 Laburnum Street
Hackney E2 8BY

Tel: 020 7428 8566
07966 643126

Fax: 020 7033 0572

DESCRIPTION OF SERVICE

The ASB Family Intervention Project (FIP) specialises in tackling ASB by identifying the root causes of problems, then helping families move towards making positive changes. The Hackney model is an outreach service for families who are responsible for ASB and/or who are at risk of being evicted. Support is intensive and long term, often with a minimum engagement of 12 months. Work is carried out in partnership with other agencies working with the family through a formal support planning process.

FIP will work in partnership with all key agencies to promote and reduce a family's ASB by setting up contracts with each family. The contracts will clearly set out the benefits of engagement and can include sanctions that can be imposed for non co-operation. The progress of the intervention will be reviewed periodically at the regular multi-agency case meeting.

There is an expectation that if a referring agency believes that a case is suitable for FIP, they will accept that enforcement action will be suspended to allow FIP the opportunity to address all the issues. There is the potential for services to be provided in units dispersed in the community. Families who have been evicted may be offered the project's dispersed accommodation under 'Family Intervention Tenancies' (FIT) provided under the Housing and Regeneration Act 2008. These tenancies are short-hold agreements and will only be used with families where it is deemed necessary.

REFERRAL CRITERIA

To work with FIP, families must present a complex multiple set of problems that local services find difficult to respond to. Families also must have a child under 18 years of age.

As a minimum, it is recommended that families are referred to the project if they meet one or more of the following criteria:

- Families involved in ASB.
- Have caused nuisance and distress to neighbours and other residents.
- Whose tenancies are at risk of being repossessed as a result of ASB.
- Whose members are subject to an ASBO or Acceptable Behaviour or ABA.
- Whose children are at risk of school exclusion or have attendance problems.

SERVICE/AGENCY

Hackney Multi-Systemic Therapy (MST) team

Referral Advice Form

Hackney MST Team
11E Florfield Passage
Hackney E8 1DX

020 8525 4875

DESCRIPTION OF SERVICE

Hackney Multi-Systemic Therapy (MST) team is a multi-agency initiative between Social Services, Children Adolescents Mental Health Service (CAMHS), Youth Offending Team (YOT) and the Learning Trust.

MST clinical staff are all qualified mental health professionals and the team is line managed through the East London NHS Foundation Trust's CAMHS.

MST is an evidence-based intervention for young people at risk of entering custody or care. It is anticipated that the Hackney team will focus mainly on young people at risk of entering custody, whereas the majority of young people at risk of entering care will best be seen by Social Services Rapid Response team.

MST is an intensive community-based intervention, supported by 24 hour telephone support. MST is time-limited, with interventions no longer than five months. The MST therapist works as a 'one-stop shop' for the family, meaning that it would not normally be expected that other services will be actively involved with the family at the same time.

REFERRAL CRITERIA

If you are aware of a young person who might benefit from a referral to the MST team, please contact Dr Jenny Taylor, MST team manager on 020 8525 4875.

If a young person has a YOT worker, the referral should normally be made by the YOT worker. Referrals from Social Services will need to be approved at the Joint Allocation Referral Panel (JARP).

Inclusion criteria:

- Young person aged 11–17 years.
- Young person at risk of custody or care.
- Young person living in a family setting.
- Family home suitable for home visiting by lone worker.

Exclusion criteria:

- Young person actively psychotic or suicidal.
- Young person with learning disabilities or autistic spectrum disorders which would impact on delivery of MST programme.
- Family home unsuitable for visiting by lone worker.

SERVICE/AGENCY

Mobile Intervention Team (MIT) (YOT)

020 8356 1021

prevention@hackney.gov.uk

DESCRIPTION OF SERVICE

There are two main sections within the Youth Offending Team (YOT): statutory services and prevention services. The overall aim of the YOT is to prevent the occurrence of offending behaviour and prevent further offences by young people.

The MIT has a prevention side and a statutory side. The MIT aims to reduce gun, gang and violence offence incidents.

On the prevention side the MIT carries out outreach services to engage with young people at risk of becoming involved in guns and gang activity, works on identifying hot spots, engages on partnership working and facilitates sessions of the 'Rise Above' Workshop within schools, Pupil Referral Unit (PRU) and youth clubs.

On the statutory side, the MIT works with young people who are either subject to court orders, bail, released from custody and who are/have been involved in gang activity to prevent further involvement.

There is a Police Officer attached to the team to facilitate information and intelligence flow.

The MIT has developed the 'Rise Above' programme consisting of 12 sessions, which can be delivered in group work or during one-to-one sessions.

REFERRAL CRITERIA

- MIT works with 13–19 year olds.
- MIT works with youth identified in gun and gang activities.
- MIT works with victims of gang offences.
- MIT works with those that would like to exit from gang offences.

SERVICE/AGENCY

Hackney Youth Support Team

020 8356 6313 or

020 8356 4408

ystrefererrals@hackney.gov.uk

DESCRIPTION OF SERVICE

This is a wrap-around service aimed at supporting young people and families (11–19 years of age) who are clearly at risk, but who wouldn't meet the threshold for social services intervention.

It is funded to reduce NEETS (young people Not in Education, Employment or Training) by offering a multi-agency response.

It carries out initial and core assessment using the Common Assessment Framework (CAF) and from there develops a support package. It looks at the barriers preventing the young person from progressing in school or causing ASB. For example, they may have particular issues at home, family breakdown or poor parental support, or they might have issues around emotional wellbeing, bullying and relationships with peers. The service meets the young person and their family at least once a week to provide an intensive package of support.

Youth Support teams (YSTs) offer an excellent opportunity to deliver targeted and intensive levels of support, acting as a single point of reference and referral for young people through their multi-agency approach.

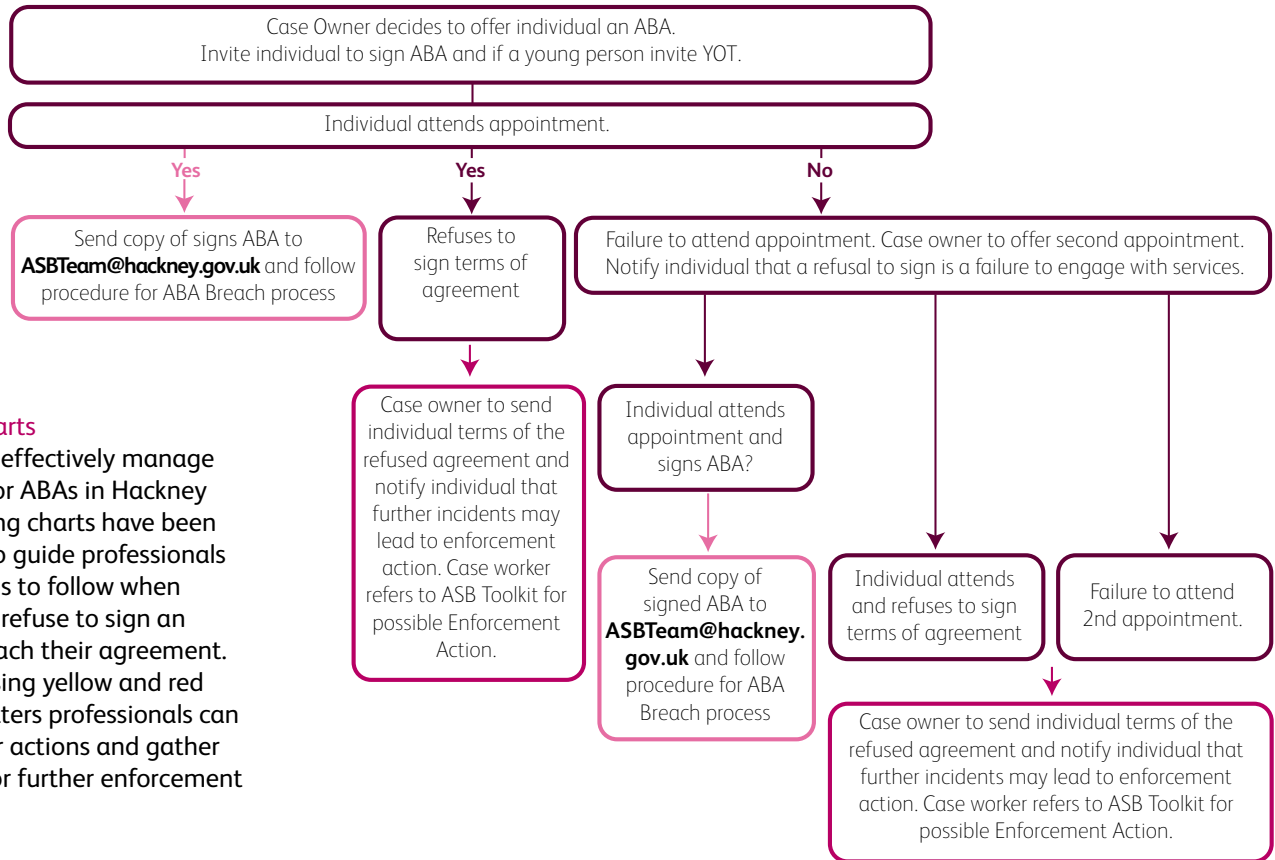
REFERRAL CRITERIA

The young people targeted by the teams will include those showing the following forms of behaviour, whose needs are not being met within existing statutory services:

- 11–19 years of age (up to 25 years of age with learning difficulties or disabilities).
- Poor or non-attendance at school or college.
- Poor and threatening behaviour at home and school, leading to risk of permanent exclusion.

- Risk of offending, ASB, threatening, aggressive or violent behaviour in the community. Inability to control anger.
- Negative peer pressure, bullying or victim of crime.
- Risk of homelessness, with poor or overcrowded accommodation.
- Lack of basic life and employability skills.
- Access to benefits, entitlements, suitable jobs and training.
- Child protection concerns, including physical and sexual abuse at home, domestic violence and neglect.
- Poor mental and emotional health , including depression, low self-esteem, self harming teenage pregnancy, or poor sexual and physical health.

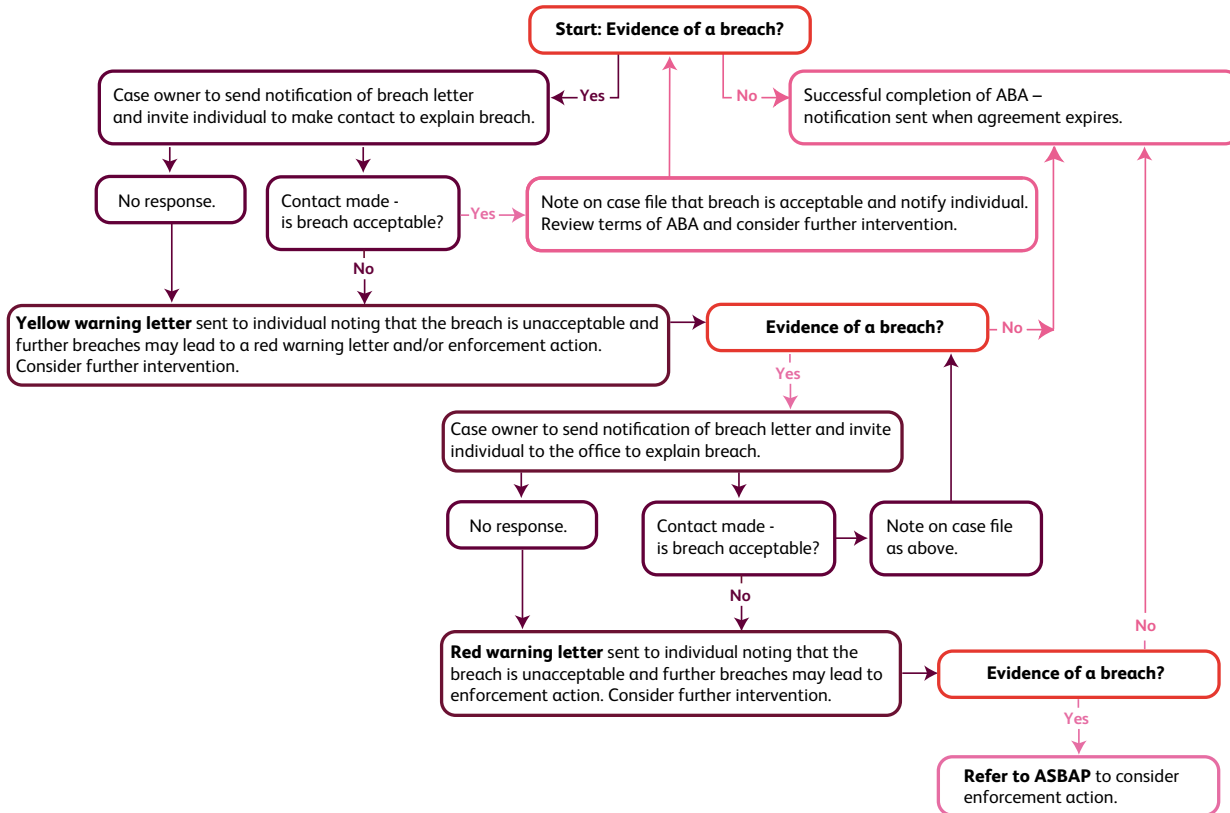
Refusal to Sign Process Chart



Process Charts

In order to effectively manage and monitor ABAs in Hackney the following charts have been designed to guide professionals on the steps to follow when individuals refuse to sign an ABA or breach their agreement. Through using yellow and red warning letters professionals can record their actions and gather evidence for further enforcement action.

ABA Breach Process Chart



A–Z Engagement: Tools and support agencies

Anti-Social Behaviour Agreements (ABAs)

Also known as Anti-Social Behaviour Contracts (ABCs) these are non legally-binding written agreements between the subject, the Council, Police and landlord for a period of six months. ABAs list conditions to prevent the subject from carrying out anti-social behaviour and also set out the consequences of breaking these conditions. These are not legally-binding contracts, but can be referred to in court as evidence when applying for an ASBO or ASBI.

If an ABA for a young person is broken it might be extended or referred to the YOT or school to arrange a parenting contract or parenting order.

Bulky Waste Collection

020 8356 6688

info@hackney.gov.uk

www.hackney.gov.uk/bulkywaste

If you have a problem with items being left outside a property please contact the Bulky Waste Collection team. Up to five items can be collected from your home free of charge four times a year including

cookers, fridges and furniture. Contact a private contractor or Hackney Commercial Waste service for large amounts of waste.

Challenge and Support – see YOT

Child and Adolescent Mental Health Service (CAMHS)

020 3222 5600

The Child and Adolescent Mental Health Service, known as CAMHS, is a specialist service which can assess and treat troubled children, young people (under 18 years of age) and their families where emotional and behavioural difficulties occur.

Child Protection Helpline (National)

0800 800 5000

If a child is at immediate risk, call the Police on 999.

Child Subject and Child Protection Plan (Former Child Protection Register)

020 8356 6842 or
020 8356 2300
Out of hours
020 8356 2346
www.hackney.gov.uk/childprotection

Children and Young People's Services

020 8356 5500 or
020 8356 4500
Out of hours
020 8356 2300

Children have a right to be kept safe from harm and protecting children is everyone's responsibility. If you suspect that a child is not being treated correctly, please tell someone by using the contact details above.

Children's Centres

020 8820 7590 or
020 8820 7583
cis@learningtrust.co.uk

Offer a range of integrated childcare, health, education and support services for children under five, their families and expectant mothers.

Children's Information Services

cis@learningtrust.co.uk

Information about childcare options and support, including nurseries, childminders and out-of-school and holiday clubs, parent and toddler groups, leisure and social activities.

Common Assessment Framework (CAF) Programme (see page 20)

Practitioners from various agencies work together to meet the needs of children by administering a CAF assessment of the child which covers all aspects of a child's development, including their health, education and social and emotional well being. Practitioners will then meet to discuss those needs and create an action plan. Please contact ASB team for CAF forms.

Community Payback Scheme (Probation Service)

07894 176 943
payback@london.probation.gsi.gov.uk
www.london.probation.org.uk

Offenders given a community punishment order are required to engage in unpaid work in the community through the 'Justice Seen Justice Done' programme. This creates reparation and is often good in tackling broken window syndrome as offenders can help improve estates and buildings. If you feel your project could benefit from this scheme then please make a referral to the Probation service.

Community Safety

020 8356 3170
safercommunities@hackney.gov.uk

Hackney Community Safety is working towards crime reduction in the borough. If you have a concern about criminal behaviour in the area please contact a Community Safety Officer.

Crime Stoppers

0800 555 111

Crime Stoppers provides a service for people to report crime anonymously. Personal details of the caller will not be recorded, but all information about the crime will be processed by the Police.

DAAT – Drug and Alcohol Action Team

020 8356 2180

www.hackneydaat.org.uk

Hackney DAAT commissions and supports local drug and alcohol services to meet the diverse needs of clients. These front line and support services include Addaction, Blenheim-CDP, City and Hackney Alcohol Services, The Crossroads Centre, Sub 19, Drug Intervention Programme, DART (DAAT Assertive Response Team), LCR (Lower Clapton Road) Equinox, Redkite Learning, Hackney Substance Misuse Team, and Homerton Hospital Specialist Addiction unit. Hackney DAAT

supports the BME Substance Misuse Forum.

Designing Out Crime Officers (DOCOs)

Designing out Crime Officers are attached to the Police and carry out site visits/visual audits to advise on how best to design out crime and target hardened/secure properties. Please contact your local Safer Neighbourhoods Team to make a referral. DOCOs also work in the Council's planning department and Hackney Homes.

Detached Youth Workers – Please see Youth Support team.

Domestic Violence and Hate Crime services

0800 056 0905

Hackney's Domestic Violence and Hate Crime service provides support to anyone living, working and studying in Hackney, who is experiencing domestic violence or hate crime. The service is staffed by a multi-cultural team of specialist caseworkers and counsellors, with languages translated through services such as Language Line and interpreters.

A free phone support service is also available. Please contact the Domestic Violence National Helpline on 0808 2000 247

Environmental Action Days/ Walkabouts

The Council, Police, the Driver and Vehicle Licensing Agency (DVLA), the Fire Service and other agencies visit different parts of Hackney to identify problems and help clean up and improve the local environment. It is a great example of how the partnership works to improve the environment for local people.

Graffiti and Flyposting removal

020 8356 6688

info@hackney.gov.uk

Offensive graffiti will be photographed and removed within 24 hours. The Police should also be notified.

Lighting on Estates (see also Street Lighting)

020 8356 3691

repairs.rcc@hackney.gov.uk

Hackney Homes manages lighting repairs and maintenance on Council

estates.

Mediation

Mediation is useful in dealing with neighbourhood disputes and helping to improve neighbourly relations. This process allows both parties to have their say and find a resolution with impartial mediators assisting. Mediation can also be used where parties do not wish to meet face to face.

Some home content insurance policies include cover for professional mediation in the case of neighbour disputes. Alternatively, you can employ professional mediators or contact the Council's ASB team.

Neighbourhood Agreements

Disputes in a neighbourhood such as disruption by ball games can be resolved via consultation. ASB surveys can canvass problems and assist in creating a neighbourhood agreement with other residents to help restore peace and harmony in a community.

Neighbourhood Wardens

Hackney's Neighbourhood Wardens provide a highly-visible, uniformed presence in residential and public areas, town centres and problem crime spots. Wardens issue Fixed Penalty Notices for dog fouling, litter and rubbish offences and organise the removal of bulk rubbish, litter, needles and graffiti. Wardens build a good knowledge of local issues and liaise regularly with other agencies to support residents. The service currently covers two neighbourhoods:

The North East (covering New River, Springfield, Leabridge, Cazenove and Hackney Downs wards)
020 8356 6569/6527
northeastneighbourhoodwardens@hackney.gov.uk

Shoreditch (Covering Hoxton, Haggerston, Queensbridge and De Beauvoir wards)
020 8356 4474
shoreditchneighbourhoodwardens@hackney.gov.uk

Parental Control Agreements

These are voluntary agreements between local organisations, the Council, YOT, schools, local Metropolitan Police and the subject's parents or guardians. They can be used alongside ABAs and set out what parents can do to address their child's ASB.

RSPCA

0300 1234 999

If you have concerns about animal cruelty please contact the RSPCA.

Street Cleaning and Litter Removal (see Bulky Waste collection)

020 8356 6688

info@hackney.gov.uk/cleanstreets

Street Lighting

020 8356 2897

info@hackney.gov.uk

Design, maintenance and repair of street lights and festival lighting.

Street Wardens – see Neighbourhood Wardens

Victim Support Hackney

020 7828 4142

020 7828 4143

National Helpline: 0845 30 30 900

Victim Support provides confidential support for victims and witnesses of crime. It can help with accessing information, advice and compensation.

Warning letters

Warning letters can be used to initially engage with perpetrators of ASB by asking them to stop their behaviour and adhere to their tenancy agreement.

YOT (Youth Offending Team)

see below various departments

YOT – Challenge and Support

020 8356 1092

Support and advice for young people who are at risk of, or who are involved in, criminal activity up to the age of 18 years of age. The Challenge and Support worker will assist in finding diversionary activities and be in attendance during the signing of ABAs to ensure the young person understands what their commitments are and help them keep to the agreement.

YOT – Mobile Intervention Team (MIT)

020 8356 1021

MIT is a unique and innovative multi-agency approach to reducing gun, gang and violent offence incidents. This team is facilitated by the YOT and can assist with targeting and intervention via outreach work, hotspots and delivering group work, such as the Rise Above programme, to tackle and reduce crime and disorder.

YOT – Youth Inclusion Project (YIP)

YIP is a tailor made programme for 13–19 year olds who are identified as being at high risk of offending or displaying ASB.

For the following areas please contact:

South Hackney YIP – (Catch 22/Crime Concerns)

020 7241 6699

claire.smith@catch-22.org.uk

North Hackney YIP

020 8211 1661

andy.bryan@hackney.gov.uk

YOT – Youth Inclusion and Support Panel (YISP)

YISP no longer exists. If you wish to make a referral for a young person who is 11+ please refer to the Youth Support Teams (see page 30). For young people who are 13+ please refer to North and South Hackney YIP (specifically for addressing offending behaviour) and MIT (for group offending/gang issues and risk of being involved in gangs). Referrals will need to be sent to prevention@hackney.gov.uk

Youth Clubs

020 8356 7404

www.thehype.info

These services offer a range of activities for young people.

Blue Hut

020 7490 8169

Clissold Centre of Excellence

020 7254 3498

Frampton Park Youth Club

020 8533 0210

The Green Door

020 8533 2174

Laburnum Boat Club

020 7729 2915

Marcon Court

020 8820 7091

Parkside Youth Club

020 8800 6814

Pedro Youth Club

020 8985 3800

Purple Bus

020 8356 2794

Sol Cohen Youth Project

07973 673 986

Youth Service

020 8356 7403 or

020 8356 7404

Youth Service provides a range of activities for young people aged 13–19 years of age. Services include sports, arts, culture and musical activities.



Stage 3:

Enforcement

Tools and powers

A–Z of tools, powers and enforcement agencies

Abandoned Vehicles

020 8356 7245

abandoned.vehicles@hackney.gov.uk

Hackney Council can remove abandoned and untaxed vehicles on public places. If vehicles have been abandoned on private land, then the affected individual will have to make arrangements to remove the vehicle and recover the costs. (See untaxed vehicles).

Abatement Notice (Statutory Noise Nuisance)

020 8356 4455

info@hackney.gov.uk

The Noise Pollution team can investigate complaints and use noise monitoring equipment to evidence excessive noise. If a formal investigation finds evidence of noise nuisance, a noise abatement notice can be issued requiring the noise nuisance to stop.

Alcohol Related Disorder – see Controlled Drinking Area

Anti-Social Behaviour Injunctions (ASBIs)*

ASBIs are exactly the same as ASBOs but targeted at people over 18 years of age. Hackney Homes, Tenancy Management Organisations and Registered Social Landlords can apply for ASB injunctions to stop ASB that affects their housing management functions. An ASBI is applied for in County Courts.

Anti-Social Behaviour Orders (ASBOs)*

ASBOs protect the public from behaviour that causes, or is likely to cause, harassment, alarm or distress.

Orders can be made on anyone 10 years of age or older who has demonstrated ASB in the previous six months. An order can be imposed for a minimum of two years up to an unlimited number.

*Interim orders can also be made at the initial court hearing in order to provide immediate protection for the community until the full hearing is held. Breaking the order is a criminal offence which can result in up to five years in prison.

Benefit Fraud

Hotline: 0800 328 6340

020 8356 2508

info@hackney.gov.uk

Where there are concerns about possible benefit fraud you can refer the matter to the above hotline for further investigation.

Controlled Drinking Area

If there is evidence of alcohol-related disorder the Police and the Council can order a controlled drinking area by using a DPPO or section 27 to encourage responsible drinking. This means the Police are able to prevent people from engaging in alcohol-related nuisance within a specific boundary.

Crack House Closures

0208 356 3333

This concern is tackled by the Crackdown team. Led by the Police and Council in partnership with landlords, the team closes properties used in connection with

the production, supply and use of Class A drugs and associated ASB causing a nuisance to local neighbourhoods. The Crackdown team will progress cases to court. (See also Premises Closure Orders).

Crime Prevention Officer – see Designing Out Crime Officers (DOCOs)

Criminal Anti-Social Behaviour Orders (CRASBOs) – see Post Conviction ASBOs (also known as Bolt-on ASBOs)

Curfew Orders

A curfew order is a community sentence for juvenile offenders, which requires them to remain at a specified place for set periods. The order can be applied for through the Courts, with the Police and Council deciding the curfew including the area, days of the week and hours of the night.

It can be monitored electronically and gives the Police clear powers to take any child breaking the curfew home to their parents. There is no criminal penalty, curfews have been designed to protect children and reduce the risk of them becoming involved in anti-social behaviour.

Demotion Orders

Hackney Homes, Registered Social Landlords and Tenancy Management Organisations can apply to the County Court to replace the tenancy with a less secure form of tenancy, which provides serious warning to the tenant. If they continue to misbehave swift action can be taken to end their tenancy. It also removes a number of their tenancy rights, acting as a positive incentive for the tenant to change their behaviour.

Designated Public Place Order (DPPO) – see Controlled Drinking Area

Dispersal Orders (Section 30)

Section 30 of the Anti-Social Behaviour Act (2003) provides the Police and the Council with powers to disperse groups of people in an area where intimidation and ASB are an issue. It also allows them to return young people under 16 years of age to their homes who are unsupervised and behaving in an anti-social manner in public places after 9pm. If they return to the same place within 24 hours they can be arrested.

Drugs Intervention Order

This order is used for people over 18 years of age where there is drug misuse and a stand alone ASBO has been issued. This is a positive order which requires the individual to engage in activities to address their drug misuse.

Drugs Paraphernalia – see Hygiene Services

Environmental Enforcement

020 8356 4810 or
020 8356 6688

Prosecution for environmental crime including dumped rubbish, litter, graffiti, flyposting, highway obstructions, illegal street trading and dog fouling. Enforcement action is taken where necessary. Formal action can also be taken including serving statutory environmental notices, Fixed Penalty Notices, seizure and simple caution prosecution.

Eviction

Hackney Homes and Registered Social Landlords have the option to evict perpetrators, moving the individual away from those whom they are causing intimidation or harassment.

It is important that this is accompanied by other action, such as an injunction, to ensure that the behaviour does not reoccur in a new area, or that the perpetrator returns to the area to intimidate those who assisted the eviction action.

Fire and Rescue – see London Fire Brigade

Fixed Penalty Notices (FPNs)

People who commit environmental offences, such as littering, graffiti and dog fouling, can be issued with a Fixed Penalty Notice by the Council. Anyone over 10 years of age can be issued with a Fixed Penalty Notice of £50 for most offences and £100 for noise-related offences.

Gating Orders

Under the Clean Neighbourhood and Environment Act 2005 an application can be made to apply for a Gating Order to close off an alleyway to help deal with persistent ASB and criminal behaviour.

Hate crime

People can become victims of crime and ASB due to their personal circumstances. This could include:

- Disability
- Gender or gender identity
- Race, colour, ethnic origin, nationality or national origins
- Religion
- Sexual orientation.

There are specialist Police officers who deal with hate crime and Hackney Council runs a Domestic Violence and Hate Crime team, 0800 056 0905.

Hygiene Services

020 8985 5930
info@hackney.gov.uk

Hackney Council's hygiene services are a group of services designed to protect the public's health.

- Hygiene services: Manages pest control, infestation and accumulation of rubbish.
- Clinical Waste service: Picks up and disposes of clinical waste and needles and provides an emergency collection service for dumped needles and drugs paraphernalia.
- Animal Wardens: Collects stray dogs and manages and enforces animal welfare issues.

Individual Support Orders

Individual support orders are targeted at youths who are under 18 years old and who have been given an ASBO. They contain a number of conditions which offenders must abide by. An example of one condition is attending counselling to tackle substance misuse or aggressive behaviour. These orders are overseen by someone from the YOT or someone from social services and last up to six months.

Injunctions

Injunctions can be applied for to the court to restrain ASB that constitutes a public nuisance, such as prostitution, drug dealing or kerb crawling. Injunctions prevent an individual from entering the area where the nuisance has taken place. Registered Social Landlords (RSLs) can also seek injunctions under the Housing Act, (1996) (ASBI). People suffering from harassment can seek injunctions under the Protection from Harassment Act 1997 under civil or criminal Law. People suffering from domestic violence can seek a molestation order.

Interim Orders

An Interim Order (IO) is a more immediate way to prevent a person's behaviour from escalating whilst a full application is made for an ASBO, ASBI or Post-conviction ASBO.

Introductory Tenancies

Hackney Homes and other Registered Social Landlords (RSLs) can apply introductory tenancies – a probation period for new tenants. These tenants

do not have as many rights as secure tenants and can be evicted during their introductory tenancy period.

At the end of the probationary period, the landlord may want to extend the introductory tenancy if legal action has started and ASB concerns still remain. Otherwise the introductory tenancy will automatically become a secure tenancy.

Legislation

There is various legislation providing statutory powers and obligations to local authorities and other agencies which enable them to combat ASB. This includes:

- Anti-Social Behaviour Act 2003
- Crime and Disorder Act 1998
- Police and Criminal Evidence Act 1984
- Police Reform Act 2002
- Protection from Harassment Act 1997
- Housing Act 1996

Licensing

020 8356 4970

Licensing services protects the safety and wellbeing of the local community through licensing of alcohol and age-restricted products or goods. If there are concerns about underage sales of alcohol or other related nuisance from licensed premises, please contact the licensing services. (See also revocation of licences.)

London Fire Brigade

020 8555 1200

info@london-fire.gov.uk

If you have concerns about arson or fire safety please contact the London Fire Brigade. The fire brigade may even install fire safety letter boxes if there is a concern about arson attacks.

Noise Nuisance – see Pollution Control and Abatement notice

Parenting Orders

Parenting orders can be made by a criminal court, family court or magistrates court where there are problems with a young person's behaviour. These impose requirements on the parent or guardian, such as ensuring their child attends school. If the requirements aren't followed this can lead to a fine or sentence for the parent or guardian.

Penalty Notices for Disorder (PND)

The Police can issue penalty notices for disorder and serious offences, such as throwing fireworks or being drunk and disorderly. These can be issued to anyone over 16 and range from £50 to £80 depending on the severity of the behaviour.

Pest Control

020 8356 6688

info@hackney.gov.uk

Removal of rats, mice, cockroaches, wasps and other vermin and infestation at private residential and non-residential properties.

Possession Order

Hackney Homes and other Registered Social Landlords can attend the County Court to apply for possession of their property and start the process of removing a perpetrator away from those who they are intimidating and harassing.

Post Conviction ASBOs (also known as CRASBOs)

Section 1C of the Crime and Disorder Act 1998 allows the criminal courts to make an order equivalent to an ASBO prohibiting the defendant from doing anything specified in the order, after that person has been convicted of a relevant offence. These orders are often referred as ASBOs on conviction.

Premises Closure Order (PCO)

This power is identical to the crack house closure but without Class A drugs. The PCO powers provide a useful tool for managing significant and persistent disorder and persistent serious nuisance to a community in the most severe cases of ASB (should all other remedies prove unsuccessful). These powers

are allocated to the police and local authority. Please contact Dawn Henry, Crackdown Officer for more details on 020 8356 2122.

Private Sector (Housing) Unit

020 8356 4866 (Duty officer)

Private.Sector.Housing@hackney.gov.uk

Hackney Council's Private Sector Housing Unit is responsible for ensuring that people living in the private rented sector have safe and healthy homes.

Qualified officers will enforce public health standards and help to maintain and improve standards by inspecting properties and giving advice to landlords, tenants and owner occupiers. Where appropriate they will also take informal action or formal enforcement action, including serving legal notices and, where necessary, carrying out work in default.

Revocation of Licences

If there is a concern about ASB at licensed premises, (including pubs, newsagents and off licences) the Council's licensing team can take action. If the team feels that public safety is being compromised they have the power to monitor and revoke the licence.

Supervision Orders (SO)

A young person receiving a supervision order is also required to take part in activities set by the YOT, which could include repaying the community for the offence committed.

A supervision order can last up to three years. A number of conditions can be attached to a supervision order, for example attendance at a drug rehabilitation programme.

Underage Sales (Trading Standards)

020 8356 4929

www.hackney.gov.uk/tradingstandards

Trading Standards offers advice and enforcement against the sale of age-restricted goods, including fireworks, knives, alcohol and cigarettes.

Untaxed Vehicles

0800 032 5202

www.directgov.uk

If you see a vehicle on the public road that appears to be untaxed, you can report it online or by telephone. Your report will be investigated and the appropriate enforcement action taken.

A–Z of ASB forums

Anti-Social Behaviour Action Panels (ASBAPs)

These meetings are held every month and are attended by a range of organisations to look at problems, people and places that are generating ASB in our communities.

Anti-Social Behaviour Management Group

This group meets to discuss requests for ASBO applications as well as oversees the management of ASB across Hackney.

Anti-Social Behaviour and Serious Violent Crime Strategic Sub-Group.

This group meets on a quarterly basis.

Community Action Panels (CAPs)

CAPs are located across Hackney. They consider local problems and develop and deliver neighbourhood action plans which will implement actions to resolve those concerns.

Multi Agency Public Protection Arrangements (MAPPA)

MAPPA are meetings where specialist teams carry out public protection investigations and implement actions to safeguard individuals and members of the public from serious risks from offenders.

Multi-Agency Risk Assessment Conference (MARAC)

MARACs are meetings where specialist teams carry out public protection investigations and implement actions to safeguard individuals suffering from domestic violence.

Op Curb

This group meets fortnightly to tackle young people involved in gang-related crime and disorder.

A–Z of useful websites

www.adfam.org.uk

Raising awareness of family problems associated with drugs and alcohol.

www.alcoholandfamilies.org.uk

Supporting professionals working with children and their parents in the health, education and social sectors in understanding and working with the issues involved in parental alcohol misuse.

www.alcoholconcern.org.uk

National agency for alcohol abuse that supports specialist and nonspecialist service providers.

www.alcoholics-anonymous.org.uk and www.al-anonuk.org.uk

Supporting families and friends of people with alcohol problems.

www.cityandhackneymind.org.uk

www.communityjustice.gov.uk

Programme to reduce crime, build confidence and solve problems.

www.crimereduction.gov.uk

Information and resources for people working to reduce crime.

www.dcsf.gov.uk

Advice on school attendance and behaviour.

www.direct.gov.uk/en/parents

Government advice on parenting.

www.drinkanddrugs.net

Information for those who work with substance misuse issues.

www.encams.org

Campaigns on issues such as litter, graffiti, flyposting, abandoned vehicles and gum dropping.

www.everychildmatters.gov.uk

Supporting cross-government working with local partners around young people.

www.familyandparenting.org

Charity aiming to improve the wellbeing of children and families.

www.hackney.gov.uk

www.hackneyhomes.org.uk

www.neighbourhoodpolicing.co.uk

Site of the Association of Chief Police Officers-led programme.

www.respect.gov.uk

Government website detailing information on preventing and tackling ASB.

www.sportengland.org

Responsible for promoting and funding sport.

www.tenantservicesauthority.org

Regulator for social housing (taken over from the Housing Corporation) working with landlords and tenants to improve services for existing and prospective tenants.

www.ukhomeswap.co.uk

Covers council house exchange, homeswap and housing association exchanges in the UK.

www.yjb.gov.uk

Oversees the youth justice system in England and Wales.

Let us know what you think

Please contact the Hackney ASB Team and tell us how we can improve this guide.

020 8356 3170

asbteam@hackney.gov.uk

