Anti social behaviour Team

Anti-social behaviour don’t tolerate it
**Anti-Social Behaviour Team Public Protection**

This leaflet is designed to give summarised information about the service we provide for Redbridge residents.

**What is ASB?**

“Anti-social behaviour (ASB) includes a variety of behaviour covering a whole complex of selfish and unacceptable activity that can blight the quality of community life.” (Source: Home Office)

**Examples of ASB Include:**

- Nuisance neighbours
- Rowdy and nuisance behaviour
- Yobbish behaviour and intimidating groups taking over public space
- Vandalism, dumping rubbish and abandoning cars
- Begging and antisocial drinking
- The misuse of fireworks
- Constant dog barking, whining or howling
- Loud parties in residential areas
- Excessively amplified music, TV or musical equipment
- Noisy DIY or building works outside regulated times
- Unattended intruder alarm or vehicle alarm

The ASB team liaise with the Police in dealing with criminal activities such as dealing or buying drugs and vandalism. Anti-social behaviour doesn’t just make life unpleasant, it holds back the regeneration of disadvantaged areas and creates an environment where more serious crime can take place.
Interventions

The aim of early intervention is to:

- First and most immediately protect victims, witnesses and the community
- Enable the perpetrator to recognise the consequences of their behaviour
- Encourage the perpetrator to change their behaviour

Measures

The following actions could be taken:

- Warning letters and interviews could be carried out when appropriate
- Agreements, e.g. Acceptable Behaviour Contracts (ABC’s) may be signed
- Parenting Orders and Individual Support Orders may be obtained
- Noise Abatement Notices may be served
- Injunctions and Dispersal powers may be issued
- Anti-Social Behaviour Orders (ASBO’s) may be obtained
- “Crack house” closure orders may be obtained and executed
Actions

After investigations and evidence is gathered, the following actions may be taken if one of the above measures is breached:

- Prosecutions - This may lead to fines of up to £20,000 for each offence (commercial) and £5,000 (domestic) if found guilty for breach of Noise Abatement Notices
- Sentencing by court – For breach of ASBO’s. These may also be a fine or imprisonment
- Seizures – We obtain a warrant from the magistrate to remove all noise making equipment, which may be destroyed
- Possession Proceedings – Against Council Tenants
- Using contractors to disable alarms and recharging the owner for the costs. We may use force to gain access when necessary and we may also prosecute

What you should expect when you make a complaint

- Contact from the ASB team to let you know we have received your complaint
- Contact from your case officer within 5 working days or sooner depending on the priority given to your case
- Updates on progress of investigation by your case officer
- Letter confirming actions taken
- Case closure letter or phone call
Ways you can assist the ASB Team

It is very important to report all cases as accurately as possible. For example names of the perpetrator, address, exact dates and time of incident, witness information and details of incident.

- Noise Diary Sheets – Diary sheets sent should be completed and returned within 10 - 14 days
- Anti-Social Behaviour Incident Diary – This is more detailed and should be sent back to us as soon as all the information is complete
- Interview - Complainants should be prepared to be interviewed, most of the time this would take place in the Council’s offices by appointment
- Statements – Signed written statements would be taken from complainants to support their allegations
- Witness in Court – Complainants and witnesses may be required to attend court and stand as a witness during prosecution (This may not always be necessary).
- Correct information – We expect to be given accurate information when a case is reported.
Incidents outside normal working hours

The Anti-Social Behaviour Team provides an Out of Hours Service that delivers a rapid response to complaints on the night. The officers on duty will normally return all calls within an hour. It is important to note that the Out of Hours officers have restricted powers. They can however, deal with several noise issues. Cases that officers cannot deal with (e.g. noisy Mini-Motorbikes or drug dealing) would be referred to the local Police.

The Out of Hours service is operational on Sundays to Thursdays from 5pm to 1am, and on Fridays and Saturdays from 6pm to 2am. The number to call is 0208 478 4679.
**Confidentiality**

All officers ensure that the information regarding a case is not given to persons other than other relevant Council Officers who may have reason to know. Disclosure of information to any other parties will not be done without the written consent of the complainant. We ensure complainants fully understand the reason why a request for disclosure has been made and the possible consequences of any action that may be taken.

**Useful Contact Numbers**

- ASB Hotline: 0208 478 4679
- Parks Police: 0208 708 3568
- Graffiti Removal: 0208 708 5050
- Cleansing Service: 0208 708 5515
- Mental Health Foundation: 0207 802 0300
- Street Scene Hotline: 020 8708 5050
- Redbridge Council Direct: 020 8708 5000
Monday - Friday
9.00am - 5.00pm

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