

Anti-social behaviour

What is it?

Anti-social behaviour (ASB) can have a significant impact on our communities. ASB is behaviour that causes, or is likely to cause, harassment, alarm, or distress, including nuisance or annoyance around people's homes. Examples of ASB can include, but are not limited to:

- **Alcohol and drug related disorders**
- **Aggressive and persistent begging**
- **Noise nuisance**
- **Threatening or intimidating behaviour by individuals or groups**
- **Vehicle related nuisance**
- **Nitrous oxide (NOX) use.**

How can we help you?

All reports to the London Borough of Tower Hamlets anti-social behaviour and community safety team about ASB are taken seriously. While some problems can be resolved quickly, other, more complex issues, can take time.

Reporting ASB provides both the council and police with crucial intelligence which helps to identify ASB hotspots in the borough. This

allows us to increase our patrols in these areas in a bid to tackle the reported ASB activity.

We work closely with a range of partners, including the police, different council departments, drug and alcohol support agencies, and registered social landlords, to help resolve issues around ASB. Your details are always kept confidential.

Our first step is to try and resolve the issue through intervention and support, including warning letters, acceptable behaviour contracts, community protection notice warnings and environmental visual audits.

If this doesn't work, the council and police may be able to use further enforcement tools and powers, including criminal behaviour orders, premises closure orders, noise abatement notices and community protection notices.

If you are experiencing ASB, please do not suffer in silence. You can see who to call about different issues on the other side of this leaflet.

If you report the ASB to the council, you will be contacted within five to 10 working days to discuss report and agree on an action plan to tackle the issue.

Who do I call?

Is a crime occurring now or is there a threat to life?

Yes

Call the police on 999

The call will be risk assessed and the police will respond accordingly

No

Has a crime been committed? Or is anti-social behaviour happening now?

Yes

Call the police on 111

The call will be risk assessed and the police will respond accordingly or give advice as appropriate. You can also call Crimestoppers anonymously on 0800 555111. Details on anti-social behaviour and who deals with it can be found by scanning this code.



No

Is this an ongoing case regarding crime or anti-social behaviour?

Yes

For ongoing crime contact your case officer or local Police Safer Neighbourhood Teams (SNTs). Details for all SNTs can be found by scanning this code.



For an ongoing anti-social behaviour case, report it to your ASB Case Investigation Officer in the Council or your Housing Provider.

No

Does your problem relate to excess noise, loud parties or music?

Yes

Contact the council's Environmental Health and Noise Team on **0207 364 5007** or **0207 364 5008** Mon-Fri (8am-4pm) & Thurs-Sun (8pm-3.30am)

The service will assess the call and send an Environmental Health Officer if necessary

No

Does your problem relate to a stray dog or another animal?

Yes

Contact the Council's Animal Warden Service on **0207 364 5008**

This service has specialist officers trained to deal with animals

No

Does your problem relate to an abandoned vehicle?

Yes

Contact the council (if the vehicle is on a Public Highway) on **0207 364 5003** or report via the QR code. Or contact your Managing Agent or Housing Provider if the vehicle is on private property. These organisations will assess the situation, and if necessary arrange for the vehicle to be removed.



No

Does your problem relate to a rough sleeper?

Yes

If a rough sleeper is causing ASB or using drugs report it to the Council via the qr code. If the rough sleeper is bedding down make a referral to the StreetLink Team via the qr code. This organisation supports rough sleepers and can help them into accommodation and treatment if necessary.



No

Does your problem relate to street cleaning, such as fly tipping?

Yes

Report this to the council's environmental and waste services team using the **Love Your Neighbourhood app** which available to download for free on both Apple and Google Play.