

## **Eyes Morning Workshops Training Notes**

These notes are provided to you to support the workshops taking place in the morning session. The aims of the workshops are to:

- broaden understanding of the number of issues that Eyes can report
- assist Eyes in being able to effectively identify street problems
- ensure that Eyes are aware of the number of ways available to them to Contact Islington

These workshops will look at the following areas in which you can report problems:

1. Street Sweeping
  - What makes a well kept street?
  - How can I identify problems?
  - What do the council do to encourage quality?
2. Abandoned vehicles
  - What is an abandoned vehicle?
  - How can I identify an abandoned vehicle?
3. Flytipping
  - What is flytipping?
  - What can I do if I suspect someone of flytipping?
4. Highways issues
  - What type of highways issues are there?
  - How can I identify them?
5. Noise pollution
  - What defines noise pollution?
  - What can the council do about it?
6. Antisocial behaviour on Islington housing estates
  - What is defined as antisocial behaviour?
  - How do the council respond?
7. How can I Contact Islington to discuss any of these matters?
8. How does the on line reporting function work?

## **Eyes for Islington Guide to defining an abandoned vehicle**



This would be classified as a shell.

Out of date tax disc/absence of tax disc and **at least 3** of the **following** vehicle condition factors denote vehicle abandonment: -

1. shell
2. burnt out
3. doors open
4. doors missing
5. bonnet open
6. seats & inside fittings missing
7. windows broken/missing
8. windscreen broken/missing
9. wheels missing
10. flat tyres
11. other signs of vandalism
12. evidence of vehicle having been stripped for parts; for example bumpers and tyres missing
13. vehicle full of rubbish
14. signs of a towrope having been used
15. missing Registration Plates
16. evidence of vehicle not having moved – birds' mess, dust, weeds, no windscreen wiper marks
17. evidence of neglect and poor condition; e.g. rust, very dirty, scratched, dented
18. vehicle has arrived, and has never been seen in the location before, has now been there 3 days
19. badly parked

This is not an exhaustive list but it helps to define an abandoned vehicle. Three (3) or more of these conditions indicated are required to satisfy abandonment.

When reporting an abandoned vehicle we need to know the registration number, make, model, colour and exact location.

For evidence of long standing, the vehicle would have to have been in same place for at least 3 days before we would consider it to be abandoned. However, if it had been involved in an accident or is burnt out the removal will be dealt with immediately by an insurance company or owner in the case of an accident.

If there is some evidence of abandonment, and the vehicle raises concern, then we do have the ability to check owner information with the DVLA and write to owners requesting removal.

REMEMBER an abandoned vehicle is a vehicle that has come to the end of its life that has NO owner.

### **AN UNTAXED VEHICLE IS NOT AN ABANDONED VEHICLE**

The DVLA has the remit for dealing with untaxed vehicles. Our officers will, wherever possible, put a notice on untaxed vehicles and refer to the DVLA.

The average time for an abandoned vehicle to be removed, if all criteria are satisfied, is **3 working days**. If you see a vehicle in the street with one of our notices attached please do not contact us regarding this before a period of **8 days has elapsed**.

## Guide to identifying Highways Issues

### What are highways issues?

As an Islington Eye, you can report any highway problems that you may experience on our roads and highways. These problems do not have to be only on the street you live in, but can be on any street or road you travel on, in and around Islington.

It is important to note that some of the roads in Islington are privately owned by Transport for London and therefore, in this instance Contact Islington will refer you outside of the council. You can get in contact with Transport for London directly on **08453 309880**.

Highways issues can include anything from potholes to damaged lamp columns, or poorly lit skips. Any of these faults could potentially be hazardous to pedestrians and drivers, so it's up to us to put it right, once you have reported it to us.

Below is a list of possible issues that may indicate a faulty highway issue.

These are not strict rules to what you can report, but guidelines on what is commonly reported.

- faulty/damaged lamp columns
- dangerously positioned skips and scaffolding
- missing street plates, if known
- damaged illuminated guard post and if they are unlit
- damaged guard rails in particular around schools
- dangerous carriageway potholes
- pavement footway trips
- damaged bollards
- blocked gullies
- broken gully grates
- damaged defective service/manhole covers
- fallen barriers around work sites
- worn road markings
- faulty street lighting and not working
- building material left unattended
- exposed wires on lampposts

Below are two examples of highways issues, which could be dangerous to pedestrians. The skip is clearly an obstruction by the way in which it has been positioned.



A skip,  
dangerously  
placed on the  
footway



An example  
of a damaged  
lighting  
column

## What is a trip hazard?

A trip hazard can be defined as damaged or uneven paving along footways. Any damaged or broken paving can potentially cause a severe accident. You are not expected to measure the depth of a hole in the street, but if a hole looks potentially dangerous you can report this to Contact Islington to be attended to.

Below are some images of some trip hazards, you can use as a guide to helping you identify any in Islington.



An example of uneven paving



An example of a damaged piece of street furniture

## Guide to reporting noise pollution

### What is noise pollution?

There are acceptable levels of noise that we all accept and live with but on some occasions noise levels rise to the point where it is considered to be a nuisance. Once noise levels start to distract you from what you are doing and is unbearable, you could define this as noise pollution.

The council has duties and responsibilities under different legislation to deal with noise problems affecting residents and businesses.

Below is a list of examples of noise problems you can report as an Eye, and Islington noise patrol team can deal with:

- loud music from pubs and clubs
- noisy neighbours
- burglary alarms sounding persistently
- car alarms sounding persistently
- noisy parties
- noise from construction sites
- noise from DIY
- barking dogs in residential gardens/flats
- noise from air conditioning or ventilation systems

Noise problems the noise patrol team cannot address are as follows:

- traffic noise
- railway noise
- aircraft noise
- noise from persons shouting in the street

You can report any of the above noise problems directly to Contact Islington and the staff will refer the problem to the noise patrol team within public service and they will deal with the problem swiftly and efficiently. After unsociable hours the noise patrol team operate at different times for residents to get in contact with them. They are as follows:

Sunday to Thursday 8pm until 2am  
Friday and Saturday 10pm until 4am  
On **020 7527 3229**

They can also be contacted by email on [noise.issues@islington.gov.uk](mailto:noise.issues@islington.gov.uk)

## **Guide to reporting anti-social behaviour on Islington estates**

### What is anti-social behaviour?

The term anti-social behaviour is wide-ranging and could include any type of unwanted behaviour. Defining behaviour as anti-social depends on a number of factors including context, location, community tolerance and quality of life expectations.

Some anti social behavior guidance might include the following:

- racist or homophobic behavior, gestures and language
- using or threatening to use violence
- damage and vandalism of property
- spraying or writing graffiti
- loud music or making other loud noises
- persistent arguing and door slamming
- offensive drunkenness
- dumping rubbish
- setting fires
- riding motorbikes or mopeds on anywhere other than the public highway
- car repairs on estate roads or parking areas
- obstructing any common parts, doorways and other entrances/exits
- throwing items from balconies or windows

You can report any of the above listed issues to Contact Islington, and the complaint will be passed onto the relevant area housing office. Each area housing office has a designated anti social behavior officer who will liaise with the police if necessary to get the matter resolved.

Please be advised that some reported cases of anti social behavior may be too complex to be resolved instantly. Some cases may even not be resolvable by the council, and therefore would be referred to the police to deal with alone.

## Guide to Reporting on Empty Properties

### What is an empty property?

Empty properties mainly refer to properties that have been left empty for 6 months or more. This has become a cause for concern as there is a large shortage for housing in Islington, especially affordable housing. As a result of this, Islington Council have introduced an empty properties strategy, which aims to increase the availability of affordable and decent homes by encouraging owners to bring their properties back in use. This is all part of the regeneration of Islington to achieve sustainable change.

Un managed empty properties can become eyesores, spoiling the look of the neighbourhood, and often attract squatters, vandalism, arson and even antisocial behaviour. They can also become dangerous, as children are attracted to playing in and around them, which can lead to accidents.

Below is a list that can help you as an Eye member to identify an empty property:

- broken windows
- obvious lack of maintenance and upkeep
- (upon closer inspection) no curtains on the windows and lack of furniture in rooms
- post piling up in hallway or in front of the doorway (where visible)
- vandalism or graffiti on the walls of the property
- a property that has been taken over by squatters

In order to bring these empty properties back into use we are asking for your help. As an Eye member you can report through the normal channel by calling Contact Islington on 020 7527 2000 or by emailing on [contact@islington.gov.uk](mailto:contact@islington.gov.uk). Alternatively you can directly get in contact with the Empty Properties office on 020 7527 6080.

## Street Sweeping Quality Guidelines

### What makes a well swept street?

We expect extremely high standards from our street sweepers. We expect that all sweeping must be completed in accordance with the following guidance notes:

1. all channels, footways, forecourts where these form an integral part of the footpath, including back lines are to be thoroughly swept, with all debris and litter in gutter, heavy dust accumulations, dog excreta, leaves, weeds, sharps and other rubbish, to be removed from all areas, including around and under parked cars, where reasonably possible
2. all litter bins must be fully emptied with inner liners being properly returned, and re-locked where applicable, and/or lining bags being replaced where practical and authorised
3. all litter to be cleared from around and behind bus stops, traffic and utility boxes etc
4. all tree bases and non-paved areas, not more than one metre square, to be maintained to the same standard as roads and footways
5. all unauthorised placards on the highway, guardrails, provided that they are not tied or affixed, must be removed on the day that sweeping takes place
6. all sweepings must be placed in the appropriate bins or sacks. If they are left for collection they must be securely contained and left at locations agreed, and removed within 6 hours of being deposited
7. all other accumulations on the highway of bags, bins or any other waste, furniture etc are not to be removed during normal street sweeping, but to be reported to the Contact Islington for clearance

What can you do if you feel that these guidelines have not been met? You can report any problem with street sweeping by using any of the contact channels available at the back of this booklet.

The information that we will need from you when reporting a problem with street sweeping is as follows:

- your name and Eye number (please remember to quote this, it is very important to us to have that information available)
- the name of the street/location of the problem
- the date that the problem was identified
- details of the problem. Whether it was poorly cleaned street, a graffiti problem, etc.



This is an example of a street, which could be reported for having been swept poorly.



An example of well swept, well maintained street

Clean, free of litter, graffiti, and dog excreta

## Flytipping – What can you do?

### What is flytipping?

Flytipping is the illegal/unlawful deposit of any waste onto land with no licence to accept waste. It includes anything from general household waste to fridges, sofas, mattresses, garden waste, rubble and tyres.



### What can you do to help?

If you use a private waste clearance company ask to see their certificate. They must be a registered or exempt waste carrier to take your waste away. Ask the company where they intend to take the waste. It should only be to an authorised site. Ask the company for documentary evidence. If you are a business you must have a 'Duty of Care' transfer note.

Housholders should ask the council for details about their bulky collection service and your nearest civic amenity site. London Borough of Islington provide a free service for up to 5 items free of charge.

### Rogue Traders

If you are approached by someone offering to remove unwanted items from your property, at what appears to be a "Good deal", check they are an authorised waste carrier. You could be prosecuted if they then dispose of your refuse unlawfully.

### What should you do when you discover flytipping?

- 1) do **NOT** approach any one flytipping.
- 2) visually inspect the site, but do **NOT** touch it.
- 3) do **NOT** disturb the site
- 4) do **NOT** ignore it – Report it!

## Gathering Evidence

It is important to write down any details as soon as possible. Use the guidance below. You may also be asked to make a statement, so record the following details:

- 1) day, date, time including the time tipping stops
- 2) who was with you
- 3) what you saw
  - description of flytippers
  - what you saw them do
  - description of the vehicle used especially the registration number colour, make & model
- 4) where were you and what kind of view did you have
  - how far away were you
  - what was the weather like
- 5) description of the waste tipped. Quantity, appearance, loose/bagged, drummed
- 6) take photographs (*without being seen by flytippers*)
- 7) record details of how the waste was subsequently dealt with

It is important NOT to put yourself at risk.

If you do feel that you are in a high risk situation – or that you are being threatened or in danger – contact that Police immediately.

## **Guide to identifying street clutter**

### **What is street clutter?**

Street clutter refers mainly to items of street furniture, which are no longer serving any useful purpose, or do not comply with the current requirements. Street clutter can also be defined as something that can cause an obstruction to disabled, partially sighted people and mothers/fathers with prams. Street clutter itself can be unsightly, but even more worse possibly dangerous when it is also damaged.

Below is a list of some examples that can be defined as street clutter that are not serving any useful purpose:

- out of place bollards
- out of date directional signs
- damaged sign posts
- litter bins
- guardrails
- nameplates for road

Once you have identified the problem, and reported it through Contact Islington, the service request will be passed onto the relevant team within highways. The highways team generally try and have an engineer out on the site within 4 hours of receiving the complaint, or escalate it to the relevant team for action, if they cannot deal with it personally.

## What is Graffiti?

Graffiti is defined as the defacing of public or private property by means of painting, drawing, writing, etching or carving with paint, spray paint, ink or similar methods without the property owners permission. Despite any arguments for its artistic merit, graffiti is considered as criminal damage under law.

Islington Council through partnership with ICSL provides a dedicated graffiti removal service of graffiti visible on the public highway within the boundaries of Islington as quickly as possible. ICSL has strict service standards, which they strive to meet at all times. These standards dictate that non-offensive graffiti is removed within 5 working days and offensive graffiti within 24 hours.

As an Eye for Islington you are able to report graffiti through the usual channels.



## **How can I Contact Islington?**

Islington strives to be accessible to all its residents and businesses, and has many channels in order for them to get in contact with us. Contact Islington is designed to offer you an improved standard of service, and deal with your queries effectively and efficiently. Contact Islington are a central point of contact helping avoid unnecessary phone calls and delays.

**A number of options are available to Contact Islington, you can:**

- **drop into Contact Islington personally, currently open Monday to Friday 8am to 6pm and every fourth Saturday in each month from 9am to 1pm**
- **telephone Contact Islington on 020 7527 2000**
- **email, which can be accessed through the Islington Council website at [www.islington.gov.uk](http://www.islington.gov.uk)**
- **note the problem on one of the prepaid cards included in your welcome pack, and return it to us to respond to**
- **report the fault online using the faults reporting system, which again can be accessed through the Islington website [www.islington.gov.uk](http://www.islington.gov.uk)**

As an Eye member, whenever you Contact Islington you are requested to quote your Eye ID number. This will help us identify who you are and log your complaint more efficiently. The agent will then pass your complaint onto the relevant service area, who will then ensure that the problem is rectified.

Islington Council is committed to improving its services and environment with the help of its residents, businesses and Eye members.