

# ISLINGTON

[www.islington.gov.uk](http://www.islington.gov.uk)

Issue 2, 2001

## Your council.. your services.. your say..

ISLINGTON COUNCIL IS CHANGING the way it is run in May 2002 and we need you to tell us what your council should be like.

Council services are important for everyone. They may be ones we use all the time, like rubbish collection or street lighting, or ones we only need at certain points in our lives, like schools or day centres. The changes have been proposed to make sure councils remain open, accountable and efficient.

And better decisions should mean better services for us all.

For more information on what the proposed changes are, turn to pages 6 and 7. And look out for the special leaflet and ballot form which you will receive shortly.

Please take the time to consider the options and vote in the referendum. Your views will determine what model Islington chooses and your vote does count!



Watch out for this leaflet and use your vote.



## “The tide has turned in Islington”

ISLINGTON'S EDUCATION SERVICE received a positive report from schools watchdog, Ofsted, in March. Ofsted witnessed first hand the dramatic changes in Islington's education service over the last two years. And they commended our determination to continually raise standards in our schools.

The report shows a significant improvement since May 1999, when our education service was given the lowest score on Ofsted's scale.

All children in the borough deserve to receive a high standard of education. Whilst this report represents a big step in the right direction, there is still a long way to go before we can fully restore confidence in Islington's education service.

Islington has contracted out its schools services to CEA@Islington, who began work in April 2000. You can find more information about education and CEA on pages 4 and 5.

Look inside for more about what's happening in and around Islington . . . .



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## Welcome

### From Leisha Fullick, Chief Executive of Islington Council



Welcome to the second edition of Islington's newsletter. In our first edition, we asked you to tell us what you wanted from us and how well you think we are doing. I am delighted by the amount of feedback

we have received about living in Islington and our services.

Following favorable comments on the colour photographs and easy to read design of the newsletter, we have kept the same clear print and increased the number of pictures.

We will shortly be having a referendum on the future structure of the council. It is your council and your borough. Please use your right to vote.

## Arsenal update

The council is planning to launch a second round of consultation over Arsenal's stadium plans. This will give you the opportunity to comment on changes that the club intends making to its proposals. Arsenal is likely to submit its amended proposals in early June and the consultation process is likely to take place during June and July.

We will be continuing the successful consultation methods used previously, including a leaflet drop to all directly affected properties, advertising in local papers, posting documents on the website and holding another public meeting.

Watch this space....



# Your shout

Below are some of the letters and e-mails we received in response to the last issue.

### ✉ Collect more tax

"I am very pleased to see the efforts being made to clean up the borough. I am less pleased to see the percentages of council tax collected. Surely the council should be fully committed to collecting 100% of the council tax. Targets of 91.5% are totally unacceptable...the council should be business like in the way it conducts its affairs."

*Extract from a letter from Adrian Dixon*

*We aim to collect 95.5% of council tax over time because we continue to collect due tax after the end of the financial year. It is not possible to collect a full 100%, as there are always special cases such as individuals becoming bankrupt or individuals who move and disappear, when it is not possible to collect the tax. That does not mean we are not committed to collecting as much tax as we can.*

### @ Cleaner streets

"My view, as a resident, is that Islington feels cleaner. The people who undertake refuse collection are doing a good job. They appear to have a better attitude (perhaps pride) in the way they get on with this less than celebrated job. It is important they know they are doing a good job. The introduction of recycling collections is excellent. Thank you."

"It is good to read about the removal of abandoned cars. This needs to be speeded up. So the message is well done and I look forward to seeing even more improvement..."

"My feedback is that you are making a difference and it is through the small things that the biggest difference is achieved. Many thanks."

*Extract from an e mail by Andy Iwaniec*

*A number of you wanted to know which part of the government said that Islington had the cleanest streets in London. The answer is the Audit Commission, whose report covered all local authorities in London. Their league tables show that Islington's streets are the cleanest in London. However, we know there is no room for complacency and are taking action, such as the introduction of the new doorstep recycling scheme, to continue to improve the environment of the borough.*



Recycling paper on the doorstep recycling scheme

### @ More on Arsenal

"I appreciate that this publication does not try to provide full details of any issue. However, the brevity of the item on Arsenal's relocation hides considerable controversy and dissatisfaction. Perhaps the next issue might provide an overview of the proposals and where they have got to?"

"One quite simple improvement would be for the refuse disposal team to put a handbill through the door to advertise when collection will be deferred following a public holiday. At present, we can only guess..."

*Extract from an e-mail by Dugan Cummings*

*At Christmas, we arranged for residents to receive a leaflet about changes to delivery of services. And we advertised the changes for Easter on the website. We are always willing to consider alternative ways of getting information to you, especially if they are both effective and affordable. We'll update you on Arsenal as developments occur.*

### @ Is it recycled?

"Nice work on the newsletter. I have a question, is the paper you are using to print this recycled paper? I am a keen supporter of recycling. Who do we contact if we would like to put articles in this?"

*Linda Wan, by e-mail*

*Islington is printed on environmentally friendly paper from sustainable forests.*

*If you have a specific topic you think would be of interest to residents, please write to us and let us know.*

### @ Where's my copy?

"I did not receive a copy of the newsletter at home. Can you rectify this next time please? I think it's very readable. I like the fact that it is in large type for those who are near sighted or elderly. Keep up the good work."

*Extract from an e-mail by Meriel Swain*

*A number of you expressed concern that you have not received a copy of the newsletter at home.*

*We are working with our distribution company to ensure that as many residents as possible receive Islington. So if you are aware of any problems concerning distribution please let us know.*



Encouraging responsible dog ownership – dog litter bins in Highbury Fields.

### ✉ What a mess!

"...it strikes me as bizarre that you didn't take the opportunity to say a single word about the dog excrement that makes some pavements virtual no go areas..."

"What a wasted opportunity to shame those irresponsible and lazy dog owners who just release their animals to foul the public pavements wherever they please because they can't be bothered to take them for a proper walk to an appropriate place or train them to do their thing in the gutter!"

*Extract from a letter from a Finsbury Park resident*

*A significant number of you have written to us on the topic of dog mess.*

*Our street sweepers do clean the highways as they go along and we provide dog litter bins in parks. If you own a dog, please remember to clean up after it – dog mess is not only extremely unpleasant to but a health hazard...especially in areas where there are lots of young children playing...*

🗣️ *One resident phoned to say 'well done Streetscene – I complained about a paving stone yesterday and am 'amazed' that the work was done this morning.'*

E-mail: [residents.news@islington.gov.uk](mailto:residents.news@islington.gov.uk)

## YOUR VIEWS . . .



We want to know what you think about how the council is doing. Why not have your say.

**Do you think we are doing the right things?**

**Is there anything you think we have done well?**

**How could we improve our service to you?**

**How do you think the council should be run in the future?**

**What do you want to see in this newsletter?**

We want to hear what you have to say. So, if you want to make a comment about any aspect of the council or the service you get from us, please:

Phone: 020 7527 3416

E-mail: [residents.news@islington.gov.uk](mailto:residents.news@islington.gov.uk)

Write to: Leisha Fullick, Chief Executive  
Islington Council  
Town Hall, Upper Street, N1 2UD.

Tell us what you think. After all, if you don't tell us something is wrong we can't do anything about it...

**We look forward to your feedback.**

## School News

### Islington's education services

The council provides a wide range of high quality early years centres, nursery schools, playcentres, youth clubs, adventure playgrounds, libraries, learning centres and other opportunities for lifelong learning. We also have the job of making sure that our education contractors are on the right track.

In April 2000 primary, secondary and special school services in Islington were contracted out to Cambridge Education Associates – CEA@Islington. Their job is to work closely with all of the borough's schools in order to ensure that the challenging targets we have set for raising levels of pupil achievement in Islington are met.

### Want to play a part in improving Islington's schools?

If you live or work in Islington, then you could be a school governor. You don't have to be a parent, you just have to share the aim of raising the standards of education in the borough. Through becoming involved with a school's governing body you can make a difference to the quality of education for Islington's young people.

### Want to be a governor?

Please contact Mervin Ellis of CEA@Islington on 020 7527 5786 or David Wright of the school governors' one-stop-shop, an independent national organisation based in Islington, on 0870 241 3883.



# Awards for Islington schools

Nineteen Islington schools were given achievement awards by the government for excellence or for improvement during 2000. The pupils of eight of our schools performed better in 2000 than most similar schools. The other schools showed substantial

improvement since 1997. The schools will get a sum of money and a certificate.

Congratulations to all these schools for this recognition of the hard work put in by their staff, governing bodies, parents and pupils.

Angel Primary School  
Ashmount Junior School  
Blessed Sacrament RC Primary School  
Canonbury Primary School  
Duncombe Primary School  
Elizabeth Garrett Anderson School  
Gillespie Primary School  
Islington Green School  
Montem Primary School  
Moorfields Primary School

Moreland Primary School  
Mount Carmel Technology College  
Robert Blair Primary School  
Sacred Heart RC Primary School  
St John's Highbury Vale C of E Primary School  
St Mark's C of E Primary School  
St Mary's C of E Primary School  
St Peter's and St Paul's RC Primary School  
William Tyndale Primary School



## Look out for education week

Islington's first education week will be held from the 2nd July. We want to celebrate excellence and show people the good things about our schools and education services.

The programme for the week will be distributed throughout the borough. We hope to provide opportunities for the parents of current and future pupils, as well as the

wider community, to attend as many events as possible.

For example, Lord David Puttnam will be attending an event organised to celebrate teaching in Islington.

We hope this will become an annual event, and the next is already being planned for March 2002.

# Ofsted praise for Islington's nursery schools

Margaret McMillan nursery school in Hornsey Rise has received an outstanding Ofsted report confirming that, under headteacher Mary Hart's leadership, their high standards have been raised to further heights of excellence.

### National reputation

Three years ago it was the only nursery school in the south of England awarded a beacon school status as a model of good practice for others.

It already had a national reputation for its good practice in offering combined care and education for babies to 5-year-olds, including integrated places for children with significant special educational needs.

Full of glowing praise, the Ofsted report says, "As a result of excellent leadership and

management, the school has maintained its outstanding situation consistently over a period of years... teaching is of very good quality and staff work well together as a very good team."

Head teacher Mary Hart said, "I am especially delighted that Ofsted reflect such a strong team effort. And I am very pleased that the talents and skills of Islington children are celebrated."

### Praise for North Islington

North Islington nursery school has experienced major change over the past three years, moving from a traditional nursery school for 3 and 4-year-olds to a centre for combined care and education for babies to 5-year-olds, open 49 weeks a year.

The development has been a challenging one involving combining the school with a nearby centre for children under 3. This has meant a substantial building programme to create an attractive environment and all the changes needed to bring two staff teams together.

### Parents delighted

Great progress has been made under the leadership of Ian Senior, the headteacher. The hard work of all the staff involved has been acknowledged by a very good Ofsted report, commending the school for the well above average progress made by the children, very good teaching and excellent leadership.

Governors, staff and parents are delighted.

# New memorabilia in Joe Orton exhibition

The diary Joe Orton wrote just before he was killed is amongst previously unseen memorabilia in a new exhibition on the life and times of the 60's playwright at Islington Museum.

Entitled 'No Ordinary Joe' it offers a new insight into Orton's work based on recent interviews with his family and research into family archives.

Orton lived in a flat in Noel Road for seven years with his partner Kenneth Halliwell who in 1967 battered him to death before killing himself. They had earlier received six month jail sentences for defacing the

covers of library books borrowed from South Library.

Previously unseen Orton memorabilia includes the defaced book covers, the typewriter on which he wrote 'Entertaining Mr Sloane', 'Loot' and 'What The Butler Saw', the grey fur coat bought for him by agent Peggy Ramsay, and a statuette for winning the 1966 Evening Standard Playwright Award.

'No Ordinary Joe' runs at the museum adjacent to the town hall in Upper Street until June 17, 2001. Opening hours are Weds-Sat 11am-5pm and Sundays 2-4pm.

Islington Children's Information Service

look at our website for information about:

- Out of School Care
- Toddler Groups
- Special Needs
- Childminders
- Playschemes
- Play & Youth
- Playgroups
- Nurseries
- Schools
- Health

or call our helpline on 020 7527 5959  
www.childcarelink.gov.uk  
Email: chis167@iclwkit.co.uk

Anyone can get information on daycare and out-of-school provision from Islington's new children's information service. For the first time a single call to 020 7527 5959 will help to answer many of your questions.

# Vote for what YOU want from your council

A new act of parliament means Islington, like every other council, has to change the way it makes decisions. There is a real opportunity to build better structures. We have choices to make and we need your views. This is why we are holding a referendum where you can vote for one of the three options outlined below. Vote for the one you think is best for Islington.

## How does that affect me?

The council must work in a way that will give us all:

- better decisions
- better services, and a
- better borough for everyone

There are three options for the future structure of the council:

- Option A leader and executive
- Option B mayor and council manager
- Option C mayor and executive



## Option A leader and executive

- all councillors will elect a leader and executive each year, similar to present arrangements
- the executive will be a group of councillors, between them responsible for all key areas of council activity
- the executive will meet in public and take decisions about the council's activities, services and funding
- scrutiny committees will review the decisions of the executive and ensure they are in the best interest of local people. They will also review the work of our partners (e.g. NHS, police) on behalf of the local community

## Option B mayor and council manager

- an executive mayor will be elected by all of the voters of the borough for a four year term. This arrangement would replace the current ceremonial mayor who raises funds for charities and represents the borough at civic events, although this could still be carried out by another councillor
- one council officer would be appointed as the council manager
- there will be no executive councillors to share the decision taking or to advise the mayor
- all elected councillors would be involved in the scrutiny role, reviewing decisions made by the mayor to ensure that they are in the best interest of local people. They will also review the decisions of our partners (e.g. NHS, police etc) on behalf of the local community

## How to vote

Look out for the leaflet and ballot paper which is being sent out to residents from Tuesday 8 May.

### You can vote:

**by post** – by returning the voting form by FREEPOST

**by phone** – the number is an 0800 number so calls are free

**by email** – on our special voting site

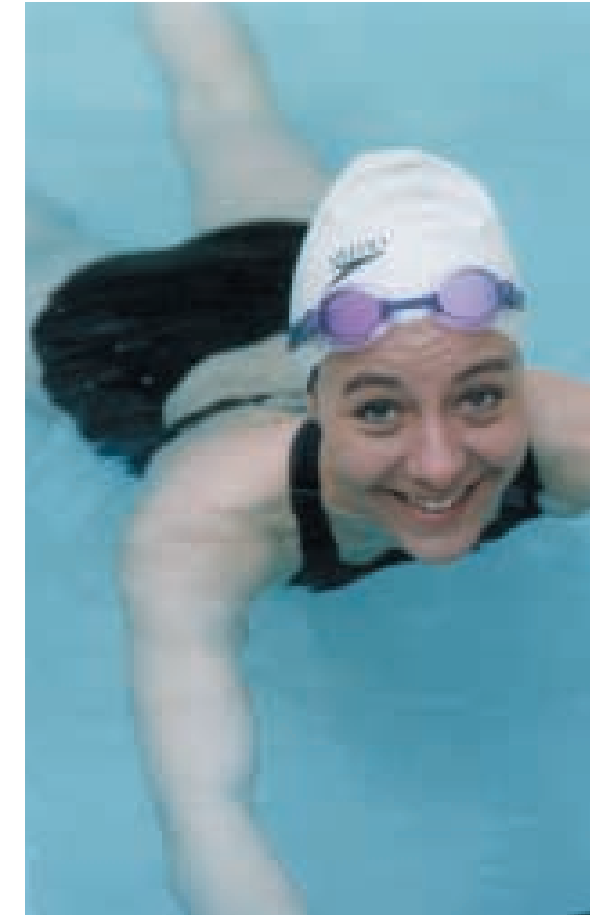
The closing date is midday Monday 4 June.

And if you give us your name and address we will enter you into the free prize draw for £200.

If you have any questions about the referendum or the new democracy arrangements you can contact Mark Picksley on freephone 0800 953 0135.

## Option C mayor and executive

- an executive mayor will be elected by all of the voters of the borough for a four year term. This arrangement would replace the current ceremonial mayor who raises funds for charities and represents the borough at civic events, although this could still be carried out by another councillor
- the mayor will pick some councillors to be the executive. Executive members will have areas of special interest, as determined by the mayor
- the mayor might be from any political party, or no political party, and need not have the support of the majority of councillors
- scrutiny committees will review the decisions of the executive and ensure they are in the best interest of local people. They will also review the decisions of our partners (e.g. NHS, police etc) on behalf of the local community



Leisure opportunities – improving your quality of life.

## Involving the community in the council

Whichever option is chosen:

- the council plans to set up area committees to involve the community and to seek your views and opinions
- 48 councillors will be elected representing every ward in the borough
- council meetings will remain open to members of the public

## Views expressed so far

A Democracy Commission of three independent experts considered all of the issues on behalf of the council, consulting with community groups, individuals and experts between March and November last year.

Their preferred option was the leader and executive model as they thought it would improve the efficiency of decision-making, increase transparency, and avoid too much upheaval to structures. They recommended that the council should hold this consultative referendum to test further local opinion in the borough.

The council accepted the Democracy Commission report.

## Will anyone listen to what I say?

This referendum is key to the council's decision making. *Your vote will be heard and will make a difference!*

The council will make a decision based on this referendum and other consultation. If the decision is that there should be a mayor and executive, or a mayor and council manager, the government requires us to hold a further referendum. If that referendum decided on a mayor, we would then timetable an election by May 2002.

If the decision is for a leader and executive, that system of working will be introduced after the elections in May 2002.

## Your schools

There is nothing more important than the education of the next generation.

Last year an independent education commission listened to local views on education in the borough. During this process some people called for a new Church of England (C of E) secondary school. They

argued that many parents, including those whose children attend one of the nine C of E primary schools in Islington, would like to have the choice of a C of E secondary school in Islington, which they suggested would help to raise standards.

Islington Council wants to find out how people in Islington feel about this idea. We would also like to know whether other types of schools might be attractive to local residents. There are many possible options, but these are the main ones suggested so far:

- a Church of England secondary school
- a City Academy
- a specialist community school

As part of the referendum we are also seeking views on these three possibilities. More details on what these options would involve can be found in the leaflet which will come through your letterbox. Your answers will tell us if the council should seek funding and government consent for a new school. If there is support for this, a formal consultation process will take place in future.



The Central Library is now open on Sundays.

## NEWS IN BRIEF

### A family affair

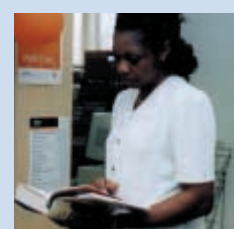
Chatterbox, Islington libraries' first family reading group, set up shop on Saturday 7 April at North Library, Manor Gardens.

The group meets every four weeks for families to discuss their favourite books and get into some literature-related craft and other activities. Well-known author, Rose Impey, launched the first session, chatting about her work to families (below).

For more information about Chatterbox visit the North Library or [www.islington.gov.uk/libraries](http://www.islington.gov.uk/libraries)



### Win a mobile phone



Visit Central or John Barnes libraries between now and 30 June and get involved in the national buzz around the Orange Prize for Fiction, the UK's biggest book award.

You can win a mobile phone and copies of the shortlisted books by submitting a review on one of the shortlisted titles. Special review cards are available from the two libraries and to be entered in the prize draw must be handed in by 30 June.

Books shortlisted for the Orange Prize always include some new and exciting writers. The award is made to the best novel of the year in English written by a woman.

### CD and videos

Library charges for CDs and videos have gone down this year. For information on Islington libraries, phone 020 7527 6900, minicom 020 7527 6959.



Aquashop goes on-line – Aquaterra have introduced an on-line shopping service for swimming products. You can check it out from the comfort of your living room at [www.aquashop.com](http://www.aquashop.com)

## Gym on prescription

Islington's Sobell leisure centre was selected for the national launch of the government scheme to encourage GPs to prescribe exercise for their patients.

Our centre was chosen because Aquaterra, the charity that manages our leisure centres, already runs one of the largest and most successful GP referral schemes in the country. In fact we were one of the first local authorities to start the scheme, seven years ago.

There is no doubt that regular exercise prevents ill health and improves many medical conditions. Over 200 GPs and health professionals in Islington regularly prescribe exercise courses to deal with a wide range of conditions including heart disease, diabetes, osteoporosis and stress. The aim is to introduce lifestyle changes that will both improve health now and prevent illness in the future.

## There's more than books in libraries!

Children from St Mary Magdalene primary school are taking part in 'Stories from the Web', the leading children's reading activity website, which kicked off at the Central Children's Library in April.

Through programmed activities, including the opportunity to talk to well-known authors, children can develop their enjoyment of books. Visit [www.storiesfromtheweb.org.uk](http://www.storiesfromtheweb.org.uk) for more information about the site.

PlayStation games are now available as part of the popular children's computer clubs at three libraries – North, Lewis Carroll and Finsbury, with Central Library following soon.

Other developments in the pipeline include looking at ways of encouraging children in

care to make more use of the library service, opening three new homework clubs and launching the exciting summer reading activity, Reading Carnival and Reading Challenge Plus.



# Social services in action

### Listening to you

In March we sponsored a consultation conference conceived and organised by a group of users, carers and representatives of local voluntary organisations. The conference, organised by Disability Action Islington, was attended by over 90 people. Service users facilitated workshops to find out what people felt about social services in the borough.

We also asked looked after children what they think about their care, as part of a review of children's placements. Rather than give them a boring paper questionnaire, we worked with Viewpoint, a computer software

company, to develop an interactive computer programme. We were the first local authority to consult with young people in this way and the results of the survey have set the agenda for the future.

### Meeting your needs

The housing and social services departments have developed purpose-built extra-care housing for older people in the borough. Mildmay Park and Belmore are two new complexes of 73 flats with a number of communal living spaces. They are designed for frail older people who can no longer cope without on-site support, but who are not so frail that they need a residential placement.



Would you consider adopting or fostering a child?

### Fostering and adoption

Placing children in families is the best possible aim for many children in our care. We are changing our adoption and fostering services to encourage families to consider fostering or adopting a child and offer training and support.

We successfully found adoptive parents for 18 children last year. In the coming year we hope to find families for 24 Islington children. The adoption and fostering services in Islington will be taking part in a national drive to find families to adopt or foster children.

If you are interested in more information about becoming a foster carer or adopting a child, please contact us on 020 7527 8650.



Mildmay Park tenant, Richard Giddens, at the festive buffet to welcome tenants in December 2000.

## Government review team visits Islington

### Are social services focused on users and do they give best value for money?

These are some of the key questions that the government review team will put to managers, councillors and users. They decide whether we live up to the promises we make about what we do.

The review team looks for evidence that:

- social services focuses on users
- the council is well placed to shape better services for the future
- services are value for money

They will also carry out a survey of users and carers to find out how well social services is meeting their needs. It is really important for the review team to hear your views. It helps them build a picture of services in Islington and helps us address concerns and make improvements where they are needed.

If you have any comments about how social services has helped you or the people you care for, or if you would like to pass on comments on how we could improve our services, please write to the Joint Review Team for Islington Social Services, 33 Greycoat Street, London, SW1P 2QF. Anything you say will be treated in confidence.

# A safer place to be

Chief Superintendent Ron Hope, Islington Borough's Police Commander, recently announced that total crime in Islington has fallen by 6.2% compared to 1999.

Whilst recognising these figures are encouraging, he is determined that everyone will continue to do their utmost to reduce crime in the borough.

## United front on street robbery campaign

Islington Crime Reduction Partnership recently launched a fourteen-month campaign to cut street robbery.

The new campaign combines the efforts of the Islington Council, Islington Police, Camden and Islington Health Authority and the Inner London Probation Service. A second poster campaign was launched on 9 March and highlights the potential penalties that offenders can receive.

## Tackling anti-social behaviour

Over 60 people signed up during the first phase of the Acceptable Behaviour Contracts (ABCs) campaign run by Islington Council housing staff, the police and the youth offending team, to tackle anti-social behavior.

ABCs work by getting individuals causing trouble on estates across Islington to sign an agreement to curb their behaviour. The initiative continues to gain national and governmental recognition, with many other local authorities copying Islington's blueprint.



A shopping centre proved the perfect place for Islington Police to launch their new campaign.

## Reducing crime together

Islington Crime Reduction Partnership is looking at further ways to make Islington a safer place to live, work and socialise.

An audit is carried out every three years to consult local people on crime and disorder problems. During the next twelve months a new audit will take place and a new crime reduction strategy will begin in April 2002.

Over the coming months residents will be given the opportunity to tell us their views on solutions to crime and disorder in Islington.

## STOP PRESS+++STOP PRESS+++

Council tenants who carried out a protracted campaign of "verbal abuse, violence and harassment" against other tenants of Charles Rowan House in Merlin Street, Clerkenwell, will shortly be evicted from their homes after a partnership of Islington Council, police and tenants joined forces to stop their reign of terror.

Central London County Court has made an Order for Possession of the home of brothers Ahmed Abdi (21) and Hussein Abdi (19) after hearing evidence of anti-social behaviour from three tenants, police and a housing officer. Judge Colin-Smith said the "harassment" suffered could actually affect the health of victims.

Islington Council is determined to provide a fair deal for all its tenants by refusing to tolerate anti-social behaviour. This case proves its commitment to improving the quality of their lives.

## STOP PRESS+++STOP PRESS+++



Call anonymously with information about crime.  
You could get a cash reward.  
Crimestoppers 0800 555 111

# TOP TIPS

## Look after yourself

It is not just the job of the police to fight crime. We can all help to bring crime down and protect ourselves. Most crime is against property, not people, and most crime is committed on the spur of the moment – when a door or window is left

unlocked or possessions are left in a car. You can reduce the risk by securing your car and home. This will also help the police, by giving them more time to tackle serious crime. And that's good for all of us.



## Look after your home

Burglars like easy opportunities. They don't like locked windows because breaking glass attracts attention. They don't like security deadbolts on doors because they cannot open them even from the inside and they have to get out through a window. Simple precautions like these do work.

Most burglaries happen when a house or flat is empty. Don't advertise your absence when you're on holiday or even out at work or shopping.

Mark your things with your postcode using a property marking kit.

A list of the serial numbers of your TV, video and hi-fi can be useful for an insurance claim or to help police identify possessions if they turn up.

## Who's at the door?

A knock at the door is usually welcome but sometimes people are not what they seem. Distraction burglary is what happens when someone tricks their way into your home. They might pose as a police officer, water or gas official, council worker, builder, plumber and more. There will usually be two people involved – one to keep you occupied while the other comes in unnoticed and steals.

## The Metropolitan Police offer this advice

**STOP** – think before you open the door. Are you expecting anyone?

**CHAIN** – always put the chain on before opening the door, whether you're expecting anyone or not. Remember to take it off again as soon as the visitor has gone

**CHECK** – are you sure the caller is genuine? Don't let them pressure you into opening the door and don't rely on their identification – it could be fake. A genuine caller won't mind waiting while you shut the door to check them out. Or ask a friend or neighbour to do it for you. You can even ask the visitor to come back later when you have a friend or family member with you.

If in doubt – keep them out, and remember if you're at all suspicious about a caller, you should phone your local police station. In an emergency, dial 999.

## Keep your car safe

Car crime can affect us all, no matter where we live. But most car crime is opportunistic and you can help prevent it.

### Consider

- fitting an alarm
- fitting an immobiliser
- British Standards when buying a car
- window etching
- radio security marking
- where you park carefully

### Always

- close all windows and sun roof
- remove or conceal valuables
- remove ignition key and engage steering lock
- lock all doors and the boot

### Never

- display stickers showing your security precautions eg: alarm fitted, radio security-coded
- leave driving documents, personal correspondence, credit cards, handbags etc in your car

# Useful information? It's right up your street.....



Using a kiosk outside Islington's Angel tube.

Over 150 people use our information kiosks every day. Why not have a go?

Islington has seven kiosks already, with plans to increase this to 15 this year. They offer a free, easy-to-use service, twenty four hours a day – no technical knowledge required!

The touch sensitive screen allows you to choose a range of information and services from the A-Z of council services to the job search facility. You can send e-mails free of charge or even pay your TV licence by credit card.

You'll find them outside:

- Angel tube
- Business Design Centre, Upper Street

- The council's Municipal Offices, Upper Street
- Highbury and Islington tube
- Odeon cinema, Holloway Road
- Caledonian Road swimming pool
- Waitrose supermarket, Holloway Road

We would like to add more useful information to the kiosks for you. In the future we hope you will be able to use the kiosks to pay your council tax, apply for parking permits, get information about health services or child care – the possibilities are endless.

If there are things you'd like to see on the kiosks, let us know on the feedback line – 020 7527 3416.

## Handy numbers in this issue:

School governors' one-stop-shop	0870 241 3883
Children's Information Service	020 7527 5959
Referendum helpline	0800 953 0135
Central Library	020 7527 6900
Fostering and Adoption	020 7527 8560
Crimestoppers	freephone 0800 555 111
Welfare Rights Unit	freephone 0800 731 8081

We would like to apologise to anyone who was inconvenienced by some wrong numbers that appeared in the last edition of 'Islington'.

For information about rubbish collection, illegally dumped rubbish or litter, dangerous signs or street repairs please call:

Streetscene hotline	020 7527 4814
Streetscene fax	020 7527 4577

To report faulty street lighting call 020 7527 2674

To have bulky rubbish removed, like furniture or fridges but not building materials or rubble, call ICSL on 020 7527 4692

To hire weekend skips call 020 7527 4692

For recycling facilities for newspapers and magazines, glass, aluminum and textiles, please call 020 7527 4692

If you have bulk refuse and you want us to collect it please call 020 7527 4692

Ashburton Grove is open Monday to Saturday 6-10pm and Sunday 8.30am-4pm

**More useful numbers in the next edition.**

## Islington needs childminders

Have you thought about working with children in your own home? Then becoming a registered childminder could be for you. Childminding is great for people who like working with children and being their own boss. It is ideal for anyone with young children who wants to combine looking after them with paid work.

We run monthly introductory sessions on what childminding is all about and on how to apply for registration as a childminder. You can now get help with the costs of becoming a childminder with the Childminder Start-up Grant. And Islington has one of the most dynamic training programmes for childminders in the country.

To find out more contact Danusia Socha, Childminding Development Officer, on 020 7527 5927.

## Check your benefits

Islington's pensioners are the largest group not claiming their full benefit entitlements. Brigid O'Sullivan, 77, was one of them until she was referred to the Council's Welfare Rights Unit (WRU) by her estate manager. With the unit's help her household weekly income was more than doubled, and she

received a lump sum in benefit arrears. She said: "Life is much easier now - I don't worry so much about my bills."

If you are a user of social services or an older person living in Islington, call the WRU freephone number 0800 731 8081 for a full benefit check and help with claims.