

Anti-social behaviour guidance notes

Tackling anti-social behaviour

This leaflet tells you about L&Q's policy and procedures for tackling anti-social behaviour.

What is Anti-Social Behaviour?

Anti-social behaviour includes a wide range of unacceptable behaviour that affects the quality of life for residents and others living or working in the community. The types of behaviour that L&Q considers anti-social include:

- Noise
- Verbal abuse/ harassment/ intimidation/ threatening behaviour
- Hate related incidents (based on race, sexual orientation, gender, disability, religion, age etc.)
- Vandalism and damage to property
- Pets and animal nuisance
- Nuisance from vehicles
- Drugs/ substance misuse/ drug dealing
- Alcohol-related
- Domestic violence/ abuse
- Physical violence
- Litter/ rubbish/ fly-tipping
- Garden nuisance
- Misuse of communal areas/ public spaces or loitering
- Prostitution/ sexual acts/ kerb crawling
- Other criminal behaviour
- Smells/ fumes/ smoke
- Illegal and immoral use of premises

How will L&Q tackle anti-social behaviour?

L&Q aims to ensure that all residents and their families can enjoy a quality of life free from anti-social behaviour. Our approach to tackling anti-social behaviour is built around 6 core commitments.

- Providing leadership in tackling anti-social behaviour
- Involving residents
- Working to prevent anti-social behaviour and respond to problems early
- Protecting communities through swift enforcement
- Supporting victims and witnesses
- Promoting positive behaviour

How do I report an incident of anti-social behaviour?

You can report anti-social behaviour to L&Q by:

Telephone: 0800 015 6536 (Weekdays 8am to 8pm and Saturdays 9am to 1pm)

Post: PO Box 194, Sidcup, DA15 0AJ

Email: L&Qdirect@lqgroup.org.uk

In person: At your local L&Q office

If the incident involves a crime you should report the incident to the Police and make a note of the crime reference number. In an emergency you should dial 999.

What happens when I report anti-social behaviour?

When you report anti-social behaviour we will ask you questions about what happened, when and where it happened and by whom. We will use this information to decide how quickly we respond.

If the incident involves violence, threats of violence or a hate crime we will give it a Priority 1 status and carry out an assessment within 1 working day. All other incidents will be given a Priority 2 status and we will carry out an assessment within 3 working days.

What is an assessment?

It is a way of gathering more detailed information about what happened, how it affected you (and other members of your household) and what should be done about it. At the end of the assessment you will be asked to agree an action plan. This is a written document that summarises the action we will take and how you will be supported.

What support will I receive?

If you are having difficulty coping or need extra support we will put you in touch with services that can help. These may include victim or witness support, counselling, mediation, legal advice services, social services, health services or housing. We can also help you access support if you have been the victim of a specific type of incident such as domestic violence or hate crime.

Will you contact the people responsible?

We will talk to the people you think are responsible and ask them to explain their behaviour. If you don't want them to know you made the complaint we will tell them you want to remain anonymous. But, if we do this it may limit the action we can take.

Will you contact anyone else?

If you tell us about other people who saw or heard what happened we will contact them to gather additional evidence. We will also contact other organisations that may have information relevant to the case.

What will L&Q do about it?

This depends on the type of anti-social behaviour and how serious it is. If the incident is less serious we may send out warning letters to remind residents of their responsibilities and the consequences of unacceptable behaviour. We may also ask them to sign an Acceptable Behaviour Contract so they know what is expected of them in the future.

If the incident is more serious we may consider taking legal action such as applying for an Injunction or an Anti-Social Behaviour Order. If they are an L&Q resident we may also take legal action to enforce the terms of their tenancy or lease agreement.

Please remember that some incidents of anti-social behaviour are extremely difficult to prove and it may not always be possible to achieve a positive outcome. For this reason, it is important that you

report all incidents to L&Q and tell us about any other people who may have seen or heard what happened.

How will I know what's happening?

You will be contacted regularly and kept informed about progress. This is so you know exactly what is happening with your case.

When will my case be closed?

Your case will be closed when the action plan is complete and/ or if no further action is needed or is possible.

Will you tell me before you close the case?

Yes. You will be contacted before we close the case to give you a summary of the investigation. This will tell you about the conclusions we have reached and the reasons why we are closing the case.

Equality and Diversity

L&Q aims to promote equality and diversity at all times and will comply with our statutory obligations in relation to the following legislation:

- Sex Discrimination Act 1975
- Race Relations Act 1976 (and amendment Act 2000)
- Disability Discrimination Act 1995 (and amendment Act 2005)
- Protection from Harassment Act 1997
- Gender Recognition Act 2004

Further information

This is one of a series of leaflets giving advice and information about anti-social behaviour. Others include:

- Noise nuisance
- Harassment and hate crime
- Environmental nuisance
- Supporting victims and witnesses
- Domestic Violence

Please contact L&Q Direct on 0800 015 6536 if you would like to receive a copy of these leaflets.