

Anti-social behaviour guidance notes



Prevention and partnership working

This leaflet gives you (our residents and service users) with further information about how we are committed to putting in place preventative measures that, with the help of our partners and residents, will address the longer-term causes of anti-social behaviour.

We are committed to:

- Making residents aware of the standards of behaviour we expect and the types of behaviour that are unacceptable, through giving out clear messages in our tenancy agreement and in our Homepack
- Putting in place referral arrangements with providers of mediation services, that allow our officers to offer an early solution to our residents
- Using starter tenancies, which last for 12 months. Where residents conduct their tenancy in a satisfactory way they are able to continue living in their home after the end of this time
- Identify areas that may benefit from a local lettings policy. This means changing the way we let our homes to give a balanced mix of residents, with different ages, income levels and family compositions. This helps to maintain stable communities in the longer term
- Working with our own supported living division, Quadrant Supported Living, to provide vulnerable residents with the support they need to stop disruptive behaviour
- Creating training, employment and opportunity through our Quadrant Community Investment team, which also provides funding for initiatives designed to give young people activities designed to draw them away from anti-social behaviour

And through working with our partners to:

- Establish effective working relationships, through local crime and disorder reduction partnerships where they exist, that develop strategies to help reduce incidents of anti-social behaviour
- Pursue joint enforcement action, including the use of injunctions and anti-social behaviour orders, to send a message out to the wider community that anti-social behaviour is unacceptable
- Contribute to the sharing of information and joint monitoring initiatives, such as that signed up to in a number of the local authorities where we work and with the group of 'G17' associations operating in London & the South-East. The G17 group represents the largest housing association operating in this region

- Providing effective support arrangements to provide vulnerable individuals with the support they need to stop disruptive behaviour

And through working with you to:

- Ask for your views about our approach to addressing anti-social behaviour
- Reach agreements with you about the service standards we are committed to meeting in your estate or locality
- Reach 'estate agreements' with you about the standard of behaviour and respect that all residents on the estate are asked to sign-up to