

Anti-social behaviour guidance notes



Vulnerable residents

This leaflet gives you (our residents and service users) further information about how we will manage cases of anti-social behaviour that involve residents that may be classed as having some form of vulnerability. This means the persons concerned may have additional support needs arising from a wide range of factors, such as their age, a physical disability, or mental illness. This leaflet may also provide useful information to those living near L&Q residents.

Why is vulnerability a concern?

For two main reasons:

- Firstly, because vulnerable people may experience issues that cause behaviour disrupting your day to day activities and the activities of those in the surrounding community
- Secondly, because vulnerable people may be more susceptible to allegations from others who may seek to use their vulnerability as a reason to discriminate against them

Whether as a potential cause of disruptive behaviour, or as a victim, vulnerable residents will require more support than those residents with no identified support needs. To provide support we are likely to have to work in partnership with other agencies, such as social and health services.

Where a resident causing anti-social behaviour is identified as being vulnerable, we will:

- Work with relevant agencies that provide them with the support they need to change their offending behaviour. Where appropriate we will work with our own specialist support division, Quadrant Supported Living
- Consider whether they could be considered as having a disability under the Disability Discrimination Act 1995 and get advice as to what impact this could have for any action we take
- Take action to enforce tenancy conditions where we believe it is appropriate and there is sufficient evidence to convince a court that legal action is justified. In particular:
 - *To protect health and safety of the residents and other involved parties*
 - *Where the impact of the anti-social behaviour on neighbours or the wider community outweighs issues relating to the treatment of the perpetrator under the Act*

Where we receive a complaint from a vulnerable resident or a report that a vulnerable resident is being harassed or victimised, we will:

- Work with relevant agencies that provide vulnerable individuals with the support they need. Where appropriate we will work with our own specialist support division, Quadrant Supported Living
- Check they are getting access to the services that are set out in any support plan
- Consider moving the victim/witness to temporary accommodation if there is a risk of intimidation from the alleged perpetrator
- Consider taking legal action to prevent their intimidation, including the use of legal orders and injunctions - it may be necessary to do this with the help of the police.
- Make sure the victim has the number of our 'out of hours' hate crime report line - 0800 056 3451

What you can do:

- Let us know if another resident has issues that may be causing disruptive behaviour
- Contact the police as an emergency, dialling 999, if a vulnerable person in your locality is at risk of imminent violence or harm
- Report any instances of harassment, bullying or intimidation directed toward vulnerable residents. Incidents can be reported anonymously if preferred