

L&Q Anti-Social Behaviour Policy

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1 Purpose and Approach

- 1.1 This policy sets out our approach to preventing and handling anti-social behaviour (ASB).
- 1.2 We want you, our residents, to be able to enjoy your home and neighbourhood in peace and security, and we understand the serious impact that ASB can have on individuals and communities.
- 1.3 At L&Q we recognise that we have a particular duty as a landlord to take action to minimise and tackle ASB, and we are fully committed to doing so. To be as effective as possible we will use a range of preventative measures, enforcement action, as well as support, advice and assistance. Through this policy our aim is to bring ASB or nuisance activity to an end quickly and decisively wherever possible.
- 1.4 This policy gives a definition of ASB and the laws and regulation that we have to follow. We explain how we will respond when someone reports ASB or nuisance, and what we will do to try to reduce ASB in the areas in which we operate. This includes working in partnership with other organisations to solve problems, as well as working with you, our residents.
- 1.5 Where it is our responsibility, we will take prompt, appropriate and decisive action to deal with ASB before it escalates. We will work with relevant partners (e.g., local authorities and police) to meet our responsibilities.
- 1.6 We do so by working to several core principles:
 - When we assess and take action on ASB, we'll consider the type of behaviour, the harm or potential harm/impact to others, and any apparent motivation. We'll assign a priority for the case based on this.
 - We'll be open and honest with you. We'll examine the evidence available to us, and explain what it's possible for us to do, and we may also explain what you may be able to do to help resolve things.
 - We aim to work closely with external partners where possible. This helps ensure we've considered other known information when we take decisions, and it can sometimes open up a wider range of solutions. Examples include Multi Agency Risk Assessment Conferences (MARAC), as well as local Safer Neighbourhood meetings.
 - We use a range of tools to tackle ASB – including informal and legal measures. Where possible, we'll try to intervene early with less formal tools. We will choose what we believe is the best, or most proportionate, tool at the time. This may differ from case-to-case, and we may need to use a different tool if one doesn't work.

- We might ask you to consider mediation, where it may be appropriate. This can be an effective way of repairing relationships and building a common understanding of how certain behaviour impacts others.
- We will try to identify where someone has an additional need or circumstance that requires us to consider adjusting our approach. This can include where the person reporting ASB, or the person who is causing ASB, may need extra support. Where you let us know this, it can help us adjust our approach.

2 Scope and Exclusions

- 2.1 This ASB policy applies group wide, in response to all reports of ASB. This policy covers all residents, tenants and leaseholders and their visitors, whether they are the alleged perpetrator or the reporting party.
- 2.2 As a housing provider, we have limited powers. All crimes need to be reported to the Police. (See 9.3)
- 2.3 We also have other policies that work alongside this policy, and we may refer to these for more specific information:
- Hate based incidents
 - Domestic Abuse
 - Supporting good neighbourhoods policy and guidance
 - Safeguarding Children
 - Safeguarding Vulnerable Adults
 - Supporting residents with additional needs

3 Legislation and Regulation

- 3.1 Key Legislation for this policy includes the following:
- **The ASB, Crime and Policing Act 2014** which streamlined existing powers to deal with anti-social behaviour including: civil injunctions; criminal behaviour orders; public space protections orders and absolute grounds for possession for secure and assured tenancies. It sets out tools and powers for housing-related behaviour which meets the threshold.
 - **The Anti-Social Behaviour Act 2003** which extends landlords' powers to deal with anti-social behaviour including developing the use of injunctions and demoted tenancies

- **Housing Act 1985** which provides mandatory and discretionary grounds for possession for anti-social behaviour for secure and assured tenants
- **S.218 of the Housing Act 1996** (as introduced by S.12 of the Anti-Social Behaviour Act 2003), which requires housing associations to prepare a policy and procedure on ASB. The Act also gave housing associations powers to evict residents for harassment and to secure injunctions to prevent racial harassment.

3.2 Other legislation we may draw upon includes, but is not limited to:

- The Crime and Disorder Act 1998
- The Human Rights Act 1998
- The Protection from Harassment Act 1997
- The Police and Justice Act 2006
- Data Protection Act (DPA) 2018
- The Equality Act 2010

3.3 The Regulator of Social Housing has published a series of consumer standards that L&Q, as a registered provider must meet. The main standard that relates to this policy is the Neighbourhood and Community Standard. It sets out some required outcomes and some specific expectations that they expect of us, and it requires us to work in partnership and cooperate with other organisations to:

- Keep the neighbourhood, and communal areas associated with the homes we own, clean and safe.
- Publish an ASB policy
- Make it easy for you to report ASB, and let you know who can help you if we can't
- Make sure you are aware of your rights and responsibilities in relation to ASB
- Focus on how we can help to prevent and tackle ASB in our neighbourhoods, and take prompt action to stop it escalating

3.4 We comply with the requirements of the Data Protection Act 2018 and GDPR, which provide for us to share information where it is for the purpose of reducing crime/ASB. This may include making an application to the police or relating to matters which have been reported to us, where we either know or suspect the police may have been called and / or attended.

Complaints

3.5 When you report ASB to us, we will treat this as a request for our service to investigate the matter, rather than as a complaint under our Complaints policy. If you

are unhappy with how we responded to your report of ASB you can make a complaint about this under our Complaints policy. The Housing Ombudsman monitors how we handle complaints, including those about ASB, and has provided good practice information to help organisations improve the way they handle such complaints.

4 Definitions

- 4.1 The following are definitions of some of key words and phrases that are relevant to this policy:
- **Anti-social behaviour** – The legal definition of housing related ASB is set out in Anti-social behaviour, Crime & Policing Act, 2014 as “conduct capable of causing housing related nuisance to any person”.
 - **‘Reporting party’ or ‘complainant’** is someone who reports an alleged incident of ASB or nuisance
 - **‘Victim’** will typically have been hurt, damaged, or suffered as a result of the action of an alleged perpetrator.
 - **‘Witness’** will have seen or heard an event happening which is alleged to be ASB
 - **‘Other party’ or ‘alleged perpetrator’** is someone who has been accused of committing the nuisance or ASB

Note: In the Supporting good neighbourhoods policy and guidance, we clarify our use of these definitions in that context.

5 Prevention

- 5.1 We will work to prevent ASB by a range of means, including:
- Seeking to ensure that housing applicants who have committed serious or persistent ASB elsewhere do not become L&Q residents, in line with our Allocations & Lettings Policy.
 - Informing new residents of their rights and responsibilities and reminding existing residents at times. Our agreements contain clauses relating to ASB. Residents are held responsible for the behaviour of their household, pets and visitors.
 - Carrying out estate inspections to identify and respond to environmental issues on estates and maintaining and managing communal areas to minimise crime and ASB.

- ‘Designing out’ crime when building new homes or carrying out major improvements to an area
- Forming links and developing positive relationships with partners, including information sharing
- Working with young people living in our neighbourhoods.
- Monitoring and reviewing our performance – checking for patterns and opportunities to improve.

5.2 We are committed to preventing and stopping ASB by addressing the behaviour of perpetrators, and not simply moving the behaviour away from one neighbourhood into another. However, this approach will be balanced against the need to protect the safety and peace of others in our neighbourhoods.

6 Initial report and assessment

- 6.1 Residents, representatives, members of the community, our partners, the police and other agencies, can report anti-social behaviour to us either by phone, online, or in writing.
- 6.2 Our own staff may also identify ASB and can report it back. For example, those working in blocks or on estates, such as caretakers may identify vandalism or signs of substance abuse.
- 6.3 We will review all reported incidents and will consider the risk in each case. In cases of crime, we will always advise that the complainant/reporting party report the incident to the police. Where a resident hasn’t reported a criminal act to the police we may still do so, and do not need consent to do so.
- 6.4 While we agree with the legal definition of ASB (see 4.1), we appreciate that such a definition is broad and can be subjective. We all have different tolerances, perceptions, past experiences, and expectations, and this can influence the way certain behaviour affects us. When ASB is reported to us we aim to consider all the circumstances, and the view of the person reporting it. To help us decide if we should deal with a report under this ASB policy or not, we will consider the following factors:
- **Cause** - What is causing the behaviour that the reporting party is telling us about? Is it unreasonable activity?
 - **Intention** - Is the behaviour purposefully or knowingly disruptive?
 - **Timing** - how often is it occurring? What times of day is it happening? How long does it last?
 - **Impact** - what impact is it having on the reporting party?

- 6.5 We categorise different types of ASB to help us assess the main issues, the most appropriate way to manage the matter, and check if there are actions that we will reasonably be able to take. The ASB categories we use are based on priority, and based on whether they are directly personal, environmental, or nuisance in nature.
- 6.6 We understand that something that gets reported to us as ASB may be an indicator of another issue. For example:
- Loud shouting and fighting inside a property could be an indicator of domestic abuse
 - Constant visitors to the property of a vulnerable individual may suggest cuckooing/exploitation of a vulnerable individual
 - The nature, purpose and content of some behaviour may be driven by hate for a protected characteristic – for example vandalism and graffiti
- 6.7 If we assess that we can't manage something you report under this ASB policy, we will clearly explain this to you and provide you with advice and guidance on next steps. Some day-to-day activities, such as household noise or minor disturbances, while frustrating, cannot be avoided. At times it won't be reasonable for us to put restrictions in place on normal activities where these are someone's right to do. For more information about how we may handle these type of situations, please see our 'Supporting good neighbourhoods policy and guidance'.

7 Support needs and risk management

- 7.1 We have a victim-centred response. We will treat those who been affected by ASB sympathetically and sensitively. We will endeavour to respond, investigate and take any necessary action promptly.
- 7.2 When we receive and log a report of ASB we will try to check if anyone connected to the case has a vulnerability, support need or circumstance that we need to be aware of, and which may require us to adjust our approach. This could be the person reporting, a witness, or the alleged perpetrator. We may need to check this more than once as a case progresses. We may refer residents to specialist external support agencies and/or floating support.
- 7.3 When we investigate and manage risk we will:
- Keep in regular contact with the reporting party
 - Agree an action plan with the reporting party, victims and witnesses, and keep them updated throughout the case.
 - Complete a Vulnerability Risk Assessment Matrix (RAM) on high priority (P1), and relevant standard priority cases

- Follow Safeguarding policies and procedures if appropriate
- Conduct interviews at a suitable location or way that helps to maintain confidentiality.
- Provide advice and support – which may include referrals to other agencies that can help, identifying actions the complainant may take, and identifying any security measures to be taken where appropriate

8 Investigating and managing a case

- 8.1 Once we have received a report of ASB and initially assessed it, we will conduct an investigation. This is to help us to decide to determine whether there is enough evidence for us to take further action, and if so what action would be appropriate. The investigation may include, but is not limited to:
- contacting victims, witnesses and alleged perpetrators
 - a review of completed diary sheets
 - listening to noise recordings
 - reviewing CCTV footage
 - engaging with the police or other partner agencies
 - contacting other residents in the locality
- 8.2 Where the reporting parties, victims and witnesses are unable to provide supporting evidence, this may affect our assessment and the action we can take at that time. We will decide on the appropriate course of action based on the information received.

Confidentiality

- 8.3 Sometimes the person reporting may wish for their identity to remain confidential. We can accept anonymous reports and assess them based on the evidence available. However, we will explain the challenges that this may present in terms of action we can take. For example, how much we can disclose to the alleged perpetrator without compromising the identity of the person reporting. We will discuss these challenges with the person reporting, offer reassurance about our support, the risks, what action we can take, and how they would like us to proceed.
- 8.4 If anyone tells us about something that may be a crime, or that suggests they or others are at serious risk of harm, we are likely to need to inform an appropriate agency (See 6.3). In such a situation, we will explain our own limitations.

9 Taking action

- 9.1 We will identify what action is most proportionate for us to take, based on a number of factors, including:
- The behaviour and the frequency of the behaviour
 - The impact it has had/is having on others
 - Previous actions already attempted (by us, the complainant, or another party)
 - The circumstances of the alleged perpetrator, including support needs
- 9.2 We have a range of tools and powers available to tackle ASB, both legal and non-legal. This can range from a written warning, an Acceptable Behaviour contract, to enforcement action. While some cases will follow a typical route of escalation, we may move straight to using a legal tool as an early response if we assess the behaviour serious enough to warrant it. We may use a combination of tools to support and enforce at the same time.
- 9.3 We aim to take a multi-agency approach to preventing and tackling anti-social behaviour, where appropriate and necessary. We will work with partners such as the police or local authorities to consult with, gather information, and take preventative and enforcement / legal action. **Note:** Where a criminal matter cannot proceed, perhaps due to a lack of evidence or because it is not deemed to be in the public interest to prosecute, we may be asked to lead on alternative action, where the standard of proof is often lower/breaches do not result in a criminal conviction.
- 9.4 Not all tools will be available to use or appropriate in all situations. For example, some tools may depend on whether you are an L&Q resident, tenant or leaseholder. This is where a multi-agency approach can be helpful, as there may be other tools that they can access that will deliver the best outcome.
- 9.5 We will consider when it will be appropriate to consider using non-legal tools, such as mediation, where it can be valuable for parties to talk to each other to resolve issues between them, and parties are willing to try.
- 9.6 Where appropriate we will work with perpetrators to understand the reasons behind their behaviour and give them an opportunity to change.
- 9.7 While we take a victim centred approach to ASB, we recognise that some who have perpetrated ASB may have additional needs, which may have either caused or been a factor in what happened. If so, an effective and sustainable solution may involve supporting the alleged perpetrator, especially where this will reduce further harm. We may make support referrals, and/or refer the case to a multi-agency forum.
- 9.8 Where we are considering eviction actions, we will ensure the case satisfies the required legal conditions, and the review process has included checks for the

vulnerability and capacity of the tenant. We will complete a Proportionality/Equality Act Assessment before taking legal action. We will also, where appropriate, consult with other involved partner agencies individually, or at multi-agency meetings. This helps us base a decision on all relevant information and the views of relevant partners.

- 9.9 While considering the needs of the alleged perpetrator, we will always balance the needs of affected parties. We won't allow the needs of the alleged perpetrator, or non-engagement on their part, to unreasonably delay us taking appropriate action to support the victim/s. This may mean that we seek support for a perpetrator alongside taking enforcement or other appropriate action.

10 Case closure and reviews

- 10.1 We will always try to contact the complainant before closing a case to discuss it with them. If we are unable to make contact, we will write explaining why we are closing the case.
- 10.2 We will close ASB cases in the following circumstances:
- There is insufficient evidence to support an ASB case (see 6.4 and 6.7)
 - Where we have assessed, investigated and/or delivered actions that are appropriate, and we believe there is no further action is now needed. For example, a period with no further reports of ASB.
 - Where the reporting party, victims and witnesses fail to engage with us or provide us with relevant requested information.
 - Where we have passed the case to a third party which is better placed to deal with the problem, and there is no further action for us.
- 10.3 If a reporting party is unhappy with the assessment or handling of an ASB complaint, they are able ask for this to be reviewed through our complaints process. (See 3.5)
- 10.4 Residents also have a statutory right, under the ASB, Crime and Policing Act 2014, to request an ASB Case Review (previously known as a Community Trigger) from the Local Authority within which they live. Each Local Authority will have their own threshold for acceptance and contact details can be found on their website. We will participate fully in all such reviews.

11 Monitoring and Controls

- 11.1 When assessing how we comply with this policy and associated processes, we will make quality checks and run reports to look at the following key areas:

- Timeliness of responses to ASB, actions agreed within agreed timeframes, and regular progress updates
- Key activity undertaken - case reviews, risk assessments, contact agreements
- Complete and accurate record keeping - right information, right systems
- Quality of Action plans
- Additional checks before legal action/eviction

11.2 Based on the above, some of the things we specifically measure include but are not limited to:

- 90% of P1 ASB cases assessed within 1 working day and standard priority cases within 3 working days
- 90% of P1 ASB cases with completed risk assessments
- 90% of cases with an active contact plan
- 100% of cases with an action plan
- Customer satisfaction with the service we deliver

11.3 We also check our service in other ways, many of which are from outside the service or even outside of the organisation, with the aim of continuous improvement. This includes service reviews, audits, and benchmarking.

12 Equality, Diversity and Inclusion

12.1 We conducted an equality impact assessment when reviewing this policy and the Supporting good neighbourhoods policy. As part of this we checked for any impact on protected characteristics, and explained how our approach is designed to take into account how we respond to individual cases and different needs. A whole section (7) of this policy is dedicated to support needs and risk management.

12.2 We have also checked our language and tone throughout this policy, to make sure the policy is accessible, and that we clearly explain what we will do, and manage expectations about what we won't do.

13 Communication

13.1 This policy will be published on the L&Q website along with 'Supporting good neighbourhoods policy and guidance'.

13.2 We will publish this policy internally for colleagues to access, along with associated procedures, processes and guidance. We have a programme of staff training for staff

who are required to respond to reports of ASB and nuisance, to enable us to implement this policy consistently.

- 13.3 Complaints regarding the application of this policy, will be managed in line with our complaints policy. (See 3.5).

14 Policy controls sheet

Date of approval: 10/06/25

Approved by: Director of Housing Management & LQ Living

Effective date: 11/06/26

Next Review date: 10/06/28

Policy owned by: Director of Housing Management

Associated documents:

- Supporting good neighbourhoods policy and guidance
- Hate related incidents policy
- Supporting residents with additional needs policy
- Safeguarding Adults policy
- Safeguarding Children policy

Main change	Key points
No change in policy position. Revised alongside Supporting good neighbourhoods policy and guidance, to ensure both policies are designed to complement each other.	Clearer language and layout. Moved some of the more detailed procedural information into internal documents, to keep residents clear on key messages, such as what they can expect from the service. More information on how we monitor compliance with this policy
Reviewed by: L&Q Policy Team	