



WILLOW TREE

HOUSING PARTNERSHIP

Anti-Social Behaviour Policy

Version:	v2
Responsibility for the Policy	Head of Housing and Customer Experience
Date approved by Executive	May 2024
Date approved by Board (if applicable)	N/A
Date due for review:	May 2027

1. Statement of Intent

Willow Tree Housing Partnership (WTHP) believes all residents have the right to enjoy their homes and have a safe, peaceful and secure community. To achieve this WTHP will ensure that those affected as a result of Anti-Social Behaviour (ASB) are placed at the heart of our service. They will be our main consideration with their welfare, safety and wellbeing our priority.

Definition:

WTHP is concerned with “housing related Anti-Social Behaviour” and defines Anti-Social Behaviour as anything that unreasonably interferes with our residents’ normal enjoyment of their home, garden or neighbourhood. This definition extends to behaviour considered to be a nuisance, annoyance or deemed to be harassment.

WTHP recognise that not all behaviour that impacts adversely on an individual is deemed anti-social.

2. Policy Objectives

To support our residents’ lawful rights to the peaceful secure enjoyment of their homes and community WTHP commits to being responsive, taking appropriate action and fair application of our policy.

To do this WTHP will:

- Respond to ASB complaints raised quickly, in an effective and efficient sensitive and consistent manner
- Take prompt and decisive action to deal with issues before they escalate focusing on early intervention and preventative measures, enforcement measures will only be undertaken when all other routes have been exhausted.
- Provide support to the victim(s) by taken action where required which may include enforcement action such as seeking possession or an injunction order if appropriate.
- Consider the vulnerability or additional needs of those involved and provide support where appropriate
- Empower residents to resolve matters at a local level or by providing access to independent mediation services
- Work collaboratively with key partners and stakeholder agencies such as Local Authorities, Community Support, ASB Officers, Policing or Social Services to help prevent or deal with cases of ASB and deliver best outcomes
- Ensure support is given to residents where evictions or legal proceedings take place to ensure there is sign posting and guidance
- Consider the prevalence of ASB when developing property or on land lead developments to design out or mitigate against ASB arising
- Complete case reviews from ASB as a learning focused organisation using tenant feedback or complaints to ensure continuous improvement culture

- Develop separate Domestic Abuse and Hate Crime Policies to support residents who are victims of such incidents.

3. Performance Standards

- WTHP's responses will be based upon case severity, following which and if appropriate an action plan will be agreed.
- All cases of ASB will be recorded on Pyramid Housing Database.
- Details of ASB cases will be reported by the Housing Service Operations and led for review by the Executive Team on a monthly basis providing details on the number of cases, types of case, any enforcement actions taken, levels of satisfaction with how WTHP have responded and period of time they remain open.
- The Head of Housing and Customer Experience will report on ASB cases received annually to the Regulator of Social Housing as part of the Tenant Satisfaction Measures.
- The Head of Housing and Customer Experience will report as part of the Operations Annual Review to the Board on the cases of ASB received, enforcement actions and types of interventions undertaken.

Regular refresher training and continuous professional development on the management of ASB will be undertaken by key operational staff to ensure skills and knowledge are current in the management of ASB.

4. Reference Documents

External

[Regulator of Social Housing Neighbourhood and Community Standard](#)

[Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](#)

Internal

WTHP Anti-Social Behaviour Procedure

WTHP Anti-Social Behaviour Guidance

WTHP Domestic Violence Policy

WTHP Safeguarding Policy

WTHP Unreasonable Behaviour Policy

WTHP Hate Crime Policy

When setting policy, the Willow Tree Housing Partnership will ensure a golden thread of best practice runs through all aspects of its operations in respect of equality, diversity and inclusion. It will seek to minimise adverse environmental impacts arising as a consequence of its work. This approach and all policies will be reviewed on their anniversary date or as new guidance or legislation is introduced, whichever occurs sooner.