

## WARRINGTON HOUSING ASSOCIATION ANTI-SOCIAL BEHAVIOUR POLICY

### 1. AIMS

Warrington Housing Association (WHA) aims for all existing, new and prospective tenants to have a right to the quiet enjoyment of their homes without serious disturbance or anti-social acts.

WHA recognises that anti-social behavior can have a devastating impact on people's lives and WHA is committed to working in partnership with other agencies to effectively manage incidents of nuisance and anti-social behaviour.

Support will not only be given to victims and witnesses but also to perpetrators if it is deemed necessary.

WHA will strive to train, equip and support staff to deal effectively with anti-social behaviour.

### 2. Policy Statement:

WHA will strive to:

- Acknowledge that anti-social behaviour (ASB) can take many forms, and to adopt legislative guidance on the types of ASB including that of the Anti-Social Behaviour Crime and Policing Act 2014 and any amendments or subsequent legislation.
- Encourage the reporting of anti-social behaviour incidents and take all complaints seriously. All complaints will be dealt with in the strictest confidence.
- Ensure that applicants who have caused anti-social behaviour are not rehoused in accordance with our allocations policy.
- Consider, and where appropriate provide effective support for witnesses including, when necessary, working with other organisations to attempt to safeguard individual's safety.
- Have in place an understanding with all tenants of WHA through their tenancy agreements that they are responsible for their own behaviour, the behaviour of all persons living or visiting their homes and for any pets as stipulated in the terms of the tenancy agreement.
- Consider the full range of legal remedies including Injunctions, Criminal Behaviour Orders, Acceptable Behaviour Contracts, Possession proceedings, Demotion of tenancies, Mediation, Parenting Orders.
- Develop and maintain close working relationships with partner agencies including;
  - ✓ Police,
  - ✓ Social Services,
  - ✓ Local authorities,
  - ✓ Drug and alcohol services,
  - ✓ Floating support agencies,
  - ✓ Mental health services,
  - ✓ Interpreters,
  - ✓ Youth offending teams,
  - ✓ Schools,
  - ✓ Health services,
  - ✓ Probation services,

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	No of Pages:
WHA 0479	1	17.05.2020	Head of Customer Services	01.05.2023	Page 1 of 3

- ✓ Other registered providers or landlords

This may include protocols to share and receive information for the prevention or detection of crime, and involving them at the earliest possible stage where necessary for both victims and perpetrators.

- Keep the needs of victims and witnesses central to any investigation and endeavour to deal with them in a sensitive and understanding way, keeping complainants informed of developments in the matter.
- Provide the appropriate prioritisation to victims or witnesses when rehousing is deemed necessary, in accordance with the allocations policy and homeless legislation.
- Recognise that effective and inclusive tenant involvement structures and practices can contribute to the effective tackling of anti-social behaviour. We will seek to actively engage with tenants at an individual level and with resident groups.
- Continue to use starter tenancies in order to send a clear message that nuisance and anti-social behaviour is taken seriously. Any action taken against a starter tenant will be taken in accordance with the Starter Tenancy Policy.
- Endeavour to support local Crime and Disorder Partnership by trying to identify and locate hot spots for anti-social activity so that partners can target resources.
- Take every opportunity to raise the profile of its policy and procedures for dealing with anti-social behaviour. This may include publicising successful enforcement action or prevention initiatives.
- Endeavour to make victims and witnesses aware of the existence of local support and whenever possible make referrals.
- Encourage the reporting of incidents to agencies such as the Local Authority, Police and Social Services.
- Give victims practical advice on how to minimise risks and how to respond when harassment takes place.
- If it is appropriate and all parties are agreeable consider the use of mediation to resolve differences.
- Make available promotional material in different BME languages and a translation service at local community meeting places whenever possible.
- Endeavour to annually review targets and strive to provide all staff with appropriate training.
- Where possible consult with resident groups to agree local standards as part of the Local Offer.

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	No of Pages:
WHA 0479	1	17.05.2020	Head of Customer Services	01.05.2023	Page 2 of 3

- Provide quarterly reports to Board which may include:
  - number of incidents,
  - type of incidents,
  - number of closed cases
  - Benchmark data with similar housing providers
  - Any action taken against perpetrators

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	No of Pages:
WHA 0479	1	17.05.2020	Head of Customer Services	01.05.2023	Page 3 of 3