

## Contacting us

We will make an initial investigation, which may include exchanging information with the Council, Police and other agencies.

In most cases, we will interview the alleged perpetrator (and tenant of our property if applicable) and put the allegations to them. We will not reveal the identity of any complainant, without their permission.

We will decide on appropriate action, which may include using warnings, mediation, Acceptable Behaviour Contracts, and legal action (following referral to the Wirral Anti-Social Behaviour Team). Legal action may include Possession Orders, Anti-Social Behaviour Injunctions and Anti-Social Behaviour Orders and Demotion Orders (making someone's tenancy less secure). Rehousing will only be considered in exceptional cases.

We will monitor cases of anti-social behaviour closely and act promptly where appropriate. We will continue to do so until the anti-social behaviour has stopped or decreased sufficiently.

There is no set stage at which a case should be referred to the Anti-Social Behaviour Team. In most cases this will happen if we get further complaints after sending an alleged perpetrator a final warning. However, cases may be fast-tracked if they are very serious or urgent. We may refer cases involving serious breaches of tenancy directly to the team without issuing previous warning.

Woodchurch Housing Office 0151 666 7001  
woodchurchhousing@wphomes.org.uk

Rock Ferry Housing Office 0151 666 7002  
rockferryhousing@wphomes.org.uk

North End Housing Office 0151 666 7003  
northendhousing@wphomes.org.uk

Response Centre 0808 100 9596  
housingrepairs@wphomes.org.uk

Wirral Partnership Homes  
6 Europa Boulevard  
Birkenhead  
Wirral  
CH41 4PE  
Switchboard: 0151 606 3000  
Fax: 0151 606 3001  
www.wphomes.org.uk



Registered in England with Company No. 4912562. Housing Corporation Number: L4435.

Registered Charity No. 1106969. WPH/TP03-06/18

## Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتسويق مختلف، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم 0151 606 3000.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য পরামর্শ হয় অথবা এটিকে আপনি অন্য কোনো ফরম্যাটে, বড় ফন্টের ছাপায়, অডিও বা ব্রইলে পেতে চান, তাহলে অনুগ্রহ করে 0151 606 3000 নম্বরে ফোন করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪਾਂਤਰ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫੋਨ ਕਰੋ।

Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر 0151 606 3000 پر ٹیلیفون کریں۔

## Policy and procedure summary anti-social behaviour



# WPH



Give respect Get respect



If you need this leaflet in large print, Braille, audio or a different language call 0151 606 3000

## Policy and procedure summary anti-social behaviour

The law requires all social landlords to publish a statement and summary of their policies and procedures on tackling anti-social behaviour.

The document explains how Wirral Partnership Homes will:

- tackle anti-social behaviour, and
- work with local residents and other organisations to do so.

This summary document is available on request free of charge from our main office – 6 Europa Boulevard, Birkenhead, CH41 4PE – and local area housing offices.

If you have any questions about this summary or the full statement, please contact our Head of Housing Management & Strategy on 0151 606 3000.

### Summary of policy on anti-social behaviour

Anti-social behaviour is any conduct that can cause nuisance or annoyance to anyone. It can also be defined as any behaviour that causes or is likely to cause harassment, alarm or distress to anyone outside the

household of the alleged perpetrator (the person causing the problem). Anti-social behaviour can be carried out by individuals, groups and families, adults or children.

Wirral Partnership Homes is committed to tackling anti-social behaviour, working with key agencies wherever possible, and will take firm action against perpetrators.

In most cases, our local area housing offices will take the first steps in dealing with cases involving our tenants. We will tackle anti-social behaviour and other breaches of tenancy linked to a WPH property, for example where a tenant, resident or visitor commits an arrestable offence or uses the property for an illegal or immoral purpose. We will agree an action plan with each complainant, setting out how the case will be handled. We will provide a fast-track route for cases that are particularly serious or urgent.

We will refer the most serious or persistent cases of anti-social behaviour to the Wirral Anti-Social Behaviour Team.

We expect residents suffering anti-social behaviour to report such incidents and help us and the authorities investigate. We will ensure that our tenants are aware of their responsibilities to their neighbours and communities and the likely consequences of acting anti-socially.

We will take seriously all complaints of anti-social behaviour. At all times we will maintain the confidentiality of complainants and we will support witnesses. We will investigate all complaints thoroughly and fairly and trained staff will deal with the cases. We will consider all methods of evidence gathering in the investigation of cases. Our policy is to take

action against perpetrators, rather than simply moving the people affected.

We will deal severely with those who commit domestic abuse or who are motivated by prejudice based on such things as disability, race, religion/belief, sexuality, gender and age. This may include, for example, seeking possession of the alleged perpetrator's home, or applying for a legal order or a criminal prosecution or both. We will also apply a fair but firm policy on drug misuse.

We will not tolerate verbal abuse, intimidation, aggression, harassment and actual or threatened violence against any members of staff, either when doing their general duties or when tackling anti-social behaviour.

We will take a multi-agency approach, working closely with other agencies and organisations. Through enforcement, we also aim to prevent further anti-social behaviour, and where possible we will work with other agencies to help the perpetrator to reform. We will use all legal powers available and work closely with others, in particular Wirral Council and Merseyside Police, to use the powers they have.

We will keep appropriate and accurate records to enable us to highlight, monitor and tackle anti-social behaviour. We will exchange information about perpetrators (and complainants if necessary).

We will promote our campaign against anti-social behaviour by publicising our efforts to tackle it and giving details of successful outcomes. However, in each case we will first consider how publicity may affect the people involved.

We will collect data to help us monitor anti-social behaviour and the services we provide to tackle it.

We will be committed to the government's 'Respect Standard for Housing Management' and adopt its 'Respect Agenda'.

The government has said it will encourage respect in communities, including stamping out anti-social behaviour, by:

- supporting or challenging anti-social households
- providing activities for younger people
- strengthening local communities
- using stronger measures to tackle anti-social behaviour.

### Summary of procedures for dealing with anti-social behaviour

Here is a summary of how we will deal with cases of anti-social behaviour.

Complaints of anti-social behaviour (or serious breaches of tenancy, or both) in our properties will first be dealt with by a local area housing office.

We will offer complainants an interview with a specialist housing officer and agree a short-term action plan. Complainants will be given an advice leaflet and incident diaries (logs) to complete, with freepost envelopes.