

Tackling anti-social behaviour - our pledge to you

We aim to promote a safe and secure environment for people to live in. We aim to prevent anti-social behaviour from happening. We set clear requirements for our tenants in their tenancy agreements and will take enforcement action where appropriate. We work in partnership with the police and other partners to prevent and deal with anti-social behaviour when it does occur.

In line with our service standards for dealing with anti-social behaviour, we will:

- Use a range of prevention measures to reduce anti-social behaviour
- Take a victim-centred approach
- Investigate all complaints of anti-social behaviour
- Always have someone available to deal with anti-social behaviour during office hours
- Respond to racial harassment and domestic violence within 24 hours
- Remove offensive or discriminatory graffiti within 24 hours of it being reported
- Support and work with you in trying to resolve your complaint
- Agree an action plan with you within two weeks of you reporting an incident and review this every month
- Offer clear advice and support when you report an incident
- Use a range of legal and non-legal remedies to resolve anti-social behaviour, taking an approach that is appropriate to the case
- Review all open cases after three months
- If we feel your case should be closed, we will discuss this with you and give you an opportunity to appeal
- After your case is closed we will ask for your opinion on how we dealt with the case.

Get in touch

24 hour anti-social behaviour hotline

To report anti-social behaviour please call **0845 045 1280** anytime day or night, over the weekend and during public holidays.

Minicom users should call **01603 703599**

Email

To enquire about the Peer Support Network, email peersupportnetwork@circleanglia.org

For general enquiries please email wherry.info@circleanglia.org

Go online

More information about the Respect Standard can be found on our website www.circleangliarespect.org

Write to us

For general enquiries, please write to us at

**Wherry Housing Association,
Anglia House,
6 Central Avenue,
St Andrews Business Park,
Norwich NR7 0HR**

To write to us about this newsletter, please write to the Marketing and Communications team at the same address.



If you require this publication in large print, audio, Braille, or an alternative format, or if you need this document translated into a different language, please call **0207 7288 4186** and we will do our best to help.

Launch of ASB hotline



Tackling anti-social behaviour in **your** community



Give respect Get respect

behaviour and ways we can support victims. We have also launched a website, www.circleangliarespect.org which contains local and national helplines, and local case-studies to show how we are preventing and tackling anti-social behaviour for our residents.

Signing up to the Respect standard showed our commitment to tackling anti-social behaviour in our communities. Following on from this, Wherry Housing Association will be introducing a number of new local services for our customers to prevent anti-social behaviour from happening and to support victims when it does.

In January this year, Wherry Housing Association signed up to the Government's Respect standard – the national government agenda which aims to tackle anti-social behaviour and support victims.

You will have already received a Respect booklet from Circle Anglia, the housing group to which we belong. This explains our commitment to tackling anti-social

We are introducing a 24 hour hotline to report anti-social behaviour and offer mediation and victim support services. We are also strengthening our

Neighbourhood Team, by recruiting a dedicated anti-social behaviour co-ordinator and two more community wardens.

Residents also have an important part to play in the fight against anti-social behaviour. In May, Circle Anglia launched the Peer Support Network – where our residents can volunteer to become a mentor and support people experiencing anti-social behaviour in their neighbourhood.

Please read on to find out more about these services and more, including how you can join us in the fight against anti-social behaviour.

Mark Jones, Managing Director

24-hour anti-social behaviour hotline launches

On September 1st, Wherry Housing Association is launching a 24 hour anti-social behaviour hotline.

The hotline means that you can report anti-social behaviour at anytime during the day or night, over the weekend and during public holidays. The hotline will be staffed by the Wherry Neighbourhood Team during normal hours and Flagship Housing Group will be providing the out of hours service, our partners who have helped us to launch this new service.

From the 1st September, if you experience anti-social behaviour, domestic violence or race hate crime and want to report it over the weekend, or during public holidays, you can call **0845 045 1280**.

All calls will be answered by a specialist who will assess what action is required. A report form will be completed and emailed to Wherry Housing Association within the hour. A Wherry Neighbourhood Officer will then contact you the following working day to discuss the case. You can be assured that all information will be kept in the strictest confidence.

When should I call the new hotline?

You should call **0845 045 1280** to report anti-social behaviour

- Anytime during the week
- Over the weekend
- At anytime on a public holiday

All calls are charged at the local rate.



Mediation service and witness support

Wherry Housing Association offers a mediation service to people affected by anti-social behaviour. The service means that the complainant and the perpetrator meet up with an independent mediator, to talk through the problem at a neutral location.



The mediator listens to both parties and works with them to reach a solution. This is an invaluable way of preventing and tackling anti-social behaviour in the early stages.

Wherry Housing Association provides the mediation services in Norfolk, Suffolk and Cambridgeshire to all residents free of charge.

Providing a mediator has proven to be very successful in the past. However, if the

problems continue, and the matter escalates to court, then Wherry Housing Association can also offer witness support.

Witness support is provided in partnership with Victim Support Norfolk. They can arrange transport to and from court for victims, a trained specialist to explain the court procedure, and arrange a visit to the court before the case starts. Victim Support provides a dedicated person to provide support during this distressing time, and ensures there is someone to talk



to, in the strictest of confidence.

To find out more about both the mediation and Victim Support services, please call your Neighbourhood Officer on **0845 600 1518**

Anti-social behaviour co-ordinator appointed

Wherry Housing Association has recently recruited Martyn Doust as a full-time anti-social behaviour co-ordinator to join the Neighbourhood Team.

This new position will mean Wherry has a dedicated anti-social behaviour co-ordinator, who will work exclusively on preventing, tackling and resolving anti-social behaviour for Wherry residents.

Martyn will also work with the local Police and Police Community Support Officers to forge strong relationships to effectively tackle crime.

Want to get involved in the fight against anti-social behaviour?

In May, Wherry Housing Association launched the Peer Support Network – a resident led voluntary programme to support people affected by anti-social behaviour. The network asks resident volunteers to come forward, to mentor victims of anti-social behaviour in their community.

Tenant mentors don't need any qualifications as all necessary training will be provided. They are also reimbursed for any travel expenses incurred.

The tenant mentors offer a shoulder of support to victims by being a friendly voice at the end of the phone, or being available to talk things through face-to-face over a cup of tea.



We still want to hear from Wherry residents who are interested in becoming a voluntary mentor, and work with us to prevent, tackle and stop anti-social behaviour in our communities.

If you can spare a few hours to help others and would like to find out more, please visit www.circleangliarespect.org email: peersupportnetwork@circleanglia.org or call **0845 600 1518** and someone will get back in touch.

Are you suffering in silence? We can help

Domestic violence affects one in four women and one in six men. It claims 130 lives a year, but most people are assaulted 35 times before calling the police. It is a criminal offence and can occur in any household against men or women. It includes physical, emotional or sexual abuse.

Harassment is a deliberate attack on an individual or a group because of their race, religion, gender, age or sexual orientation. It can include racist behaviour and language, abusive behaviour or actual and threatened violence.

Victims of harassment and domestic violence often don't know where to turn – and sometimes they don't know about the help available to them.

If you are a victim of domestic violence and harassment, or know someone who is, please phone our ASB Hotline on **0845 045 1280**. The calls will be

answered by the Duty Neighbourhood Officer during working hours or will be automatically directed to our out of hour's service available after 5pm, over the weekend, or on public holidays (available from 1st September.)

All calls are confidential. You do not have to give your name, or a contact number. But the more information you give us – the more we can help. If we need to contact you, we will ask you for the best number to call you on, or we will wait for you to get back in touch.

Wherry Housing Association takes a tough stand against domestic violence and wants to help. We have the ability to give you advice and assistance to escape the cycle of domestic violence, and can support you if you need to find a new home.

The 24-hour National Domestic helpline is also able to give help and advice. They can be contacted on **0808 2000 247**



Successful community warden service expands

Due to the success and positive resident feedback about our Community Warden, Dan Kelly in King's Lynn, we are looking to recruit two more.

Community wardens patrol their neighbourhoods, making sure we have a visible presence in our communities and that residents can report problems on the estate instantly, which all makes for a safer neighbourhood.

What do Community Wardens do?

- Provide an immediate service for the customer and a visible presence in the neighbourhood
- Carry out security patrols
- Welcome new residents to their home and neighbourhood
- Offer a wealth of information such as how to complete housing benefit forms, to advising what local services are available
- Provide a familiar, friendly face in our communities
- Ensure our neighbourhoods are clean and safe places for our residents to live

Residents in King's Lynn have told us how valuable their community warden, Dan Kelly is, in their neighbourhood. Here's what they had to say about him:

“Friendly face of Wherry”

“Always reliable and helpful”

“The estate has benefited from the Warden being on the spot to deal with our problems”

“We can report to the Warden and things get done”



Dan Kelly - Warden