



INVESTOR IN PEOPLE



WIGAN & LEIGH
HOUSING

Better Homes, Brighter Futures

Living with anti-social behaviour and neighbour nuisance

**Your guide to what
Wigan and Leigh Housing will do**

CONTENTS

| | |
|---|---------|
| Anti Social Behaviour Act 2003 | Page 1 |
| Our Service Standards | Page 3 |
| Victim and Witness Support: a range of measures | Page 5 |
| Professional Witnesses | Page 6 |
| Anti Harassment Policy | Page 7 |
| Racial Harassment and Hate Crime | Page 9 |
| Domestic Violence | Page 12 |
| Prevention Methods | Page 15 |
| Rehabilitating perpetrators and supporting vulnerable residents | Page 17 |
| Data Protection and Multi Agency Working | Page 20 |
| Working with other organisations managing local authority housing | Page 23 |
| Publicity | Page 25 |
| Confidentiality | Page 27 |
| Our team of expert staff | Page 30 |
| If you are unhappy with service you have had | Page 33 |
| Useful telephone numbers | Page 36 |

Wigan & Leigh Housing wants tenants to live in their homes and in the community without the fear of crime or suffering anti social-behaviour.

We are committed to being proactive in tackling neighbour nuisance and anti-social behaviour. We will assist our customers in improving their quality of life and promote a culture of social inclusion and achieve sustainable neighbourhoods on our estates.

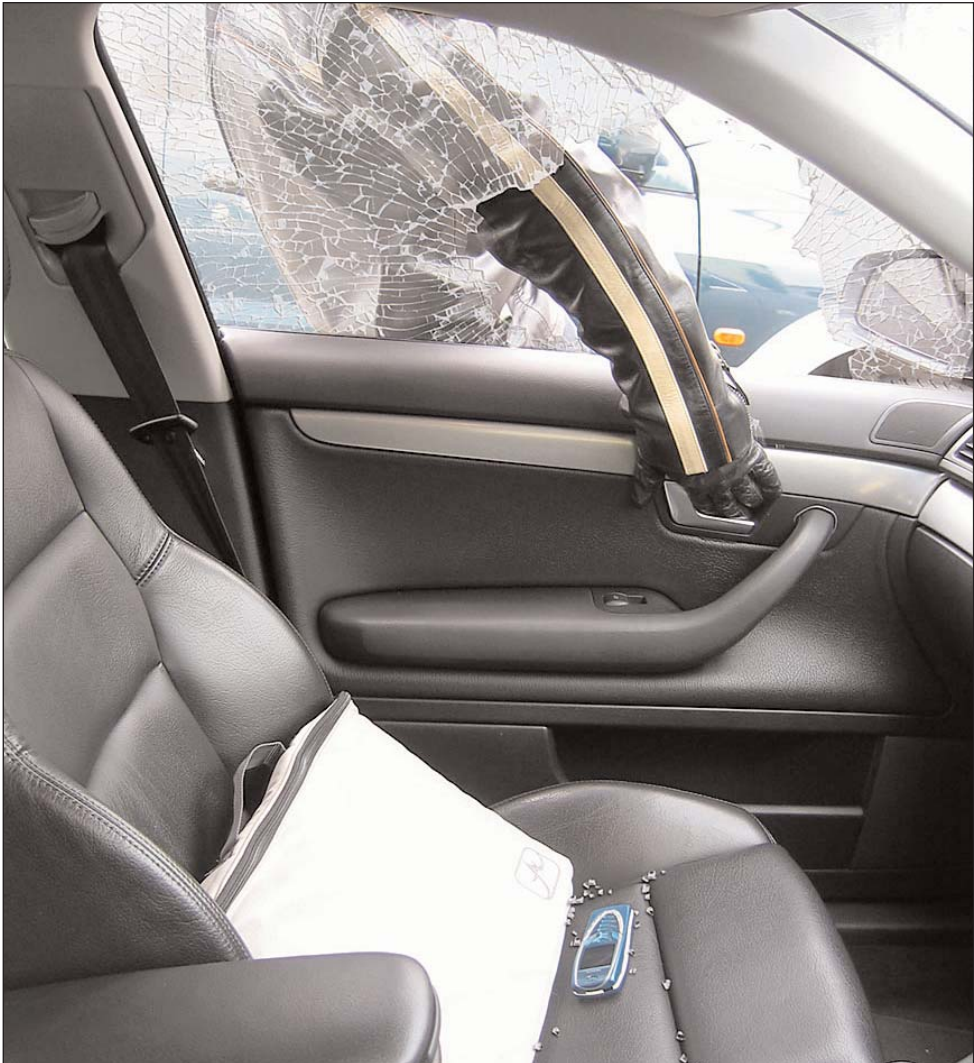
The Anti Social Behaviour Act 2003 requires registered social landlords to prepare and publish policies and procedures. They are required so that tenants and the public can access information that tells them the steps we will take to address anti-social behaviour and nuisance.

This Handbook should not be used in isolation and must be linked to other related policies and areas of work to see the wide range of measures we use to deal with anti-social behaviour. It provides details on Wigan and Leigh Housing's policies on the following topics:

- Our Service Standards
- Support of Complainants
- Victim and Witness Support
- Domestic Violence
- Prevention Methods
- Rehabilitation of Perpetrators
- Multi Agency Partnerships
- Working with other organisations managing Social Housing
- Professional Witness Scheme
- Data Protection and Information Exchange
- Anti Harassment
- Training of Staff
- Equalities and Diversity
- Partnership Agreement

You can also see this at www.walh.co.uk. If you would like a full copy of these policies you can request them from any of our offices but you will be charged the price of photocopying.

You can request a copy to be sent to you by calling 01942 767346 or e-mailing us at asb@walh.co.uk



OUR SERVICE STANDARDS

We will:

- Treat all complaints sensitively and politely
- Treat all complaints confidentially
- Conduct interviews in a location where the complainant feels safe
- Keep residents informed during the process of any investigation and any legal action that may follow
- Arrange support for residents in appropriate cases
- Work with other agencies to resolve the problem and bring in extra support
- Reply to all letters, e-mails and telephone calls, personal calls, website and other contacts within publicised timescales
- Be honest and open with you when we consider that no further action is required
- Treat all complainants fairly and equally

TIMESCALES

If the case is non-urgent we will respond to your initial contact within the following timescales:

- 98% of e mails within 24 hours
- 98% of website enquiries within 24 hours
- 98% estate contact within 24 hours

- 98% of texts within 24 hours
- 98% of telephones answered within 10 rings
- 96% of letters within 5 working days
- 98% of office visits within 30 minutes
- 98% of home visits will be completed within 5 working days
- 99% of urgent cases within 2 hours

REPORT IT

If you are living with anti-social behaviour report it to us at your local area housing office immediately or asb@walh.co.uk

Neighbour nuisance and anti-social behaviour causes suffering for people who live nearby. It can range from serious acts or threats of violence and harassment to day-to-day incidents like leaving the bin in the wrong place or having an untidy garden.



Neighbour nuisance and anti social-behaviour make life miserable for some of our residents. Wigan and Leigh Housing will not tolerate this and we will take action against people behaving in this way.

We will strongly support victims and witnesses who take a stand against the minority causing problems.

HOW CAN WE HELP?

We can take action to help in a number of different ways. The way we help will be different in each case. It will depend on the type of anti social-behaviour that has been reported and the complainants needs.

We can:

- Remove graffiti quickly
- Speak to the people causing the problem
- Carry out a risk assessment on the security of your home
- Gather evidence to prosecute the perpetrators
- Bring in other agencies like the police
- Mediate with both parties involved
- Relocate people in emergency situations with Police endorsement
- Take out emergency Court Orders to protect witnesses in appropriate circumstances

Contact us on 01942 767346 or e-mail us at asb@walh.co.uk for a full copy of our "Victim and Witness Support: A Range of Measures Policy"

PROFESSIONAL WITNESSES

Professional witnesses are people or agencies who will gather evidence of anti-social behaviour and nuisance. They use different ways to do this including undercover cameras, living in flats or houses to actually witness the noise themselves and working with other agencies like the police to build up a case.

Wigan and Leigh Housing will use professional witnesses in the following circumstances:

- To gather intelligence to enforce tenancy terms and conditions
- To gather evidence of serious anti-social behaviour to support possession proceedings
- To gather evidence to show breaches of injunctions

WHEN WOULD WE USE PROFESSIONAL WITNESSES?

We would only use this approach to gather evidence in the most serious cases where tenants are too frightened to give evidence themselves. These are usually:

- Drug dealing from the property
- Using or threatening violence
- Keeping unauthorised firearms on the premises
- Repeatedly causing excessive noise through loud music, electrical equipment or fighting
- Where there have been a substantial number of incidents including those of a minor nature which have continued despite numerous warnings to the tenant
- Any deliberate actions intended to interfere with the peace or comfort of any other person or that person's quiet enjoyment of their own home.
- Persistently allowing groups of youths to congregate and intimidate neighbours

ANTI HARASSMENT POLICY

"Wigan and Leigh Housing Company will not tolerate Harassment and Hate Crime on its estates. We are committed to tackling those individuals or groups who are involved in harassment of any sort on the housing estates it manages, swiftly and effectively.

Committing any form of discrimination, harassment or intimidation is considered a serious breach of the conditions of tenancy."

DEFINITION OF HARASSMENT

The main types of harassment are:

- racial harassment
- sexual harassment
- harassment because of disability
- hate crime
- harassment because of sexuality, against gays, lesbians or bisexuals
- domestic violence
- discriminatory instructions (e.g. not allocating a flat because of ethnicity)

We will use the principles in our policy to tackle other types of harassment when they occur.

WHAT ACTION WILL WE TAKE?

We will take action to resolve your concerns using one or a combination of:

- mediation
- interviewing and warning the person causing the problem
- issue legal proceedings that could include injunctions, ASBOs,

possession orders

- referrals to our partner agencies

WHAT WILL WE DO TO HELP YOU?

If you do want help, these are some of the options that could be offered to support you:

- referral to victim support
- support from your local housing office and our specialist teams
- support from the Bolton Race Equality Council
- carry out a risk assessment of your home to see if it needs additional security measures
- installation of attack alarm/careline phone
- additional personal security measures
- surveillance equipment
- provision of alternative accommodation and a supported move in urgent and extreme cases

If you are a victim of racial harassment or hate crimes report it to us immediately on 01942 705747 or 01942 767367 or at asb@walh.co.uk

WHAT LEGISLATION CAN WE USE?

- Sex Discrimination Act 1975
- Race Relations Act 1976 as amended 2000
- Disability Discrimination Act 1995
- Housing Act 1996
- Protection from Harassment Act 1997
- The Crime and Disorder Act 1998

RACIAL HARASSMENT AND HATE CRIME

Hate crime is any crime motivated by hate towards a particular group. The crime or incidents might be motivated by race, homophobia, religion or disability. We are determined to stamp out racist behaviour and hate crime in partnership with the police. Wigan Council's tenancy agreement is clear about the responsibility of our tenants. It says that our tenants must agree;

"Not to cause or allow members of the tenant's household or visitors to commit any form of discrimination, harassment or intimidation against neighbours or other residents or visitors"

When investigating complaints we will:

- treat you with sensitivity
- treat you with understanding
- maintain contact with you throughout
- keep you informed of any developments
- take a victim led approach to your report
- make sure you have the support you need
- provide interpretation and translation services if you do not speak/write English

If you are a victim of racial harassment or hate crimes report it to us immediately on

01942 705747 or 01942 767367 or at asb@walh.co.uk

For more information see page 5, "Victim and Witness Support: A Range of Measures"

OTHER AGENCY SUPPORT

The following agencies also provide support, advice and assistance. See our Useful Telephone Numbers Section if you want to make direct contact with them.

- Greater Manchester Police
- Wigan Council Community Protection Department
- Education Welfare Service
- Youth Offending Team
- Probation Service
- Victim Support and Witness Service
- Social Services Central Duty Team
- Crimestoppers
- Drugs Help Line
- Drop in and Share (DIAS – deal with people suffering domestic violence)

Contact us on 01942 767346 or e-mail us at asb@walh.co.uk for a full copy of the policy "Hate Crimes"



DOMESTIC VIOLENCE

We define domestic violence as:

"Any incident of violence, abuse or threatening behaviour perpetrated in order to exercise power and maintain control over another person.

Such abuse is carried out across all ages, social classes and ethnic groupings. This abuse may be physical, sexual, financial or emotional in nature and be used between persons who are, or have been, intimate partners or family members, regardless of gender."

WHAT SHOULD YOU DO?

If you are living with domestic violence we can help you.

You can call in to speak to someone in our Housing Aid Centres. They can be found at:

The Court House
Chapel Street
Leigh
WN7 2PQ
Tel. 01942 767352

Wigan Area Office
School Lane
Scholes Wigan
WN1 3QX
Tel. 01942 827406

WHAT WILL WE DO TO HELP YOU?

If you want help, these are some of the support measures that could be offered to you:

- referral to victim support
- support from your local housing office and our specialist teams
- refer you for support to other agencies

- take immediate legal action in some cases against the person carrying out the abuse
- additional security measures to your home
- installation of attack alarm/careline phone
- provision of alternative accommodation and a supported move in urgent cases

If you are living with domestic violence report it to us immediately on **01942 705040**, on our website at www.walh.co.uk e-mail us at asb@walh.co.uk

OTHER AGENCY SUPPORT

The following agencies also provide support, advice and assistance. See our Useful Telephone Numbers Section if you want to make direct contact with them.

In an emergency dial 999

- Police Domestic Violence Liaison Officers
- Greater Manchester Police
- Victim Support and Witness Service
- Social Services Central Duty Team
- Crimestoppers
- Drop in and Share (DIAS – for people living with domestic violence)
- Citizens Advice Bureau
- Samaritans (24 hours)

Contact us on 01942 767346 or e-mail us at asb@walh.co.uk for a full copy of our policy "Domestic Violence Directory"



PREVENTION METHODS

Anti-social behaviour and neighbour nuisance can be dealt with in a number of ways. We will take tough action to deal with nuisance when it is needed.

Usually before we take action, we use other methods that aim to prevent anti-social behaviour before it begins or gets out of control.

WHAT WE DO TO PREVENT ANTI-SOCIAL BEHAVIOUR AND NUISANCE

- Housing applicants have to have 2 good character references
- New applicants are signed up as introductory tenants for a minimum of 12 months
- Our tenancy agreement clauses do not allow nuisance, anti-social behaviour and harassment
- We tell new tenants exactly what type of behaviour we expect from them
- We tell new tenants what action we will take if they cause any form of anti-social behaviour
- We provide help and support to more vulnerable tenants through the Housing Link team and partner agencies
- Demotion Orders

WORKING WITH OUR PARTNER AGENCIES

We aim to work with the people who cause problems and address their anti-social behaviour with them. We can do this by working with victims and perpetrators in the following ways:

- Mentoring – a volunteer within the community helps the perpetrator to address their behaviour
- Reparations – the perpetrator will do some work to put something back into the community where the offence took place

- Restorative justice – a meeting with friends, family and professionals to make plans for the future
- Positive action referrals – this will bring in support to the perpetrators and victims from our partner agencies
- Mediation – both sides have a meeting to try and resolve the problem by agreeing a plan of action
- Youth diversionary projects – this could include work on estates, youth activities like dance, film and sport groups and awaydays or short holidays

OTHER AGENCY SUPPORT

The following agencies also provide support, advice and assistance. See our Useful Telephone Numbers Section if you want to make direct contact with them.

- Greater Manchester Police
- Wigan Council Community Protection Department
- Youth Offending Team
- Probation Service
- Social Services Central Duty Team
- Connexions
- Education Welfare
- Groundwork

*Contact us on 01942 767346 or e-mail us at asb@walh.co.uk for a full copy of our policies "A New Home: The Choice is Yours. Wigan MBC's Housing Allocation Scheme" and "Information Sharing Protocol"

REHABILITATING PERPETRATORS AND SUPPORTING VULNERABLE RESIDENTS

Wigan and Leigh Housing have a Housing Link Service that aims to provide a high quality housing support service for vulnerable people. This is to help them maintain an existing Council property or successfully find and set up new accommodation.

WHAT CAN WE DO TO HELP YOU?

The services provided by the team are:

- Assistance with benefit claims
- Help with applying for community care grants/furnished tenancies
- Advice on budgeting and/or debt management
- Supporting people around housing issues to help maintain a successful tenancy
- Liaison with other agencies
- Help in dealing with neighbour disputes/nuisance
- Help with settling into the local community
- General advice to housing providers on accessing mental health services and services for young people

REHOUSING PEOPLE IN PRISON

We accept applications from people in prison. Additional help can be delivered through our Housing Aid team. In appropriate cases, low level support can also be given.

REHABILITATION

We want our tenants to remain in their homes and live happily in the community. We see evictions, anti-social behaviour orders and other enforcement action as a last measure. We will try to offer support so our residents can stop behaving in an anti-social way.

We will use:

- Good Behaviour Agreements
- Restorative justice
- Reparations
- Multi-agency working e.g. Fixit Programme
- Mentoring
- Mediation

OTHER AGENCY SUPPORT

The following agencies also provide support, advice and assistance. See our Useful Telephone Numbers Section if you want to make direct contact with them.

- Greater Manchester Police
- Youth Offending Team
- Probation Service
- Social Services Central Duty Team
- Housing Link Team
- Housing Aid Team
- Wigan and Leigh Alcohol and Drugs Team
- Street based Services
- Connexions
- Learning Disability Team
- Community Mental Health Team

Contact us on 01942 767346 or e-mail us at asb@walh.co.uk for a full copy of our policies "A New Home: The Choice is Yours. Wigan MBC's Housing Allocation Scheme" and "Information Sharing Protocol"

DATA PROTECTION AND MULTI AGENCY WORKING

We share information with partner agencies in the following circumstances;

- If the law gives us the power
- If we are under a legal obligation to share or disclose or
- Where one of our functions needs information sharing in order to work.

The Data Protection Act has 8 principles that we apply to all the information we have. The data **must**:

1. be fairly and lawfully processed
2. only be processed for limited purposes
3. be adequate, relevant and not excessive
4. be accurate
5. not be kept for longer than is necessary
6. be processed in line with your rights
7. be secure
8. not be transferred to countries without adequate protection

MULTI-AGENCY WORKING

We share information with our partners to reduce crime and disorder and to help multi-agency working. We have an agreement with our partners to share information and to work together to;

- comply with the Crime and Disorder Act 1998
- clarify under which circumstances information can be exchanged and to enhance joint working in Wigan Borough

Partners who have signed the Information Sharing Protocol are:

- Wigan & Leigh Magistrates Court
- DIAS Domestic Violence Services
- Manchester Methodist Housing Group
- 5 Boroughs Partnership NHS Trust
- Victim Support & Witness Service
- Wigan & Leigh Housing
- County Palatine Housing Association
- Northern Counties Housing Association
- Wigan Council
- Greater Manchester Police – Wigan Division
- Greater Manchester Probation Service
- Ashton, Leigh and Wigan Primary Care Trust
- Wrightington, Wigan and Leigh NHS Trust
- Arena Housing
- English Churches Housing Group

Wigan and Leigh Housing work closely with our partner agencies to deal with anti-social behaviour and nuisance. The work we do includes, but is not exclusive to:

- Orders Group – a group of agencies who decide if an anti-social behaviour order is required
- Positive Action Team – a group of agencies who offer support to people whose behaviour could get them into trouble if it continues
- Tactical and Co-ordinating Meeting – this is a meeting with the police and local authority to assess priority areas for policing
- Senior Steering Groups – these are meetings attended by senior managers to look closely at "hotspot" areas

Wigan and Leigh Housing is a member of the following organisations:

- Social Landlords Crime and Nuisance Group
- National Federation of ALMOs

Contact us on 01942 767346 or e-mail us at asb@walh.co.uk for a full copy of our policies "Data Protection Principles" and "Information Sharing Protocol"



WORKING WITH OTHER ORGANISATIONS MANAGING LOCAL AUTHORITY HOUSING

Wigan and Leigh Housing is the largest provider of rented accommodation in the borough of Wigan. We are an arms length management organisation that was set up on 1st April 2002 to manage Council homes on behalf of Wigan Council. The company is responsible for managing all landlord services for Wigan Council's 24,000 properties. This includes dealing with anti-social behaviour and neighbour nuisance.

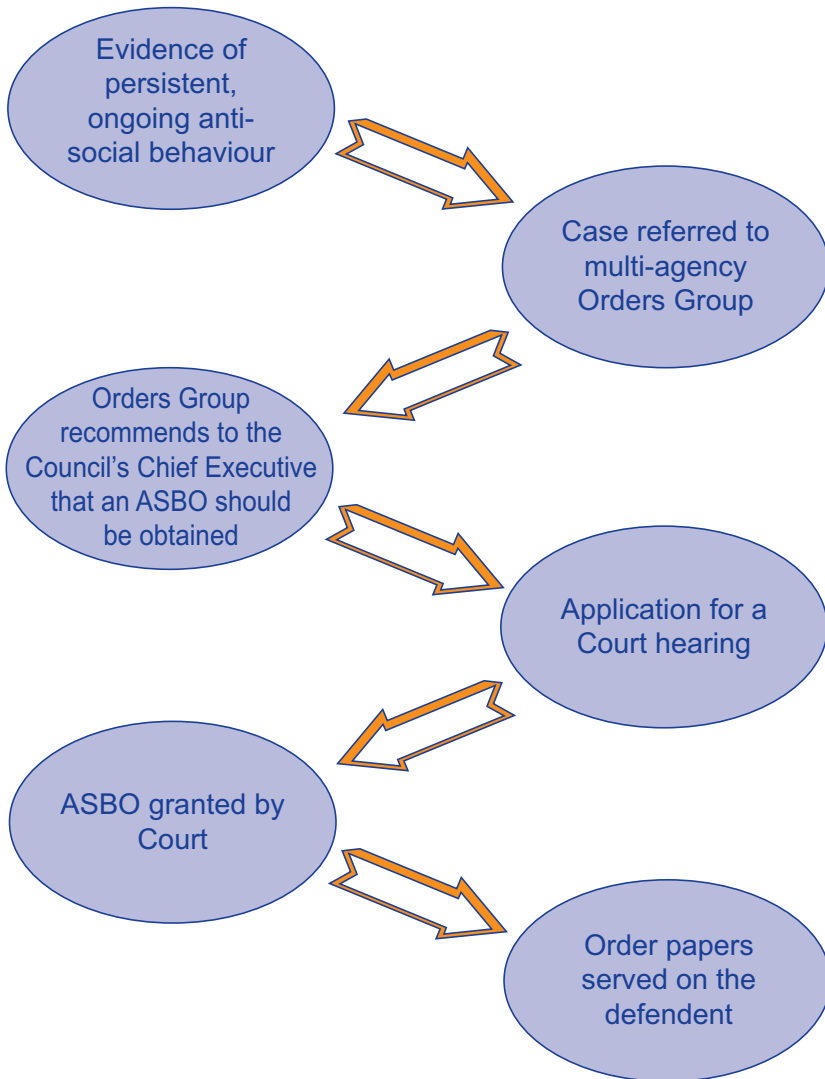
We work with other housing providers to deal with nuisance and anti-social behaviour by:

- Benchmarking our services against other landlords
- Taking up and providing references to landlords
- Looking at ways of working closely together to improve services to our customers
- looking at ways to extend our services to our partners to generate income

Wigan and Leigh Housing have a clear role and responsibility when dealing with anti-social behaviour and neighbour nuisance. We are responsible for:

- enforcement of tenancy conditions and
- referring cases for anti-social behaviour orders

We do not have direct responsibility for anti-social behaviour orders. This is because we do not have the statutory powers to apply directly for an ASBO on our own. We do though work closely with Wigan Council who apply for the orders on our behalf. The flow chart shows the procedure we follow.



Robust working arrangements are in place dealing with information sharing, handling and monitoring complaints and dealing with perpetrators. This information is available on pages 10-11 for Rehabilitating Perpetrators, 11-12 for Data Protection and Multi-Agency Working and 17-18 for "If you are unhappy with the service you have had".

Wigan and Leigh Housing are committed to making our customers aware of the successful action we have taken to deal with anti-social behaviour.

We will publicise and make available information about:

- Possession Orders for anti-social behaviour
- Anti-Social Behaviour Orders
- Injunction Orders against perpetrators of anti-social behaviour

HOW WILL WE DO IT?

We will make publicity available in the following ways:

- On our website at www.walh.co.uk
- Leaflet drops in the locations the Orders apply to
- Press releases in the national and local press as appropriate
- By text message to our customers with mobile phones

PUBLICITY PRINCIPLES

In our dealings with the media we will be:

- Open
- Honest
- Transparent
- Proactive
- Assertive
- Helpful
- Non political

We will adopt this approach whilst observing:

- Wigan Council's Publicity Protocol
- The Government's Code of Recommended Practice on Local Authority Publicity
- Data Protection Act
- Freedom of Information Act
- 1986 Local Government Act

*Contact us on 01942 767346 or e-mail us at asb@walh.co.uk for a full copy of our policy "Media and Publicity Handling Protocol"



Wigan and Leigh Housing hold a large amount of personal information about our customers. We are also told a lot of information that we treat as confidential.

We will not disclose this information unless one or several of the following apply:

- we advise you that the information will be passed on to another officer or
- we need to disclose the information as prescribed in the 1998 Crime and Disorder Act
- if we are under a legal obligation to share or disclose or
- where we need information so one of our objectives will work*

Staff at Wigan and Leigh Housing Company treat all information as strictly confidential and do not disclose information to unauthorised third parties.

Disclosure of confidential information is a disciplinary offence.

WHAT HAPPENS TO THE INFORMATION YOU REPORT?

All information given to us by our residents regarding anti-social behaviour or neighbour nuisance will be treated as confidential.

If you report an incident of serious anti-social behaviour to us, we will not disclose your details to the perpetrator, legal representatives or our partners without seeking your permission first.

*see Information Sharing and Multi Agency Working

APPLYING THE CONFIDENTIALITY POLICY

We apply the policy to every method of communication we use and these are:

- E communication
- Website contact
- Telephone communication
- Written communication
- Nominated representatives
- Personal interviews

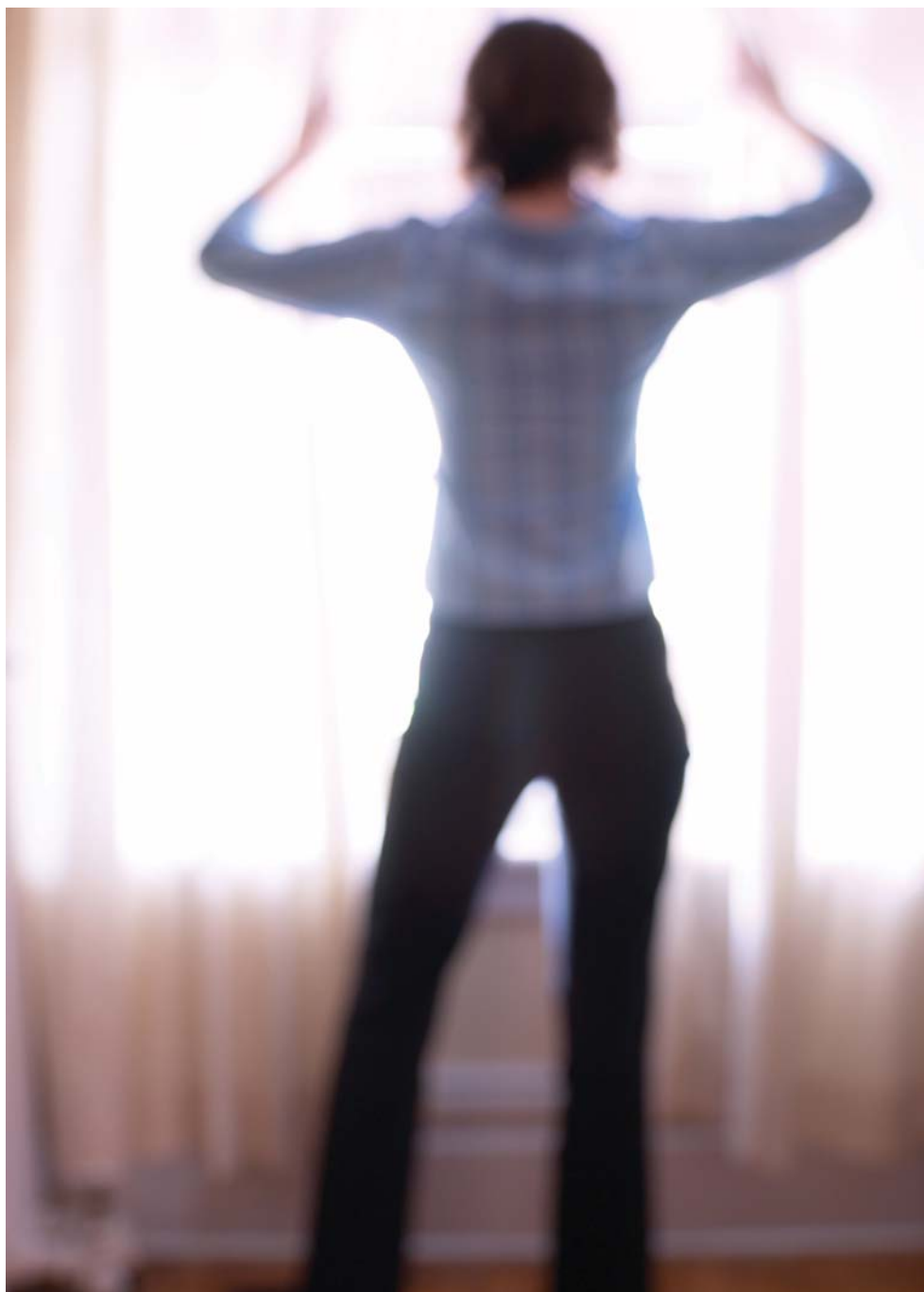
Telephone contact with us will be protected. To keep your details confidential you could be asked for one or a number of the following:

- Date of birth
- Mother's maiden name
- Date your tenancy started
- Full post code
- Rent account reference number

WITNESSES AND CONFIDENTIALITY

Victim and Witness support measures are available to residents and non-residents. For more information on them, look at page 5 in our handbook on Victim and Witness Support. All residents receiving support as a victim or a witness to serious crime will be treated in the strictest confidence.

If you are a victim of anti-social behaviour, want to talk to us in confidence or want a full copy of our policies on "Confidentiality" and Victim Witness Support: A Range of Measures", contact your local Area Housing Office or e-mail us at asb@walh.co.uk



STATEMENT OF INTENT

Wigan and Leigh Housing Company invests in its workforce in order to develop and maintain the excellent standard of service that our customers expect. We are committed to the continuous development of our employees, Board Members, tenant representatives and the wider organisation through a planned and structured approach to training.

THE TRAINING WE PROVIDE

Wigan and Leigh Homes have dedicated teams who investigate and resolve anti-social behaviour. The teams are trained to deal with all neighbour nuisance incidents from minor complaints to building a case for possession proceedings. We offer the following services:

- interviewing victims and perpetrators
- witness support
- advice and assistance
- taking witness statements
- mediation
- partnership working
- drafting and serving of Notices Seeking Possession
- drafting and serving Injunctions
- preparing all legal paperwork
- installation of overt and covert surveillance equipment
- professional witnessing
- file management
- consultancy to internal and external partners
- interaction with estate management and contact centre teams to maintain easy access and a responsive service

This training is constantly refreshed and updated and includes:

- Mediation
- Interviewing, lone working and home visits
- Preparing statements for legal action
- Drafting Notices of Seeking Possession
- Evidence gathering
- Interviewing techniques
- Installing technical equipment
- Witness support
- Housing Act 1996
- Crime and Disorder Act 1998
- Anti-Social Behaviour Act 2003
- Injunction proceedings
- Equalities and Diversity

For a full copy of our policy on “Staff Training” contact us at asb@walh.co.uk

NEIGHBOUR NUISANCE STEERING GROUP

We consult regularly with the Neighbour Nuisance Steering Group. This is made up of residents and staff who work together to shape the way we deliver the service. The group was instrumental in shaping the procedure we work to and our targets (see Our Service Standards). To achieve this, we will provide training for them and they attend courses along with our staff.

We want to involve our residents more in developing the service we provide. If you are interested in getting involved, getting extra training or accessing our Tenants Compact “Partnership Agreement - Working Together - making a difference, contact us in the following ways:

- Ring Tenant Participation on 0800 032 1451
- Ring the Tenancy Relations Team on 01942 767346
- Email us at asb@walh.co.uk or visit our website at www.walh.co.uk



IF YOU ARE UNHAPPY WITH THE SERVICE YOU HAVE HAD

A complaint is when a member of the public expresses to Wigan and Leigh Housing (including Wigan Homes and Leigh Homes) any one of the following:-

- ✓Dissatisfaction with action taken by the Company or agents of the Company – "We have done something badly or wrong"
- ✓Dissatisfaction with a lack of action by the Company – "We have failed to do something we should have done"
- ✓Dissatisfaction with the Company's failure to provide a service in accordance with a published standard.

Officers will take the following approach when dealing with complaints.

- Take all complaints seriously – the complainant obviously thinks it is extremely important.
- Apologise first investigate later – don't be defensive. Even if the complaint turns out to be unjustified nothing will be lost in offering an apology and it may defuse the situation.
- Treat all complainants politely – they have a right to express their views
- We will not pass the buck – if the complaint relates to one of our agents or something we do for another body we should undertake to ensure the complaint is looked into by them.
- If you are not satisfied with our efforts to resolve the problem 'on the spot' – then you need to enter the complaint into the formal process.
- Please note you do not need to put the details in writing or complete a complaints form – the person receiving the complaint will be responsible for completing the relevant form.

Formal complaints

The procedure involves 4 stages of investigation within the Company. If the complaint has still not been resolved to the satisfaction of the customer, then they can refer the matter to the Chief Executive.

Stage One - Local Resolution

Stage Two - Formal Investigation

This will be investigated by the Complaints Officer for the area of the Service. This will be the Area Housing Manager or Section Head.

Stage Three - Director Investigation

If the complainant is not satisfied with the explanation then the appropriate Director undertakes a second investigation.

Stage Four - Independent Investigation

The Chief Executive will personally deal with the complaint. We will respond to all complaints within 10 working days.

Further Options

In addition, the complainant has at any time the right to refer their complaint to their local M.P./ M.E.P., or to the Local Government Ombudsman. The ombudsman can be contacted by writing, telephoning or e-mailing to:

Patricia Thomas
Local Government Ombudsman
Beverley House
17 Shipton Road

York
YO30 5FZ
Tel. 01904 380200
Fax. 01904 380269
Email: enquiries.york@lgo.org.uk

Contact us on 01942 767346 or e-mail us at asb@walh.co.uk for a full copy of our policy on "Complaints Procedure"

EQUALITY AND DIVERSITY IN SERVICE DELIVERY POLICY STATEMENT

Wigan & Leigh Housing is committed to delivering quality services relevant to the needs of a diverse community.

To achieve this we undertake to:

- Provide an appropriate and professional service to all our tenants, customers and stakeholders
- Listen to our tenants and customers and actively seek their views on services in order to better understand their needs and expectations
- Encourage and enable all our tenants, especially those from minority groups, to take part in consultation exercises and get involved in tenant and resident associations
- Review and modify our systems, processes and working practices wherever needed to ensure they are fair, transparent and free from institutional racism
- Maintain monitoring information on allocations, homelessness, dealing with anti-social behaviour , and other areas of operation, and use this information to identify potential areas of inequality
- Ensure that information about our services is available in appropriate formats which are accessible to all sections of the community
- Act promptly to tackle incidents of unfair discrimination and racial harassment on our estates
- Strive to eliminate unfair discrimination and racial harassment from our estates by promoting understanding and cultural diversity
- Provide training and guidance to our employees, managers and Board Members to enable them to recognise and fulfil their responsibilities under this policy
- Encourage our partners and contractors to follow best practice in race and equal opportunities in all of their activities
- Regularly review all our services and services provided by contractors to ensure that they are fair and reflect best practice
- Seek feedback from tenants, customers and other stakeholders about how well this policy is working

USEFUL TELEPHONE NUMBERS

- Ashton Area Housing Office - 01942 404921
- Atherton Area Housing Office - 01942 404828
- Beech Hill Area Housing Office - 01942 705046
- Bolton Race Equality Council - 01204 528087
- Citizens Advice Bureau - 08701 264459
- Connexions - 0800 322727
- Crimestoppers - 0800 555111
- Drop In And Share (deal with people suffering domestic violence)
- 01942 495230
- Drugs Help Line - 0161 856 7291
- Education Welfare - 01942 705405
- Golborne Area Housing Office - 01942 705040
- Greater Manchester Police - 0161 872 5050
- Groundwork - 01942 821444
- Hag Fold Area Housing Office - 01942 705040
- Higher Folds Area Housing Office - 01942 262006
- Hindley Area Housing Office - 01942 488070
- Housing Aid Team - Leigh 01942 767352/Wigan 01942 827406
- Housing Link Team - Wigan 01942 767356 Leigh 01942 488318
- Ince Area Housing Office - 01942 828341
- Learning Disability Team - 01942 832592
- Leigh Area Housing Office - 01942 404457
- Marsh Green Area Housing Office - 01942 760040
- Pemberton Area Housing Office - 01942 709111
- Platt Bridge Area Housing Office - 01942 767503
- Police Domestic Violence Liaison Officers - 01942 867968
- Probation Service - 01942 876889
- Samaritans (24 hours) - 01942 492222
- Social Services Central Duty Team - 01942 828777
- Street Based Services - 01942 829562 (For clients Freephone no
0800 389 4462)
- Tyldesley Area Housing Office - 01942 404706
- Victim Support and Witness Service 01942 322033
- Westleigh Area Housing Office - 01942 704426

- Wigan Area Housing Office - 01942 404452
- Wigan and Leigh Alcohol and Drugs Team - Leigh 01942 608618/Wigan 01942 826880
- Wigan Council Community Protection Department - 01942 733346
- Worsley Hall Area Housing Office - 01942 828278
- Worsley Mesnes Area Housing Office - 01942 705040
- Youth Offending Team - 01942 487120





working in partnership with





Chief Executive PD Gee FCIH

Wigan & Leigh Housing Company Ltd
Unity House
Westwood Park Drive
Wigan
WN3 4HN

Phone: 01942 486500

Fax:01942 486501

Minicom:01942 486503

Website:www.walh.co.uk

E-mail address:enquiries@walh.co.uk