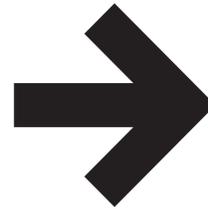




Give respect Get respect

ANTI-SOCIAL BEHAVIOUR SELF HELP GUIDE

**ANTI-SOCIAL
BEHAVIOUR
CAN BE TACKLED
EFFECTIVELY
IF WE ALL
WORK TOGETHER**



As a resident, it is important that you report incidents of anti-social and criminal behaviour to the relevant agencies and organisations. It is also important that you make a note of incidents as and when they happen; this is your evidence that the incident has occurred and may be vital if the matter is to be resolved.

RESIDENTS IN PRIVATE SECTOR

If you are a resident in the private sector (your property is privately rented from a landlord or owned by you), your complaints should be reported to your landlord (if applicable) and the Council's Anti-Social Behaviour Team (via 'It's Your Call'), who deal with the most serious and persistent cases of anti-social and/or criminal behaviour across the borough.

TENANTS IN HOUSING ASSOCIATION PROPERTY

If you are a tenant of a Housing Association (Registered Provider of social housing), complaints of anti-social behaviour should be reported directly to your landlord. Housing Association tenants experiencing problems with non-Housing Association tenants should report this in the first instance to their own landlord.

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ALCOHOL MISUSE

Concerns about the operation of licensed premises, including off-licences, public houses and nightclubs, should be reported to the Council's **Licensing Section**.

Members of public expressing concern can seek to have the premise's licence reviewed by the Council. It is an offence in particular, for alcohol to be supplied to any person under the age of 18. Retail premises believed to be supplying alcohol to underage individuals should be reported to **Trading Standards via Consumer Direct**.

Individuals supplying alcohol to underage children should be reported to **Merseyside Police**.

If you are worried about a young person misusing alcohol and you think they may be placing themselves at risk, the Council's **Children's Social Care Central Advice & Duty Team** can be contacted for advice; this can be reported anonymously. This should also be brought to the attention of **Response (Youth & Play Service)**.

See also [Children & young people, Drunk & disorderly](#) and [Youths causing annoyance](#)

ANIMALS

Dangerous dogs can be reported to the Council's **Animal Control & Welfare Section** during office hours and to Merseyside Police at all other times.

Dangerous dogs may be seized. Dog fouling can also be reported to the **Animal Control & Welfare Section** and owners may be prosecuted.

Disturbance caused by animals (such as barking dogs) can be reported to the Council's **Pollution Control** section (see also [Noise nuisance](#)).

Cruelty to any animal should be reported to **Merseyside Police** and the **Royal Society for the Prevention of Cruelty to Animals (RSPCA)**. The RSPCA operate a 24-hour national cruelty and advice line where cruelty, neglect or concern about the welfare of an animal can be reported.

ARSON

Actual or attempted arson should be reported to **Merseyside Fire & Rescue Service** and **Merseyside Police**. The Council's **Wirral Community Patrol** service may be contacted to attend incidents where arson is being attempted to act as a deterrent and prevent a fire.

BEGGING AND VAGRANCY

Begging is a criminal offence and should be reported to **Merseyside Police**.

BOUNDARY DISPUTES

Boundary disputes are a purely private matter and residents should seek legal advice from **Citizens' Advice** or private solicitor.

CHILDREN AND YOUNG PEOPLE

Concerns about a child who appears to be at risk due to their behaviour or concerns about a child's wellbeing, should be reported to the Council's **Children's Social Care Central Advice & Duty Team**; this can be reported anonymously. In the event of an emergency out of hours, incidents should be reported to the **Emergency Duty Team**.

Concerns regarding a child's safety can also be reported to the **National Society for the Prevention of Cruelty to Children (NSPCC)**. The NSPCC Helpline is a confidential and free service open 24 hours a day, 7 days a week.

See also [Youths causing annoyance](#).

COMMERCIAL ACTIVITIES IN DOMESTIC PREMISES

The running of a business from a person's home may be in breach of planning regulations and should be reported to the Council's **Planning Enforcement Team**. Depending on the scale of the business, enforcement action may be taken, but you will be required to provide evidence as to the extent of the use. If the property is rented this may also be a breach of the person's tenancy agreement and should be reported to the individual's landlord, particularly if a tenant of a Housing Association. The owner of a property can be identified by conducting a search with **Land Registry** for a small fee. Individuals who own their home, may be in breach of a restrictive covenant included in the conveyance of their property, which may be enforced by the former owner of the property (such as a Housing Association).

CONDITION OF PROPERTY

If you consider that the condition of land or buildings is detrimental to the amenity of your area, whom you contact will depend upon the type and owner of the property or land.

If the problem relates to the land or property in which you are a tenant you should contact your landlord or the appropriate Housing Association.

If the property is an empty private residential dwelling, Wirral's **Empty Properties Team** is dedicated to returning empty properties back into use.

In most other circumstances including commercial premises, an occupied dwelling or piece of land then report the matter direct to **Streetscene**.

In certain circumstances the Council can issue an 'amenity' notice which sets out the steps that need to be taken to bring the property or land back to an acceptable standard and the time within which they must be carried out.

CRIMINAL ACTIVITY

All behaviour that amounts to a criminal offence should be reported to **Merseyside Police**. Any crime in the process of being committed should be reported as an emergency. Any criminal activity may also be reported to **Crimestoppers**, an independent UK-wide charity working to stop crime, to which information can be provided anonymously.

The Council's **Wirral Community Patrol** service may be contacted to attend incidents where their presence may stop the behaviour and act as a deterrent.

If you are a victim of crime you may contact **Victim Support** which helps residents

cope with the effects of crime. The service provides free confidential support and information to victims of crime and to witnesses attending local courts. The service also operates a national telephone supportline.

CRIMINAL DAMAGE AND VANDALISM

Any act of criminal damage or vandalism should be reported to **Merseyside Police**. The Council's **Wirral Community Patrol Service** may also be called to attend an incident. Any person responsible for causing criminal damage or vandalism may also be reported to **Crimestoppers**, an independent UK-wide charity working to stop crime, to which information can be provided anonymously.

DISPUTES

An effective way of resolving a dispute between one or more parties is through mediation, provided through **Wirral Mediation Service**. This is particularly effective in cases of relatively minor or low-level anti-social behaviour or neighbour disputes. The Service will take referrals directly from members of the public free of charge or from other agencies.

DOMESTIC DISPUTES AND DOMESTIC ABUSE

Any disturbance caused by a domestic dispute between the occupants or visitors to a property may be reported to **Merseyside Police**. Incidents of domestic abuse should also be reported to the Council's (**Wirral**) **Family Safety Unit**, which is a multi-agency

team providing a 'one stop shop' for tackling domestic violence.

Concerns about a child's wellbeing should be reported to the Council's **Children's Social Care Central Advice & Duty Team**; this can be reported anonymously. In the event of an emergency out of hours, incidents should be reported to the **Emergency Duty Team**. Concerns may also be reported to the **National Society for the Prevention of Cruelty to Children (NSPCC)**. The NSPCC Helpline is a confidential and free service open 24 hours a day, 7 days a week.

DRUG MISUSE AND SUPPLY

Drug misuse and/or the supply of controlled drugs should be reported to **Merseyside Police** as and when it occurs. It is preferable if this information is provided directly to the neighbourhood police officers for the area in which it is taking place, but may also be reported to **Crimestoppers**, an independent UK-wide charity working to stop crime, to which information can be provided anonymously.

Nuisance or disturbance caused through the misuse or supply of drugs may be reported to the Council's **Wirral Community Patrol** service who may attend and document such nuisance. In serious cases where Class A drugs (such as heroin, cocaine and ecstasy) are being used, produced or supplied and serious disorder is being caused as a result, the police may seek a Closure Order on the premises to prevent access to anyone, including the former occupants.

Discarded syringes and needles on footpaths and roads can be reported for collection and safe disposal to the Council's **Streetscene** service.

DRUNK AND DISORDERLY

Individuals engaging in drunken or disorderly behaviour should be reported to **Merseyside Police**.

See also [Alcohol misuse](#) and [Youths causing annoyance](#)

FIREWORKS

The inappropriate or dangerous use of fireworks can be reported to **Merseyside Fire & Rescue Service** and **Merseyside Police**. Professional display fireworks being used by members of the public and not in a controlled setting should also be reported to **Merseyside Fire & Rescue Service, Merseyside Police** and **Trading Standards via Consumer Direct**. It is also illegal to supply fireworks to individuals under the age of 18 and any such sales should be reported to the **Trading Standards via Consumer Direct**.

FLYPOSTING

This is the displaying of posters, leaflets or any other form of advertising on lampposts, street furniture or railings. Flyposting is illegal and should be reported to the Council's **Streetscene** service and **Merseyside Police** if witnessed.

FLYTIPPING

This is the dumping of rubbish in areas or locations not designated for the disposal of rubbish. Flytipping is illegal and should be

reported to the Council's **Streetscene** service and **Merseyside Police** if witnessed.

GRAFFITI

Graffiti can be reported to **'It's Your Call'** for removal. If the offenders are witnessed daubing graffiti, this should be reported to **Merseyside Police**. Racist and/or offensive graffiti should be removed within 24 hours.

HARASSMENT

Harassment of any description should be reported to **Merseyside Police**.

Harassment motivated by any form of discrimination (for example, due to race, sexual orientation, religion) can be reported in any Council building or police station. All reported incidents are monitored by a HATE Multi Agency Risk Assessment Conference (MARAC) to ensure that incidents are addressed effectively where possible.

Support for individuals suffering from racially motivated harassment can be obtained from **Wirral Multicultural Centre**.

HIGH HEDGES

Problems caused by high hedges, such as loss of light or damage to fencing or property, can be reported to the Council's **Streetscene** service. The service will adjudicate and where necessary compel the owner to take remedial action to overcome any harm caused by the high hedge.

INTIMIDATION

Intimidation should be reported to **Merseyside Police**.

See also [Youths causing annoyance](#)

LIGHT NUISANCE

Light nuisance from security lights for example, can be reported to the Council's **Pollution Control** section. If a statutory nuisance exists, an Abatement Notice may be served prohibiting the nuisance from continuing.

LITTER

Littering should be reported to the Council's **Streetscene** service and **Merseyside Police** if witnessed.

MENTAL HEALTH ISSUES

If you are worried about an adult who may be a risk to themselves and/or others, the Council's **Adult Social Services Central Advice & Duty Team** should be contacted for advice.

If you are worried about a child who may be a risk to themselves and/or others, the Council's **Children's Social Care Central Advice & Duty Team** should be contacted for advice; this can be reported anonymously.

In the event of an emergency out of hours, incidents (whether related to an adult or child) should be reported to the **Emergency Duty Team**.

Behaviour by an individual which causes concern for their or another person's safety,

should also be reported immediately to **Merseyside Police**.

MISSILES

The throwing of missiles at individuals, animals or property, or in a manner that could endanger someone, should be reported immediately to **Merseyside Police**. The Council's **Wirral Community Patrol** service may also be called to respond.

NOISE NUISANCE

Noise caused by DIY or banging, loud music (live or recorded), intruder alarms, animals (such as barking dogs) and/or being emitted from commercial premises can be reported to the Council's **Pollution Control** section. The Section will attempt to resolve the problem, but if a statutory nuisance exists, will serve an Abatement Notice to prohibit the noise nuisance continuing.

Noise caused by cars, such as car stereos, may also be reported to the Council's **Pollution Control** section, in cases where there are repeated incidents by the same perpetrator. If similar nuisance is caused by a taxi driver this should be reported to the Council's **Licensing Section**.

Pollution Control will not investigate noise caused by general anti-social behaviour, such as shouting and screaming, whether inside or outside a property. This type of noise can be reported to **'It's Your Call'** and **Merseyside Police**.

ODOUR NUISANCE

Problems caused by odours being emitted from a property or premises can be reported

to the Council's **Pollution Control** section. If a statutory nuisance exists, an Abatement Notice may be served prohibiting the nuisance from continuing.

PESTS

Infestations of animals, rodents or insects stemming from neighbouring properties can be reported to the Council's **Information & Advice Team** located within its Call Centre.

PROSTITUTION AND SOLICITATION

Prostitution and solicitation is illegal and should be reported to **Merseyside Police**. Such behaviour may also be reported to the Council's **Wirral Community Patrol** service who may attend and document such nuisance.

PUBLIC TRANSPORT

Problems with anti-social behaviour perpetrated on trains can be reported to the **British Transport Police (BTP)**. The BTP is the national police force for the railways providing a policing service to rail operators, their staff and passengers throughout England, Wales and Scotland.

Problems with anti-social behaviour perpetrated on Mersey Ferries should be reported to **Merseytravel**. Problems with anti-social behaviour perpetrated on buses should be reported directly to the service operator. Problems with anti-social behaviour centred around bus shelters and damage to bus stops and shelters should be reported to **Merseytravel**. If this behaviour is witnessed then **Merseyside Police** should be contacted.

SMOKE NUISANCE

Nuisance caused by smoke from domestic, industrial and commercial premises, including bonfires, can be reported to the Council's **Pollution Control** section. Depending on the nature of the nuisance, a variety of enforcement measures may be taken.

SPORTS AND BALL GAMES

In cases where the playing of sports is causing a nuisance, it may be appropriate to discuss this with the individuals involved and/or their parents (if the perpetrators are children or young people). If this fails to address the problem, more formal mediation, provided by **Wirral Mediation Service**, may be appropriate.

The Council's **Wirral Community Patrol** service can also be called to encourage any individuals playing sports in inappropriate areas to move to a more suitable location.

Any playing of sports or ball games that results in any other form of anti-social behaviour, such as verbal abuse, intimidation and/or deliberate damage to property for example, should be reported to **Merseyside Police** and see also any other relevant categories of anti-social behaviour listed.

SUBSTANCE MISUSE

(not including alcohol or drugs)

Substance misuse, for example inhaling solvents, should be reported to **Merseyside Police**.

If you are worried about a child who may be a risk to themselves and/or others, the

Council's **Children's Social Care Central Advice & Duty Team** should be contacted for advice; this can be reported anonymously.

It is an offence to supply solvents to any person under the age of 18. Retail premises believed to be supplying solvents (when it is believed that they are likely to be inhaled or used for the purposes of being intoxicated) to underage individuals should be reported to the Council's **Trading Standards via Consumer Direct**. This should also be brought to the attention of **Response (Youth & Play Service)**.

TELEPHONE CALLS

Malicious or nuisance telephone calls should be reported to **Merseyside Police**. The problem should also be reported to **British Telecom** or other telephone service provider (if not subscribed to BT), who may take steps to block particular call numbers and in serious cases work with the police to trace the calls.

THREATS AND THREATENING BEHAVIOUR

Direct threats or behaviour that is threatening, should be reported immediately to **Merseyside Police**.

TRESPASS

Trespass onto a person's or organisation's land or property without their permission should be reported to the police. Legal advice from **Citizens' Advice** or private solicitor may be sought in cases where the trespass is persistent.

TRUANCY

Young people truanting from school, whether singly or in groups, should be reported immediately to the Council's **Education Social Welfare Service**. If the Service is aware of truancy as and when it occurs, it can despatch outreach teams to engage with the young people and try to identify the underlying causes of their truanting.

VEHICLES

If a vehicle is suspected to be abandoned, contact should be made with **Merseyside Police**. If the police are satisfied that a vehicle is not stolen (which would require their involvement) and has been abandoned, they will forward a request for the investigation and removal of the vehicle if appropriate, to the Council's **Streetscene Service**. Any vehicle which appears insecure and/or potentially causing a danger to public safety, should be reported to **Merseyside Police** immediately.

Any untaxed vehicles parked on a highway or grass verge (not on private land with the owner's permission) should be reported to the **Driver and Vehicle Licensing Agency (DVLA)** either by email or telephone. It is important to provide as much information as possible to the DVLA, including the exact location of the vehicle, make, model, colour, how long it has been in the location and the expiry date of the tax if possible.

Vehicles being driven in a dangerous or reckless manner should be reported to **Merseyside Police**.

Vehicles causing a hazard, creating a danger

or causing an obstruction should be reported immediately to **Merseyside Police**. Vehicles parked in a manner that causes damage to a highway, footpath or verge can be reported to the Council's **Streetscene Service**. The complaint will be investigated and action taken where appropriate. Problems caused by vehicles breaching regulated parking restrictions (such as yellow lines, parking bays and residents' parking) should be reported to the Council's **Streetscene** service. Where possible, a parking attendant may be despatched and enforcement action taken where appropriate.

Vehicle repairs being undertaken as a business at residential premises should be reported to the Council's **Streetscene** service. If the property is rented this may also be a breach of the person's tenancy agreement. If it is a tenant of a Housing Association this should be reported to the individual's landlord.

See also [Commercial activities in domestic premises](#)

VERBAL ABUSE

Verbal abuse should be reported to **Merseyside Police**, the action that the police take in response depends on the severity of the incident.

VIOLENCE

Any acts of violence or attempted violence should be reported to **Merseyside Police** immediately.

See also [Domestic disputes](#) and [domestic violence](#)

WEAPONS

The use or possession of any offensive weapon should be reported immediately to **Merseyside Police**.

It is an offence to supply offensive weapons to any person under the age of 18. This includes knives and blades and any other article which has a blade or is sharply pointed and which is made or adapted for the purpose of causing injury. Retail premises believed to be supplying weapons to underage individuals should be reported to **Trading Standards via Consumer Direct**.

YOUTHS CAUSING ANNOYANCE

In cases where gatherings of young people are causing a disturbance or nuisance, the Council's **Wirral Community Patrol** service may be contacted to attend. The Youth & Play Service may deploy street based youth workers to attend regular gatherings to engage with the young people and in certain circumstances provide positive activities; however the service does not take referrals directly from the public. **Wirral Mediation Service** may also be used to enable the parties involved to reach a compromise.

Depending on the severity of the nuisance, the incident may also be reported to **Merseyside Police**, who may disperse the youths. In severe cases, the police may seek to obtain a Dispersal Order to prevent more than two individuals congregating in a particular area.

See also [Alcohol misuse](#), [Children & young people](#) and [Substance misuse](#)

HOW TO CONTACT:

Adult Social Services Central Advice & Duty Team

606 2006 (see also Emergency Duty Team for out of hours)

Animal Control & Welfare Section

647 8799

British Telecom

Nuisance calls advice
0800 661 441

British Transport Police

0800 40 50 40
Emergencies
999

Children's Social Care Central Advice & Duty Team

606 2008 (see also Emergency Duty Team for out of hours)
cadtchildrensocialcare@wirral.gov.uk

Citizens' Advice

0844 477 2121
www.adviceguide.org.uk

Crimestoppers

0800 555 111
www.crimestoppers-uk.org

Driver Licensing & Vehicle Agency (DVLA)

Unlicensed vehicles hotline
08000 325 202
Vehicle enquiries
0870 240 0010
Driving licence enquiries
0870 240 240

Education Social Welfare Service

643 7373

Emergency Duty Team

(Children's Social Care & Adults Social Services)
677 6557

Empty Properties Team

606 8005
emptyproperties@wirral.gov.uk

Information & Advice Team

(Call Centre)
606 2020

'It's Your Call'

606 2020
neighbour.nuisance@wirral.gov.uk

Land Registry

473 1110

Licensing Section

691 8043

Merseyside Fire & Rescue Service

296 4000
999 (Emergencies)

Merseyside Police

709 6010
999 (Emergencies)

Merseytravel

227 5181
Damaged bus stops or shelters
0800 917 9997

National Society for the Prevention of Cruelty to Children (NSPCC)

0808 800 5000
help@nspcc.org.uk

Pollution Control

691 8370 / 8344
pollution@wirral.gov.uk

Planning Enforcement Team

606 2535

Response (Youth & Play Service)

666 4123
response@wirral.gov.uk

Royal Society for the Prevention of Cruelty to Animals (RSPCA)

Cruelty line
0300 1234 999
Advice line
0300 1234 555

Streetscene

606 2004
streetscene@wirral.gov.uk

Trading Standards via Consumer Direct.

08454 040 506

Victim Support

(National Victim Supportline)
0845 30 30 900

Wirral Community Patrol (24-hour)

666 5265

Wirral Council

606 2000

Wirral Family Safety Unit

606 5440

Wirral Mediation Service

645 5500

Wirral Multicultural Centre

666 4547

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