

# Victim and Witness Support



# Our priorities

## Our priorities are to:

- Support victims of Anti-Social Behaviour
- Use a range of remedies to address ASB and offer support to help change behaviours
- Work closely with our partners to tackle and prevent ASB as well as wider community safety issues
- Take preventative action to reduce cases of ASB
- Increase confidence in reporting Hate Crime and domestic abuse

## Service Standards

### The following is what you can expect from us:

- We will contact you within 1 working day of receiving your initial report of ASB
- A risk assessment will be completed in order to help identify vulnerable and repeat victims
- We will agree with you the type and frequency of contact
- When you report an ASB concern, we will always complete an Action Plan with you
- We will provide guidance on 'Out Of Hours' support and a telephone number for Community Safety partners



When your report of ASB is received you will be interviewed by a Tenancy Compliance Officer in accordance with the following time scales:



**1 working day:** Domestic abuse, hate-related violence



**3 workings days:** Verbal abuse, harassment and vandalism



**5 working days:** Noise, fly-tipping and pet nuisance





## Useful advice

There are a number of things that you may wish to consider if you experience anti-social behaviour.

- Speak to the person if it is safe and appropriate to do so and ask that they stop their unacceptable behaviour
- Consider whether you would be happy to undertake mediation with the other party
- Complete a diary to include the nature, time, place and person involved in an incident
- Contact us so that we can discuss this with you further and if appropriate open a case which we will investigate and attempt to resolve on your behalf
- Contact the Police if the incident is of a criminal nature
- Take photos that can be used as evidence if it is appropriate and safe to do so
- Tell us if you feel that you need more support

# Other available support



In addition to the support we can offer we are also able to make a referral for you to an organisation called Voice with your agreement.

Voice is a free, confidential support service commissioned by the Police and Crime commissioner for anyone living in Northamptonshire.

The service is for those who have been;

- a victim or witness of crime
- persistently targeted victims of anti-social behaviour
- and those affected by serious road traffic collisions or life changing fire incidents.

They are able to offer emotional support and have specially trained support workers who are there to listen and help you.

They also offer practical support and can help with tasks such as filling out compensation claims, providing you with home or personal security measures or crime prevention advice and helping you through the criminal justice system over the course of any proceedings.





# Useful Contacts

If you experience or witness anti-social behaviour then you should contact us immediately.

There are also a number of other agencies that may be able to assist you depending upon the nature of the problem.

## **Below are some useful contact details:**



Northampton Partnership Homes: 0300 330 7003  
This number should also be used to report any ASB occurring after our opening times



[asb@northamptonpartnershiphomes.org.uk](mailto:asb@northamptonpartnershiphomes.org.uk)  
[tenancysupport@northamptonpartnershiphomes.org.uk](mailto:tenancysupport@northamptonpartnershiphomes.org.uk)



[www.northamptonpartnershiphomes.org.uk/anti-social-behaviour](http://www.northamptonpartnershiphomes.org.uk/anti-social-behaviour)



### **Northamptonshire Police:**

Phone 101 for non-emergencies and 999 for emergencies

### **Voice:**

Phone: 0300 303 1965

Email: [voice@northants.pnn.police.uk](mailto:voice@northants.pnn.police.uk)