



The Anti-Social Behaviour Victim and Witness Support Service

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The header features a dark purple background with a wavy bottom edge. On the right side, there are decorative elements: a solid pink vertical rectangle at the top, a large light purple circle below it, and a smaller light purple circle with a halftone pattern below that. The text 'Service aims, objectives and activities' is written in white, sans-serif font across the top.

Service aims, objectives and activities

The Anti-Social Behaviour Victim and Witness Service is designed to deliver independent and confidential support to residents aged over 10 years who are experiencing nuisance and/or anti-social behaviour. We make sure the support we offer you suits your needs

Assessing need

Once the referral is received and the health and safety checks are undertaken a comprehensive assessment is carried out at the property or away from the property if the victim/witness requests this

A Support Plan is agreed including actions for the victim/witness to complete

The support plan is reviewed and updated every 6 weeks or sooner if the risk harm has increased

Levels of support

We can offer three levels of support to victims and witnesses of anti-social behaviour.

Level One:

If you've been the victim of or a witness to anti-social behaviour, we can help you to feel safer in your own home.

In conjunction with the Crime Reduction Advisor, we will offer practical support that will help you to feel more secure in your property. This can include:

- ▶ Free home safety check
- ▶ Advice on crime prevention measures
- ▶ Panic alarms
- ▶ Advice on fitting additional door/window locks

Levels of support continued:

▶ **Level Two:**

If you have been affected by crime or anti-social behaviour, we can help you to talk about it and agree how to deal with the particular incident and its consequences. We can also help you to find other support services including:

Mediation/Arbitration (I am a trained mediator)

- ▶ Restorative Justice
- ▶ Counselling
- ▶ Youth Services
- ▶ Adult and Social Care Services

Explaining what happened may be difficult especially crimes that are sensitive to you. I am trained and experienced in dealing with sensitive cases.

Levels of support continued:

Level Three:

Our Anti-Social Behaviour Victim and Witness Support Officer will take care of your case and offer help including:

- ▶ • Advice and Information
- ▶ • Direct one to one visits
- ▶ • Telephone contact
- ▶ • Evidence gathering equipment where needed
- ▶ • Help with filling out diary sheets
- ▶ • Attendance at court and other hearings
- ▶ • After courts visits

I will keep in contact with you for an agreed period after the court hearing and help to outline what can be done to combat any similar anti-social behaviour problems.

Benefits/outcomes

Victims/Witnesses are better supported and perpetrators are effectively managed resulting in people feeling safer and increase in community cohesion

The mental/physical health and wellbeing of ASB victims and witnesses will be improved

ASB victims and witnesses will experience reduced social isolation and improved self-esteem

The service delivers these outcomes by:

- ▶ Building confidence to report issues and support vulnerable people to complete appropriate documentation such as diary sheets.
- ▶ Delivery of Mediation / early intervention advice on noise nuisance / neighbour disputes
- ▶ Appropriate referrals to other specialist agencies
- ▶ Development of self reliant skills to enable individuals to feel safe and be safe in their own homes and the community.
- ▶ Being the central point of contact for individuals offering updates and perpetrator action updates.
- ▶ Offering Support and advice on pre, during and post court proceedings.
- ▶ Encouraging referrals into the service from all professional partner /agencies
- ▶ Issuing appropriate literature to victims and witnesses
- ▶ Providing feedback in a timely fashion
- ▶ Canvassing the views of service users (Satisfaction Questionnaires)

Milestones:

Since the project went live in June 2008:

- ▶ Received 622 referrals for support
- ▶ Provided advice to over 300 individuals
- ▶ Supported 30 individuals/families to secure more suitable accommodation
- ▶ Supported local policing units in the successful eviction of perpetrators of nuisance and anti social behaviour and the closure of premises where nuisance and criminal behaviour threatens the safety and wellbeing of individuals and the wider community
- ▶ 2009 recognition in House of Commons for good practice in supporting victims and witnesses

Future development:

- ▶ Trailing attending councillor surgeries?