

# Supporting Victims and Witnesses of Anti-Social Behaviour



# Cobalt

■ ■ ■ Housing



## What is Anti-Social Behaviour? (ASB)

**Anti-Social Behaviour comes in many different forms.**

It can range from serious criminal acts to more everyday incidents such as noise nuisance.

### **Examples of Anti-Social Behaviour:**

- Racism
- Playing of loud music
- Fly tipping
- Banging and slamming doors
- Children not kept under control
- Dealing drugs
- Threatening to use violence
- Criminal activity
- Domestic violence
- Acts of violence
- Other forms of harassment/hate crime

## **Supporting Victims and Witnesses of Anti-Social Behaviour**

**People suffering from anti-social behaviour are often reluctant to come forward and tell us what is going on in their neighbourhood. This is usually for a number of reasons, but more often than not it is because of fear of reprisals.**

Victims of anti-social behaviour often say, “if I tell you who is responsible, they will target me or my family” or “my windows will get smashed” or “they will damage my car”.

Whilst we can understand the concerns of victims, as well as supporting you, our primary role must also be to deal with those responsible for causing fear and improve our neighbourhoods.

## **Measures to help victims of anti-social behaviour**

- Cobalt will deal with all reported incidents of anti-social behaviour in a supportive, professional and confidential manner
- A dedicated anti-social behaviour officer will be assigned to deal with the person reporting the problem
- We will see victims and witnesses at a time and place that suits them
- We will not disclose your details to any third party without your permission
- We will liaise with our Police colleagues if necessary to request additional patrols or make a request to have all calls made from a particular property treated as urgent
- Consideration will be given for the installation of CCTV and other security such as extra locks, security lighting, fire proof letter boxes etc
- In exceptional circumstances consideration will be given to moving the victim to alternative accommodation
- Large scale door-door enquiries will be carried out to make contact with any potential witnesses affected by the reported ASB
- We will use neighbourhood surveys and letters to encourage other witnesses to come forward
- We will use Injunctions when appropriate to ensure witnesses feel protected from intimidation.

## **If a victim becomes a witness in a legal action we can:**

- Arrange a visit to the court prior to any proceedings to help familiarise the victim/witness with the court
- Arrange transport to and from court
- Liaise with the court and try to arrange for a witness room in the court so that the victim does not have to come in to contact with the perpetrator
- Speak to the Court on your behalf about the use of special measures such as giving evidence behind a screen or via a video link. Please note that these measures will only be considered in the most severe cases and any decision will be made by the Court and not Cobalt Housing
- Refer you to other agencies who can provide emotional and or practical support, e.g. victim support
- Keep victims and witnesses informed throughout the whole process until the matter is resolved.

You can bring somebody to support you throughout this process.

## **When the court proceedings are completed:**

- We will stay in contact with you to ensure that you have not had any further problems

## Our Service Standards

### We will:

Monitor, report and where necessary publicise the activities of the ASB Team.

## Reports of Anti-Social Behaviour

### We will:

1. When necessary acknowledge all reports of anti-social behaviour in writing
2. Contact you within 1, 2 or 5 working days of your initial report. This will be dependent on the nature and seriousness of your report
3. Advise you of the steps that will be taken to help address the matter you have reported. This will be referred to as the action plan and you will receive a written copy.
4. Contact you on a regular basis updating you of the progress of the case
5. Notify you in writing when your case has been closed advising you of the outcome or explaining the reason for closure
6. Contact you within 5 working days of your case being closed and gather your views on the quality of the service you have received from the ASB Team.

If you have any ideas on how we can improve our service to you and other customers and you have time to help, please contact us.

# BOGUS CALLERS

ALL OPERATIVES CALLING TO YOUR HOME WILL CARRY IDENTIFICATION.

## ALWAYS ASK TO SEE THIS!

**Please do not let anyone into your home unless you are satisfied that they are genuinely who they say they are.** Regrettably bogus workmen may operate in areas where there are contractors carrying out repairs or improvement work.

If you are unsure of anyone's identity please call Cobalt's Repair Line on 0151 548 3339 before allowing them in to your home.



**Merseyside  
CRIMESTOPPERS**

**0800 555 111**

**Call anonymously with information about crime**

## You can contact us in a variety of ways:

- Call in to our offices on Lower House Lane.
- Write to us at Cobalt Housing, 199 Lower House Lane, Liverpool, L11 2SF
- By telephone on **0151 633 8000**
- Via the website at [www.cobalthousing.org.uk](http://www.cobalthousing.org.uk)
- Email us at [info@cobalthousing.org.uk](mailto:info@cobalthousing.org.uk)
- Via a third party such as an MP, a Councillor or an Advice Centre. Please bear in mind that we can only discuss your report/case with a third party if we have your written consent to do so.

If you are suffering from any anti-social behaviour, or you know of someone who is suffering or is responsible for such behaviour, please contact us and we can advise you on what we can do.

You can also report crime and anti-social behaviour to Merseyside Police on **0151 777 4546/4547**. This number has a 24 hour answering machine facility.

If it is an emergency you should call **999**

Alternatively you can call CRIMESTOPPERS on **0800 555 111**

If you are a victim of crime, you can also contact Victim Support for North Liverpool on **0151 261 1969** or the Victim Support Line on **0845 3030 900**.

If you need this information in Braille, large print or as an audio version, please contact Cobalt Housing at the address below.

If you need this information translated please tick your language. If your language is not listed below, please write it in the box and return the form to Cobalt Housing at the address below.

**ARABIC**

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن تقوم بالاتصال بنا.

**MANDARIN**

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

**HINDI**

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

**SOMALI**

Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.

**URDU**

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براۓ مہربانی ہم سے رابطہ کیجئے۔

**POLISH**

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

**KURDISH**

ئەگەر دەتەوی ئەم بەلگەییەت بە زمانیکی که یا بە فۆرمیکی که هەبێ، یا پێویستت بە مۆتەرجم هەبێ، تکایە پەییوەندیمان پێوه بکە

**FRENCH**

Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

Language:

Name:

Address:

Tel:

Cobalt Housing, 199 Lower House Lane, Liverpool, L11 2SF  
Tel: 0151 633 8000 [www.cobalthousing.org.uk](http://www.cobalthousing.org.uk)

Cobalt Housing is a charitable organisation and part of the Vicinity Group