



Victim and Witness Support





If you are a witness or have faced anti-social behaviour on your estate who will you turn to for support?

Trent & Dove Housing is committed to tackling all forms of anti-social behaviour however minor or serious they may be. We work closely with our partners to reduce crime and the fear of crime in our neighbourhoods. We can't do this without you, our residents.

We also understand that it is sometimes difficult for our residents to come forward so we have produced this leaflet for you to keep for guidance on who to contact and how they can help. There are a variety of issues that you may be witness to.

These include:

- **Neighbour nuisance**
- **Criminal behaviour**
- **Any type of harassment**
- **Intimidation**
- **Domestic violence or abuse**
- **Verbal abuse**
- **Damage to property**
- **Physical attack**

Who should I contact?

Your first point of contact in an emergency should be the Police. Examples of an emergency are physical assault or domestic violence. Remember that we are your landlord and cannot respond to emergency situations in the way the Police can.

For other less serious incidents and/or after you have contacted the Police you should speak with your Housing Officer or the Tenancy Enforcement Officer at Trent & Dove. We will be able to give you advice on how Trent & Dove can help and what powers we have. You may be pleasantly surprised at the many different powers available to us in these cases.

Examples of powers available to us are:

- **Actions against Tenants - Possession Orders, Demotion Orders**
- **Other methods - Injunction Orders, Parenting Orders, Acceptable Behaviour Contracts**



What can I expect from Trent & Dove after the incident?

You will be given the name and contact details of your Housing Officer or a support officer within Trent & Dove. This person will act as your point of contact and will liaise with other departments and organisations and help you find answers to any questions you may have. You will be kept up to date on any developments concerning your case. This may be by telephone or visit depending on your requirements. You will also be able to speak to your Housing Officer at any time during office hours if you have any questions.

We will keep information that you give us confidential but if we take a perpetrator to Court we may need you to give evidence. We will NOT do this without fully discussing it with you and gaining your consent. We may also refer you to an external specialist agency for support during this time e.g. Victim Support, Witness Care Service.

What if I have a problem outside of office hours?

If you have an emergency you must contact the Police by dialling **999**.

For a non-emergency please call them on **0300 123 44 55**. Although housing officers do not work outside of office hours our FirstCall service is 24 hours a day, 7 days a week, 365 days a year. You can contact them on **01283 528528** the FirstCall staff will give you basic advice on what to do and will ensure your contact officer is aware of your incident on their return to work.

If you require full copies of Policy and Procedural Statements in relation to Anti-Social Behaviour please contact the above relevant office.

In September 2009 Trent and Dove Housing were accredited under the Social Landlords Crime and Nuisance Group new Anti-Social Behaviour kitemark.

If you would like information in another language or format, please ask us

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - **Hindi**

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - **Farsi**

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - **Urdu**

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - **Polish**

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایە داوامان لی بکە - **Kurdish**

Obratite nam se ako želite ove informacije na nekom drugom jeziku ili u drugačijem formatu. - **Croatian**

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。 - **Cantonese**

如欲索取以另一語文印制或另一格式制作的资料，请与我们联系。 - **Mandarin**



For more information on any aspect of our service,
please contact Trent & Dove Housing at:

**Trinity Square, Horninglow Street,
Burton upon Trent,
Staffordshire, DE14 1BL.
Tel: 01283 528528**

**11 Bradley Street, Uttoxeter,
Staffordshire, ST14 7QA.
Tel: 01889 561870**

Or by email: enquiries@trentanddove.org



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