



VICTIM AND WITNESS SUPPORT PACK

Ealing Homes is committed to tackling acts of anti social behaviour and supporting those effected by such acts, which all too often blight the lives of victims of anti social behaviour. This pack briefly presents what Ealing Homes can do to increase your understanding of what action can be taken by: us, criminal and civil justice agencies, local authorities and community safety partners in order to support victims and witnesses.

Ealing Homes want to build your confidence and ability with the wider community to take a stand against anti social behaviour by working with community safety partners, to ensure that victims and witnesses of anti-social behaviour have access to the support they need. Ealing Homes aim to take co-ordinated action to ensure that the way in which complaints are dealt with are consistent. Ealing Homes are aware that victims who feel supported are more likely to be prepared to act as witnesses to stop others from being subjected to the same distressing behaviour.

What is anti social behaviour?

The Home Office have compiled a list of the types of behaviour from many supporting agencies for victims and witnesses. [Chart 1] This list is not exhaustive but it gives a clear picture of the types of anti social behaviour that exist and what you could seek support for. In addition, our Tenants handbook has information on our approach to dealing with day to day ASB (Domestic Violence, Racial Harassment, Safety and Security). The Handbook states again who we will work with to tackle your problem and useful contact telephone numbers are listed. Ealing Homes will work with you to tackle, resolve and support you in virtually all the behaviours listed. Some of the behaviours listed are better dealt with in the hands of other supporting agencies, which Ealing Homes could introduce you to. They possess the professional knowledge and expertise needed in order to ensure that the support witnesses and victims receive is of a high standard and focuses on the needs of each individual.

CHART 1: HOME OFFICE LIST OF ANTI SOCIAL BEHAVIOUR

Misuse of public space	Disregard for community, personal wellbeing	Acts directed at people	Environmental damage
<p>Drug substance misuse</p> <p>Street drinking</p> <p>Begging</p> <p>Prostitution</p> <p>Kerb crawling</p> <p>Sexual acts</p> <p>Abandoned cars</p> <p>Vehicle related nuisance & inappropriate vehicle use</p>	<p>Noise</p> <p>Rowdy Behaviour</p> <p>Nuisance behaviour</p> <p>Urinating in public</p> <p>Setting fires</p> <p>Throwing missiles</p> <p>Climbing on buildings</p> <p>Letting down tyres</p> <p>Hoax calls</p> <p>Animal related problems</p>	<p>Intimidation/harassment, groups or individuals, making threats, verbal abuse, bullying following people, sending offensive letters.</p> <p>Can be on the grounds of Race, sex, gender religion, disability and age.</p>	<p>Criminal damage/vandalism</p> <p>Litter/rubbish</p>

REPORTING INCIDENTS

Please feel free to contact your Housing Officer in the first instance to discuss what services are available from Ealing Homes using the 24 hours Anti Social Behaviour Hotlines. You may feel confident to approach other agencies without contacting us, however local authorities play a primary role in working with other agencies to provide support to victims and witnesses to ASB.

WHAT WE CAN DO:

- Take action against tenants who breach their tenancy agreement through their anti-social behaviour
- Carry out risk assessment and provide support plans at the outset.
- Carry out an interview in urgent cases in 24 hours and all other cases in 5 working days
- Keep a monthly contact with you and review each complaint after three months
- Decide on what action (if any) to be taken in 30 days
- With your permission we will interview the person and any other witnesses
- Target Hardening-We can provide you with extra security for example, fire proof letterboxes, window locks, extra door locks, extra CCTV, liaise for extra police patrol, employ professional witnesses, offer a careline alarm
- Advise care-taking staff in the area about the situation and ask the victim if they want them to call the police if they witness anything
- Refer you to agencies, which can provide you with specialist support and advice
- Discuss legal remedies and ask you or any witnesses if they are willing to testify in court. Legal action will never be forced on you. We will give you the full advice to help you to decide
- In severe cases where lives may be in danger, offer emergency accommodation or in others management transfers
- Contact the police with your permission in order to gather supporting information
- Use third party evidence in Court
- Provide Interpreters
- Provide support to witness going to and from court
- Support residences giving evidence in court
- Use Community Impact Statements to let individuals and/or the community tell the courts how their lives are being effected by anti social behaviour
- Provide counselling services

WHAT YOU CAN DO TO INCREASE THE LEVEL OF SUPPORT FROM US:

- Gather as much information and evidence as possible. Complete diary sheets provided by Ealing Homes as accurately as possible
- Be willing to give evidence in court in person or by submitting a written statement.
- Sign consent forms in order for information to be obtained from our partnering agencies

- You as well as your witnesses must be as sure as possible as to who the perpetrators are
- If you are a joint tenant, seek legal advice about having the tenancy transferred into your name.

USEFUL CONTACT NUMBERS AND ADDRESSES

Ealing Homes Area Housing Offices:

Western Area Office
301 Ruislip Road
Greenford Road
UB6 9SE
020 8825 8833
Hotline 020-825-8600

Eastern Area Office
16-20 New Broadway
Uxbridge Road
London W5 2XA
020 8825 8822
Hotline 020-8825-8400

Police: 020 8810 1212
020 8246 9617 (Community Safety Unit)
Social Services: 020 8825 8000 (Call Centre)

Citizens Advice Bureau: 020 8825 7711

Ealing Law Centre: 020 8574 2434

Southall Black Sisters: 020 8571 9595

Housing Repair Link: 020 8825 8844

Environmental Health: 020 8825 6633

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Ealing Mediation Service: 020 8575 9500 Women's Aid 0845 702

3468 Ealing Race Equality Council 020 8579 3861 National Domestic

Violence Helpline 0808 2000 247 Ealing Borough Neighbourhood Watch

0208 567 0222 Witness Support 0208 566 6940