

Your Point of Contact is:

Telephone Number:

E-mail Address:

Working Hours

If your point of contact is unavailable we will arrange for another officer to contact you at the earliest opportunity.

Translation? Tick this box and take to any council office.

ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية. Arabic

অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali

需要翻譯? 請在這方格內加刷, 並送回任何市議會的辦事處。Cantonese

ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید. Farsi

Traduction? Veuillez cocher la case et apporter au council. French

需要翻譯? 請在這方格內划勾, 并送回任何市议会的办事处。Mandarin

Źłumaczenie? Zaznacz to okienko i zwróć do któregośkolwiek biur samorządu lokalnego (council office). Polish

Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office). Portuguese

Tercümesi için kareyi işaretleyiniz ve bir semt belediye burosuna veriniz Turkish

other (please state)

This can also be made available in large print, Braille, or on CD or audio tape

Brighton & Hove Victim & Witness Service Standards

If you feel that agencies have failed to act to tackle anti-social behaviour then you can complain about the Community Safety Partnership through your local councillor or MP.

You can also complain to:

Brighton & Hove City Council – freephone 0500 291229 or write to Brighton & Hove City Council, Standards & Complaints, FREEPOST SEA2560, Brighton, BN1 1ZW (no stamp needed)

Sussex Police – 0845 6070 999 or write to The Chief Constable, Sussex Police Headquarters, Malling House, Church Lane, Lewes, BN7 2DZ

Safe in the city

Brighton & Hove
Community Safety
Partnership



Brighton & Hove
City Council

Brighton & Hove Victim & Witness Service Standards

The Brighton & Hove Community Safety Partnership is working to tackle anti-social behaviour and to support victims and witnesses of this behaviour across the city.

The partnership recognises that anti-social behaviour is a key priority for local residents and that living with anti-social behaviour can have a severe impact on the quality of life of those affected.

The agencies responsible for tackling anti-social behaviour in the city have got together and agreed a set of service standards. This leaflet lists those standards of service which victims and witnesses can expect to receive when they report anti-social behaviour.

The aims of the victim and witness service standards:

- To reduce anti-social behaviour
- To increase public confidence in reporting anti-social behaviour
- To ensure that people who report anti-social behaviour feel supported
- To identify and support vulnerable victims and witnesses

What you can expect from us when you report anti-social behaviour:

- You will be treated with dignity and respect at all times
- All reported incidents of anti-social behaviour will be taken seriously and investigated.
- If you contact us by telephone or in person we will undertake an initial assessment within one working day.
- You will be offered a single point of contact from one of the partner agencies and provided with their contact details.

- We will agree with you an appropriate time and method for providing you with regular feedback.
- We will undertake a victim and witness assessment with you to ensure that you are fully supported.
- We will help you to access appropriate support services should you require them.
- You will be asked how you would like to report further anti-social behaviour and to whom
- We will use the tools and powers available to us to tackle anti-social behaviour.
- We will fully support you through any resolution including court action where necessary.
- Where appropriate we will provide updates to Local Action Teams about the work we are doing to tackle anti-social behaviour
- You will be informed when your case is to be closed and you will be asked for feedback on the service you have received.
- We will ensure that you have a route through which to make a complaint if you feel that the Community Safety Partnership has failed to act to tackle anti-social behaviour.