

If you are experiencing Anti-social behaviour and feel that you may benefit from some of the equipment we have mentioned, then please ask to discuss these further with your Housing Officer.

Unfortunately we only have a limited amount of equipment and resources available and sometimes in less severe cases it may be necessary for residents to go on a waiting list.

Our Housing Offices

9 Little Park Street,
City Centre, Coventry
Tel 024 7676 7111

192 Torrington Avenue,
Coventry
Tel 024 7649 6700

29-31 Riley Square,
Bell Green, Coventry
Tel 024 7670 8400

St James Lane,
Willenhall, Coventry
Tel 024 7651 6700

Other Numbers

ASB4
Tel 024 7649 6747

Coventry Victim Support
Tel 024 7625 6956

Need help in your own language?

French

**Pour vous assister en votre
propre langue**

Portuguese

Assistencia na sura propria lingua

Somali

Luqadaadoo lugugu caawinaayo

Farsi

برای کمک به زبانتان

Arabic

نمساعدتکم فی لغتکم

Kurdish

بۆیارمه تێدان به زمانێ خۆت

☎ 024 7676 7000



Supporting Witnesses of Anti-Social Behaviour



Information on equipment and support measures that Whitefriars can offer witnesses of anti-social behaviour.

Whitefriars Housing Group Ltd

9 Little Park Street, Coventry, CV1 2UR

Web www.whitefriarshousing.co.uk Email info@whitefriarshousing.co.uk

a charitable, industrial & provident society

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Supporting witnesses is central to Whitefriars approach to dealing with Anti-Social Behaviour. At all times your safety and security is paramount.

Anti-Social Behaviour covers a wide range of behaviours, the common denominator is behaviour which causes or is likely to cause nuisance or annoyance to one or more persons living in or working in the local area.

Whitefriars can support residents who are experiencing anti-social behaviour on any of our estates in a number of ways.

When a case of Anti-social behaviour is reported to Whitefriars, a named officer will be allocated who will offer regular support and draw up an "action plan" with you. We will assess any support requirements you may have which may include providing equipment to help to make you feel more secure, or in severe cases help to provide evidence where it is necessary to witness the activities of those causing the problems.

What equipment can we offer you?

Lifeline Alarms

A lifeline alarm is a telephone based system which can be used to summon help at any time of the day or night. The lifeline comes with a pendant alarm. This can be worn round your neck and enables an alarm call to be raised from anywhere in the house. It is lightweight and easy to use. If you cannot get to the phone, you can simply press the pendant to alert the Environmental Services Control Centre that you need help. The alarm unit plugs into your normal phone; all you need is a telephone line with an ordinary 13amp electrical socket nearby. Your phone can still be used for ordinary calls in the usual way. When an alarm is raised at the Environmental Services Control Centre the call will be assessed by the staff and they will respond by either sending one of their patrols or contacting the police directly depending on the nature of the incident.

Mobile Phones

A mobile phone can be issued to you if you do not have access to a home telephone or are being harassed outside of your property. The phones are programmed so that they can be used to contact either The Environmental Services Control Centre or the Police. The calls are paid for by Whitefriars, but the phones are only able to dial the two numbers as specified, unless special arrangements have been made prior to issue.

CCTV

We have our own covert CCTV equipment which can be quickly and easily installed in your home by a member of our specialist Anti-Social Behaviour Team. Although these are mainly installed to identify perpetrators and to gain evidence of anti social behaviour that is being committed, they are also a great source of security and comfort for residents who are experiencing problems.

Whitefriars Response Team

We have a Whitefriars response team which provides a security and surveillance service. They can provide targeted support for residents 24 hrs per day throughout the year. The team supports residents by witnessing incidents of anti social behaviour as they happen, by acting as professional witnesses they are able to provide independent evidence which may be later used in court. The team also provides a visible presence within the community which helps to deter anti-social behaviour.

Security Works

There are a number of security repair works that Whitefriars can undertake should your property need protecting or become damaged due to anti-social behaviour; such as fire proof letter boxes, laminated windows, door chains and spy holes.

Professional Witnessing

In severe cases of anti social behaviour where it's not possible to use our own CCTV equipment and is vital to identify perpetrators we may use a specialist professional witness company.

Supporting Witnesses in Legal Proceedings

In some cases it may be necessary for residents to go to court as a witness of crime or anti-social behaviour. This can be a very worrying experience, particularly if witnesses don't know what to expect. The dedicated officer dealing with your case understands how you feel and will support you physically and emotionally throughout the process. They can provide practical help and information on court procedures and explain what you can expect during the hearing. We will accompany you throughout the proceedings and continue to provide support after they have ended.