

Your Point of Contact is:

.....

Telephone Number:

.....

E-mail Address:

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Working Hours

.....

Community Trigger

The Community Trigger is a process you can use to ask agencies to review their response to anti-social behaviour or hate incidents you have reported. You can use the Community Trigger if you have reported three separate incidents within the past six months and no action has been taken. For more details about the Community Trigger please go to www.brighton-hove.gov.uk/communitytrigger or phone 01273 292735.

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? 請在這方格內加劃, 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

Тлумаченне? Зазнач то акіенко і зwróć do któregokolwiek biura samorządu lokalnego (council office). Polish

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

Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz Turkish

other (please state)

This can also be made available in alternative formats, eg large print, Braille, audio or BSL. Please contact us to discuss options.

Safe in the city

Brighton & Hove Community Safety Partnership

Brighton & Hove Victim & Witness Service Standards

Complaints

Brighton & Hove City Council – via
Freephone 0500 291229, via e-mail to
customerfeedback@brighton-hove.gov.uk,
or in writing to:

Customer Feedback
FREEPOST SEA 2560
Brighton BN1 1ZW

Sussex Police - via phone on 101
or in writing to:

Public Contact
Feedback and Complaints Team
John Street Police Station
John Street
Brighton BN2 0LA



Brighton & Hove
City Council

Brighton & Hove Community Safety Partnership anti-social behaviour and hate incident victim and witness service standards

The Brighton & Hove Community Safety Partnership works to tackle anti-social behaviour and hate incidents across the city.

The partnership recognises that tackling anti-social behaviour and hate incidents are key priorities for local residents, businesses and communities, and that living with anti-social behaviour and hate incidents can have a significant impact on the quality of life of those affected.

The Community Safety Partnership has agreed a set of service standards. This leaflet lists the standards of services that people can expect to receive when they report anti-social behaviour and hate incidents.

The aims of the Brighton & Hove victim and witness service standards:

- To reduce anti-social behaviour and hate incidents
- To increase public confidence in reporting anti-social behaviour and hate incidents
- To ensure that all people who report anti-social behaviour and hate incidents feel supported, and are clear about actions being taken to address their concerns

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

- You will be treated with dignity and respect at all times
- All reported anti-social behaviour and hate incidents will be taken seriously
- We will respond to your initial contact within one working day
- We will offer you an assessment to find out more about what has happened, how long it has been going on for, how it has affected you and what you would like to happen to put things right

- We will be transparent with you about what we can do and give you an explanation about something we may not be able to do
- We will explain what information we store, how and why we store it and under what circumstances we would share it
- A specified team will be your point of contact and you will be provided with their contact details
- You will be asked how you would like to report further anti-social behaviour and hate incidents
- We will agree with you an appropriate method for providing you with regular feedback
- We will help you to access appropriate support services should you require them
- We will use the legal and civil tools and powers available to us to tackle anti-social behaviour and hate incidents
- We will fully support you through any resolution including court action where necessary
- You will be informed when your case is to be closed
- 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 the anti-social behaviour or hate incidents that you reported