



Anti-social Behaviour - Witness Support



"Better homes and better services for better lives"



Victim and Witness Support

Acis Group is determined to tackle nuisance, crime and anti-social behaviour in each neighbourhood we manage. Over the last year, Acis has successfully resolved over 200 cases. Many of these cases have involved the use of Injunctions and Evictions, but others have been resolved through warnings, early interventions and mediation.

Acis Group could not have achieved these successful results without the help of victims and witnesses. We want to encourage anyone suffering serious nuisance or anti-social behaviour to tell us what is happening. Together we can stop these problems.

Many victims and witnesses feel too frightened and intimidated to report problems or to be witnesses in any legal action. This leaflet sets out what support Acis Group can offer the victim and witness to overcome these fears.

No one should have to put up with serious nuisance, crime or anti-social behaviour. Acis Group will do everything we can to help those suffering. Please contact us in the knowledge that everything you tell us will be treated in strict confidence.

Valerie Waby, Chief Executive, Acis Group:

"I am delighted with the obvious success we have had over the last 6 months in particular. I want to thank the courts for their support.

*The real heroes, however, are the many neighbours who increasingly feel able to trust us and who are standing up for their right to live in peaceful and safe homes. To those causing problems, I say 'stop it, or face the **consequences**'. To those suffering, I say 'get **in touch, together we are making, the difference**'.*

*This is only the beginning. Our tough and fair approach will continue. **Watch this space.**"*

Some things we can offer if you are a victim or witness to anti-social behaviour

Close and regular contact

We will keep in very close touch with each victim and witness. You will be provided with a dedicated Case Worker, their direct telephone number and a guarantee to respond to all calls within 1 working day. Your Case Worker will contact you at least once a fortnight to keep you informed of all progress.

CCTV and noise monitoring equipment

We have a supply of discreet camera equipment that can be installed in your home to help protect property and monitor further incidents of anti-social behaviour. We also have our own Noise Recording Equipment to record noise at those times when offices are shut.

Physical Security measures

Victims and witnesses can, in certain instances, have improved security for their property such as: extra locks fitted to doors and windows, a security light, letter box grill etc.

Police Cooperation

We work very closely with the police, helping them identify priority cases and placing “flags” on their computer so police officers respond quickly to the address of any witness and victim of anti-social behaviour.

Going to Court

If you are acting as a witness, Acis will provide a special leaflet explaining everything that will happen, we will take you to and from the Court and we will ensure you do not have to share any waiting area with the perpetrator.

Injunctions (ASBIs) and Anti Social Behaviour Orders (ASBOs)

If the victim or witness is directly threatened or faces increased problems because of their help in the case, Acis will seek urgent Injunctions to prevent further incidents. These have been very successful in the past.

Witness Support Group

The greatest support comes from those victims and witnesses who have successfully resolved their neighbour problems with Acis' help. Former victims are able and willing to telephone you, to listen to your problems and to provide independent support through this very difficult time.



If you want to find out more, or talk to other victims and witnesses, please contact the **Community Safety Manager on FREEPHONE 0800 027 2057.**

"I cannot praise Acis Group enough. My neighbour made my life a living hell with loud music, parties, drunken fights and strangers coming and going. If we complained, we got a mouthful of abuse and threats.

Thanks to Acis and their quick action, we can now sleep and lead a normal life again. It will take some time for us to fully recover. This time last month all I wanted to do was pack up and leave our home, just to escape. Now we can stay in the place we call home. Thank you."

Tenant - neighbour and witness in nuisance case

This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

ਅਨੁਵਾਦ ਕਰਨ ਦੀ ਸੇਵਾ ਉਪਲਬਧ ਹੈ

Překladačelské služby jsou k dispozici

Service de traduction disponible

ليره دا خزيمه تگوزاری ته رجومه هه به
گوردی - نینگیسی

Xizmeti weigerandine amadeyo

提供翻译服务。

Oferujemy usługi tłumaczeniowe

Übersetzungsservice erhältlich

提供翻譯服務。

ਅਨੁਵਾਦ ਕਰਨ ਦੀ ਸੇਵਾ ਉਪਲਬਧ ਹੈ

Překladačelské služby k dispozici

Wazaad Halaysaa Adeeg Turjumaad

خدمات لترجمة متوفرة

خدمات ترجمه مهیا سیات

Oferece-mos Serviço de Tradução

ለገለገልን ምትርጎም አገልግሎት

Çeviri servisimiz mevcuttur

ترجمہ کرنے کی سروس دستیاب ہے

Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

Acis Group Limited

Acis House
Bridge Street
Gainsborough
Lincolnshire
DN21 1GG

email: info@acisgroup.co.uk

web: www.acisgroup.co.uk

FREEPHONE: 0800 027 2057

text: 07800 002270

