



NORTHAMPTONSHIRE  
**POLICE**  
Fighting Crime. Protecting People.



# Police Liaison Representative Scheme

Information Booklet

*In Partnership with*



“

*“I want visible police on streets and knowing who your local officers are and how to contact them”*

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*Connecting councils to their neighbourhood police, encouraging dialogue and sharing of information is key to the PLR scheme.*

*Danny Moody*

## Word of Welcome

**I would firstly like to thank you for joining the Police Liaison Representative (PLR) scheme. This scheme provides invaluable two-way communication between you, as representatives of local government and our local policing teams.**



The exchange of data and information between dedicated police and our PLRs can only help to improve how services are delivered in local communities and how we work in partnership with the police to support their fight against crime and protecting our communities.

The PLR scheme has been promoted by the Police, Fire and Crime Commissioner, Northamptonshire Police Chief Constable and the Head of Local Policing and I am delighted with this support.

For some of you, starting as a PLR may seem daunting and the Force has therefore created this information booklet to ensure that you are equipped with the correct up-to-date information with clear signposts to be able to know where to find further information or who to contact.

The various areas of the policing organisation will ensure that you are provided adequate support and information to be able to fulfil this important role. The aim is for all PLRs to know their local officer's name and face and have contact details for them. Officers will be there to deal with any issues facing the local community. Police staff involved in neighbourhood policing will be sending you local information and updates through Neighbourhood Alerts.

The corporate communications department of the Force and other parts of the organisation will also be engaging with you to ensure that through you, your council or meeting is fully informed about what is happening county-wide such as campaign launches, key performance statistics or the introduction of a new reporting app for the public.

Finally, the Office for the Police, Fire and Crime Commissioner will be keeping you up to date with their plans for budgeting, strategy and performance monitoring for the Northamptonshire Police and will be seeking your communities' thoughts on these matters through an annual survey that can be shared.

We are very grateful that so many of you have seen the value of this scheme and as CEO of Northants CALC, I am looking forward to building a strong relationship between the town and parish councils and parish meetings throughout the county and our Police Force.

A handwritten signature in black ink that reads "D. Moody".

**Danny Moody**  
CEO, Northants CALC



## Introduction

**The Police, Fire and Crime Commissioner (PFCC) is an elected official, whose constituency is the whole of Northamptonshire. Once elected, the Commissioner swears an oath to act with political neutrality.**

Northamptonshire Police, Fire and Crime Commissioner Stephen Mold was elected for his second term in May 2021.

The PFCC is the voice of the public in policing and fire and rescue services, holding both the Chief Constable and Chief Fire Officer to account.

PFCCs also have statutory powers in relation to bringing together community safety and criminal justice partners, to co-operate with the commission and formulate and implement strategies across the police area. This is a way of making sure that priorities are properly joined up.

The PFCC receives the funding for policing and the fire and rescue service – budgets that are legally separate – and is responsible for setting the policing and fire precepts for their area.

The PFCC issues a Police, Fire and Crime Plan, which sets the strategic direction for both services. They are the Victims' Commissioner and the link with the criminal justice system.

**The priorities in the Police, Fire and Crime Plan are:**

- Prevention that keeps the county safe
- Effective and efficient response
- Protect and support those who are vulnerable
- Effective justice
- Modern services that are fit for the future

Stephen Mold said: “Wherever I go around the county, people tell me that they want to see a focus on their local priorities and tackling problems at the lowest level and at the earliest opportunity.

“I am delighted that the PLR scheme has taken off and see this as a great example of how all agencies need to work together to understand and tackle issues in our communities. I am totally committed to the value of neighbourhood policing and believe the PLRs have a key role to play in opening up the channels of communication and building engagement that will foster trust and confidence on all sides.”



**Stephen Mold**  
Northamptonshire Police, Fire  
and Crime Commissioner



To view the latest Police, Fire and Crime plan:  
**PFCC Plan 2021 - 2026 | [northantspfcc.org.uk](http://northantspfcc.org.uk)**



For more information about the PFCC:  
**Home page | [northantspfcc.org.uk](http://northantspfcc.org.uk)**



“

*...this as a prime example  
how local government and  
policing can work together  
for the benefit of the  
communities they represent.*

*Stephen Mold*



## Northamptonshire Police



Since 2018, Northamptonshire Police is led by Chief Constable Nick Adderley. Nick has overall responsibility for leading the Force in its duties to the county of Northamptonshire, serving a population of around 741,000 people. He holds direct accountability for the operational delivery of policing services and the effective command and leadership of the policing response to crime, and major and critical incidents.

As Chief Constable, Nick creates the Force's vision and sets direction and culture to build public and organisational confidence and trust, and enables the delivery of a professional, effective and efficient policing service.

Nick is a firm believer that communities are an integral part of fighting crime and protecting people in Northamptonshire.

In the recently published report, Northamptonshire Police Neighbourhood Policing Blueprint, 'Policing with Purpose', Nick addresses the importance of neighbourhood policing.

Nick: 'At the heart of my policing philosophy is the need to build stronger relationships with communities, to use the skills of those who work in policing and other public services in order to generate a dynamic which places people and problem solving at the very centre of our joint mission: to create a safer Northamptonshire.'

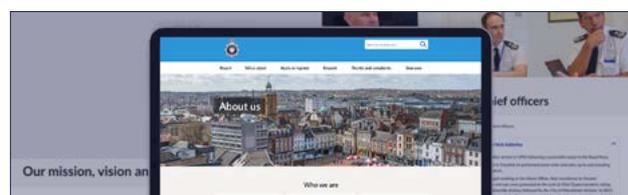
For this reason, I am such an advocate of the PLR scheme as I believe that this new relationship between the Force and local government is perfectly timed as we actively put bobbies back on the beat. This is the future of Northamptonshire Police; a force that understands, listens, anticipates, problem solves and reacts to issues at the earliest opportunity, a force which bears down heavily on those who commit crime and anti-social behaviour yet one which works with communities and individuals to divert them away from such activity where possible. Building our relationship with the PLRs as representatives of their local councils and meetings will become a cornerstone of our 'policing with purpose' approach.



**Nick Adderley**  
Chief Constable



To view the report:  
**Policing with Purpose | [northants.police.uk](http://northants.police.uk)**



For information about the Northamptonshire Police:  
**About us | [northants.police.uk](http://northants.police.uk)**



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*A strong Local Policing model is vital in our mission to ‘fight crime and protect people’.*

*Nick Adderley*

# Matters of Priority

## Tackling our biggest crime challenges facing Northamptonshire

In May 2022, Northamptonshire Police announced its Matters of Priority; the types of crime the Force will be focusing on most over the next three years up to 2025.

The Matters of Priority Force are:

- **Drug Harm**
- **Serious & Organised Crime**
- **Violence against Women and Girls**
- **Serious Violence**

These areas of priority were identified by the threat and risk they pose for communities and intelligence gathered. They are also crimes the public have indicated they want police to come down hardest on. Identifying priorities for a 3-year period will allow the force to develop longer term strategies to tackle the most serious criminality and make the county an even more hostile place for offenders.

Among the strategies Northamptonshire Police have highlighted to combat these types of crime are “improved intelligence gathering, further training for officers, building more effective partnership-working and greater use of technology and innovation. This includes “demographic mapping allowing police to target and engage communities at particular risk.



For information about the Matters of Priority:  
**Matters of Priority | [northants.police.uk](http://northants.police.uk)**



# MATTERS OF PRIORITY

**DRUG HARM**

**SERIOUS & ORGANISED CRIME**

**VIOLENCE AGAINST WOMEN & GIRLS**

**SERIOUS VIOLENCE**

We've listened to our communities and partners. We've drawn on the expertise and experience of our police officers. And we believe these are the four areas that require our complete focus. They won't be solved overnight. But over the next three years, we're committed to making them our priority. We will invest extra resources and improve data management. We will implement fresh strategies. And we will work collaboratively with our partners to make the most positive difference we can.

[northants.police.uk/priorities](http://northants.police.uk/priorities)





## Recent initiatives

### **The Police, Fire & Crime Commissioner and Chief Constable**

Since the Chief Constable's appointment in 2018, he and the PFC Commissioner have actively collaborated to improve policing services throughout the county, many of which focusing on local policing and serving communities. Here are some of the recent initiatives that have been launched through direct funding by the Commissioner, through government financing or grants.





## SNOvan



The SNOvan – or Safer Nights Out van – is a customised minibus that is staffed by vetted volunteers in the centre of Northampton between 10pm and 5am every Friday and Saturday. The SNOvan can provide water and warmth, a phone charger, basic first aid or emotional support – whatever is needed to ensure that someone stays safe and can return home without harm. The volunteers, who include the Street Pastors and Northampton Guardians, as well as police officers on duty in the night-time economy will be around the town centre on the lookout for people who may need the help of the SNOvan.

## ANPR



Early 2021 saw the launch of a £1.3million scheme that doubled ANPR camera coverage in Northamptonshire. ANPR – Automatic Number Plate Recognition – reads the registration of passing vehicles and checks them across several databases, raising the alert if a vehicle is stolen or linked to crime. The 150 new camera sites are installed across the county to increase coverage across rural areas and major towns as well as on the county borders. So far, this initiative has proven a huge success, resulting in more than 340 arrests, 627 vehicle seizures and 1,026 traffic offences being identified.

Operation Crooked is the Force's campaign to reduce home invasions. As part of the operation, the Burglary Team, which sits within CID, ensures that every burglary victim in Northamptonshire is guaranteed a visit from the police. The team also work to review and drive up the quality of investigations, manage and progress forensic hits, hunt down wanted people, organise police patrols in areas of concern and gather intelligence to prevent burglaries before they happen.

Since April 1, 2019, home invasions have reduced by 34% and burglary overall is at its lowest level since June 2008. This equates to 1000 fewer victims per year and in one area of Northampton, burglaries have fallen by over 50%. Also, since the operation began, over 250 people have been arrested for burglary offences with some notable convictions secured as well.

### Beat Bus



Local policing teams are taking to the roads in two new Neighbourhood Beat Buses, helping to boost police visibility and provide easier access to local officers in towns and villages across Northamptonshire. The dedicated neighbourhood vehicles will be used for regular surgeries and community visits across the county, with one vehicle allocated to each of the North and West Local Policing Areas (LPAs).

### More Local Police



To realise the vision of a better connected, accessible, visible and contactable police service, from 2021, a recruitment drive has started to double the number of Neighbourhood beat officers from 50 to 100, with more officers coming later in 2023. The aim is that each neighbourhood area will have clearly identified officers, who will have full ownership and accountability for dealing with the crime and anti-social behaviour in their area. They will be there to deal with issues raised by the community and local people will know their name, face and have contact details for them.

### Safer Streets

The Commissioner secured almost £1.5 million from the Home Office; First Round of Safer Streets funding that has been used to finance a culmination of safety improvement work across the county. Projects have been completed in Wellingborough, Kettering and Northampton – including a host of new CCTV cameras, new gating in alleyways to prevent anti-social behaviour, and improved lighting to enhance safety. Thousands of residents also received free home security products.



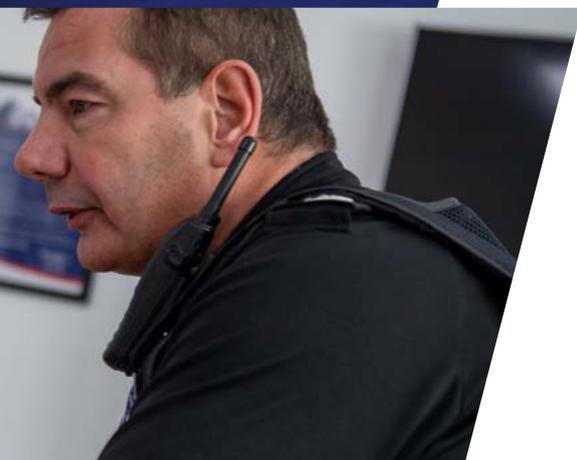




## Neighbourhood Policing

In 2010, financial pressure was applied to all public services and Northamptonshire Police was no exception, seeing a reduction in police officers and police community support officers across the Force.

However, since 2021, with the support of local taxpayers and an increase in the number of police officers across the UK, Northamptonshire Police is putting bobbies back on the beat into those communities to help reduce crime and anti-social behaviour as well as building those relationships that are vital in creating a safer Northamptonshire.





*“From my perspective, neighbourhood policing is crucial to the success of the Force and must be developed in such a way that it provides that visible and accessible face of policing whilst at the same time spearheading the activity, problem solving and proactive policing element thereby creating trust and opportunity.”*

*Nick Adderley*

# Neighbourhood Strategy



**Crime Fighting and Targeted Activity**



**Engaging communities**



**Problem Solving**



**Place-based Policing**



**Promoting the right culture whilst developing officers, staff and volunteers**



**Building analytical capability and shared learning**

# Neighbourhood Policing Redefined

## North Local Policing Area

### Four Policing Sectors

- Corby
- Kettering
- East Northamptonshire
- Wellingborough

Divided into 18 Local Policing Beats, each with a dedicated team

## West Local Policing Area

### Four Policing Sectors

- Northampton Town Centre
- Northampton Suburban
- Daventry
- South Northamptonshire

Divided into 18 Local Policing Beats, each with a dedicated team



West  
LPA

A map of the North LPA (Local Policing Area) is shown in a light grey color. The text 'North LPA' is written in a bold, dark blue font in the center of the map. To the left of the map, there is a dark blue silhouette of the county's coastline.

## North LPA

## Countywide

### Community Safety Department

Focused on:

- Anti Social Behaviour Support
- Hate Crime
- Crime Prevention
- Rural Crime
- Arson Task Force
- Licensing

Aligning policing areas to Unitary ward boundaries to create a consistent approach linked into council services and local councillors. Creating a local team that deals with local issues and giving countywide coverage to ensure the most rural communities within the county have ready access to policing services and are engaged and consulted with when creating local priorities. Town centre teams will be created that offer robust enforcement to ensure our urban areas are safe, thriving and accessible for all.



## Neighbourhood Police Constable defined

Performance for all police constables working on Neighbourhood Teams will be assessed based on the core principles of Neighbourhood Policing:

- **Fighting crime and working in partnership**
- **Engagement and culture**
- **Problem solving, analysing and using best practice**

### Assessed by

- Number of **arrests**
- Number of **positive stop-searches**
- Number of **warrants**
- Number of **PPN submissions**
- Number of **incidents attended**

### Action intelligence linked to

- **Community**  
What we receive from our planned engagement activity and as a result of the relationships we have built
- **Partnership**  
What our partners are informing us through our multi agency activities
- **Police activity**  
What we gather from our attendance at incidents or planned intervention activity and linked to Force priorities
- **Observations**  
Information received from targeted patrols and from being in the right areas at the right times



## Training

The Force has invested in upskilling its specialist Neighbourhood resources:

All Neighbourhood police officers trained to 'PIP level 1' competency in crime investigation

Two-day bespoke training package for all Neighbourhood police officers

Crime prevention training packages delivered to all new recruits

A Continual Professional Development training portal is available to all staff and officers for self-development

## A Neighbourhood Police Constable will:

- Fight crime, preventing and disrupting criminality through a proactive approach
- Identify and understand key issues and crimes most harmful to communities and have honest and open conversations with local people about the issues affecting them
- Engage with communities, empowering them to become more involved with the policing of their area
- Own problems in collaboration with partners and produce OSARA plans
- Establish Citizens in Policing schemes and support existing schemes



# Neighbourhood PCSO defined

Performance for all PCSOs working on Neighbourhood Teams will be assessed based on the core principles of Neighbourhood Policing:

- **Fighting crime and working in partnership**
- **Engagement and culture**
- **Problem solving, analysing and using best practice**

## Assessed by

- Time within **dedicated place** – hotspot locations and high risk, vulnerable locations
- Time **outside the police station**
- Number of **community engagement returns**
- Number of **new watch schemes**
- Number of **PPN submissions**

## Action intelligence linked to

- **Community**  
What we receive from our planned engagement activity and as a result of the relationships we have built
- **Partnership**  
What our partners are informing us through our multi agency activities
- **Police activity**  
What we gather from our attendance at incidents or planned intervention activity and linked to force priorities
- **Observations**  
What we gather from our attendance at incidents or planned intervention activities and linked to force priorities



## Training

The Force has invested in upskilling its specialist Neighbourhood resources:

- Dedicated Crime Prevention Officers (CPO) trained to a Level 4 Certificate in Crime Prevention for Practitioners
- Crime Prevention Design Advisors trained to a Level 5 Certificates in Designing Out Crime

## A Neighbourhood PCSO will

- Support police officers in the initial front-line response to incidents – PCSOs are not expected to attend confrontational incidents
- Identify and understand key issues and crimes most harmful to communities and have honest and open conversations with local people about the issues affecting them
- Encourage communities to problem solve independently, contributing to building safer neighbourhoods with partners
- Build and maintain community relationships to create trust between the public and the police

# Neighbourhood Police & Rural Support

## Rural Crime Team



A team of dedicated officers responsible for delivering bespoke community engagement and crime fighting across the county in rural areas, in support of the relevant Neighbourhood team. By doubling the number of rural crime officers, we aim to reassure people that their livelihoods and their safety is just as important to us as other areas of the county. Together with investments in new vehicles and equipment, we are investing more than £100k to tackle rural crime across Northamptonshire.

## Beat Bus



The 2 beat buses take local policing teams out to the public particularly to the more rural and remote towns and villages. The dedicated neighbourhood vehicles will be used for regular surgeries and community visits across the county, with one vehicle allocated to each of the North and West Local Policing Areas (LPAs). The beat buses are used for community engagements such as our Home Security Roadshows, Police surgeries and our campaigns.

## Drone Technology



Officers working in remote rural areas have access to trained drone pilots and two new drones and associated equipment have been purchased to give the Force a 24/7 drone capacity. The drones are carried in the back of patrol cars and will be available to officers' teams across the county, improving the Force's ability to deal with any situation quickly and effectively, particularly in rural areas.

## Rural Engagement Trailer



A significant investment has been made in a large trailer to be used to support engagement with our rural communities. The trailer will be taken to events such as farmers markets, annual shows and other events that provide an opportunity for officers to meet local people, discuss local issues and share details about the Rural Crime Plan.

## New Priority Area Team

Understanding the needs of the community and dealing with those who feel that they can act with impunity, causing pain and misery to law abiding citizens is not new to Northamptonshire Police and much success has been achieved over recent months.

In July 2020, we introduced the 'Priority Area Team'.

Embedded within the core Neighbourhood Policing Team, the priority team covers a defined geographical area which was analysed to have the highest levels of social deprivation, unemployment, children out of schools, crime harm and crime volume.



## Thermal Imaging Devices

Northamptonshire Police has purchased sets of thermal imaging devices which will assist officers in the apprehension of offenders committing crime at night and in poor conditions. They are infrared with an operational range of approximately 1300 metres on a clear evening and 800 metre with sufficiently reduced visibility such as fog.



## More than just enforcement

Our teams attend and support safeguarding meetings for families at risk of harm, they run community engagement events, conduct knife crime prevention operations, respond to domestic abuse incidents to protect vulnerable victims and lead crime investigations central to the concerns of the communities they service.

This is the type of hard-hitting approach all our Neighbourhood Policing Teams have adopted to reduce crime, bring offenders to justice and to ensure that healthy prosperous communities can flourish.







## **PLRs – Getting started**

**What to know and where to find information you may need**





# Neighbourhood Alert

## How to guide

**Northamptonshire Neighbourhood Alert is a free messaging service that allows Northamptonshire Police, Neighbourhood Watch and other partner organisations keep you informed about issues in your area that are relevant to you.**

Once you have been appointed as PLR and have signed up with Northants CALC you will also need to sign up to Northamptonshire Neighbourhood Alerts (NNA). This is necessary so that you can be sent emails from your Neighbourhood Police team who can then specifically direct emails to you as a PLR. We need you to sign up to NNA with the same email address that you used to sign up as PLR with Northants CALC.

The NNA service offers a range of customisation options so you can opt to receive a wide range of information from different partners or chose to only receive PLR information.



## Signing up to Neighbourhood Alerts

You will need to sign up to Neighbourhood Alerts with the same email address that you used to register as a PLR with Northants CALC.

[Click here to sign up](#)

You will be redirected to the Home Page and if you scroll down, you can find the sign-up area.

**Sign-up Now**

First Name\*

Last Name\*

Postcode\*

Email address\*

I agree to the [terms & conditions](#).

**Join**



Once you press the 'Join' button you will be sent an instant email address verification email. This is to check that your email address has been entered correctly. The email contains a link to a webpage that should be clicked on or cut-and-paste it into the address bar of your website browser.

Please check your in-box for the email after submitting. You need to verify your email address before your account can be fully activated. If you do not receive a confirmation email, please check you have filled in your email address correctly on the registration page by logging in with the Username and Password you created.

Once registered then the PLR administration can include you to the NNA PLR group and our neighbourhood teams can start working with you.

## Logging in to your Neighbourhood Alert's account



When you log into your NNA account you will be directed to the 'Member Area'. You can edit your personal details here and ensure that you have correctly verified your email as this is shown behind your email address.

### Member Area

You are now logged in. Please review the "What to Do Next" suggestions below or browse using the navigation above.

Your Details [↗](#)Member ID

[Change Profile Picture](#) Email: [Joe.blog@abc.com](mailto:Joe.blog@abc.com) (✓ Verified)

On the same page under 'What to do next' you can select your preferences; how you want to receive information, from which partners you would like information, and which subjects you are interested in.

### What to Do Next

#### Interests & About You

- [↗](#) Please let us know your interests so we can send relevant messages. •
- [↗](#) Let us know your demographic information in order to receive messages best suited to you.

#### Information Providers

- [↗](#) Review and configure which Information Providers can see your details and communicate with you.

#### Message Settings

- [↗](#) Configure how you would like to receive messages.
- [↗](#) Configure the types of message you would like to receive.

## Your Interests

By clicking on the icon, you will be directed to a list of Community Interest Groups.

If you click the box of a topic then you will receive information from all groups that are related to this specific topic. Alternatively click on the + icon and a dropdown list will appear showing you the different groups that are clustered under a topic that then allows you to sub-select. Please note that the PLR does not appear in this list because it is a private group. Once registered the PLR administration will include you to the PLR group.

### Community Interest Groups

These are the available groups for Northamptonshire Neighbourhood Alert

- +  Antisocial Behaviour Watch
- +  Business Watch
- +  Carers, Home Help
- +  Charity
- +  Community Safety
- +  Councillors
- +  Dog Watch
- +  Education, Schools, Colleges ETC
- +  Emergency Services
- +  Equality & Diversity

## Information providers

You can select from which information providers you would like to receive information. As PLR please select 'The Police' so that we can process your details into the PLR group – otherwise we will not be able to find you.

This screenshot shows a form titled "Who Can See Your Data & Send You Messages". It contains a list of information providers with checkboxes and "More Info" links. The providers listed are: Action Fraud (NFIB) (Recommended), Fire & Rescue Service, Get Safe Online, Neighbourhood Watch (Recommended), Office of the Police & Crime Commissioner (Recommended), and The Police (Recommended). The checkboxes for Action Fraud, Neighbourhood Watch, Office of the Police & Crime Commissioner, and The Police are all checked.

## Message Settings

You can also choose how you would like to receive messages. For the PLR we would recommend email and SMS/WhatsApp, however email alone will suffice.

This screenshot shows a form titled "How Would You Like to Receive Messages". It has three sections: "Email Messages" with a checked checkbox for "Receive messages by email"; "SMS / WhatsApp" with an unchecked checkbox for "Receive messages by SMS" and a "Please select a number" dropdown menu; and "Voice Messages" with an unchecked checkbox for "Receive messages by voice call" and a "Please select a number" dropdown menu.

This preference feature allows you to define which topics you are interested in. All topics are listed in the left box which means you do want information about these topics. Should you not be interested in a topic then simply click on the topic and it will automatically move to the right box. As your preferences change you can always update this list. Please do note that being a member of the PLR scheme may at times override this feature as you will be receiving information that is deemed important to you in your role as PLR and communicator to your meeting/council and community.

This screenshot shows a form titled "Which Types of Message Would You Like to Receive". It has two columns: "I want these messages" and "I don't want these messages". The "I want these messages" column contains a list of topics: Admin: System updates, Anti-social behaviour, Business: Burglary alert, Business: Crime alert, Business: Fire safety news, Business: Scam Alerts, Covid Related, Crime Updates, Cyber Alert, Enquiry response, Feedback / opinion requests, and Fire Updates. The "I don't want these messages" column contains a list of topics: A Test Message, Arson Alerts, Business: Role specific message, CCTV request, Community Safety News, and Counterfeit currency alert.

# Your local police team

Should you be experiencing difficulties contacting your local police team then the following link will direct you to all local teams geographically categorised.

[Neighbourhood Policing Teams](#)

Information about your local policing team can also be found on the Northants CALC PLR page, under the heading “Neighbourhood Policing Maps”.

[Neighbourhood Policing Maps](#)





## Local news and information

As PLR your local police team will be in contact with you. However, if you need further information about local news or anything else happening in your area, then click on this link:

*Your area | Northamptonshire Police  
([northants.police.uk](http://northants.police.uk))*

Enter your postcoce or address to find your latest local information including the names of your neighbourhood team and contact information.

# Local crime statistics

Find out how your local force is performing and what's being done to tackle crime

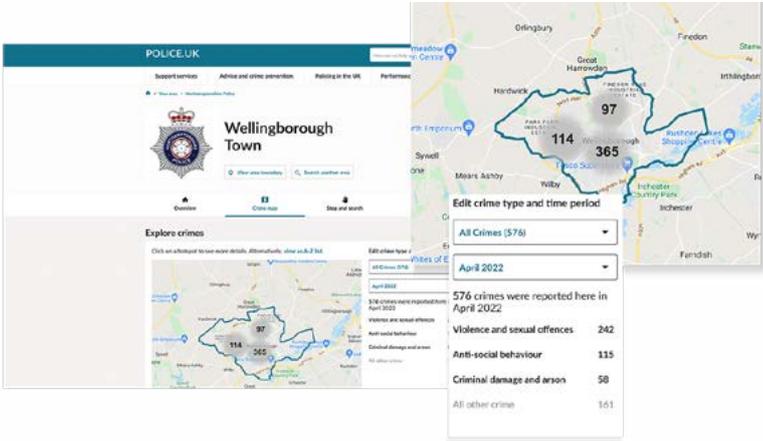
Should you need crime data of your local area then we recommend that you use the national police website:

*Home | Police.uk (www.police.uk).*

By entering your area of interest in the 'What's happening in your area?' bar, you will be redirected to your area of interest.



The overview page shows you the most reported crimes. If you click 'Crime Map' you will be shown a crime type on a map. You can select crime type and time period. You are also able to zoom in on the map to street level.





Contacting the Police



**So that we can deal with your call as quickly as possible, please try to have the following:**

- the **date and time** the crime happened
- the **location**, such as address or road name along with the town or city
- the details of any **witnesses or suspects**
- if you think there is any **additional evidence** such as forensic evidence or mobile phone footage; or if there is clear CCTV footage of the offence being committed, please make us aware



### Emergency Call **999**

#### Call **999** if:

- a serious offence is in progress or has just been committed
- someone is in immediate danger or harm
- property is in danger of being damaged
- a serious disruption to the public is likely



### Emergency SMS **999**

#### Text **999** in an emergency.

You need to register for the service first: text 'register' to **999** and follow the instructions.

Visit

[Emergency SMS](#)

for more information about the service.

If you're deaf or hard of hearing, use our textphone service **18000** on our website;

[Contact us | Northamptonshire Police](#)



### Emergency Textphone Service **999**

#### Call **101** if:

Your call is a non-emergency

A British Sign language (BSL) user can connect to a BSL interpreter via video calling system SignVideo.

The interpreter will relay what you say to the police and vice versa.

[How to use SignVideo Home - SignVideo](#)



### Non-emergency Call **101**



### Non-emergency Textphone Service **SignVideo**



### Non-emergency Textphone Service **18001**

If you're deaf or hard of hearing

You can also use our textphone service on **18001 01604 432521**

# Reporting online

## Northamptonshire Police website

*northants.police.uk*

On the front page of the Northamptonshire Police website, you can report a range of crimes:

- **Crime**
- **Missing person**
- **Civil disputes**
- **Lost or stolen vehicles**
- **Domestic abuse**
- **Road traffic incident**
- **Antisocial behaviour**
- **Fraud**
- **Lost or found property**

If there's something you've seen or heard which has caused you concern, but isn't a crime or terrorism related then please click here:

*Tell us about something you've seen or heard  
Northamptonshire Police (northants.police.uk)*

## Before reporting a crime

The following things aren't police matters, but your local council ought to be able to help with them:

- **noise nuisance**
- **fly-tipping**
- **stray dogs**
- **animals killed on the road**  
by a vehicle, unless they're causing an obstruction

For vehicles on the road with no valid road tax, contact the **DVLA**.

# Key services for your community

## Operation Snap

Members of the public can report driving offences in the Northamptonshire area by filling out a form and uploading video evidence they have captured.

Operation Snap

Operation Snap feedback

## StreetSafe

Report to the police anonymously about public places where you have felt unsafe or feel unsafe, because of environmental issues, e.g. street lighting, abandoned buildings or vandalism and/or because of some behaviours, e.g. being followed or verbally abused.

StreetSafe

## Herbert Protocol

The Herbert Protocol is a form that carers, family or friends of a vulnerable person, or the person themselves can fill in. It contains a list of information to help the police if the person goes missing.

Herbert Protocol



## Volunteering Opportunities

### Streetwatch

Northamptonshire Street Watch gives you and your community an opportunity to keep your area safe by walking around your neighbourhood, which can really help. Local police keep in regular contact with Street Watch members to share information and work with you.

As a Street Watch member, you'll patrol your local area alongside one of your neighbours for at least two hours every month, at times which suit you.

*Street Watch*  
*Northamptonshire Police ([northants.police.uk](http://northants.police.uk))*

### Speed Watch

Community Speed Watch (CSW) is a volunteer programme run by Northamptonshire Police in conjunction with the Northamptonshire Safer Roads Alliance. It enables local people to be actively involved in road safety, reducing speeding in their community.

Volunteer groups are given training and equipment to enable them to operate roadside speed monitoring patrols in their area over a four-week period.

Drivers detected as speeding by CSW receive a police warning letter and their records are held for 12 months to identify any repeat offenders. Anyone detected three or more times will be visited by police officers.

*Community Speed Watch*  
*Northamptonshire Police ([northants.police.uk](http://northants.police.uk))*



## Neighbourhood Watch

Neighbourhood Watch is about people getting together with their neighbours to take action to reduce crime.

They're community initiatives owned and run by their members which are supported by the police but not owned by them, although we sometimes run them.

They work by developing a close relationship between community members and the local police.

Neighbourhood Watch schemes can:

- cut crime and the opportunities for crime
- help and reassure those who live in the area
- encourage neighbourliness and closer communities

*Neighbourhood Watch  
Northamptonshire Police ([northants.police.uk](http://northants.police.uk))*

## Other Ways to get involved and help your community

### Volunteer with the police

All forces around the country have volunteer roles. You could be working alongside us in everything from supporting victims of hate crime to managing community events and talking to schools and local businesses. Volunteers provide crucial support to us and work in their own time and with their own community.

*Other ways to get involved and help your community  
Northamptonshire Police ([northants.police.uk](http://northants.police.uk))*

### Volunteer for Crimestoppers

Join the hundreds of volunteers who are already helping this independent crime-fighting charity. You could find yourself involved in anything from organising fundraising dinners to developing a publicity campaign to catch criminals in your area.

# Social Media suggestions

## the Force on Facebook

Kettering and Corby	Daventry and South Northamptonshire
Northampton	Wellingborough and East Northamptonshire
Northamptonshire Police	

## the Force on Twitter

Wellingborough Town	Northampton
South Northamptonshire	Kettering
Kettering Rural	Corby Town and Rural
East Northants	Daventry
Northamptonshire Police	

Please do contact Northants CALC, or your local Neighbourhood Policing Team if you have any questions or concerns.

## Useful website pages

### Police.uk

The national website for policing in England, Wales and Northern Ireland

### Northamptonshire Police

[Home Page](#)

[About Us](#)

[Useful advice and information](#)

[Crime Prevention Advice](#)

[Latest News](#)

[Matters of Priority](#)

[Submit a message of thanks](#)

[Make a complaint](#)

### Northamptonshire OPFCC

[northantspfcc.org.uk](http://northantspfcc.org.uk)

### Northamptonshire Fire and Rescue Service

[northantsfire.gov.uk](http://northantsfire.gov.uk)

### Multi-Agency website Violence Against Women & Girls

[itonlytakesone.org.uk](http://itonlytakesone.org.uk)

### Northamptonshire Neighbourhood Alert

[northamptonshireneighbourhoodalert.co.uk](http://northamptonshireneighbourhoodalert.co.uk)

## Advice and the Law

Here you'll find police advice about keeping safe and understanding the law

### A

Abnormal vehicle load

Adult and elder abuse

Animal crime

Antisocial behaviour

### C

Child abuse

Complaints

Coronavirus (Covid-19) guidance and advice

County lines

### D

Data protection

Domestic abuse

### E

Environment crime

Events and processions

### F

Female genital mutilation (FGM)

Filming

Firearms licensing

Forced marriage

Fraud

**G**

Grooming

**H**

Hate crime

Honour-based abuse

**M**

Misconduct hearings

Modern slavery

**P**

Pornography

**R**

Rape and sexual assault

Register as an overseas visitor

Road safety

Rural crime

**S**

Sex worker safety

Stalking and harassment

Stop and search

Support for victims  
and witnesses of crime

**T**

Terrorism in the UK

**V**

Vehicle recovery

**W**

What is a war crime?

Watch schemes and initiatives

Wildlife crime

# VOICE



## Helping victims & witnesses find their Voice...

Voice for victims and witnesses provides free, confidential, and independent advice, guidance, and support to those who have been a:

- victim of crime,
- witness to crime going through the court process,
- victim of repeated anti-social behaviour or vulnerable victim,
- witness or family member affected by life changing fire incidents or road traffic collisions.

Voice has access to a wide network of local and national services and provides a single point of contact for the residents of Northamptonshire to help guide them to appropriate support that best meets their individual needs.

Crime and trauma can affect people in a number of different ways and whilst many find the effects are short term, for some the impact can be felt for longer.

Changes in how people feel following being a victim of crime, serious fire or road traffic incident are common and many are surprised at the strong emotions that can be experienced including anger, upset or anxiety and how these emotions may also be displayed in physical symptoms.

## Whether it be:

- a chat about how someone is feeling,
- providing crime prevention advice,
- guiding people through the criminal justice system,
- supporting people living in abusive situations,
- helping to navigate services,
- providing dedicated, regular one to one emotional support sessions with our team of highly skilled staff and volunteers
- or referring to one of our specialist service providers for trauma therapy or counselling,

## Voice is here to help victims to cope, recover and thrive.

And to compliment the support and guidance the team at Voice offer a wide range of information on our comprehensive website and the ability to access self-help coping tools by downloading their free support app.

**0300 303 1965**

**[www.voicenorthants.org](http://www.voicenorthants.org)**



**NORTHAMPTONSHIRE**  
POLICE, FIRE & CRIME  
COMMISSIONER  
Stephen Mold

Voice is commissioned and funded by the Office of the Police, Fire and Crime Commissioner

# Local Help Providers

## Northamptonshire Rape Crisis

Provides women and girls with a safe space to help them feel safe and secure following abuse or assault. Their all-female team is well trained in providing people with the help and support you may need. Their services also extend to offering support to male victims.

It doesn't matter whether it happened last night or decades ago, Northamptonshire Rape Crisis is there to support you through recovery and can provide long-term counselling to help you.

**0300 222 59 30**

**[info@northamptonshirerapecrisis.co.uk](mailto:info@northamptonshirerapecrisis.co.uk)**

**[www.northamptonshirerapecrisis.co.uk](http://www.northamptonshirerapecrisis.co.uk)**

## Northamptonshire Domestic Abuse Service

Supports women, men and children to help them to recover from the trauma of domestic abuse. They offer a range of services such as refuge, support programmes, children's areas and training.

**0300 0120 154**

**[info@ndas-org.co.uk](mailto:info@ndas-org.co.uk)**

**[www.ndas.co](http://www.ndas.co)**

## Serenity

Supports men, women, and children who have been victims of sexual assault. They're available 24 hours per day, 365 days every year. The service is run from professional, secure premises owned and maintained by Northamptonshire Healthcare NHS Foundation Trust.

**01604 601713**

**[serenity@nhft.nhs.uk](mailto:serenity@nhft.nhs.uk)**

**[www.nhft.nhs.uk/serenity](http://www.nhft.nhs.uk/serenity)**

## EVE

Works to help victims become victors, helping them find healing and restoration to become active members of their communities again. Their services include refuge for women and children fleeing domestic abuse, support for women and families living in their own accommodation, long-term rehabilitation and recovery, occupational therapy, and more.

**01604 230311**

**[admin@eveda.org.uk](mailto:admin@eveda.org.uk)**

**[www.eveda.org.uk](http://www.eveda.org.uk)**

# National telephone numbers / helplines

## Anti-Terrorist Hotline

Call the UK anti-terrorist hotline if you have seen or heard something you think could suggest terrorist activity.

**0800 789 321**

## Domestic Abuse Helpline

A free 24-hour national helpline for those who need support and advice.

**0808 2000 247**

**[www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)**

## National Stalking Helpline

Operated by the Suzy Lamplugh Trust, the National Stalking Helpline gives practical information, support, and advice on risk, safety planning and legislation to victims of stalking, their friends, family, and professionals working with victims.

Freephone: **0808 802 0300**

## Stay anonymous – Crimestoppers

Contact Crimestoppers either **online** or on **0800 555 111** to anonymously report a crime or suspicious behaviour.

## Veritas – Stalking Advocacy Service

Veritas Justice is a community organisation providing support, advocacy and advice for individuals affected by stalking.

**01273 234773**

**[www.veritas-justice.co.uk](http://www.veritas-justice.co.uk)**

## Victims First

Victims First is dedicated to making sure that all victims and witnesses receive the support they need to cope and recover from the impact of the crime.

**0300 1234 148**

**[www.victims-first.org.uk](http://www.victims-first.org.uk)**

## Revenge Porn Helpline

Advice, guidance and support for adults (aged 18+) who've been victims of revenge porn.

**0345 6000 459**

**[www.revengepornhelpline.org.uk](http://www.revengepornhelpline.org.uk)**

## Victim Supportline

Provide help and support to people, enabling them to recover to the point where they feel they are back on track with their lives.

**0808 168 9111**

**[www.victimsupport.org.uk](http://www.victimsupport.org.uk)**

## Rape Crisis Helpline

Offers confidential emotional support, information and referral details.

**0808 802 9999**

**[www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)**





NORTHAMPTONSHIRE

**POLICE**

Fighting Crime. Protecting People.

*In Partnership with*

