



Service Guide



NORTHAMPTONSHIRE
POLICE
Fighting Crime. Protecting People.

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Introduction to the Guide

As a police liaison representative (PLR) for your council, you have a unique role in your community to help keep it safe, promote awareness of key issues, advise individuals on how to report crimes, as well as maintaining a strong and communicative relationship with your neighbourhood policing team.

This service guide contains information and advice through a service map, outlining all of the different directly accessible and information services you have access to, in order to fulfil your vital role in the community.

In this guide you are signposted to all the different channels you can use to contact a member of the police through, whether this be by phone, online, or by visiting your local police station. It is important for everyone to note that there are services designed to make reporting simple and easy through non-English 999 and 999 BSL and sign video, so that everyone feels safe to report crime.

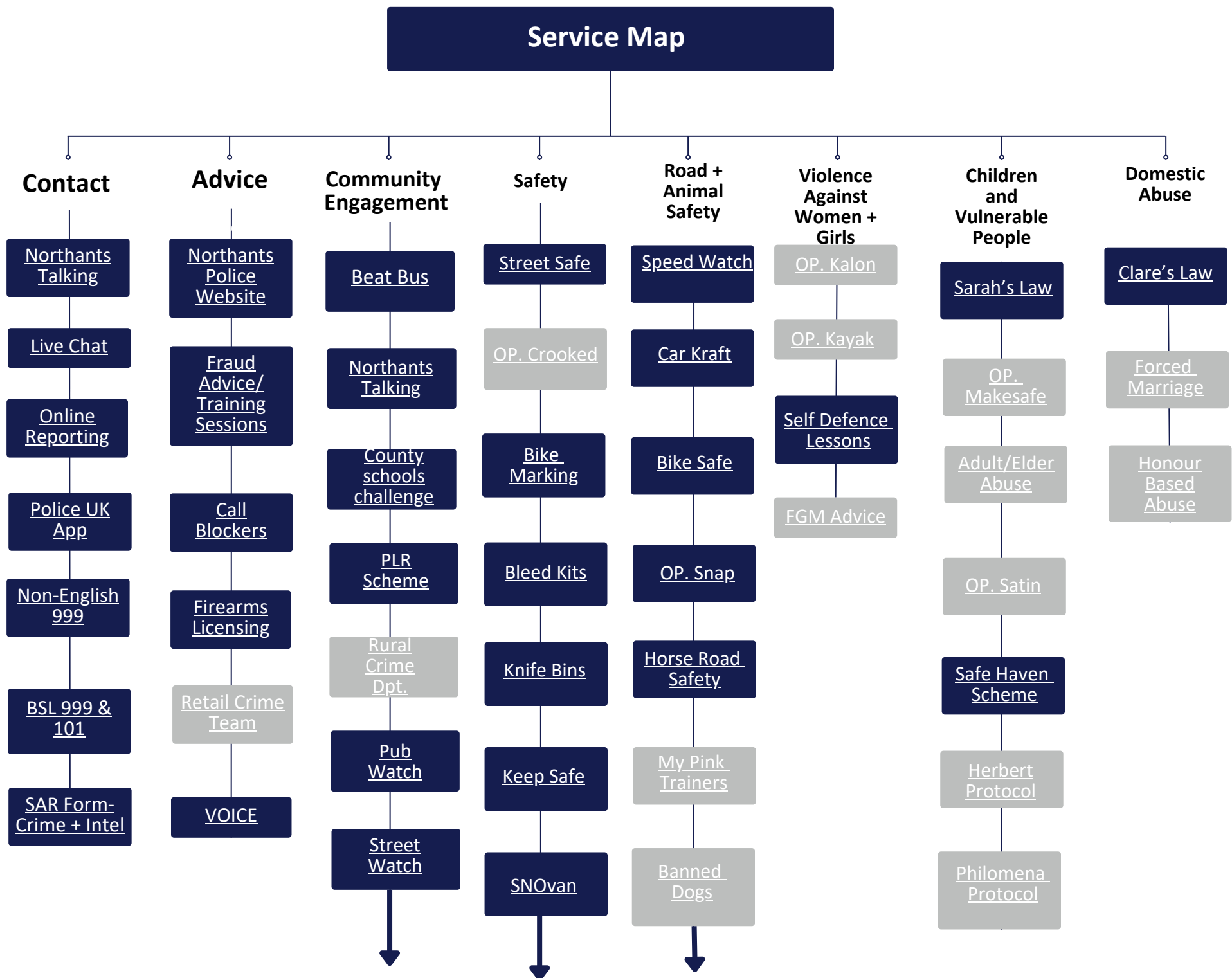
Our main communication platform, Northamptonshire Talking, is essential to keep up to date with crimes and issues in your area, learning what services your local policing team are providing, and also gives you direct access to contact each policing team directly.

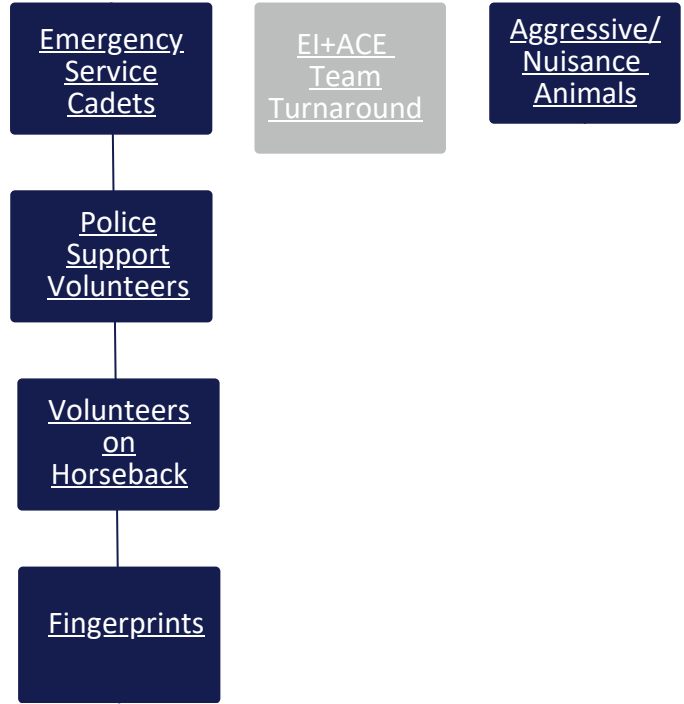
This is a free and simple service to sign up to, and we encourage you all to spread awareness and get as many members of your community signed up, so that they too can stay up to date on key issues important to them.

Some topics such as road safety and violence against women and girls may be a particular cause for concern in your area, so information on different areas and crimes can be found in detail in this guide, offering advice and guidelines on how to contact the police on these issues.

Many of you have expressed interest in access to more information surrounding police operations that are ongoing in your area targeting specific issues and crimes. You will find useful guidance on some of the key operations dedicated to tackling prevalent issues in your community, to give you an insight in how your community teams are prioritising your concerns.

Your role as a PLR is aiding the police significantly in accessing and understanding community concerns, so that they can continue to fight crime and protect people.





KEY:

Direct Access Services

Information Services

Contact

FINGERPRINTS

Certain organisations, both in the UK and abroad, may ask people to provide their fingerprints for security purposes.

Appointments can be made at Enquiry Desks to have fingerprints taken for this purpose [HERE](#).

LIVE CHAT

Non-emergency matters can be reported via live chat between 08:00 – 19:00. This chat is monitored by an operator and is not a chat bot.

Accessed via the [website](#), icon in the bottom right-hand corner.

ONLINE NOTIFICATION

The public can notify the police online about a procession or event they are planning, abnormal vehicle loads or filming.

Accessed via the [website here](#)

NON-ENGLISH 999

Call 999 and ask for the service e.g. 'Police', then say 'help' and the language spoken e.g. 'help polish'.

The operator will then source an interpreter. Instructions available online, and in other languages [here](#).

POLICE UK APP

The public can use a number of services within the app.

Available on Single Online Home (the national police website platform) and look at neighbourhood policing info.

Download on the [google play store](#) or [IOS store](#).

SAR FORM

Online form for the public to report suspicious activity, something they've seen or heard which has caused them concern.

Accessed via the [website](#) or for possible terrorist activity [here](#)

999 BSL AND SIGN VIDEO

British Sign Language users can access the [999 BSL app](#) or connect to a BSL interpreter using Sign Video.



Northamptonshire Talking

What is it?

Northamptonshire Talking is a **free** messaging service from Northamptonshire Police and local partner organisations, providing news and updates on policing and community matters that are **relevant to you**.

What happens when i sign up?

- You can choose **what you want** to receive messages about, and **who from**.
- You can also choose to have your messages **translated** into another language
- You'll also be invited to complete a short survey to help us identify local **policing priorities**.

Why should I sign up?

By signing up to Northamptonshire Talking, you'll receive messages about crime, witness appeals and general policing activity in your local area, meaning you can **better protect yourself from any issues that may arise**.

How to join:

You can sign up online [Here](#). we'll ask you for:

1. your name
2. postcode
3. email address

We'll ask you how you'd like to receive alerts, either by email, text message or voice message

Advice

The northamptonshire police website can be accessed to find out what's happening in your area, advice on how to report and any additional enquiries.

<https://www.northants.police.uk/>

Fraud

Our Economic Crime Team holds fraud prevention advice sessions regularly with businesses across the county, such as community groups, care homes, funeral directors, solicitors, and banks.

Action fraud is the national reporting centre for fraud and cybercrime. It collects reports about fraud on behalf of the police.

If you have been the victim of a scam, fraud, or online crime (cybercrime), you can report it to action fraud [online](#), or by phone.

Call blockers

Fraud protect officers visit victims of fraud and provide advice, but can also provide a call blocker which works on landlines,

and prevents unsolicited calls from coming through. This is useful particularly for elderly victims.

For more advice, please visit our website [here](#).

Retail Crime Team

The Northamptonshire business crime partnership funds a team of dedicated officers and staff to support retailers who have been victims of shoplifting, gather evidence like CCTV, and bring offenders to justice.

Retailers can report retail crime via the Northants police [website](#) or by calling 101.

NBCP Members can also report via their website [here](#).

Firearms and Explosives Licensing

Members of the public can apply for, vary or renew a firearm, shotgun, or explosives certificate online.

Also, they can notify the police of their intention to transfer ownership, or dispose of a firearm, or tell us they intend to travel with a firearm.

Links and information to current firearm legislation can also be accessed online, as well as guidance on how to complete licensing applications

More information can be accessed via the website [here](#).



Voice is a free, confidential support service for anyone affected by crime, life-changing fire incidents and serious road traffic collisions in Northamptonshire.

Services are available to any resident in Northamptonshire, whether a crime has been reported to police or not, and regardless of when or where it happened. Voice is here to help you cope, recover and thrive.

They provide independent emotional support and practical assistance to help.

If you've been affected by crime and want some help and advice, or would just like someone to talk to, get in touch. If you know someone who is in need of support, please ask them to get in touch.

Alternatively, you can read more about just how they support people by visiting the **Help after Crime** section.

Voice is here to:

- provide emotional and practical support to anyone affected by crime;
- link with partner agencies to ensure the right specialist support is available for everyone;
- offer help and guidance to anyone who has to attend court proceedings; and
- promote involvement in the criminal justice system by informing people about their rights.

CITIZENS IN POLICING AND COMMUNITY ENGAGEMENT

Emergency Service Cadets

A partnership between the county's police, fire and ambulance service.

Open to teenagers aged 13-18.

Gives young people an active role.

Apply [here](#).

Police Support Volunteers

Some work within neighbourhood policing teams, other roles are office-based.

Email:
citizensinpolicing@northants.police.uk

Street Watch

Members patrol their local area for at least 2 hours a month.

Local policing teams keep in regular contact.

Email:
citizensinpolicing@northants.police.uk

Volunteers on Horseback

A team of volunteers who ride their own horses and complete regular patrols for suspicious activity.

For more information, please visit [here](#), and contact citizensinpolicing@northants.police.uk

Beat Bus

Dedicated neighbourhood vehicles used for regular surgeries and community visits across the county.

Visit your [local area](#) page to find out when a beat bus surgery will be held.

County Schools Challenge

The challenge is a partnership project across secondary schools.

It helps thousands learn about social issues, and teaches them invaluable skills.

To sign up, visit [here](#).

PLR Scheme

This scheme is where every parish council and parish meeting appoints a person as a single point of contact for their local neighbourhood officer.

Information and to sign up new reps can be found [here](#).

Pub Watch

Local, independent groups formed of people working in licensed premises.

Safety and alcohol awareness campaigns and promote safe drinking environments.

More information available [here](#).

CITIZENS IN POLICING AND COMMUNITY ENGAGEMENT

Rural/Wildlife Crime Team

Dedicated team, specialist vehicles, community engagement and crime prevention in rural areas.

The rural engagement trailer is available to attend events.

More information available [here.](#)

Fingerprints

Certain organisations, both in the UK and abroad, may ask people to provide their fingerprints for security.

Appointments and more information can be found [here.](#)

Independent Advisory Group

The role of an IAG is to help the police to build insight into the needs, wants and concerns of communities who are under-represented in decision making processes.

You can learn more about the IAG and how to apply [here.](#)

Special Constable

Special Constables are part-time, voluntary police officers with all the same powers as full-time regular police officers.

For more information and how to apply, please visit [here.](#)

Safety

Street Safe

Street safe is a service that allows you to report safety concerns in public places anonymously.

This includes issues like poorly lit streets, abandoned buildings, vandalism, as well as instances where you feel unsafe due to someone following or verbally abusing you.

Examples of situations that should be reported to street safe include a poorly lit alleyway that makes you feel unsafe, or a park with broken equipment that poses a safety hazard.

For more information and to report safety concerns, please visit our website [here](#).

Keep Safe Scheme

The keep safe card is for anyone over 16, and is living in Northamptonshire, who may have a disability or illness which makes them feel vulnerable when out and about.

What does the keep safe card do?

The card is designed to make people aware of their personal safety, while encouraging them to report crime and to look for help if they need it.

Using your keep safe card

Please keep your card safe with you when you go out. You can show it to someone when you need help, who can then call for help on your behalf using the information on the card.

The Police know about the keep safe card, and will know what support

you need even if you do not have your card with you. All front offices at police stations are safe spaces where you can go for help.

How to apply

To apply for a keep safe card you will need to complete an application form. You can request and complete the form via phone, email or in writing.

Further details can be accessed [here](#).



Bike Marking

The neighbourhood policing teams hold regular bike marking events in locations around the county.

Having a bike security marked is a highly effective, visible deterrent to bike thieves. They know that if they are caught with a registered bike, the owner can be traced and they will be arrested.

Tips to ensure your bike remains secure and safe can be found [here](#).

Events are advertised via Northants talking and social media.

Burglary- Operation Crooked

The burglary team ensure that every burglary victim receives a visit from the police. The team also work to review and improve the quality of investigations, manage forensic hits, hunt down wanted people, organise patrols in areas of concern, and gather intelligence to prevent burglaries.

Operation Crooked is tackling residential burglary across Northamptonshire. As part of the campaign, Northamptonshire police has a force burglary team working with the criminal investigation department (CID).

For more information on Operation Crooked, and further advice on keeping safe, please visit our website [here](#).



Knife Bins



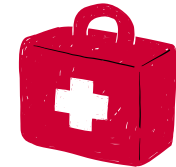
To help reduce the number of knives and weapons on the street, knife amnesty bins have been placed around the county to allow the public to dispose of any knives safely and anonymously- No questions asked.

The orange knife bins are in permanent locations across Northamptonshire, and is a much safer and securer way of disposing of knives than a normal bin.

You can dispose of any knives safely and without repercussions at any of the permanent locations listed on our website [here](#).

More information around knife crime and keeping safe can be accessed via [Crime stoppers](#).

Bleed Kits



Life-changing and potentially devastating injuries can occur as a result of knife crime and other serious violence acts.

Led by off the streets NN, a charity aiming to eradicate knife crime, bleed kits have been installed across the country to be used in the event of a major incident or injury, potentially saving someone's life.

To access the locations of bleed kits across the country, please visit our website [here](#).

SNOvan

The safer night out van (SNOvan), is a customised minibus used as a safe place to support people who may be vulnerable, or in need of help, on a night out.

The Operation Kayak team work closely with pubs and clubs and with door staff, so that patrons remain safe, and any concerning behaviours can be quickly flagged and dealt with.

The officers liaise with the safer nights out van volunteers, to ensure the vulnerable are looked after and safeguarded.



Early Intervention and ACE Support

The targeted youth team provides 1:1 intervention on a range of topics, group work in schools, and drop-down days.

The adverse childhood experiences (ACE) family support team offer up to 12 weeks holistic family support delivered directly in the home.

They provide parenting advice and strategies, advocacy and support at meetings or appointments, and many other services.

Professionals can refer young people or families to the team, and services can also be accessed by members of the public directly via the early intervention scheme [here](#).

Arson Task Force (ATF)



The task force engage with young people and adults who are fire setters and commit offences or arson, often involving schools, social services, parents/guardians, and a variety of other interested agencies.

The ATF act as gatekeepers for any arson referrals, ensuring that a proper risk assessment is carried out prior to action.

If you are a professional or parent/carer of a young person or adult and you have concerns around fire setting behaviour, please complete our [referral form](#), as well as a young person fire starter [evaluation form](#).

Road Safety



Bikesafe is a national police-led motorcycle road safety scheme that raises awareness of key risks, and provides safer riding techniques for motorcyclists.

A police graded motorcyclist, or an approved bikesafe observer, run the workshops and give advice on hazard awareness and safer motorcycling. Most forces then offer an on-road assessed ride.

You can book a workshop via the website [here](#).

CarKraft

CarKraft is a free event, which features lifesaving practical driving skills/workshops, and is held at the Porsche experience centre, Silverstone.

It includes a safer driving, roles and responsibilities workshop led by experienced front line police officers from collision investigation and roads policing, covering the fatal five, and an observed drive with a trained police advanced driver.

Workshops are available for young non-drivers aged 15+, and qualified drivers under 30, via the website [here](#).

Operation Close Pass

Operation close pass is a road safety initiative working to educate drivers and vulnerable road users, to help everyone stay safer on

Northamptonshire's roads.

Patrolling on bicycles, police officers look out for motorists who fail to pass cyclists at a safe distance- a minimum of 1.5 metres up to 30mph.

Anyone deemed to have driven too close to a cyclist can be given penalty points and a fine, or even prosecuted and taken to court.

Advice is given to cyclists too, to help them ride proactively, safely and responsibly, with any offences they may have committed dealt with accordingly.

Horse Road Safety

When passing a horse and rider, drivers should pass at no more than 10mph, and leave at least a car's width between their vehicle and the horse.

Horse riders should wear hi-vis and reflective equipment ideally on both themselves and on the horse, which should be seen from above, as well as from the front, rear, and side.

Hierarchy of road users- Pedestrians are listed as the most vulnerable road user, followed by horses and cyclists.

More information is available on the [British Horse Society](#), and on our [website](#).



My Pink Trainers

This short hard-hitting film has been developed in consultation with young people, and involves a road traffic collision in Northamptonshire, where a young person tragically lost their life.

The video raises awareness of the causes of collisions, and the serious consequences these collision could have.

Schools and colleges interested in finding out more or booking a road safety session can visit the website [here](#).

Operation Snap

Operation snap has been set up to help keep our county's roads as safe as possible.

It allows members of the public to report driving offences in the area by filling out a form and uploading video evidence they have captured.

Submitted footage and reports are then examined by roads policing officers and can be used to take action against drivers

found to be breaking the law.

For more information and to report a driving offence, you can visit the website [here](#).

Community 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 of speeding by CSW receive a police warning letter and their records are held for 12 months to identify any repeat offenders.

For more information and how to apply, please visit [here](#).



Animal Safety

Nuisance/Abandoned Animals

If an animal has been poorly treated, it can be dangerous to the public or other animals.

If you have witnessed an aggressive or out of control animal, or an owner using an animal to intimidate people, please report antisocial behaviour to us [here](#).

Likewise if you know someone who is using animals in illegal activities such as dog fighting, please report anti-social behaviour.

To report an injured stray, or an abandoned animal, please contact your local veterinary surgery or the RSPCA [here](#).

If you find a stray dog that is not sick or injured, please report it to your local council [here](#).

If you find a stray animal that you believe may be lost, please visit find a scan angel at microchip central [here](#). You can find a local volunteer who will scan the animal for a microchip. This is a free service that should never charge for assistance.

Banned Dogs

If you think someone has or is breeding banned dogs, or if you see a banned dog loose, please report it online [here](#).

If you have a banned dog, the police or local council dog warden can take it away and keep it, even if it is not acting dangerously, and there has not been a complaint.

A certificate of exemption lets you keep banned dogs as long as it does not behave dangerously and you follow certain rules.

More information is available [here](#).

Animal Crime

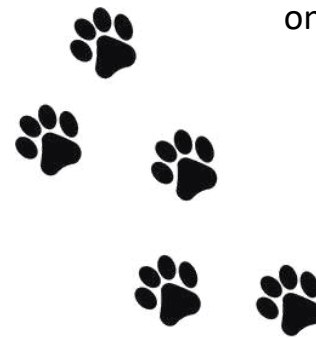
Crimes involving animals that are not wildlife crimes include livestock worrying, livestock theft, hunting, animal cruelty, dogs being out of control in public places, banned dogs, and dog theft.

For more information, please visit our website [here](#).

Wildlife Crime

Wildlife crime is any activity that goes against legislation protecting the UK's wild animals and plants. It can cause pain and suffering to animals, push species closer to extinction, and can be linked to other serious crimes like firearms offences and organised crime.

If you think a wildlife crime is being committed you can contact us online [here](#).



Violence Against Women & Girls

Operation Kayak

Operation Kayak aims to help keep people safe on weekend nights out.

Designed to reduce offending, safeguard the public, and protect against sexual aggression, harassment, inappropriate and predatory behaviours.

The Op Kayak team work closely with pubs and clubs and with door staff, so that patrons remain safe, and any concerning behaviours can be quickly flagged and dealt with.

The officers liaise with the Safer Nights Out Van (SNO van) volunteers, to ensure the vulnerable are looked after and safeguarded.



More information available [here](#).

Operation Kalon

Operation Kalon is designed to investigate reports of drink spiking, advising people of the need to take care of each other on nights out and be mindful of what and how much they are drinking.

We would like to know about any spiking incident, no matter how long ago it happened. There is no time limit to report spiking. It doesn't matter if you can't remember all the details or are not sure if there's any evidence. We take every report seriously, no matter how much time has passed.

Advice and information about how to spot and report drink spiking can be accessed [here](#).



Self Defence Lessons

Multiple self-defence sessions have been run in partnership with the Interfaith Association and BST Academy since August 2022, supporting women from a diverse range of communities.

These sessions can be arranged by Neighbourhood teams when a demand is identified from a community group or in response to an incident which may leave some in a community feeling vulnerable.

Contact should be made through local community policing teams, using Northants Talking, via the Beat Bus or Police Liaison Representatives.

Details of how to contact a local policing team can be found on the [website here](#).



Female Genital Mutilation (FGM)

FGM, also called 'female cutting' or 'female circumcision', is when a female's genitals are deliberately altered or removed for non-medical reasons.

FGM happens because of various cultural, religious and social reasons. Some communities think that FGM will help the girl in some way, such as preparing her for marriage or childbirth.

FGM can cause severe psychological, emotional and medical problems. It can include extreme pain, shock, infection and many other long term serious medical issues.

Information and signposting to support organisations can be accessed [here](#).

For more information and how to report FGM, please visit our website [here](#).



Children + Vulnerable People

Sarah's Law

The Child Sex Offender Disclosure Scheme (CSODS) lets you formally ask the police whether someone who has contact with a child or children has a record for child sexual (paedophile) offences or poses a risk to the child or children for some other reason.

It's not a law, but it is sometimes called 'Sarah's Law'. It gives guidance on how you can ask us to use our existing police powers to share information about sex offenders.

If you're worried about someone's behaviour towards a child, or something you've seen, heard or been told, you can use Sarah's Law to find out if that person is a risk.

You must apply for information about a specific person and a specific child or children they spend time with. You cannot apply for general information about child sex offenders.

Anyone who is worried about someone's behaviour towards a child can apply, not just a child's parents. This includes people like a grandparent, neighbour or friend.

No matter who makes the application, if there is information we decide to share, we will tell whoever can use the information to keep the child safe.

This might not be the person who made the application, it might be someone else (like the child's parents).

More information can be accessed [here](#) via the website.

Operation Makesafe

The purpose of Operation Makesafe is to empower businesses and organisations to tackle child exploitation through increased awareness and training.

The campaign is designed to help business owners and their employees identify potential victims of child exploitation and, where necessary, alert police officers to intervene prior to any young person coming to harm.

Businesses such as hotels, licensed premises, taxi companies, shops, and care homes are being provided with awareness training to help them recognise the signs of child exploitation.

They are directed to call 101, quoting 'Operation Makesafe', should they suspect suspicious behaviour or activity on their premises or in their vehicles.

These businesses are also being provided with campaign posters and a training video to raise awareness amongst their customers and staff.

For more information you can visit our website [here](#).

A black and white graphic in the bottom right corner. It features a thick black diagonal bar. The word "SAFE" is written in large, white, sans-serif capital letters, tilted to follow the angle of the bar. Below it, the word "ZONE" is written in the same font and style, but horizontally. The background to the right of the bar is white.

SAFE
ZONE

Adult/Elder Abuse

Adults requiring care and support may not be able to protect themselves from abuse or neglect.

We have specialist trained officers and staff who work to protect adults at risk of abuse.

Abuse can include physical abuse, sexual abuse, psychological abuse, financial abuse and neglect.

For older adults, abuse can include coercive control, neglect or acts of omission, discrimination, modern slavery, domestic abuse and cuckooing.

Cuckooing is a term given to criminals who target the homes of vulnerable adults. They may use the property for any criminal purpose but in particular, drug dealing, sexual crimes and firearms. The vulnerable adult is often tasked to complete criminal acts, often under duress.

Adults within a care setting may also experience organisational abuse.

Adults requiring care and support may be at risk of self neglect and potentially may lack capacity to make decisions for themselves.

For more information and advice, how to report, and key organisations, please visit our website [here](#).



Operation Satin

The project, called Operation Satin, sees specialist Early Intervention workers work alongside colleagues in Northamptonshire Police to support young people who go missing from home.

Operation Satin focuses on those who have gone missing less than three times. As soon as possible after they return home, every young person is met by one of a team of four Early Intervention specialists based within the Police Missing Person's Unit.

The aim is to quickly understand the reasons why they are going missing and try to break the pattern.

For more information on this operation please visit the website [here](#).

Guidance and advice on missing persons can also be accessed [here](#).

Safe Haven Scheme

This means that if the police find an elderly person who is lost, disorientated in time, place or person, then they may ask the home to allow them access.

This would be on a temporary basis until the elderly person could be reunited with their permanent carer/carers.

This system is in preference to accommodating misplaced persons in a police station and forms part of the Northamptonshire Police Dementia Friendly initiative.

The assigned safe haven is South Fields Care Home.

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, including:

- medication required
- mobile numbers
- places previously located
- a recent photograph

In a care setting, the care provider, the person at risk or their family can fill in the form. Please seek permission from the person at risk or their next of kin.

Update the form regularly to make sure the information is always accurate.

Filling in the form can be a valuable way of communicating with a relative because it causes them to think about where they used to live and work. This triggers memories that they like to talk about, and can enrich your visit.

Further guidance on the protocol can be found on our website [here](#).

You can access and fill out the form [here](#).



Philomena Protocol

The Philomena Protocol is a Northamptonshire Police initiative to help locate and safely return a young person as quickly as possible when they are missing.

The basis of the scheme is for vital information about the young person to be recorded on a form which can be used to locate them safely and quickly.

The carer adds details about the young person to the Philomena Protocol form, including:

- a physical description
- who their friends are
- a recent photograph
- whether they've gone missing before

If you're concerned that a young person might go missing, fill in part one of the form as soon as possible. Please make sure you review the details and keep them up to date.

You should only fill in part two of the form if the young person actually goes missing. Part two includes things like what the young person was wearing at the time and where they were last seen.

The form can be obtained from Northamptonshire Police's Missing Person's Unit. The police will only ask for a copy of the form, or the information in the form, if the person is reported missing.

More information and advice can be found [here](#).



Domestic Abuse

Clare's Law

This scheme enables the police to release information about any previous history of violence or abuse a person might have.

Under Clare's Law you can:

- apply for information about your current or ex-partner because you're worried they may have a history of abuse and are a risk to you
- request information about the current or ex-partner of a friend or relative because you're worried they might be at risk

This is called the 'right to ask.' You have a right to ask the police no matter if your enquiry relates to a heterosexual or same-sex relationship, as long as you are aged 16 or older.

You also have the right to ask about a partner regardless of your (or your neighbour, friend or family member's) gender identity, ethnicity, race, religion or other characteristics.

You can find more information on Clare's law [here](#), or on our website [here](#).

Forced Marriage

Forced marriages can happen to anyone from any background and nationality, and can affect both males and females. It doesn't only happen to young people, it can happen to adults too.

It's possible that your parents or family are forcing you to marry because they think it's the best thing for you. Or some families may see forced marriage as part of their religion or culture.

More information of forced marriage can be accessed via the website [here](#).

To report a forced marriage, please visit [here](#).



Honour- Based Abuse

Honour-based abuse is a crime or incident committed to protect or defend the 'honour' of a family or community. If your family or community think you've shamed or embarrassed them by behaving in a certain way, they may punish you for breaking their 'honour' code.

More information and how to report honour-based abuse can be accessed [here](#).

