



PLR Service Guide

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Introduction

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 (NPT).

This service guide outlines different information and services available to your communities. In this guide you are signposted to all the different channels you can use to contact a member of the police through, whether this 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 access to contact each policing team directly.

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



How to contact Northamptonshire Police



999

For emergency situations

101

For non-emergency enquiries



Online

You can report crimes, issues and incidents online at
www.northants.police.uk/ro



Live Chat

Click the blue message icon on the home page



CrimeStoppers

Anonymously give information on 0800 555111 or online at
crimestoppers-uk.org



Police.UK app

Report crimes and incidents



Non-English 999

Ask for 'the police', say 'help' and the language you speak



999 BSL

BSL users can access the 999 BSL app or connect to an interpreter via video

Contacting your neighbourhood team

As a PLR, your role is to liaise with and form relationships with your local Neighbourhood policing team, to help keep your communities safe. You will receive news and information from your team to share with your council, your town or parish. As liaison you will also reach out to your points of contact about crime issues or any concerns you may have..

Your point of contact will usually be a PCSO from your area, but you may also work with Police Officers and Sergeants from your neighbourhood team at different points throughout your role.

From 2025 we aim to send all PLR digital communications through our Northamptonshire Talking platform. In addition, we will now also be able to message specific groups of PLRs.

The platform allows two-way communications so that will allow you to reply to messages and your emails will be shared and monitored to ensure prompt response times. You can find your neighbourhood team through this platform by entering your postcode on the home page, which will direct you to the relevant area. You will see all members of the team you can contact, local events in your area, and any crime prevention alerts.



Get involved in your community

There are many ways that you can get involved with the police through our community engagement schemes.

Emergency Service Cadets

The cadets are open to teenagers 13-18 and offers young people the chance to take an active role in supporting the work of our emergency services. If you're over 18 and interested in the Emergency Services, why not consider a role as a Cadet Leader? For more information, please visit our website:

northants.police.uk/cadets



Special Constables

Special Constables are our longest and most established volunteer role having existed since 1835! They are ordinary members of the public who volunteer to undertake the role and responsibilities of a Police Constable in their own time, volunteering alongside regular officers in a variety of roles from core policing teams of neighbourhood and response, through to specialist roles in rural crime, missing persons and even MOSOVO. For more information, please visit our website:

northants.police.uk/dosomethingspecial



Police Support Volunteers

Becoming a police support volunteer is an excellent opportunity to become involved with different aspects of policing. By volunteering with us you could play a vital role in helping us deliver and improve the service we provide to our communities. We welcome applications from all communities and are keen to diversify our workforce. For more information, please visit our website [here](#).



Volunteers on Horseback

Volunteers provide a link between their rural communities, the local policing teams and the rural crime team. Being on horseback they can cover large areas easily and see over hedges etc. They are available to assist in the location of missing persons, represent Northamptonshire Police at public events, and support area teams if required. If you're interested in being involved, please email citizensinpolicing@northants.police.uk.

On-call firefighter

Become an on-call firefighter and help to protect your local community. If you live within an eight-minute drive of your local fire station, then you can provide cover on top of your day job, during work hours, or in your spare time. You will be trained to help save lives and will be paid for being available and receive fees for any incidents you attend. Access more information [here](#).



Street Watch

Street Watch enables local people to take an active role in keeping their community safe by patrolling their local area, identifying potential issues and engaging with local residents, encouraging them to report things like antisocial behaviour, vandalism and suspicious behaviour to the police.

Street Watch volunteers are supported by a coordinator who liaises with team members and their local neighbourhood policing team to share information and help progress any initiatives that can help prevent crime and improve safety in their local area. Anyone who would like to get involved or set up a Street Watch scheme in their area can email citizensinpolicing@northants.police.uk or find out more at: northants.police.uk/streetwatch



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. They work by developing a close relationship between community members and the local police. You can find your local NW [here](#) or start a new scheme in your area.

PubWatch

PubWatch schemes are local, independent groups formed of people working in licensed premises. They often take part in safety and alcohol awareness campaigns to tackle and prevent ASB, promote safe drinking environments, and improve communication and sharing information between licensees. More information on how to join your local pub watch is available [here](#).



Community Speed Watch

Speed watch is a volunteer programme run by Northamptonshire Police in conjunction with the Northamptonshire Safer Roads Alliance, enabling local people to be actively involved in road safety and reducing speeding in their community. Speed monitoring runs between March and October. 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. More information is available at northants.police.uk/csw



CarKraft

This is a driving experience designed to reduce the number of people killed and seriously injured on Northamptonshire's roads. The scheme is aimed at young, qualified drivers aged 17-30 and young non-drivers aged 15+. The courses are set within the inspirational British Grand Prix venue and the home of British Motor Racing – Silverstone Circuit. If you or someone you know may be interested in this award-winning experience, please visit their website carkraft.info.

County Schools Challenge

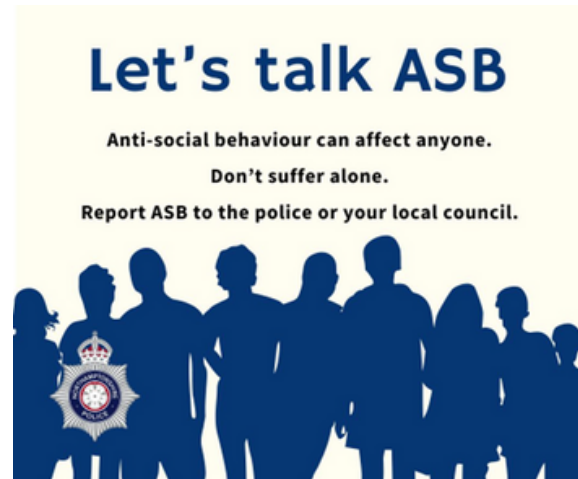
The county schools challenge is a partnership project run across secondary schools in Northamptonshire. Each year it helps thousands of pupils learn about important social issues while teaching them invaluable skills. If you think a school in your area may be interested in this opportunity, you can access more information on the website [here](#).



Neighbourhood crime

Antisocial behaviour (ASB)

Anti-social behaviour is any behaviour that causes or is likely to cause harassment, alarm or distress. This behaviour has many forms, from aggressive, noisy or abusive behaviour to neighbourhood disturbances involving drugs, abandoned cars or animals. Please report any concerns [here](#).



Residential burglary

- Burglars often break in at the rear of properties, so it is important to ensure your rear garden is secure with a fence/wall/gate, and keep all gates locked.
- Keep your doors locked at all times and windows closed if you're not in the room.
- Making your house look occupied by leaving lights on and using timer switches helps to deter potential burglars.
- Neighbourhood Watch can offer support and advice for keeping your house safe, and also provide support to victims of burglary. More information available [here](#).
- You can give information anonymously about burglary at [CrimeStoppers](#) or by calling 0800 555 111.
- You can also report a burglary to the police online [here](#) or by calling 101, or 999 in an emergency.

Northamptonshire Police are committed to tackling all forms of anti-social behaviour and neighbourhood crime throughout the county.

Bike marking

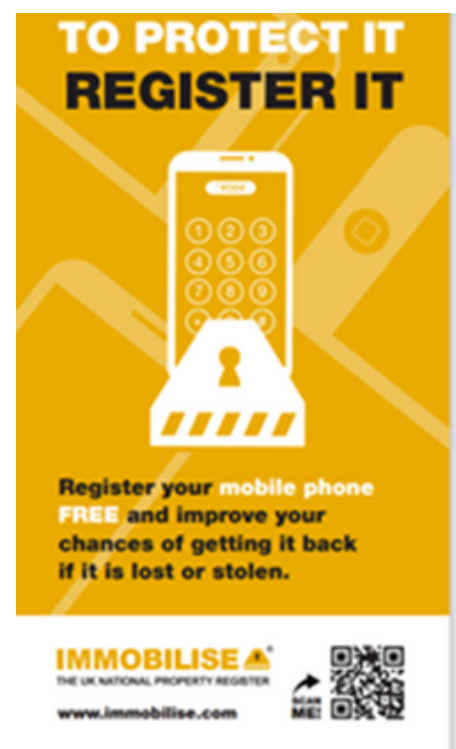
Neighbourhood teams regularly hold bike marking events in locations around the county. Having a bike security marked is a highly effective visible deterrent to bike thieves. Tips to ensure your bike remains secure and safe can be found [here](#).



Register your property

Immobilise can be used by members of the public and businesses to register their valued possessions. This online checking service is used thousands of times each day by UK police forces to trace owners of lost and stolen property. It also assists the police in investigating criminal activity involving stolen goods.

You can access more information about using this service and registering your property [here](#).



Road Safety

Road Safety Community Fund – OPFCC

Your local council can apply through the road safety fund from the OPFCC who can award grants of up to £5,000. This scheme is supported by the Northamptonshire Safer Roads Alliance. More information about this scheme is available [here](#).

Report speeding

If you are concerned about speeding, you should contact with your local neighbourhood policing team via [Northamptonshire Talking](#). You can also report driving offences [here](#).

Submit dashcam footage

Under Op Snap, members of the public can submit dashcam footage online regarding road offences. The team can only accept footage within a 14-day window of the offence. This is because they only have 14 days to notify drivers of the offence.

To find out more visit northants.police.uk/opsnap

Violence against women and girls (VAWG)

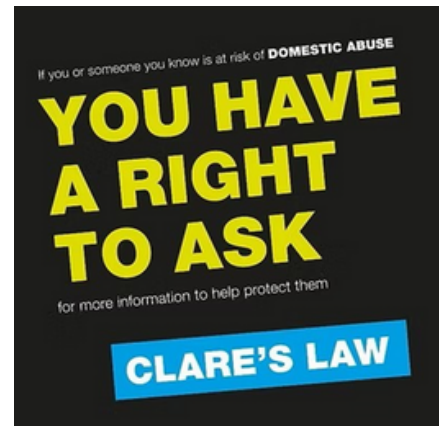
Domestic violence – Clare’s Law

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/relative because you’re worried they might be a risk

This is called ‘the right to ask’.

More information is available at northants.police.uk/claresslaw



Advice and information on domestic abuse

Information and advice on how to report domestic abuse is available [here](#).

Northamptonshire Domestic Abuse Service support women, men and children in helping them recover from the trauma of domestic abuse. More information is available [here](#) or you can call the helpline on 0300 0120 154.

Advice and information on rape, sexual assault and abuse

You can access information and advice regarding rape, sexual assault and abuse at northants.police.uk/raperuinslives

Female genital mutilation (FGM)

National FGM Centre offers support and advice around FGM and child abuse. More information is available [here](#) or by calling the national helpline on 0800 028 3550.

Stalking and harassment

You can report stalking and harassment [here](#) or by calling the national helpline on 0808 8020 300.

Support and advice for child safety

Child sex offender disclosure scheme - Sarah's Law

This scheme lets you formally ask the police whether someone who has contact with a child has a record for child sexual offences or poses a risk for some other reason. If you are worried about someone's behaviour towards a child or there is something you have seen, heard, or been told, you can use Sarah's Law to find out if that person is a risk. More information is available at: northants.police.uk/request-sarajs-law

Child criminal exploitation

Child criminal exploitation is when someone uses a child (under 18 years old) to commit crimes for them. It includes things like forcing a child to work on a cannabis farm or targeting, grooming, coercing and exploiting a child to sell drugs in county lines operations.

Children can contact ChildLine for support and advice online: www.childline.org.uk/get-support or by calling 0800 1111

Parents and guardians can access more information about child abuse [here](#). You can also report child exploitation anonymously at [CrimeStoppers](#) or by calling 0800 555 111.

Child sexual exploitation

Child sexual exploitation involves situations, contexts or relationships in which a person under 18 is given something, such as food, accommodation, drugs, alcohol, cigarettes, affection, gifts or money in return for performing sexual activities or having sexual activities performed on them. It can also involve violence, coercion and intimidation, with threats of physical harm or humiliation.

If you are worried that a child is being exploited, please report your concerns. You can report your concerns on 101 or 999 in an emergency. To report anonymously, you can contact [CrimeStoppers](#) on their website or by calling 0800 555 111. You can also contact the NSPCC on 0808 800 5000

Missing Persons

Herbert Protocol

This 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. Keeping a completed form saves the worry of trying to recall the information during a stressful time if someone is missing.

You can access further information here:

northants.police.uk/herbertprotocol



Safe Haven Scheme

If the police find an elderly person who is lost or disorientated, they may ask the designated Safe Haven, Southfields Care Home, to allow them access. This is on a temporary basis until the elderly person can be reunited with their permanent carer/carers.

This system is in preference to accommodating the elderly person in a police station and forms a part of Northamptonshire Police Dementia Friendly initiative. The elderly person will be accompanied at all times by a police officer.

Safety Advice

Fraud and Cyber Crime

Action Fraud is the national reporting centre for fraud and cyber crime. They collect reports about fraud on behalf of the police. If you have been a victim of a scam, fraud, or online crime (cyber crime), you can report it to Action Fraud via their website www.actionfraud.police.uk or by calling them on 0300 123 2040.

Knife bins

To help reduce the number of knives and weapons on the street, orange knife amnesty bins have been placed around the county to allow the public to dispose of any knives safely and anonymously. You can find the locations of the bins [here](#).

Young people can access help and support, and report anonymously, via [Fearless](#).

You can also report information about knife crime anonymously via [CrimeStoppers](#) or by calling 0800 555 111.



Firearms

For information about how to apply for a firearm or shotgun certificate, please visit the website [here](#). You can contact the Firearms Licensing Team [here](#).

Road traffic incidents

You can report road traffic incidents and driving offences [here](#).

If you have dashcam footage of a traffic incident or driving offence, you can submit it via Op Snap. Visit www.northants.police.uk/opsnap

Rural crime

Rural crimes can include theft of farming or agricultural equipment or fuel, tack theft, theft of lead from churches, damage to ancient monuments, illegal metal detecting and livestock worrying.

You can find out more and report rural crime at: northants.police.uk/ruralcrime

If you want to report stolen or damaged property, assault or threats and abuse, please report here: northants.police.uk/ro

Wildlife crime

Wildlife crimes can include poaching, coursing, animal cruelty and illegal fishing, among others. Find out more at northants.police.uk/wildlife-crime

Support services



CrimeStoppers

CrimeStoppers is an independent charity that gives you the power to speak up to stop crime, 100% anonymously. They share advice on how to protect the people you care about from crime, so everyone can feel safe.



crimestoppers-uk.org



0800 555 111



Action Fraud

Action Fraud is the UK's national reporting centre for fraud and cyber-crime where you should report fraud if you have been scammed, defrauded or experienced cyber-crime.



actionfraud.police.uk



0300 123 2040

Child safety services



Childline

Childline offer information and support to children on a variety of issues.



childline.org.uk



0800 1111



Fearless

Fearless enables young people to pass on information 100% anonymously about any crime.



crimestoppers-uk.org/fearless



0800 555 111



NSPCC

The NSPCC offers support for parents, families and schools with advice on keeping children safe.



nspcc.org.uk



0808 800 5000



Safe4Me

Safe4Me have details about national support services for young people impacted by child criminal and sexual exploitation. They also have lots of information regarding specific forms of exploitation, understanding trauma, rights and the law and much more.



safe4me.co.uk



Safeguarding Network

The Safeguarding Network offer helpful tips for understanding indicators of exploitation and what may make a young person more vulnerable to being exploited.



safeguarding.network

Community Services



Northamptonshire Fire & Rescue Service

The NFRS carry out enhanced home fire safety visits for our most vulnerable residents. People who are most vulnerable to fire due to frailty and complex needs can be referred for enhanced visits.



northantsfire.gov.uk



National Farmers Union

The National Farmers Union represent agricultural and horticultural businesses in England and Wales through advice, guidance and professional services.



nfuonline.com



Farming Community Network

The Farming Community Network provide a confidential helpline that supports farmers and families within the farming community.



fcn.org.uk

Domestic abuse services



Northamptonshire Domestic Abuse Service

The NDAS support women and men, as well as children, to recover from the trauma of domestic abuse.



ndas.co



0300 0120 154



Sunflower Centre – VOICE

The Northamptonshire Sunflower Centre offers non-judgemental support to high-risk victims of domestic abuse.



voicenorthants.org/help-after-crime/domestic-abuse/sunflower-centre/



Eve

Eve work with women, children and young people towards a safe future that's free of abuse.



eveda.org.uk



Respect Men's Advice Line

Men can be domestic abuse victims. Respect is a helpline for male victims of domestic abuse.



mensadvice.org.uk

Neighbourhood crime services



ASB Help

ASB Help is a charity that provides advice and support to victims of antisocial behaviour.



asbhelp.co.uk



Burglary support – VOICE

VOICE offer support for those affected by burglary through emotional support, practical help and safety advice.



voicenorthants.org/burglary



Immobilise

Immobilise can be used by members of the public and businesses to register their valued possessions or company assets. All registered items and ownership details are viewable by police on the national property database which assists in tracing owners of lost and stolen property.



immobilise.com

Rape, sexual assault, and abuse services



Northamptonshire Rape Crisis

Run by an all-female team, Northamptonshire Rape Crisis provide a women-and-girls-only safe space to help you feel safe and secure following abuse or assault. They have also extended support services to males of all ages, and offer men and boys the help and support they need following sexual abuse or assault.



northamptonshirerapecrisis.co.uk



0300 222 5930



Refuge

Supporting those who have experienced abuse is at the core of everything Refuge do. They mainly support women and children, but their community services do extend to men.



refuge.org.uk



0808 2000 247

Victim support services



VOICE

VOICE is a free and confidential support service for anyone affected by crime, life-changing fire incidents and serious road traffic collisions. Services are available to anyone 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.



voicenorthants.org

Violence against women and girls (VAWG) services



National FGM Centre

The National FGM Centre offer support and advice around FGM and child abuse.



nationalfgmcentre.org.uk



0800 802 0300



Suzy Lamplugh Trust

A leading stalking charity working towards reducing the risk of harassment, stalking, aggression, and violence, the Suzy Lamplugh Trust empower people to take steps to avoid, mitigate or manage risks across all aspects of their life.



suzylamplugh.org



0808 802 0300

Glossary

ASB	Antisocial behaviour
BSL	British sign language
CSW	Community Street Watch
FGM	Female genital mutilation
NPT	Neighbourhood policing team
NFRS	Northamptonshire Fire & Rescue Service
OPFCC	Office of the Police, Fire, and Crime Commissioner
PLR	Police Liaison Representative
VAWG	Violence against women and girls
VOH	Volunteers on horseback