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# Dealing with vulnerability and anti-social behaviour

PC Jessica Dennif,  
Cambridgeshire Police

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## Police Constable Jessica Denniff, Cambridgeshire Police

I worked with a vulnerable family in Cambridge North: a disabled mother and her two children, both of whom have learning difficulties, who were experiencing persistent anti-social behaviour from local youths. Their vulnerability was aggravated by the fact that the family had no means of contracting the police when an incident occurred, as they had no access to a telephone. Realising that this put the family at risk, I gathered intelligence on the family by collating the numbers and contacts of all those who worked with them to establish a picture of supportive services for the family.

After previous reports of failing to hear back from any of the agencies contacted through the 102 Adult at Risk Referral Form, I decided to contact the agencies directly. This resulted in an emergency meeting with the care team centred around one member of the family and on the replacement of broken windows in the house, free of charge. I also focused on ensuring that the family was able to contact the police in a way that was suitable and convenient for them. This included securing a phone and jackpot alarm which can be used by the family to contact the police directly.

My work has resulted in a more cohesive approach to the family's care by partner agencies and a change in the family's perceptions of the police. This formed a key part in my impact, particularly the children's perception of the police, as they initially thought that the police's role was simply to take them away from their mother."

