

Report for Saltash Town Council 1st October 2020. Safer Saltash.

Safer Saltash virtual model ensures continued intensive support to Communities.

In light of the changes brought about by Covid 19 restrictions early this year ,Safer Saltash have adapted and met virtually every 2 weeks since March 2020 to ensure that regular dynamic intelligence and updates about the rapidly changing nature of crime and risk across the Town is fed and acted upon. The new model has been praised by members of the partnership who are fully engaged and appreciate the speed of actions and the frequency of the communications.

Local issues have been predominantly related to the impact of COVID-19 restrictions and more recently anti-social behaviour in specific areas of Saltash. Partners have worked closely together to address these issues . During quarter 1. The focus was very much on supporting vulnerable families during lockdown and supporting access to services and provisions; partnership activity took

place with Young People Cornwall and Livewire providing additional supplies in the care packages provided and delivered to families by Saltash Community School. Safer Saltash supported Volunteer Cornwall on their work with individuals in the Town and promoted the services provided by PL12 throughout the lockdown period . Safer Saltash have worked with key partners to promote new Neighbourhood Watch schemes to increase community resilience and crime prevention. A multi-agency approach was put in place to address issues with large groups of young people beginning to congregate in key areas and specific ASB problems have been addressed. There was a multi-agency plan delivered in advance of the licensed premises reopening . No community tensions in relation to second homeowners emerged in Saltash but there were reports from near by Kingsands and Cawsands during this period . There has been significant promotion of Domestic Violence and sexual abuse services and the “We are with you” and how to access during lockdown along with awareness raising of scams and financial exploitation in particular with vulnerable groups.

With regards to reporting routes.

Residents are encouraged to report any concerns using the following means, as these trigger the most rapid response, and are more effective than any other means:

1 If you see someone sleeping rough contact Streetlink via

www.streetlink.org.uk or 0300 500 0914 (or 999 if they need urgent medical assistance). This triggers the homeless outreach service.

Individuals sleeping rough can contact the Cornwall housing Options Team on 0300 1234 161 or drop into an Information Service (formerly called One Stop Shop)

2 If people experience anti-social behaviour.

Email 101@dc.police.uk or call 101 for non emergencies and in an emergency call 999 This triggers the ASB response

3 If you have any information about a crime you can also contact Crimestoppers anonymously on 0800 555 111

4 For concerns about rubbish such as glass and needles on the street ,call Cornwall Council Refuse and recycling on 0300 1234 141 or email refuse_recycling@cornwall.gov.uk This triggers drugs and alcohol outreach and police as well as waste collection. Where possible please include a photo of the drug litter with your report

Electronic version of the Safer Cornwall Z card is attached to this report.

What happens when a report of anti social behaviour is made?

Reports of anti social behaviour should in the first instance go to the police, but if you are a tenant of a registered social landlord then you should also log the complaint with them as they have policy and procedures to deal with anti social behaviour displayed by their tenants.

In the first instance if repeated acts of anti social behaviour are reported then a warning should be issued to the perpetrator(s) normally from the police or social landlord, highlighting the behaviour that is displayed in unacceptable and should cease. If the anti social behaviour continues then a second and final warning is issued along with support to address the causes of the behaviour.

If reports of anti social acts are still reported then the last stage is generally some form of legal action i.e. Criminal Behaviour Orders (CBO), demoted tenancy etc. This is very much the last resort when all other avenues of intervention have been exhausted.

Please note that although there is an escalation process in dealing with anti social behaviour issues, if the behaviour is of sufficient gravity then it may constitute action at the final stage as opposed to going through the escalation process.

Useful contacts

Police

Tel: 101 (non urgent crime number)
www.devon-cornwall.police.uk

Crimestoppers

Tel: 0800 555 111

Cornwall Anti Social Behaviour Team

Tel: 0300 1234 232
Email: antisocialbehaviour@cornwall.gov.uk
www.safercornwall.co.uk

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If you would like this information in another format or language please contact:

Cornwall Council
County Hall
Treyew Road
Truro TR1 3AY
Telephone: 0300 1234 100
Email: enquiries@cornwall.gov.uk
www.cornwall.gov.uk

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Reporting anti social behaviour

Information and advice



Introduction

One of the many problems affecting communities in Cornwall is anti social behaviour, covering malicious, thoughtless and inconsiderate activity which has the potential to blight community life.

Every week new acts of anti social behaviour are reported, but for all those reports far more remain unreported with people forced to put up with behaviour that affects all areas of personal and community life.

What is anti social behaviour?

Anti social behaviour is defined in law as:

'Behaviour which causes or is likely to cause harassment, alarm or distress to one or more other persons not of the same household as the perpetrator'

Examples of anti social behaviour include:

- Verbal abuse
- Vandalism
- Joyriding
- Noise nuisance
- Criminal damage
- Assault
- Throwing missiles
- Underage drinking
- Engaging in threatening behaviour in groups
- Harassment of residents or passers-by

What can be done to tackle anti social behaviour?

Tackling anti social behaviour is not just down to one person or service. Anti social behaviour affects the community and so agencies such as the police and district councils rely on the community to report and account for incidents of anti social behaviour. If you are subject to anti social acts in the first instance

Ring the police on the non emergency number **101**

If the threat is causing immediate danger call **999**

All calls to the police are logged and these logs can be used as evidence if any court action is taken. Just the act of reporting incidents is valuable information even if the police do not attend.

Personal accounts / diaries

In showing the repeated nature of anti social acts, personal accounts or diaries help to build up consistent evidence about the nature, frequency and severity of anti social acts.

It helps to quantify the effects that anti social behaviour has on a personal level and the harassment, alarm or distress it causes to individuals.

People often feel more comfortable keeping a personal account as opposed to giving a formal statement to the police, although victim personal statements to the police are again a powerful form of evidence.

How important are personal accounts?

Action against anti social behaviour takes place under civil law. This means that important evidence like victim personal accounts, diaries or notes showing repeated anti social behaviour acts can be used in court as evidence against anyone who is identified as being involved in repeated acts of anti social behaviour.

If the case comes to court, witnesses may not have to give evidence or be identified in court. A professional witness i.e. a police officer could be used in court on behalf of the witness. Witness protection is an extremely high priority and all measures are taken to protect identity where requested.

What you can do now!

Reporting and recording anti social acts is extremely important. Keeping a diary or log of events is an effective way of evidencing repeated anti social acts.

- What times do the events occur?
- Who is normally involved?
- What type of behaviour is it?

Please use diary sheets to make relevant, factual notes of what is happening.

Anti social behaviour is not something individuals or communities have to put up with. Together we can tackle anti social behaviour.

Community Safety in Your Area

Safer Cornwall is a statutory partnership of public, voluntary, community and private organisations who come together to do all that they can to make Cornwall's communities safer. We provide a co-ordinated response to community safety issues, drawing together all those organisations and people that can make a difference.

If you would like to raise a concern or find out more about the support available in your area, please contact your Community Safety Team at communitysafety@cornwall.gov.uk

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www.safercornwall.co.uk
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Report Anti-Social Behaviour

Anti-social behaviour covers a wide range of acts that can include verbal abuse, vandalism, joyriding, noise nuisance, criminal damage, throwing missiles, underage drinking, engaging in threatening behaviour in groups or harassment of residents or passers-by.

To report incidents of anti-social behaviour visit www.dc.police.uk where you can access the police's online contact methods – WebChat and Crime Reporting Form. These are available to use 24 hours a day, 7 days a week. If it's not an emergency, you can also report it to the police using 101.

Email 101@dc.police.uk
Telephone **101** (in an emergency always call 999)

Report noise nuisance or a licensing complaint

Noise Nuisance
Neighbour noise (e.g. loud music, barking dogs) can constitute a statutory nuisance if this causes an unreasonable interference to the use and enjoyment of your home. Visit www.cornwall.gov.uk/noise for further details, including how to make a complaint to the Cornwall Council's Community Protection team.

Telephone **0300 1234 212**
Email publicprotection@cornwall.gov.uk

Licences
To find out more about alcohol and entertainment licences or report a licensing complaint please visit:

Online www.cornwall.gov.uk
Email licensing@cornwall.gov.uk

Tell us if someone is sleeping rough

If you see someone sleeping rough you can contact Streetlink via www.streetlink.org.uk or **0300 500 0914** (or 999 if they need urgent medical assistance).

If you are sleeping rough and need help, contact the Cornwall Housing Options Team on 0300 1234 161 or drop into a Cornwall Council Information Service Office (formerly called One Stop Shop).

Report a Crime

Call 999 if you or someone else is in immediate danger, or if the crime is happening right now.

To report non-emergency crime or queries visit www.dc.police.uk where you can access the police's online contact methods – WebChat and Crime Reporting Form. These are available to use 24 hours a day, 7 days a week.

If it's not an emergency, you can also report it to the police using 101.

Email 101@dc.police.uk
Telephone **101**

If you are unsure which service you need AskNED the online non-emergency directory can help.

Visit www.dc.police.uk/AskNED enter your question, select your location and AskNED will provide you with the answer. Remember, in an emergency always call **999**.

If you have information about a crime you can also contact **Crimestoppers** anonymously on **0800 555 111**.

Report Drug Litter, Rubbish & Graffiti

If you find discarded needles or drug related litter, do not attempt to pick it up. Please report the location to Cornwall Council's Waste Management Team via the webpage www.cornwall.gov.uk/needles or telephone **0300 1234 141**.

To report graffiti, fly tipping, littering, abandoned vehicles and dog fouling please use the "Report It" pages on the Cornwall Council website www.cornwall.gov.uk/report-it

Report Hate Crime

Hate crime is the term used to describe an incident or crime against someone because of hostility or prejudice towards their disability, race or ethnicity, religion or belief (which includes non-belief), sexual orientation and gender identity. It's important to report it so that the police can take action.

If you or someone else is in danger, injured or offenders are nearby, ring 999.

In a non-emergency please call **101**.
You can also text **67101** or email: 101@dc.police.uk

If you are deaf, hard of hearing or have any speech impairment, in an emergency dial Minicom/Textphone **18001**. If it's not an emergency, dial **18001 101**

For more ways to report hate crime go to www.devon-cornwall.police.uk/hate-crime or www.stophateuk.org

Worried about a child?

The Multi-Agency Referral Unit (MARU) provides a multi-disciplinary response to concerns about the welfare or safety of a child or young person in line with statutory guidance from Our Safeguarding Children Partnership for Cornwall and the Isles of Scilly.

The multi-disciplinary team also provides advice and guidance to parents and professionals about the wide range of services available to children and families in Cornwall.

If you have immediate concerns or are worried about a child or young person's safety please telephone the MARU on **0300 123 1116**

Worried about an adult?

Everyone has the right to live their life free from violence, fear and abuse, but not everyone can protect themselves.

If you're an adult experiencing abuse or neglect, or if you're concerned about an adult possibly experiencing abuse or neglect, contact us on:

Telephone **0300 1234 131**

(out of hours number 01208 251300).

Email accessteam.referral@cornwall.gov.uk

Online www.cornwall.gov.uk/safeguardingadults

Domestic Abuse and Sexual Violence

Anyone can experience domestic abuse or sexual violence – it affects people of all ages, regardless of gender, sexuality, ethnicity and background.

There are specialist services available to support you.

If you or anyone else is in danger please call the police on 999 immediately. If you ring 999 but can't talk, make sure the police know you are there by coughing or tapping the handset, or by dialling 55.

In a non-emergency please call **101**.

You can also **text 67101** or email: **101@dc.police.uk**

If you are deaf, hard of hearing or have any speech impairment, in an emergency please dial **Minicom/Textphone 18001**. If it's not an emergency, dial **18001 101**.

What is domestic abuse?

Domestic abuse is defined as controlling, coercive or threatening behaviour, violence or abuse. Our services are delivered to children and young people who are, or have been, intimate partners or are family members. It can take many forms and includes psychological, physical, sexual, financial and emotional abuse, stalking, so-called 'honour'-based abuse, forced marriage and the illegal practice of Female Genital Mutilation.

Sexual violence and abuse

Sexual violence and abuse is a broad term describing all sexual offences against adults and children. It occurs when the person is forced, coerced or deceived into sexual acts against their will or without their consent. Sexual violence and abuse can happen to anyone in our community. It does not have to be a single act, but can occur as part of a continuum of attitudes and actions.

If you think you or someone you know is experiencing Domestic Abuse...

📞 **0300 777 4777**

SAFER FUTURES Ending Abuse in Cornwall & Isles of Scilly

Safer Futures provides support, safety planning, advice, therapy and recovery in domestic abuse and sexual violence.

We can help if you have experienced sexual assault, abuse or rape and need support in your recovery. Services are provided to women, men, young people and children.

Online www.saferfutures.org.uk

Email saferfutures@firstlight.org.uk

If you or someone you know has been raped or sexually assaulted...

📞 **0300 303 4626**

Devon & Cornwall SARC
Sexual Assault Referral Centres

The Devon and Cornwall Sexual Assault Referral Centre (SARC) provides safety, support, forensic medical facilities and assessments, sexual health advice and counselling to women, men, young people and children.

Online www.sarchelp.co.uk

(secure online referral).

If you or someone you know needs help or support with alcohol or drugs issues

📞 **0333 2000 325**

addaction

Addaction support adults, children, young adults and older people to make positive behavioural changes. Whether that's with alcohol, drugs, or mental health and wellbeing, we're here to help people improve their lives in ways they never thought possible.

Online www.addaction.org.uk

YZUP (young people)
www.addaction.org.uk/services/young-addaction-yzup



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Safer Saltash Annual Summary 2019.20

Safer Saltash facilitates and supports a coordinated multi-agency approach to community safety issues to improve feelings of safety and public reassurance, reduce the risk of harm to the community and protect vulnerable groups.

Safer Saltash involves community members in the work of the partnership and encourages social inclusion and community participation through being part of the problem-solving process and having a sense of pride in Saltash.

This group is now in its second year and has developed a comprehensive work plan based on the evidence presented in the previous Saltash Town Profile and feedback from the Residents Survey. Safer Saltash has identified the following community safety priorities for the Town:

- a) Drug related harm and recovery;
- b) Domestic Abuse;
- c) Suicide attempts off the Tamar Bridge;
- d) Anti-social behaviour and public disorder on the Waterfront and Tamar Bridge
- e) Crime prevention and improved feelings of safety
- f) Communications, community engagement and building community resilience

During 2019/20 Safer Saltash have achieved and supported:

Safer Saltash are continuing to support joint outreach with We Are With You which has been conducted in target areas throughout the year to engage with vulnerable individuals and the public. The partnership has promoted the offer of specialist needle exchange services and advice/guidance on safe disposal at the We Are With You office base and in their outreach capacity through signs displayed in the Town Council owned public toilets.

The multi-agency group are prioritising raising public awareness of county lines and are focusing on increasing awareness of the exploitation of vulnerable people and targeting support for those with complex needs that may become victims. Ahead of the school holidays, in partnership with the MACE, the group completed multi-agency walkabout visiting over 30 different businesses in the town to raise awareness of child exploitation and how to report any signs.

Safer Saltash has developed close working links to the Caradon Local Family Partnership and will be delivering joint work in relation to young people and parents and reducing the harm caused by substance misuse. There is continued work with pupils and parents of Saltash Secondary School to raise awareness about drug misuse; including multi agency input at joint assemblies and regular drop in sessions with a dedicated youth worker and Livewire Youth Workers (on site at the school). YZUP also delivered awareness raising sessions to parents and 10 families engaged with the talk. We are also working closely with the school to tackle ASB in specific geographical areas in partnership with the staff and teachers.

and resources.

Safer Saltash supported the national 16 days of activism against gender-based abuse and ran a successful campaign targeted at local businesses in the town to raise awareness of domestic abuse and sexual violence in our community and to highlight the local support services available to help. Guidance and information was provided to assist managers in how to respond to staff, should they disclose domestic abuse or sexual violence at work; putting local businesses at the forefront of the fight to end domestic abuse and sexual violence. In total nearly 30 Saltash businesses signed up to the campaign and committed to providing 'staff and customers with support and safety'. Safer Saltash have also provided victims of domestic abuse with safety resources and the Healthy Relationships Programme has been delivered in Saltash Secondary School.

Safer Saltash have focused on the issue of people completing suicide off the Tamar Bridge and the community impact. Early 2019, the Public Health Healthy Promotions team delivered a 'Suicide Talk' (3 hours) to a multi-disciplined group in Saltash aimed at businesses and community groups. Following on from this, a core group of 14 front line workers from the town were identified and trained in ASIST (2 days) and became Suicide First Aiders.

Safer Saltash is committed to dealing with ASB and criminality and continues to support the effective multi agency ASB target group that manages the ASB escalation process. We have developed close working links to the Plymouth ASB team with whom we share relevant information and have begun joint initiatives. We have also replaced all the Public Spaces Protection Order signage displayed in numerous sites around the town. Saltash has a current seasonal issue with tombstoning and a Safer Cornwall campaign was run during the Summer months containing safety advice. Posters and leaflets were provided to the school, businesses and displayed on waterfront notices. The group worked closely with specific businesses based on the Waterfront who were experiencing high levels of distress from frequent anti-social behaviour. A joint strategy and action plan was agreed for 20/21 but a number of planned activities were cancelled due to C19 lockdown.

Safer Saltash have worked with Saltash Town Council who have considered introducing a monitored CCTV system in the town and provided the local ASB caseworker with a body worn camera for evidence gathering. A shoplifting prevention briefing was presented to a number of businesses, which provided practical information to local businesses and security teams of how to protect themselves from thefts. It also included information on evidence collection and the process around this. More recently, a full Saltash business crime assessment has been conducted by the Southwest Business Crime Centre; the relevant recommendations from this assessment will be taken forward during 20/21. The Time Credits initiative is currently being rolled out in Saltash and we are working hard to promote the project with local businesses (spend partners) and community organisations (earn partners). Safer Saltash have also supported a successful bid for PoCA funding to enable Livewire to provide dementia awareness training for their staff and volunteers (most of which are young people).

Several Safer Saltash community awareness days and key message campaigns have been delivered this year to ensure members of the public know who and how to contact in relation to reporting community safety issues. Safer Cornwall 'Z' cards and Safer Saltash leaflets have been delivered across the town; a local article detailing the reporting contacts is soon to be released. Safer Saltash had a huge presence at Saltash Regatta on the waterfront, engaging with over 300 residents and later in the year at the 'My Saltash' event. Safer Saltash facilitated a community scrutiny panel in relation to Police connectivity and provided vital feedback to the local neighbourhood team. Safer Saltash has its own page on the [Safer Cornwall website](#); this is regularly updated along with social media posts regarding emerging issues from the East Cornwall Community Safety Officer's [twitter profile](#).

We want to thank all the partners who have been involved with Safer Saltash and continue to support the work of the partnership. If you would like to find out more about Safer Saltash please visit <https://safercornwall.co.uk/safer-towns/safer-Saltash/> or email communitysafety@cornwall.gov.uk.

Please follow East Cornwall Community Safety Officer on Twitter here



https://twitter.com/LucyAllison_CS0

There are a wide range of services and support available to respond to concerns about crime, anti-social behaviour and other issues that impact on community safety – our quick reference guide will help you find what you need.

If you can't find the answer that you're looking for here or would like more information, please contact your Community Safety Team at communitysafety@cornwall.gov.uk

Report Anti-Social Behaviour

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Licences

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Worried about an adult?

Everyone has the right to live their life free from violence, fear and abuse, but not everyone can protect themselves. If you're an adult experiencing abuse or neglect, or if you're concerned about an adult possibly experiencing abuse or neglect, contact us on:

Telephone 0300 1234 131(out of hours number 01208 251300).

Email acessteam.referral@cornwall.gov.uk

Online www.cornwall.gov.uk/safeguardingadults

Domestic Abuse and Sexual Violence

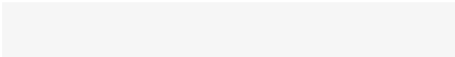
Anyone can experience domestic abuse or sexual violence – it affects people of all ages, regardless of gender, sexuality, ethnicity and background. There are specialist services available to support you. If you or anyone else is in danger please call the police on 999 immediately. If you ring 999 but can't talk, make sure the police know you are there by coughing or tapping the handset, or by dialling 55. In a non-emergency please call 101. You can also **text 67101** or **email: 101@dc.police.uk** If you are deaf, hard of hearing or have any speech impairment, in an emergency please dial **Minicom/Textphone 18001**. If it's not an emergency, **dial 18001 101**.

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If you think you or someone you know is experiencing Domestic Abuse...

Call 0300 777 4777

Safer Futures provides support, safety planning, advice, therapy and recovery in domestic abuse and sexual violence. We can help if you have experienced sexual assault, abuse or rape and need support in your recovery. Services are provided to women, men, young people and children.

Online www.saferfutures.org.uk

Email saferfutures@firstlight.org.uk



If you or someone you know has been raped or sexually assaulted...

Call 0300 303 4626

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"We are with you" support adults, children, young adults and older people to make positive behavioural changes. Whether that's with alcohol, drugs, or mental health and wellbeing, we're here to help people improve their lives in ways they never thought possible.

Online www.wearewithyou.org.uk

YZUP (young people) www.We Are With You.org.uk/services/young-We Are With You-yzup
