

Community Safety in Your Area

**SAFER
CORNWALL**

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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.

www.safercornwall.co.uk



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

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 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**.

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