

# Reporting Crime & Nuisance

## Community information for Coley Ward residents

### Your community

We live in a great community, but you may sometimes have worries about things going on in your neighbourhood, such as drug dealing, speeding cars, fly-tipping, dumping or litter.

It can be hard to know who to speak to about these issues, so this leaflet has been produced to help point you in the right direction.

**Keep it handy: you never know when you might need it.**



### CRIME including drug dealing and Anti-Social Behaviour

- Contact the police to report a non emergency crime via the TVP website: [www.thamesvalley.police.uk](http://www.thamesvalley.police.uk)  
Call the Police on the non-emergency number **101**.  
In an emergency call **999**.
- If you have information but would like to remain anonymous, please call **Crimestoppers** on **0800 555 111**

- The Reading Borough Council Anti-Social Behaviour Team work with the Police and can be contacted via the call centre on **0118 937 3787** or via email [ASB.Team@reading.gov.uk](mailto:ASB.Team@reading.gov.uk) You can also report ASB by using [reportableapp.com](http://reportableapp.com) - create an account and select service provider Reading Borough Council.

The Noise App is the ASB Team's preferred method for reporting noise nuisance as they can hear what you are hearing. Both apps can be downloaded on a smart phone.

The Team will expect complainants to keep a log to help with the case.

Photographic evidence is welcome and should be emailed to the Police. Residents should not put themselves at risk in taking photos or videos and should be careful that the angle of the photo does not reveal who took it. The Police advise that photos should not be posted publically/online/on social media.



If you can, keep a note of any suspicious activities and of any distinguishing features of the suspect like sex, age, build, and if they were carrying anything. If a car is involved, try to remember the colour, make, type and registration number.

Any details you can give provides us with evidence to help identify individuals and take appropriate action against them using the tools and powers available to tackle anti-social behaviour.

### Domestic CCTV Rules **Please ensure General Data Protection Rules are followed**

An individual has the right to protect their property and this can be done by using a CCTV system where it is necessary, such as a security measure. However, the Surveillance Camera Commissioner recommends that users of CCTV systems should operate them in a responsible way to respect the privacy of others. A CCTV system can be used to protect a domestic dwelling from acts of crime and anti-social behaviour.

Consideration needs to be made to the following when using CCTV to ensure that you are transparent to those around you. You can do this by:

- Informing your neighbour(s) about your system.
- Putting up a notice informing people that recording is taking place.
- Placement, make sure it does not encroach on other people's property.
- Your cameras do not intrude on your neighbour's property.
- You regularly delete the recordings and that they are not kept for longer than is necessary for the protection of your property.
- You must make sure that the information is not used for any other purpose than protecting your property.
- If your system captures information of an incident, it could be used by the police to aid an investigation.

Recordings made with static CCTV camera/Mobile phone require a diary sheet to support the incident that was recorded.

Reading Borough  
Council Housing



If you have any concerns or issues around council properties please phone 0118 937 3757.

## FLY-TIPPING

Fly-tipping is a crime and the Council will always prosecute if there is sufficient evidence.

- To report fly-tipping, call **Reading Borough Council** on **0118 937 3787**.



## NOISE

If a building site, business or noisy neighbour is a problem outside of acceptable and/or permitted hours, contact the **Reading Borough Council call centre** on **0118 937 3787**

and you will be put through to Environmental Health or the Anti-Social Behaviour team, depending on the problem.



- Provide details of where and when the dumping happened.
- Describe the people involved and vehicle registration, make, colour, etc.

## LITTER & DUMPED RUBBISH

- Register online or download the free app at <https://loveclean.reading.gov.uk/account/login> to report any environmental issues (including graffiti, dog mess, etc). You can also send photos of the problem.
- Call **0118 937 3787** to speak to **Reading Borough Council**. *Keep a note of the reference number they give you.*

## PROBLEMS WITH VEHICLES

### PARKING

Parking on pavements can obstruct and seriously inconvenience people using wheel-chairs, people with visual impairments and those with prams or pushchairs. If it is a persistent problem then call the **Police** on non-emergency number **101**, with details of the vehicle and location.



- Photos are helpful, but do not endanger yourself when taking them.

### SPEEDING

If you would like to be involved in a project such as Community Speedwatch, please contact your Coley Safer Neighbourhood Forum.

# There are several local groups that you may like to join:



- Safer Neighbourhood Forums are community based problem-solving groups to help resolve local community safety and crime related issues. The Coley Safer Neighbourhood Forum meets every 2 months and their meetings for the next 6 months of 2022 are 21 July at Coley Park Community Association, 15 September at All Nations Christian Centre and 10 November at Coley Park Community Centre. Meetings are from 7pm till 8:30pm. All are welcome.



- Neighbourhood Watch schemes are community initiatives owned and run by their members. They work by developing a close relationship between community members and local police. To find a Watch scheme near you, go to: [www.ourwatch.org.uk/postcode-search](http://www.ourwatch.org.uk/postcode-search)



- Thames Valley Neighbourhood Alerts - sign up to [www.thamesvalleyalert.co.uk](http://www.thamesvalleyalert.co.uk) to receive updates, news and alerts on local Policing in our community.



*Please help Reading Borough Council and the Police make your neighbourhood cleaner and safe – we do our best to spot problems, but it helps if you let us know about areas we might have missed. Together we can make things better – just contact us*

