

Reporting Crime & Nuisance

Community Information for East Reading 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.

This leaflet has been produced as part of a dedicated approach to reducing anti-social behaviour in the East Reading area, to help you know who you can speak to if you have concerns.

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
Call the police on non-emergency number **101**
In an emergency call **999**
- If you have any 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 **0118 937 3787** or email ASB.Team@reading.gov.uk You can also report ASB via the reportableapp.com and select service provider Reading Borough Council. The **Noise App** is the ASB Teams preferred method for reporting noise as they can hear what you are hearing. Both of these Apps can be downloaded on a smart phone. The ASB Team will also ask complainants to keep a log of incidents to help with the case.



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.

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 publicly/online/on social media.

University Community Relations

The University takes its role in the town seriously - it works with individuals and organisations to share learning and benefit local communities. The majority of students who live and socialise in Reading contribute to the cultural and social diversity of the town and many work and volunteer their time. However we know that there can be issues in local neighbourhoods, which the University's Community Team can help with.

If you have a complaint about poor student behaviour please contact Molli Cleaver, Community Relations Manager on **0118 378 3577** or email community@reading.ac.uk.

The Community Relations Team provides information and advice to students and they can also support neighbours to resolve disputes.

The University has a Street Support Team, which launched in 2018.. Professional wardens patrol key local neighbourhoods to minimise late-night noise as students socialise in residential areas, and support vulnerable students. If your issue is about late night noise on the streets, this will be passed to the Street Support Team to investigate.



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.



PROBLEMS WITH VEHICLES

PARKING

Parking on pavements can obstruct and seriously inconvenience people using wheelchairs, 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 its location.



SPEEDING

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

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

LITTER & DUMPED RUBBISH

- Register online or download the free app at <https://loveclean.reading.gov.uk/account/logon> 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.*

DOMESTIC CCTV RULES

Please ensure that 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.

East Reading Safer Neighbourhood Forum

- The East Reading SNF is a community based problem-solving group which helps resolve local community safety and crime related issues by working with the council, police and other agencies. Please contact justine.hester@thamesvalleypolice.uk for details of our meetings.
- 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
- Thames Valley Neighbourhood Alerts - sign up to 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 ”



Working in partnership

