

Reporting Crime & Nuisance

Community Information for Tilehurst, Norcot & Kentwood Ward residents

April 2022

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 or litter.

This leaflet has been produced as part of a dedicated approach to reducing anti-social behaviour in your 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 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 555111**
- The Reading Borough Council's Anti-Social Behaviour Team work with the Police and can be contacted via the call centre on **0118 937 3787** or via their email ASB.Team@reading.gov.uk You can also report ASB to the team via reportableapp.com - create an account and select the 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 ASB Team will expect complainants to keep a log of incidents to help with a 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.

Domestic CCTV Rules

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. 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.

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.



Please ensure that General Data Protection Regulations are followed when using domestic CCTV.

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

FLY-TIPPING

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

- 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.*



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

PROBLEMS WITH VEHICLES

PARKING

Tilehurst has a number of 'Verge Parking Ban Areas'. If vehicles have been parked on a verge in one of these areas, please report this to Reading Borough Council Parking Services on **0118 937 3767**. If you believe that a vehicle has been abandoned, please report this to Reading Borough Council via the Call Centre **0118 937 3787** or use the online form www.reading.gov.uk/abandonedvehicles. Parking on pavements can also 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 West Reading Safer Neighbourhood Forum.



Police have the powers to seize motorised scooters, mini motorbikes or similar forms of motorised transport that are used to cause a nuisance in neighbourhoods. If a vehicle is being driven in a manner causing alarm, distress or annoyance on land without permission or without due care and attention, the Police can:

- Order a person to stop driving the vehicle
- Seize and remove the vehicle
- Enter a premises where they have reasonable grounds.

To allow the Police and Reading Borough Council to take action to deal with motorbike nuisance, information is needed from those who witness it. Please report this kind of nuisance in the same way as other anti-social behaviour, using the Police Non-Emergency Number – **101** or request a diary sheet from the ASB team: ASB.Team@reading.gov.uk. In an emergency please call **999**.

There are local groups that you may like to join:

The **West 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. If you are having problems in your street please come along to our meetings. The West Reading Safer Neighbourhood Forum meets approximately every 6 weeks at different venues in our area. For more information on the SNF, please email Neighbourhoodinitiatives@reading.gov.uk



NeighbourhoodWatch 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 ”