

## Useful contacts

### Local organisations and what they can offer

Department	What it can offer
<b>Safer communities</b> 0300 456 0100	<ul style="list-style-type: none"> <li>Advice and information about community safety, reducing anti-social behaviour, domestic violence, distraction burglaries, alcohol related violence, criminal damage</li> </ul>
<b>Community area board teams</b> 0300 456 0100	<ul style="list-style-type: none"> <li>Information about area boards: dates of meetings, issue sheets, Community Area Managers</li> </ul>
<b>Highways</b> <a href="mailto:clarence@wiltshire.gov.uk">clarence@wiltshire.gov.uk</a> 0800 23 23 23 from landlines 01225 77 72 34 from mobiles	<ul style="list-style-type: none"> <li>Improving lighting in crime or fear of crime hotspots and footpaths</li> <li>Keeping shrubbery at the right level to improve visibility</li> <li>Parks patrols can focus on sites where low level disorder occurs</li> <li>Liaison with fire and rescue about hedge fires</li> <li>Providing information for siting cctv cameras to cover key sites such as cycle racks</li> <li>Traffic calming on estates or key roads where road safety is an issue</li> </ul>
<b>Education</b> 0300 456 0100	<ul style="list-style-type: none"> <li>Teaching about citizenship and crime reduction is part of the national curriculum and local problems can be used as case studies</li> <li>Educational welfare officers can help with truancy problems which contribute to crime</li> </ul>
<b>Social services</b> 0300 456 0100	<ul style="list-style-type: none"> <li>Home helps may provide crime reduction advice to vulnerable groups</li> <li>Working with young people involved in disorderly behaviour through acceptable behaviour contracts and Anti-Social Behaviour Orders (ASBOs)</li> <li>Identifying people at risk</li> </ul>
<b>Youth services</b> 0300 456 0100	<ul style="list-style-type: none"> <li>Support and advice on crime reduction and personal safety issues</li> <li>Links with drug action teams to provide advice on drug and alcohol issues</li> <li>Providing detached youth workers for vulnerable areas</li> <li>Themed events at youth clubs</li> </ul>

<p><b>Environmental services</b> 01722 434319/ 01722 434320</p>	<ul style="list-style-type: none"> <li>• Prompt removal of graffiti</li> <li>• Regular refuse collection</li> <li>• Street cleaning</li> <li>• Removal of drugs litter</li> </ul>
<p><b>Public protection services</b> 01722 434319/ 01722 434320</p>	<ul style="list-style-type: none"> <li>• Noise complaints</li> <li>• Nuisance complaints</li> <li>• Licensing</li> </ul>
<p><b>Planning</b> 0300 456 0100</p>	<ul style="list-style-type: none"> <li>• Making sure that local planning applications don't contribute to crime and disorder</li> </ul>
<p><b>Leisure services</b> 0300 456 0100</p>	<ul style="list-style-type: none"> <li>• Events and activities for young people, especially during school holidays</li> </ul>
<p><b>Elected councillors</b> 0300 456 0100 <a href="http://www.wiltshire.gov.uk">www.wiltshire.gov.uk</a></p>	<ul style="list-style-type: none"> <li>• They are in an ideal position for passing information between the council and the community</li> <li>• Some authorities have an elected councillor with specific responsibility for crime and disorder reduction</li> </ul>

## Other organisations

<p><b>Wiltshire Police</b> 0845 408 7000 In an emergency dial <b>999</b></p>	<ul style="list-style-type: none"> <li>• Advice from crime reduction officers</li> <li>• Increased patrols in crime hotspot areas</li> <li>• Support for communities through community policing</li> <li>• Schools liaison officers</li> <li>• Projects to tackle specific crime problems</li> </ul>
<p><b>Wiltshire Fire and Rescue Services</b> 01380 723601 01380 731119 (helpline)</p>	<ul style="list-style-type: none"> <li>• Fire risk assessments and advice</li> <li>• Identifying repeat locations for hedge and vehicle fires</li> <li>• Identifying repeat locations for hoax emergency calls</li> </ul>
<p><b>Health services</b> 01380 728899 <b>NHS direct</b> 0845 4647</p>	<ul style="list-style-type: none"> <li>• Identifying links between crime and disorder hotspots and areas with health problems</li> <li>• Awareness and education programmes for drug and alcohol misuse</li> <li>• Needle exchanges which reduce drug litter</li> <li>• Funding for health action zones. These areas often also suffer from crime and disorder problems</li> </ul>

<p><b>Probation service</b> 0300 456 0100</p>	<ul style="list-style-type: none"> <li>• Supervision of offenders</li> <li>• Support local projects, such as graffiti clearance by using people serving community punishment orders</li> </ul>
<p><b>Voluntary sector</b> Wessex Community Action</p>	<ul style="list-style-type: none"> <li>• Area councils for Voluntary Service can give advice on groups who can support local projects</li> </ul>
<p><b>Housing/registered social landlords</b> Wiltshire Council 01722 434294 Sarsen Housing Association 01380 720027/01264 843448 James Butcher Housing Association 01189317200 Guinness Trust 01275 766300 Kingfisher Housing Association 01256 302302 Knightstone Housing Association 01249 444411 Raglan Housing Association 01189 310311 Sanctuary Shaftesbury Housing Association 0800 083 9283 Wiltshire Rural Housing Associations Ltd 01380 850916</p>	<ul style="list-style-type: none"> <li>• Enforcement of tenancy agreements</li> <li>• Dealing with nuisance neighbours</li> <li>• Rapid repairs for vulnerable tenants</li> <li>• Upgrading of materials used to repair, replace or renovate homes</li> <li>• Links with fire and rescue to co-ordinate crime reduction and fire risk assessments</li> <li>• Effective policy to deal with empty houses</li> </ul>

## How do I find out more?

For more information, contact the council's anti-social behaviour reduction team on 0300 456 0100 or visit [www.wiltshire.gov.uk/safercommunities](http://www.wiltshire.gov.uk/safercommunities)