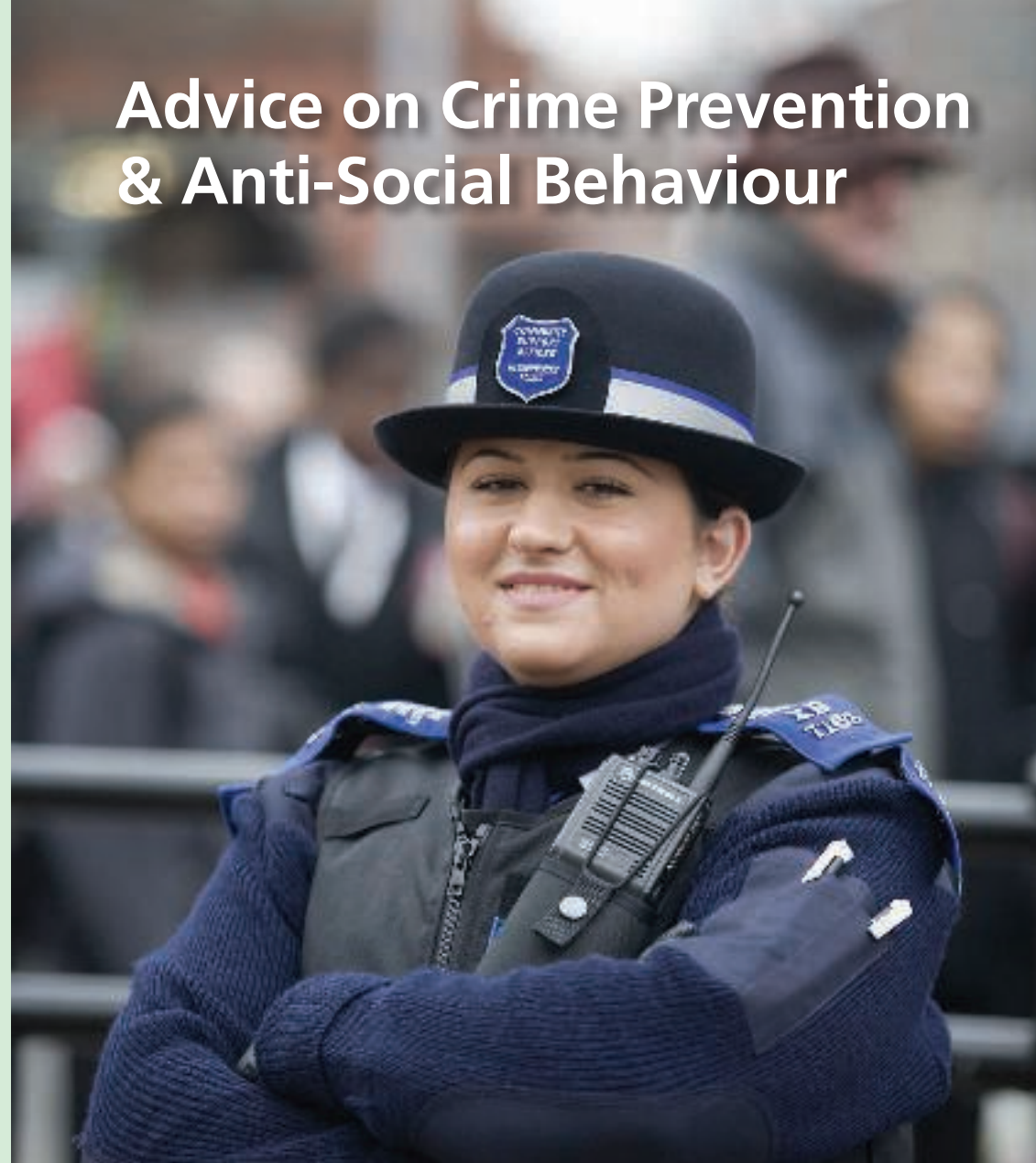


Advice on Crime Prevention & Anti-Social Behaviour

Ealing Council
Perceval House
14/16 Uxbridge Road
Ealing W5 2HL

www.ealing.gov.uk

EC8316 PrintOut Design & Production



Safer Communities Team



Safer Ealing Partnership

- 2 Safer Communities Team
- 4 Safer Neighbourhood Teams
- 5 Street Services
Licensing Teams
Noise & Nuisance Team
London Fire Brigade

Community & Voluntary Organisations

- 6 Neighbourhood Watch
Residents Associations
- 7 OWL
- 8 Victim Support, Ealing Mediation Services, St Mungos

Personal & Community Safety

- 9 Home Security
- 11 Bogus callers
- 13 Motor Vehicle Crime
- 16 Safety when travelling
- 17 Personal Safety
Abuse & Harassment
- 18 Domestic Abuse
- 19 Hate Crime
- 20 Drugs & Alcohol
- 21 Fly tipping
- 22 24/7 App
Counter terrorism & PREVENT Team
- 23 Action fraud
Gating Schemes
- 24 Child Sexual Exploitation
- 27 Adult Safeguarding

Anti-Social Behaviour (ASB)

- 33 To whom do I report incidents?

Useful Contacts & Local Policing Team Details

Detachable directory to tear off and keep

The Safer Communities Team want you to feel safe in your homes, neighbourhoods and town centres across the Borough of Ealing.

This booklet has been designed to provide you with guidance on how to keep yourself and your belongings safe thus reducing the likelihood of you becoming a victim of crime or anti-social behavior. It covers a range of topics such as personal safety, domestic abuse, burglary and unsavoury behaviour.

Incidents are more likely to happen when criminals spot an opportunity to target you or your belongings. By being vigilant of your surroundings, you could prevent the distress, effects and costs of crime.

Within this guide, you will find simple tips which can help make a difference in reducing the chances of becoming a victim.

Safer Communities Team

Part of Ealing Council, the Safer Communities Team responds to complaints of crime and anti-social behaviour (ASB) and works in conjunction with the police and other key partners to resolve them. The team adopts a problem-solving approach in co-ordinating a response to cases that come to their attention and works jointly to find a solution and safeguard vulnerable individuals.

Each case that is reported to the Safer Communities Team is investigated fully and in accordance to their Minimum Standards. The team will consider all appropriate interventions such as warnings, acceptable behaviour contracts or mediation. However if the problem persists they will also decide on which enforcement powers such as injunctions, possession proceedings or closure orders, can be utilised.

ASB covers a wide range of unacceptable activity that causes harm to an individual, their community or to their environment. It is persistent in its nature. Some examples include verbal abuse, intimidating groups loitering in public spaces, taking/buying drugs, graffiti and fly-tipping.

Whilst it has a statutory duty to Council tenants and leaseholders, the team also acts in the interests of members of the public who live, work and visit Ealing.

The Safer Communities Team's minimum standards

The Safer Communities Team understands the overarching impact ASB can have and acts to proactively as well as reactively tackle the issues at hand.

Whilst it has a statutory duty to Council tenants and leaseholders, the team also acts in the interests of members of the public who live, work and visit Ealing.

It is part of the Safer Ealing Partnership and works jointly with other departments and agencies to resolve ASB and safeguard vulnerable individuals in cases which become known to the team through reports that are made directly to the team or via the Ealing Community Multi Agency Risk Assessment Conference which oversees complex cases of ASB brought to attention by partners including the police and local housing providers.

As an individual reporting ASB or crime to the Safer Communities Team, you can expect a level of service from us.

We will:

- Treat all incidents of ASB seriously when taking your report which will be recorded on our systems. You will be treated fairly with dignity and respect and we will respond to your report promptly as per our operation procedures.
- Assess the severity, likelihood of escalation and potential risk of harm/impact by completing an assessment during the initial report. This will determine an appropriate and efficient response.
- Investigate the complaint fully and uphold the tenancy agreement in relation to ASB for council tenants. As part of the investigation, we will establish the facts, offer guidance and options regarding the case and collecting evidence and agree an action plan with you.

- Consider a multi-agency problem solving approach and co-ordinate a response. A lead agency will be identified and an action plan will be formed with you.
- Ensure that each service which has been identified with a role to play addresses the relevant element of the complaint appropriately.
- Inform you of how your complaint is being progressed and review the situation with you if we are the lead agency. You will also be provided with a named contact should you want to raise further concerns.
- Offer you referral(s) to the relevant support services should this be identified or raised as a need. ASB can have an immediate or delayed impact and can affect people differently, ranging from feeling upset, angry, powerless or disillusioned. Victim Support is an independent support agency to which we can refer you.
- Be empathetic to your needs, balancing them out with that of the community and our service requirements.

- Signpost you to relevant organisations who we believe will be more effective in relation to your report.
- Deal with identified individuals and hotspots appropriately and proportionately, using tools and powers available to us such as formal warnings, ABCs, injunctions, possession, closure orders for premises causing significant/persistent ASB.

You can contact them to report or discuss issues on **020 8825 5994** or **safercommunities@ealing.gov.uk**

For more information on ASB or the Safer Communities Team go to page 29.

Safer Neighbourhood Team (SNT)

Each ward within Ealing has a Safer Neighbourhood Team made up of a team of officers dedicated to policing the ward and working with the community to promote safety and crime prevention. Together with partner agencies, the SNT tackle locally identified issues which includes quality of life issues such as graffiti, neighbour disputes, drunken rowdy behaviour and vandalism.

They work closely with the Council and residents to identify priorities and find long-term solutions to local problems while maintaining a focus on reducing crime. You can find each ward's contact details at the back of this booklet.

Ealing Council and Metropolitan Police working in conjunction with each other is key to putting a stop to criminal and ASB throughout the Borough. The Safer Communities team provide the key links between council and police and have demonstrated positive results on the residents and visitors to Ealing.

Working at a strategic, operational or local level, the partnership also works to ensure community development and integrated cohesion among all communities throughout the borough.

Dial 999 for emergencies (when you or someone is threatened, injured or in danger or when a crime is occurring) and 101 for non-urgent/critical incidents.

Street Services

Street Services play an integral part in keeping the streets of Ealing clean of graffiti, fly-tipping, littering, fouling, damage to street furniture, and resolving environmental issues. You can contact them on **020 8825 8000**, report online or download and use the **Ealing 24/7 app**.

Licensing Teams

Police and council teams work jointly to regulate premises that hold licensable activities and street trading i.e. the sale and supply of alcohol, provision of entertainment, refreshments, gambling, etc in order to prevent crime, disorder and nuisance, promote public safety and wellbeing and protect children from harm. If there is an issue you want to raise, you can contact **Licensing** on **020 8825 6655** and **Trading Standards** on **020 8825 6888**.

Noise & Nuisance Team

Excessive noise relating to residential and commercial premises are investigated by the Noise & Nuisance Team.

Typically, this includes loud amplified music, unreasonable and persistently raised voices in residential property, noise from entertainment premises such as pubs, bars and clubs as well as commercial premises with industrial machinery. If a statutory noise nuisance is proven, the team can serve a noise abatement notice and can later seize equipment or take legal action if the problem persists.

To report noise nuisance contact **020 8825 8111**.

It is best to call when the noise is occurring, the noise nuisance teams operational hours are: Mon – Thurs 9am to 2am, Fri 9am to 5am, Sat Midday to 5am, Sun 2pm to 11pm.

London Fire Brigade (LFB)

As well as responding to fire and other emergencies, the LFB also carry out fire safety inspections in homes and other buildings giving advice on how to prevent and protect yourself from fires.

In an **emergency dial 999**; for general enquiries dial **020 8555 1200**.

Neighbourhood Watch

There are Neighbourhood Watch schemes dotted across Ealing. It is a network of neighbours with the common goal of creating a strong, friendly and active community which deters crime and anti-social behaviour, promoting a caring society focused on keeping people safe and enjoying a good quality of life. Neighbourhood Watch aims to bring together members of the community through communication, vigilance, care and collaboration to prevent crime. They link in with the police and the council to do this.



Joining your local Neighbourhood Watch scheme will help you connect with your neighbours and community so that you can look after each other by reporting anything suspicious, help in making you, your family, home and area safer.

To find out more about your local Neighbourhood Watch register via www.owl.co.uk or contact ealingcommunitycoordinator@gmail.com

Resident Associations

Resident associations play an important role in making sure residents voices are heard. These groups do a lot of different things such as organise social activities and community projects for residents; some are more involved in housing management on their estates and cleaning up in their area.

If you are interested in being involved or would like more information you can contact the **Resident Involvement Team** on **020 8825 6535** or residentinvolvement@ealing.gov.uk



OWL (Online Watch Link)

OWL is an electronic communication database which enables targeted messaging and engagement to registered users. Registering for free with either Neighbourhood Watch or Community Messaging, users can receive targeted messages, information, and alerts through an email platform that is secure and discreet. The Police and Neighbourhood Watch can interact with individual users, streets, groups of streets, wards, or across whole Boroughs, allowing targeted, relevant information to be shared. Additionally, bespoke Watches such as PubWatch, ShopWatch, BetWatch, etc. are an integrated feature of the system.

Registrations onto www.owl.co.uk are free of charge. OWL is the only system of its kind approved by Secured By Design and as a result your personal data is safe and will not be shared by a third party or be used to send you marketing emails.

OWL also has an advice centre which offers individuals with and without an account to retrieve advice on what to do when a crime takes place, such as child abuse or theft.

OWL is making a difference! These are some success stories:

12 Mar 2018: Man charged with 42 fraud and ATM distraction offenses after an OWL alert sent by Barnet police prompted a watch member to supply crucial evidence.

17 Jun 2015: Missing 11 year old boy in Stevenage found by watch member after seeing photo via OWL. Sgt Hutchin said "He was located some distance from the school where the police search was being concentrated, so without OWL and the response from this member we would not have been able to locate him so quickly."

Mar 2014: crime gang caught after OWL member reported number plate which lead police to a storage container where stolen goods were shipped abroad.

Jun 2013: OWL received award from the Prime Minister at 10 Downing Street in recognition of crime reduction and empowering communities.



Victim Support is an independent charity providing emotional and practical support to those who have been affected by crime, anti-social behaviour and traumatic events. They provide local support to victims and help them move forward after a crime has happened. Victim Support provided support to just under one million people last year to help victims recover. If you've been affected by crime and would like support contact for free on **0808 1689 111** or visit www.victimsupport.org.uk



Ealing Mediation Service provides a service to resolve differences between neighbours who are at dispute with one another. They help to mediate any problems in a safe environment. They can provide assistance in matters such as noise nuisance, ASB, pets, rubbish, harassment etc. They will work if both parties are willing to resolve any issue they may have. EMS can be contacted on **020 8575 9500** or admin@ealingmediation.org.uk



Ealing Rise provides a service helping adults (18 and over) who are experiencing difficulties with drugs and alcohol. Ealing Rise provides a range of intensive community support, treatment and rehabilitation, which meets individuals needs. They will also support the family or friends of the user. Ealing Rise is a free service to residents who are registered with a GP in the London Borough of Ealing. You can contact them on ealing@cgl.org.uk or on **0800 195 8100**.



St Mungo's is a charity helping homeless people who are sleeping rough find accommodation. If you have concerns about anyone sleeping rough contact Street Link **0300 500 0914** or visit www.streetlink.org.uk who will make arrangements to engage with rough sleepers.

Home Security

Burglary and intrusions into your home can be devastating and leave you with a sense of unease and insecurity on top of the financial and practical burdens. Some simple measures like ensuring your doors and all windows are locked when you leave, if only to the corner shop, can prevent the opportunity for burglary. It is also advisable to keep them locked when you are at home. Other tips include:

- Closing the curtains and leaving some lights switched on at night will give the impression that someone is at home. Timer switches can also help regulate the lighting.
- Security lights can also be a deterrent as they draw attention to a burglar trying to break in – make sure they are installed high enough not to be vandalised.
- Front doors should be solid and equipped with a 5-lever mortice lock and a deadlocking rim lock. Door frames could be strengthened using 'Birmingham' or 'London' bars. Doors with glass panels should be reinforced and the glazing thick internal grills could be considered if there is a risk of the glass being broken and someone could reach in to unlock the door.
- A visible security alarm will also make your home less attractive to burglars.
- Keeping keys far from the letter box and windows avoids burglars using a 'fishing' device to reach them. An internal cover plate on the letterbox can also prevent anyone reaching in. You can make your windows more secure with good quality window locks that prevents them being opened fully.
- Making sure valuables are out of sight lessens the temptation for burglars.

Homes with no security measures in place are five times more likely to attract burglars. The below diagram identifies several examples of weaknesses in security which you can remedy:



- Low boundary wall at the front means a burglar trying to break in won't be hidden from view.
- High fences provide an obstruction.
- Gates, shed doors, garage doors and windows should always be closed and locked.
- Wheelie bins can be used to climb over walls, hide them away.
- Gravel in the driveway alerts you to noise.

If you suspect an intruder

Whilst inside your home, do not investigate on your own. Hide and **call 999** immediately.

Upon arriving to your home and you suspect someone has entered, do not enter nor leave, **call 999** immediately and wait for them to arrive.

Likewise, if you see anything suspicious contact 999 immediately as this potentially may be a lead or a disruption to burglars.

In a block of flats, do not let strangers in on behalf of your neighbours. This might be a ruse so ignore their calls. If they become persistent contact the police. If they are your neighbour's visitors, they should wait for your neighbour to let them in.

What is a Bogus Caller?

Someone who pretends to be someone else to gain entry to your property. They sometimes claim they are from the council, police, health organisation, gas, water or electricity company. They are often smartly dressed, convincing and tend to prey on older or vulnerable people.

- Ensure your front and back doors are locked as they sometimes will have one person to distract you at the front door whilst the other breaks in using the back door.
- Authenticate their ID, find out their name, organisation and which department they work in. A genuine caller will not mind this so don't worry about seeming rude.

- If you do not recall an appointment being organised, close the door and contact the organisation to confirm their employee's visit. Contact the organisation on a number you find online, in the telephone book or on communications received – not one which they give you as it could be a false number. If you cannot do this, tell the caller to reschedule the visit and send an appointment letter.
- Some energy companies operate a free password scheme to prevent artifice and distraction burglaries committed by bogus callers. Enquire about this and set one up – this means you can always be sure that the visitor is from the company they say are from.

Never let someone inside your home unless you are satisfied that they are genuine.

If you have any concern about a bogus caller, **call 999** straight away; you may not be the only one they target.

Unexpected and bogus callers

Always be cautious when answering the door to unexpected callers.

- Check through a spy hole or window to see who it is. Consider fitting a door chain or a bar to prevent access.
- Never be pressured into opening the door. If they persist, **call 999**.
- If someone is asking for your help, only do this if someone is with you or offer to call the police for them.
- Find out who they are; ask for ID making sure it is legitimate. **If in doubt, keep them out.**

Motor Vehicle Safety

Most vehicle crimes are preventable. It can take a thief as little as *ten seconds* to steal something from your car. **Always** take your valuables with you and **lock** your car whenever you leave it.

DOs of Motor Vehicle Safety

- Ensure you close and lock windows, sunroofs and doors; activate your security alarm before leaving your vehicle
- Even when using your vehicle, keep bags and valuables out of sight and make sure your windows and doors are locked as thieves can lean in and steal your things in a matter of seconds whilst you are stationary or in slow moving traffic.
- Take all valuables with you when leaving your vehicle including navigation systems and stereos.
- Use tamper proof screws to secure your licence plate.
- Try to park in a prominent place which is busy and well-lit. If possible, park close to CCTV.
- Fit an approved electronic immobiliser which stops your vehicle from starting or use a steering lock (category 4 approval).
- When you have to, try to hide valuable items in the boot at the beginning of your journey rather than at the point of leaving your vehicles unattended.

DON'Ts of Motor Vehicle Safety

DO NOT leave your key in the ignition.

DO NOT leave your vehicle unlocked or windows open.

DO NOT leave valuables such as cash, credit cards, mobile phones in the car. Any kind of bag can be a tempting opportunity for a thief.

Top 5 most common items stolen from vehicles



- Electrical items – laptops, portable navigation units and mobile phones.
- Unattended bags left in view – documents such as disabled badges.
- Number plates.
- Alloy wheels.
- Catalytic converters (part of exhaust system).

Motorbikes, scooters and bicycles

- Secure your bike with a strong and durable lock. For bicycles, buy a good quality D-lock with a combination lock. A ground anchor and good quality disk locks, security shackles and chains will prevent someone easily removing your motorbike.
- Do not lock your bike through the wheels, particularly the front one; always lock it through the frame.
- Secure removal parts like wheels and lights as these can be opportunistically taken and sold on.
- Alarms and movement sensors which activate when the motorbike is moved are recommended for preventing theft. You can also fit a tracker.
- Leave your bike somewhere well-lit where potential thieves can be seen. If at home, find a place to lock it where it can't be easily spotted and potentially targeted.
- Property mark your bike and its components. Having recognizable markings will make it less desirable as it becomes easier to identify and harder to sell.

- Take a picture and record any serial numbers, unique features and a description.
- Register your bike for free with www.immobilise.com



Buying and selling used cars

On the whole, transactions are genuine however it is best to follow the below advice before you commit:

- There are various companies who can check that the car has not been stolen, damaged or is a hire purchase.
- Check the registration documents and the full service history.
- Don't leave the key in the ignition and the buyer alone or let them go on a test drive alone; They may not return.
- Be cautious if accepting cheques as they may be counterfeit.
- Have a trusted and reliable individual with you when you are buying or selling.

Personal & Community Safety

Safety when travelling

This section will provide general tips on how you can keep yourself safe and secure when travelling around the borough, whether by bus, train, bike or taxi.

- Plan your route before leaving your house.
- Check departure times, especially last buses and trains.
- You're safer when people are around and in a well lit area.
- When sitting next to someone on the bus or train and you feel uncomfortable move away.
- Take extra care with you when at crowded bus stops or train station, keep your bag close and make sure criminals can't access your pockets.
- Take extra cash with you in case you get stranded and would need to take another bus, cab or train.
- When on the train try to sit with other people and avoid empty carriages.
- When on a bicycle ensure you are aware of your surroundings and don't wear any headphones.
- Ensure your bike is in good order before leaving your property.

Taxis and minicabs

- Trust your instincts. If you're unsure of your safety, don't enter the taxi.
- Always sit behind the driver, unless you're with more than one friend.
- Always carry the telephone number of a trusted licensed company.
- When chatting with the driver, try not to provide any personal details about yourself.

Personal Safety

We want everyone to be as safe as possible when out in the borough. Here are some simple precautions to help keep you safe:

- Keep to well lit and populated areas.
- Stay alert to your environment at all times, especially when using your mobile phone or earphones as these can make you a target. Mobile phones can be snatched out of your hand in a split second, especially if you do not hear anyone approaching you from behind.
- Expensive jewellery can also make you a target. Hide it when you are alone in public.
- If you carry a handbag, keep your purse at the bottom and the bag zipped; keep your handbag close to you at all times. Likewise, keeping your wallet in your back pocket or mobile phone can leave you susceptible to pick pockets. who are often light and swift even for you to not notice until too late.
- When using a cash-point, check to see if anyone is lurking around and cover your pin. Check for any sign that the machine has been tampered with. It is recommended to use a cash-point indoors in safe locations like banks.
- Don't accept drinks from people you don't know. Don't leave drinks unattended.
- Carry a personal attack alarm, which can be used to shock the attacker.

Abuse & Harassment

This can be an unpleasant and harrowing experience.

The technical definition of harassment is "the act of systematic and/or continued, unwanted and annoying actions of one party or a group, including threats and demands." This means that if someone is persistently bothering you and you have asked them to stop, you can report it as harassment to the police as a criminal offence. Other services within the partnership can assist in other ways at a later stage. Incidents of harassment can encompass the following:

- Intimidating behaviour.
- Violence/threat of violence whether by hand, weapon or unrestrained animals.
- Abusive language.
- Malicious communication via phone calls, letters, emails.
- Hate incidents where the other party references your religion, ethnicity, sex, sexual orientation, disability, etc.

Sometimes it is possible to diffuse a situation and seek mutual understanding and respect when they have heeded your warnings about reporting when you have asked them to stop. However, when you are targeted by harassment it can leave you feeling trapped, anxious and alone. Seek help from organisations, don't suffer in silence as organisations can only act if you report exactly what is occurring to them.

Keeping accurate records of incidents is vital. It is helpful to collect evidence where safely possible – see page 30 for more details.

Domestic Abuse

Domestic abuse is any incident of controlling or threatening behaviour and violence or abuse between those aged 16 and over, who are or have been intimate partners or family members regardless of gender or sexuality. This includes threats that can be physical, sexual, financial and emotional abuse and being cut off from family and friends.

Having a safety plan is essential if you or your children are suffering from abuse or living in a violent home. In an emergency the single most important factor is your wellbeing and the safety of any children you may have. If you've been attacked you should do the following:

- **Get to a safe place**
- **Call 999**
- **If injured go to the hospital**
- **Consider visiting a solicitor**

If you're suffering from domestic abuse and you feel there is nowhere to go or no one to turn to, remember you are not to blame and that there is no excuse for domestic violence. If your friend or family member is being abused, don't wait for them to tell you. Bring the subject up when the abuser isn't around and let him/her know they're not alone and you're here to help. It's important that you don't criticise the abuser or the relationship as this could lead to the victim being in danger. Instead, you should encourage the person being abused to contact the police.

What can you do to help?

- Agree a secret code or signal with s/he when they are in danger.
- Ensure you have spare keys to their property.
- Find out any local services or organisation that will provide any assistance.

Always remember domestic violence is unacceptable and you are not to blame.

Hate Crime

Everyone has the right to feel safe wherever they are, however there are individuals who jeopardise this by committing acts of hate crime. Hate crime generally happens against people who are seen as different based on their race, religion/belief, gender identity, sexual orientation or disability.

Incidents of hate crime can include:

- Violent assault based on someone religion gender identity, sexual orientation or disability.
- Intimidating behaviour and verbal abuse.

Hate Crime is a form of harassment and can cause unnecessary distress to the victim. This sort of behaviour is unacceptable and can be frightening as someone is being victimised for being who they are or who the attacker thinks they are. Hate Crime can lead to tension and unease within the community.

If you feel that you've been a victim of Hate Crime report it to your local police. They will investigate and try to stop this from happening again in the future.

Report Hate Crime

Whilst Hate Crime is a concerning issue, it's in fact one of the most under-reported crimes in the UK. If you do witness any Hate Crime or you're a victim of it you can:

- In an emergency where you feel threatened contact the police on **999** and in non-emergency incidents contact police on **101**.
- Visit your local policing team or report it on the website.
- Get information and advice from Ealing Safer Communities Team on **020 8825 5994** or **safercommunities@ealing.gov.uk**

Drug use & Drug dealing

Drugs are categorised into classes A, B and C. You can be fined or imprisoned if you are found carrying, selling or producing drugs. The sentence depends on the drug and the amount you're carrying. For example Class A drugs attract the most severe penalties as it's considered the most harmful. Drug paraphernalia can be equipment, products or materials designed to make, use or conceal drugs.

If you find any paraphernalia including needles do not touch them. Inform the council so they can be removed safely.

If you have any concern regarding drug dealing or drug use in your community then report this to your local police. You can also report the incident to the Safer Communities Team.

Drugs can become the root cause of a number of various crimes such as:

- Stealing to pay for drug habits.
- Driving whilst under the influence of drugs.
- Drug dealing.

Alcohol – Anti-social outdoor drinking

Alcohol related incidents tend to happen in licensed premises or in the vicinity of nightclubs and pubs. If the Premises becomes over run with street drinkers and ASB issues (fighting, drug use/dealing, urinating etc.), you shouldn't have to suffer. Speak to the Premises in question about your concerns. However if the problems persist contact the council or the police.

Alcohol is another factor behind various crimes such as:

- Driving whilst under the influence of alcohol.
- Street drinking & rowdy behaviour.
- Shoplifting.

This can cause annoyance to residents as alcohol bottles end up being littered in their community and an increase in ASB. If you want to speak to someone about substance abuse, you can Talk to Frank, an organisation that provides friendly confidential advice. **www.talktofrank.com**

Fly-tipping & Environmental Issues

Fly-tipping is the illegal dumping of waste. The waste could be anything from one bag of household rubbish to builders rubble. You can be prosecuted for fly-tipping as it is a criminal offence, the maximum penalty is an unlimited fine or up to five years imprisonment.

Street Services carry out enforcement actions in relation to a range of environmental offences in the public realm, and action by the team ranges from verbal/written warnings and the issuing of Fixed Penalty Notices (FPN) to prosecution, depending on scale/gravity of offence.

Offences include: littering, fly-tipping, graffiti, fly-posting, commercial waste compliance, depositing items on highway, illegal street trading and related offences.



To report an issue go to www.ealing.gov.uk/reportit

24/7 app

The council's free app, Ealing Council 24/7 now allows you to report on street environmental issues quickly and easily using your smartphone.

You will receive an email notification of your report and when the issue is closed.

Search on your smart phones app store **"Ealing Council 24/7"** and download!

Counter terrorism & Ealing's Prevent Team

The Prevent Team helps to support the council on its statutory responsibility under the Prevent duty which aims to safeguard vulnerable people from being drawn into radicalisation and terrorism.

Work covers:

- Supporting families and individuals vulnerable to radicalisation.
- Raising awareness in the borough of the dangers of radicalisation and what help is available for residents and local communities who are affected.
- Equipping frontline professionals such as teachers, doctors, community workers with appropriate skills to identify radicalisation risks and seek support where appropriate.
- Working with civil society groups to deliver projects in the community to strengthen resilience against the threat of radicalisation.

For further information on Prevent, please refer to our webpage on the council website. www.ealing.gov.uk

For general enquiries, please email prevent@ealing.gov.uk or contact the team on **020 8825 9849**.

Action fraud

Action Fraud is the UK's national reporting centre for fraud and cyber crime, if you have been scammed, defrauded or experienced cyber crime in England, Wales and Northern Ireland then you report it to action fraud. www.actionfraud.police.uk

Gating Schemes

Ealing Council sponsors the Gating Scheme for residents who want to improve their security. Residents can apply to have secure steel gates installed in private alleyways provided that all parties consent. Lockable gates help prevent burglary, anti-social behaviour, graffiti and fly-tipping. Gating schemes can help bring neighbours together and lead to the establishment of resident associations and neighbourhood watch schemes.

- Alleyways in areas affected by crime such as graffiti, burglary, drug offences are given priority.
- The gates will be ordered for successful schemes in April, September and November.
- If you live in a conservation area and your alley gating application is successful, you will need planning permission and this will be your responsibility to complete.
- The Alley Gating application form can be found on our Ealing Council website.
- It would be your responsibility to issue keys, to maintain the gate and to keep the area clean once the gate is installed. We won't be responsible for removing rubbish or overgrown vegetation.

Please bear in mind, if an alleyway is a public right of way, it can't be gated under this scheme.

Child Sexual Exploitation (CSE)

Child sexual exploitation is a form of child abuse that can happen to anyone under the age of 18. It involves force or manipulation of young people into sexual activity by one or more people who have deliberately targeted them. The child or young person may be befriended by their abuser, who may be of a similar age to them, and believe that they are in a relationship with him/her. They may receive something (this could be physical goods such as a mobile phone, alcohol or drugs, or items of clothing, or attention, "affection" or a place to stay). CSE also occurs over the internet with young people being pressured or forced into sending inappropriate/explicit images of themselves and/or having photos of themselves circulated to others they know.

What are the signs

Often victims of CSE do not realise that they are being exploited, particularly in the early stages. Signs to be aware of include (but are not limited to):

- Having mood swings and or/self-harming.
- Changes in physical appearance.
- Misusing alcohol or drugs.
- Chatting online to people they have never met.
- Withdrawing from family and friends.
- Having unexplained gifts or money.
- More secretive mobile phone/computer usage.
- Sending or posting explicit images online.
- Regularly missing school.
- Regularly going missing for periods of time or returning home late.

What might you notice in the community

- Young people sleeping rough/ looking dishevelled/dirty.
- Increase in bottles, cigarette butts, canisters in carpark.
- Violent behaviour/incidents.
- Young person hanging out for extended periods of time, talking to different groups/individuals.
- Young people out at times that don't make sense (school hours, early morning etc).
- Erratic behaviour/on edge/ "out of it".
- Obvious imbalance of control in relationship.

What to do if you are concerned

- Call the police on **999** if it is an emergency and a crime is ongoing or **101** if an immediate response is not needed.
- If you are concerned about a specific young person call Ealing Children's services on **020 8825 8000** and speak to a member of staff to discuss your concerns.
- If you have concerns about young people congregating or acting suspiciously or dangerously in public spaces contact Safer Communities via:

Other support and help

CEOP (Child Exploitation and Online Prevention)

www.thinkuknow.co.uk

Website has lots of advice and help for parents, carers, professionals and young people about keeping safe online.

NSPCC

www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/child-sexual-exploitation

Information on sexual exploitation and how to keep your child safe online.

Barnardos

www.barnardos.org.uk

Research, campaigns and resources to help tackle CSE. Barnardos have also produced an app “Wud U” which educates young people about behaviours that may increase the risk of being exploited.

PACE

**(Parents Against
Child Sexual Exploitation)**

www.paceuk.info

Advice and support for concerned parents and families affected by CSE. Tel **0113 240 5226**.

What is Adult Safeguarding

Safeguarding adults is defined in the Care Act (2014) as “protecting an adult’s right to live in safety free from abuse and neglect”, working in partnership with adults is essential when a concern of abuse or neglect is reported to the local authority who have a legal duty to ensure enquires are made where the adult is concerned;

- Has need for care and support (whether or not the council is meeting these needs).
- Is experiencing, or is at risk of abuse or neglect.
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse and neglect.

The Care Act 2014 put safeguarding adults on a legal and statutory footing requiring all local authorities to have a Safeguarding Adults Board and giving local authorities the lead responsibility for undertaking safeguarding enquires.

Types of abuse

Abuse can occur anywhere and anyone can abuse or neglect an adult. Abuse may be a single act or it can continue over a period and it can take different forms. Abuse is any action that exploits or harms a person.

Abuse may be

- Physical abuse – including assault, hitting, slapping or pushing.
- Domestic violence – which includes forced marriage and honour based violence.
- Sexual abuse – which can include anything of a sexual nature where there is no consent.
- Psychological or emotional abuse – this includes verbal abuse which frightens or bullies a person.
- Financial or material abuse – this can take many different forms, such as theft and fraud, but also the manipulation of people with regards to property and finance.

- Modern Slavery – which includes human trafficking and forced labour.
- Discriminatory abuse – including harassment because of race, gender, religion and more.
- Organisational abuse – including neglect and poor care practices in a health or social care setting, or provided in a person's home.
- Self-neglect – this covers a wide range of behaviours and includes hoarding and the guidance states a range of responses with reference to housing provider and a multi-agency response including an assessment taking on board the adults view should be considered in the first instance. Ealing has an established Hoarding Panel where cases can be considered and discussed.

What circumstances can increase the risk of someone being abused

The risk of abuse or neglect increases when people are isolated or are dependent on others for their personal care, are ill, disabled or recovering from an illness and do not have the ability to protect themselves from the abuse or have been abused before. If you suspect an adult's behaviour has changed or they have become isolated this could be an indicator of abuse.

Reporting safeguarding adults abuse

It is considered that it is everyone's responsibility to be aware of and report abuse or neglect. If you are concerned about someone or wish to discuss a safeguarding concern please contact the Adult Social Care Contact Centre on **020 8825 8000**.

The Emergency Duty Team can be contacted out of hours on **020 8825 5000**.

ASB can take many forms however can generally be categorised by:

- Disregard for the community and personal wellbeing
- Misuse of public space
- Acts directed at people
- Environmental damage

The legal definition encapsulates the above and clarifies that ASB is so when it takes place persistently, is likely to cause harassment, alarm or distress and importantly affects people's quality of life.

Generally, ASB will also affect your neighbours and other members of your community. Speak to them – are they suffering too? Encourage them to report incidents; they may witness something you don't or help in evidence gathering.

Taking a stand against ASB as a community – whether big or small – can be not only impactful but a deterrent.

There is a range of interventions, tools and powers that the police, the local authority and landlords can use to combat ASB depending on the complexity and severity of the issue – this spans both criminal and civil enforcement.

In order to take formal measures such as injunctions or possession proceedings, agencies will rely greatly on statements and accounts from residents and witnesses who have been affected.

Be prepared to provide a statement – this can be anonymous if you are fearful of repercussions – it is a courageous step and will greatly increase the chance of a successful outcome that can allay the trouble you are facing.

Anti-Social Behaviour (ASB)

Are you the only one affected?

Sometimes ASB can be an escalation of personal disputes with your neighbour. Early intervention can prevent further issues arising and keep the peace between you.


- Ask yourself whether the situation can be reasonably dealt with between yourselves rather than approaching an authority.
- Are you able to approach your neighbour and calmly explain what the problem is? You can always take someone with you to ensure that you remain calm.
- Resist shouting, becoming aggressive or abusive as this will almost certainly make the situation worse. Would it be better to write a polite note?
- Would mediation be an option?

When you are reporting ASB

- Report the incident as soon as possible.
- Identify the issue: explain what exactly is occurring.

- Help to identify the perpetrator(s): descriptions, addresses, vehicle types and registration numbers help.
- Persevere in reporting incidents.
- Keep a record of incidents and reference numbers in a diary with as much detail (time/date/location/ descriptions) as possible. Include the impact this has had on you, your family and/or visitors.
- Collect any evidence you can (safely) e.g. Pictures of drug paraphernalia or videos of rowdy behaviour or material evidence (i.e. abusive letters).
- If the ASB directly affects your address, consider installing CCTV as a deterrent or for evidential purposes. Consider whether there is CCTV nearby that would have recorded the perpetrators misbehaving or even travelling to the problem location.

This is an example of how to complete an incident diary sheet.

Regeneration and Housing  www.ealing.gov.uk

Locking Anti-Social Behaviour INCIDENT DIARY

This form is for residents about a bad neighbour. It must be a record of the date and time you report a problem to help

When did the incident happen?
 on 26th September 2012, time from 3.00pm to 12.00am

Where did the incident happen?
 Flat number - 64 - 70 Jungle Lane

What is the address you need that the responsible parties of the person responsible for your problem are, please fill in
 Jessica Rose 70 Forest Road

What does the look like (colour, gender, age, height, eye colour, hair colour, hair style, glasses, etc.)
 Female, White, 20-30, Bright Red hair, large circular glasses

What happened?
 Jessica was outside my property during the above hours street drinking, littering and verbally abusing passersby.

Any witnesses?
 Other neighbours - Jungle Lane NO. 62, 70, 63

How was it reported?
 I called Safer Communities 25/09/2012 - 18501234

How is it affecting you?
 I couldn't sleep due to her loudness... This is an ongoing issue so I am suffering due to lack of sleep

What is your contact information (please provide a contact number for the police to call)
 261991234

Anti-Social Behaviour (ASB)

The Safer Communities Team have a range of tools. Based on their investigation, they will determine which is appropriate. These are some of the possible informal interventions that can be used:

- A verbal or written warning
- A community resolution
- Mediation
- Acceptable behaviour contracts
- Parenting contracts
- Support and counselling

There are other more legal powers that can be used if informal interventions don't help to resolve the issues or it is a serious and complex matter. These include:

Community Protection Notice

To stop a person aged 16 or over, business or organisation committing anti-social behaviour which spoils the community's quality of life.

Civil Injunction

Granted by a civil court to stop or prevent individuals from engaging in ASB and/or from causing harassment, alarm or distress to members of the community.

Criminal Behaviour Order

Issued by a criminal court against a person who has been convicted of an offence used to tackle the most persistently anti-social individuals who are also engaged in criminal activity.

Possessing Proceedings

Engaging in criminality or ASB is a breach of a council residents tenancy agreement and this power will be used in the most serious scenarios.

Closure Power

To allow the police or council to close premises quickly which are being used, or likely to be used, to commit nuisance or disorder.

Public Space Protection Order

Designed to stop individuals or groups committing anti-social behaviour in a public space. Used in spaces where ASB is a persistent issue.

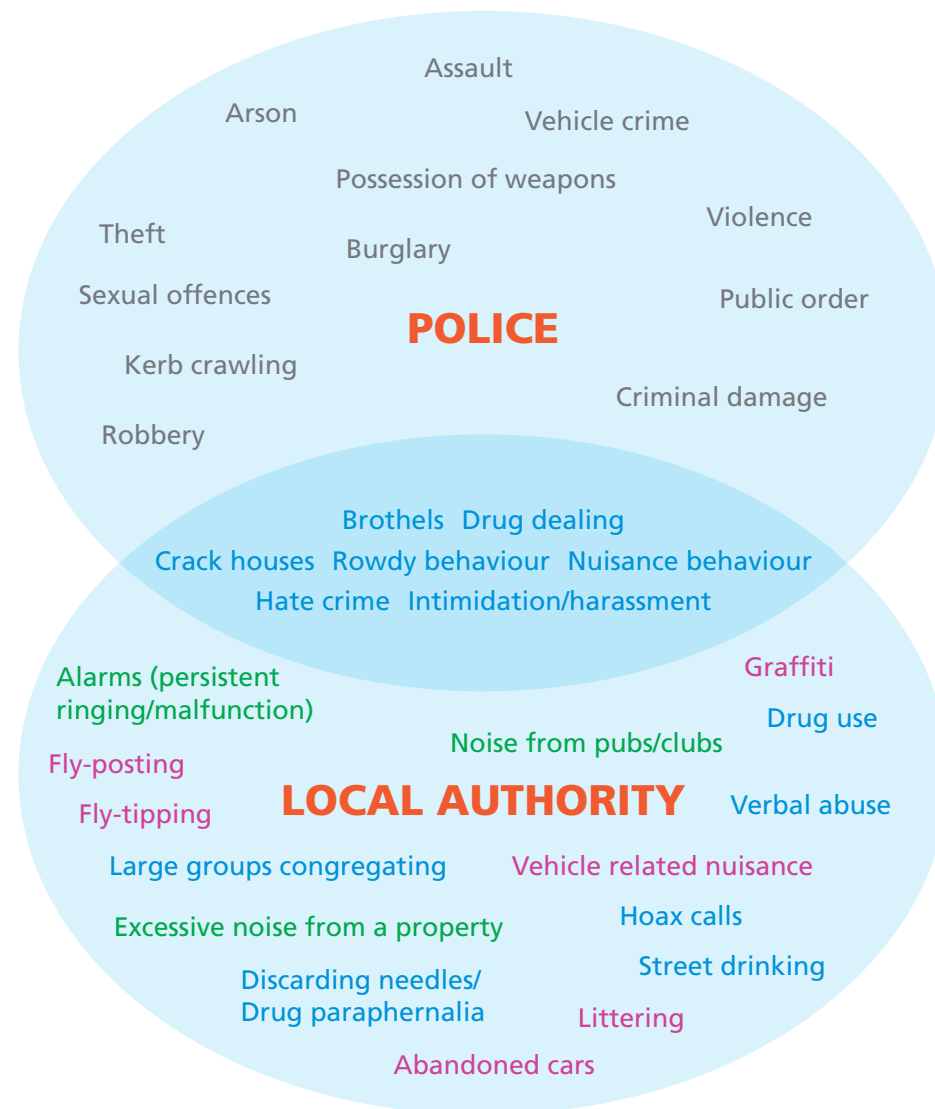
Contact Safer Communities on **020 8825 5994**.

To whom do I report incidents?

Safer Communities Team

Street Services

Noise Nuisance Team



Useful Contacts

Alcoholics Anonymous	0870 600 0371
Anti-Social Behaviour	www.met.police.uk/ro/report/asb/antisocial-behaviour/
Citizens Advice Bureau	To locate your local branch visit www.citizensadvice.org.uk
Crime Stoppers	0800 555 111
Domestic Violence Helpline	0800 2000 247
Ealing Mediation	020 8575 9500 admin@ealingmediation.org.uk
Talk to Frank (drug and alcohol advice)	0800 77 66 00 www.talktofrank.com
Leisure and Parks	020 88252 6999
Licensing	
Council	020 8825 6655
Police	07342 070 728
Neighbourhood Watch	www.owl.co.uk
Noise Nuisance Team	020 8825 8111
Resident Involvement	020 8825 6535
Ealing Rise	0800 195 8100 ealing@cgl.org.uk
Safer Communities Team	020 8825 5994
Street Link	0300 500 0914
Street Services	020 8825 8000
Trading Standards	020 8825 6888
Victim Support	0808 1689 111

In an emergency always dial 999 otherwise 101

Local Policing Team Details

SNT'S	Telephone	Email
Acton		
Acton Central	020 8721 7015	actoncentral.snt@met.police.uk
South Acton	020 8649 3574	southacton.snt@met.police.uk
East Acton	020 8721 2708	eastacton.snt@met.police.uk
Southfield	020 8721 2946	southfield.snt@met.police.uk
Hanger Hill	020 8721 2947	hangerhill.snt@met.police.uk
Ealing		
Cleveland	020 8246 2921	cleveland.snt@met.police.uk
Ealing Broadway	020 8649 3573	ealingbroadway.snt@met.police.uk
Ealing Common	020 8721 2948	ealingcommon.snt@met.police.uk
Elthorne	020 8721 2951	elthorne.snt@met.police.uk
Hobayne	020 8721 2919	hobayne.snt@met.police.uk
Northfield	020 8721 2950	northfield.snt@met.police.uk
Walpole	020 8721 2949	walpole.snt@met.police.uk
Southall		
Dormers Wells	020 8649 3572	dormerswells.snt@met.police.uk
Lady Margaret	020 8721 2918	lady Margaret.snt@met.police.uk
Norwood Green	020 8721 2046	norwoodgreen.snt@met.police.uk
Southall Broadway	020 8721 2771	southallbroadway.snt@met.police.uk
Southall Green	020 8721 2047	southallgreen.snt@met.police.uk
Greenford/Northolt/Perivale		
Greenford Broadway	020 8721 2916	greenfordbroadway.snt@met.police.uk
Greenford Green	020 8721 2915	greenfordgreen.snt@met.police.uk
North Greenford	020 8721 2914	northgreenford.snt@met.police.uk
Northolt Mandeville	020 8721 2945	northoltmandeville.snt@met.police.uk
Northolt West End	020 8721 2770	northoltwestend.snt@met.police.uk
Perivale	020 8721 2917	perivale.snt@met.police.uk