

Cheshire West & Chester Council

RESIDENTS GUIDE TO REPORTING ISSUES



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Anti-Social Behaviour (ASB) and Crime

Anti-Social Behaviour and crime are often dealt with by the Police. However, Cheshire West and Chester's ASB team work alongside Cheshire Police and can support with a wide range of incidents. Reporting these issues will allow Cheshire Police and the CW&C ASB team to direct resources to the appropriate areas and act against individuals perpetrating this type of behaviour.

In situations where you feel you there is an immediate threat to you, or others (threatening language as well as violence) residents are encouraged to use **999** to report.

<p>ASB and Public Order This is behaviour that causes harassment, alarm, or distress and includes threatening behaviour.</p>	<p>999 – Emergencies (threats to life or property) cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/ or 101 – Non-emergencies https://www.cheshirewestandchester.gov.uk/residents/streets-and-open-spaces/anti-social-behaviour</p>	<p>If you feel there is immediate danger, call 999 Reporting non-emergencies allows Cheshire Police to successfully tackle ASB</p>	<p>Dependent on Police Assessment (Maximum time 24 hours)</p>
<p>Begging and associated ASB Cheshire West and Chester Council and its partners are fully committed to providing support for people who are homeless. More information on homelessness can be located on the Councils website: www.cheshirewestandchester.gov.uk/residents/housing/housing-advice-and-homelessness/housing-advice-and-homelessness</p>	<p>If you have concern that an individual who is rough sleeping is causing ASB please report the ASB to Cheshire Police. Online: cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/ Phone: 101 or 999 in an emergency where there is threat to life or property. If you have concerns about someone rough sleeping contact ForFutures via telephone on 0808 175 3595 Or email: hello@forfutures.co.uk</p>	<p>Where appropriate there are a range of powers and situational based tools that can be utilised to prevent ASB within our communities. These include Community Protection Notices and Criminal Behaviour Orders which can prohibit anti-social behaviour in prescribed areas</p>	<p>Dependent on Police Assessment (Maximum time 24 hours)</p>
<p>Cuckooing Organised Crime Gangs (OCGs) often use high levels of violence and intimidation to protect the 'county line' and control them. One of these forms of control exploits vulnerable people by using their home as a base for dealing drugs, a process known as cuckooing. Dealers often convince the vulnerable person to let their home be used for drug dealing by giving them free drugs or offering to pay for food or utilities. Often OCGs target people who are lonely, isolated, or have addiction issues. It's common for OCGs to use a property for a short amount of time, moving address frequently to reduce the chance of being caught.</p>	<p>There are several signs to look out for that may indicate someone is a victim of cuckooing:</p> <ul style="list-style-type: none"> - Frequent visitors at unsociable hours. - Changes in your neighbour's daily routine. - Unusual smells coming from a property. - Suspicious or unfamiliar vehicles outside an address. <p>If you have concerns that someone is being cuckooed, contact Cheshire Police: Online: cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/ Phone: 101 or 999 in an emergency where there is threat to life or property.</p>	<p>Information reported to Cheshire Police around cuckooing helps to protect vulnerable people within the community and support investigations into organised crime groups.</p>	<p>Dependent on Police Assessment (Maximum time 24 hours)</p>

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<p>Drug Use and Dealing</p> <p>Issues regarding drug use and dealing should always be reported to Cheshire Police.</p>	<p>Call 999 if drug use or dealing is in progress or contact Cheshire Police Website or call 101 to report the incident retrospectively. www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</p> <p>If you wish to provide information anonymously, you can do this via Crimestoppers: www.crimestoppers-uk.org Telephone: 0800 555111</p> <p>For cleansing drug paraphernalia please contact Cheshire West and Chester App: https://www.cheshirewestandchester.gov.uk/residents/contact-us/report-it-app Website: https://www.cheshirewestandchester.gov.uk/residents/streets-and-open-spaces/street-cleaning</p>	<p>Reporting issues around drug use supports Cheshire Police in dealing with the issue proactively and provides data needed for more robust actions.</p>	<p>Dependent on Police Assessment (Maximum time 24 hours)</p>
<p>Urination and Defecation</p> <p>Public urination or defecation is considered to be Anti-Social Behaviour (ASB) and is often prohibited under local Public Space Protection Orders (PSPOs) .</p> <p>Other action may also be considered for indecent exposure or littering.</p> <p>Officers from Cheshire West & Chester Council and Cheshire Police monitor and take enforcement action in relation to these offences, often in conjunction with CCTV operators.</p>	<p>Use the Cheshire West and Chester App or Website to report for cleansing. App: https://www.cheshirewestandchester.gov.uk/residents/contact-us/report-it-app Website: https://www.cheshirewestandchester.gov.uk/residents/streets-and-open-spaces/street-cleaning</p> <p>Incidents which can be evidenced retrospectively, such as those captured on private CCTV, can be reported to the council by e-mailing: ASBUnitChesterRuralWest@cheshirewestandchester.gov.uk</p>	<p>When using the Council's app or website, under the category of "glass, drugs or bodily fluids" and then under the subheading "bodily fluids".</p> <p>Please ensure you include full details of the location and pictures wherever possible, as this enables operators to locate the exact area.</p>	<p>Up to five working days</p>
<p>Dog ASB</p> <p>Irresponsible dog ownership can be dangerous to both residents and the animals themselves.</p>	<p>Contact Cheshire West and Chester via: Email: Dogs@cheshirewestandchester.gov.uk Phone: 0300 123 8123</p> <p>In cases where a dog has attacked a person, contact Cheshire Police using the Website or call 101 to report the incident.</p> <p>www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</p>	<p>Cheshire West and Chester can work with dog owners and offer advice and support where needed. In some cases, where necessary, enforcement action can be taken.</p>	<p>Up to five working days</p>
<p>Noise</p> <p>Noise can cause a variety of issues for residents and can be very disruptive. Repeated noise issues can be investigated by Cheshire West and Chester Council.</p>	<p>If you have a noise complaint, please use Cheshire West and Chester's online noise toolkit: https://www.cheshirewestandchester.gov.uk/residents/pests-pollution-food-safety/issues-with-noise or phone: 0300 123 8123</p>	<p>Where incidents of noise are reported, Cheshire West and Chester can investigate, contact landlords and act against repeated incidents.</p>	<p>Up to five working days</p>

Waste Issues

There are several waste problems that can be encountered by residents, including issues with domestic and business waste. Cheshire West and Chester Council can support with having excess waste removed, fly-tipping investigated and provide information regarding the correct disposal of waste.

<p>Abandoned Belongings</p> <p>Abandoned belongings are items such as bags, clothing, soiled materials, bedding or other items that would not typically be considered litter or waste, which have been discarded or left unattended in a public place.</p>	<p>Left belongings can also be reported through the Street Care contact telephone number: 0300 123 7026 App: https://www.cheshirewestandchester.gov.uk/residents/contact-us/report-it-app Website: https://www.cheshirewestandchester.gov.uk/residents/streets-and-open-spaces/street-cleaning</p>	<p>This enables the removal of any abandoned items where it is appropriate to do so.</p>	<p>48 hours</p>
<p>Burning Waste</p> <p>Domestic: If someone is burning waste on a regular basis, this could amount to a statutory nuisance.</p> <p>Commercial: Almost all commercial waste is classed as controlled waste, which means it can only be disposed of by documented means of disposal and therefore cannot normally be burnt.</p> <p>Dark Smoke: If a fire is emitting dark smoke it is likely to contain materials which are hazardous to health. If hazardous materials are placed in a way where they are likely to be burnt, such as plastics/tyres, the Council may be able to take action to prevent this from taking place.</p>	<p>Keep a diary of the frequency of burns/impact/materials seen</p> <p>If you have any concerns about commercial waste being burned. Please provide as much information as possible about the origins and where it is being burnt Cheshire West and Chester Regulatory Services via:</p> <p>Email: RegulatoryServices@CheshireWestandChester.gov.uk</p> <p>Phone: 01244 973708</p>	<p>Reporting burning waste allows Cheshire West and Chester to investigate where there is potential statutory nuisance or in some cases, a public health hazard.</p>	<p>Assessment within five working days.</p>
<p>Business Waste</p> <p>Issues around business waste can include obstruction from waste bins, waste being left out outside of collection times and late/early collections causing noise disturbance.</p>	<p>If you identify any issues with business waste, please provide as much information as possible to Cheshire West and Chester Regulatory Services via:</p> <p>Email: RegulatoryServices@CheshireWestandChester.gov.uk</p> <p>Phone: 01244 973708</p>	<p>Cheshire West and Chester will look to investigate any issues around business waste by offering advice where needed and enforcement where necessary.</p>	<p>Assessment within five working days.</p>

<p>Domestic Waste</p> <p>Domestic waste collections happen weekly, if your waste has not been collected or you have an issue with your waste receptacles, please use the following information.</p>	<p>For issues with domestic waste, please use the Cheshire West and Chester Website:</p> <p>https://www.cheshirewestandchester.gov.uk/residents/waste-and-recycling</p> <p>Phone: 0300 123 8123</p>	<p>Reporting to Cheshire West and Chester will ensure that collections are made correctly, and residents get the best service possible.</p>	<p>Assessment within five working days.</p>
<p>Fly-Tipping</p> <p>Issues around business waste can include obstruction from waste bins, waste being left out outside of collection times and late/early collections causing noise disturbance.</p>	<p>Keep a diary of the frequency of burns/impact/materials seen</p> <p>If you have any concerns about commercial waste being burned. Please provide as much information as possible about the origins and where it is being burnt Cheshire West and Chester Regulatory Services via:</p> <p>Email: RegulatoryServices@CheshireWestandChester.gov.uk</p> <p>Phone: 01244 973708.</p>	<p>Reporting burning waste allows Cheshire West and Chester to investigate where there is potential statutory nuisance or in some cases, a public health hazard.</p>	<p>Assessment within five working days.</p>

Vehicle Issues

While many vehicle offences, particularly moving vehicle offences, are dealt with by the Police, issues such as abandoned vehicles and parking are managed by Cheshire West and Chester Council.

<p>Vehicle ASB and Idling</p> <p>There are a variety of recognised aspects to vehicle related ASB, please use the following reporting mechanisms for each aspect.</p> <p>When reporting issues around vehicle related ASB, please ensure that you include the vehicles registration within your report.</p>	<p>Anti-social driving or other road traffic offences should be reported to Cheshire Police using the Cheshire Police Website or call 101 as appropriate</p> <p>www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</p> <p>Idling: Where vehicles are repeatedly idling (parked with the engine running) please notify Cheshire West and Chester's via email: RegulatoryServices@cheshirewestandchester.gov.uk</p> <p>Phone: 01244 973708</p>	<p>Reporting to Cheshire Police allows officers to investigate anti-social driving.</p> <p>Reporting to Cheshire West and Chester will allow Community Safety Wardens to investigate areas where drivers are persistently idling.</p>	<p>Dependent on organisation assessment</p>
<p>Cycling and E-Scooters</p> <p>Push bikes and e-scooters are environmentally friendly and can help to make our communities more connected, but where they are misused within our public places can cause risk to the public.</p> <p>Privately owned e-scooters cannot be used in public spaces or on roads.</p>	<p>If you believe that a push bike or e-scooter is being used in a reckless or dangerous manner or there is a significant risk to public safety, contact Cheshire Police:</p> <p>Website: cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</p> <p>Phone: 101 or 999 in an emergency where there is threat to life or property.</p> <p>Alternatively, if the E-Scooter is a Ginger hire scooter, please report dangerous riding through their website: https://www.ginger.town/</p>	<p>Cycling in areas in pedestrianised areas and footpaths is prohibited. Where individuals cycling through these areas are putting members of the public at a significant risk of harm, Cheshire Police and its partners may take action to address the behaviour.</p>	<p>Dependent on Police Assessment (Maximum time 24 hours)</p>
<p>Abandoned Vehicles</p> <p>Vehicles which are abandoned on the highway or in other public spaces for extended periods of time can cause nuisance and impact on the locality.</p> <p>Vehicles which are in an unroadworthy condition and appear to have been abandoned may be removed by the Council.</p>	<p>Abandoned vehicles can be reported online via the Councils Website: www.cheshirewestandchester.gov.uk/residents/streets-and-open-spaces/abandoned-vehicles</p> <p>Via email: RegulatoryServices@cheshirewestandchester.gov.uk</p> <p>Phone: 01244 973708</p>	<p>This helps keep our neighbourhoods clean and safe for our communities.</p>	<p>Assessment within five working days.</p>

<p>Moving Traffic Offences</p> <p>Moving traffic offences can include incidents where motorists fail to abide by mandatory road signage or commit other traffic violations such as speeding or travelling in the wrong direction on a one-way street.</p>	<p>All incidents of moving traffic violations should be reported through Cheshire Police on the contact details below. Ensure that you include the vehicle's registration plate.</p> <p>Online: cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</p> <p>Phone: 101 or 999 in an emergency where there is threat to life or property.</p>	<p>Reporting moving traffic offences can help Cheshire Police to determine areas for traffic patrols and installation of manned speed cameras.</p>	<p>Dependent on Police Assessment (Maximum time 24 hours)</p>
<p>Parking</p> <p>On street parking issues, where vehicles are illegally parked and blocking access should be reported to Cheshire West and Chester Council. Where individuals have received a parking fine, the following contact details can also be used.</p>	<p>For all issues around parking, whether reporting an issue or responding to a parking fine please use the below contact details.</p> <p>Online: https://www.cheshirewestandchester.gov.uk/residents/transport-and-roads/parking-and-permits/civil-parking-enforcement</p> <p>Phone: 0300 123 8123</p>	<p>Reporting nuisance parking can assist Cheshire West and Chester officers in targeting areas where individuals are parking illegally.</p>	<p>Assessment within five working days.</p>

Welfare Issues

When you encounter a vulnerable member of society, it can be difficult to know what to do. If you are unsure what to do, or the issue isn't covered below, the advice would be to contact Cheshire Police on either 999 (emergency) or 101 (non-emergency).

<p>Rough Sleeping</p> <p>Cheshire West and Chester Council and its partners are fully committed to supporting individuals who are homeless and regularly conduct extensive outreach to encourage individuals to engage with services and access accommodation.</p>	<p>If you have concerns around the welfare of a person who you believe is homeless, you can make a referral to ForFutures via telephone on 0300 123 2442 or email via hello@forfutures.co.uk</p>	<p>ForFutures is a contracted provider of support for people who are homeless and operate regular outreach and engagement.</p>	
<p>Intoxicated Individual</p> <p>This refers to individuals under the influence of drugs or alcohol in public places.</p> <p>Individuals who are intoxicated can often indulge in a variety of Anti-Social Behaviours which are detrimental to our communities but being intoxicated by itself is unlikely to constitute ASB.</p>	<p>If the intoxicated individual is unconscious or if you have immediate concerns for their wellbeing, call 999 to request immediate medical support in an emergency.</p> <p>If the incident is relating to suspected use or dealing of illegal substances (drugs), call Cheshire Police on 999 if the crime is in progress or if someone is in immediate danger.</p> <p>Or to report the incident retrospectively use the Cheshire Police Website or call 101</p> <p>www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</p>	<p>Where individuals are visibly in need of immediate medical assistance, we must ensure that their wellbeing is safeguarded as a priority.</p> <p>Issues involving the use or dealing of drugs should always be reported to Cheshire Police.</p>	<p>Dependent on Police Assessment (Maximum time 24 hours)</p>

Street Cleansing and Graffiti

Keeping areas clean and free from graffiti can help communities avoid the “broken windows” effect. This means that areas that appear to be less looked after can often invite more crime and anti-social behaviour.

<p>Fly Posting</p> <p>Fly posting is the illegal and unauthorised publication of printed materials or adverts within public spaces.</p> <p>These are often affixed to street furniture such as lampposts or fencing, often in the format of stickers, business advertisements or other types of posters.</p>	<p>Fly posting can be reported through the Councils smart phone app, online via the Councils Website: www.cheshirewestandchester.gov.uk/residents/streets-and-open-spaces/graffiti-and-vandalism</p> <p>Or via email: RegulatoryServices@cheshirewestandchester.gov.uk</p> <p>Phone: 01244 973708</p>	<p>Reporting fly posting or other illegal printed materials which are displayed in public helps to ensure our public spaces are kept clean and safe.</p>	<p>Up to 10 working days</p>
<p>Graffiti and Vandalism</p> <p>Graffiti / vandalism is an act of unlawful defacement of property. This can include (but is not limited to): Defacement by use of spray paints / pens / engraving or physical damage to structures.</p>	<p>Report any graffiti that is in the public realm via the Council App to coordinate its removal.</p> <p>Or Report Vandalism via email: chester-locality@cheshirewestandchester.gov.uk</p> <p>Telephone: 0300 123 8123</p> <p>If property has been vandalised or the graffiti is offensive / could be associated with a hate crime, please use Cheshire Police Website or call 101 to report the incident.</p> <p>www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</p>	<p>Reporting Graffiti / Vandalism to the Council enables Council Officers to coordinate the removal of graffiti's or organise repairs.</p> <p>Reporting offensive graffiti to Cheshire Police allows them to investigate any potential hate crime and pursue more robust actions if needed.</p>	<p>Up to five working days for review</p>
<p>Littering</p> <p>Litter within our communities can have a significant impact on our public spaces and the environment. Where litter builds up it can make our public places feel uncared for, which can have a major impact on business, tourism and community confidence.</p> <p>Littering is a criminal offence which can result in fines being issued of up to £2,500 per offence. Cheshire West and Chester Councils officers and CCTV operators closely monitor our public places for those who engage in this behaviour and take the necessary action.</p> <p>Members of the public can support by reporting issues of litter for cleansing purposes.</p>	<p>To report littering for retrospective clearing, please report via the Cheshire West and Chester app, under the 'streets cleaning' heading.</p> <p>Or online via: www.cheshirewestandchester.gov.uk/residents/streets-and-open-spaces/litter-and-bins</p>	<p>Anyone observed littering, is committing a criminal offence and as a result could be issued with a Fixed Penalty Notice (FPN), or even prosecuted in court.</p> <p>Protecting our public places from litter is vital to our communities and the Council.</p>	<p>Up to five working days</p>

<p>Dog Fouling</p> <p>Dog fouling can be an unpleasant issue in a lot of areas often causing faeces to be trodden which can cause significant risk to vulnerable groups. Dog owners must carry the means to remove their dog's waste while in a public area as required by the Public Space Protection Orders (PSPOs) for Cheshire West and Chester.</p>	<p>Report dog fouling through the Cheshire West and Chester Website: www.cheshirewestandchester.gov.uk/residents/contact-us/report-it/dog-animal-fouling.aspx</p> <p>Or using the Cheshire West and Chester App</p>	<p>Reporting to Cheshire West and Chester will ensure that the area is cleansed. In some cases, officers may be able to investigate where there is evidence or a concentration of incidents.</p>	<p>Up to 24hrs for removal</p>
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Other Issues

This section covers issues that do not fall into the previous categories.

<p>Street Trading</p> <p>Street Trading is a highly regulated activity involving several different sub activities including licensed street trading (street stalls), peddling, periodical sales and charitable collections.</p> <p>Each of these types of street trading activities have set guidance and limitations.</p>	<p>If you suspect someone or a business is offering items for sale on the street without a license, please contact Cheshire West and Chester's Licensing Enforcement Duty Officer either by email: ledo@cheshirewestandchester.gov.uk</p> <p>Or telephone: 0300 123 7737</p>	<p>Reporting suspected illegal street trading allows Cheshire West and Chester Council to protect members of the public from being exploited by potentially unlicensed/illegal activities.</p>	<p>Up to five working days</p>
<p>Pests</p> <p>Where residents have issues with pests (insects, birds, rodents etc) this can be dealt with privately or through Cheshire West and Chester's pest control service.</p>	<p>Contact Cheshire West and Chester's Pest Control Service using the details below:</p> <p>Online: https://www.cheshirewestandchester.gov.uk/residents/pests-pollution-food-safety/pest-control</p> <p>Phone: 0300 123 7038</p>	<p>Cheshire West and Chester can offer a competitive pest control solution as officers have years of experience and a high level of training.</p>	<p>Up to five working days</p>
<p>Public Realm Repairs and Out of Order Facilities</p> <p>While Cheshire West and Chester endeavour to ensure that public realm facilities are maintained to a good standard, there are times when repairs may not have been identified or out of order facilities require additional works.</p>	<p>For any issues around public realm repairs and out of order facilities, please use the Cheshire West and Chester Report-It App or the details below.</p> <p>Online: https://www.cheshirewestandchester.gov.uk/residents/contact-us/report-it</p> <p>Phone: 0300 123 8123</p>	<p>Reporting issues such as these allow Cheshire West and Chester to ensure that the public realm is well maintained and that they are aware of all issues within a locality.</p>	<p>Up to five working days</p>
<p>Planning</p> <p>Residents are encouraged to make comment on any planning applications if they feel that the proposed works would have a detrimental impact to the area. Planning notifications are always displayed in a public location, near to the proposed development. Residents are also encouraged to report any incidents where unsafe construction has been undertaken or they believe building work has occurred without the relevant planning.</p>	<p>For guidance and advice on commenting on planning and reporting planning violations, please use the contact details below.</p> <p>Online: https://www.cheshirewestandchester.gov.uk/residents/planning-and-building-control/see-or-comment-on-planning-applications</p> <p>Phone: 0300 123 8123</p>	<p>Ensuring planning is correctly applied and that residents have a say is detrimental to ensuring the area is safe and reducing potential issues (e.g. noise complaints)</p>	<p>Up to five working days</p>

<p>Deliveries</p> <p>If residents are experiencing issues with delivery drivers, recommendation is to contact the specific company (whether this is food deliver, courier service or HGVs) Alternatively, us the following advice.</p>	<p>Noise: See Noise advice within ASB & Crime section of this document.</p> <p>Parking: See Parking advice within Vehicle Issues section of this document.</p>	<p>Reporting delivery issues directly to a company allows them to address the issue both with the individual driver and as a point of company policy. Cheshire West and Chester will also contact companies directly and in some cases utilise information for specific investigations.</p>	<p>Up to five working days</p>
<p>Licensing</p> <p>If you believe there is an issue with a licensed premises, or any other licensable activity (such as street trading), this can be reported to Cheshire West and Chester's licensing team.</p>	<p>Report licensing issues using the contact details below:</p> <p>e-mail: Ledo@cheshirewestandchester.gov.uk</p> <p>Phone: 0300 123 8123</p>	<p>Cheshire West and Chester's licensing team will investigate where individuals or premises are not following their license conditions or incidents, or incidents where activities are taking place without a license.</p>	<p>Up to five working days</p>

For any issues not covered above, please contact Cheshire West and Chester's General Enquiries line on 0300 123 8123

The Cheshire West and Chester App can be found by searching Cheshire West and Chester in your phone's App Store.

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Notes

Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at:

equalities@cheshirewestandchester.gov.uk

Tel: 0300 123 8 123 **Textphone:** 18001 01606 275757

email: equalities@cheshirewestandchester.gov.uk

web: www.cheshirewestandchester.gov.uk