

SOUTH LAKELAND  
CRIME & DISORDER  
REDUCTION  
PARTNERSHIP



# SOUTH LAKELAND

## COMMUNITY SAFETY HANDBOOK 2010



IMPORTANT INFORMATION - PLEASE READ AND KEEP

SPONSORED BY:



SKILLS  JUSTICE



The Police Foundation  
Partnering police to do better in the future



## WELCOME TO SOUTH LAKELAND CRIME AND DISORDER REDUCTION PARTNERSHIP'S COMMUNITY SAFETY HANDBOOK.

The vision of the CDRP states that

*'By working in partnership, South Lakeland communities will remain safe and reassured, without the fear or threat of crime'*

You may think these are grand words, but the fact is that South Lakeland remains one of the safest areas in the northwest, with crime overall reduced by 8% last year and on target to reduce by a similar amount again by March 2010.

We have recently completed an assessment of different crime types and in 2010 will concentrate on 4 areas that you have told us matter to you and your communities.

These are

- Anti-social behaviour and criminal damage
- Alcohol related violence and assaults
- House burglary and vehicle crime
- Domestic violence

Preventing crime and anti-social behaviour is the responsibility of us all and this handbook gives you advice on how to keep your property safe and secure and where to go for help and advice. Please keep it safe.

I am sure you will find it useful, informative and reassuring to know that so many agencies are working together to keep South Lakeland a great place to live.

**Andy Shine**, Chair, South Lakeland CDRP

## IMPORTANT NUMBERS

**Age Concern  
South Lakeland Helpline**  
01539 728180

**Alcoholics anonymous**  
0845 769 7555

**Benefit Fraud  
(national hotline)**  
0800 854 440

**Childline**  
0800 1111

**Citizens Advice Bureau:**  
**Barrow** - 01229 830367  
**Kendal** - 01539 738772  
**Grange** - 015395 33100  
**Ulverston** - 01229 585585  
**Windermere** - 015394 46464

**Crimestoppers**  
0800 555 111

**Cumbria Alcohol and Drug  
Advisory Service (CADAS)**  
01539 742615

**Cumbria Drug & Alcohol  
Action Team (CDAAT)**  
01768 861270

**Cumbria County Council  
General Enquiries**  
01228 606060

**Cumbria Fire  
and Rescue Service**  
01539 722627

**Cumbria Police**  
0845 3300247

**NHS Direct**  
0845 46 47

**Samaritans  
(national helpline)**  
0845 7909090

**South Lakeland Crime and  
Disorder Reduction  
Partnership**  
01539 733333

**South Lakeland District  
Council**  
01539 733333

**Victim and Witness Support**  
01229 839989

**Womens Aid Helpline**  
0845 7023468

IF YOU WOULD LIKE FURTHER INFORMATION ON THE WORK OF SOUTH LAKELAND CDRP PLEASE CONTACT THE PARTNERSHIPS AND COMMUNITIES TEAM, SOUTH LAKELAND DISTRICT COUNCIL. 01539 733333 OR E MAIL POLICY@SOUTHLAKELAND.GOV.UK

  
**Victim Support**

Helping people cope with crime  
**www.victimsupport.org.uk**



# Our Pledge to you



Chief Superintendent Paul Kennedy

As the police officer responsible for neighbourhood policing and working with partners in South Lakeland area, I would like to introduce our Policing Pledge which outlines our commitment to the communities and individuals who live and work in the area. Through our neighbourhood policing teams we are committed to providing the best possible service within our means, listening and responding to your concerns through our neighbourhood meetings and working with you to ensure you feel satisfied and confident with the service you get from us. You can find out more about the Policing Pledge and our neighbourhood policing teams on our website.

### We will:

1. Treat you fairly and with respect.
2. Provide you with information about Neighbourhood Policing.
3. Be visible on your street.
4. Respond to messages you leave with us within 24 hours.
5. Get to you in an emergency within 20 minutes (15 in an urban area).
6. Get to less urgent calls as soon as possible, less than 60 minutes if it's a priority, or for upset and vulnerable people.
7. Let you know about meetings with us in your area.
8. Let you have information about crime and conviction.
9. Keep you updated if you become a victim.
10. Put things right if you are dissatisfied.

If we don't meet our promises, we'll explain why.

For more information or to contact your local neighbourhood officer call:

**0845 33 00 247**  
[www.cumbria.police.uk](http://www.cumbria.police.uk)





**South Lakes Housing believes that our customers have the right to peaceful enjoyment of their homes.**



**We mean what we say!**  
**We will not tolerate any form of:**

- **Anti-Social Behaviour (ASB)**
- **Racist incidents**
- **Hate crime** e.g. behaviour directed at disabled people
- **Domestic violence**

We tackle these problems within our neighbourhoods and council properties by working with our community safety partners e.g. Police, Council, Social Services.

During the last 12 months we have been able to resolve 96% of reports of anti social behaviour and achieve high customer satisfaction levels - this chart outlines how we have resolved them:



**If you have any complaints or enquiries about any of the issues above, please contact 08450570080 or email us at [info@southlakeshousing.co.uk](mailto:info@southlakeshousing.co.uk) and we will do our very best to help you.**

# HOME & GARDEN

A BURGLARY CAN BE A TRAUMATIC EXPERIENCE. MANY BURGLARIES ARE OPPORTUNIST CRIMES, SO ALWAYS SECURE YOUR PROPERTY AND NOT ONLY WHEN YOU GO OUT. HERE ARE SOME HELPFUL SUGGESTIONS:

## WINDOWS

- Fit all windows with window locks where possible. Always keep external doors and windows locked, even if you are only out for a short time
- When you are away for some time, arrange for a friend to open and close your curtains. Drawn curtains while you are away can indicate the house is empty
- Ask a neighbour to park on your drive

## DOOR AND KEYS

- Fit a spy hole to your external door so you can check visitors, install a door chain or bar and always use it when answering the door
- Never leave your house or car keys in plain sight through a window – keep them in a safe place where you can easily find them in an emergency
- Do not leave any spare keys in external buildings like a garage or shed
- Fit all external doors with five-lever mortise deadlocks and always use them
- Patio doors should be fitted with a specialist, multipoint locking system

## SECURITY LIGHTING AND ALARMS

- Good external lighting will help protect your home and can be controlled with timers or passive infrared (pir)
- Always consider your neighbours in the placing of external lighting
- Use internal timer-switches for lights and radios when you are away
- Choose alarms that re-set after 20 minutes

Always think about fire safety when making improvement to home security. You must be able to get out as quickly as possible if there is a fire.

## GARDEN SECURITY

- Erect a strong fence at least 1.8m high, particularly to the rear of your property to restrict access
- Hedges, particularly prickly types, the same height, can be just as effective
- Garden gates should be the same height as your fence, and be secured
- Consider using gravel or a similar noisy surfacing for garden paths
- Ensure your garden is well illuminated
- Make sure external buildings like garden sheds are secured
- Ensure all garden equipment is marked and is securely stored

If you return to your home and find signs of a break in, DO NOT ENTER THE HOUSE OR SHOUT, as the intruder may still be inside.

Contact the Police immediately – dial 999 and stay with a neighbour until the Police arrive.



# Shelter

The Housing and Homelessness Charity

We provide a wide range of Housing Advice on areas such as homelessness; representation at Court; tenancy disputes and disrepair issues, please ring 0344 5151945 for an appointment to see a specialist adviser.

**ANTI-SOCIAL BEHAVIOUR (ASB) CAN DESTROY THE LIVES OF INDIVIDUALS AND CAN BREAK UP COMMUNITIES. IT MAKES PEOPLE FEEL FRIGHTENED, THREATENED AND SCARED.**

## WHAT IS ASB?

The term anti-social behaviour covers a wide range of often selfish and unacceptable activity that can affect the quality of life in a whole community.

**Some examples of anti-social behaviour are:**

- Intimidation and Harassment
- Graffiti and Vandalism
- Racial Harassment and Hate Crime
- Noise Nuisance
- Youth Nuisance
- Fly Tipping, Rubbish or Litter

It may be that in trying to solve your problem we decide to involve other agencies.

If you think you are victim of anti social behaviour and want to make a complaint or report fly tipping or graffiti, please contact either:-

Cumbria Police	<b>0845 3399 247</b>
South Lakeland District Council	<b>0845 050 4434</b>
South Lakes Housing	<b>01539 717717</b>

If you need help or advice, please contact any of the above or:-

Victim and Witness Support	<b>01229 839989</b>
----------------------------	---------------------

## INVESTIGATING YOUR COMPLAINT

If you report a complaint of anti-social behaviour then the following is likely to happen:

An initial assessment will be done by phone or a visit to take details from you. This is to find out what is happening, when it happens, who is doing it and how often.

## KEEPING RECORDS

You will be asked to keep a diary for a period of time for us to gain a picture of the nuisance, to see when it happens, for how long and exactly what it is that is happening.

## WORKING TOGETHER TO RESOLVE COMPLAINTS

Dealing with anti-social behaviour is not the sole responsibility of one agency.

See the Governments dedicated website to tackling ASB for more info: [www.respect.gov.uk](http://www.respect.gov.uk)



South Lakeland Crime and Disorder Reduction Partnership are developing a set of standards that you can expect when you report anti-social behaviour and these will be published in April

**EVERY WEEK, IN THIS COUNTRY, AT LEAST TWO WOMEN ARE KILLED BY THEIR PARTNER OR EX-PARTNER.**

Right now, one woman in ten is living with domestic violence and by the time you have read this advert the police will have received another report of domestic violence.\*

## WHAT IS DOMESTIC VIOLENCE?

Domestic violence is any incident of threatening behaviour, violence or abuse between people who are or have been partners, whether married or not and whether or not they live together. This includes same sex relationships and can be violence between family members.

Whatever form it takes, domestic violence is rarely a one-off incident. More usually it's a pattern of abusive and controlling behaviour through which the abuser seeks power over their victim.

**IMAGINE...**living with a bully all the time, but being too scared to leave

**IMAGINE...**being afraid to go to sleep at night, being afraid to wake up in the morning

**IMAGINE...**having to seek permission to go out, to see your friends or your family

**IMAGINE...** threats to find and kill you and your children, wherever you go.  
**Domestic Violence is a CRIME and should not be tolerated. It is everyone's responsibility... DON'T TOLERATE IT, REPORT IT.**

If you are living with domestic violence and would like advice or support, the following organisations are there to help:

Victim Support	<b>0845 241 1832</b>
Cumbria Police	<b>0845 33 00 247</b>
National Domestic Violence Helpline (Women's AID)	<b>0808 200 0247</b>
E-mail:	<b><a href="mailto:info@womensaid.org.uk">info@womensaid.org.uk</a></b>
Website:	<b><a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a></b>

**IN AN EMERGENCY DIAL 999 - YOU DON'T HAVE TO LIVE IN FEAR**

\*The police receive a report of domestic violence every minute



# 2010 Coach Education Programme

Want to be a sports coach or official?

## What is it?

Developed in partnership between South Lakeland District Council and Eden District Council, it is a programme of 16 nationally recognised courses designed to increase the number of sports coaches and officials in South Lakeland and Eden.

## Want More Information?

Please download our flyer which contains further details for each course and the relevant booking information from: [www.southlakeland.gov.uk](http://www.southlakeland.gov.uk) or [www.eden.gov.uk](http://www.eden.gov.uk)

## Who can you Contact?

### Calvin Moorhead

South Lakeland District Council

Tel: 01539 733333

Email: [c.moorhead@southlakeland.gov.uk](mailto:c.moorhead@southlakeland.gov.uk)

Or

### Ian Parker

Eden District Council

Tel: 01768 212473

Email: [ian.parker@eden.gov.uk](mailto:ian.parker@eden.gov.uk)

Courses  
available  
from £10



Eden  
District Council

*"I lost my job and felt useless. I started to use drugs as a means of escape. Soon I had debts, family problems and was paranoid that the police were after me. I went for help and now after 12 weeks I am managing my drug problem better, I'm on a training course and I'm back involved with my family"*

Paula, aged 27, Kendal

Call now if you, or someone you care about needs help.  
Services are free and confidential.

24hr Drug & Alcohol Helpline: 0800 0838 449  
Kendal Recovery Centre: 01539 742780  
(39 Stricklandgate, Kendal)



## ALCOHOL AND DRUGS

### ALCOHOL IS A VERY STRONG DRUG

- Approximately half of ALL violent crime is alcohol related
- Alcohol misuse kills thousands more people than all illegal drugs put together
- You can be arrested for being Drunk and Disorderly, which can leave you with a criminal record
- Heavy drinking can cause health problems such as liver damage, brain damage, stomach and pancreas damage, kidney and bladder problems
- Too much alcohol can make you feel invincible when you are at your most vulnerable. You could be the victim of assault, theft or rape
- It is illegal to BUY or SELL alcohol to anyone UNDER 18

### DRUGS

Taking drugs can have unpredictable results and serious health consequences

- Combining drugs and alcohol will significantly increase health risks which can vary greatly person to person.
- Drugs can cost you more than just your health; you could be subjected to a search if a police officer suspects that you have illegal drugs in your possession.

**FACT:** Passing drugs amongst friends is supplying in the eyes of the law.

**FACT:** Allowing people to take cannabis in your house or any other premises is illegal.

**FACT:** A drug conviction could stand between you and your ideal job, a place at university, or visiting some countries, e.g. America and Australia.

### KNOW YOUR FACTS ABOUT CANNABIS

- Cannabis is illegal to possess, supply and grow
- The Home Secretary has recommended that cannabis should be reclassified to a Class B drug
- Possession of a small 'personal quantity'; may lead to a warning or caution on a first occasion, but there is still the possibility of a prison sentence or hefty fine depending on the circumstance
- The term 'supplying' includes passing a joint to a friend and a serious offence of supplying can get you up to 14 years in prison, and an unlimited fine
- Smoking cannabis in a public place, or near to where there are children is illegal



### KNOW YOUR UNITS

It can be easy to drink more than the recommended daily amount, that's 3-4 units for men and 2-3 units for women. Do you know how many units are in your drink? Find out more and drink safely visit [www.drinkaware.co.uk](http://www.drinkaware.co.uk) or Drinkline 0800 917 82 82

If you or your family are affected by drugs, contact one of the local services for advice and/or information or visit [www.homeoffice.gov.uk/drugs](http://www.homeoffice.gov.uk/drugs) or [www.talktofrank.com](http://www.talktofrank.com)

FIRE KILLS AND INJURES HUNDREDS OF PEOPLE IN THE UK EVERY YEAR, EVEN SMALL FIRES CAN CAUSE EXTENSIVE DAMAGE TO PROPERTY AND POSSESSIONS.

By following a few simple steps you can considerably reduce the chance of fire in your home.

## WHO WE ARE

Criminal Justice Agencies • District and County Councils  
 Fire and Rescue Service • Housing Providers  
 Local Businesses • Police • Primary Care Trust  
 Probation • Voluntary Organisations

## WHAT WE DO

Keep South Lakeland a safe place to live and work by continually reducing levels of crime and disorder.

Residents of South Lakeland are vital to our ongoing success.

## WHAT WE HAVE ACHIEVED\*

- One of the top four CDRPs in the whole North West
- All crime **down** by 4%
- Anti-social behaviour calls **down** by 9%
- Criminal damage **down** by 15%
- Assaults with injury **down** by 17%
- Vehicle crime **down** by 9%

\*Based on crime statistics at December 2009



## WORKING SMOKE ALARMS SAVE LIVES

- Fit smoke alarms on each floor in your home
- Test your smoke alarms every week
- Change the batteries every year or invest in a 10 year alarm – these cost a little more but require less frequent battery changes
- NEVER remove the batteries from your alarm to use them elsewhere – keep additional spare batteries for items such as toys and torches

## KITCHEN SAFETY

- Take pans off the heat if you have to leave the room – a moments distraction can easily result in fire
- Keep electrical leads, tea towels and cloths away from the cooker
- Swap your chip pan for a deep fat fryer – they have thermostatic control so can't over heat
- NEVER put water onto burning oil or attempt to extinguish any fire yourself – GET OUT, STAY OUT and call the fire and rescue service

## SIMPLE STEPS TO FIRE SAFETY

- Never leave children unsupervised in the kitchen or let them play with matches, lighters or candles
- Make sure candles are in a secure holder on a heat resistant surface
- Always fully extinguish cigarettes and dispose of cigarette waste carefully
- NEVER smoke in bed
- Don't overload electrical sockets
- Never leave electrical appliances on stand by – switch off and unplug when not in use
- Take extra care when you are tired or have been drinking alcohol as this can affect your judgment and responses.

Cumbria Fire & Rescue Service provide **FREE** home fire safety visits. To book your free visit at a time that suits you, call freephone 0800 358 4777. You can also visit [www.fire.gov.uk](http://www.fire.gov.uk)

# Is your home at risk of flooding?

Find out by calling the Environment Agency's Floodline on **0845 988 1188**

## Parts of South Lakeland are at risk of flooding.

You can find out if your home is at risk of flooding by phoning the Environment Agency's Floodline on **0845 988 1188**. You can also find out if you are eligible to receive free flood warnings and get advice on how to prepare for flooding.



Information is also on the Environment Agency's website at [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

# Are you prepared for flooding?

## There are lots of ways that you can prepare for flooding.

These include:

- Sign up for free warnings by calling floodline on 0845 988 1188.
- Check your insurance cover.
- Know how to turn off your gas, electricity and water mains supplies.
- Prepare a flood kit of essential items. This should include:
  - important documents, such as insurance information
  - a torch with spare batteries
  - a wind-up or battery radio
  - warm waterproof clothing and blankets
  - a first aid kit and prescription medication
  - bottled water and non-perishable foods
  - baby food and baby care items
  - a list of important contact numbers
- Use flood protection equipment such as plastic covers to seal airbricks.
- Agree how you and your family will contact each other if there is a flood.
- Keep your valuable and sentimental items on the first floor or on the top shelf of a cupboard.
- Think about what you would want to move to safety during a flood, such as pets, cars and electrical equipment.



# Fly-tipping

## What is fly-tipping?



Fly-tipping is the illegal deposit of any waste. Fly-tipped waste can be:

- household rubbish
- furniture
- garden waste
- bricks/rubble
- tyres
- electrical items
- dangerous chemicals
- asbestos

### Why is fly-tipping a problem?

Fly-tipping is a serious crime. The illegal dumping of waste damages the environment and it is a threat to human health and wildlife.

Fly-tipping is very costly. Around £100-£150 million is spent every year on investigating and clearing up fly-tipping. This cost of clearing up someone else's mess is met by you the taxpayer and private landowners. Is that fair?

### What will happen to you if your waste is fly-tipped?

- Residents caught fly-tipping waste face a fine of up to £50,000 and five years in prison.
- Residents whose waste is fly-tipped can face fines of up to £5,000 and a criminal record.

Stopping this kind of anti-social behaviour is one of the priorities of South Lakeland District Council.

### Other priority streetcare services are:

- Prevention of dog fouling
- Investigation and removal of abandoned vehicles
- Dog control

### Dispose of your waste responsibly

If you arrange for a company to take your waste away, you are still legally responsible to ensure it is disposed of correctly.

To comply with your Householder's Duty of Care you should request to see the company's Waste Carriers Licence.

This licence should:

- have the organisations name clearly written on it; and
- be stamped by the Environment Agency stating the company can carry waste.

Alternatively:

- South Lakeland District Council operates a bulky household waste collection service and they will pick up your large unwanted items (washing machines, furniture etc.) Currently this service is free of charge, with a charge for the collection of fridges and freezers only.
- South Lakeland District Council operate Household Waste Recycling Centres where residents can take their own household waste for disposal at no charge.



[www.southlakeland.gov.uk](http://www.southlakeland.gov.uk)

For further advice on any of these matters please contact the South Lakeland District Council Contact Centre on 0845 050 4434.

# BOGUS CALLERS

## SOME BURGLARS TRY TO TRICK THEIR WAY IN TO YOUR HOME.

They may say they are from the water, gas or electricity company, health organisation or the local council. They may simply ask for a glass of water, to use the phone or claim to have lost a pet. In fact, they'll use any story they can to get in. They can be young, even children, or old, male or female, and might work alone or in teams. They can be convincing, persuasive and produce false identity cards or uniforms in their attempt to gain entry to your home.



By using the advice given below you can protect yourself and vulnerable members of your family from **bogus callers** or **distraction burglars**. When anyone calls at your home and claims to be an official of any organisation or local authority department, this is what you should do:

- **STOP** - are you expecting anyone, do they have an appointment? Make sure your back door is locked – distraction burglars often work in pairs with the other sneaking in the back whilst you're at the front door.
- **CHAIN** - use the door viewer and put the door bar or chain on before you open the door.
- **CHECK** - check their identity carefully. Ask for an ID card. Close the door and check using a phone number from the phone book or a relevant bill.

### DO NOT USE THE PHONE NUMBER ON THE ID CARD

If in doubt, keep them out, particularly if you're on your own. Ask them to make an appointment or come back later when someone else is around. Genuine callers won't mind.

If you are suspicious report the incident promptly to police – dial 999. Be ready to give as many details as you can about the callers description(s) together with any details you may have about vehicles they are using, in particular registration numbers.

Remember, the earlier police are notified that bogus callers or distraction burglars are working in an area, the quicker they can investigate.

Disclaimer: Copyright © 2010 The Community Partnership Network Ltd.

All material, written and illustrated, is fully protected by Copyright. Reproduction in whole or in part is strictly forbidden without prior written permission of The Community Partnership Network Ltd. Information and pictures have been gathered from South Staffordshire Borough Council and other sources and these together with the advertisements are published in good faith without responsibility on the part of The Community Partnership Network Ltd or authors for loss occasioned to any person acting or refraining from action, as a result of any views expressed therein. Views expressed by contributors are not necessarily those of the editor or publishers.

Published by The Community Partnership Network Ltd as part of a pan-European crime prevention initiative. Cover photograph by Alex Black.

# FREE!

## Early Learning and Childcare for 3 and 4 year olds

From September 2010, the free early learning and childcare entitlement is going up from 12½ hours a week to 15!

Available to children for 38 weeks a year from the school term after they turn 3.

Children born between	Term they can start
1 April – 31 Aug 2007	September 2010
1 Sep – 31 Dec 2007	January 2011
1 Jan – 31 March 2008	April 2011



For more information contact:  
Children and Families Information Service on 08457 125 737