

stepping stones to a

safe and secure

Newquay



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Making your neighbourhood a safe
and secure place to live and work

A Message from...

Neighbourhood Agreement Group

Dear Newquay Residents and Businesses,

This agreement has been produced in response to a national government Home Office initiative that invites local communities to work with local Councils and the Police to improve local neighbourhoods.

It is being led by a small group of local residents and businesses representing local residents groups who have been supported by Cornwall Council and the Police. The agreement highlights common issues raised by the community through, for example, the recent Newquay Town and Parish Plan.

It also suggests ways in which these issues can be addressed not only by the local Councils and Police but also by encouraging local people to play an important part in making sure that our local neighbourhoods are safe and secure.

The agreement will also allow progress to be monitored on a regular basis and provide the opportunity for the local community to have a voice.

Newquay is a wonderful town; we would like to keep it that way for the benefit of everyone - residents, local businesses and the many tourists who visit.

We sincerely hope that you can support this agreement in any and every way you can.

If you wish to become engaged with the neighbourhood agreement group in a specific way please get in touch, we would be pleased to hear from you.

Thank you for your support
March 2011

The Leader of Cornwall Council and The Police Commander for East Cornwall

Welcome to your local 'Safe and Secure Place' Neighbourhood Agreement. On behalf of Cornwall Council and the Police we are delighted to be able to offer our wholehearted support to this neighbourhood agreement for Newquay.

The neighbourhood agreement includes services that you access as a resident or business in the Newquay Agreement Area and outlines the standard that everyone can expect. This standard is what you; your family, friends and neighbours think is important about the place you live. Together we can make Newquay a better place to live, work and visit.

In producing this agreement The Neighbourhood Agreement Executive Group, Cornwall Councillors, Devon and Cornwall Police, Newquay Town Council and the Newquay Parish Plan Group have worked together to identify the issues that are important to you and to determine how they can be addressed.

Cornwall Council and the Police are committed to providing good quality value for money services and this agreement sets out the standard of service you as a resident or local business can expect to receive.

The agreement sets out what you can do as a local resident or business owner to play your part in helping make your neighbourhood safe and secure.

This is a real opportunity for you to get involved and help the services providers to deliver the services you need.

Councillor Alec Robertson CC
Leader Cornwall Council

Superintendent Julie Whitmarsh
Devon and Cornwall Police

What is a Neighbourhood Agreement?

The Agreement sets out minimum standards of service delivery that Cornwall Council and other partners will work to along with a set of shared or individual responsibilities for the community living or working in the Agreement area.

The service providers say what they intend to do, how, where and when. The residents agree to play their part in helping to make their neighbourhood a safe and secure place to live and work.

The provision of local services is determined by the money available to pay for these services and the public and private sectors will face many challenges over the coming years. However by encouraging greater partnership with the community through this agreement some of these challenges can be successfully addressed.

Partners to this agreement are

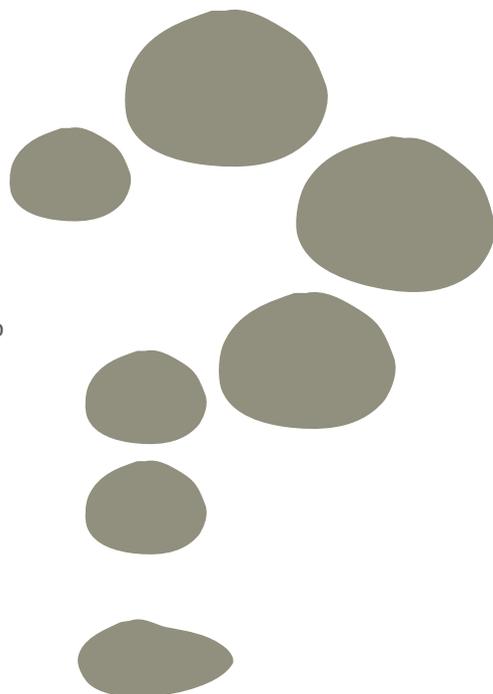
- The residents and businesses living and working in the parish of Newquay
- Your local residents associations
- Cornwall Council
- Devon and Cornwall Police
- Newquay Town Council
- Business representative organisations

Our Commitment

By agreeing to abide by the contents of this document, residents, businesses and service providers – ‘the partners’ are committing to the well being of Newquay and understand that a ‘good neighbour’ approach and tolerant attitude is needed from everyone.

All partners will work to

- Respect each other
- Prevent problems from happening in the first place
- Work together to help sort out problems as they arise
- Not tolerate crime, anti social behaviour, neglect or vandalism
- Take all complaints seriously and deal with them sensitively



General Awareness

Community issues identified through the parish plan and other consultations

- What are the Police and Council commitments with regard to achieving a safe and secure environment in the town?
- Can communication between all services be improved?
- More information about what the Police, Council and other services are working on
- Greater understanding about the powers of the Police and the Council to deal with issues. Confusion as to who can do what

The following actions will help everyone to contribute in making a difference

The responsibilities of the people who live and work in the community

- Please read information provided by the Police and the Council
- Read information provided by the Council relating to which service to contact – see the useful information section
- Know your rights and how to contact the correct responsible organisation
- Use the partners and communities together (PACT) process to identify your top nuisances and concerns
- Make every effort to attend public meetings arranged by the Police and Council; attend Councillor surgeries and PACT meetings in your area
- Support your local residents association that has been formed to represent local interests and lobby the Council, Police and others for improvements.
- Support your local neighbourhood watch group
- If it is a non emergency please dial the non emergency telephone number
- Respond to consultations

The responsibilities of the Police and Council

- **Police** - Let you know who your local policing team are, where they are based, how to contact them and how to work with them
- **Police** - Ensure your local policing team and other Police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them
- **Police** - Respond to every message directed to your local policing team within 24 hours and, where necessary, provide a more detailed response as soon as we can
- **Police** - Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible
- **Police** - In response to a 999 call aim to get to you within 20 minutes
- **Police** - Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival
- **Police** - Aim to be with you within 60 minutes if you are calling about an issue that we have agreed with your community will be a neighbourhood priority and attendance is required or make an appointment to see you at a time that fits in with your life and within 48 hours
- **Police** - Give you advice, answer your questions and/or put you in touch with someone who can help if you agree that attendance is not necessary
- **Police** - Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community
- **Police** - Provide monthly updates on progress, and on local crime and policing issues and details of what action we and our partners are taking to make your neighbourhood safer
- **Council** - Provide information on licensing matters and list licensing applications on the Council website
- **Council** - Attend Partners and Community Together (PACT) meetings
- **Council** - Consult with the public and partners on Licensing policies



We will arrange regular public meetings to agree your priorities

Safeguarding children and vulnerable adults

Community issues identified through the parish plan and other consultations

- Keeping young people safe is a major issue, particularly during the summer months when thousands of under 18 year olds come to visit. This should be a priority for the Council and Police

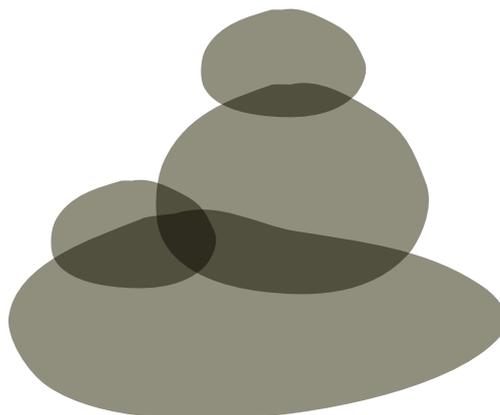
The following actions will help everyone to contribute in making a difference

The responsibilities of the people who live and work in the community

- Understand and fulfil your responsibilities to safeguard children, young people and vulnerable adults

The responsibilities of the Council and the Police

- Promote a shared responsibility – with those working in the public and private sector, the voluntary sector and the wider community - to protect children and vulnerable adults from harm
- Promote and encourage joint working between agencies to safeguard young people and vulnerable adults
- Make all organisations commissioning or providing services to children, young people and vulnerable adults aware of their safeguarding responsibilities
- Use local intelligence about age restricted sales of alcohol e.g. test purchasing to develop safeguarding policies



Anti Social Behaviour

Community issues identified through the parish plan and other consultations

- Across the area anti social behaviour has been a major concern and worry for local residents
- Orders used to disperse groups of people has been welcomed. However youth activity and engagement need to run alongside them
- Drinking of alcohol in public spaces is a particular problem across the whole area
- Vacant land and buildings attract crime and anti social behaviour
- How can excessive noise from crowds of people, events and local premises be controlled?

The following actions will help everyone to contribute in making a difference

The responsibilities of the people who live and work in the community

- Report incidences of anti social behaviour to the Police and Council as they occur. Action cannot be taken if your reports are not factual or where individuals cannot be identified
- Co-operate with the Police and Council if required e.g. maintaining a log book detailing times / dates etc that may lead to sanctions.
- Respect the rights of your neighbours
- Do not drink in alcohol restriction zones when asked to stop by a Police officer
- Report specific places that are causing a public nuisance
- Report what you consider to be illegal trespass
- Report incidents of excessive noise to the Council as you become aware of them

The responsibilities of the Council and the Police

- Provide appropriate resources to target prioritised problems
- In liaison with the Police and the Council anti social behaviour team collate information about the behaviour of individuals who are affecting the quality of life of residents.
- Support the most vulnerable victims through victim risk assessments and victim action plans
- Publish in local media significant enforcement action relating to anti social behaviour
- Work with schools and youth services to raise awareness of the impact of anti-social behaviour
- Work with Youth Services and other organisations in the town to provide opportunities for young people to engage in alternative activities.
- Publish and promote information relating to activities for young people
- Proactively address drink related anti social behaviour using the range of legislation available
- Aim to provide a visible Police presence on the street
- Investigate with a view to taking enforcement action in accordance with published Enforcement Policy in response to complaints relating to licensed commercial and domestic premises
- Continuously monitor dangerous and unsafe sites, contacting owners when appropriate and issuing enforcement notices
- Utilise premises closure powers in buildings that attract anti social behaviour and crime should sufficient evidence exist.

Criminal damage and theft

Community issues identified through the parish plan and other consultations

- Small local businesses often suffer loss of trade due to indiscriminate business crime, how can this be prevented

The following actions will help everyone to contribute in making a difference

The responsibilities of the people who live and work in the community

- Report theft, criminal damage and shoplifting to the Police immediately if the crime is occurring or has just occurred
- Join your local Shopwatch scheme

The responsibilities of the Council and the Police

- Support the Newquay Shopwatch initiative
- Proactively work with the business community to identify those responsible for retail crime



Underage drinking and drug misuse

Community issues identified through the parish plan and other consultations

- Why cannot the Council and Police deal more effectively with illegal underage drinking and drugs misuse?

The following actions will help everyone to contribute in making a difference

The responsibilities of the people who live and work in the community

- Read health guidance and sources of support information provided by the Council and other organisations about alcohol and illegal drug misuse.
- Report incidences of suspected underage drinking to the Police
- Comply with the legal age for the purchase and consumption of alcohol, particularly within licensed premises
- Do not buy alcohol on behalf of young people under 18 years old

The responsibilities of the Council and the Police

- Undertake measures to prevent underage drinking and drug misuse including awareness campaigns, specifically targeting young people and parents, test purchasing and breath testing
- Work with the Cornwall and IOS Drug and Alcohol Action Team to reduce the harm that illegal drug use and alcohol misuse causes individuals, families and communities.
- Provide advice and information, counselling and prescribed treatments services for individuals and families
- Co-ordinate activity so that organisations work closely and co-operatively
- Investigate and take appropriate action in response to matters relating to underage sales and the supply of alcohol to people under 18 years
- Work with local businesses to improve their procedures and raise compliance

Victim support

Community issues identified through the parish plan and other consultations

- Victims of crime are often forgotten, how can they be helped

The following actions will help everyone to contribute in making a difference

The responsibilities of the people who live and work in the community

- Know your rights
- Be aware of how to access professional help and support provided by organisations such as Victim Support

The responsibilities of the Council and the Police

- Refer individual cases to the charity Victim Support in line with agreed national protocols to offer additional support
- Publish contact information for organisations that offer information, advice, guidance and counselling to victims of crime support organisations



Homelessness

Community issues identified through the parish plan and other consultations

- There appear to be a number of homeless people on the streets – summer and winter. Who is responsible, who can be contacted. What are the policies

The following actions will help everyone to contribute in making a difference

The responsibilities of the people who live and work in the community

- Seek advice from the Council if you believe a person is requiring help and support due to homelessness
- Report suspected incidences of rough sleeping
- Please do not support begging, instead consider supporting responsible ways of providing help for homeless people such as the Big Issue vendors
- Consider working as a volunteer for a local organisation who support homeless people

The responsibilities of the Council and the Police

- Work with the Homeless Action Group sharing information in line with agreed protocols and identifying vulnerable people to support networks
- Work with homeless people and organisations providing help and support to homeless people to ensure that where possible their needs are addressed including providing housing or sheltered accommodation if appropriate
- Publish contact details for local organisations who provide emergency accommodation in severe weather conditions

Fire safety

Community issues identified through the parish plan and other consultations

- What help and support can be provided to prevent fires in the home and in accommodation establishments

The following actions will help everyone to contribute in making a difference

The responsibilities of the people who live and work in the community

- Install and test smoke/fire alarms on a regular basis
- Not leave your chip pans unattended

The responsibilities of the Council and the Police

- When appropriate provide home fire safety checks to vulnerable people
- Raise awareness of fire safety issues in the home and in businesses premises



Road safety

Community issues identified through the parish plan and other consultations

- Speeding is a regular PACT priority but still occurs. Speed limits should be made a higher profile

The following actions will help everyone to contribute in making a difference

The responsibilities of the people who live and work in the community

- Drive within the legal speed limit
- Volunteer to participate in community speed monitoring operated by the Police
- Co-operate with the Police and Council to keep evidence and provide information where issues have been raised

The responsibilities of the Council and the Police

- Monitor locations where communities raise speeding as an issue
- Target those locations for awareness and enforcement initiatives, where there is evidence that speed limits are regularly exceeded
- Work with local Councillors to provide information and advice to residents on traffic calming measures
- Promote the dangers of dangerous driving through local and national campaigns

Target those locations for awareness and enforcement initiatives

Parking on the highway

Community issues identified through the parish plan and other consultations

- Some roads and streets in the town are sometimes impassable to traffic, buses and emergency vehicles because of thoughtless parking
- Pedestrians sometimes have to walk in the road to pass vehicles parked on the pavements

The following actions will help everyone to contribute in making a difference

The responsibilities of the people who live and work in the community

- Do not park illegally. Be aware of local parking restrictions. Report suspected illegal parking when you become aware of it
- Report vehicles suspected of causing an obstruction to the Police. Report vehicles suspected of being illegally parked to the Council

The responsibilities of the Council and the Police

- Investigate with a view to taking enforcement action against owners of vehicles parked illegally on the highway
- Work with your local Councillor to identify additional measures to help resolve local parking issues
- Deploy civil enforcement officers to areas where ongoing complaints are being made
- Maintain signage and road markings to an enforceable standard

Responsible tourists

Community issues identified through the parish plan and other consultations

- Tourists could be asked to voluntarily abide by an agreement to respect the environment and the local residents

The following actions will help everyone to contribute in making a difference

The responsibilities of the people who live and work in the community

- Whenever possible or appropriate make efforts to advise tourists about your agreement

The responsibilities of the Council and the Police

- Produce a tourist friendly version of the agreement
- Work with Visit Cornwall, Newquay Town Council and accommodation providers to raise awareness of the agreement



How will this agreement be monitored

The responsibilities of the people who live and work in the community

- If you have problems relating to local services report them in the first instance to the Council or Police using the 0300 number or designated contact number in the useful information section or in the Council information booklet provided with your Council Tax Bill
- Please inform either your local Councillor, your local residents association or your local business representative organisation if you have any issues relating to this neighbourhood agreement

The responsibilities of the Neighbourhood Agreement Group

- Monthly – Meet to review progress and Councils service monitoring reports
- Monthly – Produce a progress report for the Joint Service Group
- 6 monthly – Review the Neighbourhood Agreement, in partnership with the Council and Police
- 6 monthly – Publish a progress report for the local community, in partnership with the Council and Police

The responsibilities of the Council and the Police

- Monthly – Publish a service monitoring report to include the number of and nature of complaints received and how they were resolved and /or dealt within a specified timescale.
- Monthly – Meet with the Neighbourhood Agreement Group, residents associations and business representatives.
- Monthly – Report progress to the Joint Service Group.
- 6 monthly – Review the Neighbourhood Agreement in partnership with the Neighbourhood Agreement Group.
- 6 monthly – Publish a progress report for the local community, in partnership with the Neighbourhood Agreement Group.

Note

The Neighbourhood Agreement Group are the group of residents and business people who have drawn up this agreement

The Joint Services Group are officers of the Council and Police who meet monthly to decide how to address current community concerns

Useful information

Each resident should have received a copy of 'Your essential guide to public services – Cornwall Council, Police and Health 2010 – 2011' with their Council Tax bill.

If you require another a copy it can be downloaded from the Cornwall Council website www.cornwall.gov.uk or a copy can be obtained from your local one stop shop.

To contact the My a'th kar Newquay project please visit their Blog <http://iloveyounewquay.blogspot.com>

Cornwall Council

Telephone lines open from 8am-8pm Monday to Friday and 9am-4pm Saturday

Calls may be charged at your normal rate

General enquiries	0300 1234 100
Adult Care and Support	0300 1234 131
Children and Family Care	0300 1234 101
Environmental Health and Licensing	0300 1234 212
Environmental Management	0300 1234 202
Fire and Community Safety	0300 1234 232
Planning	0300 1234 151
Refuse and Recycling	0300 1234 141
Roads Transport and Parking	0300 1234 222
Trading Standards	0300 1234 191

Do more online www.cornwall.gov.uk

The recycling centre in Newquay is based at Trevenon Road, Newquay TR7 3BW

Devon and Cornwall Police

For advice or to report a non-urgent crime dial 08452 777444

Or (if you are hearing impaired) 01392 452935

In an emergency dial 999

Or (if you are hard of hearing or speech impaired) 80999

An emergency is when:

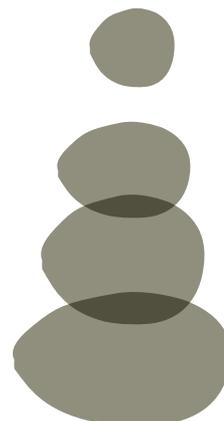
- a crime is happening
- someone suspected of a crime is nearby, or
- someone is injured, being threatened, or in danger

To give anonymous information about those suspected of crime call Crimestoppers on 0800 555111

Do more online www.devon-cornwall.police.uk

Cornwall Council Members

Councillor John Fitter CC	Colan and Mawgan	01637 881336
Councillor Geoff Brown CC	Newquay Central	01637 875660
Councillor George Edwards CC	Newquay Treloggan	01637 852251
Councillor Joanna Kenny CC	Newquay Pentire	01637 872913
Councillor Harry Heywood CC	Newquay Treviglas	01637 871390
Councillor Patrick Lamshead CC	Newquay Tretherras	01637 851188



Newquay Chamber of Commerce and Trade

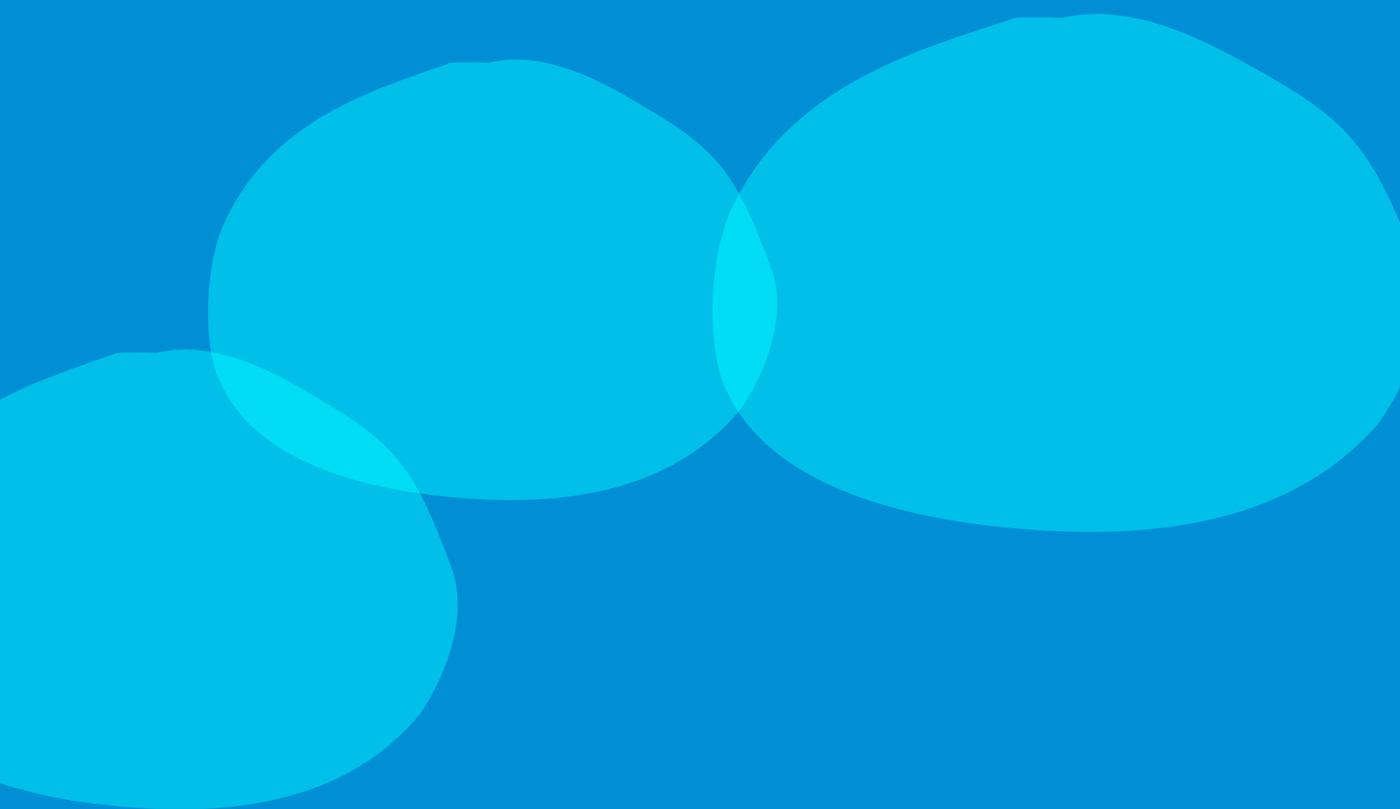
www.ncct.uk.com

Residents Association Contacts

St Columb Minor Residents Association	Basil Skinner	01637 859812	basjoan@tiscali.co.uk
Mayfield Residents Association	John Rainbow	01637 875774	
Treloggan Residents Association	John Rainbow	01637 875774	
Pentire Residents Association	Rita Dowling	01637 878423	fistralhouse@tiscali.co.uk
Porth Residents Association	Jean Smith	01637 871610	chrisjeansmith@yahoo.co.uk
Newquay Central Residents Association	www.newquaytownresidentsassoc.co.uk		

Newquay Town Council

Town Clerk 01637 878388 v.penny@btconnect.com



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The My a'th kar Newquay logo has been designed by the young people of Newquay to support their creative public art project