How You Can Help

Donate to the charities

We would encourage people to give any donations directly to one of the organisations officially helping people in St Austell or through one of our Donation Points throughout the town.



Other ways to help

Please contact the charities and other organisations if you can offer other types of support such as volunteering or donating food, clothing or bedding. You can help by reporting incidents of anti-social behaviour, drug use, street drinking and rough sleeping.

white river place ST AUSTELL, CORNWALL

St Austell BID Business Improvement District

Local business supporting each other and the town

This initiative will support individuals through:

Cornwall Neighbourhoods for Change · HARBOUR HOUSING · saha · we are with you in Cornwall · citizens advice Cornwall · STAK St Austell · Young People Cornwall

Contacts for reporting...

Reporting a crime
Call 999 if you or someone else is in immediate danger, or if the crime is happening right now. To report non-emergency crime or queries email **101@dc.police.uk** or **telephone 101.** Reports are vital in ensuring the appropriate agencies are aware and that the correct response is provided. You can also report anonymously to Crimestoppers on **0800 555 111**. Remember in an emergency always call **999**.

Report Drug Litter, Rubbish & Graffiti
If you find discarded needles or drug related litter, do not attempt to pick it up. Please report the location to Cornwall Council's Waste Management Team via the webpage **www.cornwall.gov.uk/needles** or **telephone 0300 1234 141.**

To report graffiti, fly tipping, littering, abandoned vehicles and dog fouling please use the "Report It" pages on the Cornwall Council website www.cornwall.gov.uk/report-it

Tell us if someone is sleeping rough
If you see someone sleeping rough you can contact Streetlink via **www.streetlink.org.uk** or **0300 500 0914** (or 999 if they need urgent medical assistance).

If you are sleeping rough and need help, contact the Cornwall Housing Options Team on **0300 1234 161** or drop into a Cornwall Council Information Service Office (formerly called One Stop Shop).

Cuckooing is when someone you don't know takes over your home and uses it as a place to sell, supply or store drugs.

County Lines is when drug dealers travel to different areas to sell drugs. This includes Devon and Cornwall. They use mobile phones to sell drugs and 'cuckoo' taking over people's homes. Please report this to the Police if you are aware of this happening in your area or suspect someone else might be at harm.

Safer St Austell is part of Safer Cornwall and consists of: Cornwall Council, Office of Police and Crime Commissioner, Cornwall Fire & Rescue Service, Devon & Cornwall Police, St Austell Town Council, Cornwall Housing, St Austell BID, White River Place, We Are With You, FreshStart, Harbour Housing.

For more information please visit www.safercornwall.co.uk/safer-towns/st-austell/

Thank you to St Austell BID, Office of Police and Crime Commissioner and Harbour Housing for funding this leaflet

SAFER ST AUSTELL SAFER CORNWALL



How Safer St Austell is working in partnership to tackle crime and disorder and improve community safety in the town

COVID 19

For further information regarding the pandemic:
https://www.cornwall.gov.uk/health-and-social-care/public-health-cornwall/information-about-coronavirus-covid-19/

HM Government

Understanding The Issue

Safer St Austell is affiliated to Safer Cornwall the statutory community safety partnership for Cornwall and provides a local multi-agency co-ordinated response to the issues that are identified by the partnership and the communities of St Austell. The partnership works to reduce and prevent crime, disorder and anti-social behaviour.

Street drinking and begging occurs in most UK towns. As does some anti-social behaviour, such as using or threatening violence, abusive language, offensive behaviour and intimidation.

In St Austell, charities and professional organisations are working together to offer support via the Safer St Austell partnership. It has launched donation boxes to support those most in need with donation points across St Austell to encourage the public to support local services.

Safer St Austell is asking the community to use the donation points if they would like to help and support those in need.

There are various reasons why people turn to street drinking or begging, so individuals need to be supported in different ways.

- Some people who are begging may use the money to fund a long term drug or alcohol habit.
- People street drinking or begging are not necessarily rough sleepers.

Sometimes individuals may not be able to take up support available, such as going onto a programme to help tackle alcohol or drug dependency. When this happens, outreach workers continue to engage with them and support them to move away from a life on the streets.

Who Is Providing Support In St Austell?

Please contact the individual agencies for opening times.

St Austell Swap Shop

We offer a learning centre with free computer access, a clothing bank and space for community groups. You "take what you need, give what you can" in exchange for money, time, skills or things. We are available at 17 Duke Street, St Austell. Tel: **01726 66817**

FreshStart is a community based resource in St Austell, comprising 18 units of Supported Accommodation. Our aim is to support our residents to develop the skills they need to live independently, via robust personalised support plans and collaborative working. All residents must have a local connection and be committed to change. To find out more about us Tel: **01726 71811 or www.saha.org.uk**

We're open at 8 High Cross Street, St Austell offering affordable, hot nutritious meals. We also offer support including, Benefit and form filling, housing support, debt advice, an art group and a computer club. Free wi-fi available all day Tel: **01726 77457**

We provide 3 days' supply of food for those in crisis. Vouchers for food are available from GPs, churches, and local charities. We are available at the Light and Life Centre, The Sidings. Tel: **01726 65313 www.staustell.foodbank.org.uk**

We provide free, confidential support to people experiencing issues with drugs, alcohol or mental health.
Website: **www.wearewithyou.org.uk**
Tel: **01872 263001**

We provide accommodation and support to vulnerable people and those experiencing homelessness across Cornwall. Each resident receives person-centred support towards living independently including help with addiction, finances and skill building. People stay with us for up to and sometimes over two years so that they have the chance to really turn their lives around at a pace appropriate to them.
Phone: **01726 74186**
Email: **support@harbourhousing.com**
Website: **www.cosgarnehall.org.uk**
Twitter: **@HarbourHousing**
Instagram: **@harbourhousing**

Free advice from Citizens Advice to help you find a way forward, whatever the problem.
Alternatively you can text "**ADVICE**" to **78866** or "**DEBT**" to **78866.** Or call **03444 111 444.**

Safer Futures provides support, safety planning, advice, therapy and recovery in domestic abuse and sexual violence.
Telephone **0300 777 4777** Online **www.saferfutures.org.uk**
Email **saferfutures@firstlight.org.uk**
St Austell has local Independent Domestic Abuse Advisors who are able to provide local support.

COVID 19

For further information regarding the pandemic:
https://www.cornwall.gov.uk/health-and-social-care/public-health-cornwall/information-about-coronavirus-covid-19/

Report Anti-Social Behaviour

Anti-social behaviour covers a wide range of acts that can include verbal abuse, vandalism, joyriding, noise nuisance, criminal damage, throwing missiles, underage drinking, engaging in threatening behaviour in groups or harassment of residents or passers-by.

Anti-social behaviour is not; children and young people playing in the street or communal areas unless they are being intimidating, groups of people gathering socially- unless they are being intimidating to individuals, one-off complaints e.g. one-off parties.

To report incidents of anti-social behaviour, if it is not an emergency email **101@dc.police.uk or telephone 101, in an emergency always call 999.**

Reporting and recording anti-social acts is extremely important. Keeping a diary or log of events is an effective way of evidencing repeated anti-social acts. Incidents of anti-social behaviour (ASB) should always be reported to the police however if you require specialist advice, you can contact the ASB Team direct. Your local ASB Caseworker will be able to provide diary logbooks and advise you on how to collate and submit evidence to support your case. This may result in joint action being taken by the ASB Team and Police including early interventions and enforcement orders.
Email **antisocialbehaviour@cornwall.gov.uk**