

Community Safety Directory

safer and stronger renfrewshire



together we can
make our communities
safer and stronger

The Safer Renfrewshire Partnership

The Safer Renfrewshire Partnership is made up of the main local public sector organisations that have responsibilities for keeping our communities safe. These include:

- Renfrewshire Council
- Strathclyde Police
- Strathclyde Fire & Rescue
- Renfrewshire Community Health Partnership
- The Children's Reporter
- The Procurator Fiscal
- Local voluntary organisations

These organisations are committed to working together through community planning to make Renfrewshire a safer place to live in, work in and visit.

The Safer Renfrewshire Partnership will focus on seven key aims to improve community safety over the next three years:

1. Reduce violence in our communities and town centres
2. Increase reporting of domestic abuse
3. Reduce antisocial behaviour
4. Reduce injuries and deaths due to accidents in the home
5. Reduce injuries and deaths due to road collisions
6. Reduce the harm caused by illegal drug activity
7. Reduce alcohol-related crime and disorder and under-age drinking

For more information about the Safer Renfrewshire Partnership, phone 0141 840 3608 or visit www.renfrewshire.gov.uk/saferrenfrewshire

Safer and stronger communities

This booklet contains information on local services that can help if you have concerns about your own personal safety or the safety of your community.

An important factor in how safe our communities are is how well they are able to deal with their own problems and take action to improve the lives of their residents. Communities can strengthen their ability to do this by working in partnership with local agencies such as the Council, the police and the health service.

The second part of this booklet recognises this important link between safe communities and strong communities by providing details of help and resources that local public agencies can offer community and voluntary groups.

1. Community Safety Services



Antisocial Behaviour

ASIST and Mediation teams

The Council's Antisocial Behaviour Investigation Team (ASIST) and its Mediation Services are available to help all Renfrewshire residents who have problems with:

- Noise nuisance
- Neighbour disputes
- Threatening or intimidating behaviour
- Youth disorder

Phone: antisocial behaviour helpline 0800 169 1283 (9am- 10pm every day).
Email: hps@renfrewshire.gov.uk

Clean Renfrewshire

The Clean Renfrewshire campaign encourages everyone in Renfrewshire to do their bit to tackle environmental problems like litter, graffiti, fly-tipping and dog fouling. The Council can support local groups by providing resources such as clean-up equipment and helping with fundraising.

Phone: 0141 842 4448
Email: cleanrenfrewshire@renfrewshire.gov.uk

Renfrewshire Wardens Service

The Renfrewshire Wardens support the Clean Renfrewshire campaign by enforcing anti-litter laws. They have powers to issue fixed penalty notices for littering, dog fouling and breaching the smoking ban.

The wardens can also deal with minor complaints of antisocial behaviour such as vandalism, noise nuisance and youth disorder. The wardens service operates from 7am-10pm daily.

Phone: 0141 889 3499
Email: wardens.es@renfrewshire.gov.uk

Domestic Noise

If you have a problem with noisy neighbours, you can contact the Council's Noise Enforcement team. An officer will investigate your complaint and, if the noise is caused by antisocial behaviour and exceeds permitted levels, the perpetrator may be issued with a warning notice under the Antisocial Behaviour (Scotland) Act 2004. Failure to comply with a warning notice may result in a £100 fixed penalty notice being issued.

Phone: 0141 840 3463
Email: e-prot.es@renfrewshire.gov.uk

Community Police Officers

Community police officers have responsibilities for specific areas of Renfrewshire (these mirror Renfrewshire Council wards).

Part of the officers' job is to get close to the areas they are working in – by attending community council meetings, visiting community centres, meeting with councillors and building links with schools, churches and other groups and individuals.

By getting to know their communities and working closely with residents and public agencies, community police officers can resolve crime and antisocial behaviour problems at an early stage.

Phone: 0141 532 5900
Email: www.strathclyde.police.uk



Home safety and security

Strathclyde Fire and Rescue

As well as responding to emergency calls, Strathclyde Fire and Rescue provide a range of other free, safety-related services including:

- Advice & education from a community firefighter
- Home fire safety visits and
- Installation of smoke detectors

Phone: 0800 0731 999 (freephone)

Or fill out the visit request form at www.strathclydefire.org

Strathclyde Police

Strathclyde Police can provide free home security visits to advise on protecting your home and belongings.

Phone: 0141 532 5910

Email: www.strathclyde.police.uk

Care & Repair Renfrewshire

Care & Repair carry out small maintenance jobs such as fitting or repairing locks and window catches. The service is available free of charge to all Renfrewshire residents who are aged 60 or over or who have a disability. Jobs that they can carry out include:

- Fitting security chains, peepholes and identi-slots
- Installing battery-operated smoke alarms and carbon monoxide detectors
- Fitting key safes
- Fitting additional locks and other security measures

Phone: 0141 812 4111

Email: enquiries.carerepair@bridgewaterha.org.uk

Web: www.carerepairrenfrewshire.org.uk



Support Services

Drug and alcohol misuse - Young people's services

The Council's addiction service provide young people with information and help on alcohol and substance misuse.

The service works with young people aged 12 – 21 who have problems with alcohol or substance misuse. They also work with young people who are involved or at risk of becoming involved in antisocial behaviour as a result of these issues.

It also offers support and guidance to young people whose parents have a problem with alcohol.

You can contact this service if you have concerns about a young person that you know. All we ask is that you make them aware that you are contacting the service and they are willing to meet service staff to discuss their problem.

Phone: 0141 889 1223

Drug and alcohol misuse - Adult services

There are a number of services that help adults with drug and alcohol misuse.

Renfrewshire Council addiction services

Phone: 0141 889 1223

RCA Trust – Help with alcohol-related problems

Phone: 0141 887 0880

FRANK – free information on drugs (24hours)

Phone: 0800 776600

Know the score – free confidential drugs information and advice

Phone: 0800 587 5879

Victim Support

Victim Support Scotland is the main voluntary organisation in Scotland that helps people affected by crime. It provides emotional support, practical help and essential information to victims, witnesses and others affected by crime. The service is free and confidential.

Phone: 0141 887 0328

Web: www.thewynd.org.uk/vss.htm

Domestic Abuse

'There's no excuse for domestic abuse' is the message of our campaign to tackle domestic abuse in Renfrewshire.

If you are a victim or you would just like some advice and information, please contact one of the following organisations:

The Domestic Abuse national helpline –

Phone: 0800 027 1234 (24 Hours)

Renfrewshire Women's Aid - accommodation and support

Phone: 0141 561 7030

Renfrewshire Women and Children First

Phone: 0141 887 7227



2. Building stronger communities



Community Learning and Development service

The Council's Community Learning and Development service aims to strengthen communities by enhancing people's

- knowledge
- skills
- confidence
- organisational capacity
- resources

The service will support individuals, groups and communities to develop the organisational skills they need to tackle issues such as neighbourhood crime and antisocial behaviour.

Phone: 01505 320573

Email: comfac.els@renfrewshire.gov.uk

PPRC (Paisley Partnership Regeneration Company)

PPRC's Community Action Programme provides support to local groups to enable them to tackle issues of concern to their own communities.

The programme offers a range of accredited and non-accredited training courses customised for community group members. These include:

- Help with applying for external funding for community activities.
- Help and advice on getting involved in the community planning process through Local Area Committees (LACs). PPRC can assist community groups to apply for funding from LACs and other sources and provide support and advice to community representatives who are interested in the work of LACs.
- **Information sessions:**
PPRC can run support and advice sessions with community groups to help them develop, get access to funding, and take part in community planning.
- **Community Events:**
PPRC can provide support for community-led events such as gala days and local festivals.

Phone: 0141 887 7707

Web: www.paisleypartnership.com

RCVS (Renfrewshire Council for Voluntary Services)

Councils for voluntary services are membership organisations that are focused on local issues. Members vary from very small self-help groups to headquarters and branches of major national charities. Bringing together this wide range of voluntary and community organisations enables members to strengthen their voice within their communities.

Renfrewshire CVS provides assistance and support for new and established voluntary and community groups, such as sourcing funds, networking and getting involved in community planning .

If you have a voluntary or community group, or if you would like to set one up, Renfrewshire CVS can provide you with advice and support.

Phone: 0141 587 2487

Web: www.rcvs.co.uk

'Turn Up!' activities for young people

A wide range of activities is available to young people in Renfrewshire, from organised youth club groups to new exciting mobile sport and recreation equipment. The equipment will be touring Renfrewshire throughout the year and is available to you or your community organisation for gala days and fetes. The Renfrewshire Youth Bus, street football pitches, rugby coaching, a climbing wall, mobile skate parks and "The Box" are all coming to a neighbourhood near you. All you have to do is turn up!

If you want to find out more information about local youth groups and activities contact:

Renfrewshire Council Youth Services

Phone: 0141 889 1110

Email: comfac.els@renfrewshire.gov.uk

To find out how to get access to the mobile recreation equipment, contact:

Ferguslie Sports Centre

Phone: 0141 848 6600

Email: fergusliesportcentre@hotmail.co.uk

Useful Contact Numbers

Antisocial Behaviour helpline
0800 169 1283

British Telecom
0800 800 151

Choose Life - suicide prevention and self-harm intervention service
0141 842 3440

Clean Renfrewshire helpline - litter, graffiti, abandoned vehicles and fly tipping
0141 842 4448

Crime stoppers - report crime anonymously
0800 555111 (24 hours)

Domestic Abuse National Helpline
0800 027 1234 (24 hours)

Frank - free information on drugs
0800 776600 (24hours)

Housing Advice and Homeless Services out-of-hours emergencies
0800 811 505 (24 hours)

Know the Score - confidential drugs information and advice
0800 587 5879

National Child Protection Line
0800 022 3222 (24 hours)

Rape Crisis
0141 552 3200

RCA Trust - help with alcohol-related problems
0141 887 0880

Renfrewshire Council Emergency Services
0141 889 5296

RCVS - Renfrewshire Council for Voluntary Services
0141 587 2487

Renfrewshire Wardens Service
0141 889 3499

Renfrewshire Women's Aid
0141 561 7030

Renfrewshire Women & Children First
0141 887 7227

Royal Alexandra Hospital
0141 887 9111

Scottish Gas Network
0800 111 999

Scottish Power
0845 272 7999

Scottish Water
0845 601 8855

Social Work out-of-hours emergencies
0800 811505 (24 hours)

Special refuse uplifts
0141 840 3655

Strathclyde Fire & Rescue - Free home fire safety visits
0800 0731 999

Strathclyde Police
0141 532 5900

West of Scotland Water
0808 100 5333

Victim Support Renfrewshire
0141 887 0328