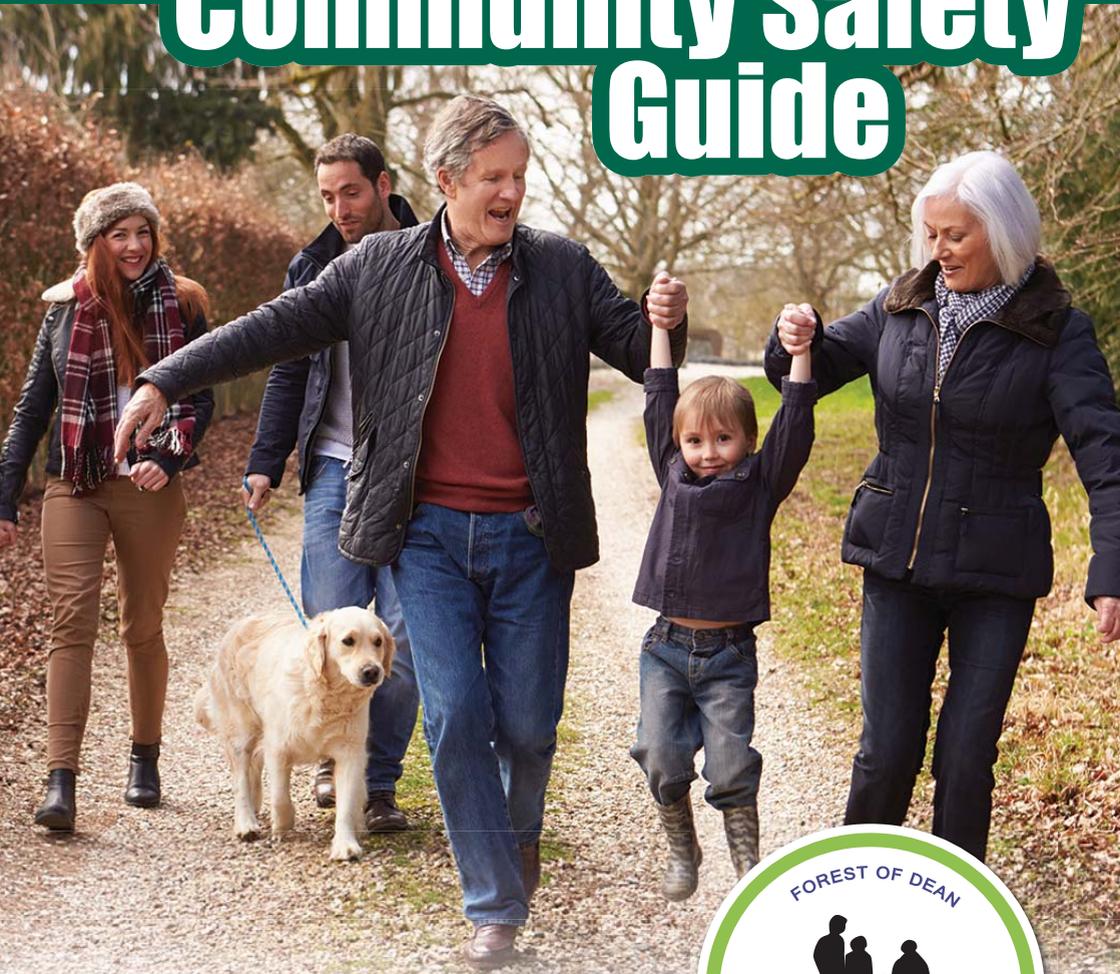


Forest of Dean Community Safety Guide

2019



Forest of Dean Community Safety Partnership's aim is to enhance the quality of life by working in partnership with the community to reduce crime, anti-social behaviour and the fear of crime within the Forest of Dean.





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Tel: 01291 418 573



Forest of Dean Community Safety Partnership (CSP)

Formed in 1998 the partnership brings together community representatives, councillors and volunteers with the statutory partners of local authorities, fire & rescue, Police, NHS and National Probation Service. The group meets six times each year to monitor progress on priority initiatives in the Forest of Dean. The Partnership chooses a new member each year to chair its meetings.



Our Aim - The **Community Safety Partnership** aims to enhance all residents' quality of life in the Forest of Dean by working in partnership with the community to reduce crime, anti-social behaviour and the fear of crime.

We hope this 2019 guide will help to signpost the work of our partners:-

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We thank our advertisers who fund the cost of production.

If you would like to understand more about us then please go to our website at www.fdean.gov.uk and click on the communities tab.

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- Social Clubs



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Visit: www.crossroadsfd.org.uk

Community Safety Partnership Grant Scheme

The Forest of Dean Community Safety Partnership has a small allocation of funds from the Police Crime Commissioner to support Community safety projects.

If you are a group that has a project promoting safety in your area that you would like to discuss then please contact the Community Engagement Team on community.engagement@fdean.gov.uk or visit fdean.gov.uk/residents/communities/community-grants-funding/

For more information on the Police and Crime Commissioner's priorities please visit <http://www.gloucestershire-pcc.gov.uk/your-pcc/police-and-crime-plan-priorities/>



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Breaking the cycle of crime

Police and Crime Commissioner

What does the Police and Crime Commissioner do?

- The Police and Crime Commissioner is responsible for the police budget
- They hold the Chief Constable to account for the actions of the police
- They act as a voice for the public on policing matters

They can commission services to achieve his core target of reducing crime

The six priorities of the PCC are:

Accessibility & Accountability
Older but not overlooked
Young people becoming adults
Safe days and night for all
Safe and social driving
Safer Cyber

PCC Office
01452 754348
www.gloucestershire-pcc.gov.uk
@Glos_OPCC GlosOPCC



POLICE 101 Service

This is the number to call when you want to contact your local police in England and Wales – 101 is available 24 hours a day, 7 days a week.

When to call 101?

You should call 101 to report crime and other concerns that do not require an emergency response.

For example, you should call 101 if:

- Your car has been stolen
- Your property has been damaged
- You suspect drug use or dealing in your neighbourhood.

Or to:

- Report a minor traffic collision
- Give police information about crime in your area
- Speak to the police about a general enquiry

What is the difference between 101 and 999?

You should continue to call 999 when it is an emergency, such as when a crime is in progress, someone suspected of a crime is nearby, when there is danger to life or when violence is being used or threatened.

To contact the police for any other reason, call 101. You can also call 112 from your mobile.

Did you know you can now text 999?

Sometimes reporting an incident to the police is difficult because of the situation you are in. This service is a useful way of reporting without being noticed.

Text 999 and type REGISTER to register your phone. Easy to follow instructions will then be sent to you. Once you have done this you can text 999 should you need the service – or to report a crime.





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Care Categories Provided

- Residential
- Nursing
- Palliative
- Dementia
- Physiotherapy & Rehabilitation

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- 24 hour emergency call system in all bedrooms and throughout the home
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- Regular GP
- Physiotherapist & Occupational Therapist
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Gloucestershire Fire and Rescue Service working for a safer Forest of Dean

Hello, my name is Graham Parker and I am your Station Manager for Gloucestershire Fire and Rescue Service within the Forest of Dean area.

My top priority is to work towards a safer community within the Forest area through prevention, protection and education.

My top tips to stay safe from fire:

- Ensure you have a working smoke alarm installed on all levels of your home. Test your alarms weekly and never remove batteries for other devices.
- Never leave cooking unattended and avoid cooking after drinking alcohol. The majority of fires start in the kitchen. Always turn off kitchen appliances when you have finished cooking.
- During the winter take extra care when using electrical and gas fires, and never leave clothing or other items near them.
- Never leave candles unattended. Tea lights in particular can become extremely hot.
- Don't overload sockets – only one plug per socket. Always turn off plugs when they are not in use, except those that are designed to be left on such as fridges and freezers.
- Make sure cigarettes are extinguished properly and never smoke in bed.
- Check on older relatives and neighbours to ensure their safety.



Gloucestershire
Fire & Rescue Service
Working together for a safer Gloucestershire

- If you are going to light your fire, make sure you have the chimney swept.
- Plan an escape route and ensure everyone knows it.
- Close doors at night to stop fires from spreading.
- And never forget that in the event of fire, always get out, stay out and call 999.

This Fire Risk Factors table shows the top 7 common risk factors that can increase the likelihood of suffering injury or death from fire in the home.



If any of these factors relate to you or somebody you know, you can arrange a **FREE** Safe and Well Visit from your Local Community Fire Station by calling: **0800 180 41 40** or by going to www.glosfire.gov.uk

South West Ambulance Service Trust (SWASFT)

The Trust (SWASFT) provides ambulance services across an area of 10,000 square miles which is 20% of mainland England and covers the counties of Cornwall and the Isles of Scilly, Devon, Dorset, Somerset, Wiltshire, Gloucestershire and the former Avon area (Bristol, Bath, North and North East Somerset and South Gloucestershire). Core operations include:-

- Emergency ambulance 999 services (A&E);
- Urgent Care Services (UCS) – GP out-of-hours medical care (Dorset and Gloucestershire);
- NHS 111 call-handling and triage services for Cornwall and the Isles of Scilly and Dorset.

The Trust provides the clinical teams for six air ambulances (two in Devon, one in Cornwall and the Isles of Scilly, one shared across Dorset and Somerset, one in Wiltshire and one based near Bristol).



South Western
Ambulance Service
NHS Foundation Trust



We employ over 4,000 mainly clinical and operational staff (including paramedics, emergency care practitioners, advanced technicians, ambulance care assistants and nurse practitioners) plus GPs and around 2,785 volunteers (including community first responders, British Association for immediate care doctors, fire co-responders and volunteer patient transport service drivers).

We have three ambulance stations across the Forest of Dean – Lydney, Coleford and Cinderford.



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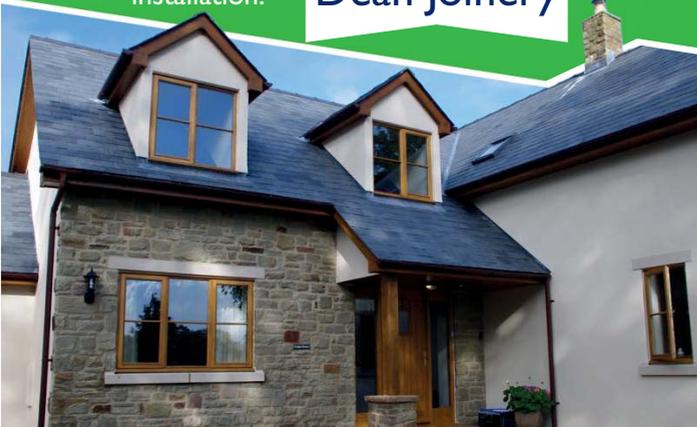


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Anti-Social Behaviour (ASB)

Anti-Social Behaviour (ASB) means different things to different people. It has a negative impact upon lives and is never victimless.

Anti-social behaviour is defined as; behaviour(s) **'that caused or was likely to cause harassment, alarm or distress to one or more person not of the same household as the perpetrator'** (Crime and Disorder Act 1998).

Anti-social behaviour includes things such as:

- Rowdy, noisy behaviour in otherwise quiet neighbourhoods.
- Threatening, drunken or 'yobbish' behaviour.
- Vandalism, graffiti and fly-posting.
- Dealing or buying drugs on the street.
- Litter and fly-tipping rubbish.
- Aggressive begging.
- Drinking in the street.

If you have any concerns or would like to talk to somebody with regards to the anti-social behaviour in your community then please contact The District Council's Regulatory Services on 01594 810000.

If you encounter it, report it

If anti-social behaviour is a problem in your area, there's a lot you can do to help put a stop to it. You can:

- Talk to your neighbours to find out if they're affected as well.
- If you feel comfortable doing so, talk to the person causing the problem; they may not realise how it is affecting you.
- Call Gloucestershire Constabulary's non-emergency number, 101 and ask to speak to your local neighbourhood policing team.
- Contact the District Council (noise, fly-tipping, housing and neighbourhood disputes etc.).
- Tell your landlord or residents' association about the situation.
- If the situation is an emergency (if someone's life or health is threatened) call 999.

No matter how you report anti-social behaviour, all complaints are treated as confidential so you don't have to worry about your identity being revealed.

Hate Crime

A hate crime is defined as; **Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being motivated by hostility or prejudice.** (College of Policing, 2014: 3)

Gloucestershire has developed a Hate Crime Strategy to support victims of hate crime and hate incidents.

A range of partners, including Gloucestershire Constabulary and Victim Support, form Gloucestershire Hate Crime & Incident Strategic Group. The group are committed to progressing work around hate crime that ensures those affected get a good response and work is undertaken to prevent such incidents.

Gloucestershire monitor the following types of identity related hostility:

- Age (any).
- Disability (including mental ill-health or learning disability).
- Gender (male or female)
- Homelessness
- Race (including ethnicity/nationality).
- Religion or belief

- Sexual orientation (including lesbian, gay or bisexual).
- Gender identity (including trans, non-binary or gender fluid)
- Alternative subcultures (eg Goths, Emos, Punks, Metallers)



Gloucestershire Hate Crime Reporting Options:

- 1. Police** Emergency 999
Non-emergency 101
- 2. Victim Support**
(alternative reporting routes)
Phone: 0800 077 8460
Text: HATE to 80800
Online: www.gloshate.org
- 3. Crimestoppers** (witness only)
0800 555 111



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Anti-Social Behaviour Case Review

Sometimes a problem continues – you now have the right for a case review.

Put simply, it's a way that members of the public can ask partners to collectively review their responses to complaints of anti-social behaviour.

What is an ASB Case Review?

An ASB Case Review is for you if you feel that no one else has dealt satisfactorily with the anti-social behaviour problems you have experienced.

If you have already reported the problem to the District Council, police or housing provider, an ASB Case Review is a way for you to ask the agencies to review your case. It will make sure we work together to try to solve the problem.

How does it work?

After you have applied for an ASB Case Review, we will check that your case meets the criteria:

- Three reports by the same person within six months
- Five reports involving the same location, culprit or problem from more than one individual or group within six months
- The application is made in reasonable time – allowing time for action to have been taken.

An ASB Case Review does not replace individual agencies' complaints processes.

For further information contact: 01594 810000 or go to www.restorativegloucestershire.gov.uk

Street Warden Service

It is now law that all dogs must now be micro-chipped as well as wearing a collar and tag; it is also important that your dog's micro-chip is up to date.

If you are buying a puppy ask to see the puppy with its mother and in the home environment. Make sure it has been microchipped if it is older than 8 weeks old and find out what vaccinations it has had.

For further advice and information on purchasing a puppy contact the [Dogs Trust on 0207 837 0006](http://www.dogs-trust.org) or visit thepuppyplan.com. Remember - getting a puppy is a lifetime commitment.

The Street Wardens and vets check all stray dogs for a micro-chip so they can be reunited with their owner sooner rather than later, thus making their stay shorter at the kennels.

There is a daily charge to owners of stray dogs that have been taken to the kennels. Details of any stray is put on the District Council's Facebook and Twitter page which helps us find the owner quickly.

The Street Warden team are trained to micro-chip dogs. If your dog needs to be chipped there is a charge of £15 per dog for a home visit.

Alternatively you can make an appointment at the District Council offices in Coleford where we will micro-chip your dog on the premises at a cost of £10 per dog.

If you sign up to the 'Paws on Patrol' scheme you will receive a 10% discount off the full micro-chipping charge. You can access information on the scheme on the District Council's website www.fdean.gov.uk - click on Community & Living and then the Street Wardens link.

For more details please contact the [Street Warden Team on 01594 810000](http://www.fdean.gov.uk) or email street.wardens@fdean.gov.uk

The Street Warden service works to reduce the fear of crime, deter anti-social behaviour and improve the physical appearance of the local environment.

The Street Wardens can be contacted on **01594 810000** or look out for them patrolling in your area.

Forest of Dean District Council Environmental Regulatory Services (ERS) can give advice with regards to noisy neighbours and other issues that cause concern on **01594 810000**



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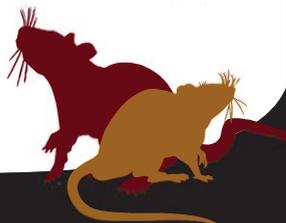


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Animal Welfare in The Forest of Dean

New animal welfare laws mean that people who run animal businesses now have to register with their local District Council.

Dog day boarders, keepers of exhibition animals and some dog breeders are now covered by the The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 and anyone who does not register could be guilty of an offence.

Anyone who operates a business looking after dogs away from their homes during the day will need a licence.

People who keep exhibition animals in the course of their business for educational or entertainment purposes will also need to register – this includes businesses such as falconry displays, dove releases, animal encounter experiences, or pat-a-pony days.

Animal business operators need to be aware of this important change in legislation and to register with the District Council.

Anyone who boards animals during the day, breeds dogs for sale or who keeps exhibition animals should contact us as soon as possible.

**Please call 01594 810000
or email ers.licensing@publicagroup.uk**

The legislation can be viewed in full here:
www.legislation.gov.uk/ukdsi/2018/9780111165485

Why is animal licensing important?

Licensing is important because it provides a platform for regulation of animal businesses, ensuring that they adhere to good practice in animal welfare.

The lives of tens of thousands of animals are covered by this from a bearded dragon waiting to be sold in a pet shop, to a dog who's being sold over the internet. How these animals are cared for by a pet shop worker or puppy dealer determines if their business gets the go-ahead to operate.



Forest of Dean
DISTRICT COUNCIL

Citizens Advice in The Forest of Dean

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- Home visiting service
- Welfare benefits form filling
- Employment advice

Advice Sessions held in:

- Cinderford • Coleford
- Lydney • Newent
- Saint Briavels

Opening times can be found on our website www.forestofdeancab.co.uk or by telephoning **01594 823937**

Telephone advice service also available on 0300 330 9006

We are looking for volunteers in a wide range of roles including:-

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- Gateway Assessors
- Advisers
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- Trustees

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**citizens
advice**

**Forest
of Dean**

Victim Support

We're an independent charity offering free, confidential support to people affected by crime and traumatic incidents. You can contact us for support regardless of whether you've contacted the police, and no matter how long ago the crime took place.

If you call your local Victim Support team, we'll make sure you get the information and support you need. This might be arranging a meeting for you to talk to us and receive emotional support in confidence, helping you with practical advice, advocacy with other agencies, or referring you to other specialist organisations that can also help. We also offer specialist support for

young people, victims of hate crime and anyone personally impacted by anti-social behaviour.

Get help from your local team

If you've been affected by crime, call your local initial response team in Gloucestershire on **0808 281 0112**. Lines are open 9am-7.30pm Monday to Friday, and 9am-5pm on Saturdays.

If you need support outside of our opening hours, call our 24 hr Support line for free on **08 0816 89 111** or request support via our website





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CONSUMER ADVICE – Cold Calling

If you are approached by anyone offering to do work on your house or garden, or any part of your property, please bear the following in mind:

- Responsible traders will supply a written estimate on headed paper which must include details of who they are and where their business premises are located.
- Responsible traders will give you time to consider their offer and allow you to get other quotations for the work.
- Any agreement for work made with the trader present at your home for more than £42 must include the right to cancel by law.
- If the trader is on your premises when you agree work, they must give written information about your right to cancel the contract at that time. You then have up to 14 days to cancel even if the work has started. In some cases you may be required to pay for the work done up to the point of cancellation, BUT ONLY if you have given written permission for the work to start within that 14 day cooling off period.
- Check the caller is who they claim to be, you can ask them to verify information about you which a genuine caller would hold in their records. You can also check by calling them back using a number you

already have or you find for yourself, from a genuine source, rather than one they give you.

- Banks, HMRC, Microsoft, etc. will NEVER call you unexpectedly and ask you to give out secret or personal information over the telephone.
- Don't be rushed into making any decision or commitments, take time to think about it and discuss it with someone you trust.

REMEMBER

- You do not have to speak to any unknown caller
- It is OK to ask them to leave.
- If a trader does not leave when asked or comes back when asked not to return then he may be committing a criminal offence.

If you have any concerns over any work you have agreed to, or want further advice on how to deal with doorstep callers or telephone callers please contact

Citizens Advice Bureau consumer helpline on 03454 04 05 06 & Welsh Speaking 03454 04 05 05

Gloucestershire Constabulary on 101

Gloucestershire County Council

Trading Standards Service

tradingstandards@gloucestershire.gov.uk

Online or second hand electricals

Whilst buying online can be a great way to find a bargain, Gloucestershire Trading Standards urge you to be cautious when buying electrical items on line.

- Has the seller got a shop or actual business address in the EU which they sell the items from? If items are ordered from a business and sent to you directly from a manufacturer outside of the EU, known as drop shipping, they may fall outside of the legal framework in place to ensure things are safe

It is the responsibility of the person who imports an item into the EU to ensure it is safe and to be able to provide evidence to this effect. Where items are drop shipped, the purchaser is the person importing the goods so there is no guarantee they have undergone any of the rigorous safety examinations normally required.

Another reason for buying from a supplier with an EU presence is that you can know who to complain to should the item be faulty or misdescribed.

- Do some research on the seller, a '.co.uk' email address can be purchased by anyone and is not, on its own, a guarantee the seller is based in the UK –

- Electrical items to be plugged into the normal mains supply must be fitted with a 3 pin plug, or a 3 pin plug adaptor which cannot be removed without the use of a tool

- Look out for small 3 pin plugs which are so small they cannot possibly contain a fuse. All plugs must be marked Approved BS 1363 and must be fitted with a fuse approved to 1362..

If buying second hand electrical items –

- Look at the quality of the electrical wiring. For example are the cords frayed?
- Are the items marked with a PAT test sticker? Portable Appliance Testing can give an indication that the item has been tested to a basic safety standard.
- The Chartered Institute of Trading Standards publish a product recall list. You would be advised to check against this to avoid products with known safety issues.



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Illegal Tobacco - did you know?

Cheap, illegal, tobacco products may be smuggled into the UK order to avoid paying duty; they may be manufactured solely for the UK illegal market or they may be counterfeit copies of well known brands.

The sale of illegal tobacco undermines legitimate businesses and, over time, can change the nature of your high street. An illegal pack of 20 cigarettes will typically sell for between £3 to £5 whilst a pouch of illegal hand rolling tobacco will sell for £10 to £11.

These prices, referred to as 'pocket money prices', open up the availability of tobacco products to children

Cigarettes smuggled from outside the EU, counterfeit tobacco products or those made specifically for the illegal market are also unlikely to be manufactured with a safety feature known as reduced ignition propensity. This means that cigarettes will self extinguish if not actively smoked and was introduced to combat the number of accidental fires started when cigarettes were left unattended. This feature has been mandatory in all cigarettes sold in the UK since 2010.

How to spot illegal tobacco

- All tobacco products should now be sold in 'plain packaging', a standardised dull green colour which includes only basic information about the brand.
- Tobacco product packaging should contain the correct warnings and images.
- Tobacco should come from the gantry of a shop, tobacco product obtained from under the counter, from elsewhere in the shop or sold in pubs, workplaces or from home is likely to be illegal.
- There is a minimum level of duty charged on tobacco product - £5.60 per pack of 20 cigarettes and £11.73 per 50g pouch of hand rolling tobacco. If tobacco is being sold for less than this it is likely to be illegal.

Concerns about illegal tobacco should be reported to Trading Standards by emailing tradingstandards@gloucestershire.gov.uk or calling the consumer help line on 03454 04 05 06

FOOD HYGIENE RATING

The Forest of Dean District Council oversees the Food Standards Agency's National Food Hygiene Rating Scheme.

All catering establishments are inspected regularly to make it easier for customers to choose places with good hygiene standards when eating out. All restaurants, pubs, cafes and takeaways as well as supermarkets and other food shops are rated on how hygienically the food is prepared, not the quality of the food.

The top rating the inspector can award is a hygiene rating of 5 and means the hygiene standards are very

good. At the bottom of the scale is 0 which means urgent improvement is required.

Whilst there is no legal requirement for food business to display their window stickers, businesses with a good rating often do.

Look for the **hygiene rating** the next time you visit your favourite eatery - illustrated by the green and black window sticker displayed by the business or by searching on: <http://ratings.food.gov.uk/> where the food hygiene ratings for included premises are displayed.



Food Allergen Labelling

Adverse reactions to ingredients in food can range from mild discomfort to requiring hospitalisation; some people have these reactions from early childhood whereas, in others, they may develop later in life.

There are 14 ingredients which often cause problems for people with allergies.

These are:

Cereals containing gluten (including wheat & barley), crustaceans, eggs, fish, nuts, soybeans, milk, celery, mustard, sesame seeds, sulphur dioxide and sulphites, lupin and molluscs.

Where foods are prepacked, there will be a full list of ingredients printed on the packaging. If the food

contains any of these known allergenic ingredients they must be given extra emphasis in this list.

Where foods are bought fresh from the seller or not prepacked, the seller must be able to identify any allergenic ingredients in any of their products. This information may be provided by a notice or may be given verbally.

To report concerns about businesses who are not able to fully identify allergenic ingredients or information on how to comply with the rules around providing information call the Citizens' Advice Consumer Helpline on 03454 04 05 06 or contact Trading Standards on tradingstandards@gloucestershire.gov.uk

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Join the Priority Services Register

Power cuts are always inconvenient but can be particularly worrying if you rely on electricity for medical equipment or if you are elderly, very ill or disabled.

Call 0800 096 3080 to join the FREE Priority Service Register and we will:

- Supply a direct number to call in the event of a power cut to get straight through;
- Agree a password with you before we visit, so you feel safe;
- Offer special help, if needed, through the British Red Cross;

- Inform you about planned interruptions to your electricity supply;
- Keep you informed in the event of an unplanned power cut.

To find out more information or to register, please call 0800 096 3080 or visit www.westernpower.co.uk/psr.



Help in an Emergency

How to prepare for winter

Know your free emergency numbers - in a power cut call 105 or, for a gas emergency, dial 0800 111999.

Prepare your home – keep a torch handy and get your appliances serviced by a Gas Safe registered engineer to prevent carbon monoxide poisoning. Vulnerable households can also get extra support by signing up to the Priority Services Register.

The Gloucestershire Local Resilience Forum has produced a useful booklet 'Are You Ready' full of helpful advice in an emergency. To download go to www.fdean.gov.uk and search for Communities and 'Are You Ready'

Help In an Emergency

If you think you may need help in an emergency check to see if your Town or Parish Council have an emergency action plan and let them know that you might need extra help.

Keep your eyes open – keep an eye on the weather forecast and, if you have a power cut or a gas emergency, check on your neighbours. If you are able you may get them some shopping or collect prescriptions.

How you can Help

Emergencies can occur unexpectedly, anywhere, at any time and can take many forms, e.g. flooding, storms, transport incidents etc.

To bounce back, to be resilient, local communities need to plan so we can all help the emergency services if the worst happens.

Volunteers needed

We need to know who will need help in a community and who can help in so many different ways. This knowledge can make the difference and support a quicker recovery. For a plan to be effective it needs residents to volunteer.

Could you open your business to offer shelter?

Or do you have a 4 X 4 vehicle and can help in the case of flooding or a heavy snow fall?

Who has the keys to your village hall?

Can it be used as a place of safety where a hot cup of tea can be made available?

How to get involved

If you would like to act as a volunteer in your community or help put a plan together then please contact your local parish council to check out whether a plan is already in place or speak to Nicola Mclean in the Community Engagement Team on 01594 812372.



For more details see

<https://www.fdean.gov.uk/residents/environment/flooding/>

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The Herbert Protocol

People living with dementia can sometimes 'walk with purpose' leaving their homes without warning to return to a memorable place or familiar location.

The disorientation and confusion that they may experience on leaving their address can make them vulnerable.

Gloucestershire Police, in partnership with the Alzheimer's Society is promoting the use of the **Herbert Protocol** – a national scheme to provide vital information to Police should a vulnerable person go missing.

The **HERBERT PROTOCOL** is a form designed to encourage families and carers to provide a history of the person including previous addresses, known locations and regular routines, and some key nuggets of information about the person to help Police talk to the

person when they are found.

This information is kept safe by the carer, family member or friend and can be passed immediately to the police in the event of that person going missing.

By helping officers know where and how to conduct a search saves valuable time and will assist with their safe return.

The Herbert Protocol can be downloaded from the Gloucestershire Constabulary webpage or you can ask your enabler for a copy.

For more information
www.crossroadsfd.org.uk/dementia-action-alliance/



The Forest of Dean Dementia Action Alliance

The Forest of Dean Dementia Action Alliance is a partnership of organisations and individuals who are working together to:

- Make sure that everyone in the district living with dementia is respected and enabled to continue to enjoy living their lives in their own community as well as possible for as long as possible.
- Support the wider community to understand dementia and inspire and enable people to do things which contribute to a dementia friendly community, which are generally more welcoming communities.

- Develop a network of local community champions who will support each other and the wider community.

We welcome support from across the community. To get involved please call **01594 812617** or email community.engagement@fdean.gov.uk



Supporting Pet Owners Living with Dementia

Just because someone has a diagnosis of Alzheimer's or other dementia related condition it is no longer the case that they have to give up their pet – which can be a valuable source of comfort and company.

Forest of Dean Council working in partnership with the Dementia Action Alliance has set up an award winning scheme in the forest. The scheme, still in its infancy, was commended by the RSPCA in their national awards and is seen as a model for many other schemes starting across the country.

Research shows that interaction with pets, who are by their nature non-judgmental, can be very beneficial for people living with dementia if handled in the right way and with the right advice and can provide key companionship.

Feeding, walking, and grooming are all simple activities which many people with dementia will take great pride and enjoyment in carrying out. Stroking, interacting and

talking to your pets can all help keep the mind engaged and happy.

Dogs need regular exercise and this can have benefits for people who otherwise may experience isolation and loneliness.

However there may come a time when the welfare of the animal may be compromised and the difficult decision may need to be taken to change care arrangements. When this happens there is an even greater need for trained staff acting with sensitivity.

More information from Damion Collins, Senior Street Warden 01594 810000

Cinnamon Trust who can help support elderly pet owners 01736 757900

People and Pets Advocates who offer general support pet owners of any age facing health problems. 0300 666 3999



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email **forestlinkline@fdean.gov.uk**

visit **www.forestlinkline.co.uk**

Please quote 'Community Safety' when making your enquiry.



Healthy Lifestyles

Do you have a long term condition and want to start exercising?

Need some help to get started?

Perhaps you or someone you know is isolated, lonely or struggling with a non-medical issue that is affecting their lives?

We can help you.

The Healthy Lifestyles GP Exercise Referral Scheme provides supported exercise in the community and works with GP surgeries throughout the Forest of Dean. The aim is to encourage people to lead healthier lifestyles and improve wellbeing through specific exercise advice and support.

Community rehabilitation and general exercise classes take place in venues across the district and at just £3 per class are very affordable. We also offer non referral classes and signpost to other appropriate community providers.

Community Wellbeing Service - Social Prescribing:

What is it?

The service provides non-medical support to improve wellbeing, reduce isolation and help people to connect to their community. Referrals are made by GP surgeries, other allied health and social care professionals and the voluntary/ community sector into the team at the District Council. We also accept self-referrals. We will then contact you to discuss any concerns and link you to voluntary and community sector support or other statutory services to help you to improve your health and wellbeing.

For further information please call the team on 01594 810000

or visit the District Council's website

www.fdean.gov.uk and search for exercise referral/ community wellbeing service



Community Alerts

Your Community Alerts is Gloucestershire Constabulary's new, free messaging system that enables residents, businesses and community groups to participate in a two-way exchange of information about what is happening throughout the county. You can receive up-to-date messaging about incidents that may affect you.

For example, you can help tackle crime by registering for witness appeals or keep ahead of those traffic jams by registering for road closure alerts. The aim is to send

relevant information which is chosen by you and together we can make a greater impact on the prevention and detection of crime and anti-social behaviour in our communities.

The service is entirely free and you can receive the messages in a way that suits you. You may subscribe to alerts via text, an alert through the mobile app or a voicemail. For more information and to sign up go to <https://www.yourcommunityalerts.co.uk/>

Paws on Patrol

'Paws on Patrol' is a street warden initiative inviting dog walkers to help to make our neighbourhoods safer by:

- Reporting any unusual activity while walking your dogs
- Providing the police and District Council with information

We are not asking members to step in and take action – but as dog walkers spend a lot of time in their communities at varied times of the day and evening and are likely to notice unusual behaviour or situations.

Member benefits

New Paws on Patrol members will receive:

- A pack of 10 poop bags (while stocks last)
- A 10% discount on dog micro-chipping through the Street Warden Team

To sign up to Paws on Patrol or for more information call 01594 812617 or email street.wardens@fdean.gov.uk





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Neighbourhood Watch in the Forest

Neighbourhood Watch is active throughout the Forest of Dean. Its aim is to keep individuals and property safe by:-

- making people aware of the likelihood of crime
- helping to stop members becoming the victims of crime
- encouraging local communities to work together to keep safe and share information

Local schemes are formed by groups coming together - a street, a housing estate, or even a small village. Once organised, the scheme members will then have access to immediate information about criminal incidents taking place, will receive updates from the Police Community Support Officers, and exchange information with each other about any suspicious activity in their neighbourhood.

It is an accepted fact that, where there is a Neighbourhood Watch Scheme in existence, criminals are deterred as they know that householders are on their guard, and that they talk to each other. In addition, many insurance companies offer a 10% discount on buildings and contents insurance if you are a member of a scheme.



We work closely with the Police to report crime and receive notifications of crimes as soon as possible to enable people to be on their guard.

You can find out more by contacting:-

Chrissie Parkes, Field Officer and Liaison with the Police on 01452 753784

Chrissie.Parkes@gloucestershire.pnn.police.uk
or

Jill Croxall, District Chairman • jillcroxall@hotmail.com

Is Angela in?

Be safe when out and about

Forest of Dean District Council is promoting a campaign that enables people to ask for help discreetly when they are out on a date and feel unsafe.

The principle is simple - when you are in a bar or club that is signed up to the campaign and don't feel secure with your date, you can approach a member of staff and they should recognise that you need assistance if you say: "Is Angela in?" This coded message should alert the establishment's employees that they may need to step in to remove the person from harm, and call a taxi if necessary.

The initiative - which applies to males and females - stems from a successful campaign that originated in Lincolnshire. Closer to home, it got off the ground when the Gloucester Licensed Victuallers Association teamed up with Gloucestershire Rape and Sexual Assault Centre, Gloucestershire Police and the Police and Crime Commissioner to launch a scheme - and the number of bars and clubs taking part is growing continuously.

The Community Safety Partnership is hoping to spread the word to all licensed hospitality nite spots in the Forest of Dean - you never know when it could save someone from harm.

Cllr Paul Hiatt, the Forest of Dean District Council Cabinet Member for Community Safety, says,

"We thoroughly endorse this scheme which is a very easy way to provide extra protection for people out on a date. Normally, going out with someone is a very pleasant experience but that is not always the case. Many people arrange to see each other once they have met online only, and this might lead to problems if they get together in real life and things do not go according to plan. Even

when people are in a more stable relationship, things may take a sudden turn for the worse on an evening out, and one of the parties could suddenly feel insecure.

"Having a coded message request scheme to assist in these and other circumstances provides a very useful safety net when a date does not go as well as anticipated and poses a risk to personal security."

“Hi I'm Angela”

Are you on a date that isn't working out?
does it all feel a bit weird?

Is your Tinder or PoF date not who they said they were on their profile?

If you go to the bar and ask for **“Angela”** the bar staff will know you need some help getting out of your situation and will call you a taxi or help you out discreetly - without fuss



#askforangela

WWW.NATIONALPUBWATCH.ORG.UK
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Severn Area Rescue Association (SARA)

If you get into difficulty, whether recreational climbing, walking in the Forest, or enjoying the local rivers, it will be professionally trained Severn Area Rescue Association (SARA) volunteers who come to your aid.

SARA is locally based at Chepstow and Tewkesbury and we are the voluntary rescue service for the area - on call to the Police and other emergency services 24 hours a day. In 2018 SARA conducted 138 separate rescue operations, a number of which were in the Forest of Dean.

We provide the official lifeboat service on the tidal waters of the Rivers Severn and Wye. Lifeboats are launched within 10 minutes of an alert from the coastguard. We are also Gloucestershire's dedicated Land Search Team, undertaking open area searches for high risk, vulnerable and lost people on behalf of Gloucestershire Police.

Our cliff and steep-ground rescue teams cover the popular climbing areas in the Wye Valley and are affiliated to the National Mountain Rescue organisation. The swift water and flood rescue teams are fully trained to support local and national incidents.

All our members are trained in first aid and some undertake specialist advanced training to provide high levels of care in remote locations.

We are always looking for new operational team



members, and fundraisers help to raise the essential money to keep the station operational. Other specialists have skills such as administration and vehicle mechanics. Contact info@sara-rescue.org.uk or visit www.sara-rescue.org.uk for more information

SARA is a wholly volunteer organisation and we receive no regular Government funding. If you would like to support our work, please visit www.sara-rescue.org.uk/donate

Remember: In an Emergency Dial 999 or 112 and ask for the Police

For the River Severn, or the River Wye downstream of Bigsweir Bridge, ask for the Coastguard

Gloucestershire Road Safety Team

Gloucestershire Road Safety Team works in collaboration with Gloucestershire Police, Gloucestershire County Council and Gloucestershire Fire and Rescue Service.

We are committed to making your journey in the county as safe as possible however you choose to

travel. By visiting our website on <https://roadsafety-gloucestershire.org.uk/> we hope to provide you with access to the very best information and advice so that we can work together in making Gloucestershire a safer place for everybody.

Prevent

What is Prevent? Prevent is about safeguarding people and communities from the threat of terrorism. Prevent is an integral part of CONTEST, the Government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism/extremism. Prevent is a programme which focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism.

If you recognise vulnerable individuals who may be being exploited by extremist ideologies you can get them support by referring them to the Prevent process.

There is a lot of information about Prevent available on the Home Office website – search online for 'Home Office Prevent' or contact the anti-terrorist hotline on **0800 789 321**. You can also report Directly to **101**

CHANGE GROW LIVE

Change Grow Live are an integrated substance misuse service, offering support, to people wanting to address their substance misuse issues for the residents and families of Gloucestershire. Referrals can be taken via self-referral, GP or any other professional.

We have a satellite hub in Cinderford St Annals house (Bell Vue centre) Cinderford GL14 2AB which is open Monday, Thursday and Friday 9-5.

Some of the services offered are as follows:

Psychosocial workshops, needle exchange, alcohol and opiate substitute prescribing, harm reduction advice and information, facilitated access to mutual aid support groups and general substance misuse advice and guidance.

Our service is confidential and voluntary and we pride ourselves as an organisation on celebrating people's differences and diversity.

We also have a recovery café, facilitated by our Emerging Futures aftercare team which runs every Thursday from 10.30 – 12.00 at the Salvation Army in Broadwell, Coleford (formerly the Bird in Hand pub). The recovery café serves as a drop in for support, discuss issues, form new, healthier social groups and have a chat over a cup of tea.

If you require any further information please contact us on 01594 823150 (Mon, Thurs and Fri only) or 01452 223014 option 2.



Forest Linkline

Forest Linkline is an emergency alarm service that can help you live your life independently, providing peace of mind for you and your loved ones 24 hours a day.

Our experienced team can also supply and fit the only police approved KeySafe™ offering a secure way for assistance to enter your home in an emergency.

For an informal chat about our service or to arrange a home visit:

Call: 01594 810000

Email: forestlinkline@fdean.gov.uk

Website: www.forestlinkline.co.uk

Forest
linkline



Gloucestershire Domestic Abuse Support Service (GDASS)

Gloucestershire Domestic Abuse Support Service (GDASS) is a county-wide service designed to reduce the level of domestic abuse and improve the safety of victims and their families.

Our service operates in all districts offering a variety of support programmes for women and men 16 years and over experiencing domestic abuse.

We aim to empower domestic abuse victims to live independently, free from fear and abuse, offering a range of bespoke packages of support tailored to individual needs.

GDASS is a free and confidential service

Call: 01452 726570

Email: support@gdass.org.uk

Website: www.gdass.org.uk

IDVA (Independent Domestic Violence Advisor)

Support - IDVAs work with people who have been assessed as being at high risk of serious harm through domestic abuse. An IDVA will work with you to reduce the risks to you so that you are safe and able to access longer term support through our floating support programme.

IDVAs work closely with other agencies to develop a plan to reduce the risks. This includes the police and safeguarding services. We also have a Court IDVA who is specially trained to support people going through the

criminal justice system.

Floating Support – We will provide one-to-one support over the telephone, at home or at a safe place within the community. Floating support will normally last around 12 weeks and is tailored to the support needs identified by you and your support worker.

Places of Safety – If it is not possible for you to remain in your own home we can support you to access a 'place of safety'. You will be able to remain in a place of safety until you are able to return to your own home, or you are able to move on to a new home.

If you don't want to leave your home but aren't feeling safe there, we can support you to access the Sanctuary Scheme. This scheme allows you to apply for safety alterations to be made to your home.

Making a referral - Voluntary Agencies and statutory services are able to make a referral for those experiencing domestic abuse. We also welcome self-referrals from individuals.

If you or your family would benefit from these services or you would like further information please contact us on 01452 726570; email: support@gdass.org.uk website: www.gdass.org.uk.



Gloucestershire Housing Support

GreenSquare Housing Support in your community

- A free independent and confidential service
- We offer a flexible, mobile support service
- Helping to set up home for the first time
- Maintain your current accommodation
- Explore alternatives if you need to move
- Connect with networks and activities in your local communities

Our contact details for more information about our service

- Help desk 01452 726951
Monday to Friday
9.00am - 5pm
- www.gloshousingsupport.com
- Email glos.support@greensquaregroup.com
- You can also follow us on Facebook and twitter
fb.com/GreenSquareGlosHousingSupport
twitter.com/GreenSquareGHS



Child Support

If you have a worry or concern about your child there are people who can help you.

There are a number of agencies and services available to help you if you would like support for your child or support with parenting. You can contact your GP, Community Midwife, Health Visitor, Youth Support Service or School/Nursery setting.

In the Forest we have two children and family centres which are Hilltop in Cinderford and River in Lydney. Family support workers are based in these centres and they offer targeted support to families who are experiencing a range of issues with parenting and managing children's behaviour. The children and family centre's work with families with children aged from 0 - 11 years.

We also have a Families First team based at Dean House in Cinderford. The Families First team work with families with children aged 0-18 years and can offer 1:1 interventions within the home as well as support to community partners to offer direct support to children in the Community.

To request support from the Families First Team or the children and family centres you can visit <http://www.gloshousingsupport.com> to download a referral form and fill in a consent form. This will then be sent to the childrenshelpdesk@glooucestershire.gov.uk who will be able to advise you on which organisation will be best placed to offer you support.

The Family Information Service is available to offer advice and support around a number of things such as activities in the area and signposting to other services and organisations. You can visit the website <http://www.gloshousingsupport.com> or call them on 0800 542 02.

If you are worried about a child's safety or think they are at risk of immediate harm then please contact the children and families helpdesk on 01452 426565 childrenshelpdesk@glooucestershire.gov.uk. Social Workers are available for you to talk through any concerns you have and a referral form can also be found on www.gsrb.org.uk



Contact details

Hilltop Children and Families Centre

Latimer Road, Cinderford, Gloucestershire, GL14 2QA
Telephone 01594 827595

River Children and Families Centre

Naas Lane, Lydney, Gloucestershire, GL15 5AU
Telephone 01594 842589

Forest Of Dean Families First Team

Dean House, Station Road, Gloucestershire, GL14 2JF
Telephone 01452 328048



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