



Berneslai Homes

Useful contacts

Ardsley, Kendray, Stairfoot & Worsbrough Community Safety Agreement

We will...

Help local residents build a secure and safe community.

Challenge antisocial behaviour and harassment in our local neighbourhoods.

Engage communities in tackling antisocial behaviour.

Deal firmly, fairly and appropriately with acts of nuisance, antisocial behaviour and crime in our local neighbourhoods by working in partnership.

Deliver excellent customer services.

Respond quickly to reports of antisocial behaviour (target - acknowledge within one working day).

Investigate issues within agreed time limits (target - interview complainant within five working days).

Support victims and witnesses of antisocial behaviour.

Use appropriate remedies working with other agencies.

Update you regularly about the progress in the case.

Respond to non emergencies within 5 working days

We will ask residents to...

Seek advice on dealing with the antisocial behaviour as soon as possible.

Be aware of the need for evidence. Keep a note of dates and times of incidents names and descriptions of those involved and anyone else who witnessed it and how it affected you. Give them to the investigating officer fortnightly.

Be willing to give evidence.

Be open to a variety of methods to resolve antisocial behaviour (eg mediation). Remember the aim is to stop the antisocial behaviour.

Be aware of our need to investigate the facts (including counter allegations), prepare the evidence and secure successful outcomes.

Contact number 01226 775555

Safer Neighbourhood Team

Rae House, Cypress Road, Kendray.
Contact Line: 01226 736387
Email: worsbroughsnt@southyorks.pnn.police.uk

South Yorkshire Police

Emergency Response 999
Non Emergency Response 01142 202020

Fire & Rescue

Barnsley Community Fire Station,
Broadway, Barnsley, S70 6RA.

Emergency instant response: 999

Non instant response: 01142 532501

Fax: 01142 532649

Email: barnsley@syfire.gov.uk

Regulatory Services

Email: Regulatoryservices@barnsley.gov.uk

Telephone: 01226 772468

Berneslai Homes

For all general enquiries please ring
Barnsley Connects on 01226 775555 - Monday to
Friday 9am - 5pm.

To report a repair please ring Repairs Hotline on
01226 787878.

You can report a repair 24 hours a day, 7 days a
week. You can report repairs out of normal office
hours but we will only come out to you if it is an
emergency.

Email: customerservices@berneslaihomes.co.uk
for all general enquiries.

Complaints can be made to the Barnsley Connects number 01226 775555

If you have any suggestions/concerns about how this agreement is working please raise them at your local
Crime and Safety meeting. For details of these meetings contact your local SNT or visit
www.neighbourhood.southyorks.police.uk

Keeping your neighbourhood safe

This is an agreement between:

All of us

- Living here
- Visiting here
- Working here
- Going to school here

- Police
- Safer Neighbourhood Team
- Fire Service
- The council's Regulatory Services
- Berneslai Homes

We all agree not to behave anti-socially and to work together to tackle those that do misbehave.





South Yorkshire Fire & Rescue

We will...

- Ensure** the attendance of a fire appliance within six minutes for a house fire on 80% of occasions.
- Ensure** the attendance of a fire appliance within six minutes for a road traffic collision where life is at risk on 80% of occasions.
- Undertake** a home safety check for any resident and provide advice and guidance to reduce the risk of fire and where necessary provide and fit smoke alarms, with 10 year batteries to any home, free of charge.
- Prosecute** hoax callers where they have been identified.
- Deliver** fire safety advice to schools and other community groups on request.
- Provide** fire safety advice to local businesses on request.
- Enforce** fire safety regulations in the workplace.
- Respond** to any complaint regarding breaches of fire safety law.
- Licence** the storage of fireworks.
- Work** with partner agencies.

We will ask residents to...

- Take a responsible approach** to their and others' safety in order to prevent emergencies.
- Request** a free home safety check by calling 0114 2532314 or visit www.syfire.gov.uk for more information.
- Report** dumped items that could be set on fire by calling 01226 772468.
- Report** abandoned vehicles by calling 01226 772468.
- Report** people who attack or abuse firefighters by calling 0114 22022020.
- Report** people who start anti social or nuisance fires by calling the 'Contact Line'.
- Report** people who make hoax calls by calling 0114 22022020
- Report** only genuine emergencies on 999.
- Be a positive role model** to other members of your community.



Safer Neighbourhood Teams

We will...

- Attend** every Crime and Safety Group meeting
- Provide** monthly updates at Partnership and Communities Together (PACT) meetings giving crime statistics, information on local offenders brought to justice and details of actions taken by SNT and partners to address issues.
- Agree** with you and other partners the local priorities on a monthly basis.
- Work** closely with key partners to ensure issues are progressed appropriately and in a timely manner.
- Respect** confidentiality at all times.
- Acknowledge** Contact Line calls within 24 hours and provide an appropriate response within 72 hours.
- Support** victims/witnesses etc.

We will ask residents to...

- Report** incidents of anti-social behaviour and low level crime (non-emergency) on the Contact Line number 01226 736387.
- Take** responsibility for their children, taking all reasonable steps to know where they are, who they are with, and what they are doing.
- Not** encourage or allow underage drinking of alcohol.
- Help** to reduce crime by taking all sensible security measures.
- Get to know** their local police and community support officer. Stop and speak to them when they are in your area.
- Be prepared** to give evidence in court if required.
- Refrain** from criminal activity.
- Be tolerant** and respectful of others.



Contact line 01226 736378
This is an answer machine. You will be contacted with a response if you leave your contact details.

Your Safer Neighbourhood Team is made up of police, council and Berneslai Homes officers.



The Council's Regulatory Services

We will...

- Investigate** complaints received, relating to:
 - Dog fouling on public land
 - Fly tipping dumped on any land
 - Waste storage complaints on commercial, industrial and domestic premises.
 - Litter on land open to the air.
 - Dust, smoke and odours from domestic or commercial premises.
 - Noise nuisance from domestic or commercial premises.
 - Houses with a vermin infestation, or in a filthy condition.
 - Dangerous or straying dogs
 - Bogus callers, cold calling, consumer safety and food safety
 - Health and safety in the workplace
- Visit** and assess complaints of abandoned vehicles on any land including burnt out vehicles and arrange for their removal where possible.
- Collect** captured stray dogs and attend requests for surrendered dogs.
- Provide** treatment free of charge for rats and mice in domestic properties and a range of other pest control treatments at a reasonable charge.
- Proactively monitor** the underage sale of fireworks/alcohol and take appropriate action when necessary.
- Arrange** for signs or stencils to be placed, relating to dog fouling, fly tipping and litter

We will ask residents to...

- Report** any of the issues listed above to Regulatory Services on 01226 772468
- Provide** detailed information when reporting complaints including:
 - Your name and address
 - A contact number
 - Details of the premises subject to your complaint.
 - Date / time of any offence being reported
 - Any photographs or descriptions of offences / offenders
- Be prepared** to give statements and/or court evidence when legal action is necessary.
- Keep** records / diary of nuisances to assist with the investigation of complaints.
- Report** to Neighbourhood Pride 01226 774359 for any instances of overflowing litter bins
- including dog fouling bins as well as any request to sweep/remove litter.
- Dispose** of all waste in a correct and proper manner and ensuring that only companies that are licensed waste carriers are used.
- Contact** waste management 01226 772045 for all enquiries relating to recycling, waste collection, bin collection/provision and the disposal of bulky items.
- Set an example** to children in regards to responsible behaviour.



Email: Regulatoryservices@barnsley.gov.uk