

Welcome to the latest Safer and Stronger Partnership newsletter. In this issue Chris Harrison takes us on a tour of the CCTV Control room and tells us more about the work of his team. We also have an update from the neighbourhoods team and news of a campaign to improve support for victims of hate crime. If you would like to include information about the work of your team in the next issue, please contact Karen Robinson on Tel 01934 426752 or email [Karen.Robinson@n-somerset.gov.uk](mailto:Karen.Robinson@n-somerset.gov.uk)

### 'Stand by me' - improving support for victims of hate crime

North Somerset Council, the police, NHS and agencies from across North Somerset are getting behind Mencap's "Stand by me" campaign.

Mencap is leading the three-year campaign, which aims to improve support for people with learning difficulties when they are victims of hate crime. The campaign was launched during Mencap's Learning Disabilities week, in June.



North Somerset Council and NHS, the Community Team for People with a Learning Disability, Police and North Somerset People First, an advocacy organisation, held an event in Weston-super-Mare's Sovereign Shopping Centre, raising awareness of the campaign with the general public and asking them to sign Mencap's petition.

Hate Crime is a serious issue and has a serious effect on a person's life. One young Weston woman with a learning disability said: "I don't like going out much at night because people make fun of me. They make faces and call me names like stupid and retard and other horrible names. This makes me feel frightened and upset. How would people feel if they were treated the way I'm treated? It's not my fault I have Down's syndrome."

As part of the campaign an accessible form has now been developed for people to fill out when they have been victims of hate crime and this can be found at [www.LD4U.org.uk](http://www.LD4U.org.uk)

Michelle Burnett, general manager of North Somerset People First, said "The campaign helps support people with learning difficulties to speak up for themselves and be aware of their rights. People accept bullying and hate crime as they can experience this routinely as part of their life. They need help and support to understand that it's wrong and they don't need to tolerate it."

PC Marvin Medley said "all reported incidents of hate crime are treated in the same way. Hate Crimes are so called because they refer to crimes motivated by some form of prejudice or bigotry, this is an area which authorities are keen to clamp down on". PC Medley said "over the last year we have, on average received one report of a hate crime incident every three months from people with a learning disability, which indicates that some occasions are going unreported. I want to encourage people to come forward and report incidents of hate crime".



The Community Team for People with a Learning Disability and Avon and Somerset Police also launched the Safe Haven scheme in June. It is hoped many businesses will display a Safe Haven logo in their window, letting people know they can go in if they need some help and support. The idea is that people can find somewhere safe if something goes wrong, if they are lost or confused or in trouble.

North Somerset Council's planning and development manager, Alison Stone, said: "Hate crime can be dehumanising and we are here to campaign against this, raise awareness and increase hate crime reporting". For more information please contact Alison Stone from the Learning Disability Services, Telephone 01934 426035 or email [Alison.Stone@n-somerset.gov.uk](mailto:Alison.Stone@n-somerset.gov.uk)

## North Somerset CCTV Control Room - more than meets the eye ...

Learning more about other services in North Somerset can help us signpost people more effectively. It also helps promote links between work areas. This month we take a look round the CCTV Control Room and ask Chris Harrison and his team to tell us more about the work they do.

CCTV helps prevent and detect crime and provides peace of mind for local communities. There are 72 cameras in North Somerset and CCTV is an important part of what the Control Room does. The cameras capture 10,000 incidents each year. The team works closely with colleagues from across the Council and the Police from helping to manage big events and critical incidents to providing evidence to detect crime.

Chris tells us "it's also important that we can help prevent incidents and stop things escalating. Often we can spot the early signs of trouble and direct the Police to an incident to stop it getting worse. We are currently working with the Community Safety Drug Action Team to develop a mobile CCTV system which will allow cameras to be deployed to locations experiencing anti-social behaviour problems".

But it seems CCTV cameras are only part of the story of the control room. The operators tell us that they are also the 'ears of the Council' out of office hours and receive around 400 calls each month. The team also take out of hours calls for some partner organisations including North Somerset Housing. They log calls, refer to repair services and where necessary contact on-call officers. Calls can be about anything from a lost or found dog to a boiler break-down.



Recently, the team has been working with colleagues responsible for the seafront developments and control room operators are now able to view a control panel to confirm when the flood defence gates are fully closed and secured. The service operates 24/7 and overnight the control room operators receive alarm calls as part of the Carelink service. "Carelink provides help for service users at the touch of a button" Chris told us. "It's an easy to use monitored alarm system which service users can activate by pushing a button on a unit, pendant

or wrist watch. They are then connected to us via their telephone line. The service offers real peace of mind for service users and their families".

Chris admits he can 'talk for England!' about the work of the control room and has hosted visits from community groups and residents associations who are often keen to know more about CCTV. If you would like to know more about the control room services or want to link in with the team, you can contact Chris on 01934 634711 or email [chris.harrison@n-somerset.gov.uk](mailto:chris.harrison@n-somerset.gov.uk)

## Neighbourhoods Team Update

The Neighbourhoods Team works with the residents of South, Central and West Wards to create better places for people to live and work.



The Neighbourhoods Team has worked alongside Streets and Open Spaces and the Town Centre Partnership to pilot a new timed **recycling scheme** for properties in the Town Centre. The scheme is being piloted in 3 streets initially with a view to its rollout across the area if it works for residents. For people who are unable to use the timed service, two new mini recycling centres have been installed in the area to support the recycling efforts of Central Ward residents. The scheme went live on Friday

15<sup>th</sup> July with a good response from local residents and good feedback from May Gurney, the waste contractor.

Residents of the Shrubberies have been supported to establish a local **timebank** scheme. The aim of the timebank is to encourage and reward volunteering and build community spirit. A timebank enables volunteers to log the time they spend volunteering and receive time, in the form of skills, back from other members of the scheme. An hour of time spent doing shopping for an elderly resident could be paid back by an hour of knitting lessons, for example. The scheme has attracted interest from over 20 local residents in the first 2 weeks and will be officially launched in August.

In South Ward we have worked with the Primary Care Trust and the Healthy Living Company to encourage local people to choose healthier lifestyles. A fun day was held in the Chocolate Garden on Lonsdale Avenue with cookery demonstrations; keep fit including a hula hoop competition and lots of advice and information on quitting smoking and other health related topics. The event was attended by more than 100 people.

For more information on the Neighbourhoods Team contact Sara Brown Tel: 01934 426310 or email: [sara.brown@n-somerset.gov.uk](mailto:sara.brown@n-somerset.gov.uk) or follow us on Facebook (Weston Neighbourhoods Team)



## Same business, same people, new name

From 1 August, NSHousing which owns around 6,500 homes across North Somerset is changing its name.

Staff and customers were consulted on the new name and Alliance Homes was the clear winner.

One reason for the change is to avoid confusion between the housing association and North Somerset Council, which was responsible for the homes over five years ago.

The new name coincides with the launch of Alliance Homes' Property Care service which will be based at Harbour Court in Portishead. The 60 - strong workforce includes skilled plumbers, carpenters and painters who are transferring over from the previous service provider.

A new look goes with the name and soon the Alliance Homes vans will be out and about in the region.



# Partnership Newsletter

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Clive Bodley, Chief Executive said: "It is an exciting time for us and we are making a number of changes to our business, including the launch of our own Property Care service. While providing and maintaining homes is a really important part of what we do, it's not the whole story. We provide a wide range of housing support services to people of all ages to help them to live independent and fulfilled lives and we felt that calling ourselves 'NSHousing didn't help to get that across'.

'The new name is a complete change for us with the emphasis on the partnership approach to working that is at the heart of what we do'. For more information contact Jo Harper, Communications and PR Manager, Tel: 01934 01275 3980387 or email [Joanne.Harper@nshousing.org.uk](mailto:Joanne.Harper@nshousing.org.uk)