

Business Contacts

& Reporting



DOG FOULING

Cornwall Council – report it online service
<https://www.cornwall.gov.uk/dogfouling>

Newquay Town Council Enforcement Officer:
enforcement@newquaycouncil.co.uk or
office@newquaycouncil.co.uk



STREET TRADERS

Phone Cornwall Council Licensing team on
0300 1234 212 or get in touch with them via
email licensing@cornwall.co.uk to report any
issues regarding street traders licensing.

DRUG LITTER



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.

STREET WORKS



Cornwall Council – report it online
<https://www.cornwall.gov.uk/transport-parking-and-streets/roads-highways-and-pavements/report-a-problem-with-a-road-or-pavement/report-a-street-works-problem/>

This can be used for traffic lights at roadworks,
scaffolds (dangerous, unlit, unlicensed or causing
obstruction), hoardings (dangerous / causing ob-
struction), banners or bunting causing obstruction
or offence, traffic management at roadworks.



GRAFFITI & FLYPOSTING

Cornwall Council – report it online service:
<https://www.cornwall.gov.uk/rubbish-recycling-and-waste/street-cleaning/report-fly-posting-and-graffiti-in-public-places/>

Cornwall Council are responsible for the removal
of graffiti from public areas and public buildings
– they do not remove graffiti from post boxes,
directional bollards, bridges, telephone boxes, bus
shelters or reflective road signs. Offensive graffiti is
unacceptable, and Cornwall Council will endeavour
to remove offensive or racist graffiti from council
owned buildings within one day of reporting it
to us. Non-offensive graffiti is removed within
2 working days. Cornwall Council are unable to
remove graffiti from private property.

REFUSE AND RECYCLING SERVICE



Cornwall Council – report it online service
<https://www.cornwall.gov.uk/the-council-and-democracy/contacting-the-council/rubbish-and-recycling/>

FLY TIPPING/ ILLEGAL DUMPING



Cornwall Council – report it online service:
<https://www.cornwall.gov.uk/rubbish-recycling-and-waste/street-cleaning/fly-tipping/>
This report form can only be used for fly tipping
incidents on public land, for instance on a
highway, pavement or public open space. For fly
tipping on private land, or privately-owned land,
please contact **0300 1234 141** to pass the details
to the team for further investigation.

NEWQUAY BID



STREET PERFORMERS

Phone **0300 1234 212** to report any problems
with street performers. See the link below for the
Cornwall Council Street Performers guide
<https://www.cornwall.gov.uk/environment/environmental-protection/street-performers/>

STREET LIGHTING

Cornwall Council – report it online
<https://www.cornwall.gov.uk/transport-parking-and-streets/roads-highways-and-pavements/report-a-problem-with-a-road-or-pavement/report-a-problem-with-a-street-light-or-illuminated-sign/>

This can be used for street lights / lamps not
working, illuminated street signs not working,
traffic lights not working, illuminated bollards not
working.

FULL LITTER/ DOG BINS



Cornwall Council – report it online service
<https://www.cornwall.gov.uk/rubbish-recycling-and-waste/street-cleaning/litter-and-litter-bins/>

This can be used to report a public litter bin or
public dog waste bin that requires emptying – the
contractor aims to empty full bins within 48 hours.

NOISE NUISANCE

Neighbour noise (e.g. loud music, barking dogs)
can constitute a statutory nuisance if this causes
an unreasonable interference to the use and
enjoyment of your home. Visit www.cornwall.gov.uk/noise
for further details, including how to make
a complaint to the Cornwall Council's Community
Protection team.

Telephone **0300 1234 212**

Email publicprotection@cornwall.gov.uk





DOMESTIC ABUSE & SEXUAL VIOLENCE

Anyone can experience domestic abuse or sexual violence – it affects people of all ages, regardless of gender, sexuality, ethnicity and background.

There are specialist services available to support you. If you or anyone else is in danger please call the police on **999** immediately. If you ring **999** but can't talk, make sure the police know you are there by coughing or tapping the handset, or by dialling **55**. In a non-emergency please call **101**. You can also text **67101** or email:

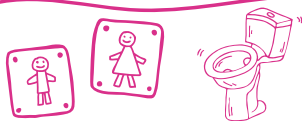
101@dc.police.uk If you are deaf, hard of hearing or have any speech impairment, in an emergency please dial Minicom/Textphone **18001**. If it's not an emergency, dial **18001 101**.

HATE CRIME



Hate crime is the term used to describe an incident or crime against someone because of hostility or prejudice towards their disability, race or ethnicity, religion or belief (which includes non-belief), sexual orientation and gender identity. It is important to report it so that the police can take action. If you or someone else is in danger, injured or offenders are nearby, ring **999**. In a non-emergency please call **101**. You can also text **67101** or email: **101@dc.police.uk**

If you are deaf, hard of hearing or have any speech impairment, in an emergency dial Minicom/Textphone **18001**. If it is not an emergency, dial **18001 101**. For more ways to report hate crime go to www.devon-cornwall.police.uk/hate-crime or www.stophateuk.org.



PUBLIC TOILETS (NEWQUAY TOWN COUNCIL OWNED)

office@newquaycouncil.co.uk or phone **01637 878388** and select the option for Toilets (and leave a message).

Cornwall Council has moved to a primarily online 'report it' system – if you wish to contact Cornwall Council by phone the following numbers may be useful:



SAFEGUARDING CHILD / YOUNG PERSON

The Multi-Agency Referral Unit (MARU) provides a multi-disciplinary response to concerns about the welfare or safety of a child or young person in line with statutory guidance from Our Safeguarding Children Partnership for Cornwall and the Isles of Scilly. The multi-disciplinary team also provides advice and guidance to parents and professionals about the wide range of services available to children and families in Cornwall.

If you have immediate concerns or are worried about a child or young person's safety please telephone the MARU on **0300 123 1116**.

ANTI-SOCIAL BEHAVIOUR



To report incidents of anti-social behaviour, visit www.dc.police.uk where you can access the police's online contact methods – WebChat and Crime Reporting Form. These are available to use 24 hours a day, 7 days a week. If it is not an emergency, you can also report it to the police using **101**. Email **101@dc.police.uk** Telephone **101** (In an emergency always call **999**)

WEEDS/FOOTPATH MAINTENANCE



Contact Newquay Town Council to check if the area concerned is within their remit: office@newquaycouncil.co.uk / **01637 878388**

HIGHWAY FLOODING



Cornwall Council – report it online service <https://www.cornwall.gov.uk/transport-parking-and-streets/roads-highways-and-pavements/report-a-problem-with-a-road-or-pavement/report-highway-flooding/>

Refuse and Recycling – 0300 1234 141
Planning – 0300 1234 151
Environmental Management – 0300 1234 202
Environmental Health & Licensing – 0300 1234 212
Roads, Transport and Parking – 0300 1234 222
Fire and Community Safety – 0300 1234 232
Business and Farming Waste – 0300 1234 141

NEWQUAY BID



SAFEGUARDING ADULTS

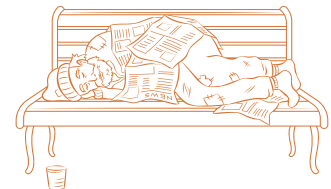
If you're an adult experiencing abuse or neglect, or if you're concerned about an adult possibly experiencing abuse or neglect, contact us on: Telephone **0300 1234 131** (out of hours number **01208 251300**).

Email accessteam.referral@cornwall.gov.uk
Online www.cornwall.gov.uk/safeguardingadults



BEGGING

Report to police via **101**, or via **Shopwatch**



ROUGH SLEEPING

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)

If you are unsure which service you need AskNED the online non-emergency directory can help. Visit www.dc.police.uk/AskNED enter your question, select your location and AskNED will provide you with the answer. Remember, in an emergency always call **999**. If you have information about a crime you can also contact Crimestoppers anonymously on **0800 555 111**.

If you do have any concerns or issues with the above, please contact the BID office and we will be happy to liaise with the appropriate agencies on your behalf. If you have any recurring issues, please report to the team in the office and we can see how we can help.

Email info@newquaybid.co.uk