

Community Safety Partnership A-Z of Frequently Asked Questions

If you had an urgent query which was not answered by these pages, please let us know so that we can add the information in future.

24 hour advice or help: is available for some issues such as [domestic abuse](#), [hate crime](#) or suspected terrorist activity.

You can also ring the Police non-emergency number 0300 123 1212 for advice.

If you think that a crime is happening, someone suspected of a crime is nearby, someone is injured, being threatened or in danger then call 999.

Abandoned vehicles: You can report vehicles that you suspect are abandoned by telephoning 08456 122 660 or use our online report form. You can report untaxed vehicles to the DVLA on the [Directgov website](#)

Anti-social behaviour: is defined in the legislation as “any act that causes or is likely to cause harassment, alarm and distress to one or more persons not of the same household”. Please check the headings below to see if your query is covered. If not, you can [report other kinds of ASB](#) to the Community Safety Partnership or [the Police](#).

Bogus Callers: may try to scam you by phone, email or in person at the door. If you suspect you have been targeted, phone [Consumer Direct](#) on 08454 04 05 06 or [the Police](#).

Bullying: is an issue most often affecting young people. Our website also has [information on internet safety](#) and our [anti-bullying strategy](#).

Controlled Drinking Zones: are marked by signs in Richmond and Twickenham Town Centres, where the Police can ask people to stop drinking and/or surrender their alcohol.

CCTV cameras

Crime prevention advice: can be obtained at Operation Lockout events or at a Street Briefing or Police Surgery organised by your [Safer Neighbourhood Team](#).

Dedicated Dispersal Areas: are in place in Richmond and Twickenham town centres at certain times of year. Police can disperse groups of people (who cannot return for 24 hours) if they think they are causing distress and alarm.

Distraction burglary: see Bogus Callers

Dog fouling: Most public space in the borough is covered by Dog Control Orders, which allow authorised Council Officers to issue an £80 Fixed Penalty Notice to dog walkers they witness not clearing up their dog's mess. The Officers can work with the public and Police to target problem areas for enforcement.

Firework Safety and the law: 7am to 11pm are the normal, legal hours you can let off fireworks. This time slot is extended until midnight on Bonfire Night and until 1am for New Year's Eve, Diwali and Chinese New Year. Fireworks set off outside these hours can be reported to [the Police](#).

Fly-tipping

Graffiti and

Litter: can all be reported to the Council, who will investigate if appropriate. The Council is only responsible for rubbish and litter removal on public land.

Licensed premises: If you are experiencing a problem caused by a pub, hotel, restaurant or take-away, contact our [Licensing Team](#), but if the problem relates to noise or nuisance from the premises, then please contact [Commercial Environmental Health](#).

Noise from domestic premises

Parking illegally: can be reported to the Parking Enforcement Line on 020 8744 0462 (Monday to Saturday 7am to 7pm).

Personal safety advice

Safer Neighbourhood police: teams can often help with your issue. Each of the 18 wards in Richmond borough has its own dedicated team.

Social housing ASB: If ASB is occurring in a social housing property, most Registered Social Landlords in the borough have their own Anti-Social Behaviour Officer who can help. Contact details for some of the main ones are:

[Richmond Housing Partnership](#),
[Richmond upon Thames Churches Housing Trust](#),
[London and Quadrant \(L&Q\) Housing Trust](#); and
[Thames Valley Housing Association](#)

Speeding and speed limits: Responsibility is shared between the Council, Police and Transport for London (TfL). Generally speaking, the Council is responsible for setting speed limits on most roads whilst the Police can detect and prosecute motorists breaking the speed limit. The Council also do work to monitor speeding in order to make decisions about traffic calming projects needed. TfL oversee major roads.