



| <b>Subject</b>                     | <b>Contact Point</b>                   | <b>Tel. Number</b>                                       | <b>Comments</b>  |
|------------------------------------|--|--|--|
| Abandoned Vehicles                 | Environmental Services                 | 01443 494847   | Make a note of the type, colour, registration and location   |
| Alcohol Related crime and disorder | South Wales Police                     | 01443 485351   | To report incidents in progress.   |
| Animals (Welfare)                  | Community Services                     | 01443 442100   |  |
| Anti-social behaviour              | South Wales Police                     | 01443 485351   | To report incidents of persistent harassment and nuisance.   |
| Arson                              | South Wales Fire Service               |  | In emergency ring 999  |
| Bogus Callers                      | Community Services                     | R - 01443 434478<br>C - 01685 871097<br>T - 01443 442100 | If crime appears to be in progress ring 999  |
|                                    | Community Safety                       | 01443 843636   | For practical advice and guidance  |
| Bus Shelter                        | Environmental Services                 | 01443 494700   | To report vandalism and damage   |
| Carelink                           | Community Services                     | 01685 876831   | Carelink is an emergency call system linked to a standard telephone.   |
| Car Park Security                  | Environmental Services                 | 01443 494700   | To report damage and vandalism.  |
| Carbon Monoxide                    | Community Services                     | 01443 442100   | To report any incidents or for advice and guidance   |
| Children at risk of abuse          | Community Services                     | R - 01443 431513<br>C - 01685 875481<br>T - 01443 486731 | Freephone 0800 800 500 (NSPCC)   |
| Children at Risk of offending      | Rhondda Cynon Taf Youth Offending Team | 01443 827300   |  |
| CCTV                               | Environmental Services                 | 01443 494700   | To report Faults and malfunctions  |
| Crime & Disorder, Community Safety | Community Safety Partnership           | 01443 743747   | For information and advice on initiatives to tackle crime and disorder and improve community safety, and for information about the crime and Disorder Strategy |



| <b>Subject</b>                          | <b>Contact Point</b>                              | <b>Tel. Number</b>  | <b>Comments</b>   |
|---|---|---|---|
| Crime Prevention Measures               | Crime Prevention Officer                          | 01443 485351  | For practical advice and guidance on security, and security surveys for victims of domestic burglary.                     |
| Crime stoppers                          | Confidential Telephone line                       | 0800 555 111  | To pass on information about crime in confidence  |
| Dog Wardens                             | Community Services                                | 01443 442100  | Stay dogs: 01443 682789   |
| Domestic Violence                       | Community Services                                | R - 01443 431513<br>C - 01685 875481<br>T - 01443 486731<br><br>Women's Aid<br><br>R - 01443 731445<br>C - 01685 879673<br>T - 01443 491528 | For help, advice and support to sufferers of domestic violence<br><br>Provide refuge provision and practical support      |
| Drug Dealing                            | South Wales Police - <i>Drugs hotline</i>         | 01443 743642  | If you think drug dealing is taking place <i>now</i> , ring 999   |
| Drug & Alcohol Solvent/Volatile Misuse  | Community Services<br><br>National Drugs Helpline | R - 01443 431513<br>C - 01685 875481<br>T - 01443 486731<br><br>0800 776600   | To refer people for advice on drug misuse services.<br><br>Provides confidential advice and support to anybody concerned. |
| Fire Safety                             | South Wales Fire Service                          | 01443 232323  | For practical advice and guidance on issues like smoke alarms etc.  |
| Flytipping/Litter control               | Environmental Services - Waste Busters            | 01443 494847  | To report incidents of fly tipping/rubbish  |
| Gypsies and travellers                  | Environmental Services                            | 01443 665700  | To report incidents of illegally sited gypsies  |
| Highways maintenance                    | Environmental Services                            | 01443 494700  | Condition of highways and footways  |
| Highways (motorways and trunk roads)    | Environmental Services                            | 01443 494700  | Maintenance works   |
| Homophobic /racial crime and harassment | South Wales Police                                | 01443 485351  | To report incidents and refer people for advice.  |
| Homelessness                            | Community Services                                | 01443 485515  | To refer people for advice and help - out of hours 01685 876831   |



| <b>Subject</b>                        | <b>Contact Point</b>                | <b>Tel. Number</b>                           | <b>Comments</b>  |
|---------------------------------------|-------------------------------------|--|--|
| Housing benefit and council tax fraud | Community Services                  | 01443 681081                                 | To report suspected incidents of housing and council tax fraud                         |
| Licences (entertainment)              | Community Services                  | 01443 442100                                 | To report complaints about licensed premises   |
| Neighbourhood Watch                   | Community Services-Community Safety | 01443 742747<br>01685 874917<br>01443 743747 | Advice and help about setting up a scheme.   |
| Noisy Neighbours                      | Community Services                  | 01443 442100                                 | To report nuisance noise complaints.   |
| Noise (Business)                      | Community Services                  | 01443 442100                                 | To report nuisance noise complaints regarding commercial premises.                     |
| Parks and open spaces                 | Environmental Services              | 01443 484400                                 | To report damage and vandalism   |
| Playgrounds                           | Environmental Services              | 01443 484400                                 | To report damage and vandalism   |
| Public Toilets                        | Environmental Services              | 01443 494700                                 | To report damage and vandalism   |
| Road Safety                           | Environmental Services              | 01443 494819                                 | Education and training on road safety.   |
| Safety Zone                           | Community Services                  | 01443 843636                                 |  |
| Speeding traffic                      | Environmental Services              | 01443 494700                                 | To report location experiencing persistent incidents of speeding and dangerous driving |
| Street Lighting                       | Environmental Services              | 01443 409749                                 | To report Faults<br>Out of hours no: 01685 876831                                      |
| Taxis                                 | Community Services                  | 01443 442100                                 |  |
| Trading Standards                     | Community Services                  | 01443 442100                                 | Consumer frauds, counterfeit goods, under age sales                                    |
| Traffic Lights/pelican crossings      | Environmental Services              | 02920 820600                                 | To report faults   |
| Truancy from school                   | Education Welfare                   | 01443 744269                                 | GEST Project - 01443 744285  |



**Rhondda Cynon Taf**

**Community Safety Partnership  
Partneriaeth Diogelwch Cymunedol**

| <b>Subject</b>                                 | <b>Contact Point</b>   | <b>Tel. Number</b>  | <b>Comments</b>   |
|--|------------------------|---|---|
| Vandalism and graffiti                         | South Wales Police     | 01656 655555  | If crime appears to be in progress                            |
| Victim Support                                 | Rhondda, Cynon and Taf | R - 01443 433641<br>C - 01685 879663<br>T - 01443 485202  | Provides help and assistance to victims of crime and disorder |
| Void (Empty) Properties (damage and break-ins) | Community Services     | Porth (01443) 734000<br>Tonypandy (01443) 440303<br>Aberdare (01685) 878888<br>Mountain Ash (01443) 474704<br>Pontypridd (01443) 407811<br>Talbot Green (01443) 229834<br>Tonyrefail (01443) 674133 | To report incidents of damage to Council property             |
| Youth Service                                  | Community Services     | R - 01443 431513<br>C - 01685 875481<br>T - 01443 486731  | Information on youth provision in the County Borough          |