



Cheshire  
Constabulary



Chester  
AGAINST  
BUSINESS  
CRIME



Cheshire West & Chester  
Community  
Safety  
Partnership

Cheshire West & Chester Council

# CHESTER BUSINESS GUIDE TO REPORTING ISSUES



Cheshire West  
and Chester

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## Reporting abandoned belongings

Abandoned belongings are items which have been discarded in the City Centre and left unattended. Unattended belongings can pose a threat to security and therefore need to be investigated/removed. These items can include bags, clothing, soiled materials, bedding or other items that would not typically be considered litter or waste.

Action sought	Explanation of action
1. Report to CCTV via CABC Co-sign Provide: <ul style="list-style-type: none"> <li>- Location</li> <li>- Description</li> <li>- Length of time abandoned</li> <li>- Any other concerns</li> </ul>	Reporting via CABC Co-sign will enable CCTV operators to locate the items and refer for an officer response. CCTV operators will also log incidents on their database, so problem areas can be monitored / patrolled and specific issues can be raised for problem solving.  If an officer is available at the time of the report, they will attend the area and determine whether the items are abandoned and coordinate their removal where appropriate.  If an officer is not available at the time of the report, CCTV operators will make a referral for it to be investigated at the next opportunity and coordinate the item's removal where appropriate.
2. Left belongings can also be reported through the Street Care contact telephone number:  0300 123 7026	This enables the removal of any abandoned items within the city where it is appropriate to do so.

### Approximate response time:

- Officer Available: Within one hour
- Officer unavailable: 48 hours

## Reporting cycling in pedestrianised areas

Cycling is allowed in the pedestrianised areas of Chester City Centre but is prohibited during pedestrianised hours in areas, such as Bridge Street, Watergate Street, Eastgate Street and Northgate Street. Where individuals cycling through these areas are considered to be putting members of the public at a significant risk of harm, Cheshire Police and its partners may take action to address the behaviour.

Examples of this are where groups or individuals are cycling through the city at a substantial speed or are using bicycles in a reckless or dangerous manner.

Action sought	Explanation of action
<p>1. Immediately use CABC Co-sign to alert CCTV operators of incident.</p>	<p>Reporting via CABC Co-sign will enable CCTV operators to locate individuals where they can then gather evidence of any offences and share information with operational officers in the City who can respond and provide support. CCTV operators will also log the incident on their database so that problem areas or re-occurring issues can be raised for problem solving.</p> <p>If an officer is available at the time of the report, they will engage with the cyclist and consider appropriate measures, which may include enforcement.</p> <p>If an officer is not available at the time of the report the information may be shared with the Chester Problem Solving Group to identify trends in ASB. Depending on the severity of the incident, retrospective action may also be sought.</p>
<p>2. Use Cheshire Police Website or call 101 to report the incident.</p> <p><a href="http://www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/">www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</a></p>	<p>In the case of more <b>serious incidents</b>, businesses should look to make an official complaint to the Police, even if the matter has been dealt with by officers. This enables:</p> <ul style="list-style-type: none"> <li>- The Police and its partners to gather evidence for more robust outcomes.</li> <li>- May enable the Police and its partners to exclude problem individuals from prescribed areas.</li> <li>- The Police to evidence the impact of these behaviours on potential witnesses and victims, which is required for Court interventions.</li> </ul>

### Approximate response time:

- Officer available: as soon as possible
- Officer unavailable: Depending on Police assessment, within 24 hours

## Reporting littering

Dropping litter anywhere is prohibited under Section 87 of the Environmental Protection Act 1990. Anyone observed littering, is committing a criminal offence and as a result could be issued with a Fixed Penalty Notice (FPN), or even prosecuted in court.

Protecting Chester City Centre from littering is vital to maintaining footfall and encouraging tourism.

Action sought	Explanation of action
<p>1. If you observe an individual or group dropping litter, please advise CCTV via CABC Co-sign as soon as possible.</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>- Location</li> <li>- Description of individuals</li> <li>- Details of incident</li> <li>- Any other concerns</li> </ul>	<p>Reporting via CABC Co-sign will enable CCTV operators to locate individual(s) where they can then gather evidence of any offences and share information with operational officers in the City who can respond and provide support. CCTV operators will also log the incident on their database so that problem areas or re-occurring issues can be raised for problem solving.</p> <p>If an officer is available at the time of the report, they will attend the area and where there is sufficient evidence, consider enforcement action.</p> <p>If an officer is not available at the time of the report, images will be shared by the CCTV operator and retrospective enforcement considered where the individual(s) can be identified.</p>
<p>2. To report littering for retrospective clearing, please report via the Cheshire West and Chester app, under the 'street cleaning' heading.</p>	<p>Reporting littering will enable us to locate and remove any litter deposited in a public area.</p>

### Approximate response time:

- Officer available: as soon as possible
- Officer unavailable: up to five working days

## Reporting anti-social behaviour / public order issues

Anti-social behaviour (ASB) is categorised as any behaviour that could reasonably cause harassment, alarm or distress to a group or individual. Public Order offences are defined as crime which involves acts or threats of violence or harassment towards someone else in a public place.

An example of ASB that would fit into this category would be a group of youths verbally abusing members of the public or using threatening behaviour.

Action sought	Explanation of action
<p>1. If there is an immediate threat to life or property, phone <b>999</b></p> <p>If not, refer to point 2.</p>	<p>For serious incidents that require an immediate Police response, you should phone <b>999</b> so that the incident can be reviewed by decision makers within the force control room immediately.</p>
<p>2. Use CABC Co-sign to alert CCTV operators of the issue/behaviour.</p> <p>Provide:</p> <ul style="list-style-type: none"> <li>- Location</li> <li>- Description of individuals</li> <li>- Details of issue/behaviour</li> <li>- Any other concerns</li> </ul> <p><b>(Also follow process in Step 3 where incidents have not been reported via 999</b></p>	<p>Reporting via Co-sign will enable CCTV operators to locate the individuals associated with the incident where they can then gather evidence of any offences and share information with operational officers in the City who can respond and provide support.</p> <p>If an officer is available at the time of the report, they will attend the area and disrupt any anti-social behaviour and consider appropriate outcomes for the situation.</p> <p>In all cases at the time of the report, please proceed to <b>step 3</b> as this will enable officers to review the situation, using CCTV, retrospectively.</p>
<p>3. Use Cheshire Police Website or call <b>101</b> to report the incident.</p> <p><a href="http://www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/">www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</a></p>	<p>Businesses should <b>always</b> make an official complaint to the Police about ASB or Public Order, even if the matter has been dealt with by officers. This enables:</p> <ul style="list-style-type: none"> <li>- The police and its partners to gather evidence</li> <li>- May enable the Police and its partners to exclude problem individuals from areas</li> <li>- The Police to evidence the impact of these behaviours on potential witnesses and victims, which is required for Court interventions.</li> </ul>

### Approximate response time:

- Officer available: as soon as possible
- Officer unavailable: Depending on Police assessment, within 24 hours

## Reporting drug use or dealing

If you believe someone is taking or dealing illegal drugs in the City Centre, please follow this process to aid Cheshire Police, Cheshire West and Chester and their partners in gathering evidence and deterring anti-social behaviour.

Action sought	Explanation of action
<p>1. Use CABC Co-sign to alert CCTV operators of drug use and dealing in progress.</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>- Location</li> <li>- Description of individuals</li> <li>- Details of incident</li> <li>- Any other concerns</li> </ul>	<p>Reporting via CABC Co-sign will enable CCTV operators to locate individual(s) where they can then gather evidence of any offences and share information with operational officers in the City who can respond and provide support. CCTV operators will also log the incident on their database so that problem areas or re-occurring issues can be raised for problem solving.</p> <p>If an officer is available at the time of the report, they will attend the location and deal with the incident appropriately.</p> <p>If an officer is not available at the time of the report CCTV will make any footage available for Cheshire Police to review retrospectively.</p>
<p>2. Call <b>999</b> if drug use or dealing is in progress or contact Cheshire Police Website or call 101 to report the incident retrospectively.</p> <p><a href="http://www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/">www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</a></p> <p>If you wish to provide information anonymously, you can do this via Crimestoppers:</p> <p><a href="http://www.crimestoppers-uk.org">www.crimestoppers-uk.org</a></p> <p>Telephone: 0800 555111</p>	<p>Businesses should <b>always</b> make an official complaint to the Police about drug use and dealing, even if the matter has been dealt with by officers. This enables:</p> <ul style="list-style-type: none"> <li>- The Police and its partners to gather evidence for more robust outcomes</li> <li>- May enable the Police and its partners to exclude problem individuals from areas</li> <li>- The Police to evidence the impact of these behaviours on potential witnesses and victims, which is required for Court interventions.</li> </ul>

### Approximate response time:

- Officer available: as soon as possible
- Officer unavailable: Depending on Police assessment, within 24 hours

## Reporting shoplifting

Dealing with shoplifting in Chester City Centre requires a consistent partnership approach between businesses, Cheshire Police, Chester Against Business Crime (CABC) and Cheshire West and Chester Council. To make sure this takes place, the following steps should be taken to report any incidents of shoplifting.

Action sought	Explanation of action
<p>1. Use CABC Co-sign to alert CCTV operators of a shoplifting incident.</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>- Location</li> <li>- Description of individuals</li> <li>- Details of incident</li> <li>- Details of what has been taken</li> <li>- Any other concerns</li> </ul> <p>(If possible, please notify operators before the individual leaves the premises, so that exit points can be monitored)</p>	<p>Reporting via CABC Co-sign will enable CCTV operators to locate individual(s) where they can then gather evidence of any offences and share information with operational officers in the City who can respond and provide support. CCTV operators will also log the incident on their database so that problem areas or re-occurring issues can be raised for problem solving.</p> <p>If an officer is available at the time of the report, they will attend and support with retrieving stolen goods where possible.</p> <p>If an officer is not available at the time of the report the incident will be logged and any evidence shared with Cheshire Police.</p>
<p>2. If shoplifting is in progress, call <b>999</b> to report to Cheshire Police.</p> <p>To report shoplifting retrospectively, please contact Cheshire Police on either their website or call <b>101</b> to report the incident.</p> <p><a href="http://www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/">www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</a></p>	<p>Businesses should always make an official report to the Police about Shoplifting, even if the matter has been dealt with by officers. This enables:</p> <ul style="list-style-type: none"> <li>- The Police and its partners to gather evidence for more robust outcomes</li> <li>- May enable the Police and its partners to exclude problem individuals from areas</li> <li>- The Police to evidence the impact of these behaviours on potential witnesses and victims, which is required for court interventions.</li> </ul>
<p>3. Report the theft to Chester Against Business Crime (CABC) through their DISC system*</p> <p><a href="http://www.disc-net.org/chester">www.disc-net.org/chester</a></p> <p>*All businesses with CABC radios will also have access to CABC's DISC system</p>	<p>CABC DISC system is a platform used to circulate information on known shoplifters operating in the area. CABC work in collaboration with Cheshire Police and its partners to address shoplifting and they regularly collect and share information on business crime with its members. CABC can also work with Cheshire Police to issue an exclusion order, banning individuals from certain premises.</p>

### Approximate response time:

- Officer available: as soon as possible
- Officer unavailable: Depending on Police assessment, within 24 hours



## Reporting begging and individuals sat in doorways

Cheshire West and Chester Council and its partners are fully committed to supporting individuals who are homeless and regularly conduct extensive outreach to encourage individuals to engage with services and access accommodation. Please see step 3 for advice on how to make referrals for anybody you believe may be rough sleeping.

Begging is an activity where individuals attempt to gain donations from members of the public. This is an activity that can have an impact on our city centre and may deter visitors and therefore reduce footfall. Examples of begging include approaching people and directly asking for donations or using a receptacle to collect donations. Busking is not begging, for issues associated with busking, please refer to the busking guidance document.

Action sought	Explanation of action
<p>1. Use CABC Co-sign to alert CCTV operators when begging is in progress.</p>	<p>Reporting via CABC Co-sign will enable CCTV operators to locate the individuals and gather evidence of any offences. The operators can also share information with operational officers in the City who can respond and provide support. They will also log the incident on their database so that problem areas or re-occurring issues can be raised for problem solving.</p> <p>If an officer is available at the time of the report, they will engage and disrupt the behaviour and consider other appropriate measures.</p> <p>If an officer is not available at the time of the report, please go straight to <b>step 2</b>.</p>
<p>2. Use Cheshire Police Website or call <b>101</b> to report the incident.</p> <p><a href="http://www.cheshire.police.uk/ro/report/or/af/how-to-report-a-crime/">www.cheshire.police.uk/ro/report/or/af/how-to-report-a-crime/</a></p>	<p>Businesses should make an official complaint to the Police about begging, even if the matter has been dealt with by officers. This enables:</p> <ul style="list-style-type: none"> <li>- The police and its partners to gather evidence for more robust outcomes.</li> <li>- May enable the Police and its partners to exclude problem individuals from prescribed areas.</li> <li>- The Police to evidence the impact of these behaviours on potential witnesses and victims, which is required for Court interventions.</li> </ul>
<p>3. If you have concerns around the welfare of a person who you believe is homeless, you can make a referral to ForFutures via telephone on 0300 123 2442 or email via <a href="mailto:hello@forfutures.co.uk">hello@forfutures.co.uk</a></p>	<p>ForFutures is Cheshire West and Chester's contracted provider of support and accommodation for individuals who are homeless. They conduct frequent outreach patrols in town and city centres across the borough to encourage individuals to engage with the appropriate services.</p> <p>ForFutures and the Council operate a Severe Weather Emergency Protocol (SWEPE) for when severe weather is forecast or the temperature is anticipated to fall below 0°C, this is where all individuals who are rough sleeping will be temporarily housed in emergency accommodation.</p>

### Approximate response time:

- Officer available: within one hour (Excluding Outreach)
- Officer unavailable: Depending on Police assessment, within 24 hours

## Reporting fly-tipping

Fly-tipping is simply the illegal disposition of any domestic or commercial waste, contrary to Section 33 of the Environmental Protection Act 1990. All businesses and residents have a 'Duty of care' over any waste they produce to ensure that it is stored securely and disposed of correctly, which for businesses must be done via documented means of disposal, as required by Section 34 of the Environmental Protection Act 1990.

Any fly tipped waste is likely to be significantly detrimental to the city, as it attracts pests (which can then enter nearby premises), it can be a source of fuel for fire, and it also negatively impact the cities visual appeal and therefore opportunities for businesses to generate revenue.

Businesses can only place commercial waste out for the purpose of collection on the highway between 08:30 – 10:30am daily. If you require any help, guidance, or support with business waste related issues, please contact [regulatoryServices@cheshirewestandchester.gov.uk](mailto:regulatoryServices@cheshirewestandchester.gov.uk)

Action sought	Explanation of action
<p>1. If fly-tipping is in progress, use CABC Co-sign to alert CCTV operators of the incident.</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>- Location</li> <li>- Description of individuals</li> <li>- Details of incident</li> <li>- Any other concerns</li> </ul> <p>If it is not in progress, please proceed to <b>step 2</b></p>	<p>Reporting via CABC Co-sign will enable CCTV operators to locate individual(s) where they can then gather evidence of any offences and share information with operational officers in the city who can respond and provide support.</p> <p>If an officer is available at the time of the report, they will attend the area and make enquiries in relation to the reported offence.</p> <p>If an officer is not available at the time of the report details of the incident will be shared with Cheshire West and Chester Council and retrospective enforcement will be sought where appropriate.</p>
<p>2. If the fly-tipping has already taken place, please report the issue to Cheshire West and Chester Council via the Council's app or website.</p> <p><a href="http://www.cheshirewestandchester.gov.uk/residents/contact-us/report-it/fly-tipping.aspx">www.cheshirewestandchester.gov.uk/residents/contact-us/report-it/fly-tipping.aspx</a></p>	<p>Reporting through this method will allow officers from Cheshire West and Chester to coordinate cleansing whilst also investigate, gather evidence and deliver enforcement action where appropriate.</p>

**Approximate response time:**

- Officer available: as soon as possible
- Officer unavailable: five working days

## Reporting smoking on the Rows

Smoking cigarettes or other lit articles on Chester Rows is strictly prohibited, not only because of Chester Rows vulnerability to fire, but also because it is a criminal offence contrary to Section 7 of the Health Act 2006 as the rows are a 'substantially enclosed' structure under the Act. Anyone who smokes on the Rows, including on the steps, is committing a criminal offence and may be liable for a Fixed Penalty Notice (FPN) or even prosecution in court. Vaping is not considered to be smoke and therefore isn't covered by this legislation.

Action sought	Explanation of action
<p>1. Use CABC Co-sign radio to alert CCTV operators of a person smoking on the Rows.</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>- Location</li> <li>- Description of individuals</li> <li>- Details of incident</li> <li>- Any other concerns</li> </ul>	<p>Reporting via CABC Co-sign will enable CCTV operators to locate individual(s) where they can then gather evidence of any offences and share information with operational officers in the City who can respond and provide support. CCTV operators will also log the incident on their database so that problem areas or re-occurring issues can be raised for problem solving.</p> <p>If an officer is available at the time of the report, they will attend the area and where there is sufficient evidence, consider enforcement action.</p> <p>If an officer is not available at the time of the report, images will be shared by the CCTV operator and retrospective enforcement considered where the individual(s) can be identified.</p>

If you have concerns about areas where people are smoking where they are prohibited from doing so, you can contact us confidentially on 01244 973708 or email us at [regulatoryservices@cheshirewestandchester.gov.uk](mailto:regulatoryservices@cheshirewestandchester.gov.uk)

### Approximate response time:

- Officer available: as soon as possible
- Officer unavailable: up to five working days

## Reporting business waste issues

Correct storage of business waste is an essential element of protecting the city centre from pests and other environmental nuisances. All businesses are required to maintain a valid business waste contract from a licensed waste carrier to ensure, and if necessary prove, that all waste has been disposed of correctly. Businesses must retain all 'Waste Transfer Notes' (receipts for waste) for a minimum period of two years from the date of collection.

Businesses have a 'Duty of care' over any waste they produce, no matter how small, to ensure that it is stored securely and disposed of correctly, under Section 34 of the Environmental Protection Act 1990.

Commercial waste contracts that operate on a bag collection basis, can only be placed out on the kerbside for the purpose of collection, between 08:30 – 10:30am within Chester City Centre each day. Should any waste contractor fail to collect these bags within this allotted time, then the business who produced the waste must collect it from the kerbside and return them to within their premises until the following day, as the city becomes pedestrianised after this time and contractors cannot enter.

Waste must never be left out overnight, as this not only an offence and can attract pests, but it has also previously been a fuel source for fires within the city.

Action sought	Explanation of action
<p>1. Report any issues with business waste to Cheshire West and Chester Regulatory Services via email:</p> <p><a href="mailto:regulatoryservices@cheshirewestandchester.gov.uk">regulatoryservices@cheshirewestandchester.gov.uk</a></p> <p>Or via telephone:</p> <p>01244 973708 (between 10am and 4pm, Mon – Fri)</p>	<p>Reporting business waste issues to Cheshire West and Chester Council allows officers to investigate and address any issues or concerns relating to waste, which therefore protects the city centre environment.</p>

### Approximate response time:

- Officer available: -Up to five working days

## Reporting graffiti / vandalism

Graffiti / vandalism is an act of unlawful defacement of property. This can include (but is not limited to): Defacement by use of spray paints / pens / engraving or physical damage to structures.

Action sought	Explanation of action
<p>1. If Graffiti / Vandalism is in progress, use CABG Co-sign to alert CCTV operators of the incident.</p> <p>Provide:</p> <ul style="list-style-type: none"> <li>- Location</li> <li>- Description of individuals</li> <li>- Details of incident</li> <li>- Any other concerns</li> </ul>	<p>Reporting via CABG Co-sign will enable CCTV operators to locate the individual(s) and gather evidence of any offences. CCTV operators can also share information with operational officers in the City, who can respond and provide support. They will also ensure that the incident is logged on the CCTV database, so that areas with re-occurring issues can be raised for problem solving.</p> <p>If an officer is available at the time of the report, they will attend the area and disrupt the behaviour. They will also gather evidence of any offences and their impact to enable them to use enforcement action where appropriate. This may include Individuals to being moved from the city, Fixed Penalty Notices being issued, Community Protection Notices being served, or prosecution in court.</p> <p>If an officer is not available at the time of the report details of the incident will be shared with the Partnership Anti-Social Behaviour Team by the CCTV operators for review and retrospective interventions where appropriate.</p>
<p>2. You can report graffiti for investigation and removal to the Council by email to <a href="mailto:ASBUnitChesterandRuralWest@cheshirewestandchester.gov.uk">ASBUnitChesterandRuralWest@cheshirewestandchester.gov.uk</a> (please provide images and a detailed location where possible).</p> <p>Alternatively you report via the Council smart phone App or via telephone on: 0300 123 8123</p>	<p>Reporting graffiti / vandalism to the Council enables Council Officers to coordinate the removal of graffiti's or organise repairs.</p>
<p>3. If criminal damage has occurred or any graffiti is offensive or could be associated with a hate crime, please report this to Cheshire Police via their website (link below) or call 101.</p> <p><a href="http://www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/">www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</a></p>	<p>Businesses should make an official complaint to the Police about vandalism or graffiti this enables:</p> <ul style="list-style-type: none"> <li>- The Police and its partners to gather evidence and investigate offences for prosecution purposes.</li> <li>- Link any hate based content or extremist views to individuals.</li> <li>- Develop a local understand of crime for targeted interventions.</li> <li>- To evidence the impact of these behaviours on potential witnesses and victims, which is often required for Court interventions.</li> </ul>

### Approximate response time:

- Officer available: as soon as possible.
- Officer unavailable: up to five working days for review.

## Reporting issues with street trading

Street Trading in Chester involves several different activities including licensed street trading, peddling, periodical sales and charitable collections. Each of these types of trading have set guidance and limitations. If you have concerns or are experiencing issues with street trading, please follow the actions below.

Action sought	Explanation of action
<p>1. Use CABC Co-sign to alert CCTV operators of issues with street trading</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>- Location</li> <li>- Description of individuals</li> <li>- Details of incident</li> <li>- Any other concerns</li> </ul>	<p>Reporting via CABC Co-sign will enable CCTV operators to locate individual(s) where they can then gather evidence of any offences and share information with operational officers in the City who can respond and provide support. CCTV operators will also log the incident on their database so that problem areas or re-occurring issues can be raised for problem solving.</p> <p>If an officer is available at the time of the report, they will attend the area and engage with the street trader.</p> <p>If an officer is not available at the time of the report, CCTV will share information with Cheshire West and Chester Council for potential retrospective enforcement.</p>
<p>2. If you suspect someone or a business is offering items for sale on the High Street without a license, please contact Cheshire West and Chester's Licensing Enforcement Duty Officer either by email:</p> <p><a href="mailto:ledo@cheshirewestandchester.gov.uk">ledo@cheshirewestandchester.gov.uk</a></p> <p>Or telephone: 0300 123 7737</p>	<p>Reporting suspected illegal street trading allows Cheshire West and Chester Council to protect members of the public from being exploited by potentially unlicensed/illegal activities.</p>

### Approximate response time:

- Officer available: as soon as possible
- Officer unavailable: five working days

## Reporting busking

'Busking' means music, dance, street theatre, performance and art offered live in public spaces. It is about entertaining and interacting with members of the public - usually to receive a voluntary contribution. We ask that businesses and residents respect the right of people to perform in public spaces; however, where an act has a persistent detrimental impact, we will first work to address this collaboratively, using relevant legislation as a last resort if other avenues fail.

For the most recent guide to busking in Chester City Centre, please enter check the Cheshire West and Chester Website.

Action sought	Explanation of action
<p>1. If you feel that a performance has an adverse impact on your business, you can replicate the test the Council will do to determine whether a performance is too loud by closing your front door and speaking to a colleague or customer; if you have to raise your voice to have this conversation with the door closed then the performance is likely to be too loud. In the first instance you can attempt to resolve this matter informally by talking with the busker, we would advise that you wait for a suitable break in the performance before approaching them. If this does not resolve the issue, move to step 2.</p> <p>Alternatively if a busker isn't too loud, but they haven't moved in the last two hours, move to step 2.</p>	<p>To build positive relationships between businesses and buskers in Chester, it is to talk with them first and look at enforcement as a last step in dealing with issues.</p>
<p>2. Use CABC Co-sign to alert CCTV operators of any issues with busking.</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>- Location</li> <li>- Description of individuals</li> <li>- Details of issue</li> <li>- Any other concerns</li> </ul>	<p>Reporting via CABC Co-sign will enable CCTV operators to locate the issue and share information with operational officers in the City who can respond and provide support. CCTV operators will also log the incident on their database so that problem areas or re-occurring issues can be raised for problem solving.</p> <p>If an officer is available to attend, they will take a view on whether the busker is causing a negative impact. They will talk to the busker and the complainant educating them about the law, the Guide to Busking, and next steps. If there is no negative impact, the complainant will be informed of the officer decision and no further action will be taken at the time.</p> <p>If an officer is not available at the time of the report CCTV will log details and share any information with Cheshire West Chester Regulatory Services. If you are unable to report via Co-Sign radio, please report the issue via the contact details contained within step 3.</p>
<p>3. If there are consistent issues around busking in a specific area or with a specific individual, please also report the issue to Regulatory Services on:</p> <p><a href="mailto:RegulatoryServices@cheshirewestandchester.gov.uk">RegulatoryServices@cheshirewestandchester.gov.uk</a></p>	<p>Reporting consistent issues to Regulatory Services allows officers to investigate problem areas and engage with buskers pro-actively to resolve any complaints.</p>

### Approximate response time:

- Officer available: as soon as possible.
- Officer unavailable: up to five working days for review.

## Reporting intoxication in the city

Chester City Centre is covered by a Public Space Protection Order (PSPO) which prohibits the consumption of alcohol in the public spaces (excluding licensed dining areas), in addition to several other defined Anti-Social Behaviours (ASB). This process is relevant to individuals who are likely to be intoxicated by alcohol / drugs.

Action sought	Explanation of action
<p>1. If the intoxicated individual is unconscious or if you have immediate concerns for their wellbeing, call <b>999</b> to request immediate medical support in an emergency.</p> <p>If the individual doesn't appear to require medical assistance, please proceed to step 2.</p>	<p>Where individuals are visibly in need of immediate medical assistance, we must ensure that their wellbeing is safeguarded as a priority.</p>
<p>2. Use CABC Co-sign to alert CCTV operators of the individual / incident.</p>	<p>Reporting via CABC Co-sign will enable CCTV operators to locate the individual(s) and gather evidence of any relevant offences</p> <p>CCTV operators share information with operational officers in the City who can respond to incidents and provide support. CCTV operators will also log the incident on their database so that problem areas or re-occurring issues can be raised for problem solving.</p> <p>If an officer is available at the time of the report, they will attend the area and disrupt any ASB. They will then gather / review any relevant evidence of Anti-Social Behaviour and consider relevant interventions, which may include dispersal, prosecution or arrest.</p> <p>If an officer is not available at the time of the report, details of the incident will be recorded on CCTV systems and shared with partners for retrospective interventions / problem solving areas.</p>
<p>3. If the incident is relating to suspected use or dealing of illegal substances (drugs), call Cheshire Police on <b>999</b> if the crime is in progress or if someone is in immediate danger.</p> <p>Or report the incident via the Cheshire Police Website or call <b>101</b> to report the incident retrospectively.</p> <p><a href="http://www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/">www.cheshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/</a></p>	<p>Businesses should report if drug activity or dealing is taking place as it enables the Police Force Control Centre to consider allocating resources to address drug associated behaviour.</p> <p>Businesses should still make an official complaint to the Police if drug associated behaviour is observed in the city, even if the matter has been dealt with by officers under step 2.</p> <p>This enables:</p> <ul style="list-style-type: none"> <li>- The police and its partners to gather evidence for more robust outcomes</li> <li>- May enable the Police and its partners to exclude problem individuals from areas</li> <li>- The Police to evidence the impact of these behaviours on potential witnesses and victims, which is required for Court interventions.</li> </ul>

### Approximate response time:

- Officer available: as soon as possible.
- Officer unavailable: up to five working days for review.



## Reporting urination and defecation

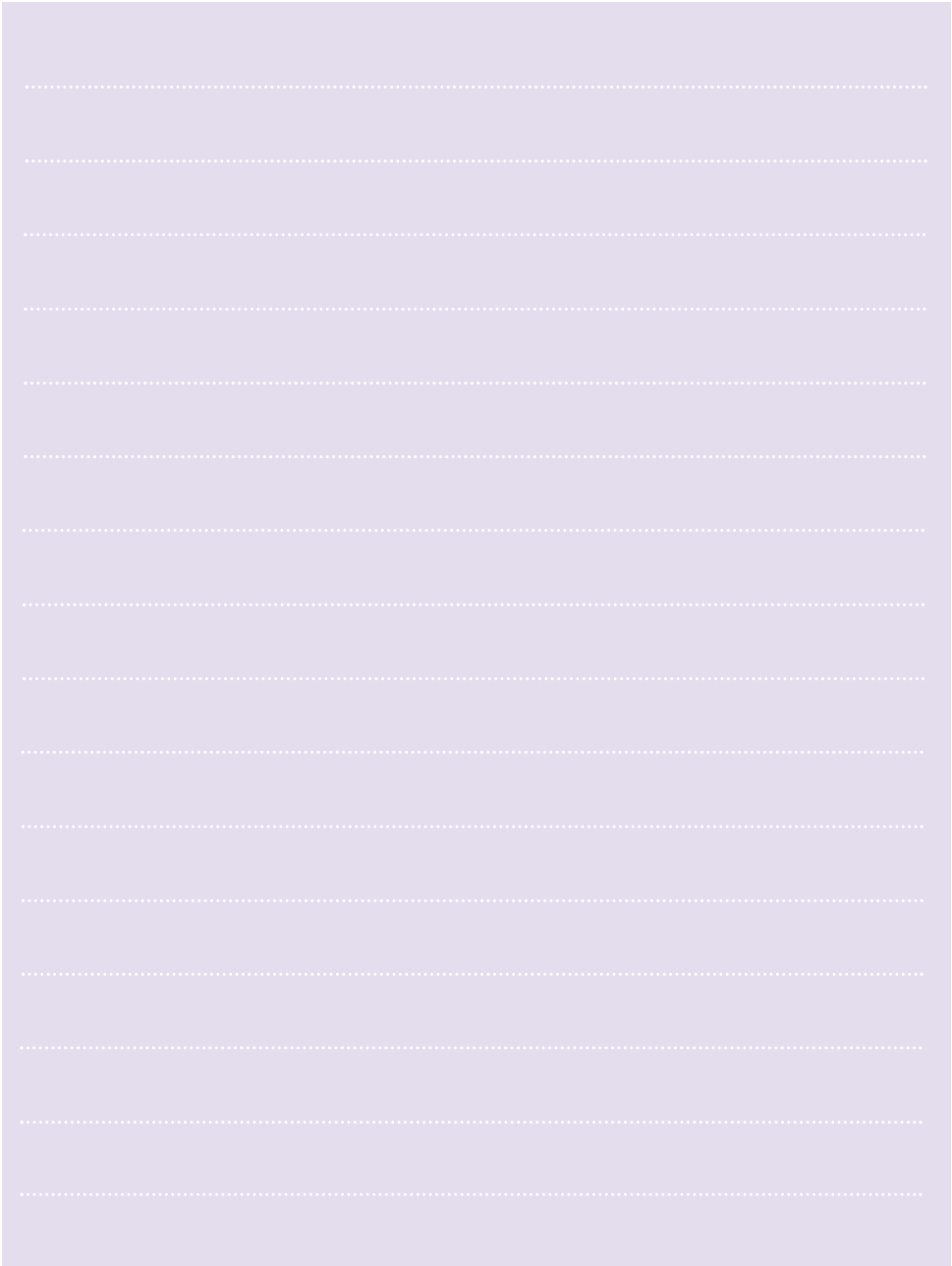
Urination and defecation are considered to be anti-social behaviour (ASB) and prohibited under the Public Space Protection Order (PSPO) for Chester City Centre. Some areas of Chester City Centre are particularly vulnerable to urination and defecation such as The Rows, as fluids can become ingrained within the materials, causing unpleasant odours which may deter visitors from the area and can, in some cases, even penetrate businesses below.

Action sought	Explanation of action
<p>1. Use CABC Co-sign to alert CCTV operators of urination/defecation in progress</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>- Location</li> <li>- Description of individuals</li> <li>- Details of incident</li> <li>- Any other concerns</li> </ul> <p>Please follow step 2 in all cases to ensure the area is cleansed</p>	<p>Reporting via CABC Co-sign will enable CCTV operators to locate incident where they can then gather evidence of any offences and share information with operational officers in the City who can respond and provide support. CCTV operators will also log the incident on their database so that problem areas or re-occurring issues can be raised for problem solving.</p> <p>If an officer is available at the time of the report and the offence was captured on the Council's CCTV, they will attend the area and deal with the incident appropriately.</p> <p>If an officer is not available at the time of the report any evidence will be reviewed retrospectively and enforcement action will be considered wherever possible.</p>
<p>2. Use the Cheshire West and Chester App or Website to report for cleansing.</p>	<p>When using the Council's app or website, under the category of "glass, drugs or bodily fluids" and then under the subheading "bodily fluids". Please ensure you include full details of the location and pictures wherever possible, as this enables operators to locate the exact area.</p>
<p>3. Retrospective incidents</p>	<p>Incidents which can be evidenced retrospectively, such as those captured on a business' CCTV, can be reported to the council by e-mailing:</p> <p><b>ASBUnitChesterRuralWest@cheshirewestandchester.gov.uk</b></p>

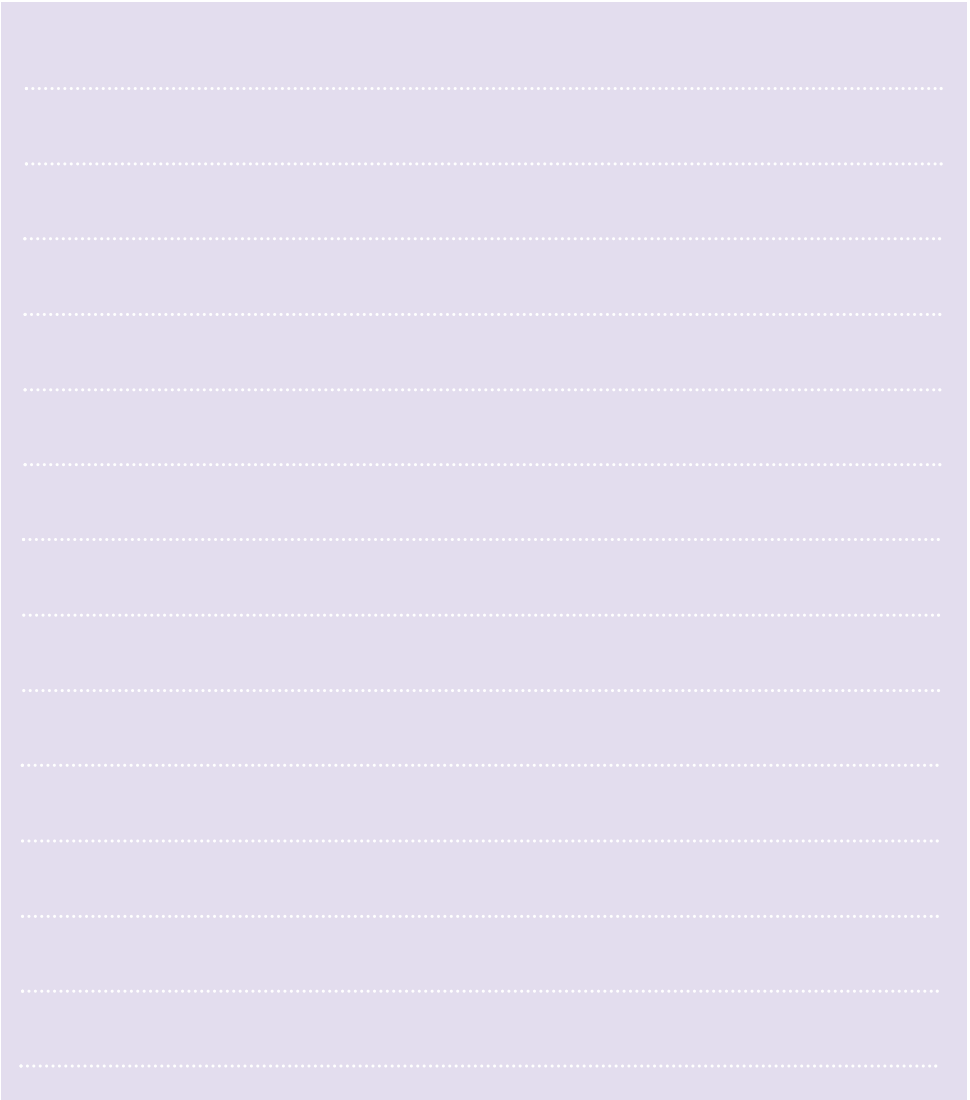
### Approximate response time:

- Officer available: as soon as possible.
- Officer unavailable: up to five working days for review.

## Notes

A large purple rectangular area containing horizontal dotted lines for writing notes. The lines are evenly spaced and extend across the width of the purple area.

## Notes



**Note:**

We also need to consider out of hours, non Co-sign reporting for this when we meet on Thursday as the mailbox isn't staffed over weekends

## Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at:

**[equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk)**

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**Tel:** 0300 123 8 123 **Textphone:** 18001 01606 275757

**email:** [equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk)

**web:** [www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk)