

## **Reporting an incident to the Police.**

Although the police may not be able to respond immediately to your Concerns, it is important to contact them as they target their resources to address need; if they don't have reports of incidents they are unlikely to be able to target resources to address them.

You should always call 999 if you or someone else is in immediate danger, or if the crime or Anti-social behaviour incident is in progress, otherwise please call the police on 101.

Anti-social behaviour is a broad term used to describe the day-to-day incidents of crime nuisance and disorder that make many people's lives a misery.

Anti-social behaviour can involve damage to property, public drunkenness or aggressive dogs, noisy or abusive people, including those who may be hiring boats on the canal. Such a wide range of behaviours means that responsibility for dealing with anti-social behaviour is shared between a number of agencies, particularly the police and council.

Non urgent crimes/incidents can also be reported online:

### **Avon & Somerset Police:**

<https://www.avonandsomerset.police.uk/report>

### **Wiltshire Police:**

<https://external.wiltshire.police.uk/minorcrime/>

## **Reporting an incident to the local authority.**

Some incidents related to the environment, such as noise or air pollution, litter and graffiti, dogs, and some anti-social behaviour (ASB), need to be reported to the local authority.

It's important that you provide as much detail as possible when you report an incident (see below).

### **Wiltshire Council:**

Customer Services 0300 456 0100

### **B&NES Council:**

Council Connect 01225 394041 (Out of hours 01225 477477)

When reporting incidents make sure that you provide the following:

- Date and time of incident
- Location of the incident
- Details of the incident
- Details of anyone involved - personal description, and the boat name and number if appropriate.
- Secure any evidence, names of any other witnesses, photographs/recordings etc.

### **1. Pass Moored Craft Slowly.**

Travelling at speed can pull mooring pins out of the ground, knock things off shelves and even cause small children to fall over. If you're travelling at anything more than walking pace, you are probably going too fast.

### **2. Don't drink and drive.**

It's that simple. Anyone who is going to be steering the boat, mooring up or operating locks must stay sober. Canals are not risk-free and the risks increase greatly when people consume alcohol. If you are involved in an accident/incident and under the influence of alcohol this may lead to prosecution by the police.

### **3. Keep the noise down.**

If you want to play music or sit up late chatting, then moor up well away from everyone else so that you don't disturb other people. If you are moored up near other boats or houses, keep all noise, including running the generator, to an absolute minimum

### **4. Behave safely on your boat.**

For example to get from one end of the boat to the other, always go inside the boat. Never run on the roof or walk along the sides. Do not jump into the canal from boats, or climb back on near the rear with the engine running.

### **5. Avoid collisions.**

Always slow down for bends, bridges and tunnels. Always pass to the right hand side of oncoming craft. If you are heading for another boat, correct your course, put the boat into reverse to avoid an impact and then correct your course again as you move forward.

### **6. Use locks carefully.**

Take your time – and keep an eye out for problems. Enter and leave slowly so bumps are less likely to cause damage. Always have a competent person on board while the boat's in the lock. Keep your boat well away from the gates and cill (look for the marker on the stonework at the lock). Boats tend to bang about when water flows in and out of a lock – stay alert. Please read the full advice on using locks in the Boaters Handbook ([link on front of this leaflet](#)).

### **7. Be considerate.**

Most members of the canal community are offended by shouting, swearing, nudity and loud music. There is no place for these on the canal. The police may well take action if such reports are received, and they will work with The Canal & River Trust, and Hire Companies to identify and deal with offenders. Always keep your rubbish on the boat until it can be disposed of properly.

**8. Don't disturb others.**

Between 8pm and 8am don't use any electricity generator, including the Boat's engine, at any mooring along the Waterway unless you are moored in isolation, out of earshot of other people.

