

## Young People - You Said We Did (YSWD) Event 2010

Young people Issues	Suggested / Agreed Agency	Feedback on Actions / Comments
<b>Paignton Community College</b>		
Parks, Victoria, St.Michael's <ul style="list-style-type: none"> <li>• Fallen into disrepair</li> <li>• Poor lighting</li> <li>• Graffiti / Drinking</li> </ul>	Safer Communities Torbay, Torbay Council / Police	Victoria Park - To be addressed in the ASB & Confidence Project – Intergeneration work.  St Michaels Playground has recently had substantial investment with a New Multi Games Play Area. The new ball court area was funded as part of the playbuilder project. A new group associated with St Michael's play area has formed who are looking at funding for further improvements to the park.
Nothing to do in Paignton	Police / Youth Service	Torbay Youth Services has produced a youth activity guide for Paignton this will be displayed on notice boards in Paignton Community College's and South Devon College libraries to attract attention. You can also find out about other activities around the bay at <a href="http://www.my-bay.info/">http://www.my-bay.info/</a>
Transport too expensive, finish's too early	Torbay Youth Services	The Popular Niterider scheme has been extended again for young people travelling in Torbay. The scheme offering discounted bus tickets to young people aged 16 - 19 has proved so popular that Stagecoach has agreed to extend it until further notice.  Niterider enables young people to travel anywhere in Torbay for £1 after 6pm until 10.30pm on any day of the week. The scheme was piloted in December when 2,000 young people took up the offer. Niterider was then extended until 1 May 2010 and will now continue past this date because of its popularity. Since the scheme was launched in excess of 7,000 passengers have used it.
Litter, makes the bay look ugly and run down, especially bad on bin days after collection.	Torbay Council	An assessment of the area will be undertaken to evaluate the type of litter and hence where it is being generated and appropriate action undertaken i.e. if this is generated from split bin bags property's will be targeted in the area, if takeaways or schools then they will be approached.  TOR2, the new joint venture company, took over the services previously delivered by Direct Services and Waste on Monday 19 July 2010. TOR2 is an innovative solution to the delivery of front line services as it is jointly owned by Torbay Council (20%) and May Gurney (80%). TOR2 will be based at Aspen Way, Tor Park Road and Borough Road. The company has taken over the operational delivery of the following services: <ul style="list-style-type: none"> <li>• Waste and recycling collections</li> <li>• Management of household waste and recycling centre and waste transfer stations</li> <li>• Maintenance of Torbay's highways, grounds, parks, car parks, buildings &amp; the council's vehicle fleet</li> <li>• Street and beach cleansing</li> <li>• Out of hours call centre support</li> </ul> The changes made will deliver savings of £10 million over a ten year contract and is expected to deliver significant improvements to service delivery. The initial improvements will be through the waste service, which is scheduled to be delivered by 6 September. For more information please visit <a href="http://www.torbay.gov.uk/wastesolutions">www.torbay.gov.uk/wastesolutions</a>

Dog Fouling in Paignton	Torbay council (Vicky Booty / Dog Wardens)	<p>Due to complaints from local residents about the amount of dog faeces in Torbay, in 2009 the council launched a highly controversial anti-fouling campaign which kicked off a long term programme of work to raise awareness about the health issues and penalties associated with dog fouling.</p> <p>The campaign included a hard-hitting poster which featured on bus shelters throughout Torbay, along with a thought provoking radio advertisement which highlighted that dog faeces can be potentially harmful to public health, and more specifically, the health of children. The advertising also highlighted that public litter bins in Torbay can be used to dispose of bagged dog faeces and also encouraged residents to report offenders to the council, to help the Dog Wardens target their patrols with a greater chance of catching offenders.</p> <p>Other work carried out by the council has included the introduction of 'Dog Watch' which involves putting up highly visible temporary signage in areas where dog fouling has become a problem. As well as the signage, Dog Watch areas are patrolled more regularly by Dog Wardens, and information cards are also delivered to nearby properties to encourage residents to report offenders to the council.</p> <p>In addition to the Dog Wardens, in Torbay a Fixed Penalty Notice of £75 for a dog fouling offence can now also be issued by a Street Warden or a Police Community Support Officer. Those who choose not to pay a Fixed Penalty Notice can be taken to court and the council has prosecuted 7 people in the last 12 months for dog fouling offences.</p> <p>The council has been very clear in its message that the majority of dog owners are incredibly responsible and it is a small number of people who consistently fail to clear up after their dog. Many people who choose not to pick up after their dog know that they are causing a nuisance to other people and know that they are committing an offence, which is why Torbay Council has responded to concerns raised by local people and taken such a tough stance on the issue.</p> <p>Although a lot of activities have been carried out to try and tackle this issue, dog fouling can still be found in our parks, on our streets and at our beaches so there is still a lot of work to do in Torbay to encourage everyone to report offenders to the council.</p> <p>In March 2010, Torbay was recognised as an area leading in the fight against fouling, and the council picked up two awards from the national clean up charity Keep Britain Tidy. The council won first place in the Preventative Approaches category at the Keep Britain Tidy Network Awards, and also received the Keep Britain Tidy Network Awards Overall Winner 2010.</p> <p>Dog fouling offenders can be reported in confidence to Torbay Council on telephone 01803 208091, email <a href="mailto:community.protection@torbay.gov.uk">community.protection@torbay.gov.uk</a> or by following the link online at <a href="http://www.torbay.gov.uk/dogfouling">www.torbay.gov.uk/dogfouling</a>.</p>
Street Begging	Safer Communities Torbay	<p>On going street begging initiative launched June 2009, which is a partnership approach to actively deal with aggressive street beggars. This is an ongoing initiative right across Torbay which has been highly successful. Initially around 6 -7 persons were identified as being persistent aggressive beggars, to date only one of those persons has now received an Anti Social Behaviour Order in relation to begging. Visit <a href="http://www.safercommunitiestorbay.org.uk/streetbegging.htm">www.safercommunitiestorbay.org.uk/streetbegging.htm</a></p>

Police in more areas, should patrol all parks & beaches	Police	At present the police have a Problem Solving Plan in place for Preston and Goodrington beaches in order to address issues of ASB, criminal damage and underage drinking. This means that if any reports come in from these areas they will be graded as a Prompt response. They also regularly carry out high visibility patrols along Paignton, Preston and Goodrington seafronts to offer reassurance to the public and liaise with council staff.
Anti-social Driving, Speeding	Police	Operation Hawshead started in response to you the public raising concerns during the "You Said, We Did" 2009 events. It saw successes with regards to enforcement on anti social driving and speeding at the end of 2009. The Police have also held a dedicated operation using automatic number plate recognisers where they have again enforced those committing traffic offences. Police will continue to carry out these operations in response to public concerns raised during "You Said, We Did" 2010 Events.
Aged 16 you are classed as an adult when paying for activities or transport, too expensive as usually in full time education.	Torbay Youth Service	<p>The Popular Niterider scheme has been extended again for young people travelling in Torbay. The scheme offering discounted bus tickets to young people aged 16 - 19 has proved so popular that Stagecoach has agreed to extend it until further notice.</p> <p>Niterider enables young people to travel anywhere in Torbay for £1 after 6pm until 10.30pm on any day of the week. The scheme was piloted in December when 2,000 young people took up the offer. Niterider was then extended until 1 May 2010 and will now continue past this date because of its popularity. Since the scheme was launched in excess of 7,000 passengers have used it.</p>
More street wardens wanted in more areas	Torbay Council / Police	<p>Torbay Council Street Wardens work in the areas of highest need across Torbay and split their time between high visibility patrols of neighbourhoods and delivering key projects for their communities. Torbay Police Community Support Officers (PCSO's) are allocated to every neighbourhood, patrolling on foot to provide reassurance within the community and responding to local priorities in partnership with the council street wardens and other partner agencies. Current priorities include speeding and anti social behaviour.</p> <p>PCSO's undertake foot patrols on a daily basis, the Council Street Wardens work Monday to Friday, but will also work weekends and evenings if local projects require it. Such projects include: running events involving Junior Street Wardens; supporting the Stay Safe Project to tackle youth crime; and for community gatherings such as Halloween and Bonfire Night.</p> <p>Street Wardens and PCSO's are a community resource, so if a specific community wants them to work differently in their particular area, please let us know and we will do our best to accommodate the request</p>
<p>Shopping in Torbay</p> <ul style="list-style-type: none"> <li>• Too many Charity shops / betting shops</li> <li>• Not enough decent shops</li> <li>• Always have to travel to Plymouth or Exeter for shopping.</li> </ul>	Torbay Town Centres	<p>It has taken many years for Torbay to reach this level of decline it will take time to turn it around but positive steps are being taken to do so. Local people need to support local businesses to start the regeneration.</p> <p>Also see comments below regarding Torquay issues.</p>

<b>Brixham community College</b>		
Young people smoking near schools, in Parks and public places	Torbay Care trust	<p>Torbay Care Trust's Stop Smoking Service has a role to provide information and education on smoking.</p> <p>Unfortunately they cannot stop anyone smoking in a public place and it is not illegal for under 18's to be in possession of cigarettes, it is only illegal for them to buy them. They do however offer education and advice to enable young people to make an informed choice by :-</p> <ul style="list-style-type: none"> <li>• Giving smoking talks twice a year to year 6 pupils at the Junior Life Skills.</li> <li>• Giving talks at primary schools and secondary schools (including pupil referral units) across the bay, when requested.</li> <li>• A Stop Smoking Support Service is run at Paignton Community College (Tic Tac), twice a month.</li> <li>• Training up Stop Smoking Advisors to specifically support young people in schools and the Youth Service etc.</li> <li>• In the future they are looking to provide peer led stop smoking intervention in schools through the ASSIST program.</li> <li>• Talking to young people about the impact of their smoking on other people and the consequences of second-hand smoke.</li> </ul> <p>At the moment the Support Service does not tell young people where they can and cannot smoke because this could damage the relationship/trust They are trying to build with them.</p>
Dog Fouling in Brixham	Torbay Council	See Dog Fouling comment above
Police in more areas, should patrol all parks & beaches.	Police	<p>Members of the Neighbourhood Teams in Brixham, including Beat Managers, PCSO's, and Specials, regularly Police the Park areas of Brixham. Youngsters found in possession of alcohol are either taken home or seen with their parents at a later date and they are warned re their behaviour by letter. This has been a positive initiative and has seen good support from the parents.</p> <p>During the Summer months, Police work closely with the Council and harbourmasters and for the first time last year were involved in joint patrols aboard the Council's patrol boat 'Oscar 4' as part of Operation Sunnycroft. This involved Hi Visibility patrols of beaches as well as patrolling coastal areas advising youths against dangerous pastimes such as 'Tombstoning' and dealing with Anti Social Behaviour just off the beaches involving, for example, inconsiderate Jet Skiers.</p>
Transport too expensive, finishes too early.	Torbay Youth Services	<p>The Popular Niterider scheme has been extended again for young people travelling in Torbay. The scheme offering discounted bus tickets to young people aged 16 - 19 has proved so popular that Stagecoach has agreed to extend it until further notice.</p> <p>Niterider enables young people to travel anywhere in Torbay for £1 after 6pm until 10.30pm on any day of the week. The scheme was piloted in December when 2,000 young people took up the offer. Niterider was then extended until 1 May 2010 and will now continue past this date because of its popularity. Since the scheme was launched in excess of 7,000 passengers have used it.</p>
Litter, makes the bay look ugly and run down, especially bad on bin days after collection.	Torbay Council	See previous comment regarding town centre litter and the new TOR2 company

<p>Parks, St. Mary's, Astley, Furzeham</p> <ul style="list-style-type: none"> <li>• Fallen into disrepair</li> <li>• ASB towards younger children from older children</li> <li>• Underage drinking</li> <li>• Drug using</li> </ul>	<p>Torbay Council / Police</p>	<p>Furzeham recently had investment for new play equipment. Improvements</p> <p>The friends of St Mary's park have received funding for improvements for the play area. Installation of new equipment to be arranged shortly (next couple of months, date yet to be confirmed)</p> <p>Members of the Neighbourhood Teams in Brixham, including Beat Managers, PCSO's, and Specials, regularly Police the Park areas of Brixham. Youngsters found in possession of alcohol are either taken home or seen with their parents at a later date and they are warned re their behaviour by letter. This has been a positive initiative and has seen good support from the parents.</p> <p>ASB by older children against younger children could be seen as a form of bullying. Brixham Police work closely with the College regarding these concerns whether they occur inside or outside of college and meet regularly to discuss issues. Anyone with concerns on bullying should not be afraid to approach any teacher or Police Officer.</p> <p>Illegal activity surrounding drugs will always be dealt with positively by Police and any areas where drugs use is identified will be targeted in an effort to reduce the problem. An area near Astley Park has recently been identified and extra Police Patrols have been in the area at relevant times.</p>
<p>Lack of CCTV, needed in more areas</p>	<p>Torbay Council</p>	<p>CCTV now operates a total of 233 cameras all of which are linked to the Central Control Room. These are monitored and recorded 24 hours a day seven days a week. The cameras cover key locations in all three major towns (Torquay, Paignton and Brixham), including car parks, main shopping areas, three seafronts Torbay Hospital and South Devon College. CCTV zone signs have been introduced throughout the area so that people may be aware when they are entering a CCTV zone. The system is operated in accordance with our code of practice. This was based upon recommendations from the CCTV User Group and has been signed up to by our partner agencies.</p> <p>As part of the Criminal Justice System's 'Community Cashback' scheme, which gives local people a say in how moneys recovered from criminal assets (for example; confiscated cash or property) should be spent in their communities, local residents voted for a mobile CCTV van for the bay to act as an extra resource in the fight against anti-social behaviour (ASB).</p> <p>The police-branded vehicle was acquired back in January and has since been undergoing a complete refit with state of the art recording equipment. The system is so high-tech and the images provided of such clarity that that the images will be permissible in court as evidence.</p> <p>Officially in operation as of Wednesday 14th of July, the van will be used to monitor areas where anti-social behaviour has been reported to be a problem.</p>
<p>Drinking and ASB around pubs in town and near rugby club</p>	<p>Police</p>	<p>Reported incidents of ASB in the Town centre in connection with the Late Night economy and licensed premises is comparatively low in Brixham, however, when such behaviour is identified, then positive action is always taken working with relevant licensees of any premises identified as being a problem. Two such premises have been subject to such spotlighted attention in Brixham so far this year and related problems in respect of those premises have reduced.</p>

Old and young person divide	Safer Communities Torbay	To be addressed in the ASB & Confidence Project - Intergenerational Work
Anti-social Driving, Speeding	Police	Operation Hawshead started in response to you the public raising concerns during the "You Said, We Did" 2009 events. It saw successes with regards to enforcement on anti social driving and speeding at the end of 2009. The Police have also held a dedicated operation using automatic number plate recognisers where they have again enforced those committing traffic offences. Police will continue to carry out these operations in response to public concerns raised during "You Said, We Did" 2010 Events.
Shopping in Torbay <ul style="list-style-type: none"> <li>• Too many Charity shops</li> <li>• Not enough decent shops</li> <li>• Always have to travel to Plymouth or Exeter for shopping.</li> </ul>	Torbay Town Centres	It has taken many years for Torbay to reach this level of decline it will take time to turn it around but positive steps are being taken to do so. Local people need to support local businesses to start the regeneration.  Also see comments below regarding Torquay issues.
<b>Torquay Community College</b>		
Parks, Rocket Chelston, Kitson, Hytor <ul style="list-style-type: none"> <li>• Fallen into disrepair</li> <li>• Underage drinking</li> <li>• Drug using</li> </ul>	Torbay Council / Police Police	New equipment in both Kitson Park and Rocket Park. Kitson Park is part of the play builder scheme. In addition clearance works have been ongoing in the adjacent woodland. Rocket Park has also had new play equipment installed as a result of a successful funding bid by the local friends of the park group.
Toilets in Torquay town centre are run down & ugly	Torbay Council / Town Centre Manager	A two year project upgrading and refurbishing public toilets across Torbay has now been completed. The programme, costing more than half a million pounds, has finished on budget and on schedule.  Torbay Council has updated and improved 18 toilet blocks with various degrees of improvements have been made to different toilet blocks. They include: <ul style="list-style-type: none"> <li>• The provision of low maintenance, combined hand wash units, which save on energy and water</li> <li>• Where practical, disabled toilet facilities have been introduced or improved</li> <li>• Baby changing facilities</li> <li>• The replacement of old stainless steel or ceramic pans and high level cisterns with resin pans and concealed cisterns</li> <li>• New floor and wall tiling, damp treatment, the replacement of pipe work, electrical system upgrades and redecoration</li> </ul>

<p>Young people smoking near schools, in Parks and public places</p>	<p>Torbay Care Trust</p>	<p>Torbay Care Trust's Stop Smoking Service has a role to provide information and education on smoking.</p> <p>Unfortunately they cannot stop anyone smoking in a public place and it is not illegal for under 18's to be in possession of cigarettes, it is only illegal for them to buy them. They do however offer education and advice to enable young people to make an informed choice by :-</p> <ul style="list-style-type: none"> <li>• Giving smoking talks twice a year to year 6 pupils at the Junior Life Skills.</li> <li>• Giving talks at primary schools and secondary schools (including pupil referral units) across the bay, when requested.</li> <li>• A Stop Smoking Support Service is run at Paignton Community College (Tic Tac), twice a month.</li> <li>• Training up Stop Smoking Advisors to specifically support young people in schools and the Youth Service etc.</li> <li>• In the future they are looking to provide peer led stop smoking intervention in schools through the ASSIST program.</li> <li>• Talking to young people about the impact of their smoking on other people and the consequences of second-hand smoke.</li> </ul> <p>At the moment the Support Service does not tell young people where they can and cannot smoke because this could damage the relationship/trust They are trying to build with them.</p>
<p>Litter on the streets</p>	<p>Torbay Council</p>	<p>An assessment of the area will be undertaken to evaluate the type of litter and hence where it is being generated and appropriate action undertaken i.e. if this is generated from split bin bags property's will be targeted in the area, if takeaways or schools then they will be approached.</p>
<p>No skate park in Torquay</p>	<p>Torbay Council / YOT / Safer Communities Torbay</p>	<p>Following on from our consultation exercises with residents of the pathfinder area in 2009, activities for teenagers and U11s was an area identified for priority action by the new Neighbourhood Team. While the conversion of the office on Hele Road is underway and the Action Plan is being finalised several medium scale projects have been initiated in the core priority areas. The main project for CHYP is the redevelopment of the of the Windmill Hill area to include a new skate park facility for the whole of Torquay. According to extensive consultation with young people in the Torquay area a multi-use skate park would be a very popular addition – matching the provision in Paignton in Victoria Park.</p> <p>A consultation event was held in conjunction with the local residents group WAG (Windmill Action Group) at Windmill Hill Fields on FRI 16th April 2-5pm – over 100 young people from Torquay and beyond attended the event that was advertised through local secondary schools and youth clubs in conjunction with Torbay Youth Service. At the event young people prioritised what shape the new park should be from a selection of architect's drawings outlining several options.</p> <p>Next meeting of the Task and Finish Group (WAG, Safer Communities Torbay WAG Riviera Housing Trust, Torbay Youth Services, Devon and Cornwall Constabulary, Street Wardens and Youth Offending Team) due on 29th April to debrief and plan a funding strategy and project timeline according to the consultation results.</p>

<p>Shopping in Torbay</p> <ul style="list-style-type: none"> <li>• Too many Charity shops</li> <li>• Not enough decent shops</li> <li>• Always have to travel to Plymouth or Exeter for shopping.</li> </ul>	<p>Torbay Town Centres</p>	<p>In the short term The Torquay Business Improvement District (BID) will market and promote the town centre to customers and investors.  The Bid will provide better street cleaning, more security and events and marketing for Torquay. This positive activity will encourage more shops to open here.  We have secured H&amp;M on a permanent lease in the town centre this will act a catalyst for others to come in. The vacancy rated in the town centre has already decreased from where it was a year ago. In the longer term there are comprehensive plans proposed to develop a major retail centre off Union St and to regenerate the retail area around the harbour.</p>
<p>Unsavoury people hang around Torquay town centre, drunks and drug users.</p>	<p>Police</p>	<p>This is being tackled in a number of ways by the local Neighbourhood Policing Team. High visibility patrols have been increased in the area and the local community have been encouraged to report any anti social behaviour or drinking in the park. Police are working closely with council CCTV to ensure that offenders are identified and dealt with appropriately. Safer Communities Torbay have also set up a Begging Initiative which tackles street beggars and signposts them to agencies which can assist with any other issues that they have.  Members of the public are encouraged to report anti social behaviour, street drinking and begging to the police to ensure that the matter is dealt with promptly and effectively.</p>
<p>Dog Fouling in Torquay</p>	<p>Torbay Council</p>	<p>See Dog Fouling comment above</p>