Could crew members please ensure that they have the following numbers in their mobile phones for swift action:

|  |  |
| --- | --- |
| **Enforcement Team (20 hours a day)****Anti-social Behaviour hotline** | **01642 607943** **(07.00 am – 3.00 am)** |
| **Local Police** | **01642 326326 / 01642 607114** |
| **EMERGENCY** | **999** |
| **CCTV Surveillance** | **01642 528989** |

**basic advice:**

Try to avoid trouble rather than deal with. When youths are on the pontoon it should not be assumed that they are all hard heads but should be politely and firmly asked to move explaining that boats and swimmers / jumpers don't mix. In many cases they will move. If they don’t any further approach is best left until sufficient members have arrived to re-enforce the message. If in doubt apply common sense. Call the Enforcement Team if reasoning has no effect.

Centre Staff are under instructions not to put themselves at risk. Please back them up if they try to move groups on, but if a polite request doesn't work then the Enforcement Team should be called. This should bring out a patrol.

If you feel unsettled; for example by a group gathering on the pontoon then call the **Stockton Enforcement Team on 01642 607943**.

You may contact the **Local Police on 01642 326326 or 01642 607114** however they will probably pass the call on the Enforcement Team, unless it is an emergency or a report of a crime.

Call **999** if you are threatened or attacked; for example with:

* verbal threats to your or others well-being and / or safety
* stones / missiles thrown at boats, crew members, etc

There is camera surveillance of the front of RTWC from the opposite river bank, and there are also cameras on the Infinity Bridge. The **CCTV Surveillance Team** should keep an eye on developments and they can be contacted on **01642 528989**.

Do **not** put yourself or others at risk.

Do **not** leave the RTWC Boathouse with doors open, or equipment outside, unless there are other members there.

Do **not** leave the doors to the balcony open if there is nobody in the Riverside Function room.

**Panic AlarmS**

**RTWC Boathouse**

There are two x Panic Buttons located on the front wall near doors 2 and 4.

These are yellow break glass units.

They are assessable but not very visible due to items stored around them.

The panic buttons have been tested and are operational.

These can be used instead of a 999 call but only when someone feels in danger of a physical attack.

On activation:

1. The intruder alarm sounds
2. Stockton Council Monitoring Service / Stockton Security Centres staff are alerted
3. They will train their CCTV onto the RTWC and these images can be relayed to Police HQ
4. Simultaneously they will also inform the Police
5. The Police send their team to attend

These items should be tested on a three monthly cycle and details recorded in the maintenance log book.

This and all other tests are the responsibility of the Centre Manager.

**RTWC INCIDENT REPORT FORM**

You must report **all** incidents to your club’s TRUT (RTWC Management Board) representative who will compile a report for TRUT and copy to the Centre Manager.

Please record the incident as detailed below:

|  |  |
| --- | --- |
| Day & Date of incident: |  |
| Time of incident: |  |
| Location: |  |
| Name of reporter / crew member: |  |
| Club: |  |
| Description of incident: |  |
| Numbers involved: |  |
| Names (if known) & descriptions: |  |
| Injuries sustained: |  |
| Damage caused: |  |
| Action taken: |  |
| Panic button activated: |  YES [ ] NO [ ] |
| Details of any Police or Enforcement Team involvement: |  |

**Many thanks for your valued cooperation**