

What we will do to Support You Talking to the Staff at the Council

We will listen to you about the problems you are having. We will act independently and in confidence. We will not tell anyone, including the person whose behaviour is causing the problem that you have made the complaint unless you say that we can.

(We might have to tell other agencies, such as the police, who will help us to sort out your problem).

What to do next – Contacting Us

If you are suffering from anti-social behaviour that is causing you or your family alarm or distress, please contact one of these numbers for advice.

For general advice and referrals to the appropriate agencies, contact:

Durham County Council
Tel 0300 123 7070

ask for your local Anti-social Behaviour Team

Durham Police can be contacted on 0345 60 60 365

In an Emergency, call 999

Local Anti-social Behaviour Teams

Anti-Social Behaviour Team
Wear Valley and Teesdale Locality
Tel: 01388 742107

Anti-Social Behaviour Team
Sedgefield Locality Tel: 01388 721351

Anti-Social Behaviour Team
Derwentside Locality
Tel: 01207 218434
Anti-Social Behaviour Team
Durham Locality Tel: 0191 301 8669
Anti-Social Behaviour Team
Chester-le-Street Locality
Tel: 0191 389 5726
Anti-Social Behaviour Team
Easington Locality Tel: 0191 527 5040

What can I do if I am unhappy with the Service?

We are committed to giving our customers high-quality services.

However, we accept that sometimes things go wrong. If you are unhappy with the service you receive from us, please tell us so that we can put things right and improve. You may want to do this by making a complaint.

If you would like to make a complaint please contact your local customer services or call 0300 123 7070

Copies of our service leaflets are available from local Council Offices, local libraries and are also available to download from our website.

Please ask us if you would like this document summarised in another language or format.

العربية (Arabic) (中文 (繁體字)) (Chinese) اردو (Urdu)
polski (Polish) ਪੰਜਾਬੀ (Punjabi) Español (Spanish)
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safer.communities@durham.gov.uk

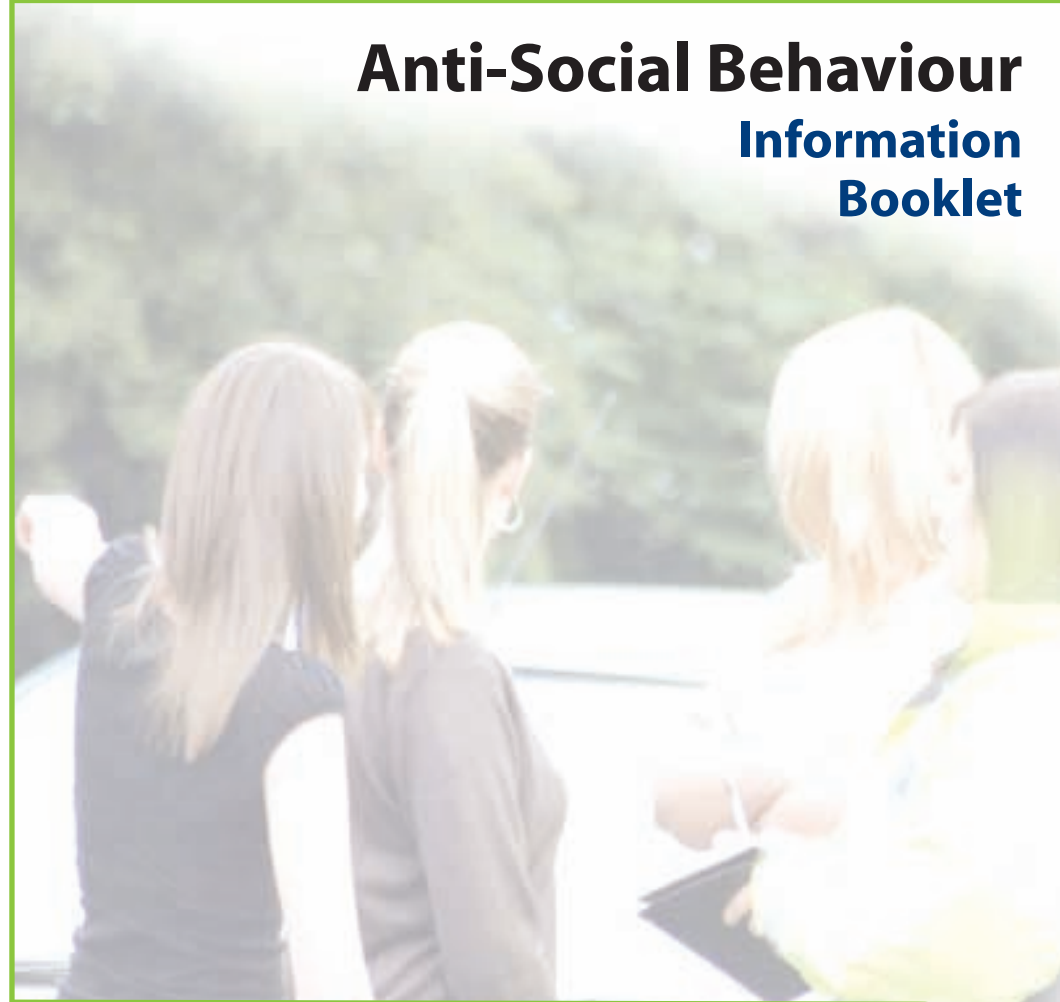
Tel: 0191 370 8739

 Braille  Audio  AAA  Large Print

The Safe Durham Partnership

Altogether safer

Anti-Social Behaviour Information Booklet



 NHS
County Durham



 Durham
County Council

What is Anti-social Behaviour?

Anti-social behaviour covers a range of activities that affect peoples' enjoyment of their homes and communities. It includes noise, graffiti, abandoned vehicles, drug or alcohol related nuisance, verbal abuse and harassment.

You may be affected by problems like these, or you may know somebody who is.

This leaflet gives you advice about:

- who you can talk to in the council if you are affected by anti-social behaviour
- how we will deal with your concerns
- action we can take to try to resolve problems, and what help we may need from you
- things you can do to try to resolve problems, and how we will support you
- useful phone numbers

What you can do to deal with Anti-social Behaviour

What you can do will depend on the type of problem you have.

Disagreements with neighbours can arise over everyday things like badly behaved children, car parking and uncontrolled pets, and it can be difficult to know what to do. If you are not sure what to do, contact

your local anti-social behaviour officer who will be able to give you advice.

Speaking to the person whose behaviour is affecting you

If you are happy to, talk calmly to the person whose behaviour is affecting you. Explain to them how their behaviour is making you feel. Doing this is better than getting angry, banging on the wall and shouting which can make matters worse.

Talking face to face is better than putting a note through their door which could make you seem unfriendly.

Remember that people often do not know they, or someone that they live with, are causing a problem.

Do not approach the person whose behaviour is concerning you if you do not feel safe or confident in doing so. Talk to us first.

Contacting Us....

Durham County Council does not tolerate anti-social behaviour. We promise to fully investigate any complaint we receive.

You can contact us by telephone, in writing or by visiting your local council office. The contact details for your local anti-social behaviour team are on the back of this leaflet.

What can we do?

We need to collect evidence to progress your case. Evidence that we might use includes:

- incident diary sheets
- CCTV footage

We will visit you or arrange for you to come and see us at a time and place that is convenient to you. We will not tell anybody that you have given us this information

(We might have to tell other agencies, such as the police, who will help us to sort out your problem).

Actions that we can take...

Warning Letters

We will write letters to the person whose behaviour is causing you a problem to advise them to stop their behaviour or face possible legal action.

Warning Visits and Acceptable Behaviour Contracts (ABC)

We may visit the person who is causing you problems to tell them to stop their behaviour or face possible legal action. This may be a joint visit with other agencies such as the police.

We may ask them to sign an agreement to stop the behaviour. This is known as an Acceptable Behaviour Contract (ABC).

It is a written agreement between a person who has been involved in anti-social behaviour, the Council, the Police and other agencies. The contract lists the anti-social acts that the person has been involved in and that they agree to stop and should include how agencies will support them to stop. Failure to comply with an ABC may lead to further legal action being taken.

Anti-Social Behaviour Orders (ASBO)

ASBOs are an order made by a court and can be issued to anyone 10yrs and over. They can be used against offenders living in any type of accommodation including Council, privately rented and owner occupier properties. Anti-social Behaviour Orders contain restrictions which, if broken, become a criminal offence. Breach of an ASBO can lead to imprisonment of up to five years or a fine (or both).

Risks to Home

If we take legal action against people who rent their home they may be evicted.

If we take legal action against people who own their own house they may have to leave their home for a set period of time.