



Better for everyone

# ANTI-SOCIAL BEHAVIOUR



## How we can help?

The Safe Durham Partnership, which includes Durham Constabulary, Durham County Council, County Durham and Darlington Fire and Rescue Service and other partners, are committed to working together to tackle anti-social behaviour and reduce crime and disorder.

## What exactly is anti-social behaviour?

Anti-social behaviour covers a range of activities that affect peoples' enjoyment of their homes and communities. Some of the more common forms of anti-social behaviour include:

- Neighbour disputes
- Nuisance and noisy neighbours
- Litter, rubbish dumping and fly tipping
- Vandalism and graffiti
- Vehicle nuisance
- Animal problems, like stray dogs or fouling etc.
- Street drinking, which is causing a nuisance
- Groups of people congregating and causing a nuisance
- Fire setting and destruction of grassland and wooded areas

It is important to remember that not all things that are annoying are classed as anti-social behaviour that we can resolve eg everyday living noise, children playing, groups of individuals not causing a nuisance etc.



## What action can you take?

In certain circumstances it may be possible to discuss the matter with those responsible but only when you feel that it is safe to do so.

Evidence from victims and witnesses is needed to demonstrate the impact that the anti-social behaviour is having upon you.

It is therefore important that you keep a record of the incidents and the behaviour, as this will help the investigating officers and support further action.

Keeping a diary is a good way to record persistent anti-social behaviour and can be used as evidence to support further action by the police and partner agencies. Your diary is an additional tool to help us understand your problem. Please don't just rely on recording your incidents in your diary, we need you to speak to us and report incidents as and when they happen.

The sort of items to keep a note of, no matter how insignificant they may seem, could include:

- The exact time, date and location of the incident
- Descriptions of any people involved, including an idea of their height, build, hair colour and what they were wearing
- What they were doing
- How their actions affected you and/or others
- Any other witnesses

## What action can we take?

There are many ways that we can deal with anti-social behaviour including informal approaches such as mediation, verbal and written warnings, acceptable behaviour contracts to more formal enforcement action such as community protection notices, injunctions, dispersal orders, etc.

We may also use restorative approaches where appropriate. This is a two-way process which brings victims and offenders together in a safe environment. Victims get the chance to tell offenders the real impact of what they have done, get answers to questions and receive an apology or other reparation. Restorative justice holds offenders to account for what they have done, directly to victims.



## Who should you contact if you are experiencing anti-social behaviour?

### In an emergency call 999

Where there is an ongoing incident and an immediate risk to the safety of yourself or others, then call 999.

In every other instance, please report via the following non-emergency contact platforms.



## Durham County Council

Contact Durham County Council:  
03000 260000

[doitonline.durham.gov.uk](http://doitonline.durham.gov.uk) about:

- Disputes with your neighbours
- Nuisance from youths
- Rowdy/inconsiderate behaviour at a property
- Environmental issues such as fly tipping, graffiti, abandoned vehicles, dog fouling, stray dogs, litter, discarded needles, untidy/rubbish in gardens
- Nuisance from your neighbour eg noise, odour, dust, light

## Durham Constabulary

You can report non-emergencies online using our Live Chat service, [www.durham.police.uk/contact](http://www.durham.police.uk/contact) which is monitored between the hours of 9am to 6pm, seven days a week. This can also be used for general enquiries or advice.

You can also find helpful information and details of your local neighbourhood officers and PACT meetings at [www.durham.police.uk](http://www.durham.police.uk)

You can also give information anonymously to CrimeStoppers. They will never ask for your personal information and do not track your device. You can call them on 0800 555 111 or fill in an anonymous online form at <https://crimestoppers-uk.org/give-information/forms/pre-form>

In the event of an emergency always call 999. In a non-emergency contact Durham Constabulary on 101. Calls cost 15p per call, no matter what time of day it is, or how long the call lasts. This means everyone calling the police will know exactly how much a call costs, whether they're calling from a landline or a mobile phone.

## County Durham and Darlington Fire and Rescue Service

To report deliberate fire setting anonymously, contact **Firestoppers:**

0800 169 5558

[www.firestoppersreport.co.uk](http://www.firestoppersreport.co.uk)

If you have concerns around a young person who is under your care and is setting or playing with fire, or would like a Safe and Wellbeing visit about keeping you and your family safe from fire, please call the County Durham & Darlington Fire & Rescue Community Risk Team:

0191 916 0214

0191 916 0217

[www.ddfire.gov.uk/](http://www.ddfire.gov.uk/)

## Keep in the Know Durham and Darlington

**Keep in the Know Durham and Darlington** is a free messaging service brought to you by Durham Constabulary, where you decide when and how you are kept informed about the issues that matter to you.

Register your details to receive regular crime alerts and other information about where you live. The alerts will come straight into your email inbox, so once you are signed up you don't need to keep checking back on the site for updates, you will receive them automatically. Visit the website:

[www.keepintheknow.co.uk](http://www.keepintheknow.co.uk)

## Community Trigger

The **community trigger** gives victims and communities the right to expect action is taken where an ongoing problem has not been addressed. It helps us and you by making sure that no-one suffering the harmful effects of anti-social behaviour and hate crime falls through the net. It will also ensure that all that can be done is being done. If someone has reported antisocial behaviour but no action has been taken, you will be able to tell us about it under the Community Trigger. Find out more and make an application by visiting:

[www.durham.police.uk](http://www.durham.police.uk)

Name:

Contact details:

Reference number:





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