



County Durham & Darlington

Anti-Social Behaviour

Living a Nightmare - Don't Suffer In Silence!

Making the communities of County Durham and Darlington safer, stronger and more resilient to crime, drugs and anti-social behaviour



Anti-Social Behaviour – Living a Nightmare

DON'T SUFFER IN SILENCE!

Tackling Anti-Social Behaviour

2

Anti-social behaviour is any behaviour that causes harassment, alarm or distress to a member or members of the public. While County Durham and Darlington are safe places to live with low levels of serious crime, anti-social behaviour continues to disrupt the lives of far too many residents.

There are many different types of anti-social behaviour, some are dealt with by police, some dealt with by your local council, and some dealt with by other agencies.

You may feel like you have nowhere to turn for help. You may have reported the incident/s, but no-one seems to be doing anything and no-one is listening, but the anti-social behaviour is continuing.

DON'T SUFFER IN SILENCE!

Responding to and tackling anti-social behaviour incidents are a top priority for partners and police across County Durham and Darlington. We have strong procedures which allow the police, councils, housing providers, health providers, other organisations, and communities to work in partnership with each other to tackle anti-social behaviour incidents.

INITIAL REPORTING



If you have not yet reported the anti-social behaviour to the relevant authority, then you must first do this to allow them to respond and tackle the problem.

You can report your incident to the appropriate agency:

- Online
- via web chat (where available)
- by phone
- in person; or
- in writing

If you have access to a desktop or mobile device, the quickest way to report your incident is online. You can use our interactive signposting guide to help you report your incident to the right agency:

durham-pcc.gov.uk/reporting-asb

WHO SHOULD YOU REPORT YOUR ANTI-SOCIAL BEHAVIOUR INCIDENT TO?

	Police Responsibility	Council Responsibility	Registered Housing Provider Responsibility
ANIMALS	Dangerous dogs Horses on roads	Lost or stray dogs Loose horses in public places Fly-grazing in public places Animals not properly restrained in public places	Loose horses & fly-grazing on registered housing provider property Animals not properly restrained on housing provider property
ANTI-SOCIAL BEHAVIOUR RELATED HARASSMENT AND INTIMIDATION	Harassment or intimidation including: • Abusive language • Cyber bullying • Gangs of young people • Malicious phone calls, texts and emails • Violence or the threat of violence to another person		
BEGGING & ROUGH SLEEPERS	Begging & aggressive begging	Rough Sleepers	Squatting in registered housing providers' property
DRUGS & ALCOHOL	Gangs and youths drinking in parks and public Dealing/taking of drugs	Discarded syringes & condoms Drinking alcohol in the street in restricted areas	Discarded syringes & condoms in/on housing providers' property
ENVIRONMENTAL & WASTE		Fly tipping/dumping Littering Waste on land Business Waste Fly-posting Rubbish in Gardens Dog fouling Foul Smells	On registered housing provider property only: Fly tipping/dumping Littering Waste on land Business Waste Fly-posting Rubbish in Gardens Dog fouling Foul Smells

	Police Responsibility	Council Responsibility	Registered Housing Provider Responsibility
GRAFFITI & VANDALISM	Graffiti & vandalism to private vehicles & property Criminal damage	Graffiti & vandalism of public or Council owned property	Graffiti & vandalism on registered housing provider property
HATE CRIME	Hate Crime motivated by hostility or prejudice based on a person's: • race, ethnic origin, or nationality • religion • sexual orientation • disability • transgender		
NOISE	Noise disturbance where you think someone may be in immediate danger or risk of harm e.g, neighbours rowing/ fighting/domestic abuse	Noise Complaints such as loud music, noisy pubs, rowdy parties or barking dogs	Noise Complaints such as loud music, rowdy parties or barking dogs regarding residents or neighbours in registered social housing provider properties
OTHER NUISANCE		Football and games complaints High hedges Trespassing on Council land	Football and games complaints (on housing provider land) High hedges (housing provider tenants) Trespassing on Housing Provider land
VEHICLE NUISANCE	Nuisance driving Illegal off-road bikes on public/private land and/or public highway Parking causing an obstruction on a public highway Blocked driveways	Nuisance off road bikes on council land Parking where parking restrictions are in place e.g. double yellow lines Parking causing obstruction on a public highway Abandoned and untaxed vehicles including caravans and trailers Excessive vehicle repairs and maintenance carried out in gardens Obstruction on the highway e.g. skips	Nuisance off road bikes on registered housing provider land Parking on registered social housing provider property Excessive vehicle repairs and maintenance carried out in gardens of housing provider's property

REPORTING YOUR INCIDENT – AGENCY CONTACT DETAILS

	Report Online & Web Chat	Email	Telephone	In Person
Darlington Borough Council	darlington.gov.uk/your-council/community-safety-team/civic-enforcement/anti-social-behaviour/	customerservices@darlington.gov.uk	01325 406999	By appointment ONLY at: Town Hall Feethams Darlington County Durham DL1 5QT
Durham Constabulary	durham.police.uk/Report-It/Report-It.aspx 101 Live Chat (durham.police.uk)		101	At Local Police Stations
Durham County Council	durham.gov.uk/asb	help@durham.gov.uk	03000 260000	At Customer Access Points: Barnard Castle Chester-le-Street Consett Crook Civic Centre Durham (County Hall Helpdesk) Durham City (Clayport) Seaham Sedgefield Civic Centre Spennymoor Stanley

REGISTERED HOUSING PROVIDERS:

Housing associations include providers of former council housing. Council housing in the following areas is now provided by registered providers:

	Report Online & Web Chat	Email	Telephone	In Person
Believe Housing	believehousing.co.uk/in-your-home/help-and-support/antisocial-behaviour/	hello@believehousing.co.uk	0300 1311 999	
Darlington Borough Council	darlington.gov.uk/your-council/community-safety-team/civic-enforcement/anti-social-behaviour/	housing@darlington.gov.uk	01325 405333	By appointment ONLY at: Town Hall, Feethams Darlington Co. Durham DL1 5QT
Livin Sedgefield, Newton Aycliffe, Spennymoor and surrounding areas	livin.co.uk/contact-us/	contactus@livin.co.uk	0800 587 4538	Farrell House Arlington Way Durham Gate Spennymoor DL16 6NL
Karbon Homes Chester-le-Street, Sacriston, Great Lumley, Pelton, Consett, Stanley, Lanchester, Langley Park and surrounding areas	karbonhomes.co.uk/customer-area/my-community/anti-social-behaviour/	info@karbonhomes.co.uk	0808 164 0111	Gosforth – number 5 Stanley Greengates Chester-le-Street Hub By appointment ONLY at: Morpeth Hexham
North Star Housing Group Barnard Castle, Cockfield, Evenwood, Etherley & surrounding areas	northstarhg.co.uk/your-home/anti-social-behaviour/	customer.services@northstarhg.co.uk complaints@northstarhg.co.uk hatecrime@northstarhg.co.uk	03000 110011	

Other registered providers

The following registered providers provide social housing for rent across County Durham:

- **700Club** - 700club.org.uk
- **Accent** - accentgroup.org
- **Anchor Hanover** - anchor.org.uk
- **Bernicia** - bernicia.com
- **Castles & Coasts** - castlesandcoasts.co.uk
- **Dimensions** - dimensions-uk.org
- **Humankind** - humankindcharity.org.uk
- **Durham Aged Mineworkers' Homes Association** - durhamhomes.org.uk
- **Fairoak Housing Association** - fairoakhousing.co.uk
- **Hellens Residential** - hellensresidential.co.uk
- **Home Group** - homegroup.org.uk
- **Housing & Care 21** - housing21.org.uk
- **Jacob Wrights Almshouses** (0191 388 1111) (managed by Durham Aged Mineworkers' Homes) - durhamhomes.org.uk
- **Jane Cameron's Old Peoples Charity** (0178 444 6023) (as part of Hanover)
- **Johnnie Johnson Housing** - jjhousing.co.uk
- **Places for People** - placesforpeople.co.uk
- **Railway Housing Association** - railwayha.co.uk
- **Riverside** - riverside.org.uk
- **Salvation Army Housing Association (SAHA)** - saha.org.uk
- **Thirteen Group** - thirteengroup.co.uk
- **William Russell Bequest** (0191 378 1625)

DISSATISFACTION AND COMPLAINTS

We want to make sure we get it right first time but recognise that sometimes we don't.

If you have been the victim of anti-social behaviour and it has been reported to the local authority, your housing provider, or the police, within the last 6 months and you feel that insufficient action has been taken, then you or a person acting on your behalf can complain.

All referrals to the complaint's procedure will be considered, and have regard to:

- The persistency of the anti-social behaviour
- The harm or potential harm caused by the anti-social behaviour
- The adequacy of response for the agencies



STAGE 1 - COMPLAINT

Where there have been one or two previous reports of Anti-Social Behaviour

Contact the officer, or their immediate manager/supervisor, that is dealing with your incident and discuss the problems that you are continuing to experience. They should be able to provide an update and discuss action being taken to resolve your incident. If you do not know the contact details of the person dealing with your incident, you should contact the agency you have reported your incident to and ask to be put through to relevant department or line manager who is dealing with your case. The agency should be able to trace your incident report to get you to the right person.

10

If you wish to complain about the service that you have received or are dissatisfied with how your anti-social behaviour incident/complaint has been dealt with, you can do so through that agency's complaint procedure. Upon submitting a complaint, you will receive an acknowledgement within 5 working days.

The complaint will be reviewed by a line manager of the person(s) or department from the organisation who dealt with the reports that you are complaining about.

The line manager will contact you within 10 working days to discuss how to resolve your complaint within an agreed timescale.

On conclusion of any actions to be taken, you will be updated as to the outcome of your complaint and will receive written notification within 5 working days together with details on how to lodge an appeal if you remain dissatisfied.



To make a complaint contact the relevant agency who has been dealing with your incident/s

Darlington Borough Council	Durham Constabulary	Durham County Council	Registered Housing Providers
Online: darlington.gov.uk/your-council/complaints-compliments-and-comments/corporate-complaints-procedure/ By telephone: 01325 406777 In person: Town Hall, Darlington, DL1 5QT By email: complaints@darlington.gov.uk By post: Darlington Borough Council Complaints Town Hall Feethams Darlington County Durham DL1 5QT	Online: durham.police.uk/Contact-us/Other-Contact/Feedback.aspx By telephone: 101 and ask to be put through to the supervisory officer on duty in the area where the matter or incident with which you are not happy took place. In person: You can attend any Durham Constabulary police station and inform front office counter staff that you wish to make a complaint. By email: complaints@durham.police.uk By post: Professional Standards and Legal Services Department Peterlee Police Station St Aidans Way Peterlee SR8 1QR	Online: durham.gov.uk/complaints By telephone: 03000 260 000 and ask to be put through to the supervisor in charge of the department you are dissatisfied with. In person: You can attend any Durham County Council Customer Access points and inform the front desk that you wish to make a complaint. By email: help@durham.gov.uk By post: Durham County Council Corporate Complaints County Hall Durham DH1 5U	Please contact the appropriate registered housing provider (as listed above under initial reporting) and follow their complaints procedure.

ANTI-SOCIAL BEHAVIOUR CASE REVIEW

STAGE 2 – CASE REVIEW

Where there have been three or more previous reports of Anti-Social Behaviour

The Anti-Social Behaviour Case Review gives victims and communities the right to request a review of their case where the local threshold is met. The local threshold has been agreed by the local Community Safety Partnerships and has been designed to give you, the victim, the right to demand that agencies deal with persistent anti-social behaviour.

If you have previously reported three (or more) incidents of anti-social behaviour within the last six months and the anti-social behaviour continues, you can request a case review.

Upon receipt of a case review request, the case will be reviewed within 5 working days to determine the number of qualifying complaints. You or your nominated representative will be informed of the outcome within 10 working days.

If the local threshold is not met, consideration will be given to the persistency of the anti-social behaviour, the harm or potential harm caused, and the adequacy of the response from the agencies. If your case is considered high risk, you may also qualify for a case review.



In County Durham and Darlington, Anti-Social Behaviour Case Reviews are co-ordinated by the Office of the Police and Crime Commissioner who will:

- Acknowledge receipt of your Case Review request
- Contact you to discuss your case and obtain further information
- Liaise with the relevant Community Safety Partnerships
- Share information with agencies who are responsible for managing anti-social behaviour
- Record and publish relevant data relating to Anti-Social Behaviour Case Reviews

If the threshold is met, you will be offered support from the Victims Care and Advice Service, who will be able to guide you through the process.

An Independent Chair will be appointed to lead a multi-agency case review which will be held within 10 working days after confirmation of the threshold being met. The case review will bring together relevant agencies to take a joined up, problem-solving approach to find a solution. They will share relevant information related to your case, review what action has been previously taken and decide further actions and timescales.

You or your representative will be given the opportunity to attend the opening section of the case review meeting to express your wishes as to what you would like to happen and to ensure all members of the panel understand the level of harm and impact. Alternatively, if you are unable or do not wish to attend the case review you can provide a written statement which will be read out.

Following the meeting an action plan will be produced (including timescales) and you will be provided with a written copy, within 5 working days.

If you remain dissatisfied, you will have up to 14 days following the completion of your action plan in which to appeal.

HOW TO REQUEST AN ANTI-SOCIAL BEHAVIOUR CASE REVIEW

If you think you meet the threshold for the Anti-Social Behaviour Case Review, you can request a case review in the following ways:

Online: www.durham-pcc.gov.uk/asb-case-review

By email: general.enquiriespcc@durham-pcc.gov.uk

By phone: 0191 3752001

By Post: Anti-Social Behaviour Case Review,
Durham Police & Crime Commissioner's Office,
Police Headquarters, Aykley Heads,
Durham DH1 5TT

APPEALS

STAGE 3 – APPEAL TO THE POLICE AND CRIME COMMISSIONER (PCC)

Following your Anti-Social Behaviour Case Review, if you remain dissatisfied about the decision on whether the threshold was met, or the way in which the case review was carried out you have the right to appeal. You have up to 14 days following the completion of your action plan in which to appeal.

To lodge an appeal, you must set out your reasons for your appeal in writing to the Police and Crime Commissioner. You can do this by:

ONLINE FORM
PRINTABLE FORM

Email: general.enquiriespcc@durham-pcc.gov.uk

By phone: 0191 3752001

By Post: Appeals, Durham Police & Crime Commissioner's Office,
Police Headquarters, Aykley Heads,
Durham, DH1 5TT

14

Anti-Social Behaviour Case Review Appeals are an independent process and will be heard by an independent panel made up of public representatives appointed by the Police and Crime Commissioner.

Upon receipt of your appeal it will be referred to the Panel Chair who will decide if you qualify for an appeal hearing. The Panel Chair will notify you in writing within 14 days of their decision of together with (where appropriate) the hearing date.

Where your appeal qualifies, it will be heard by the Independent Panel and both you (or your representative) and representative/s from the original case review will be invited to put your views forward to the panel.

The panel will take into consideration the impact and persistency of the anti-social behaviour in determining their decision. They will also consider whether the case review panel included all partners, what has been considered and if more could be done.

The panel hold powers for three outcomes:

- To uphold the appeal and request further action
- To comment on the appeal process and make recommendations for improvement (on the process only)
- To overturn the appeal

Where the panel upholds the appeal and requests further action, this may take the form of providing additional information, undertaking another case review in part or whole, or being asked to consider alternative actions.

If you are unable to be present at the hearing, you will be notified of the outcome of the appeal in writing within 14 days of the hearing detailing the rationale for the decision.



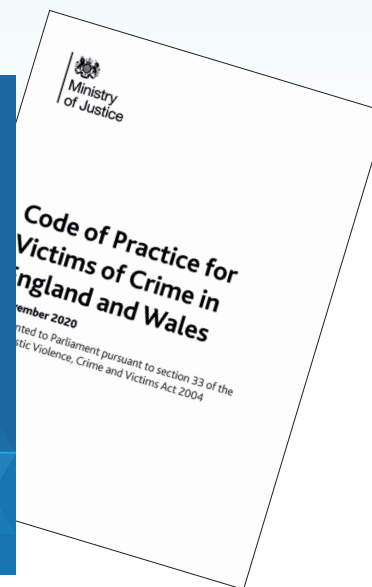
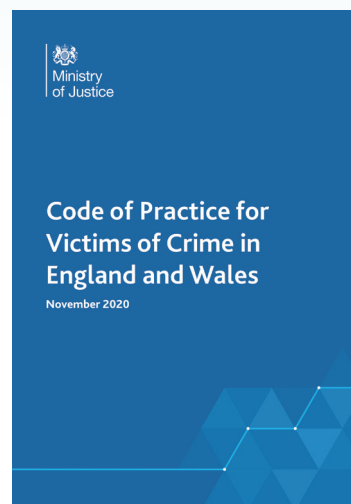
Where Can I Get Victim Support?

The Police and Crime Commissioner commissions various services that support victims of crime and anti-social behaviour. In the last three years

43 services have been commissioned equating to £2,716,219. During these challenging times, it is more important than ever that we reassure victims of, or witnesses to, crime, and their families where appropriate, that support is still available to help them cope with the immediate aftermath of the crime and address, where possible, any long-term recovery needs.

If you have been a victim of crime or anti-social behaviour, have witnessed a crime or if you are worried about someone who has been, and require support please contact the Police and Crime Commissioner's Office and ask to be put through the Victims' Care and Advice Service.

You can find more information on the Police and Crime Commissioners' website: durham-pcc.gov.uk/victims-services/victims-services



Victims Code of Practice

The Code of Practice for Victims of Crime sets out the services and a minimum standard for these services that must be provided to victims of crime by organisations (referred to as service providers) in England and Wales. All service providers must have the victim's best interests as their primary consideration and take the victim's age, maturity, views, needs and concerns fully into account. Which Rights apply to you will depend on whether the crime is reported to the police, if the case goes to court, and whether the defendant is convicted, as well as your personal needs and circumstances. For more information please visit:

assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/936239/victims-code-2020.pdf



Durham Police and Crime Commissioner's Office

Police Headquarters, Aykley Heads Durham DH1 5TT

0191 375 2001 | general.enquiriespcc@durham-pcc.gov.uk



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Durham Police and Crime Commissioner



MAKING DARLINGTON SAFER

Safer People, Safer Places

