

NEEDLE FINDS



If you come across a discarded syringe or needle please report the location to us.

<http://www.durham.gov.uk/Needles-syringes-and-drugs-equipment>
or call 03000 260 00

ANTI SOCIAL BEHAVIOUR



Anti-social behaviour covers a range of activities that affect people's enjoyment of their homes and communities.

Contact Durham County Council on 03000 260000 or <https://doitonline.durham.gov.uk/>

Contact Durham Constabulary on 999 in an emergency or 101 for non-emergencies or visit their website at www.durham.police.uk

The following page provides information on where to find help and other useful information <http://www.durham.gov.uk/asb>

NOISE COMPLAINTS



We are responsible for dealing with some noise complaints that are classed as a 'statutory nuisance'. If the noise is causing a statutory nuisance, we will try to resolve the matter informally. However, if this approach fails, we have the legal powers to serve an abatement notice requiring the nuisance to stop. There are a number of different noise sources that can cause a nuisance:

- barking dogs
- amplified music
- industrial and commercial premises
- construction and demolition sites
- public entertainment from licensed premises

There are certain types of noise where we have no legal powers to act: including noise from aircraft, trains and road traffic.

<http://www.durham.gov.uk/noisecomplaints>
or call 03000 260000

Report it Online - Save time and do it online:
<https://doitonline.durham.gov.uk>



DURHAM LOCATE

The place to find out about adult care, support, information and advice in County Durham.

Search for leisure and community activities, products and services to help at home, to stay healthy and well so you can live your life the way you want.

If you're not sure what to search for, use the categories to find out what's near you.
<https://www.durhamlocate.org.uk>



KEEP IN THE KNOW

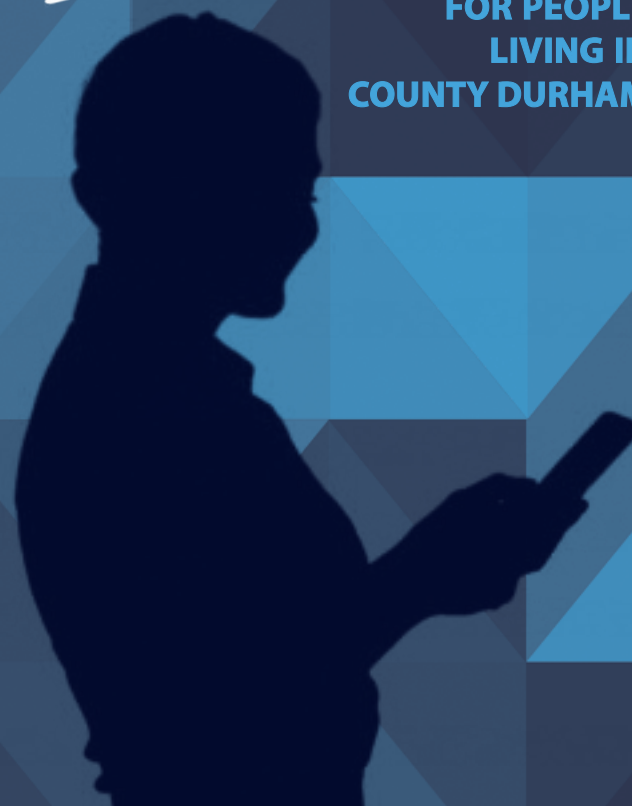
Keep In The Know is a free messaging service brought to you by Durham Constabulary where you decide when and how you are kept informed about the issues that matter to you. Improving the flow of information between the community and its police means we can all make a greater impact in the prevention and detection of crime and anti-social behaviour.

The more we know about you, the better our community resilience can be. Receiving messages from a trusted source allows you to share reputable reliable information with friends and family in your local area. Registration is quick and simple, you can decide what issues matter to you. Although it is not for reporting crimes or incidents, you can reply to emails and let us know what is affecting you. For more information and to sign up visit:

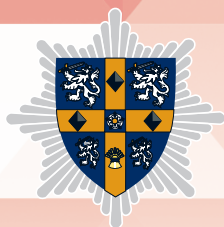
<https://www.durham.police.uk/Advice-Centre/Crime-prevention/Keep-In-The-Know.aspx>

USEFUL CONTACTS

FOR PEOPLE
LIVING IN
COUNTY DURHAM



County Durham and Darlington
Fire and Rescue Service



County Durham and Darlington
Fire and Rescue Service

In an emergency dial 999

YOUR SAFETY - SAFETY IN YOUR HOME

Request a FREE Safe and Wellbeing Visit

County Durham and Darlington Fire and Rescue Service works in partnership with other agencies to provide a seamless and integrated service to promote and support safe, healthy, caring, diverse and socially balanced communities.

At the core of the Fire and Rescue Services role, is an emphasis on the prevention of fire and other incidents and the promotion of safer and more resilient communities.

Stop fire before it starts. Request a FREE Safe and Well-being Visit to help keep you and your home safe from fire.

To report deliberate fire setting call Firestoppers on 0800 169 5558 or visit:

www.firestoppersreport.co.uk

100% anonymous. Always.

FireStoppers.
0800 169 5558



Altogether Better Policing

Durham Constabulary
Non Emergency - Tel 101
In an Emergency dial 999.

CALLERS SHOULD ONLY RING 999 WHEN

- Life is at risk
- Persons are badly injured
- A crime is in the process of being committed
- Offenders are nearby
- There has been a serious disruption to the flow of traffic

IN A NON-EMERGENCY

101 is an easy to remember non-emergency police number and is in use across England, Scotland and Wales. Calls to 101 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.



You can also report non-emergencies online using our 101 Live Chat service which is monitored between the hours of 9am to 6pm, seven days a week. This can also be used for general enquiries and advice.

<https://www.durham.police.uk/Contact-us>



Durham County Council
Tel 03000 2600 00

REFUSE AND RECYCLING



Need a new bin? What goes in which bin?
Bin collection days? Need bulky items collecting?

<http://www.durham.gov.uk/bins>

or call 03000 2600 00

Need help to get your bin to the kerbside?

<http://www.durham.gov.uk/assistedcollections>

or call 03000 2600 00

Please put your bin out by 7am on your collection day which is shown on your bin. Your rubbish bin and your recycling bin/box are emptied alternate weeks. www.durham.gov.uk/bins

FLYTIPPING



Find information about flytipping, how to report it and our responsibilities as householders and businesses to dispose of waste legally.

<http://www.durham.gov.uk/flytipping>

or call 03000 260000

PEST CONTROL (DOMESTIC)



Spotted vermin? Report it at
www.durham.gov.uk/pestcontrol
or call 03000 2610 00