

Over the last 7 years – Stockton crime rate down 51%!

ASB Directory of Services

Version 6 – January 2012

ISSUE	EXPLANATION	AGENCY CONTACT DETAILS
<p>Anti Social Behaviour Prevention & Young People</p>	<p>Integreted Youth Support Services (IYSS) delivers the following:</p> <p>The Preventions team works to stop young people (aged 8-17yrs) from entering the criminal justice system. Preventions work via referral and give one on one support to the individual and family. A caseworker will be assigned to a young person based on the circumstances involved and the type of support required. In addition activities are provided for young people in general during the school holiday periods to reduce crime and anti social behaviour.</p> <p>The Targeted Youth Support Teams is part of IYSS and works with young people at risk of involvement in crime or Anti Social Behaviour. This includes partnership work with the the local voluntary and community sector delivering the Youth Crime Action Plan.</p> <p>Centre based or outreach based work engaging with young people to support them generally or to divert from ASB and related issues. Numerous projects and activities for 8 – 21years. Delivered by Corner House in partnership with Know How North East. Commissioned by IYSS.</p>	<p>Preventions element of IYSS Tel: (01642) 677600</p> <p>Targeted Youth Support Team Tel: (01642) 677600</p> <p>Cornerhouse Youth Project Tel: (01642) 868331 Targeted Youth Support Team Tel: (01642) 677600</p>

ISSUE	EXPLANATION	AGENCY CONTACT DETAILS
<p>Animal Related ASB</p> <p>Uncontrolled or Dangerous Animals.</p> <p>Noise from Animals</p> <p>Cruelty or Neglect of Animals</p> <p>Dog Fouling</p>	<p>The Police or the Council Animal Welfare section can take charge of animals that are dangerous.</p> <p>The Animal Welfare section can collect dogs that are roaming freely and causing a nuisance or dogs that have been abandoned.</p> <p>Environmental Health officers can investigate complaints relating to noise nuisance from animals. The landlord may also be in a position to take action on tenancy related grounds.</p> <p>Animal welfare or the RSPCA investigate cases of neglect or cruelty to animals.</p> <p>Reported dog fouling can be removed by the Care For Your Area team.</p>	<p>Police Tel: 999 Emergencies Tel: (01642) 326326 General Reporting</p> <p>Council Animal Welfare Tel: (01642) 526575</p> <p>Environmental Health Tel: (01642) 526575 Out of hours noise complaint service operates Friday and Saturday evening between 6pm and 3am, and Sunday to Thursday evenings between 6pm and 12am. Tel: (01642) 528034</p> <p>RSPCA Tel: 0300 1234999</p> <p>Care For Your Area A central line is used to direct all enquiries to the appropriate section. Tel: (01642) 391959</p>

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Alcohol Related Disorder	The police can take action for alcohol related disorder incidents. The police and ASB Team issue warnings to individuals who consistently cause public order nuisance due to excessive consumption of alcohol.	Police Tel: 999 Emergencies only Tel: (01642) 326326 General Reporting
Sale of Alcohol to Minors	The Council Licensing section can investigate problems associated with alcohol related disorder from a licensed public house or club and have the power to revoke licences where appropriate.	Licensing Tel: (01642) 524802
Street Drinking	Trading Standards can conduct test-purchasing operations where there is evidence that alcohol is being sold to minors.	Trading Standards Tel: (01642) 526560
Alcohol or Cigarette Sales from Private Dwellings	Issues relating to street drinking and gang nuisance associated with alcohol can be reported to the police, Enforcement and the ASB Team	Enforcement Tel: (01642) 528034 / 528439
	Private homes that are used for the sale of alcohol or cigarettes can be responsible for anti social behaviour in an area, activities of this nature can be reported to the landlord, the police, or the ASB Team to investigate.	Anti Social Behaviour Officer Tel: (01642) 607943
	Customs and excise also investigate this issue and can seize goods or prosecute individuals.	Customs and Excise Hotline Tel: 0800 595000

ISSUE	EXPLANATION	AGENCY CONTACT DETAILS
<p>Anti Social Behaviour</p> <p>Throwing missiles</p> <p>Preventing access to amenities or communal areas</p> <p>Gang nuisance</p> <p>Fighting</p> <p>Spitting at people</p> <p><i>See also Harassment Damage/Vandalism</i></p>	<p>If the issues are serious and require an immediate response contact the police, PCSOs or Enforcement. For non-urgent situations please report to the Anti Social Behaviour Team and the landlord if appropriate.</p>	<p>Police Tel: 999 Emergencies Tel: (01642) 326326 General reporting</p> <p>Police Community Support Officer's (PCSO'S) Tel: (01642) 326326</p> <p>Anti Social Behaviour Officer Tel: (01642) 607943</p> <p>Enforcement Tel: (01642) 528034 / 528439</p> <p>Landlord (see page 22)</p>

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Ball Games	<p>Problems associated with general ball games can be reported to the landlord who may speak to the parties involved to try to resolve the issue.</p> <p>The anti social behaviour team do not generally deal with complaints of this nature unless ball games are deliberately used to target, cause damage to property or to harass or intimidate neighbours.</p>	<p>Landlord (See page 20)</p> <p>Anti Social Behaviour Team Tel: (01642) 607943</p>
Begging	<p>The police deal with nuisance associated with begging and can arrest or move on individuals. If the behaviour is by a specific individual operating on a “patch” and causing harassment alarm or distress to members of the public the Enforcement Team or ASB Team may also be able to investigate.</p>	<p>Police Tel: 999 Emergencies Tel: (01642) 326326 General Reporting</p> <p>Anti Social Behaviour Officer Tel: (01642) 607943</p> <p>Enforcement Tel: (01642) 528034 / 528439</p>
Damage and Vandalism to personal or public property such as bus shelters/phone boxes	<p>If you witnessed the incident, there is damage to personal property or there is a danger to the public report this to the police.</p> <p>To arrange for “clean up” activities contact Care For Your Area.</p> <p>Contact The Security Centre to make them aware of a problem in the area to enable monitoring to take place</p>	<p>Police Tel: 999 Emergencies Tel: (01642) 326326 General Reporting</p> <p>Care For Your Area Tel: (01642) 391959</p> <p>The Security & Surveillance Centre Tel: (01642) 528989</p>

ISSUE	EXPLANATION	AGENCY CONTACT DETAILS
<p>Drugs / Alcohol</p> <p>Drug and Alcohol Misuse & Young People</p> <p>Adult Alcohol Treatment Service</p> <p>Adult Drugs & Alcohol Treatment Services</p>	<p>A comprehensive service for young people (under the age of 19) with drug and / or alcohol issues. Works with young people and their families on a range of health, social and personal issues, to reduce the impact of substance misuse.</p> <p>Service for anyone affected by alcohol, to assist people to gain access to appropriate treatments, counselling, crisis support, safe alcohol reduction plans, advice, healthy living support and complimentary therapies.</p> <p>A structured treatment service for individuals with drug and/or alcohol problems, who have complex needs, eg mental health needs or pregnancy.</p> <p>Harm Minimisation Service which includes: Needle Exchange, Advice, Support and Complimentary Therapies.</p> <p>Complex Needs Service for anyone using drugs, who requires intensive support to address issues in relation to their lifestyle and drug use.</p>	<p>STASH, Suite 1, Marlborough House, 30-32 Yarm Road, Stockton. TS18 3NG. Tel: (01642) 607028</p> <p>Stockton Lifeline Alcohol Service, 3-9 Skinner Street, Stockton, TS18 1DY. Tel: 01642 625980</p> <p>Addictive Behaviour Service (ABS) 20 Yarm Road, Stockton, TS18 3NA Tel: (01642) 802424</p> <p>CRI (Crime Reduction Initiative) The High Street project 17-18 The High Street, Stockton (01642) 613358</p> <p>CRI Complex Needs Service, 17-18 High Street, Stockton. TS18 1SP. Tel: (01642) 613358</p>

ISSUE	EXPLANATION	AGENCY CONTACT DETAILS
	<p>Service for anyone who has been directly affected by someone else's substance or alcohol issues, including parents, partners, grandparents and brothers / sisters (over age of 18). This service is run by carers – who have 'lived' the problems and offer support.</p>	<p>BRIDGES Families & Carer Support Service, 5 Nelson Terrace, Stockton, TS18 1NJ (01642) 605222</p>
<p>Drugs / Substance Misuse & Dealing</p>	<p>Issues relating to drug dealing should be reported to the police, reports can be made in confidence.</p>	<p>Police Tel: 999 Emergencies Tel: 326326 General Reporting</p>
<p>Dropped Needles</p>	<p>Care For Your Area can arrange for the collection of discarded needles.</p> <p>Enforcement Officers can recover discarded needles – on duty until 3am, 7 days a week.</p>	<p>Care For Your Area Tel: (01642) 391959</p> <p>Enforcement Tel: (01642) 528034 / 528439</p>
<p>Crack Houses Dealers / Users</p>	<p>Issues related to drug dealing and the use of a property for the sale or use of drugs or nuisance caused by visitors can also be reported to the Landlord if known.</p> <p>Issues related to drug dealing and the use of a property for the sale or use of drugs or nuisance caused by visitors can also be reported to the ASB Team.</p>	<p>landlord (see page 20)</p> <p>Anti Social Behaviour Officer Tel: (01642) 607943</p>

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<p>Domestic Violence</p> <p>Children's Outreach Service</p>	<p>HARBOUR provides a service for people who have or who are experiencing domestic violence, offers help and support and can place people in safe accommodation. They offer a counselling service for young people and a support group for young people who have witnessed or experienced domestic violence. A programme for perpetrators of domestic violence is also available.</p> <p>Supports Children who are affected by domestic abuse. Children's Outreach offers both group and one to one support.</p>	<p>HARBOUR Tel: (01642) 733056</p> <p>HARBOUR Men's Programme Tel: (01642) 733055</p> <p>24 Hour number for advice and support (0845) 6027308</p> <p>Children's Outreach Service (01429) 868805</p>
<p>Empty Buildings</p>	<p>The Private Sector Housing division deal with problems associated with empty domestic premises.</p> <p>The Environmental Health section deal with problems associated with commercial premises.</p> <p>If the problem relates to structural safety contact the Engineers section</p>	<p>Private Sector Housing division (01642) 527797</p> <p>Environmental Health (01642) 526574</p> <p>Engineers Section (01642) 526279 / 526883</p>

ISSUE	EXPLANATION	AGENCY CONTACT DETAILS
<p>Fires that require immediate attention</p> <p>Fire Setting</p>	<p>Report to the Fire Brigade</p> <p>The Fire Setters Intervention Project is run by Cleveland Fire Brigade and involves courses, home visits and raising awareness on the dangers and consequences of fire setting to identified individuals.</p> <p>A seconded fire officer is available to advise or investigate issues involving fire setting. Joint ASB team / Fire Service warning letters can be issued to identified individuals prior to enforcement action.</p>	<p>Fire Service Tel: 999 Emergencies</p> <p>Fire Service Tel: (01429) 872311</p> <p>Anti Social Behaviour Team Tel: (01642) 607943</p>
<p>Firearms or Air Weapons</p>	<p>Inform the police immediately</p>	<p>Police Tel: 999 Emergencies Tel: (01642) 326326 General Reporting</p>

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<p>Fireworks</p> <p>Unauthorised sale of fireworks.</p> <p>Misuse of fireworks as missiles or to threaten or intimidate</p>	<p>Businesses and shops must be licensed to sell fireworks. If you feel a trader is selling fireworks without a licence or is selling goods to under 18s report this to the police or trading standards who will investigate.</p> <p>If fireworks are being used inappropriately and you have witnessed an incident this can be reported to the police, the Security Centre or the Anti Social Behaviour Team.</p> <p>If there is a fire report the incident to fire brigade immediately.</p>	<p>Trading Standards Tel: (01642) 526560</p> <p>Police Tel: 999 Emergencies Tel: (01642) 326326 General Reporting</p> <p>The Security & Surveillance Centre Tel: (01642) 528989 Anti Social Behaviour Officer Tel:(01642) 607943</p> <p>Fire Brigade Tel: 999</p>
<p>Graffiti</p>	<p>Report issues involving graffiti or fly posting to the Enforcement Unit.</p> <p>Care For Your Area can arrange for the removal of graffiti.</p>	<p>Enforcement Tel: (01642) 528034 / 528439</p> <p>Care For Your Area Tel: (01642) 391959</p>

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<p>Harassment</p> <p>Groups or individuals using intimidating behaviour / making threats to harm persons or property including verbal abuse (shouting, swearing)</p>	<p>Behaviour that causes harassment alarm or distress can be tackled in a number of different ways. For serious incidents report to the police or PCSOs.</p> <p>For general disturbances report to the Security Centre they can often respond quickly and can report details of the incident to the police and ASB Team who can take enforcement action against individuals.</p>	<p>Police & PCSO'S Tel: 999 Emergencies Tel: (01642) 326326 General Reporting</p> <p>Security and Surveillance Centre Tel: (01642) 528989</p>
Stalking	Problems of this nature should be reported to the police. If the issue is part of an ongoing campaign of intimidation and harassment report this to the Anti Social Behaviour Team.	Anti Social Behaviour Officer Tel: (01642) 607943
Threatening phone calls	Report to the police, a report can also be made to the telephone company who may screen calls or advise the recording of all calls. If the calls are part of an ongoing campaign of intimidation and harassment report this to the Anti Social Behaviour Team.	Police & PCSO'S Tel: 999 Emergencies Tel: (01642) 326326 General Reporting
Racial Harassment	<p>Issues of racial harassment are taken very seriously. Incidents can be reported to the police or the council. Reports can also be made directly to the landlord or the ASB Team.</p> <p>Racial harassment can also be reported as an Offensive Incident (see page 15).</p>	<p>Police & PCSO'S Tel: 999 Emergencies Tel: (01642) 326326 General Reporting</p> <p>Anti Social Behaviour Officer Tel: (01642) 607943</p>

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<p>Littering</p> <p>Fly Tipping</p> <p>Waste Carriers</p>	<p>The enforcement team can issue fixed penalty notices for littering, rubbish dumping, dog fouling, graffiti/fly posting.</p> <p>A dedicated Specialist Enforcement Fly Tipping Team (SWAT) that respond to and investigate / prosecute the dumping of waste on private and public land.</p> <p>Enforcement Officers stop and check waste carriers and scrap merchants to ensure correct licenses and documentation and that contents are legal to convey.</p> <p>Care for Your Area can arrange for rubbish removal on public land.</p>	<p>Enforcement Tel: (01642) 528034 / 528439</p> <p>Enforcement Tel: (01642) 528034 / 528439</p> <p>Enforcement Tel: (01642) 528034 / 528439</p> <p>Care For Your Area Tel: (01642) 391959</p>
<p>Neighbour Disputes Nuisance and anti social behaviour issues</p> <p>Trees & Hedges</p>	<p>Depending upon the nature of the dispute a number of different agencies may be able to assist. The landlord may investigate and take action on tenancy related grounds</p> <p>The ASB Team may investigate and take enforcement action.</p> <p>If the dispute is serious and involves threats or violence this should be reported to the police.</p> <p>If individual discussions have failed to resolve issues relating to high hedges these can be reported to the Council Planning Department.</p>	<p>Landlord (see page 20)</p> <p>Anti Social Behaviour Officer Tel: (01642) 607943</p> <p>Police Tel: 999 Emergencies Tel: (01642) 326326 General Reporting</p> <p>Council Planning Department Tel: (01642) 526022</p>

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Noise Nuisance	Environmental Health Officers can investigate complaints relating to noise nuisance.	Environmental Health Tel: (01642) 526575 Out of hours noise complaint service operates every evening from 5pm until 3am. Tel: (01642) 528034
Recurring noise nuisance problems in the street	Report to the police and PCSOs, landlord of the perpetrators or the Anti Social Behaviour Team.	Police / PCSO's 999 Emergencies Tel:(01642) 326326 General Reporting
Pubs & Clubs	For noise from pubs / clubs the Police can take action at the time of the incident. The Environmental Health section can investigate complaints relating to noise nuisance from pubs clubs. The police can also take action at the time of the incident.	Environmental Health Tel: (01642) 526575
Private Premises	Environmental Health Officers can investigate complaints relating to noise nuisance as they are 'Responsible Authorities'. The Environmental Health section of the local authority can investigate complaints of internal noise nuisance from private premises and can install monitoring equipment, issue noise abatement notices and prosecute where appropriate, this may also include the seizure of equipment.	Environmental Health Tel: (01642) 526575 Environmental Health Tel: (01642) 526575 Out of hours noise complaint service operates every evening from 5pm until 3am. Tel: (01642) 528034

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Offensive Incidents	Offensive behaviour is not acceptable and can be any incident which you or any other person feels to be the result of hate or prejudice based on gender, race, religion, disability, age or sexual orientation. A reporting form is available on the Stockton Borough Council website or you can ring the ASB Hotline.	Offensive Incidents line: Tel: (01642) 607943 Website: stockton.gov.uk/reportincidents
<p>Prostitution, Kerb Crawling, Soliciting, cards in phone boxes, loitering pestering residents</p> <p>Property used for the purposes of prostitution</p>	<p>Anti Social Behaviour relating to soliciting, loitering, pestering residents, cards left in telephone kiosks and premises used for the purposes of prostitution should be reported to the police.</p> <p>The landlord is able to take action against tenants who use premises for illegal or immoral purposes. Action can also be taken against tenants who cause or let their visitors cause nuisance or anti social behaviour.</p> <p>The Anti Social Behaviour Team can assist the police with evidence gathering on associated anti social behaviour such as nuisance from visitors or propositioning of residents.</p>	<p>Police 999 Emergencies Tel:(01642) 326326 General Reporting</p> <p>Landlord (see page 20)</p> <p>Anti Social Behaviour Officer Tel: (01642) 607943</p>

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Sexual Abuse Counselling	Counselling service for young people and adults affected by Sexual Abuse.	HARBOUR (0845) 6027308
Tenancy Issues Referencing Tenancy Support Anti Social Behaviour Support Officer	Referencing scheme for private landlords and other housing providers to share information on previous housing history with an emphasis on tackling Anti Social Behaviour and promotion of community safety. Advice and assistance to landlords on tenancy related issues. Stockton intensive support for substance misuse. Supports vulnerable victims / witnesses of Anti Social Behaviour and support to perpetrators who may be vulnerable due to their circumstances such as; substance misuse, mental health. This will be done by challenging behaviour to promote change to help maintain a successful tenancy.	Landlord Liaison Scheme Based within the ASB Team Tel: (01642) 527620 Stonham Tenancy Support team Tel: (01642) 755900 ASB Support Officer Tel: (01642) 528750

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<p>Vehicle Nuisance</p> <p>Inconvenient/ Illegal Parking</p> <p>Untaxed vehicles, Abandoned Cars, Car repairs</p> <p>Joyriding / Racing Cars / off Road Motorcycling etc</p>	<p>Illegal or inconvenient parking and boundary dispute issues can be referred to the landlord.</p> <p>If the parking is causing an obstruction to a public highway the police or planning section of the local authority can assist.</p> <p>Untaxed vehicles and abandoned cars can be reported to the Enforcement Unit who work alongside the DVLA and can arrange for vehicles to be removed and for fines to be issued.</p> <p>Joyriding, off road motorbikes and nuisance associated with skateboarding or cycling in public spaces should be reported to the Police, PCSOs or the enforcement team.</p>	<p>Landlord (see page 20)</p> <p>Enforcement Unit Tel: (01642) 528034 / 528439</p> <p>Enforcement Unit Tel: (01642) 528034 / 528439</p> <p>Police/PCSO's Tel:(01642) 326326 General Reporting</p> <p>Enforcement Unit Tel: (01642) 528034 / 528439</p>
<p>Victim / Witness support</p>	<p>Provides advice and support to victims and witnesses of anti social behaviour, involving listening, providing reassurance, maintaining regular contact and communication of agency actions.</p>	<p>Victim and Witness Support Officer (01642) 524565</p>

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<p>Young People who offend.</p>	<p>The Youth Offending Service is a multi-agency service, working with young people aged from 10 – 17 years who have been issued with a final warning, a court order or custodial sentence. Alongside supervising and enforcing community sentencing, services can include restorative justice, community reparation, offence focused work, mental health assessment, drugs work, employment training and education, victim awareness and victim offender mediation. The work of the YOS is supported by community residents who volunteer on Youth Panels. Support is also provided to parents / carers and to victims of crime.</p>	<p>The Youth Offending Service Tel: (01642) 527597</p>
<p>Young Peoples Services</p>	<p>The Youth Services activities section provides a broad based programme of activities for young people taking place outside the school day.</p>	<p>Youth Services Activities Programmes Tel: (01642) 527972</p>

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The Security & Surveillance Centre

24 hour service Tel: 01642 528989

Enforcement Working Hours

07:30am – 03:00am 362 days a year
 (Christmas Day, Boxing Day and New Years Day Holidays
 During these days contact the Security Centre Tel: 01642 528989)

Tristar Homes Limited

Customer Service Centre main number: Tel 0300 111 1000

Housing Associations

Places for People Homes	Tel: 0191 2113100
Endeavour Housing Association	Tel: 01642 796200
Accent North East	Tel: 0845 6780575
Fabrick Housing Group	Tel: 0800 461600
Home Housing Association	Tel: 0845 6063030
Anchor Trust	Tel: 0845 1402020
ISOS Housing Ltd	Tel: 0191 2922650
Habinteg Housing Association	Tel: 01642 596947
Hanover Housing	Tel: 01642 360142

Supported Housing Scheme

Stonham Housing Tel: 01642 755900

Private Landlords

Please contact your landlord using the details that they have provided you with. If you require assistance to contact a private landlord please telephone the Landlord Liaison team who may be able to assist. Tel: (01642) 527620.

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This Directory of Services will be updated on an annual basis

If you would like information to be added to this document please contact
Helen Dixon - ASB Case Development Officer Tel: (01642) 528434
helen.dixon@stockton.gov.uk

Or

Anti Social Behaviour Team Tel: (01642) 607943
ASBTeam@stockton.gov.uk