

ASB Directory of Services

June 2006

ISSUE	EXPLANATION	AGENCY CONTACT DETAILS	GEOGRAPHIC AREA
Anti Social Behaviour Prevention & Young People	Early prevention to stop young people (aged 8-13yrs) from entering the criminal justice system. Works via referral and gives one on one support to the individual and family. Also offers local services to support prevention work associated with offending behaviour for 8 – 18yrs living in the Park field ward.	SWITCH operates the Preventions element of the Youth Offending Team Tel: (01642) 528211	Stockton Borough
Anti Social Behaviour Prevention & Young People	The PAYP project is part of Connexions and works with young people at risk of involvement in crime or Anti Social Behaviour. PAYP operates a referral system and 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.	PAYP (Positive Activities for Young People) Tel: (01642) 677600	Stockton Borough
Anti Social Behaviour Prevention & Young People	Youth work provision part Positive Futures funded. 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	Cornerhouse Youth Project Tel: (01642) 868331	Stockton Borough and specifically funded areas

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Anti Social Behaviour Prevention & Young People	Service providing support and mentoring for young people aged 8 – 18 most at risk of entering the criminal justice system	Justice Support Tel: (01642) 282122	Stockton Borough
Animal Related ASB Uncontrolled or Dangerous Animals.	The police or the Council Animal Welfare section can take charge of animals that are dangerous.	Police Tel: 999 Emergencies Tel: (01642) 326326 General Reporting	Stockton Borough
Noise from Animals	The Animal Welfare section can collect dogs that are roaming freely and causing a nuisance or dogs that have been abandoned.	Council Animal Welfare Tel: (01642) 526575	Stockton Borough
Cruelty or Neglect of Animals	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.	Environmental Health Tel: (01642) 526575	Stockton Borough
Dog Fouling	Animal welfare or the RSPCA investigate cases of neglect or cruelty to animals. The Enforcement Unit or the Animal Welfare section can issue fixed penalty notices for dog fouling.	RSPCA Tel: National: 08705 555999 Tel: Local: 08700101843 Enforcement Unit Tel: (01642) 528037	Stockton Borough Stockton Borough

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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 (01642) 326326 General Reporting	Stockton Borough
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) 526558	Stockton Borough
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	Stockton Borough
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	Anti Social Behaviour Team Tel: (01642) 527615 Enforcement Tel: (01642) 528037 (see page 19)	Stockton Borough Stockton Borough
Alcohol or Cigarette Sales from Private Dwellings	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. Customs and excise also investigate this issue and can seize goods or prosecute individuals.	Customs and Excise Tel: 0800 595000	Stockton Borough

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Anti Social Behaviour Throwing missiles Preventing access to amenities or communal areas Gang nuisance Fighting Spitting at people <i>See also Harassment Damage/Vandalism</i>	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.	Police Tel: 999 Emergencies Tel: (01642) 326326 General reporting PCSO's Tel: (01642) 326326 Anti Social Behaviour Team Tel: (01642) 527615 Enforcement Tel: (01642) 528037 (see page 19) Landlord (see page 19)	Stockton Borough Stockton Borough Stockton Borough Stockton Borough

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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 and as a rule a referral will be made to the mediation service UNITE.</p> <p>UNITE accept referrals from any source but both parties involved must be willing to meet to try to resolve the problem. If ball games are deliberately used to target, cause damage to property or to harass or intimidate neighbours the ASB Team or the police may take action.</p> <p>PCSOs can, if appropriate provide assistance by requesting that individuals or groups stop causing a problem.</p>	<p>Landlord (See page 19)</p> <p>Anti Social Behaviour Team Tel: (01642) 527615</p> <p>UNITE (mediation service) Tel: (01642) 311633</p> <p>Police Tel: 999 Emergencies Tel: (01642) 326326 General Reporting</p> <p>PCSOs Tel: (01642) 326326</p>	<p>Stockton Borough</p> <p>Stockton Borough</p> <p>UNITE provide services throughout the region.</p> <p>Stockton Borough</p> <p>Stockton Borough</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 ASB Team may also be able to investigate.</p>	<p>Police Tel: 999 Emergencies Tel: (01642) 326326 General Reporting</p> <p>Anti Social Behaviour Team Tel: (01642) 527615</p>	<p>Stockton Borough</p> <p>Stockton Borough</p>

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Damage and Vandalism to personal or public property such as bus shelters/phone boxes	<p>If you have witnessed the incident, there is damage to personal property or there is a danger to the general 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>CFYA Tel: (01642) 391959</p> <p>The Security Centre Tel: (01642) 528989(see page 19)</p>	<p>Stockton Borough</p> <p>Stockton Borough</p> <p>Stockton Borough</p>
Drug and Alcohol Misuse & Young People	Local support service for young people experiencing problems with drug and alcohol misuse works via referral system.	Young Persons Drug and Alcohol Service The Corner House Tel: (01642) 868331	Stockton Borough
Drug and Alcohol Misuse	Advice and support for young people to make informed choices about lifestyle, under 19 years of age	STASH – Stockton Together Against Substance Harm	Tel: 01642 607028 Fax: 01642 606260
Drugs & Alcohol	Drug Intervention Programme, Treatment support and assistance	Drugs Intervention Programme	Tel: 01642 528636 24 hour free helpline: 0808 – 1880-247
Drugs & Alcohol	Treatment, Support, Needle Exchange	Addictive Behaviour Service (ABS) Tel: (01642) 802424	Stockton Borough

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Drugs	National Programme providing information on initiatives, treatment programmes etc for drug users.	Drugs Action Team (DAT) Tel: (01642) 528474 drugactionteam@stockton.gov.uk	Stockton Borough
Drugs	Advice and assistance to drug users and their families.	PANIC (Parents and Addicts against Narcotics in the Community) Tel: (01642) 871999 24 hr Helpline 0800 0522050	Stockton Borough
Drugs / Substance Misuse & Dealing	Issues relating to drug dealing should be reported to the police, reports can be made in confidence.	Police Tel: 999 Emergencies Tel: 326326 General Reporting	Stockton Borough
Crack Houses Dealers / Users	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. 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.	Landlord (see page 19) Anti Social Behaviour Team Tel: (01642) 527615	Stockton Borough
Dropped Needles	Care For Your Area can arrange for the collection of discarded needles.	Care For Your Area Tel: (01642) 391959	Stockton Borough

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Domestic Violence	Stockton Outreach Service provides a service for people who have or who are experiencing domestic violence, offers help and support and can place people in safe accommodation. Offers a perpetrators programme in conjunction with support to victims. Offers a counselling service for young people and a support group for young people who have witnessed or experienced domestic violence.	Stockton Outreach Service (Domestic Violence Empowerment and Support) Tel: (01642) 733056	Stockton Borough
Empty Buildings	<p>Contact Stockton Borough Council</p> <p>The Urban Renewal section 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>Urban Renewal (01642) 526577</p> <p>Environmental Health (01642) 528371</p> <p>Engineers Section (01642) 526764</p>	<p>Stockton Borough</p> <p>Stockton Borough</p> <p>Stockton Borough</p>

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<p>Fires Requiring 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 awareness raising on the dangers and consequences of fire setting to identified individuals.</p> <p>Seconded fire officer 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) 527615</p>	<p>Stockton Borough</p> <p>Stockton Borough</p> <p>Stockton Borough</p>
<p>Firearms or Air Weapons</p>	<p>Inform the police immediately</p>	<p>Police Tel: 999 Emergencies Tel: (01642) 326326 General Reporting</p>	<p>Stockton Borough</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 Centre Tel: (01642) 528989 (see page 19) Anti Social Behaviour Team Tel:(01642) 527615</p> <p>Fire Brigade Tel: 999</p>	<p>Stockton Borough</p> <p>Stockton Borough</p> <p>Stockton Borough</p> <p>Stockton Borough</p> <p>Stockton Borough</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>The Security Centre Tel: (01642) 528989</p> <p>Care For Your Area Tel: (01642) 391959</p>	<p>Stockton Borough</p> <p>Stockton Borough</p>

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<p>Harassment</p> <p>Groups or individuals using intimidating behaviour or 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 Centre Tel: (01642) 528989</p>	<p>Stockton Borough</p> <p>Stockton Borough</p>
<p>Stalking</p>	<p>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.</p>	<p>Anti Social Behaviour Team Tel: (01642) 527615</p>	<p>Stockton Borough</p>
<p>Threatening phone calls</p>	<p>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.</p>		

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Racial Harassment	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. The council will soon offer an offensive incident reporting service offering a 24-hour reporting line and interpretation facility.	Police & PCSO'S Tel: 999 Emergencies Tel: (01642) 326326 General Reporting Anti Social Behaviour Team Tel: (01642) 527615 Council Switchboard Tel: (01642) 393939	Stockton Borough Stockton Borough Stockton Borough

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Littering	<p>The enforcement team can issue fixed penalty notices for littering, rubbish dumping, dog fouling, graffiti/fly posting.</p> <p>A dedicated fly tipping officer deals with the dumping of waste on public land.</p> <p>Care For Your Area can arrange for rubbish removal</p> <p>The Anti Social Behaviour Enforcement officer can issue fixed penalty notices for littering</p>	<p>CYFA A central line is used to direct all enquiries to the appropriate section Tel: (01642) 391959</p> <p>ASB Team (01642) 527619</p>	<p>Stockton Borough</p> <p>Stockton Borough</p>

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<p>Neighbour Disputes</p> <p>Nuisance and anti social behaviour issues</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 or if appropriate, a referral may be made to the mediation service UNITE.</p> <p>If the dispute is serious and involves threats or violence this should be reported to the police.</p>	<p>Landlord (see page 19)</p> <p>Anti Social Behaviour Team Tel: (01642) 527615 UNITE Tel: (01642) 311633</p> <p>Police Tel: 999 Emergencies Tel: (01642) 326326 General Reporting</p>	<p>Stockton Borough</p> <p>Stockton Borough UNITE provide services throughout the region</p> <p>Stockton Borough</p>
Boundary issues	Issues relating to boundaries can be reported to the landlord or Council Planning Department.	Council Planning Department Tel: (01642) 526069	Stockton Borough
Trees & Hedges	Issues related to high hedges can be reported to the council planning Department if individual discussions have failed to resolve the issue.	Council Planning Department Tel: (01642) 526069	Stockton Borough

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Noise Nuisance			
Noisy Neighbours	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 noise nuisance section Tel: (01642) 526556/526575 Landlord (see page 19)	Stockton Borough
Pubs / Clubs	The police can also take action at the time of the incident.	Police 999 Emergencies Tel:(01642) 326326 General Reporting	Stockton Borough
	The Local Authority Licensing section can investigate complaints relating to noise nuisance from pubs clubs. The police can also take action at the time of the incident.	Licensing Section Tel: (01642) 526558	Stockton Borough
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 Anti Social Behaviour Team Tel: (01642) 527615	Stockton Borough
			Stockton Borough
			Stockton Borough

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Prostitution, Kerb Crawling Soliciting, cards in phone boxes, loitering pestering residents	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.	Police 999 Emergencies Tel:(01642) 326326 General Reporting	Stockton Borough
Property used for the purposes of prostitution	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.	Landlord (see page 19)	Stockton Borough
	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.	Anti Social Behaviour Team Tel: (01642) 527615	Stockton Borough
Discarded Needles	Care For Your Area can arrange for discarded needles to be removed.	Care For Your Area Tel: (01642) 391959	Stockton Borough

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Parenting	<p>Support & guidance services offer a wide range of services for parents of young people involved in offending behaviour, at risk of involvement in offending behaviour or ASB. PIP encourages parents to join on a voluntary basis or works with parents as a result of a Parenting Order. Home visits; 1- 2- 1 work and accredited parenting classes are provided.</p> <p>General advice and support for parents</p>	<p>Partners in Parenting (PIP) Tel: (01642) 527601</p> <p>Elaine Dalglish Tel: (01642) 527580</p> <p>Parents in need of support (PINS) Tel: (01642) 647301</p>	<p>Stockton Borough & South Tees YOS.</p> <p>Stockton Borough</p>
Schools & Young people	<p>The Anti Social Behaviour Team visit schools to raise awareness of the effects of anti social behaviour and the sanctions that can be used to stop it.</p> <p>The Anti Social Behaviour Team, in conjunction with SWITCH and Stockton police have produced a DVD with young people, covering the effects and consequences of anti social behaviour. This DVD can be used within schools or with community groups and aims to inform on the issues, but also to encourage tolerance and understanding.</p>	<p>Anti Social Behaviour Team Tel: (01642) 527624</p>	<p>Stockton Borough</p>

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Schools & Young people	Awareness raising in junior schools of the consequences of offending and anti social behaviour on the community and for the individual	Schools Liaison Officer Community Affairs Stockton Police Tel: (01642) 326326	Stockton Borough
Tenancy Issues Referencing	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.	Landlord Liaison Scheme Based within the ASB Team Tel: (01642) 527620	Stockton Borough
Tenancy Support	Support for vulnerable perpetrators of Anti Social Behaviour/ those at risk of losing their home to help challenge behaviour, promote change and maintain a successful tenancy.	ASB Support Officer Tel: (01642) 528750	Stockton Borough
Tenancy Support	Floating Intensive Support Service for vulnerable young adults	Stonham Tel: (01642) 732053 / 732054	Stockton Borough

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Truancy / School Exclusions	Enforcement Officers can issue Fixed Penalty Notices to parents of truanting children.	Enforcement Team Tel: (01642) 528037	Stockton Borough
Truancy / School Exclusions	Aims to identify children about to be excluded from school and offers interventions to change the behaviour. The programme includes citizenship, peer pressure, bullying, personal safety and ASB. New truancy initiatives will also undertaken from Sept 05	BEST (Behaviour Education Support Team Tel: (01642) 647097	Stockton Borough

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<p>Vehicle Related Nuisance. Inconvenient or Illegal Parking</p> <p>Untaxed vehicles</p> <p>Abandoned Cars</p> <p>Car Repairs.</p> <p>Joyriding / Racing Cars</p> <p>Off Road Motorcycling Cycling or Skateboarding on paths or public spaces.</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 19)</p> <p>Council Planning Section Tel: (01642) 526022</p> <p>Enforcement Unit Tel: (01642) 528037</p> <p>Police/PCSO's 999 Emergencies Tel:(01642) 326326 General Reporting</p> <p>Enforcement Unit Tel: (01642) 528037</p>	<p>Stockton Borough</p> <p>Stockton Borough</p> <p>Stockton Borough</p> <p>Stockton Borough</p>
<p>Young People & Offending</p>	<p>YOT work with young people aged from 10 – 17 yrs who have been issued with a final warning or a court order. Alongside supervising community sentencing services can include mentoring, mental health assessment, drugs work, employment training and education, victim awareness, victim offender mediation.</p>	<p>The Youth Offending Team (YOT) Tel: (01642) 527597</p>	<p>Stockton Borough</p>

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Young Peoples Services	The Youth Services activities section provides a broad based programme of activities for young people taking place outside the school day.	Youth Services Activities Programmes Gareth Carson Tel: (01642) 527972	Stockton Borough
Young Peoples Services	The Youth Services empowerment programme helps young people to express their views on a variety of issues and actively encourages involvement in initiatives and organisations based within their local community.	Youth Services Empowerment Programmes Chris Downie Tel: (01642) 527971	Stockton Borough
Young Peoples Services	The Youth Services Inclusion Programme aims to remove barriers that may stop young people accessing mainstream services such as education employment and training.	Youth Services Inclusion Programme Michael Cherrington Tel: (01642) 527971	Stockton Borough
Youth Inclusion Project	Service operated by the Eastern Ravens Trust; from the 30 th June 2005 the Youth Offending Team will take over the delivery of this service.	Eastern Ravens Trust Tel: (01642) 527976	Stockton Borough

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Young People	PODS are large containers the size of a small one room unit that can be sited across the borough. The PODs contain sports and computer equipment and are staffed at specific times after school or during school holidays to give young people somewhere to go to engage in organised activities or gain advice or assistance.	<p>PODS Community Safety (01642) 527616</p> <p>Anti Social Behaviour Team Tel: (01642) 527624</p>	Stockton Borough
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<p>The Security Centre 24 Hour service Tel : 01642 528989</p>	<p>Enforcement Working Hours 08:00 – 00:00 362 days a year (Christmas Day, Boxing Day and New Years Day Holidays) During these days contact the Security Centre Tel: (01642 528989)</p>
<p>Tristar Homes Ltd Area Housing Offices</p> <p>Appleby House Tel: (01642) 527926 Redcar Rd Tel: (01642) 528074 Stockton Central Tel: (01642) 526439 Roseworth Tel: (01642) 528096 Hardwick Tel: (01642) 527987 Ragworth Tel: (01642) 528053 Billingham Tel: (01642) 527943</p>	<p>Supported Housing Schemes</p> <p>Stonham Housing Tel: (01642) 732053</p> <p>Housing Associations</p> <p>North British Housing Association Tel: (01325) 744106 Endeavour Housing Association Tel: (01642) 796200 Accent North East Tel: (01642) 231414 Tees Valley Housing Association Tel: (01642) 261100 Home Housing Association Tel: (01642) 249611</p>

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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

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Gary.Collins@stockton.gov.uk

Or

Anti Social Behaviour Team Tel: (01642) 527615

ASBTeam@stockton.gov.uk