



SafeNewcastle
Better Lives,
Stronger Communities.

KNOW UR STUFF. PEOPLE

GOOD NEIGHBOURS

TIPS ON HOW TO LIVE TOGETHER IN YOUR COMMUNITY

FOR MORE INFORMATION VISIT:
WWW.KNOWURSTUFF.CO.UK





Safe Newcastle is committed to make our city even safer for everyone who lives, works, socialises and visits here.

As in many areas of the country, anti-social behaviour in Newcastle is a problem that many residents want tackling. We appreciate people who live in areas with lots of students can experience different types of anti-social behaviour, with noise being a particular concern for both students and non-students.

This booklet gives you more information about anti-social behaviour and its consequences, practical advice and contacts.

We hope you find it useful.



SafeNewcastle
Better Lives,
Stronger Communities.

FUNDED BY SAFE NEIGHBOURHOODS

A brand new helpline 0300 1000 101

Call 0300 1000 101 to report:

- Rubbish or litter
- Noise nuisance
- Abandoned vehicles
- Smoking in enclosed public places
- Animal fouling
- Broken street lights
- Sale of alcohol to the under aged
- Vandalism and graffiti

Helpline available 24 hours a day, 7 days a week.

Services will be delivered at normal times.

[0300 1000 101]
neighbourhood helpline

A service delivered in partnership by Newcastle and Sunderland City councils.

Some services may not be delivered around the clock, but you can report a problem and it will be sorted out within an agreed time.

Calls are charged at your local rate and may be recorded for training, monitoring and public safety purposes

KNOW UR STUFF.
PEOPLE

FOR MORE INFORMATION VISIT:
WWW.KNOWURSTUFF.CO.UK

Night Watch is a night time noise service run by Newcastle City Council. Anyone experiencing noise problems can report them and a team of trained officers will call out to try to address the problem there and then.

Call Night Watch on 0300 1000 101
between 8pm and 4am 7 nights a week.

NIGHT WATCH

Everyone has a different opinion on what noise is so Night Watch Officers carry out an independent assessment. They also use their skills, training and experience to decide whether noise is a nuisance.

A number of factors are considered to decide if noise is a nuisance. These include:

- the level and type of noise
- its duration
- how often the noise occurs
- the time of day or night when the noise occurs
- the behaviour of those involved
- what could be done to reduce the noise
- the characteristics of the neighbourhood where the noise occurs
- the number of people affected

Night Watch officers will assess and monitor the noise levels on the spot. If it exceeds an acceptable level (more than 10 decibels above the background noise) a warning notice will be given and they will ask for the noise to be reduced.

If the problem persists or begins again, a fixed penalty notice for **£110** will be issued. Night Watch officers may even confiscate equipment.

Failure to pay the fixed penalty within 14 days will lead to court proceedings. The Council could also seek permission from the courts to destroy equipment if noise continues.

Wake Up Calls

If the police receive a complaint of noise from your property they may pay you an early morning wake up call to warn you about your behaviour. Further complaints will result in more serious action.

The Consequences

In Newcastle all types of anti-social behaviour, including noise are taken very seriously. You will face the consequences if you act in an anti-social or criminal manner.

You may be asked to sign a informal behaviour agreement called an Anti-Social Behaviour Agreement (ABA) which sets out standards of behaviour you must follow.

If you break this agreement you may also find yourself subject to an Anti-Social Behaviour Order (ASBO) which if breached may result in a custodial sentence. You can also receive an ASBO without first signing an ABA.

It is useful to remember, particularly if you are studying or just beginning your career, that every employer has the right to ask whether you have any previous convictions. This can seriously affect your chosen career.





Employers for the following professions have to check your Police/Criminal record by law:

- Barristers
- Youth Workers
- Teachers and Ancillary Staff
- Solicitors and their Managing Clerks
- Probation Officers
- Civil Servants (including Prison Officers and Prison Service Employees)
- Social Workers
- British Telecom Staff
- Registered Medical Practitioners
- Post Office Staff
- State Certified Midwives
- Staff of the Civil Aviation Authority
- Registered and Enrolled Nurses
- Pharmaceutical Chemists
- Student and Pupil Nurses
- Professions Supplementary to Medicine
- Registered Dental Practitioners
- Army, Navy and Air Force Personnel

Formal cautions will stay with you for 5 years. Should you be prosecuted and convicted you will receive a Criminal Record that will last for at least 10 years.

Sound Advice

As you live in a residential area you need to think about the affect your activities have on your neighbours.

Here is some **Sound Advice** you should think about:

- If you are experiencing problems try to talk to the person or household responsible for the problem in a polite, friendly manner to start with. You may find that they are unaware they are causing you any discomfort. You should never approach anyone if you don't feel comfortable doing so.
 - If you're having a party, warn your neighbours in advance. You could even invite them. Keep windows and doors shut and if someone complains, apologise and do something about it.
 - Amplified music or sound is the most commonly complained about noise. Keep the volume down and move speakers away from partition walls, floors and ceilings. This applies to TV's too.
 - Consider the volume of your voice. In properties with poor sound insulation and outdoors – everyone can hear you. Also, avoid thundering up and down stairs and slamming doors. Door closers will reduce this noise.
 - We use many noisy appliances around the home and should operate them at sensible hours. Make sure washing machines and fridges are away from partition walls and on a mat or carpet to reduce vibration. When buying a new appliance ask about noise ratings and choose the quieter option.
-



Where else can I get help?

Reporting a Crime

When you call the police they will deal with your call depending on the nature of what is being reported. The following are regarded as an emergency and you should ring **999**:

- Life is in danger
- A vulnerable person is at risk
- A crime is taking place or immediate action is needed to secure evidence
- There has been a road collision involving serious injury or causing traffic congestion
- Public disturbance or disorder is happening there and then

If your call is not urgent, you should ring Northumbria Police on **03456 043 043**.

For more information, look at the Northumbria Police Website on **www.northumbria.police.uk**

The Universities

If you are having problems with your neighbours and you think they may be students, you can contact either university who will check this.

The university responsible will investigate the problem and respond. In certain circumstances university regulations may be used, although liaison and mediation will usually resolve the problem.

Landlords are now required to have an Anti-Social Behaviour Policy for their properties and this will be included in any investigation.

Contact: Northumbria University Accommodation Office on **0191 227 4209**
Newcastle University Accommodation Office on **0191 222 6360**.

Mediation

If an informal approach does not work or communication has broken down you may want to try mediation. Mediators are independent third parties who will listen to the views of both parties and help them to reach an agreement or compromise.

Contact the Newcastle Private Rented Project on **0191 273 6103** for more information.

Victim Support

If problems with your neighbours are causing you emotional distress you can contact Victim Support. Victim Support is the national charity for people affected by crime. It is an independent organisation, offering a free and confidential service, whether or not a crime has been reported to the police. Trained staff and volunteers can offer information and support at your local branch, contact **0191 274 4274** for more information.

For more information on this campaign visit **www.knowurstuff.co.uk**, email us at **safenewcastle@newcastle.gov.uk** or call **0191 277 7832**.

KNOW UR STUFF.
PEOPLE

If you would like this information in Arabic, Bengali, Chinese, Hindi, Punjabi or Urdu we would be pleased to arrange for an interpreter to assist you. Please phone the Community Safety Unit on 0191 277 7833.

This information is also available in large print or on audio tape.

إذا كنت ترغب في الحصول على هذه المعلومات باللغات العربية والبنغالية والهندية والبنجابية والاوردو فسنكون سعداء لترتيب مترجم لمساعدتك. يرجى الاتصال بوحدة أمن المجتمع على الرقم: 0191 277 7833

अगर आप यह जानकारी अरबी, बंगाली, चाइनीज, हिन्दी, पंजाबी या उर्दू में चाहते हैं तो हम आपकी मदद के लिये दुभाषिये का प्रबंध कर सकते हैं। इसके लिये कृपया कम्युनिटी सेफ्टी यूनिट को 0191 277 7833 नम्बर पर फोन करें।

如希望獲得此資訊的阿拉伯文、孟加拉文、中文、印地語、旁地普語或烏爾都語版本，我們樂意安排翻譯員提供幫助。
請聯絡社區安全組 (Community Safety Unit)
電話：0191 277 7833

अगर आप यह जानकारी अरबी, बंगाली, चाइनीज, हिन्दी, पंजाबी या उर्दू में चाहते हैं तो हम आपकी मदद के लिये दुभाषिये का प्रबंध कर सकते हैं। इसके लिये कृपया कम्युनिटी सेफ्टी यूनिट को 0191 277 7833 नम्बर पर फोन करें।

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਅਰਬੀ, ਬੰਗਾਲੀ, ਚਾਈਨੀਜ਼, ਹਿੰਦੀ, ਪੰਜਾਬੀ ਜਾਂ ਉਰਦੂ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤੇ ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਦੁਬਾਸ਼ਿਯੇ ਦਾ ਖੁੱਬ ਖਰ ਸਕਦੇ ਹਾਂ। ਇਸਦੇ ਲਈ ਪਿਲਾ ਕਰਕੇ 0191 277 7833 ਨੰਬਰ ਤੇ 'ਕਮਿਊਨਿਟੀ ਸੇਫਟੀ ਯੂਨਿਟ' ਨੂੰ ਸੰਨ ਕਰੋ।

اگر آپ کو یہ معلومات عربی، بنگالی، چینی، ہندی، پنجابی یا اردو میں چاہتے ہیں، تو ہم آپ کی مدد کے لیے دوभाषिये کا بندھ کر سکتے ہیں۔
مزید جاننے کے لیے، براہ کرم "کمیونٹی سیفٹی یونٹ" کو فون کیجیے: 0191 277 7833



KNOW UR STUFF.

**FOR MORE INFORMATION VISIT:
WWW.KNOWURSTUFF.CO.UK**