

Community Safety: Advice Referral Tool

What's happening?

I'm worried about anti-social behaviour happening near my home:

- Alcohol 1
- Drugs 1
- Dangerous driving and speeding 1
- Abandoned or stolen vehicles 3
- Vehicle nuisance (off-road bikes, E-bikes, E-scooters and cars) 1
- Fireworks 1 2
- Racism 1
- Hate crime 1
- Abusive language 1
- Cold Calling or bogus callers 1
- Noise nuisance 1 2
- Aggressive begging 1

I have a dispute with my neighbour about their property boundary: 4

- Property boundaries including party walls

I have a question about Alley Gates: 5

- Request an alley gate
- Lost key
- Damaged or broken locks

I'm worried about domestic violence or abuse happening to me, or someone I know. Or I am the perpetrator and want help to change: 6

- Domestic violence
- Controlling or coercive behaviour
- Abuse including emotional, physical or financial
- So-called honour-based violence including forced marriage and FGM

1 Anti-social Behaviour: Reporting anti-social behaviour to the Community Safety Team who provide support and advice and have powers to restrict or prohibit specific behaviour and activity



2 Noise Nuisance: Reporting noise nuisance to the Environmental Health Team who provide support and advice and have powers to restrict or prohibit specific behaviour and activity



3 Abandoned or Stolen Vehicles: Reporting an abandoned car (that doesn't have a registered keeper, not taxed, not MOT'd, parked illegally or is unroadworthy) or a stolen car



4 Property & Private Land Disputes: Issues about access, new buildings, walls or fences built on the boundary adjoining your home. This includes seeking advice from outside of the council



5 Alley Gates: Reporting an issue with an alley gate to the Community Safety Team



6 Domestic Violence and Abuse: Report violence or abuse toward you or someone you know. Get help to make plans to improve your safety from the Specialist Independent Domestic Violence Service



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1 Anti-social Behaviour (ASB):

Who is the service for:

Oldham Council provides a Community Safety Service. The Team supports anyone experiencing or worried about ASB. The Team works with partners across Oldham and can offer support and advice. They have specific powers to prevent and tackle ASB and crime including Injunctions, Community Triggers (ASB Case Review) and Public Spaces Protection Orders.

If you are a tenant of a Registered Housing Provider, or if the person you are complaining about is a tenant of a Registered Housing Provider, please contact them directly.

Getting in touch: Call 0161 770 1573 or email communitysafetyservices@oldham.gov.uk

If the issues relate to criminal matters including drug dealing, criminal damage, threats of violence or actual violence, please contact the Police. Use the online portal at www.gmp.police.uk, call 101 or call 999 in an emergency.

4 Property & Private Land Disputes:

The Party Wall Act 1996 provides a framework for preventing and resolving disputes between neighbouring homeowners.

You will need to seek independent legal advice.

Top Tip: Check your home insurance as you may have legal cover to cover the costs of legal advice and any action needed.

The Council **does not** get involved unless there is a breach of building control /planning regulations.

Building Control: Call 0161 770 4122 or email building.control@oldham.gov.uk



If you or someone else is in immediate danger or risk of serious harm or injury, call 999.

2 Noise Nuisance:

Who is the service for:

Oldham Council's Environmental Health Team can support you with noise nuisance. For the Team to investigate a complaint, you will need to show how it impacts upon your health or quality of life. Factors that will be considered include loudness, duration, occurrence, time of the day, type of noise and location.

Before making a report, try and talk to the person or business that is causing the noise. They might not be aware of the impact it is having on others. If this is done early, it can stop the problem from growing into a bigger issue.

If this hasn't helped, you should complete a noise nuisance diary and then make a report to the Environmental Health Team.

Getting in touch:

Report via the Council website.

5 Alley Gates:

Lost key: Under normal circumstances the Council does not re-issue keys if they are lost. In the first instance, residents should try to borrow one from their neighbour and have a copy cut.

Damaged alley gates or alley gate locks:

Email: communitysafetyservices@oldham.gov.uk or call 0161 770 1573.

Request alley gates: by contacting your local Councillor.

3 Abandoned or Stolen Vehicles:

Abandoned Cars: Report on the Council's website.

If you think a car is stolen or causing an obstruction of the public highway, report it to the Police. Contact them via the online portal at www.gmp.police.uk, call 101 or call 999 in an emergency.

You can report a car with no tax or MOT directly to the DVLA www.dvla.gov.uk

6 Domestic Violence and Abuse:

Who is the service for:

You might be experiencing domestic violence or abuse or know someone who is. Domestic violence and abuse can happen to anyone. You are not to blame, it's not acceptable and you are not alone.

Oldham Council provides a Specialist Independent Domestic Violence Service. The Team can offer emotional and practical support to victims and survivors including support from the point of crisis, assessment of risk and development of safety plans, support with civil and criminal justice matters and advocating on behalf of victims. We also have a specialist Officer who deals with cases of so-called honour-based violence and abuse including forced marriage and female genital mutilation.

Getting in touch:

Call the Domestic Violence Service: 0161 770 1572 (Mon-Fri, 9am- 5pm).

National Helpline: (24 hours), Call 0808 2000 247

RESPECT: (for perpetrators of domestic violence/ abuse) 0808 802 4040.

Police: Use the online portal at www.gmp.police.uk, call 101 or call 999 in an emergency