

Neighbourhood Issues: Advice Referral Tool



What's happening?

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.

I have a question about alley gates: 8

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

I am worried about anti-social behaviour (ASB) near my home:

- | | | | |
|-------------------------------------------------------|-----|--------------------------------------------------|-----|
| • Alcohol | | • Fireworks | |
| - Underage sales | 4 | - Illegal sale | 4 |
| - Issues at a licensed premise | 1 5 | - Set off outside at prohibited times of the day | 2 |
| - Alcohol related issues or disorder on the street | 1 2 | - Set off persistently at premise | 3 |
| • Drugs | | - Being thrown in the street | 1 2 |
| - Possession | 2 | • Children and young people | 1 |
| - Dealing | 2 | • Racism | 1 |
| • Dangerous driving and speeding (cars or motorbikes) | 2 | • Hate crime | 1 |
| - Off road motorbikes | 1 2 | • Abusive language | 1 |
| • Abandoned or stolen vehicles | 7 | • Aggressive begging | 1 2 |
| • Bikes | 1 | • I have a dispute with my neighbour | 1 |
| • Bogus Callers | 1 2 | • Premise related disorder (residential) | 1 |
| • Noise nuisance | 3 | • ASB in open spaces | 1 |

I am worried about domestic violence or abuse happening to me or someone I know:

- Domestic violence 9
- Controlling or coercive behaviour 9
- Emotional, physical or financial abuse 9
- Honour based violence including forced marriage and female genital mutilation 9
- Ongoing abuse 2 9

1 Anti-social behaviour: Report 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 Suspected criminal activity, crimes and emergencies: Report suspected criminal activity, crimes and emergencies to Greater Manchester Police (GMP).



3 Noise nuisance: Report noise nuisance to the Environmental Health Team who provide support and advice and have powers to restrict or prohibit specific behaviour and activity.



4 Underage sale of alcohol, tobacco, vapes and knives: Report underage or illegal sales to the Trading Standards Team. The team have powers to restrict or prohibit specific behaviour and activity.



5 Issues at a licensed premise: Report concerns about activity taking place at a licensed premise to the Licensing Team. The team can provide support and advice and act on any breaches of licensing conditions.



6 Food hygiene: Go online to check out the latest rating for your favourite food business or for advice on how to register a new business. You can also report a complaint about a business.



7 Abandoned vehicles: Report an abandoned vehicle (not taxed, not MOT'd, or is unroadworthy).



8 Alley gates: Report an issue with an alley gate to the Community Safety Team.



9 Domestic violence and abuse: Report abuse happening to you or someone you know and get help to improve your safety by contacting our Specialist Independent Domestic Violence Service.



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

Keep up to date by signing up to the council's newsletter and following our social media channels.



1 Anti-social behaviour:

Who is the service for? Oldham Council provides a Community Safety service to support anyone who is experiencing or worried about anti-social behaviour. The team works with partners across Oldham and can offer support and advice. They also have specific powers to prevent and enforce including injunctions, community triggers and public space 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.

Contact Us: Call 0161 770 1573 or email css.admin@oldham.gov.uk

If the issues relate to criminal matters such as drug dealing, criminal damage, threats or 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.

Please provide the following information:

- Name
- Date of birth
- Phone number
- Email address
- Address
- Location of incident
- Details of incident (including date and time)

6 Food hygiene and safety in a business in Oldham

Who is the service for? All food businesses inspected by our Food Safety Officers are given a rating based on their compliance with the legal requirements for hygiene, structural condition and confidence in the management.

It is voluntary for the businesses to display the rating but this gives the consumer an indication of its overall level of food hygiene compliance.

Contact Us: For advice on opening or registering a new business or making a complaint about a business: Call 0161 770 2244 or email ENVhealth@oldham.gov.uk

2 Suspected criminal activity, crimes and emergencies:

Who is the service for? Greater Manchester Police (GMP) should be contacted if you have seen or believe that criminal activity or a crime has been committed. You may also have been a victim of a crime or witnessed a crime taking place.

GMP provide the latest news, campaigns, advice and information to help keep you safe and to help you understand the law at www.gmp.police.uk

GMP operate a community messaging system 'Bee in the loop'. It allows you to choose what information you would like you know about including crime and incidents in your local area. The system is an invaluable investigative tool and can also be used to appeal for information or intelligence and help to solve crime. Sign up by visiting www.beeinthe-loop.co.uk

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

4 Underage sale of alcohol, tobacco, vapes and knives:

Who is the service for? Oldham Council's Trading Standards Team investigate a range of issues including sales of age restricted products, counterfeit goods and unsafe products. They have powers to protect the public and consumers and regulate businesses.

Contact Us: Communications are routed via the Citizens Advice Consumer Service Service. Call 0808 223 1133 or visit: <https://www.citizensadvice.org.uk/consumer/>

7 Abandoned vehicles:

If the vehicle is abandoned, check online if the vehicle is taxed and MOT'd. If it has an MOT but no tax report to the DVLA. If it has no tax or MOT and is damaged, get in touch via the Council's website.

8 Alley Gates:

Lost key: The council do not re-issue keys if they are lost. Residents should borrow one from their neighbour and have it re-cut.

Damaged alley gates or alley gate locks: Email css.admin@oldham.gov.uk or call 0161 770 1573.

Request alley gates: Contact your local councillor.

3 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.

Contact Us: Report via the Council website.

5 Issues at a licensed premise

Who is the service for? Oldham Council's Licensing Team can offer advice and information about concerns you have about activity taking place in a licensed venue. The Licensing Act 2003 makes councils responsible for the licensing of alcohol, certain types of entertainment and late-night refreshment. The council have specific powers of enforcement to protect the public, the environment, and the local economy.

Contact Us: Email: licensing@oldham.gov.uk

9 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 provide 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 including forced marriage and female genital mutilation.

Contact Us:

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.