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Essex County Council

WHO HAS RESPONSIBILITY FOR THAT?

Many of the calls that come into Essex Police, often on the 999 number, are not emergency calls. An emergency is a situation where there is serious risk of injury, risk of serious damage to property, or when a crime or suspicious incident is in progress.

Essex County Council delivers a wide range of services and understands that there may be times when you don't know who to direct your query to.

Together, we want to help you get to the person who can deal with your problem - first time. This leaflet will help you find out who is responsible for what and guide you on who to call in any number of situations.

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ABANDONED VEHICLES

It is the responsibility of your local, district or borough councils to remove abandoned cars (see **COUNCILS** for contact numbers). They are obliged by the Refuse Disposal (Amenity) Act 1978 to remove the vehicle from any land in the open air or forming part of the highway. They must follow prescribed procedure in respect of the notice prior to removal. This would normally take the form of a sticker attached to the vehicle which has to stay on the vehicle for seven days. Council refuse departments have limited resources so it may take longer than this for the vehicle to be removed.

You can report an abandoned vehicle to the police but the following information is needed:

- Your name, address and telephone number.
- Vehicle registration, make/model and colour.
- Condition of vehicle.
- Was anyone seen leaving the vehicle?
- Is the vehicle taxed?
- Location of vehicle - with directions if necessary - and how long it has been there.

Some councils have special policies to deal with abandoned cars, ask your local council for details.

ANIMALS

Cruelty to Animals

If you are concerned about the general safety and well-being of animals please call the RSPCA (24 hours) Tel: 0300 1234 999.

If there is an immediate danger, for example dog locked in a car and in distress on a hot day, call 999 for an immediate response.

Dogs

- An accident involving a dog needs to be reported to the police.
- Dogs causing a nuisance (for example noise, fouling) need to be reported to your local dog warden (See opposite)
- Cruelty to dogs - see Cruelty to Animals
- Aggressive or dangerous dogs - call the police.
- Stray, lost or found dogs - contact your local dog warden.

Dog Wardens

- Basildon District Council - The Animal Control Officer 01268 294280
- Braintree District Council 01376 552525
- Brentwood Borough Council 01277 312504
  Out of hours 07852 429460
- Castle Point Borough Council- The Animal Control Officer 01268 882200
- Colchester Borough Council 01206 282581
  Out of hours 01206 769779
- Chelmsford Borough Council 01245 606800
  Out of hours 01245 606511
- Epping Forest District Council 01992 564608
  Out of hours 01992 564398
- Harlow Council 01279 446111
  Out of hours 01279 446666
- Maldon District Council 01621 854477
  Out of hours 07711 885894
- Rochford District Council 01702 546366
  Out of hours 01268 527317
- Southend on Sea Borough Council
  The Animal Warden 01702 215000
- Tendring District Council 01255 686766
  or 01255 222022 (24 hour contact)
- Thurrock Council - Animal Control 01375 652955
  Out of hours 01268 725825
- Uttlesford District Council Animal Warden
  01799 510594 or 01799 510510
  Out of hours 01223 257455

Injured Animals

For animals injured in a road traffic accident call 999. For other injured animals, contact the RSPCA: (24 Hours) 0300 1234999 or a local veterinary surgeon.

Injured and Sick Marine Life

For any sick or injured marine life (especially seals, porpoises, dolphins and whales), the British Divers Marine Life Rescue (BDMLR) organisation can and will assist in their capture and treatment. Contact the BDMLR 24 hour helpline on 01825 765546. www.bdmlr.org

Straying Animals

If you see animals (for example horses, cattle, sheep, goats, pigs) found straying on or near a highway,

please call 999. There is an offence under Sec.155 Highways Act 1980 of letting animals near or on a highway and the keeper of the animals can be prosecuted. However the police would normally attempt to move the animals away from the road and trace the owner.

BOGUS CALLERS

If you want to seek advice about rogue traders or you suspect someone of illegal practices, contact Essex County Council Trading Standards.
Tel: 0845 404 0506

BUILDERS' SKIPS

If you have a complaint about a skip causing an obstruction or parked in a dangerous position, you need to contact the Essex County Council Highways department on 0845 603 7631

COLLECTIONS

House to House or Street
If you wish to undertake either a street collection and/or house to house collection you need to contact your local council.

COUNCILS

Main switchboard numbers:
Basildon DC 01268 533333
Braintree DC 01376 552525
Brentwood BC 01277 312500
Castle Point BC 01268 882200
Chelmsford BC 01245 606606
Colchester BC 01206 282222
Epping Forest DC 01992 564000
Essex County Council 0845 743 0430
Harlow Council 01279 446655
Maldon DC 01621 854477
Rochford DC 01702 546366
Southend on Sea BC 01702 215000
Tendring DC 01255 686868
Thurrock Council 01375 652652
Uttlesford DC 01799 510510

CRIME REDUCTION

If you need crime reduction advice please contact your local crime reduction officer.
Basildon 01268 244022
Braintree 01376 556267
Brentwood 01277 636366
Chelmsford 01245 212548
Colchester 01206 717624
Epping 0300 333 4444 Ext 29110
Thurrock 01376 362135
Halstead 01376 556210
Harlow 01279 625460
Maldon 01245 212549
Southend 01702 423187
Stansted Airport 01279 666106
Uttlesford 01376 556233
Tendering 01255 254020

CRIMESTOPPERS

If you wish to provide information please contact Crimestoppers on freephone 0800 555111
This line is staffed for long periods and has an answerphone out of hours.

CYCLIST TRAINING

The County Council runs the Essex Cyclist Training Scheme and Bikeability. Training is provided on a group basis through schools and youth groups. It is not available to children under 10 years of age. To find out about courses please contact Essex County Council Road Safety Officers on 0845 603 7631

DATA PROTECTION

Under the current Data Protection Act 1998, members of the public are able to obtain a copy of the information held about them on the Police National Computer (PNC), subject to certain exemptions. You need to complete an Essex Police A96 Subject Access form and pay a £10 fee. For further information please contact the information access officer at Essex Police Headquarters on 0300 333 4444 or emaildataprot@essex.pnn.police.uk.

DOGS (SEE ANIMALS)

DRIVING LICENCES

For information about driving licences, please contact:

Customer Enquiries Unit, DVLA,
Swansea, SA6 7JL.
Tel: 0300 790 6801

ELECTRICITY (SEE UTILITIES)

ENVIRONMENTAL HEALTH DEPARTMENTS

Contact your local council (see **councils**)

ESSEX COUNTY COUNCIL

Contact Essex 0845 743 0430

ESSEX POLICE

Emergency 999
Non Emergency 0300 333 4444

FLOODING

Contact Floodline on 0845 9881188. Floodline is run by the Environment Agency and provides comprehensive information about how both to protect your property from flooding and what to do if you are affected.
www.environment-agency.gov.uk/subjects/flood/

FLYTIPPING

This involves leaving unwanted material or items in public places. For complaints about flytipping, please contact your local authority. Many councils now have systems in place to deal with flytipping.

FIREARMS

The firearms and licencing department at Essex Police HQ can deal will all enquiries relating to firearms. Contact either 01245 452768, or email firearms@essex.pnn.police.uk.

GAS (SEE UTILITIES)

HAZARDOUS SUBSTANCES

If you have to report an accident or spillage involving dangerous substances, IMMEDIATELY dial 999 and call the Essex Fire and Rescue Service, who have specialist equipment to deal with the problem. DO NOT ATTEMPT A RESCUE. Wait for the fire service to arrive, and remain UPWIND of the incident. If you need advice regarding the storage, disposal or transportation of hazardous substances, please contact your local council or the Health and Safety Executive at Wren House, Hedgerows Business Park, Colchester Road, Springfield, Chelmsford CM2 5PF. Tel: 0845 3450055.

HOSPITALS

Hospitals which have 24 hour accident and emergency cover:

Addenbrooke's NHS Trust, Cambridge
01223 245151
Basildon and Thurrock University Hospital
0845 155 3111
Broomfield Hospital, Chelmsford
0844 822 0002
Colchester General Hospital, Colchester
01206 747474
Princess Alexandra Hospital, Harlow
01279 444455
Southend Hospital 01702 435555

LEGAL AID

For information or advice regarding Legal Aid, please contact a solicitor. Numbers can be found in the BT Phone Book, Yellow Pages, Thomson Directory or on the internet at sites such as yell.com.

NEIGHBOURHOOD WATCH

Neighbourhood Watch is a way for local people to get together to help prevent crime and make their community a safer place. Neighbourhood Watch schemes often begin with people sharing crime reduction advice, keeping any eye on each others' properties and learning to communicate effectively with the police.

The benefits of Neighbourhood Watch are an improved community spirit and a reduced fear of crime. Essex has a County Neighbourhood Watch Association, which co-ordinates the work across the county. Details of your local Neighbourhood Watch divisional co-ordinator can be obtained from your nearest police station or by visiting the web site at www.neighbourhoodwatch.net

NOISE

Complaints of excess noise are dealt with by the Environmental Health Service of the local council, not by the police, unless there is the possibility of public disorder or a criminal offence taking place. However, if you hear noises that suggest that someone is in danger, you should contact the police.

OBSCENE OR NUISANCE COMMUNICATIONS

If you are reporting this for the first time, ring BT Customer Service on 150 for advice or 0800 666 100 for recorded advice, or the appropriate network if you are not a BT customer.

PARKING

The enforcement of parking restrictions is undertaken by local, district and borough councils and Civil Enforcement Officers (CEOs). CEOs will issue a Penalty Charge Notice (PCN) to drivers who fail to comply with the parking restrictions. The charge of a PCN is £50 or £70 depending on the contravention, reduced by 50% if paid within14 days. If this is not paid, the debt will be pursued through a civil court. If you want information on parking, you should contact your local council. Parking causing obstruction is still a matter for Essex Police where there are no waiting restrictions. For more details please contact your local councils on the numbers listed.

PASSPORTS

If your passport is lost or has been stolen, it is important that you report this to the UK Passport Service as soon as possible in order to help prevent future misuse of your document. To do this you must submit a lost/stolen (LS01) report form. Call the UK Passport Service adviceline on 0870 521 0410. Further information is available on www.ukpa.gov.uk/

PESTS

If you want advice or have a complaint about pests (for example rodents, wasps, bees, fleas), contact your local Environmental Health Department.

POLLUTION

If you need to report or complain about air pollution, contaminated land, contaminated sites or radiation, contact your local Environmental Health Department.

SAFETY CAMERAS

For general information about the Safety Cameras in Essex, please contact the safety camera liaison officer on 01245 437004 or visit: www.drivingcasualtiesdown.org. For information concerning fixed penalty notices, contact the Camera Enforcement Office on 01277 636610.

STREET LIGHTS

All faulty or damaged street lights in Essex should be reported to the Essex County Council Highways Office on 0845 603 7631.

SYRINGES AND NEEDLES

The police will not attend to remove any drugs paraphernalia (for example syringes, spoons, pipes, razor blades), under any circumstances. You will need to contact your local council who will safely clean up the offending articles.

TAXIS

If you have a complaint about a taxi driver (for example abusive conduct, over-charging) you need to contact your local council, as each authority has an officer who is responsible for the licensing of taxis and their drivers. If the complaint is about dangerous driving, you can either contact the council or contact your local police station.

TRAFFIC LIGHTS (Fixed and Temporary)

Fixed roadside traffic lights are the property and responsibility of Essex County Council Highways Department and any faults should be reported to them on 01245 357 345. Temporary traffic lights are the responsibility of the owner/contractor who is carrying out the road works. However, faults with these lights can be directed to the Essex County Council Highways department on 0845 603 7631.

TREES

A tree normally belongs to the land on which it is growing and the position of the trunk, where it emerges from the ground, determines ownership. If trees in your neighbour's garden overhang your property, you are entitled to cut off the overhanging branches. Any fruit or timber from the branches belong to your neighbour and should be returned to them. You are also entitled to trim back roots to the boundary, although you should always get professional advice before doing this as you could make the tree unstable. Before cutting any part of a tree, you should check with the arboreal staff at your local council whether it is covered by a Tree Preservation Order, which might prevent you doing this. If there is a chance of the tree encroaching on or causing damage to your property, you should speak to the owner of the tree, your insurance company or a solicitor. It is the responsibility of homeowners to ensure that trees overhanging the highway are not a hazard to road users. Anyone who wants to report a dangerous obstruction can contact 0845 603 7631.

UTILITIES (Gas, Water, Electricity)

Emergencies

If you are reporting damage to the gas, water or electricity systems which is likely to cause danger to people, please call the Essex County Fire and Rescue Service or the police on 999. If you smell gas, call Transco on 0800 111 999. For water emergencies, call Anglian Water on 08457 145145.

General Queries

If you have a general query about gas, water or electricity, please contact your utility supplier:

British Gas 0800 048 0202
Eon 0800 015 20 29
EDF Energy 0800 085 0000
Anglian Water 0800 91 91 55
Essex And Suffolk Water 0845 7820999
Three Valleys Water 0845 782 3333
Tendring Hundred Water 01206 399333

VEHICLES

Change of Ownership

For any information about the change of ownership of a vehicle, please contact:
DVLA Customer Enquiries (Vehicles) Unit,
DVLC, Swansea, SA99 1BL
Tel 0300 790 6802
It is an offence to fail to notify the change of ownership for a motor vehicle.

VICTIM SUPPORT

Victim Support is an independent charity which helps people cope with the effects of crime. They provide free confidential support and information to help victims deal with their experience. Contact either the Victim Supportline on 0845 30 30 900 or contact your local Victim Support Office:
Victim Support Essex, Suite 4
The Chequers, High Street
Ingatestone, Essex
CM4 0DG
Tel: 0845 456 5995
Fax: 0845 456 4454
Email: essex@victimsupport.org.uk
www.victimsupport.org.uk

WATER (SEE UTILITIES)

WEBSITES

More information about Essex Police and Essex County Council can be found by visiting:
www.essex.police.uk
www.essex.gov.uk

Working together to keep you safe

Essex County Council

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