

# Who to call ?

## When you need help



A lot of pressure is put on the police to reduce crime, disorder and road casualties. Our purpose is to make the communities we serve safer and we are committed to being accountable for all that we do. Humberside Police works very closely with many agencies, including local authorities and the voluntary sector and as such, not all issues are dealt with by the police. You may be surprised that the police no longer lead on the following:

***Adverse Weather, Alcohol Licensing Issues, Anti-Social Behaviour, Dogs, Graffiti and Vandalism, Gypsy Traveller Advice, Litter and Fly Tipping, Noise Nuisance, Parking Enforcement, Road Safety and Speeding.***

The **East Riding of Yorkshire Council** is responsible for an array of services and has a very comprehensive website with advice, contact details and reporting facilities.

For support and guidance on any of the issues below, please visit [www.eastriding.gov.uk](http://www.eastriding.gov.uk) and 'search' for the relevant subject. Alternatively telephone 01482 393939.

The East Riding of Yorkshire Council is the lead agency for:

### Adverse Weather

Including road and footpath salting and severe weather warnings. East Riding of Yorkshire Council works closely with partner agencies, including the Environment Agency, Yorkshire Water, Humberside Fire and Rescue and Humberside Police, to support residents during periods of inclement weather.

Use search term: **severe weather**

### Alcohol Licensing Issues

These should be referred to the Licensing Department at East Riding of Yorkshire Council on 01482 396181/396297 or email [licensing@eastriding.gov.uk](mailto:licensing@eastriding.gov.uk)

### Anti-Social Behaviour

**Matters of serious anti-social behaviour that are happening at the time should be reported to Humberside Police.**

To report other anti-social behaviour or for advice on dealing with anti-social behaviour.

Use search term: **anti-social behaviour**

### Dogs

To report dog fouling, learn about dog control orders and Dog Warden Patrols, use search term: **dog fouling**

East Riding of Yorkshire Council will pick up stray dogs from a public place or dogs that have been detained.

Use search term: **stray dogs**

**Dog bites should be reported to the police.**

### Graffiti and Vandalism

For damage to public property.

Use search term: **anti-social behaviour**

### Gypsy Traveller Advice

Roadside Encampment and Unauthorised encampments.

Use search term: **unauthorised encampment**

### Litter and Fly Tipping

Use search term: **fly tipping**

### Noise Nuisance

Noise pollution including intrusive loud music, barking dogs, misfiring vehicle alarms and noisy neighbours.

Use search term: **noise**

### Parking Enforcement

Regulation and enforcement of on-street parking restrictions, public car parks and controlled parking zone permits are the responsibility of East Riding of Yorkshire Council, who also have responsibility for abandoned and untaxed vehicles.

Use search term: **parking or abandoned vehicles**

### Road Safety and Speeding

Anyone with general concerns relating to road safety and speeding should raise their concerns with the Traffic and Parking Team within the East Riding of Yorkshire Council.

Use search term: **speeding**

For more information on how to contact the East Riding of Yorkshire Council, please visit [www.eastriding.gov.uk](http://www.eastriding.gov.uk) or call **01482 393939**



**Humberside Police Protecting Communities, Targeting Criminals**

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### Matters dealt with by other agencies:

#### Animal Welfare and Cruelty

Welfare and Cruelty Investigations are mostly undertaken by the RSPCA.

You can report a mistreated, neglected, injured or distressed animal online [www.rspca.org.uk](http://www.rspca.org.uk) or call the RSPCA cruelty line **0300 1234 999**

If you have found a stray cat or other pet, you may wish to contact the RSPCA or alternatively there are a number of organisations you may contact who provide advice or assistance, for example; **Cats Protection, Hull Animal Welfare Trust, Jerry Green Dog Rescue.**

#### Bullying

The Anti Bullying Alliance [www.anti-bullyingalliance.org.uk](http://www.anti-bullyingalliance.org.uk) is a national charity which offers advice and support to children, parents and carers.

**Some forms of bullying are illegal and should be reported to the police, these include:**

- ☐ violence or assault
- ☐ repeated harassment or intimidation
- ☐ theft
- ☐ hate crimes

**Call 999 if you or someone else is in immediate danger.**

Additional Helplines include:

**ChildLine** is the UK's free, confidential helpline for children and young people. They offer advice and support, by phone and online, 24 hours a day. Whenever and wherever you need them, they'll be there. Call **0800 1111**

[www.gov.uk](http://www.gov.uk) contains information and advice on all forms of bullying.

Use search term: **bullying**

#### Disputes with your Neighbours

This depends upon the nature of the dispute. Unless there are issues such as assaults, breaches of the peace or criminal damage, this is not a police matter. We do not police arguments.

If you live in either council housing or housing controlled by a social landlord, your housing officer should be the first point of contact.

Disputes over boundaries should be referred to a solicitor. They do not fall under the remit of the police unless criminal acts (e.g. Criminal Damage) have occurred, and even in these cases, if ownership of the damaged item is a source of contention, this reverts to being a civil matter which should be addressed through your own legal advisor.

Harassment warnings will not automatically be issued to those individuals identified as involved in a neighbour dispute unless a criminal act of harassment can be evidenced

If you are the recipient of a harassment warning, this does not indicate a criminal sanction against you and it is not recorded on Criminal Records Bureau (CRB) checks.

#### Flooding

For comprehensive advice on what to do before, during and after flooding, visit the environment agency website [www.environment-agency.co.uk](http://www.environment-agency.co.uk)

Use search term: **flood**

If you are concerned of the onset of severe weather, please refer to the Met office website for weather updates [www.metoffice.gov.uk](http://www.metoffice.gov.uk)

#### Fraud

Action Fraud is the UK's national fraud and internet crime reporting centre. They provide a central point of contact for information about **fraud** and **financially motivated internet crime**. If you've been scammed, ripped off or conned - get in touch with Action Fraud.

Please visit [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or call **0300 123 2040** to report a fraud or get help and advice on fraud prevention.

#### Social Media Sites

Unpleasant comments about people on social media sites are not dealt with by the police, unless there is a criminal offence involved, such as:

Threats to kill

Threats to cause damage

A criminal course of conduct amounting to harassment.

In the first instance you should contact the social media site on which the comments have been made and ask for their assistance. If you think you have been libelled to the extent you wish to take action then you should consult a solicitor.



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