

## **Transcript: Community Action Team November Online Resident Surgery Shildon**

[Text: “Altogether better is in the bottom left corner of the screen for the duration of the video. The Durham County Council logo is in the bottom right corner of the screen for the duration of the video.]

[Text: Welcome to our Community Action Team November Online Resident Surgery Shildon.]

{Images: Picture of four members of the Police Force standing in front of a Police Van. Picture of a church opposite a grassed area.]

[Text: You can view the slides showing the work the Community Action Team are doing in Shildon. Useful information from partners is also shown on the later slides. If you would like to interact you can introduce yourself using the Q and A feature and tell us about any particular concerns you might have in the area. If you experience any problems with the presentation, please highlight this using the Q and A feature You can type in questions using the Q and A feature and we’ll respond during the event where possible. More complex questions may need a more detailed reply which may be emailed. We will share responses which are general to all, but your details will not be shared.]

[Text: Our focus area.]

[Image: Street map of the Shildon area.]

[Text: Here is a map showing the focus area which we will be focusing on while we do this project in Shildon You can see it covers the numbered streets as well as Handley, Hamilton and Cowell Streets in the North and then around Oak and Ash and also around Murray and Seymour Street This will be the area we will be primarily focusing on, however if you’ve got concerns elsewhere in Shildon you can let us know as well.]

[Images: Picture of a lady inspecting an overfilled bin, a lady takes a selfie with an untidy street behind and two ladies on a street in facemasks.]

[Text: Here is the team carrying out our first walkabout while keeping everyone safe. ]

[Image: Table of results about the important issues in Shildon.]

[Text: At the start of the project we asked residents what their important issues were. We were really pleased that over 120 residents completed the survey- either electronically or by paper. So thank you to everybody for that. The results, from which you can see what are considered the top three priorities in Shildon were: 61 thought improving housing standards and management of rented properties was important. 50 felt rubbish dumped in gardens and on waste land being removed was important. 56 felt dealing with empty properties was important and then the next highest result we had was that 49 felt that dealing with anti social behaviour was an issue. But from the results here which are colour coded you can see that there are a variety of other things that people felt should be prioritised in the area as well so we will be working on an action plan to address these.]

[Images: Picture of cut down trees in back yard of house. Picture of an abandoned houses. Picture of terraced streets of houses.]

[Text Following information from residents and partners we have prioritised these areas for action during this project list of priorities is on screen.]

[Image: Picture of a woman, wearing a face mask in the back yard of a terraced house.]

[Text Community Action Team Update so far: The team are working through over 120 issues found and reported in Shildon. These include: Rubbish accumulations, Missing manhole covers, Damaged properties. We have sent letters to those responsible and many positive responses have now been received. Over 130 Legal Notices have now been served. Several issues have already been addressed.]

[Text: Bin it right. A guide to what you can put in your recycling bin and box.]

[Image: Infographic of what items you can recycle.]

[Text: Every property should have a bin for rubbish and a bin for recycling and also a recycling box for glass. Plastic pots tubs trays and bottles cartons cans aerosols in foil paper and Cardboard can be put in recycling bin and in recycling box you put glass bottles and jars. Please do not put black bags, carrier bags, nappies, clothes, plastic bags, crisp packets kitchen scrap metal, batteries or polystyrene or bubble wrap in recycling they should all be put in rubbish bin.]

[Text: Information about rubbish disposal in Shildon. All residents should have a rubbish bin, recycling bin and recycling box like the picture. Replacement bins can be obtained by contacting our customer services team. Extra recycling can be placed in a clear plastic bag next to the bin and extra rubbish will not be collected.

For special collections you should call customer services or extra household waste should be taken to household waste recycling site. your nearest one is at Romanway. Any side waste, extra bags of waste, will be treated as fly tipping which if found guilty can lead to a significant fine. If you pay anyone to take your rubbish away, check their registered to do so. This this includes builders and other tradesmen and there's a web link you can use to look this up. If you have six or more people living in your house your household is entitled to an extra bin and you can contact our customer services or ring us. Your next recycling collection is Friday 26th February and your next rubbish collection is Friday the 5th of March please put out before 7:00 o'clock on the day of collection and take it back onto your property on the same day.]

[Text: Crime Prevention and Safety, <https://www.durham.police.uk/Information-and-advice/Crime-Prevention-Personal-Safety-and-Security/Pages/default.aspx> . Home Security Remember: Most burglaries are opportunistic. Garden Security is very important as the garden is an access point to your home.]

[Image: Neighbourhood Watch Stay Safe Poster.]

[Text: Don't miss out on a grant of £6000 for central heating from Durham County Council. Durham County Council is working in partnership with E-ON Energy and 0800 Repair to offer grants of up to £6,000 to replace solid fuel boilers or electric storage heaters. A total of 200 energy efficient gas central heating systems will be installed in owner occupied and private low rental households who currently heat their house with solid fuel and only have one radiator to use or an electric storage heater. If you use a solid fuel back boiler or electric storage or room heaters you could qualify you could receive a grant of up to £6,000 for the following: New gas connection to your home (within 23 metres of gas main. New energy efficient wall mounted gas boiler. New central heating radiators in all rooms. To qualify you will need to Be an owner occupier or rent from a private landlord. Use solid fuel and have no more than one radiator installed in your home. Or have electric storage radiators. You must have a total household income of less than £26,00 or be in receipt of a qualifying (see below). Or have a cold related illness. Apply as soon as possible as numbers are limited. How to contact us. To find out more about the above scheme contact us on 0300 268 000 and ask for the Warm Homes Team or e-mail [warmhomes@durham.gov.uk](mailto:warmhomes@durham.gov.uk) or log onto [www.durham.gov.uk/warmhomescampaign](http://www.durham.gov.uk/warmhomescampaign). ]

[Image: Group of people standing outside a terraced house holding leaflets to the camera.]

[Text: Damp and Mould. The main causes and effects of damp, mould and condensation. What is condensation? All air contains water vapour. The warmer it is, the more it can hold. However, when warm, moist air hits a cold surface, like a window, the water vapour in the air will turn into little droplets of water; this is condensation. Water vapour is always in the air and is produced all the time by day to day activities, including breathing. A five person household will put about 10kg of water into the air every day, as a result of: Breathing; Washing and bathing; Washing and drying clothes indoors; Cooking. Condensation occurs mainly during cold weather. It appears on cold surfaces and in places where there is little movement of air. Look for it in corners, on or near windows, in or behind wardrobes and cupboards. It often forms on north-facing walls.]

[Images: Picture of pans cooking on a stove generating steam. Picture of water coming out of a shower head.]

[Text: Is it Condensation??? Condensation is not the only cause of damp. It can also come from: Leaking pipes, wastes and overflows. Rain seeping through the roof where a tile or slate is missing, spilling from a blocked gutter, penetrating around window frames, or leaking through a cracked pipe. Rising damp due to a defective damp-course or because there is no damp-course. These causes often leave a tidemark. If you do not think the damp comes from any of these causes, then it is probably condensation.]

[Images: Picture of Mould caused by condensation. Picture of Tidemark caused by rising damp.]

[Text: How to avoid condensation. Cover pans when you cook. Dry clothes outside. Vent tumble dryers to the outside. Leave windows ajar or keep trickle vents open. Always use the extraction fan in kitchen and bathroom. Leave space between furniture and walls/radiators. Keep internal doors open to allow warm air to circulate.]

[Text: Taking action against Dog Fouling and Fly Tipping. Do the right thing and respect this area and your neighbours. No more dog fouling. Anyone found not picking up after their dog will be liable for prosecution. Report them to the council 03000261000. The community action team are working in this area. Respect this area. Monitoring is currently taking place to prevent further fly tipping. Anyone found to be fly tipping will be liable for prosecution.]

[Images: Signage warning against dog fouling and signage advising that the Community Action Team is working in the area. Picture of a bin. Picture of litter dumped on the ground.]

[Text: Our focus area.]

[Image: Street map of the Shildon area.]

[Text: Noise complaints. The Council's Nuisance Action Team (NAT) are responsible for investigating complaints of noise. Main types of noise we are able to investigate are: Loud parties/music, Barking dogs, Noisy DIY, Intruder/car alarms We are unlikely to be able to investigate noise from: Normal living noise, children noise, heavy footsteps, door slamming. We cannot investigate noise from: People on the street/public land, traffic and other types of transport.]

[Text: How will a noise complaint be investigated? 1. A person who has complained is asked to keep a diary of the noise and/or use the council noise app which lets them take recordings on their phone. 2. A letter is sent out to the person alleged to be causing the noise (the identity of the complainant is always kept anonymous) 3. When we receive completed diary/noise app recordings demonstrating a problem then an officer visits/specialist noise equipment is used to gather further evidence. 4. Should the evidence be sufficient a legal notice is served on the person responsible which if breached is a criminal act and could lead to a prosecution and/or seizure of equipment etc.]

[Text: Making a noise complaint. Online The quickest and easiest way to make a complaint is online by completing the online form. You can use the links below or put noise into the websites search function on the phone You can ring and speak to a customer advisor who will take your details by calling the main enquiries number: 03000 260000.]

[Image: Save time do it online logo.]

[Text: Antisocial Behaviour Anti-social behaviour (ASB) covers a range of activities that can affect our enjoyment of our home and community. It includes noise, verbal abuse and harassment, graffiti, vehicle nuisance and abandoned vehicles, drug or alcohol related behaviour. You may be affected by problems like these, or you may know somebody who is. You do not have to put up with anti-social behaviour, there are people who can help you. Some of the people you can tell are your local Anti-social Behaviour Team who work in partnership with Police, Fire, Neighbourhood Wardens, Private Landlords and other organisations to tackle issues reported: Online <https://doitonline.durham.gov.uk/> 03000 260 000 Website [www.durham.gov.uk/asb](http://www.durham.gov.uk/asb) Durham Constabulary 101 Crimestoppers 0800 555 111]

[Text: Consumers lose £5-10 billion to scams each year. Scammers are taking advantage of the uncertainty caused by the pandemic to take advantage of those who may be more isolated than usual. Protect yourself against scams with our 10 Top Tips. Say NO to unwanted or uninvited callers. Be wise to rogue traders. Too good to be true offers probably are. Don't feel pressured to make a decision. Say no or you need advice first. Be wise to postal scams. No legitimate company will ask you for money to claim a prize. Keep personal details safe. They could be used fraudulently in the wrong hands. Research the company to make sure they're not bogus. Be online savvy. Check who you're communicating with online. Talk to someone you trust if you're suspicious. Report scams and help expose the criminals! Know you're not alone. ANYONE can be a victim. Report it and get the right support. Take a stand against scams by becoming a Friend Against Scams at [:www.FriendsAgainstScams.org.uk/elearning/durham](http://www.FriendsAgainstScams.org.uk/elearning/durham). For advice call Citizens Advice Customer Helpline 0808 233 1133. To report scams, contact Actin Fraud 0300 123 2040.]

[Image: Friends Against Scams Logo. National Trading Standards Scams Team logo.]

[Text: Are you a private tenant? Fees Do you know what fees a landlord or agent can ask you to pay? The Tenant Fees Act 2019 states that you can only be asked to make payments for: Rent. A refundable tenancy deposit (capped at 5 weeks' rent if annual rent under £50,000). A refundable holding deposit (to reserve the property). Payments to change the tenancy. Early termination of tenancy costs. Utilities (gas/electricity/council tax). Default fees for late payment or replacement of keys. . Any other fees may be illegal Search 'Tenant Fees Act 2019 guidance for tenants' online for more info. Energy Efficiency. From April 2020, your landlord can't rent out a property with an EPC rating below E. It is their responsibility to make improvements that will bring the rating to E or above. There are a number of schemes that can help to fund home energy improvements. Your landlord may need help from you to claim some of these. If you feel that your home would benefit, please speak with your landlord/letting agent. For more info, search 'Minimum Energy Efficiency Standards 2019' online. Client Money Protection (CMP) Schemes Do you know if your letting agent is signed up to a Client Money Protection scheme? These apply where an agent takes payments in advance of being due and holds before passing to the landlord e.g. rent collected a week in advance of being due. Since April 2019, all letting agents have been required by law to belong to a registered client money protection scheme in order to protect both tenant and landlord money. Your letting agent can confirm which scheme they are registered with and can face heavy fines for not doing so. For more info, search 'client money protection schemes' online. If you are concerned regarding any of the issues mentioned, please contact: [tradingstandards@durham.gov.uk](mailto:tradingstandards@durham.gov.uk)]

[Image: Energy Efficiency logo.]

[Text: Climate Change. Covid19 is having a huge impact on people's lives and businesses and the Council is working hard on recovery plans. However, Climate Change continues to accelerate and will cost us vastly more and poses a greater threat to human life for generations to come if we don't do something about it. The Council has declared a Climate Emergency and we really need your help!]

[Text: Tackling Climate Change Together. You can help by trying one or more of the suggested tips. These tips can also help you to save money and improve health. Together, they can really add up and make a difference! Prevent Chills and Draught Proof your Home. Avoid Food Waste and try Growing Your Own. Walk and Cycle more for Short Journeys. Don't Bin it – Reuse, Repair and Recycle it. Switch to a Green Energy Provider. Keep your Area Clean and Tidy.]

[Image: Different coloured cartoon people holding hands under the word together.]

[Text: Find out more.]

[Image: Table of organisations to contact in relation to saving energy, growing your own food, cycling, recycling, green energy and taking care of your area.]

[Text: Promoting Healthier Lifestyles.]

[Image: Posters of mental health and emotional local support.]

[Image: HM Government logo. NHS logo.]

[Image: Government guidance on Coronavirus.]

[Text: Stay Active! Active 30 Durham has developed and collated an online hub packed with physical activity resources to help support schools, parents and young people to keep active! <https://www.countydurhamsport.com/young-people/active-30-durham/> Check out the Thrive Active Durham Facebook page for regular physical activities for the whole family <https://www.facebook.com/DurhamThriveActive/>]

[Image: Active Durham 30 logo. Thrive Active logo.]

[Text: Ways to improve your mental health and wellbeing There are services available in the North East to support mental health and wellbeing – these can be accessed via the links below: Time to Change Hub: [info@investinginchildren.net](mailto:info@investinginchildren.net) <https://www.time-to-change.org.uk/hub/time-to-change-durham> Talking Changes: 0191 333 3300 <https://www.talkingchanges.org.uk/contact-us/> Live Life Well: <https://www.livelifewell.org.uk/mental-wellbeing/>]

[Text: 10 top tips for better mental health. 1. Eat well - Try to eat a balanced diet. If you're particularly stressed or anxious, you could try limiting or cutting out caffeine. 2. Avoid alcohol, smoking and drugs 3. Get plenty of sunlight - Sunlight is a great source of vitamin D. 4. Manage stress - knowing what triggers your stress and knowing how to cope is key in maintaining good mental health. 5. Activity and exercise - Being active not only gives you a sense of achievement, but it boosts the chemicals in your brain that help put you in a good mood. 6. Do something you enjoy 7. Connect with others and be sociable - Having friends is important not just for your self-esteem, but also for providing support when you're not feeling too great. 8. Do things for others - You could try volunteering for a local charity, or just be neighbourly. 9. Get plenty of sleep - Sleep is really important for our physical and mental health. 10. Ask for help!

<https://www.meccgateway.co.uk/nenc/services/Mental%20Health>]

[Text: Healthy Start Vouchers The scheme helps low income pregnant women and those with young children to buy fruit, vegetables, milk and infant formula. Pregnant women and children over one and under four years old can get- one £3.10 voucher per week. Children under one years old can get two £3.10 vouchers (£6.20) per week. Healthy Start Vouchers can be worth up to £900 per child per year! Families qualify for the vouchers if they are at least 10 weeks pregnant or have children under 4 years and receive a range of benefits Go to the Healthy Start Voucher page to find out if you qualify <https://www.healthystart.nhs.uk/>]

[Image: Healthy Start logo.]

[Text: Balance, Getting the measure of alcohol <https://www.balancenortheast.co.uk/> Encouraging people to reduce their consumption and reduce the impact that alcohol is having on our region. Think about your alcohol consumption.]

[Images: Three posters highlighting the risk of drinking for young people.]

[Text: Alcohol Awareness Week is a chance for the UK to get thinking about drinking. It's a week of awareness raising campaigning for change and more. The theme for Alcohol Awareness Week 2020 is 'Alcohol and mental health']

[Images: Two posters for Alcohol Awareness Week.]

[Text: Spotting cancer early saves lives.]

[Images: Picture of a nurse. Picture of a Spotting cancer early saves lives leaflet.]

[Image: Picture of a young person's sexual health leaflet.]

[Image: Picture of a head and neck cancer leaflet.]

[Image: Picture of a smear test invitation leaflet.]

[Text: To report issues please use our do it online system. This is a really good system to report a variety of issues to Durham County Council from street lighting and highways issues to fly tipping and dog fouling and allows you to pinpoint an area on a map. And you can attach photos if you have the. Please do you sign up and get registered and thank you on behalf of the Community Action Team.]

[Text: Do It Online. Durham County Council's online reporting portal. You can register online <https://doitonline.durham.gov.uk/>]

[Image: Save time do it online logo.]

[Text: Thank you on behalf of Durham County Council, the Community Action Team and all of our Partners.]

