

## College contact details

COLLEGE	TELEPHONE	EMAIL
St Hild and St Bede	0191 334 8300	hildbede.college@durham.ac.uk
Collingwood	0191 334 5000	cwd.reception@durham.ac.uk
Grey	0191 334 5900	grey.college@durham.ac.uk
Hatfield	0191 334 2633	hatfield.reception@durham.ac.uk
John Snow	0191 334 0046	johnsnow.reception@durham.ac.uk
Josephine Butler	0191 334 7260	butler.reception@durham.ac.uk
South College	0191 334 0999	south.college-office@durham.ac.uk
St Aidan's	0191 334 5769	aidans.reception@durham.ac.uk
St Chad's	0191 334 3358	chads@durham.ac.uk
St Cuthbert's	0191 334 3400	cuthberts.reception@durham.ac.uk
St John's	0191 334 3500	johns.reception@durham.ac.uk
St Mary's	0191 334 5719	reception.stmarys@durham.ac.uk
Stephenson	0191 334 0545	stephenson.enquiries@durham.ac.uk
Trevelyan	0191 334 7000	trevelyan.collsec@durham.ac.uk
University	0191 334 3800	univcoll.office@durham.ac.uk
Ustinov	0782 413 1678	ustinov.reception@durham.ac.uk
Van Mildert	0191 334 7100	vm.reception@durham.ac.uk

**To contact the University's out of hours security team, please call 0191 334 2222**

## Durham City Community Emergency Plan

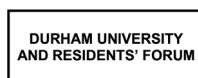
The Durham City Community Emergency Plan is nearing completion. It is important for us to have this plan as it means that local areas can liaise more efficiently with the County Council Emergency services and the Civil Contingencies Unit.

More importantly, it means that each local area has the knowledge and skills to help the area, and all its residents, while waiting for support from the emergency services. These could well be stretched in cases of widespread emergencies such as floods, power outages or hostile weather conditions, for example. There could be delays in reaching local areas.

In each area, volunteers are hard at work identifying local risks and threats, the resources that are available and the necessary information channels to respond in the event of an emergency.

Each area has identified places of safety if evacuation from homes is necessary. In areas at risk of flooding, local residents are training as flood wardens. Every household will be issued with a leaflet about these measures, with advice for managing such situations.

If you would like to join a local group and work with us on these measures, please contact Parish Councillor Carole Lattin via email at [carole.lattin@cityofdurham-pc.gov.uk](mailto:carole.lattin@cityofdurham-pc.gov.uk)



# What to do if you have a local issue in Durham...



**2024/25**  
EDITION

Issue type	Actions you can take	What to expect
<b>House party or other anti-social noise: pre-11pm</b>	<ul style="list-style-type: none"> <li>Try to speak to the occupiers of the house if you feel comfortable doing so;</li> <li>Call 101 after 20:30, describe the type and extent of the noise, state the address from which the noise is coming and insist on an incident number. If you believe the property to be student-occupied, please inform the call handler;</li> <li>Prior to 20:30, also report to DCC's Nuisance Action Team on 03000 260 000 or via <a href="https://doitonline.durham.gov.uk/">https://doitonline.durham.gov.uk/</a></li> </ul>	<ul style="list-style-type: none"> <li>Perhaps compliance by occupants;</li> <li>If the property is student occupied, the University's Community Response Team (CRT) will attend in term-time, 20:30 to 04:30 with shifts on Weds, Fri, Sat and Sun nights;</li> <li>Perhaps attendance by Durham Constabulary;</li> <li>Perhaps a follow up visit by Durham County Council Nuisance Action Team</li> <li>Repeated instances of noise may incur Community Protection Warnings and/or Notices and/or non-academic misconduct action by the University</li> </ul>
<b>House party: post-11pm</b>	<ul style="list-style-type: none"> <li>Try to speak to the occupiers of the house if you feel comfortable doing so;</li> <li>Call 101, describe the type and extent of the noise, state the address from which the noise is coming and insist on an incident number. If you believe the property to be student-occupied, please inform the call handler;</li> <li>Call 999 if threatened or intimidated by those attending party.</li> </ul>	<ul style="list-style-type: none"> <li>Perhaps compliance by occupants;</li> <li>If the property is student occupied, the University's Community Response Team (CRT) will attend in term-time, 20:30 to 04:30 with shifts on Weds, Fri, Sat and Sun nights;</li> <li>Perhaps attendance by Durham Constabulary;</li> <li>Perhaps a follow up visit by Durham County Council Nuisance Action Team</li> <li>Repeated instances of noise may incur Community Protection Warnings and/or Notices and/or non-academic misconduct action by the University</li> </ul>
<b>Street noise/disturbance: post-11pm</b>	<ul style="list-style-type: none"> <li>Call 101, describe the type and extent of the noise or disturbance, state the street address; insist on an incident number;</li> <li>Recurring transient street noise between 20:30pm and 04:30am involving students should be reported to the University Community Liaison team at <a href="mailto:localissue.report@durham.ac.uk">localissue.report@durham.ac.uk</a>;</li> <li>Log the incident on PinPoint via <a href="https://cityofdurham-pc.gov.uk/">https://cityofdurham-pc.gov.uk/</a></li> <li>Keep a diary of incidences (use noise recording device if available).</li> </ul>	<ul style="list-style-type: none"> <li>University Community Response Team, during their shifts, will attend and monitor hotspot areas where noise involves students</li> <li>Data will be monitored by the Parish Council through PinPoint;</li> <li>The incident number will allow the Police to build up a map of the problem area;</li> <li>Evidence-based recognition of the scale of the problem.</li> </ul>
<b>Event/Venue noise</b>	<ul style="list-style-type: none"> <li>Try to speak to the owners of the premises;</li> <li>Contact DCC's Nuisance Action Team on 03000 260 000 or via <a href="https://doitonline.durham.gov.uk/">https://doitonline.durham.gov.uk/</a></li> <li>If noise is from a College event, call the appropriate number (phone numbers are overleaf and on the University's website).</li> </ul>	<ul style="list-style-type: none"> <li>Contact from an officer from the Nuisance Action Team and an investigation into the noise issue raised;</li> <li>Feedback on any action taken.</li> </ul>
<b>General College noise (University)</b>	<ul style="list-style-type: none"> <li>Contact the College (phone numbers are overleaf and on the University's website);</li> <li>If you are unable to identify the source of the noise, email the University's Community Liaison Manager at <a href="mailto:community.liaison@durham.ac.uk">community.liaison@durham.ac.uk</a></li> </ul>	<ul style="list-style-type: none"> <li>Working with you to try to identify the source of the noise and what action could be taken;</li> <li>Feedback if action has been taken.</li> </ul>
<b>PBSA (private student accommodation blocks) noise</b>	<ul style="list-style-type: none"> <li>Contact the individual PBSA management team (details on each of the PBSA's websites);</li> <li>Log the incident on PinPoint via <a href="https://cityofdurham-pc.gov.uk/">https://cityofdurham-pc.gov.uk/</a> to build evidence base.</li> </ul>	<ul style="list-style-type: none"> <li>Working with you to try to identify the source of the noise and what action could be taken;</li> <li>Feedback if action has been taken.</li> </ul>
<b>Crime</b>	<ul style="list-style-type: none"> <li>In a non-emergency, call 101 and get an incident number;</li> <li>In an emergency, call 999.</li> </ul>	<ul style="list-style-type: none"> <li>A policing response appropriate to the matter reported.</li> </ul>
<b>Student misconduct</b>	<ul style="list-style-type: none"> <li>Contact the University's Student Conduct Office at <a href="mailto:student.cases@durham.ac.uk">student.cases@durham.ac.uk</a></li> <li>If the misconduct constitutes a crime, contact the Police on 101 or 999.</li> </ul>	<ul style="list-style-type: none"> <li>Liaison with a member of the University's Student Conduct Office;</li> <li>Action in line with the University's Non-Academic Misconduct Procedure.</li> </ul>
<b>Waste/Bin issues/ Litter</b>	<ul style="list-style-type: none"> <li>Contact DCC's Refuse and Recycling team on 03000 260 000 or via <a href="mailto:gary.anderson@durham.gov.uk">gary.anderson@durham.gov.uk</a></li> <li>Contact the Neighbourhood Warden Service on 03000 260 000.</li> </ul>	<ul style="list-style-type: none"> <li>A response from DCC's Refuse and Recycling team;</li> <li>Potential issuing of a fixed penalty notice;</li> <li>Possibly a response from the Parish Council-funded Enhanced Warden Service</li> <li>Feedback if you chose to provide your contact details when reporting.</li> </ul>
<b>Dog fouling</b>	<ul style="list-style-type: none"> <li>Contact Durham County Council by calling 03000 260 000, by emailing <a href="mailto:help@durham.gov.uk">help@durham.gov.uk</a> or via <a href="https://doitonline.durham.gov.uk/">https://doitonline.durham.gov.uk/</a></li> </ul>	<ul style="list-style-type: none"> <li>A response from the Neighbourhood Warden Service;</li> <li>Possibly a response from the Parish Council-funded Enhanced Warden Service.</li> </ul>
<b>Fire safety concern</b>	<ul style="list-style-type: none"> <li>To report non-emergency concerns, contact Durham Fire and Rescue Service on 0345 305 8383;</li> <li>In an emergency, call 999.</li> </ul>	<ul style="list-style-type: none"> <li>A Fire and Rescue Service response appropriate to the issue.</li> </ul>