



**County Durham and Darlington
Fire and Rescue Service**

In an emergency dial 999

Your Safety - Safety in the Home and Community

[Request a Safe and Wellbeing Visit](#)

County Durham and Darlington Fire and Rescue Service is working in partnership with other agencies to provide a seamless and integrated service to promote and support safe, healthy, caring, diverse and socially balanced communities.

Nationally, the modern Fire and Rescue Service places an ever-increasing emphasis on the prevention of fire and incidents.

Find out more about the [national community fire safety campaigns](#) and for links to the official National Community Fire Safety Centre (NCFSC).

Stop fire before it starts - do all you can now to make your home or where you work - safe from fire or hazards.



Durham Constabulary – Non Emergency - Tel 101

In an Emergency

Callers should only ring 999 when

- Life is at risk
- Persons are badly injured
- A crime is in the process of being committed
- Offenders are nearby
- There has been a serious disruption to the flow of traffic

In a non-emergency call101

101 is an easy to remember non-emergency police number and is in use across England, Scotland and Wales.

Calls to 101 cost 15p per call, no matter what time of day it is, or how long the call lasts. This means everyone calling the police will know exactly how much a call costs, whether they're calling from a landline or a mobile phone

<https://www.durham.police.uk/Contact-us>



Durham County Council - Tel 03000 2600 00

County Durham Housing Group –

Tel 0300 1311 999



Refuse and Recycling

Need a new bin? What goes in which bin? Bin collection days? Need bulky items collecting?

<http://www.durham.gov.uk/bins> or call 03000 2600 00

Need help to get your bin to the kerbside?

<http://www.durham.gov.uk/assistedcollections> or call 03000 2600 00

Please put your bin out by 7am on your collection day which is shown on your bin. Your rubbish bin and your recycling bin/box are emptied alternate weeks. www.durham.gov.uk/bins

Pest Control (domestic)



Spotted vermin? Report it at www.durham.gov.uk/pestcontrol or call 03000 2610 00

Needle Finds

If you come across a discarded syringe or needle please report the location to us.

<http://www.durham.gov.uk/Needles-syringes-and-drugs-equipment> or call 03000 2600 00

Anti Social Behaviour

Anti-social behaviour covers a range of activities that affect people's enjoyment of their homes and communities. This page provides information on where to find help and other useful information.

<http://www.durham.gov.uk/asb> or call 03000 2600 00

Noise Complaints

We are responsible for dealing with some noise complaints that are classed as a 'statutory nuisance'. If the noise is causing a statutory nuisance, we will try to resolve the matter informally. However, if this approach fails, we have the legal powers to serve an abatement notice requiring the nuisance to stop.

There are a number of different noise sources that can cause a nuisance:

- barking dogs
- amplified music
- industrial and commercial premises
- construction and demolition sites
- public entertainment from licensed premises

There are certain types of noise where we have no legal powers to act:, including noise from aircraft, trains and road traffic.

<http://www.durham.gov.uk/noisecomplaints> or call 03000 26666 00

Report it Online - Save time and do it online:

<https://doitonline.durham.gov.uk>



Durham Locate

The place to find out about adult care, support, information and advice in County Durham.

Search for leisure and community activities, products and services to help at home, to stay healthy and well so you can live your life the way you want.

Use the search below or if you're not sure what to search for, use the categories to find out what's near you.

<https://www.durhamlocate.org.uk/>