

Nottingham City Council

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# Community Protection Frequently Asked Questions (FAQ's)

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Communities Division



Nottingham  
City Council

Welcome to our FAQ page

Below you will find a range of the most frequently asked questions and or concerns that are often raised when residents contacts our service for help and guidance or to report an incident.

These FAQ's have been produced as a rough guidance on some of the scenarios we often come across along with some information on the next steps you could expect if you did choose to report an incident to us. It is important to understand that we operate on evidence-based enforcement so whilst we will do everything within our power to investigate and where appropriate act, understand we do this on a case-by-case basis considering not only the evidence available but also the individual circumstances of all parties involved in any investigation or incident.

**Q: My new neighbour has been playing loud music for weeks, it's disturbing my sleep and effecting my job. The neighbours are intimidating, and I'm scared to report them what are my options?**

You can report online anonymously or via the customer hub. If you chose to provide your details, you can report it in confidence as your details will not be shared as part of our investigation process. Officers can also monitor noise levels and provide professional witness statements to support enforcement action.

**Q: I keep reporting the gangs of teenagers hanging outside the local shop, they leave litter and ride mopeds on the pavement, they spit and intimidate lots of locals why have they still not been stopped?**

Community Protection will act on reports received regarding these types of incidents. We work in partnership with other council teams such as Housing and partner agencies including the Police, to tackle these types of issues in a collaborative approach. We have a multi-agency partnership meeting structure in place where these types of issues are discussed, and relevant parties take ownership of their respective issues. Action taken as a result can take many forms, including Acceptable Behaviour Contracts, Criminal Behaviour Orders, breach of tenancy for Council tenants etc.

**Q: The local dog walker was caught letting his dog poo on the street a few months ago, he's kept doing it and I don't understand how he's not been caught again what's the point in reporting?**

A: There is a city-wide Public Spaces Protection Order in place in Nottingham city related to dogs, which includes dog fouling. If an individual is witnessed by an authorised officer to commit an offence, they can be issued a Fixed Penalty Notice of £70. Neighbourhood Safety Officers carry out regular patrols and planned operations in known hotspots to tackle these types of offences

**Q: I'm really scared of ringing about the pub across the road that keep playing, music too loud is there anything you can do about this?**

A: Your details will be kept in confidence when reporting these types of issues and will not be shared as part of our investigation. You can also report things to us anonymously through our online web form. Noise from commercial venues is investigated and enforced by Environmental Health Officers. Neighbourhood Safety Officers can also provide evidence to support any investigation and enforcement action.

**Q: When the council has emptied the bins on my street many neighbours never even bother to take their bins back in, I struggle to navigate with the pram what can be done?**

A: Bins on the street is a concern for many residents including wheelchair users and those with prams. Domestic bins should be placed out for collection no more than 8 hours before collection day and should be returned within the curtilage of their property no later than 8 hours after collection day. Enforcement action can be taken against properties that fail to adhere to this. There are certain scenarios which makes enforcement prolonged, but a robust engagement programme is in place to work alongside this. We also collaborate with partners, including both universities to tackle these issues together.

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