



## Horsham Neighbourhood Policing Team

### Who is responsible and who should I contact?

#### **Parking:**

##### **Vehicles parked on single or double yellow lines:**

Contact Parking Services at Horsham District Council

E-mail: [parking@horsham.gov.uk](mailto:parking@horsham.gov.uk)

Telephone: 01403 215100 and ask for Parking Services

##### **Vehicles blocking the pavement:**

Contact Sussex Police

Website: [www.sussex.police.uk/help-centre/report-something-online/parking-problems](http://www.sussex.police.uk/help-centre/report-something-online/parking-problems)

E-mail: [101@sussex.pnn.police.uk](mailto:101@sussex.pnn.police.uk)

Telephone: 101

##### **Parking problems outside schools:**

Whilst police will assist with safety issues and obstruction offences, Parking Services at Horsham District Council will deal with any parking offences.

Contact Parking Services at Horsham District Council

E-mail: [parking@horsham.gov.uk](mailto:parking@horsham.gov.uk)

Telephone: 01403 215100 and ask for Parking Services

Schools are also advised to work with the Safer Routes to School and Road Safety team at West Sussex County Council to devise a School Travel Plan.

Website:

[www.westsussex.gov.uk/learning/west\\_sussex\\_grid\\_for\\_learning/policies\\_and\\_guidance/safer\\_routes\\_to\\_schools.aspx](http://www.westsussex.gov.uk/learning/west_sussex_grid_for_learning/policies_and_guidance/safer_routes_to_schools.aspx)

E-mail: [srts.team@westsussex.gov.uk](mailto:srts.team@westsussex.gov.uk)

#### **Abandoned Vehicles:**

Contact Operation Crackdown

Website: [www.operationcrackdown.org](http://www.operationcrackdown.org)

Telephone: 01243 642222



### **Anti-Social Driving:**

Contact Operation Crackdown  
Website: [www.operationcrackdown.org](http://www.operationcrackdown.org)  
Telephone: 01243 642222

### **Queries regarding speed limits:**

Speed limits are a matter for the local Highway Authority via West Sussex County Council. You will need to speak with your County Local Committee – details of who this is can be found on the website [www.westsussex.gov.uk](http://www.westsussex.gov.uk) or you can call WSCC direct on 01243 777100.

Speeding enforcement sits with Sussex Police. You can call them on 101 or email [101@sussex.pnn.police.uk](mailto:101@sussex.pnn.police.uk) with any concerns.

### **Street Cleansing:**

#### **Bins:**

We often receive reports of stolen wheelie bins but have you contacted the council first to make sure that your bin has not been damaged by the dustcart and removed by the council?

Contact Horsham District Council  
Website: [www.horsham.gov.uk/bins/general-waste](http://www.horsham.gov.uk/bins/general-waste)  
Telephone: 01403 733144

#### **Dead Animals:**

Horsham District Council aims to remove dead animals from public land and highways within 24 hours of being reported. They will also remove them from private land for a small fee.

Contact Horsham District Council  
Website: [www.horsham.gov.uk/bins/streetcleansing](http://www.horsham.gov.uk/bins/streetcleansing)  
Telephone: 01403 733144

#### **Dog Fouling:**

Contact Horsham District Council  
Website: [www.horsham.gov.uk/bins/streetcleansing](http://www.horsham.gov.uk/bins/streetcleansing)  
Telephone: 01403 733144

**Dog Waste Bins:**

Contact Horsham District Council

Website: [www.horsham.gov.uk/bins/streetcleansing](http://www.horsham.gov.uk/bins/streetcleansing)

Telephone: 01403 733144

**Fly Posting:**

Contact Horsham District Council

Website: [www.horsham.gov.uk/bins/streetcleansing](http://www.horsham.gov.uk/bins/streetcleansing)

Telephone: 01403 733144

**Fly Tipping:**

Contact Horsham District Council

Website: [www.horsham.gov.uk/bins/streetcleansing](http://www.horsham.gov.uk/bins/streetcleansing)

Telephone: 01403 733144

**Graffiti:**

Contact Horsham District Council

Website: [www.horsham.gov.uk/bins/streetcleansing](http://www.horsham.gov.uk/bins/streetcleansing)

Telephone: 01403 733144

**Litter:**

Contact Horsham District Council

Website: [www.horsham.gov.uk/bins/streetcleansing](http://www.horsham.gov.uk/bins/streetcleansing)

Telephone: 01403 733144

**Potholes:**

Contact West Sussex County Council

Website: [www.westsussex.gov.uk/roads-and-travel/report-a-problem-with-a-road-or-pavement/](http://www.westsussex.gov.uk/roads-and-travel/report-a-problem-with-a-road-or-pavement/)

Email: [highways@westsussex.gov.uk](mailto:highways@westsussex.gov.uk)

Telephone: 01243 642105

**Road Flooding:**

Contact West Sussex County Council

Website: [www.westsussex.gov.uk/roads-and-travel/report-a-problem-with-a-road-or-pavement/](http://www.westsussex.gov.uk/roads-and-travel/report-a-problem-with-a-road-or-pavement/)

Email: [highways@westsussex.gov.uk](mailto:highways@westsussex.gov.uk)

Telephone: 01243 642105

**Overgrown Vegetation:**

Contact West Sussex County Council



Website: [www.westsussex.gov.uk/roads-and-travel/report-a-problem-with-a-road-or-pavement/](http://www.westsussex.gov.uk/roads-and-travel/report-a-problem-with-a-road-or-pavement/)

Email: [highways@westsussex.gov.uk](mailto:highways@westsussex.gov.uk)

Telephone: 01243 642105

### **Road & Pavement Issues:**

Contact West Sussex County Council

Website: [www.westsussex.gov.uk/roads-and-travel/report-a-problem-with-a-road-or-pavement/](http://www.westsussex.gov.uk/roads-and-travel/report-a-problem-with-a-road-or-pavement/)

Email: [highways@westsussex.gov.uk](mailto:highways@westsussex.gov.uk)

Telephone: 01243 642105

### **Street Light Issues:**

Contact West Sussex Street Lighting Services

Website: <http://www.lightsoninwestsussex.co.uk/Public/ReportFault.aspx>

Telephone: 0800 048 2435

### **Street Sweeping:**

Horsham District Council carries out street sweeping on behalf of West Sussex County Council.

Contact Horsham District Council

Website: [www.horsham.gov.uk/bins/streetcleansing](http://www.horsham.gov.uk/bins/streetcleansing)

Telephone: 01403 733144

### **Nuisance Bonfires:**

For advice regarding nuisance bonfires contact Public Health and Licensing Department (formally Environmental Health) at Horsham District Council

Website: [www.horsham.gov.uk/environmentalhealth/environmental-health/nuisances/smells-and-odours](http://www.horsham.gov.uk/environmentalhealth/environmental-health/nuisances/smells-and-odours)

E-mail: [publichealth.licensing@horsham.gov.uk](mailto:publichealth.licensing@horsham.gov.uk)

Telephone: 01403 215609

### **Noise Nuisance:**

If you are experiencing noise nuisance from your neighbours:

1. Approach your neighbour or the person causing the noise nuisance and politely discuss the issue with them.
2. If you are in a rented property, speak to your landlord.



3. Consider contacting the Mediation Service, which would involve a third party who can help resolve the issue.  
Website: [www.wsms.org.uk](http://www.wsms.org.uk)  
E-mail: [info@wsms.org.uk](mailto:info@wsms.org.uk)  
Telephone: 01403 258900
4. Contact Public Health and Licensing Department (formally Environmental Health) at Horsham District Council who may consider installing sound monitoring equipment.  
Website: [www.horsham.gov.uk/environmentalhealth/environmental-health/nuisances/noisy-neighbours](http://www.horsham.gov.uk/environmentalhealth/environmental-health/nuisances/noisy-neighbours)  
E-mail: [publichealth.licensing@horsham.gov.uk](mailto:publichealth.licensing@horsham.gov.uk)  
Telephone: 01403 215609
5. Sometimes it is not possible for the Council to take action, for example if they are unable to witness the noise. In such circumstances, you can take independent action under Section 82 of the Environmental Protection Act 1990 by contacting the Magistrates' Court directly. You should seek legal advice.

### **Roadside Traders**

To report people trading at the roadside who do not have permission to do so please contact the Licensing Team within Public Health and Licensing Department (formally Environmental Health) at Horsham District Council.

Website: [www.horsham.gov.uk/licensingpages/licensing](http://www.horsham.gov.uk/licensingpages/licensing)

E-mail: [publichealth.licensing@horsham.gov.uk](mailto:publichealth.licensing@horsham.gov.uk)

Telephone: 01403 215609

### **Bogus/Doorstep Callers**

If a bogus caller attends your property and refuses to leave please call Sussex Police on 101 unless they become intimidating or threatening, if so please call 999.

Further advice can be found at:

[www.sussex.police.uk/policing-in-sussex/your-community/crime-prevention-advice/bogus-callers](http://www.sussex.police.uk/policing-in-sussex/your-community/crime-prevention-advice/bogus-callers)

You can also report doorstep callers to Trading Standards at West Sussex County Council:

If a doorstep caller is at your home now or you have recently been contacted by one, call the [Citizens Advice Consumer Service](http://www.citizensadvice.org.uk) on 034 540 40506 or report it online at

[www.westsussex.gov.uk/business-and-consumers/consumer-advice/doorstep-callers/](http://www.westsussex.gov.uk/business-and-consumers/consumer-advice/doorstep-callers/)



## **Anti-Social Behaviour**

If you are experiencing anti-social behaviour please report it to Sussex Police

Website: [www.sussex.police.uk/help-centre/report-something-online/anti-social-behaviour](http://www.sussex.police.uk/help-centre/report-something-online/anti-social-behaviour)

E-mail: [101@sussex.pnn.police.uk](mailto:101@sussex.pnn.police.uk)

Telephone: Non-emergency 101

Emergency 999

We work closely with Horsham District Council's Anti-Social Behaviour Team and they can be contacted at Horsham Police Station by calling 101 extension 530233.

Please also see Horsham District Council's website for more information:

[www.horsham.gov.uk/communitysafety/community-safety/anti-social-behaviour](http://www.horsham.gov.uk/communitysafety/community-safety/anti-social-behaviour)