

Transcript: The County Durham Environment Awards 2020.

[Text: The County Durham Environment Partnership logo appears on screen.]

[Text: Jim Cockill, Director of Durham Wildlife Trust and Chair of the County Durham Environment Partnership.]

[Jim Cockill, Chair of the County Durham Environment Partnership appears on screen. There are trees behind him.]

Hello, my name is Jim Cockill and I am the Director of Durham Wildlife Trust. I recently had the honour of being asked to chair the County Durham Environment Partnership, the organisers of the County Durham Environment Awards.

[Text: Filmed on 27th November 2020 following all guidelines at that time.]

I don't need to explain why this year is very different to the usual awards.

There's no venue, there's no stage, there's no speeches. But that doesn't mean the quality of the applications is any different and that doesn't mean there's not much to celebrate across County Durham this year.

What's really apparent from this year's entries is a really strong community spirit across County Durham. We've had organisations doing their bit to tackle climate change, we've had individuals working across their local environments and I think this year we felt, all of us - more than ever, how important the environment is. We placed a real value on it and that really has come across.

We really must say thank you to everybody who has taken the time to apply this year. We've all faced difficult circumstances and it's been a real effort for those people to do an application. Without you there definitely wouldn't be any awards. We also need to say thank you to the sponsors again this year because without them, again, there would be no awards.

The final thing I'd like to say this year the awards really highlight the value people place on County Durham as a place to live and work. They care for it, they look after it and they go out of their way to make it a better place for us all to enjoy. The final thing I need to say is, of course, congratulations to all our winners. Thank you.

[Text: The County Durham Environment Partnership logo appears on screen.]

[Text: Lewis Stokes, Community Manager, Banks Group. Places and Spaces category.]

[Lewis Stokes, Community Manager, Banks Group appears on screen with trees behind him.]

Hello, I'm Lewis Stokes community manager here at Banks Group. We're incredibly proud to be supporting the County Durham partnership awards this year and in particular the Places and Spaces category. This year more than most having these places and spaces available to our communities has been extremely important during this pandemic the high quality of nominations this year made it really difficult for us to judge it.

[Picture: Interpretation board.]

The first highly commended scheme ...

[Picture: Signage.]

is the Cow Plantation in Spennymoor.

[Picture: Signage.]

[Text: Cow Plantation, Spennymoor.]

[Picture: Bench.]

Volunteers have worked tirelessly in this area ...

[Picture: Walkway.]

putting signage up there, making sure it's a fantastic resource for primary schools...

[Picture: Exterior of Cow Plantation.]

and the local community to enjoy. The next highly commended scheme is the Friends of Keping Woods. This fantastic group of volunteers is there...

[Picture: Volunteers.]

[Text: Friends of Keping Woods.]

working tirelessly for the community ...

[Picture: Tree.]

to improve this space...

[Picture: Volunteers.]

so it's available for all to use.

[Picture: Woods.]

The Friends of Keping group have 300 members...

[Picture: Volunteers.]

they have little picks, new tree planting, monitoring anti-social behaviour...

[Picture: Volunteers with dogs in car park.]

improving an area overall. What a fantastic project.

[Picture: Volunteers in woods.]

The winner of this year's Places and Spaces category is the West Auckland in Bloom project.

[Picture: Volunteers with potted flowers.]

[Text: West Auckland in Bloom, Bishop Auckland.]

The volunteers work with the parish council to plant thousands of bulbs across the village.

[Picture: Volunteers with potted flowers.]

They've adopted 11 areas as their own...

[Picture: Man and woman planting.]

doing general tidy ups...

[Picture: Children weeding by a wall]

New installations, planters and overall improving the area for the whole community to enjoy.

[Picture: Volunteers with potted flowers on village green.]

What a fantastic resource to have on your doorstep and well done.

[Text: The County Durham Environment Partnership logo appears on screen.]

[Text: Rich Hurst education advisor for sustainability for Durham County Council. Schools and Colleges category.]

[Rich Hurst appears on screen with trees behind him.]

Good evening, I'm Rich Hurst I'm delighted to be one of the judges involved in the environment awards and I've been asked to lead on the schools and colleges section.

The environment and climate change in particular is a project that schools and organisations get involved with across the county each year which is fantastic and enables our young people to become more aware. Not only of the challenges we face environmentally, but also more importantly, in my view, what power they have to make change and be positive citizens. Both locally and globally. I'm here to tell you about the three projects that we've got to talk about today which have all been highly commended by the judges. The first project is called Dene.

[Picture: Little girl with a stream in front of her.]

[Text: Dene, Easington Colliery Primary School.]

This is a really good example of partnership working between Durham County Council, The Heritage Coast, the sustainability and education charity OASES and Easington Colliery Primary School.

[Picture: Teacher in woods with children.]

The pupils took part in a wide variety ...

[Picture: A young girl is orienteering.]

of activities that included orienteering, environmental art, woodland myths and legends and the pupils also received the John Muir award for their own individual efforts. Well done to everybody involved.

The second school is St Joseph's Roman Catholic Primary School in Stanley...

[Picture: Children in woods.]

[Text: St Joseph's Roman Catholic School, Stanley.]

And they took advantage of their local park called Oakley Park.

[Picture: Young boy collects litter with others in background.]

They linked their learning through a wide variety of curriculum subjects and also to their Eco Schools Green Flag award.

[Picture: Young boy and girl with soil.]

They planted trees which were donated by the Woodland Trust...

[Picture: Young boys and girls in hi-vis vests.]

developed wildlife areas and worked with their local neighbourhood wardens...

[Picture: Young boy carries litter picker.]

To tidy up their park and their school grounds. Well done to everyone involved.

And finally, we have the Oaks Coastal Challenge.

Throughout the winter of 2019...

[Picture: Boy with Bag- o-hoop.]

[Text: The Oaks Coastal Challenge, The Oaks School, Spennymoor.]

and the spring of 2020 a group of children from The Oaks special school carried out the coastal challenge with the Heritage Coast Partnership.

[Picture: Children on moorland area.]

This was funded by the National Lottery Heritage Fund.

[Picture: Two boys make a stone arrangement.]

They carried out a series of beach cleans along the Durham coast, collected valuable marine litter data...

[Picture: Volunteers on a beach clean in the sand.]

for the Marine Conservation Society. They visited both Seaham and Crimdon beaches.

[Picture: Volunteers on wet sand.]

In total 16 beach cleans were undertaken and they managed to collect 68 bags of litter alongside shopping trolleys and old tyres. A great effort. Well done to all of the staff and students involved.

[Text: The County Durham Environment Partnership logo appears on screen.]

[Text: Dave Harper, Principle of Van Mildert College. Sustainability including Climate Change and Greener Business.]

[Dave Harper appears on screen with trees behind.]

Well hello everybody. My name's Dave Harper, Principle of Van Mildert college and professor of palaeontology at Durham University. I also chair the university's sustainability strategic planning group. We work very closely with Durham County Council on a range of initiatives. I'm introducing our sustainability categories including Climate Change and Greener Business. And we'll be focusing on those schemes that are highly commended.

Why is climate change more important than ever in 2020? Well, global heating has escalated. We know ice caps are rapidly melting and we know sea levels are rising. The world's climate belts are changing, and animals and plants are migrating- going extinct at very rapid rates. We also know that evidence suggests our green eco systems are near collapse. Everybody can reverse these trends and removing waste in any shape or form is a very good start. Many groups in these categories have demonstrated that climate change awareness is important, if not crucial, and it's even more important than ever and Durham County Council has taken a lead in the region declaring a climate emergency. A primary focus has been a reduction of waste.

I'm going to move on now to the highly commended categories. And Climate Change and Greener Business. And I'm going to focus first on climate change.

[Picture: Hawthorn Parish Council web page.]

[Text: Hawthorn Parish Council, Seaham.]

This particular project has eradicated the use of paper in its parish. Communication and information are transmitted digitally. Newsletters are electronic. Information is passed on its web pages and meetings are held once a week.

[Picture: Hawthorn Parish Council web page.]

This has resulted in savings of just over £2.00 per person in this particular parish. Sincere congratulations to Hawthorn parish council. Our highly commended entry In this category, very well done. Second: Greener Business.

[Picture: A close up of sewing.]

[Text: The Raggy Robin Sewing Room, Durham.]

This particular project is built around a sewing school, a sewing room, producing quilts and other patchworks...

[Picture: A patchwork quilt.]

from recycled materials.

[Picture: A quilt over a chair.]

Nothing is wasted and classes are highly therapeutic,

[Picture: An embroidered sewing machine.]

helping those struggling with illness and loneliness.

[Picture: Lady in front of a quilt on a wall.]

Blankets are donated to local hospitals and women's rescue...

[Picture: Group members with quilts.]

centres and the business is currently online with an active Facebook group...

[Picture: Group members outside with quilts.]

And informative newsletters. We highly commend Raggy Robin Sewing Room for its engagement in a range of sustainability issues. Sincere congratulations to Raggy Robin Sewing Room.

[Text: The County Durham Environment Partnership logo appears on screen.]

[Text: James Taylor, Planning Director, Lichfields.]

[James Taylor appears on screen with trees behind him.]

Good evening everyone welcome to the Craftmanship category of the County Durham Environment Awards. My name is James Taylor, Planning Director for Lichfields. I'm the lead judge on the craftmanship category this year. The craftmanship category deals with mainly traditional crafts within the built environment. This year we have one entrant specifically focusing on the preservation of historical masonry. We also like to see an educational element to this category where these skills are passed on to future generations. This year the entrant is Saint Helen's church in Kelloe or if your local Kelloe.

[Text: St Helen's Church, Kelloe.]

The church dates back to approximately the 11th or 12th century. Unsurprisingly a listed building of great historical importance. As is often the case with these buildings there have been lots of repairs. Some done better than others- for example in the 19th century there was quite a significant bit of rebuilding done which wasn't effectively tied to the historic fabric. Some of the earliest fabric is actually earth mortar stone structure. As is the case with these types of buildings the walls need to breathe to deal with the moisture. This project grew and grew....

[Picture: St Helen's Church]

from the submission. In terms of the water ingress...

[Picture: St Helen's Church interior.]

which had been a problem over the years. Unsympathetic repairs...

[Picture: St Helen's Church exterior wall]

Which had caused a lot of legacy issues which this project addressed, primarily through lime based mortars.

[Picture: St Helen's Church exterior wall]

So, interestingly a technique I wasn't overly familiar with called...

[Picture: St Helen's Church exterior wall and windows]

harling which is where they...

[Picture: St Helen's Church]

Actually fling the mortar at the building which aerated which creates that porosity to the mortar face and allows the building to breathe as well as removing a lot of the modern cement mortar and replacing with breathable mortars -all in the interest of the long term survival of this historic building.

If you haven't been, I highly recommend you go. It is a beautiful building in a wonderful setting. So the judges felt for all of those reasons that sent Helen's church in Kelloe should be highly commended this year and we'd like to thank everyone involved in what is a truly wonderful project. Thank you.

[Text: The County Durham Environment Partnership logo appears on screen.]

[Text: Pauline Walker, Senior Civic Pride Officer, Durham County Council.]

[Pauline Walker appears on screen with trees behind her.]

Hello, my name is Pauline Walker and I am Senior Civic Pride officer at Durham County Council. I'm also one of the judges in the environment awards and an education advisor. Today I'm here to present the community partnership award. And whilst we haven't introduced a special category for Covid we have taken into account the extra restraints and obstacles that community groups and volunteers have had to navigate.

This year more than ever before we have seen first-hand the benefits of individuals, communities and wider partners coming together to support one another in what has been one of the most challenging times in recent years. The award I am presenting clearly demonstrates how a partnership approach bringing people together can achieve much more than a single organisation working alone.

The judges felt that all entries in the community partnership category were worthy winners and to that end we have awarded all three with a highly commended award. Our first highly commended entry is Castle Chare Water Fountain.

[Picture: Castle Chare Water Fountain.]

[Text: Castle Chare Water Fountain, Bishop Auckland.]

The fountain has been lovingly restored...

[Picture: A horse takes a drink from Castle Chare Water Fountain]

to its former glory by residents...

[Picture: Castle Chare Water Fountain]

and local community groups.

Our second is Free Meals for the Community.

[Picture: A takeaway meal in a bag on a table.]

[Text: Free Meals for the Community, Sacriston, Durham.]

This scheme prepared over 12,000 meals...

[Picture: A takeaway salad and cake.]

for the community during the pandemic.

[Picture: Vegetables cooking]

And our final entrant is Witton Park Village in Bloom.

[Picture: Flowerpots.]

[Text: Witton Park Village in Bloom, Bishop Auckland.]

[Picture: Flowerpots and bench.]

This group dedicated time throughout the pandemic to develop community projects...

[Picture: Stone planter]

that benefited everybody in the village.

[Picture: Wooden planter with flowers.]

Once again thank you to all your community for your contribution to the environment of our county. It's been a very strange year but it just shows how partnership work can really, really benefit not just the community but the whole of County Durham, a big thank you.

[Text: The County Durham Environment Partnership logo appears on screen.]

[Text: Trevor Hind, six times winner.]

Good evening, my name is Trevor Hind. I've been involved with the Durham County Environment Awards since 1997 when I first put an entry in to represent Rainton Meadows at that time and subsequently since then I've been involved as a participant, judge, representing a sponsor and been a proud recipient of six awards over the years.

The environment awards is something to be really proud of. I think Durham are exceptional in this award ceremony in the way they have maintained it over the years. I'm here tonight to represent the, sort of, natural environment part of the County Durham awards and to

introduce the recipients of this year's awards. We have one this year that is highly commended in the natural environment awards Dalton Moor farm.

[Picture: farmland.]

[Text: Dalton Moor Farm, Murton.]

[Picture: Two dalmatians on farmland]

This is a farm where people who have developed...

[Picture: farm gate]

what was classed as normal countryside...

[Picture: Hedgerow at side of field.]

Into a lovely...

[Picture: Hedgerows framing a field.]

green environment.

[Picture: A dog in the distance in a field.]

They are using sustainable methods...

[Picture: Sun shining over field.]

they are using solar panels...

[Picture: a field]

[Picture: a dalmatian in a field.]

they are taking their time to develop it to prove that it is actually a growing concern...

[Picture: farm gates x3 pictures]

and it can be kept going in the future for all of the public and everyone else and I can only highly...

[Picture: Two rows of blossom trees]

recommend what they have achieved.

[Picture: Meadow]

In this situation it is exceptional what can be achieved in County Durham.

[Text: The County Durham Environment Partnership logo appears on screen.]

[Text: Ali Tweddle, Head of Engagement, The Auckland Project]

[Ali Tweddle appears on screen. She is at home and her background is a floral wallpaper.]

Good evening everyone, I'm Ali Tweddle and I'm here to announce the winner in the volunteering category. I head up the engagement department at the Auckland Project- a regeneration charity in Bishop Auckland. And as such I know that community development and engagement and all the transformation of things you can achieve cannot be done without the commitment and dedication and passion of local volunteers. Particularly in this really difficult year, 2020, we have really, really seen people come together and going above and beyond for their local communities. We have three projects which are highly commended in the volunteering category.

[Picture: Friends of Pelaw Wood gathered in a field.]

[Text: Friends of Pelaw Wood, Durham City.]

Friends of Pelaw Wood. a group of volunteers who encouraged the enjoyment of this beautiful space...

[Picture: Pictures of volunteers digging x 4.]

By actively maintaining it.

Green Horizons.

[Text: Green Horizons, Ferryhill.]

A volunteer run allotment offering vegetables, fruit, Flowers, and a wildlife area in Ferryhill and West Auckland in bloom.

[Text: West Auckland In Bloom, Bishop Auckland.]

[Picture: Three volunteers by a planter.]

Members come together...

[Picture: Four volunteers and a planter on the village green.]

to brighten up their spaces by planting Flowers in unused areas of their village.

[Picture: two volunteers plant up a planter.]

[Picture call on children weeding by a wall.]

But we do have an...

[Picture call on volunteers with a planter on village green.]

Overall winner and the winner is Burnopfield Gardening Team.

[Text: Burnopfield Gardening Team]

[Picture: a happy lady planting up a pot.]

Volunteers have dedicated their time to improve their local community.

[Picture: man bends down next to pallets.]

Which is not only had a massive positive effect on ...

[Picture: Man in hat knelt down planting.]

Those communities ...

[Picture: Lady carries tray of flowers.]

But also individuals and collective members...

[Picture: Happy lady smiling and plants.]

Mental wellbeing. So- congratulations to Burnopfield Gardening Team. Thank you.

[Text: The County Durham Environment Partnership logo appears on screen.]

[Text: Terry Collins, outgoing chief executive of Durham County Council and former Chair of the County Durham Environment Awards.]

[Terry Collins is pictured with trees in the background.]

Hi everybody, My name's Terry Collins. I'm the outgoing Chief Executive of Durham County Council. At the time this is actually on I will be on leave prior to retiring...

[Text: Filmed on 27th November 2020 following Government guidelines at that time.]

and it's an absolutely special thing for me to do today to welcome you to the 31st year of our environment awards.

It's amazing that it's been going on this long and nothing is going to stop us from holding the environment awards- not even Covid. It's been an incredibly difficult year as we are aware. It's been very unusual. It's been bizarre, you know. What with the situation that we find ourselves in. But I think it's even more important that we celebrate, you know. We actually recognise the fantastic work that is ongoing on a day by day basis within the county to look after our amazing environment. One of the things that struck me when I first came to County Durham back in 2009 was the inspirational elements of County Durham whether that be by the sea, in our great towns and villages or out in our countryside. Wherever you are- it's inspiring and it's inspiring because of the environment.

It's amazing the work that's happened over years to actually maintain it and to actually put it in a state where we can be very, very proud of the beautiful place that we live, work and play in.

So- over the years, as chief executive, and as Director of Neighbourhoods and as Chair of the environment partnership, it's been an absolute pleasure to attend the environment awards and I've been inspired...

[Picture: lady next to wooden planter containing Flowers with trees in the background.]

every year by, you know, the different categories and different entries, the voluntary events...

[Picture: Actors on a stage with a backdrop of poppies.]

and just the participation levels in our county which have been absolutely...

[Picture: Auckland Tower in the marketplace at Bishop Auckland.]

amazing and unique and this year has been no different at all.

[Picture: People sit in a wooden hut and wave at the camera.]

Of course, it is slightly different because, because of Covid and we have several Covid entries as part of the different categories.

[Picture: Previous entrants from the 1990s hold up a certificate with an environment awards hoarding in the background.]

It would be, you know, kind of wrong not to include that...

[Picture: A wooden building sets on a grassed area with the driveway leading up to it.]

given where we are. But I think the main message for me is that over the...

[Picture: A modern and glass building.]

31 years- and have been involved, as I say, for 11- it's been remarkable the transformation...

[Picture: exterior of a café.]

and the move to the immense quality...

[Picture: A meadow with wild flowers.]

of the environment that we now experience and really it's up to everybody to keep it that way...

[Picture: Interior shot of a very exquisite building with marble and tiled floor.]

and to maintain such a beautiful landscape throughout the whole county.

[Picture: Exterior shot of a very modern wood and glass building.]

So well done -absolutely proud to be here. I've been absolutely proud and delighted to be part of the environment awards...

[Picture: A wild pond area.]

for 11 years. And I think it's remarkable that...

[Picture: an exterior shot of a wooden and glass building with a tiled floor.]

the environment awards have been going for 31 years and I look forward...

[Picture: Two bird watchers are sat next to a pond with their equipment.]

to watching from a distance the next 31 years hopefully and see more inspirational entries...

[Picture: A group of litter pickers in high vis vests with bag-o-hoops and litter pickers.]

and more inspirational activities that mean that our...

[Picture: Theatre stairs and Theatre lighting above.]

county is maintained and improved and that the people of our county are demonstrating that their love for the beautiful environment where we live. So- congratulations to everybody who's participated. Well done to everybody within the county. Well done to the council and its partners for putting this on and it's been fantastic and I'm sure it'll continue to be fantastic in the future. Thank you.

[Text: Thank you to all our entrants from everyone at the County Durham Environment Partnership. Stay safe and we will hopefully see you soon. For more information visit: www.countydurhampartnership/environmentawards.]

[Image: Street map of the Horden area.]

[Text: Here is a map showing the focus area which we will be focusing on while we do this project in Horden 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 Horden you can let us know as well.]

[Images: Picture of two people with face masks on walking along a path. Picture of four members of the Police Force standing in front of a Police Van.]

[Text: Here is the team carrying out our first walkabout while keeping everyone safe. While walking about and carrying out actions in the area we are keeping socially distant at all times.]

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

[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 Horden 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 190 issues found and reported in Horden. These include: Rubbish accumulations, Missing manhole covers, Damaged properties. We have sent letters to those responsible. Over 130 Legal Notices have now been served. Several issues have already been addressed.]

[Text: Before and After.]

[Images: A series of "before and after" pictures. Before picture of a missing drainage pipe, after picture with the pipe replaced. Before picture of a boarded up window, after picture

with the window replaced. Before picture of a terraced house with a back yard full of rubbish, after picture with the rubbish removed.]

[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: 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 or log onto 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 Horden 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 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

[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 <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: 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.]