

# Anti-Social Noise Procedure 2021/22

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Actions which cause actual or potential distress or harm to others;  
Actions which disrupt the normal operations, and/or safe use of, the University including where applicable, reputational damage to the University;  
Actions which impede or interfere with the pursuance of work/study of University members, or impact on normal operations of the University.

2.2 The Environmental Protection Act 1990 incorporates “noise emitted from premises so as to be prejudicial to health or a nuisance” in its list of statutory nuisances.

2.3 ASN can have an impact on the health and wellbeing of any individual.

2.4 Those with existing medical conditions or poor mental health may experience deterioration or reduced resilience due to disturbed sleep. Neurodiverse individuals may, for example, experience noise as ‘pain’.

2.5 Reports of ASN may be from members of the student body and/or members of the wider community.

### **3. Issues not covered by this document**

3.1 Separate protocols exist to deal with the following:

Environmental Health issues (e.g. litter, pest control);

Party Wall issues;

Anti-Social Behaviour other than Anti-Social Noise (ASN);

Complaints where ASN is being caused by non-student residents.

3.2 See Appendix 2 for links to contacts and advice regarding these issues.

### **4. Proactive Measures**

4.1 We aim to proactively encourage neighbourly behaviour via communications around the Student Pledge and Code of Conduct for those moving out into the community.

These communications may be via:

the Community Liaison Manager;

Student Community Wardens;

Livers-Out Representatives;

JCR and/or MCR Representatives;

Colleges;

PVC (Colleges & Student Experience);

Durham Students' Union.

This applies mainly to students going into their second year, with reminders for third-year and fourth-year students. A relatively small percentage of first years also live out. We recognise and appreciate that the majority of our students generally act with due consideration for the wider community.

4.2 All students will be made aware of this procedure and its potential outcomes.



|                  |                                                                                                                                                                                                                                                                               |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Engage</b>    | Where an instance of Anti-Social Noise (ASN) is brought to the attention of the University, we will speak to the individual(s) concerned to establish their awareness and understanding of the situation.                                                                     |
| <b>Explain</b>   | We will explain the impact of ASN on the wider community and the action(s) student(s) can take to resolve the situation.                                                                                                                                                      |
| <b>Encourage</b> | We will encourage the individual(s) to voluntarily and immediately comply with the recommended action(s). We will seek assurance of a commitment not to repeat the behaviour. Students will be reminded of the commitments they gave via the Student Pledge.                  |
| <b>Enforce</b>   | Where there is a breach of legislation, appropriate evidence has been gathered, and <b>engagement, encouragement</b> and <b>explaining</b> have not resulted in an appropriate change of behaviour, action will be taken in accordance with this Anti-Social Noise procedure. |

- 5.1.4 All parties will be treated fairly, consistently and with respect.
- 5.1.5 Where reports of Anti-Social Noise are perceived to be bullying, harassment or discrimination, the appropriate University procedure may be followed (see [Report + Support - Durham University](#) for more information).
- 5.1.6 Reports will be monitored to ensure there is no abuse of this procedure.
- 5.1.7 Use of a third party to help resolve the problem, whether internal or external, may be considered where deemed appropriate.
- 5.1.8 Memoranda of Understanding exist between the three partners (Durham University, Durham County Council and Durham Constabulary) to allow for appropriate information sharing to support the following procedures.
- 5.1.9 It is recognised that this procedure will not cover every eventuality in the escalation process due to the diversity of reports received. Discretion may be employed throughout, although major deviations from the process must be recorded, explained and remain in line with broader University regulations.

## 5.2 Reporting of Anti-Social Noise (ASN)

### 5.2.1 Evidence of ASN will be accepted from the following sources:

University Security Community Response Team (CRT) officers' reports and/or bodycam footage;

Durham Constabulary via Police University/E1150430564, bodycam BT/F1 11.04 U 841.92 reports, and/or 101 reports;

5.2.3 Reports from the sources listed in 5.2.1 and additional contextual information from reporting parties (5.2.2) may be retained in accordance with respective partners' retention schedules. (The University's Record Retention Schedule is available here: [Records Retention Schedule - Durham University](#))

5.2.4 Transient noise, by definition, is temporary and unlikely to be caught in time if reported via 101. Where the CRT, a DCC officer or Police have identified individuals responsible for transient noise while on proactive patrol, appropriate action will be taken in line with this procedure.

5.3 Stages of Intervention: Process (summaries available at Appendix 5)

5.3.1 Disturbance 1

(Additional supporting evidence may also be submitted to the Durham County Council (DCC) Nuisance Action Team via the tools available – see Appendix 3.)

Activity in response to complaint

CRT attend as at Disturbance 1 if 101 call-out received during shift; gather bodycam evidence.

DCC Nuisance Action Team Officer attends during the day, within 5 working days of receipt of the necessary information. The normative expectation would be the issuing of a CPW.

Student engagement

CRT encourage immediate improvement in behaviour at time of disturbance and remind students of use of Community Protection Warnings and Notices (CPWs and CPNs).

DCC Nuisance Action Team Officer issues CPW and explains potential next steps (potentially the issuing of a CPN) should further ASN occur.

Escalation activity

CRT reports sent to Community Liaison Manager.

DU shares necessary data with DCC.

DU and DCC maintain records of data shared.

(Police University Liaison will also monitor 101 call log and follow up with DCC/DU where necessary.)

5.3.3 Disturbance 3

Activity by complainant

A call is made to 101 regarding a student property.

(Additional supporting evidence may also be submitted to the Durham County Council (DCC) Nuisance Action Team via the tools available – see Appendix 3.)

Activity in response to complaint

CRT attend as at Disturbance 1 if 101 call-out received during shift; gather bodycam evidence.

DCC Nuisance Action Team Officer attends during the day, within 5 working days of the receipt of the necessary information. The normative expectation would be the issuing of a Community Protection Notice (CPN).

Student engagement

CRT encourage immediate improvement in behaviour if attend at time of disturbance and remind students of use of CPWs and CPNs.

DCC Nuisance Action Team Officer issues CPN and explains potential consequences.

Escalation activity

CRT reports sent to Community Liaison Manager.





5.4.3 Where a 101 call is received during vacation periods when the CRT

#### 5.4.10 ASN incidents originating from those living i

## Appendix 1: Relevant extracts from

## **Appendix 2: Links to Contacts and Advice**

### CPN information

Legislation: [Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/122)

### Statutory Noise Nuisance

UK Government: <https://www.gov.uk/guidance/noise-nuisances-how-councils-deal-with-complaints>

Durham County Council: <https://www.durham.gov.uk/noisecomplaints>

### Environmental Health

Durham County Council:

**Appendix 3: Reporting and Recording Anti-Social Noise**

## **Appendix 4: Templates**

### **Student Letter for distribution by CRT *[to include DCC and DU logos]***

Dear Student,

#### **UNIVERSITY SECURITY COMMUNITY RESPONSE TEAM**

Please read this letter in full and engage with the Community Response Team positively. They are working in conjunction with Durham Constabulary and Durham County Council, engaging with students where there is a perceived or actual instance of anti-social noise.

We ask you to treat the Community Response Team (CRT) members with respect; they are supporting the promotion of responsible citizenship and neighbourly consideration, and we would be grateful for your cooperation in providing them with a warm welcome.

**Email auto-response for [community.swceoffice@dur.ac.uk](mailto:community.swceoffice@dur.ac.uk)**

Thank you for contacting Durham University.

\* Anti-social noise should be reported via 101, the Police non-emergency number, in the first

## Appendix 5: Process Summaries

### Process Map

|                                     | CRT                                                                                                                                                                                                                                                                                                                                        | DU | DCC |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----|
| <b>Disturbance 1</b><br>Call to 101 | CRT attend; take Engage,<br>Explain, Encourage approach<br>(EEE)<br>Issue Student Letter and Pledge<br>Give verbal reminder of:<br>Pledge and Code of Conduct<br>Use of CPWs and CPNs<br>Being quiet, especially<br>between 11pm and 7am<br>Avoiding unreasonable noise<br>at any time<br>Neighbourly behaviour<br><br>CRT reports sent to |    |     |

(PUL will also monitor 101 call log and follow up with DCC/DU as appropriate.)



