

# Anti-Social Noise Procedure 2021/22

## CONTENTS

Page 1	1. Scope and Purpose
	2. What is Anti-Social Noise?
Page 2	3. Issues not covered by this document
	4. Proactive Measures
Pages 3-9	5. Procedures
	- 5.1 Principles
	- 5.2 Reporting of Anti-Social Noise
	- 5.3 Stages of Intervention
	- 5.4 Procedural Notes
Page 9	6. Feedback and Communications
	7. Data Collection
	8. Version Control
Page 10	Appendix 1: Relevant extracts from <i>Students Living Out of College: A Code of Conduct</i>
Page 11	Appendix 2: Links to Contacts and Advice
Page 12	Appendix 3: Reporting and Recording Anti-Social Noise
Pages 13-14	Appendix 4: Templates
	- Student Letter for distribution by CRT
	- Email auto-response for <a href="mailto:community.swceoffice@dur.ac.uk">community.swceoffice@dur.ac.uk</a>
Pages 15-16	Appendix 5: Process Summaries
	- Process Map
	- Example Summary for Communications Purposes

## **Anti-Social Noise Procedure 2021/22**

### **1. Scope and Purpose**

- 1.1 All members of the Durham University community and the wider Durham City community have a right to live, work and study in an environment which is free from the negative impact and disruption caused by anti-social noise.
- 1.2 Mutual respect is expected between the local community, University staff and students.
- 1.3 The University's disciplinary jurisdiction over students' conduct is not limited to University premises or solely within term-time. This means, for example, that behaviour off campus and during vacations, weekends and evenings may be taken into consideration. It also means that behaviour in a social setting (for example, in residences) may have consequences whether or not it takes place during normal University opening hours.
- 1.4 This document sets out how the following will be dealt with: reported incidents of anti-social noise among livers-out.
- 1.5 More specifically, the objectives of this document are to:
  - Provide a framework for handling reports of Anti-Social Noise;
  - Clarify the roles of and interactions between partners (Durham University, Durham County Council and Durham Constabulary) in doing so;
  - Ensure all incidents are dealt with on a case-by-case basis and that the procedure is applied in a broadly consistent and fair manner.
- 1.6 This document should be read in conjunction with the [Non-Academic Misconduct Procedure](#) (NAMP).
- 1.7 All members of the Durham University student body sign up to the [Student Pledge](#), which specifies that they undertake to: 'Be a good and considerate neighbour while living in College or within the wider Durham community.' The Pledge forms part of the University's [General Regulations](#) (General Regulation IV – Discipline).
- 1.8 The [Code of Conduct](#) for Students Living out of College also set outs expectations with regard to limiting noise and being a good neighbour (see Appendix 1).
- 1.9 We reserve the right to take disciplinary action in line with internal regulations where necessary.
- 1.10 Any offence which may also be of a criminal nature or involve issues of public protection may also be referred to the Police. (See 'Notification of Misconduct to the Police and Internal Action: A Code of Practice' on the [University Calendar](#) webpage.)

### **2. What is Anti-Social Noise (ASN)?**

- 2.1 Appendix A of the [NAMP](#) specifies "Causing distress to others through excessive and unacceptable levels of noise in University residence on campus or in the local community" as an example of misconduct in the following categories:

- 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.

- 4.3 All students will be made aware of the impact of ASN, including transient noise (causing a disturbance while passing through residential areas).
- 4.4 We are developing processes in the following areas in order to further strengthen our approach:
- 4.4.1 Freshers' Reps\* (FREPs) leading by example at key points in Welcome and Orientation Week, such as on the walking routes between Colleges and the City, many of which pass through residential areas.  
(\*'Fresher' is a term which is used to refer to students who are new to the University. The 'Freshers' Reps' or 'FREPs' are existing students in the second year of their studies and beyond, who provide welcome, guidance and support for new students.)
- 4.4.2 In 2021/22, working with Student Community Wardens to implement a Street Champion Scheme, encouraging student and non-student residents to engage, providing peer-led engagement around ASN, and proactively encouraging neighbourly behaviour (e.g. in streets with very few non-student residents; areas with previous/recent issues). Initial areas being considered for this targeted approach are: Viaduct, Whinney Hill, Sheraton Park. We intend that this contributes to our wider prevention programme to help reduce the number of noise-related complaints.
- 4.5 The University Security Community Response Team (CRT) is in place for 2021-22. This team was introduced in 2020 to support compliance with Covid-19 regulations. Formed from members of University Security staff, the CRT currently operates during term time, between the hours of 21:30 and 03:30, 7 days a week. Now Covid-19 regulations have been removed, the CRT have had their remit widened for this year and are responding to reports of noise made to the Police on 101 regarding student properties. They also undertake regular proactive patrols.

## **5. Procedures**

### **5.1 Principles**

- 5.1.1 We are committed to supporting our partners in their duties relating to anti-social noise issues among livers-out.
- 5.1.2 When deciding what action to take, proportionality and the context of an incident will be guiding factors in all decisions, with each incident being considered on a case-by-case basis (taking repeat behaviour into account).
- 5.1.3 Action will be guided by the following approach, which was implemented in relation to breaches of Covid-19 regulations as part of the Managing Covid-19 Breaches Procedure in 2020-2021:

<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 Liaison reports, bodycam footage, and/or 101 reports;
- Video footage, audio recordings and/or testimony from complainants submitted as part of noise-monitoring activity between a complainant and DCC Nuisance Action Team following a 101 report being made.

5.2.2 Reports from complainants sent directly to the University will be used only to demonstrate the impact of ASN and will not be sufficient to initiate the escalation process. All noise complaints need to go through the Police on 101.

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

➤ 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

101 call handlers submit call-out to the Community Response Team (CRT) via email. CRT attend while on shift (21:30-03:30) or during next shift if necessary; gather bodycam evidence where possible.

➤ Student engagement

*Engage, Explain, Encourage* approach: CRT issue Pledge and Student Letter (the letter explains potential consequences of Anti-Social Noise (ASN) – see Appendix 4).

CRT give verbal reminder of:

- Pledge and Code of Conduct;
- Use of Community Protection Warnings (CPWs) and Notices (CPNs);
- Being quiet, especially between 11pm and 7am;
- Avoiding unreasonable noise at any time;
- Neighbourly behaviour.

➤ Escalation activity

CRT reports sent to Community Liaison Manager.

DU maintains a record to be shared with DCC should a second disturbance occur, in view of our civic duties to the wider community as a university.

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

#### 5.3.2 Disturbance 2

➤ 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 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.

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.)

#### 5.3.4 Disturbance 4

##### ➤ 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 with a view to a Fixed Penalty Notice (FPN) being issued through DCC within 5 working days of receipt of the necessary information.

DCC Nuisance Action Team Officer attends during the day.

##### ➤ 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 FPN and explains further potential consequences (potential prosecution).

##### ➤ Escalation activity

CRT reports sent to Community Liaison Manager.

DU shares necessary data with DCC.

DCC may at its discretion choose to inform DU when a Fixed Penalty Notice (FPN) has been issued so that DU in its discretion can consider whether further investigation under the Non-Academic Misconduct Procedure is warranted.

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.)

#### 5.4 Procedural Notes

5.4.1 Where a DCC Nuisance Action Team Officer is to attend (Disturbance 2 onwards), they will aim to attend within 5 working days of the necessary information being received, or otherwise as soon as reasonably practical.

5.4.2 Where a 101 call is outside of CRT hours of operation, Durham Constabulary will, resource dependent, carry out a visit. The CRT and/or the DCC Nuisance Action Team Officer will visit on the next shift following that call if the Police are unable to attend or in order to follow up, in line with the above process.

- 5.4.3 Where a 101 call is received during vacation periods when the CRT are inactive, Durham Constabulary will, resource dependent, carry out a visit during the night-time period. A daytime follow-up visit will be carried out by the DCC Nuisance Action Team in line with this procedure whether or not Durham Constabulary have attended.
- 5.4.3.1 To enable follow-up in these circumstances, Durham Constabulary and Durham County Council will share data in accordance with their existing protocols.
- 5.4.3.2 Particularly while the CRT are inactive during vacation periods, complainants are encouraged to submit evidence via DCC Nuisance Action Team's reporting tools in addition to calling 101. (See Appendix 3 for more information.)
- 5.4.4 The CRT's target response time is 30 minutes. If Anti-Social Noise is ongoing 1 hour or more after the initial call, another report can be made to 101.
- 5.4.5 Student engagement and escalation activity as described in the above stages will take place where the evidence is sufficient to demonstrate that anti-social noise (ASN) has occurred. If, for example, the CRT attend a call-out within the target response time and find no evidence of ASN, the complaint will not be escalated and data will not be shared.
- 5.4.5.1 Where no engagement takes place at the time of an incident, the CRT will attempt engagement on a revisit to the same property, wherever possible, on the next shift. If no engagement occurs on the revisit, the case will be referred directly to the Police University Liaison team.
- 5.4.6 In most cases, the process of moving through the stages sequentially will be appropriate. However, there may be occasions where decisive action will need to be taken immediately (e.g. where aggravating factors are present). In such cases there is the option of fast tracking cases to DCC for the potential issuing of CPWs, CPNs or FPNs, whatever is deemed most appropriate on a case-by-case basis.
- 5.4.6.1 Cases escalated in this way must have appropriate evidence (see 5.2.1) to support the decision.
- 5.4.7 CPWs and CPNs are issued in an individual's name, not to addresses/households.
- 5.4.8 An appeal may be made against a CPW if it has been issued to a member of the household who was not present at the time of the disturbance or was present but was not involved. Such an appeal must be made in writing, with appropriate supporting evidence, to Durham County Council's Nuisance Action Team.
- 5.4.9 An individual issued with a CPN may appeal to a magistrates' court.

- 5.4.10 ASN incidents originating from those living in Purpose-Built Student Accommodation (PBSA) will be dealt with internally by the PBSA management.
- 5.4.11 101 call handlers across all shifts will be briefed via the Neighbourhood Policing Team regarding the CRT's active dates and shift times.
- 5.4.12 Depending on the licensing conditions in place, Durham County Council may contact landlords/letting agents where legislative duty is not being fulfilled.

## 6. Feedback and Communications

- 6.1.1 The University and/or Durham County Council will make complainants aware of this procedure, related procedures and the potential outcomes of escalation.
- 6.1.2 Durham County Council may make complainants aware of whether a property has been escalated through the stages outlined in this procedure if it is appropriate to do so.
- 6.1.3 Specific outcomes for individual students will not be communicated to complainants.
- 6.1.4 The University will communicate the implementation of this procedure to staff and students via internal channels and will communicate the same to the wider community via residents' groups and external channels.
- 6.1.5 The University and Durham County Council will communicate with the wider community to ensure the process of making a report is clear and there is sufficient signposting to 101 and the Council's reporting tools.

## 7. Data collection

- 7.1 The protocols for data sharing between partners have been set out in the relevant Memoranda of Understanding.
- 7.2 The University will regularly maintain its data relating to this procedure, including recording a date by which deletion is required and updating the data accordingly.

## 8. Version control

<b>Owner</b>	
<b>Author</b>	Rebecca Eves, Community Liaison Manager (Maternity Cover)
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## **Appendix 1: Relevant extracts from [Students Living Out of College: A Code of Conduct](#)**

### **On Being Good Neighbours**

Some neighbours may not be familiar with the University or with the pressures and exuberance of student life. You and your housemates may be a local resident's only contact with the University. The University and all your fellow students will, therefore, be judged by your behaviour. It is extremely important that you establish and maintain good relations with your neighbours (and they with you). The goodwill of all residents is essential for good relations and in any case you will derive greater pleasure from living out if you get on well with your neighbours. Relationships between local residents and students are not necessarily a source of antipathy. Consider joining or supporting your local residents' association as this will provide you with an opportunity to contribute to your neighbourhood. Remember that you are an important part of the community.

### **Noise**

Excessive noise at any time, but particularly late at night, is very un-neighbourly and can cause great distress. It is especially disturbing to those whose working day starts and finishes earlier than yours or who need an undisturbed night, particularly between Sunday night and Friday morning which are for most people their working week. Do please respect the needs of others, particularly in terraced houses with thin walls. Please keep radios, TVs and any other music at low volume. If you have a party at your home, remember to inform your neighbours and to promise them that it will finish at a reasonable, and specified, time. Think about inviting them to your party. During summer months, please remember that noise from garden parties can be excessive even if this is just normal conversation levels. Fireworks should not be let off late in the evening and certainly not during the early hours of the morning (this can be anti-social and may be interpreted as a criminal offence). You should be aware that any citizen who is repeatedly disturbed by excessive noise or other unacceptable behaviour may also contact the Environmental Health Office or the Police who have extensive powers to deal with anti-social activities.

## **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)

### 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: <https://www.durham.gov.uk/environment>

### Anti-Social Behaviour

Citizens Advice: <https://www.citizensadvice.org.uk/housing/problems-where-you-live/complaining-about-your-neighbour/>

Crime Stoppers: <https://crimestoppers-uk.org/keeping-safe/community-family/antisocial-behaviour>

ASB Help: <https://asbhelp.co.uk/>

Durham Constabulary: <https://www.durham.police.uk/Advice-Centre/Supporting-Victims-of-Crime/Durham-Support-VOC-Documents/ASB-victims-revised-booklet.pdf>

### Student Advice and Support

Durham Students' Union: <https://www.durhamsu.com/>

Durham University Counselling Service: <https://www.dur.ac.uk/counselling.service/>

Report + Support Tool with links to policies: [Report + Support - Durham University](#)

### Mediation

Durham County Council: <https://www.restorativehub.org.uk/anti-social-behaviour-conflict-disputes/>

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

[Information that can be used in Communications materials]

#### **Reporting**

Anti-social noise should be reported via 101, the Police non-emergency number, in the first instance. Police [101 Live Chat](#) is also available between 09:00 and 18:00, seven days a week. (Criminal behaviour requiring urgent attention should be reported to 999.)

During University term time, and between 21:30 and 03:30, reports of noise regarding student properties made via 101 will be passed to the University Security Community Response Team (CRT), who will aim to visit the address within 30 minutes.

Durham County Council and Durham Constabulary are supporting the University in tackling anti-social noise and will also follow up on reports of anti-social noise when the CRT is inactive.

In response to repeated instances of anti-social noise, Durham County Council may issue a Community Protection Notice (CPN). Failure to comply with a CPN can result in a fixed penalty notice and prosecution.

#### **Supporting evidence**

[The Noise App](#), provided by Durham County Council, enables residents to record the noise they are suffering from. This app should be used to provide further supporting evidence once a noise issue has been reported to 101. A user guide for the app is available [here](#). Should you not be able to use the noise app then you can keep a record of the problem on [diary sheets](#).

#### **Other noise complaints**

The above procedure is intended to address noise associated with student parties, particularly within anti-social hours. Durham County Council has a separate process for investigating ongoing and persistent noise complaints such as regularly playing the TV loudly or talking on the phone outside during unsociable hours. Should issues arise such as these, then a complaint can be logged via [Do It Online](#).

#### **Mapping**

[PinPoint](#) is a tool created by the City of Durham Parish Council in partnership with Durham Students' Union as a means of mapping issues of late-night noise and other forms of anti-social behaviour in Durham City Centre. Please note that by logging an incident here, you are not making a formal report, but it does inform the targeting of resources by relevant partners.

## **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.

#### **What will happen now:**

1. The team will ask everyone present to read this letter. This includes everyone in your group regardless of whether they are a tenant or a visitor.
2. The team may ask you some questions to identify if there has been anti-social noise.
3. You will be asked to provide your full name, date of birth and College. Please comply with this request and show your campus card in order to verify your identity.
4. The team will ask you confirm that you understand your responsibilities as a member of the community. The team will give you a copy of the Student Pledge as a reminder of the commitment you made to be a responsible citizen while here in Durham.  
This can also be accessed on the Durham University website:  
<https://www.dur.ac.uk/experience/colleges/pledge/>
5. The team will encourage you to take action to avoid anti-social noise. Anti-social noise includes loud noise after 11pm and before 7am, and also loud music and other household noise at an inappropriate volume at any time.

#### **What happens next:**

- If this is the first time you have been visited due to anti-social noise, a record of the visit will be maintained by the University.
- On a second instance of anti-social noise, Durham County Council (DCC) will be informed and may issue a Community Protection Warning (CPW).
- In the case of a third instance of anti-social noise, DCC may issue a Community Protection Notice (CPN).
- Failure to comply with a CPN can result in a Fixed Penalty Notice and prosecution.

Information may be shared by the University with DCC and/or with Durham Constabulary Police University Liaison where necessary. It may also be shared with your College where a breach of the Non-Academic Misconduct Procedure has occurred (this procedure is available online: <https://www.dur.ac.uk/colleges.se.division/pvcoffice/conductteam/>)

If you require support or advice, please contact Durham Students' Union and/or your College.

**Thank you**

**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 instance. Police [101 Live Chat](#) is also available between 09:00 and 18:00.

During term, and between 21:30 and 03:30, reports regarding student properties will be passed to the University Security Community Response Team (CRT), who will aim to visit the address within 30 minutes.

Durham County Council and Durham Constabulary are supporting the University in tackling anti-social noise and will also follow up on reports of anti-social noise when the CRT is inactive.

Supporting evidence may also be submitted via Durham County Council's [The Noise App](#) once an issue has been reported to 101.

In response to repeated instances of anti-social noise, Durham County Council may issue a Community Protection Notice (CPN). Failure to comply with a CPN can result in a fixed penalty notice and prosecution.

We will not be able to update individually on the outcome of every report except in accordance with established partnership agreements.

\* If your enquiry is about anti-social waste disposal, bin usage or other neighbour issues relating to waste and recycling, please contact Durham County Council's Neighbourhood Warden service by telephone on 03000 261 000 or by email at: [help@durham.gov.uk](mailto:help@durham.gov.uk). The University funds an Enhanced Warden Service during term time to support resolution of such issues, providing a dedicated warden for the City. Further information is available at: [www.durham.gov.uk/neighbourhoodwardens](http://www.durham.gov.uk/neighbourhoodwardens)

\* The University's advice on Coronavirus, including all communications to staff and students, can be found at <https://www.dur.ac.uk/coronavirus>. If your enquiry is directly or indirectly linked to our coronavirus response please first seek information on these pages. If you do not find the information you need, please contact the University's Covid-19 Incident Control Centre. Operating from 9am to 5pm Monday to Friday (except on bank holidays), the centre can be contacted by telephone on 0191 334 0000 or by email at [information.centre@durham.ac.uk](mailto:information.centre@durham.ac.uk). Please note that operating hours may vary over holiday periods - please check our website for details.

## Appendix 5: Process Summaries

### Process Map

	CRT	DU	DCC
<b>Disturbance 1</b> Call to 101 →	CRT attend; take Engage, Explain, Encourage approach (EEE) Issue Student Letter and Pledge Give verbal reminder of: <ul style="list-style-type: none"> <li>• Pledge and Code of Conduct</li> <li>• Use of CPWs and CPNs</li> <li>• Being quiet, especially between 11pm and 7am</li> <li>• Avoiding unreasonable noise at any time</li> <li>• Neighbourly behaviour</li> </ul> CRT reports sent to Community Liaison Manager	DU records CRT visit	
<b>Disturbance 2</b> Call to 101 →	CRT visit as at <b>Disturbance 1</b>	DU records CRT visit and shares necessary data with DCC	DCC records CRT visit  DCC Officer visits property during the day and issues CPW
<b>Disturbance 3</b> Call to 101 →	CRT visit as at <b>Disturbance 1</b>	DU records CRT visit and shares necessary data with DCC	DCC records CRT visit  DCC Officer visits property during the day and issues CPN
<b>Disturbance 4</b> Call to 101 →	CRT visit as at <b>Disturbance 1</b>	DU records CRT visit and shares necessary data with DCC	DCC records CRT visit  DCC Officer visits property during the day and issues fine

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

## Example Summary for Communications Purposes

1. Anti-social noise at a student property is reported to 101.

(Anti-Social Noise includes loud noise after 11pm and before 7am, and also loud music and other household noise at an inappropriate volume at any time.)

Supporting evidence can be sent via The Noise App once a 101 report has been made.

All other anti-social behaviour should be reported to 101 and will be dealt with by Durham Constabulary.

Criminal behaviour requiring an urgent response should be reported to 999.

2. The University Security Community Response Team (CRT) visits the property and requests an immediate reduction in noise, informing those present about this procedure and potential further action.

(The CRT is active during term time, 7 days a week, from 21:30 until 03:30. Where a 101 call is outside of CRT hours of operation, Durham Constabulary will, resource dependent, carry out a visit. The CRT and/or the DCC Nuisance Action Team Officer will visit on the next shift following that call if the Police are unable to attend or in order to follow up, in line with the agreed process.)

3. If the same property is reported via 101 a second time, Durham County Council (DCC) will issue a Community Protection Warning (CPW) to its residents if there is enough evidence to do so.
4. In the case of a third instance of anti-social noise, DCC will issue Community Protection Notices (CPNs) if there is enough evidence to do so.
5. Failure to comply with a CPN can result in a Fixed Penalty Notice and prosecution.
6. Where it is found that anti-social behaviour has occurred other than anti-social noise, reports may be shared with Durham Constabulary Police University Liaison. Information may also be shared with a student's College where a breach of the Non-Academic Misconduct Procedure has occurred (this procedure is available online via the Student Conduct Office webpages:  
<https://www.dur.ac.uk/colleges.se.division/pvcoffice/conductteam/>)

### **When reporting noise at a student property to 101, please mention:**

1. The type and extent of the noise.
2. The address the noise is coming from.
3. That you believe it is a student property.

### **It may also be necessary to mention:**

4. That the University has a Community Response Team who respond to noise complaints in student properties (from 21:30 to 03:30 during term time).

### **101 handles a high volume of calls.**

### **Please be patient – call handlers will answer your call.**

Every effort is made to make call handlers aware of student areas and the bespoke protocol in place by which Durham Constabulary handle calls relating to noise in these areas.