

May 2020

Anti-Social Behaviour Policy

**North West Cambridge Development
Version 1.0**

1 Introduction

The University of Cambridge (“the University”) is committed to ensuring that all users can enjoy responsible use of land at the Eddington site on the North West Cambridge Development (“Eddington”). Irresponsible actions by individuals or groups can spoil the quiet enjoyment of common areas, public spaces and homes.

Where appropriate, the University will take action against perpetrators of anti-social behaviour as outlined in this policy.

This policy is intended for both internal and external use and application. This policy will be made available on the Eddington website for the public to access. This policy will be reviewed periodically or in line with changes in relevant legislation and updated without notice.

The North West Cambridge Development (“NWCD”), as a branch of the University of Cambridge, adheres to the University’s Dignity @ Work Policy¹.

1.1 Aims

- To set out the approach to anti-social behaviour at Eddington and the actions that may be taken against perpetrators of anti-social behaviour.
- To make people aware of what anti-social behaviour is.
- Encourage people to report anti-social behaviour.
- Support reporters of anti-social behaviour.

1.2 Definitions

The following definitions apply in this policy:

The Anti-Social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as:

- a) Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- b) Conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or
- c) Conduct capable of causing housing-related nuisance or annoyance to any person.

¹ <https://www.hr.admin.cam.ac.uk/policies-procedures/dignity-work-policy>

2 Roles and Responsibilities

The University is committed to registering, reviewing and managing each report of anti-social behaviour. In order to achieve this there is investment in the professional development of the University NWCD's staff to equip them with the necessary skills and knowledge to deal effectively with anti-social behaviour at Eddington.

2.1 NWCD Operations Director

The Operations Director will:

- Ensure that anti-social behaviour is reported in each monthly Operations Report.
- Review each open case of anti-social behaviour.
- Trigger review of this policy, if required.
- Review and, where necessary, respond to complaints in relation to this policy.

2.2 NWCD Facilities Manager

The Facilities Manager will:

- Register each case of reported anti-social behaviour.
- Assess the seriousness of each case of reported anti-social behaviour.
- Fully investigate the report.
- Liaise with the police and other external agencies, where appropriate.
- Formally close cases, using the reporter's preferred method of communication.

2.3 Lodge Property Services senior manager

Lodge Property Services senior manager is responsible for:

- Communicating with University tenants in the event of reported anti-social behaviour.
- Implementing breach of lease proceedings, where appropriate.
- Implementing proceedings related to termination of University accommodation tenancy agreements, where appropriate.

2.4 All stakeholders and visitors

All residents, stakeholders and visitors are responsible for familiarising themselves with, and complying with, this policy and any supporting policies, in particular any aspects that have a direct bearing upon their activities.

3 Types of anti-social behaviour

Anti-social behaviour is not tolerated at Eddington. This includes, but is not limited to:

3.1 Damage to the Environment

- Waste and litter e.g. littering, fly-tipping, repeated contamination of recycling bins with non-recyclable waste, inappropriate leafleting and affixing posters/flyers.
- Vandalism and criminal damage e.g. graffiti, damage to general street furniture, damage to bus and cycle shelters, damage to trees and planted/vegetation areas, damage to landscaping, damage to buildings, damage to lighting fittings.

3.2 Disregard for others' wellbeing

- Noise e.g. loud vehicles, persistent alarms, loud music, videos, speech or activities.
- Rowdiness e.g. disorderly conduct, shouting and swearing, fighting, drunken behaviour.
- Nuisance behaviour e.g. throwing 'missiles', setting fires, public urination, use of fireworks, climbing on buildings, obstructing access to public or communal areas, ball games in prohibited areas.
- Animal related issues e.g. dog fouling, and animals causing a nuisance.
- Malicious or hoax telephone calls e.g. to the emergency services.

3.3 Misuse of public spaces and common areas

- Public drinking of alcohol e.g. outside or authorised events or areas.
- Substance dealing and misuse e.g. dealing and/or abusing drugs and other illegal substances, discarding of needles/sharps and other drug related paraphernalia.
- Vehicle nuisance e.g. cycling in buildings, nuisance use of skateboards/rollerblades/scooters on pedestrian routes, vehicle racing, off-road use of vehicles, setting vehicles on fire, abandoned vehicles, use of drones.
- Prostitution, including within private or rented properties.
- Please also refer to the NWCD Use of Public Spaces Policy for further details about what is permitted in public spaces.
- Any unauthorised overnight stay in public areas, such as rough sleeping and travellers.

3.4 Acts directed at people

- Harassment and intimidation e.g. threatening behaviour or words, verbal abuse, nuisance or obscene communications including letters, emails or phone calls. This behaviour may be made by individuals or groups towards other individuals or groups, including NWCD staff, whatever the motivation.
- Assault or physical harm e.g. fighting, pushing, hitting, punching, possession or use of a weapon. This behaviour may be made by individuals or groups towards other individuals or groups, including NWCD staff, whatever the motivation.

4 Reporting anti-social behaviour

4.1 How to report anti-social behaviour

Reports of anti-social behaviour should be made to the police by calling 101 in a non-emergency or 999 in an emergency. Anti-social behaviour should also be reported to Portal Estate Management by emailing portal@eddington-cambridge.co.uk. The University Security Control Centre can also be reached on 01233 331818 or security@admin.cam.ac.uk

Where possible the University requires direct contact with the person reporting anti-social behaviour to obtain further information. However, if reports are made anonymously, the University will make reasonable attempts to investigate the report.

For further details about security at NWCD please see the NWCD Security Policy.

4.2 Confidentiality and data retention

All reports will be handled in accordance with the University's Data Protection Policy².

The University may refer reported incidents to the police or other agencies where appropriate. Consent to do this will be sought from the individual who made the report unless there is a serious concern for the safety or wellbeing of other persons on site.

Where a person's safety is at risk or where the University is obliged by law to provide information to the police or other agencies, confidentiality may not apply.

4.3 Review of reported cases

Cases of anti-social behaviour are monitored through the Incident Management reporting process. Anti-social behaviour is reported monthly in the NWCD Operations Report. NWCD management will regularly review reported cases of anti-social behaviour to identify whether additional measures are required to prevent future occurrence.

² <https://www.information-compliance.admin.cam.ac.uk/data-protection>

5 Dealing with anti-social behaviour

Each case of reported anti-social behaviour will be considered in light of its individual circumstances. Action taken may include formal and informal methods.

NWCD will endeavour to deal with reports of anti-social behaviour and damage as soon as practicable and as resources allow.

5.1 Informal actions

It is always preferable to deal with instances of anti-social behaviour informally to prevent recurrence and escalation. Informal action may include one or more of the following:

- Verbal or written warnings.
- Mediation and restorative meetings to discuss and repair any harm caused.
- Provision of advice or information.

5.2 Formal actions

NWCD may consider formal action when anti-social behaviour continues following attempts to resolve informally. Where cases involve the use or threat of violence towards persons or property, or there is serious risk of harm, NWCD may take formal action in the first instance without first taking informal actions.

Formal actions may include one or more of the following:

- Referral to the police and other agencies, including Head of Institution if a University employee.
- Legal actions including injunctions and Criminal Behaviour Orders.
- Breach of lease proceedings.
- Proceedings related to termination of University accommodation tenancy agreements.
- Recovery of costs associated with repairs and rectification of damage.
- Alterations to landscaping and access to facilities on land managed by NWCD to prevent the likelihood of future anti-social behaviour.