

# Student-Related Anti-Social Behaviour Protocol

a **Safer** Community **Partnership** publication

# Agencies committed to this protocol



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# Introduction

Canterbury hosts four higher and further education institutions which, together with their students, make an enormous contribution to the city in economic, community and prestige terms. In recent years there has been an increase in the number of students attending these institutions and as a result an increase in the number living in rented accommodation in residential areas.

Whilst students are very welcome in the city, and the great majority are very well behaved, there are a small minority who, either knowingly or more often thoughtlessly, engage in behaviour which is seen as anti-social by others. The purpose of this protocol is to set out how the various agencies involved will deal with more serious or persistent allegations of anti-social behaviour in order to tackle the issue firmly and fairly for the benefit of all concerned.

It is equally the case that students are from time to time the victims of anti-social behaviour by others and the agencies wish to emphasise that they will deal equally firmly with such allegations to ensure that the student community is able to enjoy its time in Canterbury to the full.

Those who wish to raise issues of anti-social behaviour should in the first instance contact the district's Public Safety Unit on **01227 289 260** where it is possible to leave a message at all times. Contact details for the other agencies involved in this protocol are set out at the end of the document.

# 1. Definition of anti-social behaviour

Anti-social behaviour can be seen in a number of different ways, and may range from verbal abuse to extreme levels of noise and harassment. Whatever the level of anti-social behaviour, its effects can be the same, and in many cases areas will experience levels of both crime and the fear of crime.

For the purpose of this protocol, anti-social behaviour will be described as per the primary definition from the Crime and Disorder Act 1998:

**Anti-social behaviour is described in the Act as acting "in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as their selves and which is not reasonable in all circumstances"**

Anti-social behaviour is described in the Act as acting "in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as their selves and which is not reasonable in all circumstances".

However, by describing the consequences of the behaviour rather than defining the behaviour itself, the definition lacks specifics and measurability. To allow the agencies committed to this protocol to tackle and then monitor anti-social behaviour effectively, the Lead Co-ordinating Agency will use the list of behaviours on page 7 that it considers impact on the Canterbury District as anti-social behaviour. This is not an exhaustive list, but a guide for agencies in classifying a complaint.

Other relevant legislation of note are the Anti-Social Behaviour Act 2003 which gives authorities a raft of new powers to tackle anti-social behaviour and the Police Reform Act 2001 that extends powers on an extended police family.

Misuse of public space	Disregard for community/personal well-being	Acts directed at people	Environmental damage
<b>Drug/substance misuse and dealing</b> <ul style="list-style-type: none"> <li>• Taking drugs</li> <li>• Discarding needles</li> <li>• Crack houses</li> <li>• Presence of dealers or users</li> </ul>	<b>Noise</b> <ul style="list-style-type: none"> <li>• Noisy neighbours</li> <li>• Noisy vehicles</li> <li>• Noisy parties</li> <li>• Loud music</li> <li>• Alarms</li> <li>• Noisy premises including pubs and clubs</li> </ul>	<b>Intimidation/harassment</b> <ul style="list-style-type: none"> <li>• Groups or individuals</li> <li>• Verbal abuse</li> <li>• Bullying</li> <li>• Sending nasty/offensive letters/calls to individuals or agencies.</li> </ul>	<b>Criminal damage/vandalism</b> <ul style="list-style-type: none"> <li>• Graffiti</li> <li>• Damage to property</li> </ul>
<b>Street drinking</b>	<b>Rowdy behaviour</b> <ul style="list-style-type: none"> <li>• Shouting/swearing</li> <li>• Fighting</li> <li>• Drunken behaviour</li> </ul>		<b>Litter</b>
<b>Begging</b>	<b>Nuisance behaviour</b> <ul style="list-style-type: none"> <li>• Urinating in the street</li> <li>• Throwing missiles</li> <li>• Climbing on buildings</li> <li>• Misuse of airguns</li> </ul>		<b>Fly-tipping/posting</b>
<b>Abandoned cars</b>	<b>Hoax Calls</b> <ul style="list-style-type: none"> <li>• To emergency services and the council</li> </ul>		
<b>Vehicle-related nuisance</b> <ul style="list-style-type: none"> <li>• Car repairs on street/garden</li> <li>• Setting vehicles alight</li> <li>• Joyriding/racing cars</li> <li>• Off-road motorcycling</li> <li>• Cycling/skateboarding in inappropriate areas</li> <li>• Jet-skiing</li> </ul>	<b>Animal-related problems</b> <ul style="list-style-type: none"> <li>• Uncontrolled animals</li> <li>• Harm to animals</li> </ul>		

## 2. Agencies that are committed to this protocol

### The agencies that will use this protocol and adhere to it are:

#### Canterbury City Council

Canterbury City Council has 100% Commitment to Community Safety and has jointly set up a Public Safety Unit to tackle anti-social behaviour. It also maintains over 270 CCTV cameras, tackles noise pollution, environment crimes and enforces its tenancy agreements of its social housing.

#### Kent Police

Kent Police's mission statement is to work with partners to create a safe environment for everyone in Kent, where the public feel protected by a visible and accessible police service, displaying a sincere commitment to reducing crime and disorder. The police locally have jointly set up the Public Safety Unit with Canterbury City Council to respond to anti-social behaviour, and also have neighbourhood teams of police officers working within the district.

#### University of Kent (UKC)

The University of Kent's Canterbury campus is Kent's original site, founded in 1965. It is built on 300 acres of parkland overlooking Canterbury and is still growing and evolving. There are approximately 11,000 students at the Canterbury campus, including undergraduates and postgraduates, plus lecturers, research staff, members of the local community and overseas students on a year abroad. With over 120 nationalities represented, the campus has a very cosmopolitan feel. The University is one of the major employers in Canterbury and east Kent.

#### Canterbury Christ Church University (CCCU)

Canterbury Christ Church University is an outward-looking university and a Church of England Foundation, whose mission is to provide excellent academic and professional education underpinned by research, scholarship and creative work, and by Christian principles and values.

#### Canterbury College (CC)

Canterbury College looks to provide an excellent education for all and to provide a high standard of service to the community, in particular to potential students, to students and to employers.

#### University College for the Creative Arts (UCCA)

The university college's mission is to foster an intellectual and cultural environment in which the spirit and skill of the creative individual will thrive, research flourish, and the artistic, educational and business needs of the national and international community be actively served.

# 3. Joint mission statement

**The joint mission statement of all agencies committed to this protocol is:**

**“To seek to ensure that students within the Canterbury district experience a good quality of life, and are able to live in harmony with their neighbours and the wider community.”**

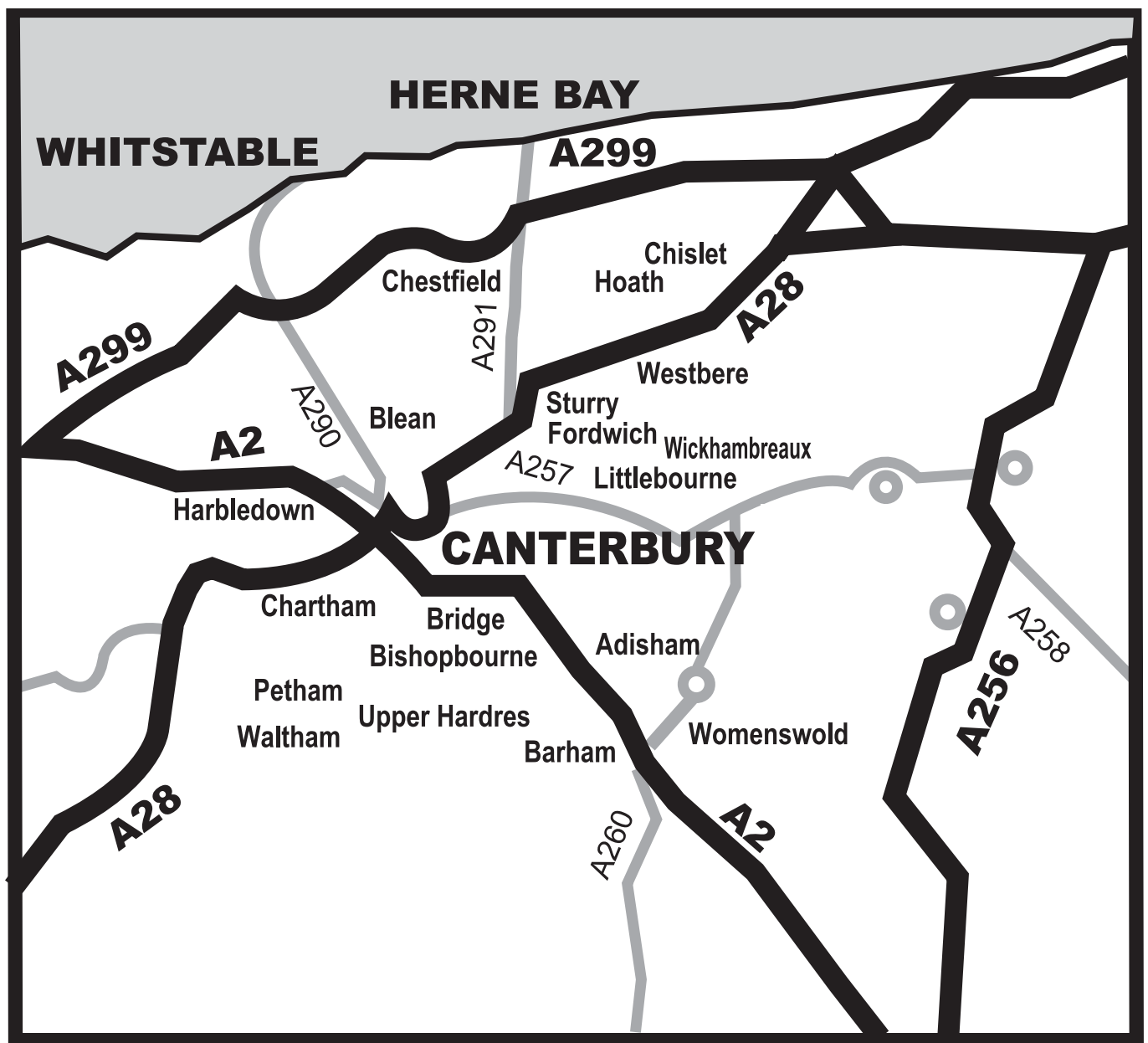


**Objectives of the protocol are:**

- To set guidance to all agencies committed to the protocol so that there is a clear procedure for tackling and co-ordinating student-related anti-social behaviour.
- To improve communication and information sharing between agencies.
- To improve all residents' quality of life in the Canterbury district, and demonstrate that the agencies involved take student-related anti-social behaviour seriously.
- To be fair and non-judgemental in dealing with student-related anti-social behaviour.
- To set up a clear procedure for residents and students to report anti-social behaviour.
- To ensure that this protocol is reviewed on a regular basis, looking in particular at its effectiveness and use by partner agencies involved.
- To consult with residents, students and relevant agencies on matters relating to this protocol to ensure the most appropriate action is taken.

# 4. Geographic area covered by this protocol

The area covered by this protocol is the local authority area of the Canterbury district which includes the city of Canterbury, the rural surrounding villages, Herne Bay and Whitstable.



# 5. Confidentiality and information sharing

All agencies, as partners of the Canterbury District Crime and Disorder Partnership are expected to adhere to the data sharing protocol. A copy of this can be obtained from the Public Safety Unit and advice given if needed.

All personal information that needs to be shared between agencies for the purpose of tackling anti-social behaviour or preventing crime can be done so under section 115 of the Crime & Disorder Act 1998, and through Common Law.

All personal information should be treated as confidential and all agencies should follow the guidelines set out in the data sharing protocol. Agencies committed to this agreement should take particular note of the 'Golden Rules'.

These are:

- 2.1** All members of the Crime and Disorder Reduction Partnership recognise the importance of sharing information with each other, to help prevent or detect crime in the district.
- 2.2** The sharing of personal data involves partner agencies seeking/receiving it and another disclosing it. Further disclosure of the same data would be seen as "Secondary Disclosure" and is illegal.
- 2.3** Each partner agency involved in a project where personal data is disclosed is responsible for making sure it complies with relevant legislation, this protocol and the agency's own internal policies. Partners are advised to seek their own legal advice where appropriate.
- 2.4** Personal Data remains the property of the disclosing agency. The partner receiving the data must not use it for any purpose other than that set out in the specific project without the disclosing partner's written permission.
- 2.5** Each partner agency should check its entry on the Data Protection Register to make sure that it is registered for sharing and receiving personal information for the purpose of crime prevention.

If any agency is unsure about disclosing information then advice can be sought from the Public Safety Unit, Canterbury City Council's Legal Team or the Kent Police Data Protection Officer.



# 6. Guidelines for all agencies

To achieve the objectives set out in this protocol, all agencies need to work in partnership with each other.

It is an essential feature of this protocol that, although one agency will be the lead co-ordinator, all parties involved in an incident should take an active role in attempting to solve it.

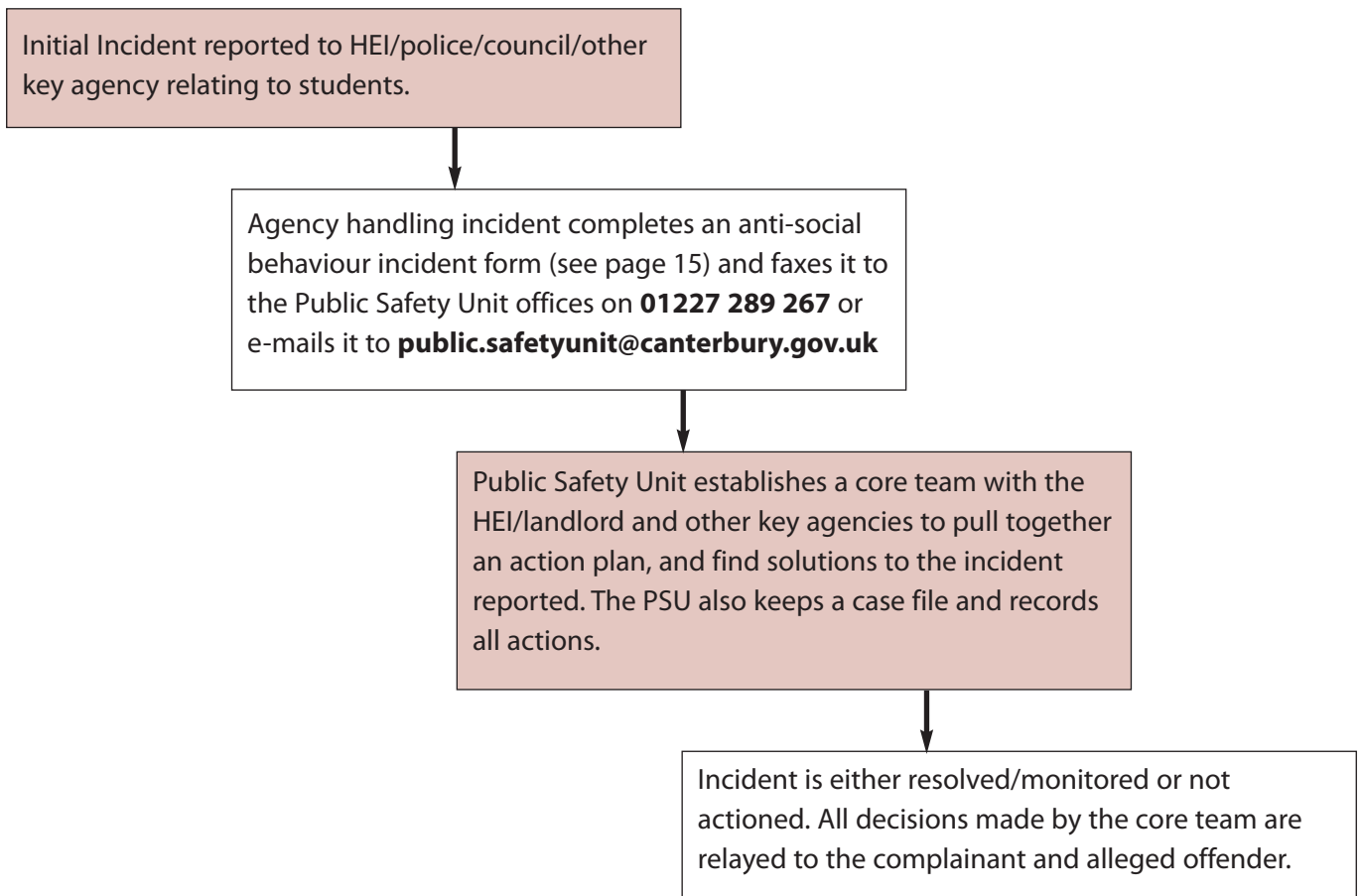
The lead co-ordinator in this protocol is the Joint Canterbury City

Council/ Kent Police Public Safety Unit. The Unit will be the co-ordinator for all anti-social behaviour incidents and should be given details of all incidents reported to other agencies. This should be done via the standard pro forma on page 13 of this protocol.

After the Initial incident is reported to the Public Safety Unit, the Higher Education Institution (HEI) with whom the student is

registered and landlord of the student's property should form a core group that will keep each other informed, and look to solve the anti-social behaviour incident.

Each HEI should also keep their own internal records as well as receive regular information from the Public Safety Unit.



# 7. Lead co-ordinating agency

The Public Safety Unit is a joint Canterbury City Council and Kent Police initiative located at Herne Bay Police Station. Officers in the Unit work for Housing and Community Development at the council, and the Area Crime Reduction Team of Kent Police. The main aims of the team are:

- To be the reporting centre for all anti-social behaviour in the Canterbury district.
- To provide a service to the general public that will record, co-ordinate and find solutions to issues around anti-social behaviour and signal crimes.
- To be the intelligence arm of front line officers from both agencies (Canterbury City Council and Kent Police) dealing

with anti-social behaviour, including Housing and Community Development Officers, Police Neighbourhood Teams, Wardens, Social Services and YOT workers, Legal Officers and Registered Social Landlords.

- To be the guardians of interventions such as Anti-Social Behaviour Agreements (ABA's), Anti-Social Behaviour Orders (ASBO's), dispersal areas and crack house closures.

The Public Safety Unit's role within this protocol is to be the reporting centre for incidents on behalf of all agencies. In doing this, the Unit will ensure that all incidents are given a reference number and allocated an investigator who will, in turn, set up a core team to tackle the incident.

The Unit will provide quarterly information to all agencies committed to this protocol as to how many incidents have been recorded, the nature of the incident and how many have been resolved.

The Public Safety Unit will also co-ordinate the core team's actions in resolving incidents, keep records and establish a case file of incidents and their resolutions.

The Unit will not attempt to replace or replicate the responsibilities of any partner agency, and will look instead, to co-ordinate, complement and assist all agencies that have a legitimate interest in a student-related anti-social behaviour case.

# 8. The core group

The core group will alter with each incident, but will consist of the Higher Education Institute with whom the student is registered, the landlord of the property involved, a key partner that took the initial report, the statutory authorities and any key partners that have relevance to the incident.

The agency that receives the initial report needs to complete the first part of the anti-social behaviour form on page 15, and fax or e-mail it to the Public Safety Unit, who will then, if necessary, form the core group and involve all relevant parties.

Each member of the core group will aim to do the following:

- Attend core group meetings.
- Share information about the object of the complaint under strict guidance from the data sharing protocol.

- Offer and suggest solutions.
- Follow the guidance in this protocol.

Core group meetings will be co-ordinated by the Public Safety Unit but not always led by them. A lead agency will be identified at the first meeting according to the nature of the incident. The Unit will keep a record of actions at the meeting and keep a case file of events.

The core group do not always have to meet, and can work virtually as long as all partners within the group are kept informed and agree with all actions taken.

It is good practice for each core group agency to keep their own case file, as well as for evidential purposes, that could include an internal database for all anti-social behaviour incidents that are referred to the Public Safety Unit.

## A list of potential core group members

- Public Safety Unit
- Environmental Protection (Canterbury City Council)
- Legal Services (Canterbury City Council)
- University of Kent at Canterbury
- University College for the Creative Arts
- Canterbury Christ Church University
- Canterbury College
- Student Unions
- Private Landlords
- Letting agents
- Mediation Service
- Tenancy Management (Canterbury City Council)
- Kent Police
- Kent Council for Addiction
- Residents' Associations
- Neighbourhood Watch
- Victim Support
- Kent Fire and Rescue Service
- Licensing Teams

Public Safety & Education Unit  
Anti Social Behaviour Incident Form

Date 04/01/06

Time 10 / AM

ASB Ref No 1234 / 06

Name of Caller: MRS HUGHES

Address: 369 SOUTH AVENUE, CANTERBURY

Post Code: CT1

Tel No: 01227 862934

Details of Incident:

FOUR STUDENTS LIVE AT 371 SOUTH AVENUE. MRS HUGHES AND HER CHILDREN HAVE BEEN DISTURBED BY COMINGS AND GOINGS FROM THIS PROPERTY. THIS INCLUDES SHOUTING IN EARLY HOURS, LOUD MUSIC AND BANGING OF DOORS. A PARTY WHEN THE STUDENTS MOVED IN RESULTED IN BROKEN BOTTLES LEFT IN STREET.

OTHER:

Council Tenant

Priority Area

12 - 18 yrs

60 plus

Related Incidents: \_\_\_\_\_

Reply Requested: Yes / No

Type \_\_\_\_\_

INITIAL WORK:

A) Referral \_\_\_\_\_

B) New Investigation

C) Add to Existing Investigation \_\_\_\_\_

D) Information Request Only

E) No Action \_\_\_\_\_

F) Resolved

Authorised \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# 9. Interventions available

The core group will need to build evidence on any incidents reported, and make decisions on how best to resolve them. There are many different types of interventions available depending on the severity of the incident. There are escalating scales of intervention:

## Early intervention

**Initial warning letter** – Written by either the Higher Education Institute, Landlord or Letting Agent from them to inform the alleged offender of potential further action by the agencies.

**Final warning letter** – Written by an investigator or police officer to inform that anti-social behaviour is not acceptable.

**Warning visit** – Visit by an investigator, Neighbourhood Police Officer, Housing Officer or Warden to advise on the agency's stance on anti-social behaviour and inform the alleged offender on what has been reported.

**Mediation** – Offered by the mediation service, wardens, PCSO, Investigator or Police Officer to find some middle ground between two parties that have a disagreement.

**High visibility patrolling** - Giving reassurance in the area from the neighbourhood police team, wardens and PCSO's by patrolling at key times in specific places.

## Longer term/ monitoring measures

**Crime Reduction Survey** - Increasing natural surveillance, CCTV, lighting and so on.

**Acceptable Behaviour Agreements (ABA's)** - Contracts between the Unit and alleged offender.

**Media campaigns** - An example of this is the SSHH Campaign run by Canterbury City Council and Kent Police to remind students and residents to go home quietly.

**Neighbourhood Watch Schemes** - Encouraging residents to get together to improve their own communities by joining a watch scheme, keeping themselves informed of key information and participating in community safety initiatives.

## **Enforcement action**

**Anti-Social Behaviour Order (ASBO)** - Civil order given by the courts that make civil issues a criminal matter. Breach of an order can result in a custodial sentence of up to five years and/or a large fine.

**Statutory Nuisance Action** - The Environmental Protection Act 1990 provides a mechanism for dealing with noise from premises. A resident can complain either to the council or a Magistrates Court that they are suffering noise nuisance. The council is required to investigate all complaints received. If the evidence supports the complaint the council must serve an abatement notice on the offenders, requiring the nuisance to stop. Failure to comply with a notice is an offence. Where complaints are made to the court, the court will decide if a summons can be issued to hear the complaint.

**Dispersal Area** - Gives police officers powers to disperse anti-social behaviour away from a location.

**Landlord powers** - To take eviction proceedings if appropriate.

The core group should look to find the most appropriate solution to each case, and should look to deal with each incident without the need for taking enforcement action. If it is necessary, however, there are the tools there to do so when needed.

# 10. Closure

An incident will be closed when the core team have agreed by consensus that all issues have been resolved satisfactorily.

A closure letter will need to be sent to all parties outlining actions taken and the reasons for closure.

If either the complainant raising the concern over anti-social behaviour, any witness or alleged offender(s) is unhappy with the decisions of the core group, then they have the option to appeal against any decision.

If a complainant does not agree with a decision made by the core group, they can ask for an independent review from a senior officer from one of the agencies of the group, to decide whether the decision was valid or not.

# 11. Service standards

Every anti-social behaviour case that is handled in accordance with this protocol will be co-ordinated by the Public Safety Unit.

## All users of this protocol can expect certain standards from the PSU:

**Courtesy and respect:** Your views and comments are important to us, and, in return, you can expect professional treatment, objectivity, and confidentiality. Polite, responsive, and knowledgeable staff will assist you.

**Fairness:** Our officers will be objective and non-judgemental about the case that you are involved in, whatever your role in it -- from residents to professional agencies -- and regardless of your race, colour, national origin, sex, religion, age, disability, political beliefs, and marital or familial status.

**Clarity:** Officers will clearly explain to you what we do, how our services work, and who to contact for further assistance. If our information is unclear, tell us and we will try to make it clearer.

**Accessibility:** Officers are available to talk to individuals and organisations about our services. You can drop into the Public Safety Unit, Herne Bay Police Station, Gordon Road, Herne Bay, Kent CT6 5QT (Monday to Friday 9am to 5pm) or contact us by letter, phone (**01227 289 260**), fax (**01227 289 267**), e-mail (**public.safetyunit@canterbury.gov.uk**) or visit our website at **www.canterbury.gov.uk/publicsafetyunit**

**Timeliness:** The PSU will provide an official response to your enquiry within one full business day of you contacting us.

**Responsiveness:** Officers will continue to seek your views, listen to your needs, and take action based on them. If you are not satisfied with any aspect of the service, tell us so we can continue to improve.

# 12. Contacting the lead coordinating agency

The district's Public Safety Unit can be contacted at:

**Public  
Safety  
Unit**



**Public Safety Unit  
Herne Bay Police Station  
Gordon Road  
Herne Bay  
CT6 5QT**

The Anti Social Behaviour Telephone Hotline: **01227 289 260**

Fax: **01227 289 267**

Or e-mail: **publicsafety.unit@canterbury.gov.uk**

Further information on the Public Safety Unit can be found at **www.canterbury.gov.uk/publicsafetyunit**



# 13. Core group

**Canterbury City Council**  
**Military Road**  
**Canterbury**  
**CT1 1YW**

Telephone **01227 862 000**  
Fax **01227 862 020**  
**www.canterbury.gov.uk**

**Canterbury Police Station**  
**Old Dover Road**  
**Canterbury**

Telephone **01227 762 055**  
**www.kent.police.uk**

**University of Kent**  
**Canterbury**  
**CT2 7NZ**

Telephone **01227 764 000**  
**www.kent.ac.uk**

**Kent Union**  
**Mandela Building**  
**Canterbury**  
**CT2 7NW**

Telephone **01227 824 200**  
E-mail: **union@kent.ac.uk**  
**www.kentunion.co.uk**

**Canterbury Christ Church**  
**University**  
**North Holmes Road**  
**Canterbury**  
**CT1 1QU**

Telephone **01227 767700**  
**www.canterbury.ac.uk**

**University College**  
**for the Creative Arts**  
**New Dover Road**  
**Canterbury**  
**CT1 3AN**

Telephone **01227 817 302**  
Fax **01227 817 500**  
**www.kiad.ac.uk**

**Canterbury College**  
**New Dover Road**  
**Canterbury**  
**CT1 3AJ**

Telephone **01227 811 111**  
**www.cant-col.ac.uk**

**Mediation Service**  
**Tankerton House**  
**1 Tankerton Road**  
**Whitstable**  
**CT5 2AB**

Telephone **01227 771 283**

**Caxtons Residential**  
**1 Castle Street**  
**Canterbury**  
**CT1 2QF**

Telephone **01227 788 088**  
**www.caxtons.com**

**Regal Lettings**  
**57 Castle Street**  
**Canterbury**  
**CT1 2PY**

Telephone **01227 767200**

**The Letting Shop**  
**76 Castle Street**  
**Canterbury**  
**CT1 2QD**

Telephone **01227 784 784**

# 14. Other useful contact details

Crimestoppers

**0800 555 111**

Trading Standards Advice Line

**0845 758 5497**

National Drugs Helpline

**0800 776 600**

Victim Support

**01304 21161 ??**

Fire Safety

**[canterbury.firesafety@kent.fire-uk.org](mailto:canterbury.firesafety@kent.fire-uk.org)**



# To find out more

If you have any questions, or would like more information about the Student-Related Anti-Social Behaviour Protocol, please phone **01227 289 260** or visit **[www.canterbury.gov.uk/publicsafetyunit](http://www.canterbury.gov.uk/publicsafetyunit)**

You can also get this information in other formats, including Braille, large print, audio tape and other languages. Please phone **Mark Richardson** on **01227 289 260** or e-mail **[mark.richardson@canterbury.gov.uk](mailto:mark.richardson@canterbury.gov.uk)**

Printed on environmentally friendly paper. Please recycle when you have finished with this publication.  
Produced by Canterbury City Council on behalf of the Canterbury District Safer Community Partnership – May 2006.