

# The Roundhouse & Braddan Spaces Anti-social Behaviour Policy

Effective	Replaces:	Originator:	Page X of
February 2024	N/A		1 of 7
<b>Ratification by Board of Commissioners</b>			
February 2024			

<b>History or Most Recent Policy Changes – MUST BE COMPLETED</b>		
Version:	Date:	Change:
1.0	February 2024	N/A

## 1.0 Background

1.1 Leisure and sports facilities by their very nature can attract a large volume of users from a wide range of backgrounds. From time to time, some customers behave in a manner that interferes with the enjoyment or health and safety of the majority of users and/or cause damage to the building or its contents. A small number of customers do not modify their behaviour when asked to. In such instances, sanctions are required to support managers in protecting the interests of the facility, customers, staff and the Department.

## 2.0 Definitions for the purposes of this policy

2.1 This policy applies to all facilities managed by **Braddan Parish Commissioners**

### **The Round House:**

#### **Indoors:**

Welcome Area, Soft Play, Café, Sports Hall, Rotunda, The Public Counter, Meeting Room, The Therapy Room, corridors, staircases, landings, lifts, toilets, changing facilities and equipment/storage areas.

#### **Outdoor:**

Car parks, pathways, walking track and surrounding area, village green, terrace, playgrounds and Sensory Garden.

## 3.0 Policy statement

3.1 ***Braddan Parish Commissioners will ensure that all customers using the sports facilities adhere to acceptable standards of behaviour.***

A list of unacceptable behaviour can be found in Appendix A. This list is not exhaustive and behaviour deemed substandard can be called by the duty staff on the day.

## 4.0 Warnings

4.1 Any member of The Roundhouse staff has the authority to issue a verbal warning to anyone within the Braddan Parish Commissioner's facilities or on the Commissioners' grounds who are demonstrating some form of unacceptable behaviour (see Appendix A). This verbal warning must be documented on an incident form ideally a witness should be present when the verbal warning is issued. Details of the witness must be included on the incident form.

4.1.1 The incident form must be scanned as soon as practicable to the Centre Manager.

4.1.2 The Centre Manager will collate incident forms to check for persistent offenders and, if recognised, can refer the information to the management team.

4.2 To issue a verbal warning to a member of the public, staff should make clear that they are issuing a warning and that this will be documented according to our Anti-Social Behaviour Policy. They should go on to highlight that if they are to receive a similar warning within the next 6 months they will be referred to a member of the management team who will assess whether or not an exclusion from the facility is to be enforced. Any member of staff can impose a temporary suspension from the building in the interests of health and safety, aggressive behaviour or similar.

4.3 If the same person receives 2 verbal warnings of a similar nature the Centre Manager will present all of the relevant information and incident forms to Board and the Clerk

of Braddan Parish Commissioners at the next meeting who will make a decision on whether or not exclusion to the facilities is appropriate and for how long.

4.4 Warnings of a completely different nature should be documented and treated separately.

4.5 In some instances a written warning may be deemed appropriate. This must be conducted by the Centre Manager or the Clerk of Braddan Parish Commissioners after discussion with the Board.

## **5.0 Exclusion**

5.1 The Centre Manager to present all of the relevant incident reports to the Clerk of Braddan Parish Commissioners and the Board of Braddan Parish Commissioners who will make a decision on whether or not a person is to be excluded from Braddan Parish Commissioners facilities and also determine the period of exclusion.

All warnings and conversations with the customer must be documented with witnesses in place where possible. Where warnings lead to and exclusion, a detailed account must be documented and retained on site setting out the reasons for exclusion.

5.2 On occasion there may be a situation where an immediate exclusion is required which will not require 2 verbal warnings to be issued. Immediate exclusions will be issued at the discretion of the manager.

5.2.1 Occasionally, the Centre Manager or Leisure Assistants may be required to issue an immediate and short-term exclusion (e.g. asking a group of juveniles to leave the premises for the remainder of a day, without imposing a longer-term exclusion). This may be done at the Centre Manager's or Leisure Assistants' discretion and must be recorded on an incident form.

5.3 A Leisure Assistant dealing with an incident on site has the authority to issue an immediate precautionary exclusion to a person if the incident occurs at a time when the Centre Manager or Clerk to Braddan Parish Commissioners is not accessible. This will be picked up by the Centre Manager at the earliest opportunity.

5.4 A customer excluded from using The Roundhouse (with the exception of those in referred to in 5.2.1) will be informed in writing of the reasons for exclusion and the period of exclusion. If an address can be accessed for the customer, a hard copy should be issued via the post. If not, it will be issued in person the next time the person enters the facility.

5.5 Once a customer has been excluded from the facility, this information must be circulated to all staff concerned in the event that the person tries to re-enter the facility. In line with data protection this information must not be retained in a file, however all staff can be made aware verbally of the arrangements.

## **6.0 Precautionary suspension**

6.1 For any occasions where the police have been called to deal with an incident, if an investigation is launched, that person will be issued a precautionary suspension from Braddan Parish Commissioners facilities pending the outcome of the investigation.

6.2 A formal letter will be issued to that person by one of the management team upon receiving the detailed incident form from the staff member.

6.3 It will be the responsibility of this member of the management team to request updates from the police on the stage of this investigation.

## The Roundhouse and Braddan Spaces Anti-Social Behaviour Policy

- 6.4 If no further action is taken by the police a further letter will be issued to the person to advise them that they are able to use the facilities again.
- 6.5 For any other outcome of the investigation, the incident will be brought to the next management meeting whereby a decision will be made on whether or not to impose exclusion, and if so, for how long.

### **7.0 Appeals**

- 7.1 If a customer wishes to appeal against a warning or exclusion from Braddan Parish Commissioners' facilities this should be addressed in writing to: Mr J C Whiteway MBA, Clerk, Braddan Parish Commissioners, The Roundhouse, Strang Corner Field, Ballaoates Road, Braddan, Isle of Man, IM4 4RE
- 7.2 Appeals will be reviewed by the Board of Braddan Parish Commissioners.
- 7.3 A response will be issued by the Commissioners within 14 days of receiving an appeal. The person will be notified in writing of the appeals process, representations, and outcome of any appeal.

### **8.0 Recording and Notification**

- 8.1 All formal steps from initial warnings to exclusion must be recorded by the Centre Manager with responsibility for anti-social behaviour and/or on the relevant incident forms.
- 8.2 Exclusions must be confirmed to the individual in writing setting out the reasons for exclusion and the length of time the exclusion will be valid for.
- 8.3 For customers who are thought to be under the age of 16 the parent/guardian of the child should be notified at the earliest opportunity and informed of the incident.

### **9.0 Excluded customer re-enters the facility**

- 9.1 Once a customer has been excluded from the facility, this information will be circulated to all staff concerned with a date the period of exclusion will be run from/to.
- 9.2 If the excluded customer attempts to enter the facilities during the exclusion period staff must follow guidelines record instances in the exclusion log and fill out a further incident form. Should staff be met with abuse of aggression they must not hesitate in calling the police and noting the crime or report reference number.
- 9.3 Should an excluded person attempt to re-enter the facility the Centre Manager should be notified immediately.
- 9.4 The person should be approached where possible by two staff members. Clearly explain the exclusion details (i.e. date excluded, reasons and date the exclusion is valid until) and offer a chance for the person to offer an explanation.
- 9.5 If the person is unwilling to leave the premises the assistance of the police should be sought. Staff should not attempt to physically remove any person themselves. This incident should then be reported to the Centre Manager at the earliest opportunity.

### **10.0 Miscellaneous**

- 10.1 Before any person believed to be under the age of 18 is ejected from the premises, or where there is a concern for an individual's ability to reach home safely, the Centre Manager or Leisure Assistant must contact a parent/guardian or other responsible person, if contact details are available, and inform them of the incident. Care must be taken to avoid putting a young or vulnerable person at risk. The duty social worker can

## The Roundhouse and Braddan Spaces Anti-Social Behaviour Policy

be contacted on 686179 during office hours, out of hours via the Police on 631212 for vulnerable adults call 685959, via Nobles switchboard on 650000 out of hours.

- 10.2 Braddan Parish Commissioners will process all information in compliance with the Data Protection Act 2002, the General Data Protection Regulation (GDPR) 2018 and other relevant legal provisions.
- 10.3 Reference to this policy will appear in the Conditions of Hire for The Roundhouse.
- 10.4 This policy applies to all facilities owned or operated by Braddan Commissioners including events space hired elsewhere and supplemental areas used occasionally in conjunction with Braddan Parish events or operations.

Copies of this policy will be made available to any customers who wish to see it at the Roundhouse Reception, The Roundhouse website or by email on request.

## Appendix A

### **BRADDAN PARISH COMMISSIONERS Unacceptable Behaviour**

#### **1.0 BRADDAN PARISH COMMISSIONERS General**

- 1.1 Persons should only use designated means of entrance and egress to Braddan Parish Commissioners facilities.
- 1.2 Only persons who have booked and paid for facilities are permitted to use them.
- 1.3 Persons must not use offensive or inappropriate language to staff or other customers.
- 1.4 Persons must not demonstrate violent, threatening or intimidating behaviour towards staff or other customers.
- 1.5 Persons must not act in a manner that suggests prejudice or discrimination towards staff or customers in relation to:
  - Sexual orientation
  - Ethnic Origin
  - Age
  - Ability
- 1.6 Persons must not consume alcohol or illegal substances on Braddan Parish Commissioners premises.
- 1.7 Persons must not enter or use Braddan Parish Commissioners facilities when under the influence of alcohol or illegal substances.
- 1.8 Persons must not take, or tamper with, another person's belongings whilst using Braddan Parish Commissioner's facilities.
- 1.9 Persons must not conduct in any forms of behaviour or activity that interferes with the safe and enjoyable use of facilities for other users.
- 1.10 Persons must not at any time remove their clothing in public areas to expose themselves to other users and / or staff
- 1.11 Persons must not conduct in sexual activity of any nature on Braddan Parish Commissioners facilities.
- 1.12 Persons must not conduct in inappropriate physical contact with another person (consented or otherwise) on Braddan Parish Commissioners facilities.
- 1.13 Persons must not stare; make inappropriate gestures or physical contact with other users of the facilities.
- 1.14 Persons must not use photographic or filming equipment without agreed permission from the Centre Manager or event organiser.
- 1.15 Persons must not make inappropriate use of Emergency Exits, including using them for access and egress and propping open for ventilation.
- 1.16 Persons must not bring on to Braddan Parish Commissioners premises a weapon of any description, including replicas or objects that could be perceived as threatening to other users of the facility.
- 1.17 Person must not deliberately tamper with or set off Emergency Break Glass alarms without justified reason for doing so.
- 1.18 Persons must not bring dogs or other animals into any Braddan Parish Commissioners facilities (excluding guide dogs).

**2.0 BRADDAN PARISH COMMISSIONERS Indoor Sites**

- 2.1 Persons must not attempt to gain access to, or gain vision of, another users changing or toilet cubicle.
- 2.2 Persons must not cause deliberate damage to flooring, furnishings or equipment whilst using the indoor facilities.
- 2.3 Persons must not smoke; use e-cigarettes or vapours in any areas of the indoor facilities.
- 2.4 Persons are not permitted to be in the atrium/sports halls area if they do not have a legitimate reason for being there (i.e. using the facility, dropping children off, watching sports with the permission of the participants)

**3.0 BRADDAN PARISH COMMISSIONERS Outdoor Sites**

- 3.1 Persons must not deface or destroy any wall, fence or seats on the footprint of the Braddan Parish Commissioners.
- 3.2 Barriers, railings, posts, signage, seats, tables, litter bins, recycling bins are not to be removed or displaced.
- 3.3 Persons are not to walk, run, stand on or tamper with the bedded plant areas.
- 3.4 Stones or other missiles are not to be thrown in or around the grounds of Braddan Parish Commissioners' facilities.
- 3.5 Persons are not to climb walls, fences or other structures causing danger to themselves or others.
- 3.6 Persons should not park vehicles in areas other than those clearly marked out for parking around the facility.
- 3.7 Only users of Braddan Parish Commissioners' facilities are permitted to use the car parking facilities on site unless prior agreement is made with Braddan Parish Commissioners' management.
- 3.8 Vehicles must not be left unattended on site overnight without prior permission from Braddan Parish Commissioners' management.
- 3.9 Strictly no campervans or motorhomes to be parked overnight on Braddan Parish Commissioners premises without prior agreement with Braddan Parish Commissioners' management.
- 3.10 Persons must not cause deliberate damage to any vehicle parked in the car parks. Any accidental damage must be reported to the owner or the Centre Manager / Leisure Assistant before leaving the site.