

Anti-Social Behaviour (ASB) Policy

How are our values demonstrated/supported through this policy?	<i>We do what's right</i> – this policy helps us respond to ASB fairly, lawfully and proportionately. It supports staff to act promptly, keep people safe, protect communities, meet regulatory expectations and balance support for residents with action when behaviour causes harm.
	<i>We work with heart</i> – this policy recognises that ASB can be linked to trauma, mental health, disability, substance use or other support needs. It promotes a trauma informed response that listens to people affected by ASB, supports those who cause harm to change their behaviour, and considers individual circumstances before action is taken.
	<i>We build real connection</i> – this policy encourages clear communication, partnership working and positive relationships between residents, staff, neighbours, local authorities, police and support agencies. It helps people report concerns, stay informed and work together to prevent ASB from recurring.
Equity, Diversity & Inclusion implications of this policy	This policy may impact residents who have challenges around their mental health or health conditions such as ADHD which may mean an increased chance of challenging behaviour. This policy has been drafted to set out a fair and trauma informed approach to ASB.
Policy Owner	Head of Operations East Sussex
Version Control Review information	Version number: 05 Date of Policy: May 2016 Reviewed: November 2017, September 2020, January 2024 Next Review Date: January 2027

Version Control

Version #	Date of review	Reviewer	Summary of changes
04	09/08/23	HoOps ESX	1.0 introduction – two new paragraphs added acknowledging Ofsted Regulations for Supported Accommodation (Reg 22) 5.3 & 5.4 – new sentence referencing who to inform of anti-social incidences and action plan to be created 5.4 – restraint clarification statement added 5.5 – reference made to Young Person's Guide 10.3 – added Regulation Guide to Supported Accommodation including Quality Standards



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FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

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05	21/01/24	HoOPS ESX	7.0 Link changed from intranet to new SharePoint Appendix 1 2.1. removal of reference to More Than A Room 4.2. addition of on-call number
05	20/12/2024	QO	Introduction - Acknowledged Housing Ombudsman Complaints Code requirement 4.2 new paragraph explaining when an ASB concern should be treated as a formal complaint.
06	27.08.26	HoII	Introduction – added general needs accommodation Added consumer standards and Regulator of Social Housing
07	27.08.26	HoII	Added mapping to consumer standards table
08	27.08.26	HoII	Updated policy header to reflect new values
09	14.09.2026	HoOPS ESX	Change of language – projects to services, update examples, change young persons guide to house agreement

1.0 Introduction

We deliver an asset-based approach when working with young people. Positive interventions lessen the risks of anti-social behaviour (ASB) however, we recognise that on occasion we will be required to manage ASB within our communities.

This policy is part of our approach to managing challenging behaviour. It applies to supported accommodation and general needs accommodation. It also gives guidance for other YMCA DownsLink Group services where ASB affects people, staff, visitors, neighbours or our local communities.

The 1996 Housing Act has been amended by the Anti-Social Behaviour Crime & Policing Act 2014 (ASBCPA) and Registered Providers of Social Housing (RPs) are required to publish a statement of their policies and procedures regarding ASB.

We have incorporated our responsibilities of the Human Rights Act (1998) and the Equality Act (2010) to eliminate unlawful discrimination, promote equality of opportunity and promote good relations between people of different groups.

Although the ASBCPA (2014) gives extended powers to tackle ASB, including the use of injunctions, there are a number of other obligations placed on us.

The Regulator of Social Housing expects registered providers to meet the Consumer Standards. The Neighbourhood and Community Standard says we must work with residents, local authorities, the police and other partners to deter and tackle ASB and hate incidents. We must make it easy to report ASB, keep people updated, act promptly, use the tools available to us, and support people affected by ASB.

We have incorporated our responsibilities for Ofsted Regulation for supported accommodation 2023, for 16/17 care experienced children and young people within this document, acknowledging regulation 22 Behaviour management of the standards.

We are required to comply with the Housing Ombudsman Complaints Code in how we deal with complaints from residents about anti-social behaviour and note the importance of having a proactive approach when tackling anti-social behaviour.

The anti-social behaviour policy and procedure outline the service approach to supporting young people to maintain a reasonable standard of behaviour that reduced the risk or impact on the welfare and protection of themselves and others.

2.0 Aims

YMCA DLG, through this policy, aims to:

- define the term 'Anti-Social Behaviour' and to differentiate between a report of ASB and a formal complaint
- identify what might be referred to as anti-social behaviour and help you understand why people may behave anti-socially
- provide a framework that guides your practice in assessment and intervention when dealing with ASB
- make you (paid staff or volunteer) aware of the organisation's expectations of you, your values and behaviours
- outline support and training available to you.

2.1 RESPECT: ASB charter for housing

YMCA DLG aims to follow the Respect: ASB charter which aims to improve ASB services, and consists of seven core commitments:

- demonstrating leadership and strategic commitment
- providing an accessible and accountable service
- taking swift action to protect communities
- adopting a supportive approach to working with victims and witnesses
- encouraging individual and community responsibility
- having a clear focus on prevention and early intervention
- ensuring a value for money approach is embedded in the service.

3.0 Scope

This policy applies to all staff and volunteers. It is especially important for staff working in supported accommodation and general needs accommodation. It also applies when ASB affects our residents, clients, visitors, staff, neighbours or local communities.

4.0 Definition

Although YMCA DLG has a range of services in addition to our accommodation services, we are obliged as an RP to ensure measures are in place to tackle ASB within our accommodation projects.

4.1 Definition of anti-social behaviour

ASB is defined in the Crime and Disorder Act (1998) 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 the perpetrator.'* For the purposes of this policy, it includes repeated cases of excess noise.

The ASBCPA (2014) defines ASB as conduct:

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

ASB may not always be criminal activity.

ASB includes actions by a resident that affect another resident, neighbours, staff or other people in our communities, and actions by other people that affect our residents, neighbours, staff and other people in our communities. It includes noise nuisance, intimidation, harassment, fouling in public areas, aggressive and threatening language and behaviour, violence against people and property, hate crimes, drug related activity and possessing items that can be used as weapons on or around our premises and in our communities.

4.2 Definition of complaint

The YMCA DLG Complaint policy defines a complaint as, *“an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.”*

We will usually deal with ASB through this policy first. If a resident or complainant is unhappy with how we have responded, we will tell them how to make a formal complaint. We will support them to do this if they need help.

5.0 Responsibilities

5.1 Board of Trustees

The Audit and Risk Committee will monitor incidents, including incidents of ASB, collected through incidents reported via In-form (our case management system) and the complaints process, and feed back to the Board of Trustees.

5.2 Leadership Team

The Leadership Team will ensure that managers and staff teams have the resources to do their jobs and are able to reduce the incidences and impact of ASB in YMCA DLG or in our communities.

The Head of Improvement and Impact will report to the Audit and Risk Committee on ASB and incidents.

5.3 Managers

- risk assess, with your staff, all residents and accommodation services and put in place appropriate measures to minimise ASB risk, including raising resident awareness of the impact of ASB and consequences
- ensure staff are accessing appropriate training on ASB and where they are designated lone workers, lone working training
- only authorise lone working activity that falls under the scope of the service and support work
- follow up and take action with staff who do not follow lone working procedures, or take risks with their safety (or others' safety)
- report all incidents related to ASB according to the organisation's Incident Reporting Policy
- investigate and analyse such incidents, take appropriate action and implement changes to improve the safety of staff, residents as necessary, and if appropriate liaise with the solicitors, police and Crown Prosecution Service
- offer appropriate support to staff who have been victims of ASB in the workplace
- inform the child or young person's personal assistant, social worker or duty team of any behaviour management incidents, organising/agreeing an action plan, with the resident to be included.

5.4 Staff

- ensure your residents/service users are informed as early as possible about any 'rules' or expectations your service has of them (you may have a statement of service, or handbook to help explain expectations)
- follow the guidelines outlined in the ASB Procedure (appendix 1) and consult specialist guidance set out in your individual project
- risk assessments should be carried out on all residents who are deemed to be at risk of causing ASB or being victim of ASB

- if you do not conform to this policy, you may be subject to disciplinary action or criminal prosecution
- you should not knowingly put yourself or others at risk of personal harm or serious injury
- you must only undertake authorised lone working activity that falls under the scope of the services activities, and of which your line manager is aware
- you must utilise all personal protective equipment provided i.e. Solo Protect whilst at work.
- report all incidents, however minor, as soon as possible in accordance with the organisation's Incident Reporting Policy
- inform the child or young person's personal assistant, social worker or duty team of any behaviour management incidents, organising/agreeing an action plan with the resident to be included.
- personal intervention should only be used in the prevention of harm or significant injury, provided it does not put you at risk of harm or serious injury. You may only use physical intervention where someone is going to directly harm or significantly injure themselves or other people, provided it does not put you at risk of serious harm or injury (i.e. protecting a resident from crossing the road if they are putting themselves in harm's way). You must not physically restrain children or young people. Please see Managing Difficult and Aggressive Situations policy.

5.5 Residents

Residents are responsible for their own behaviour and that of their invited visitors. This is outlined in their occupancy agreements, the Resident Handbook and the house agreement.

6.0 Staff Learning and Development Programme

YMCA DLG has a learning and development programme which allows you to learn how to employ a range of behaviour change interventions to support children, young people and adults to change their ASB. Training includes: Taking a Trauma Informed Approach, Managing Difficult and Aggressive Situations, Motivational Interviewing.

7.0 Organisational Culture

YMCA DLD aims to deliver psychologically informed environments, and through them take a Trauma Informed (TI) approach. This is a way of supporting and engaging people with histories of trauma that actively recognises the continued presence of trauma symptoms; it means that we want to adapt how we conduct relationships and our organisational processes in light of that understanding. For resources on the TI approach go to the Frontline Resources folder in All Staff Document Library, or click this link:

[Trauma Informed Approach](#)

YMCA DLG is a trauma informed organisation that wants to create environments where residents/service users trust our support and respect our boundaries. Sometimes we have to issue formal warnings, however, these should be used to empower residents to learn from mistakes and change behaviours that are unsafe or prevent them achieving, in preparation for independent living. See appendix 1 of the Managing Difficult and Aggressive Situations policy which gives further insight into our approach.

7.1 Prevention

YMCA DLG believes that individuals and their behaviour can change. We will consider the individual circumstances of those referred to our services before deciding if they are suitable. We will take into account a personal history regarding ASB, however, we will not prevent access to our services unless it is justified and will work with residents/service users to prevent ASB.

We consider the safety and quality of life of our residents, neighbours, staff and other people in our communities. We work with residents to prevent them behaving anti-socially, for further information see Appendix 1 of this policy.

7.2 Intervention

When residents do behave anti-socially, we have a range of informal and formal interventions designed to help the resident learn and change their behaviour. We support victims of ASB, for further information see Appendix 1 of this policy.

7.3 Formal Action

As a last resort YMCA DLG will take formal action (eviction/ injunctions) against a resident who is displaying serious and/or persistent ASB. YMCA DLG may take formal action against a non-resident who perpetrates ASB in or around our projects which may include a housing-related injunction to prevent noise and annoyance (IPNA), for further information see Appendix 1 of this policy.

8.0 Recording and Information Sharing

All ASB reported or witnessed within our services will be recorded on In-form and will also be captured through our Complaints Register (e.g. when raised by neighbours as a formal complaint). Recording ASB allows us to monitor frequency of ASB and helps ensure guidelines are followed. Details will be recorded on case notes and if appropriate on the Incident Reporting Form on In-form.

Any information given to us with regard to ASB will be treated sensitively and will not be passed to the alleged perpetrator unless express consent is given (see organisation's Information Sharing Policy). Personal information on ASB incidents will be kept in line with the Data Protection Act 2018 and our Data Protection and Information Handling Policy.

9.0 Partnership Working

We are committed to taking a multi-agency approach to tackling ASB in order to seek the most appropriate solutions. We have established a range of formal and informal networks with relevant specialist services to ensure that we can effectively prevent, identify and tackle ASB. We rely on the strength and quality of these relationships to ensure we can be effective in our action to protect our residents/service users, and others in our communities.

There are certain types of ASB that occur which will require specialist interventions and specific reporting procedures; these relate to racist or homophobic ASB and domestic violence. We are committed to working with partners to take effective action against perpetrators when there are incidents of racism, homophobia, and domestic violence (see Incident Reporting Policy).

10. Further information

10.1 Other policies

Policies that this procedure relates to:

- Complaints Policy and Procedure
- Data Protection and Information Handling Policy
- Eviction Policy
- Incident Reporting Policy
- Information Sharing Policy
- Lone Working Policy
- Managing Difficult and Aggressive Situations Policy
- Managing Drugs and Alcohol in Services Policy
- Solo Protect Guidelines
- Warnings Procedures

Please see Appendix 1 for staff guidance covering preventative methods of working, appropriate responses, and support for both victims and perpetrators.

10.2 Other resources

Housing Ombudsman guidance: [Anti-social behaviour policy - Housing Ombudsman \(housing-ombudsman.org.uk\)](http://www.housing-ombudsman.org.uk)

RESPECT Charter for Housing

<http://www.cih.org/resources/PDF/Marketing%20PDFs/respect-asb-charter-for-housing.pdf>

10.3 Legislation

- Housing Act (1996)
- Anti-Social Behaviour Crime & Policing Act (2014)
- Equality Act (2010)
- Human Rights Act 1998
- Data Protection Act (2018)
- Crime and Disorder Act (2000)

Regulation – Guide to the Supported Accommodation Regulations including Quality Standards – March 2023

11.0 Consumer Standards mapping: ASB and hate incidents

Consumer Standard requirement	How this policy meets the requirement
Work with local authorities, police and other partners to deter and tackle ASB and hate incidents.	The policy requires partnership working with local authority ASB teams, community safety teams, police, support agencies and other partners. It also sets out escalation routes for serious and repeated ASB.
Have a policy on how the organisation works with others to deter and tackle ASB.	This policy explains YMCA DownsLink Group's approach to prevention, early intervention, support, informal action, formal action and legal action.
Clearly set out the approach to hate incidents.	The policy states that racist, homophobic and other hate-related ASB must be treated seriously, recorded, risk assessed and responded to with partners where needed.
Make it easy for tenants to report ASB and hate incidents.	The procedure explains how ASB can be reported during office hours and outside office hours, including use of the on-call system. Staff must acknowledge reports and explain next steps.
Keep tenants informed about the progress of their case.	The procedure requires staff to keep complainants and alleged perpetrators updated in a clear, regular and sensitive way, while following information sharing rules.
Take prompt and appropriate action, using the full range of tools and legal powers available.	The procedure includes early intervention, risk management plans, warnings, acceptable behaviour contracts, restorative approaches, mediation, eviction, possession proceedings, injunctions and criminal behaviour orders.
Support tenants affected by ASB and hate incidents, including signposting to support agencies.	The procedure says staff must support people affected by ASB through contact, safety planning, referrals, practical risk reduction and links to specialist agencies.
Take reasonable steps to support safe shared spaces and safe communities.	The policy links ASB work to safer projects, shared spaces and neighbourhoods. It requires risk assessment, recording, monitoring and learning from ASB cases.