

Policy & Procedure	Anti-Social Behaviour Policy/procedure		
Department	Young People Services and Housing Team		
Approval Date	Mar 2025	Issue Date	Dec 2024
Last Amended Date	Nov 2024	Next Review Date	Nov 2027
Other Relevant Policies	Health and Safety Lone Working Boundaries Data Protection Code of Conduct Safeguarding Children and Young People Policy		

1.0 Introduction

1.1 This Procedure sets out how YMCA London City and North prevents and deals with all forms of anti-social behaviour (ASB) for the benefit of residents, visitors, staff, contractors, neighbours, and the wider community.

2.0 Regulatory and legal framework

2.1 This Procedure is informed by:

- The Homes and Communities Agency regulatory framework
- Anti-Social Behaviour, Crime and Policing Act 2014
- Equality Act 2010
- Crime and Disorder Act 1998
- Housing Act 1996

3.0 Definition

3.1 ASB is defined as behaviour that is likely to cause harassment, alarm, or distress to one or more persons not of the same household. This definition includes certain breaches of the House rules.

3.2 ASB falls into one of four categories:

- Nuisance – behaviour that unreasonably interferes with other people’s ability to live peacefully and quietly in their own home (e.g., noise nuisance etc.)
- A breach of the House-rules, Licence Agreement and Policies regarding visitors, substances, weapons, or gambling.
- Harassment and bullying – behaviour that is aggressive, threatening or causes intimidation (e.g., stalking, using abusive, racist, homophobic or other insulting words or language or behaviour that is based on hate of an actual or perceived difference such as age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or faith, sex or sexuality)
- Hate crime – a criminal offence motivated by hate because of a person’s disability, race or ethnicity, religion or belief, sexual orientation, or transgender identity.

4.0 Prevention

4.1 YMCA London City and North employs many mechanisms and interventions to prevent anti-social behaviour and promote appropriate behaviour including:

- A program of meaningful engagement and informal learning opportunities
- Referral and Assessment Procedure
- Support Planning Procedure
- Safeguarding Procedure
- Resident’s Handbook
- Enforcement of the Licence Agreement and House-rules
- Incident Procedure
- Substance Misuse Incidents Procedure
- Warnings and Evictions Procedure
- Barring Procedure
- Resident engagement through Resident’s Meetings and Let's Talk forums
- Partnership working with the local council Police and local Safer Neighbourhoods Team
- Staff Code of Conduct and performance management processes
- Reporting and dealing with anti-social behaviour

This policy sets out to maintain a reasonable standard of behaviour that reduces the risk of harm to, and supports the welfare and protection of, children and other individuals.

5.0 Reporting ASB

- 5.1 Procedure for reporting and dealing with anti-social behaviour depend on the seriousness of the occurrence. Cases of ASB will be reported and dealt with according to the Incident Procedure.
- 5.2 Staff **MUST** call 999 and ask for police assistance should they be threatened verbally or physically attacked and insert the CAD reference number to the CCIA section of Inform. Staff will take the necessary actions to deal with the incident and where required, a full investigation will be conducted to determine the appropriate outcome.
- 5.3 In the event of safeguarding issues, staff **MUST** inform the Designated Safeguarding Lead (**Anthony Kamara** anthony.kamara@ymcalcan.org Head of Housing Operations), in their absence, contact their line manager **Leighanne Grant** leighanne.grant@ymcalcan.org - **Director of Housing and Youth**. Please refer to the Safeguarding Policies and Reporting Procedures.
- 5.4 All incidents to be recorded directly on the CCIA tab on Inform. The security team to report incidences by using the following link <https://www.tfaforms.com/rest/forms/view/4797026> is noted in the daily handover. In cases requiring investigation, staff will complete the investigation at the earliest opportunity (within 24 hours and no more than 3 days) of the report being made.
- 5.5 Staff with no access computer or email must speak face to face with a Housing Options Officer or their line manager with the details of the incident and the incident must be reported using this link <https://www.tfaforms.com/rest/forms/view/4797026>
- 5.6 Reports regarding staff conduct will be investigated thoroughly in line with YLCAN's policy and procedures. Residents are encouraged to report their concern via any of the following channels:
- QR Code at Reception (scan code to complete form and press submit after filling all 4 sections)
 - Speak verbally to any staff member of the housing team
 - Or by email housingfeedback@ymcalcan.org
- Where it is deemed necessary, investigations can lead to further disciplinary proceedings as per YMCA London City and North disciplinary procedure.
- 5.7 Reports of ASB concerns from external such as Neighbours and Community we operate in, will be reported on our website platform.

- 5.8 If the reported behaviour involves actual or threatened violence, damage to property or any criminal act, staff will encourage the persons affected to report this to the Police or support individuals to do this where required.
- 5.9 Staff will ensure that victims and witnesses receive the support they require (which may include referral to specialist agencies such as Victim Support, GALOP etc).
- 5.10 Staff will ensure that perpetrators are supported to address their behaviour (which may include referral to specialist agencies).
- 5.11 Perpetrators will be charged for the cost of repairing any damage to property.
- 5.12 Staff will not restrict children's movements, and any restraint will be reported to Ofsted within 24 hours.
- 5.13 Offensive graffiti will be removed within 24 hours of it being reported

6.0 Legal remedies

- 6.1 Wherever possible YMCA London City and North will avoid the need to pursue legal remedies by using early and informal interventions and maximising the benefit of effective information sharing and joint work with other agencies.
- 6.2 However, where these interventions are ineffective, the Anti-Social Behaviour, Crime and Policing Act 2014 provides measures to deal with ASB. See Appendix 1.
- 6.2.1 The Act includes two new measures which are designed to give victims and communities a say in the way ASB is dealt with:
- The Community Trigger gives victims the ability to demand action, starting with a review of their case, where the locally defined threshold is met.
 - The Community Remedy gives victims a say in the out-of-court punishment of perpetrators for low-level crime and ASB.
- 6.2.2 In cases where legal measures are required to stop or prevent ASB, the Act provides certain powers to social housing providers, local authorities, and the police. In summary:
- Civil Injunction: To stop or prevent individuals engaging in ASB.
 - Criminal Behaviour Order: Issued by criminal courts against a person who has been convicted of an offence, to tackle the most persistently anti-social individuals who engaged in crime.

- Dispersal Power: Issued by uniformed Police Officers or Police Community Support Officers to require a person committing or likely to commit ASB, crime or disorder to leave an area for up to 48 hours.
- Community Protection Notice: To stop a person, business or organisation committing ASB and spoiling the community's quality of life.
- Public Space Protection Order: Designed to stop individuals or groups committing ASB in a public space.
- Closure Order: To allow the Police or Council to quickly close premises which are being used or are likely to be used to commit nuisance or disorder.
- New Absolute Grounds for Possession: Possession of secure and assured tenancies where ASB or criminality has been proven by another court.

7.0 Confidentiality and information sharing

7.1 The following documents apply:

- Data Protection and Confidentiality policies and procedures
- Local Council Crime and Disorder Information Sharing Protocol
- Metropolitan Police Information Sharing Protocol

7.2 Residents are asked to sign a consent to share form when they move into the service. Staff must ensure that residents give their consent for information to be shared with any third party that is not included in a signed consent to share form.

7.3 Where it is not possible or appropriate to gain consent (i.e., due to safeguarding concerns/criminal activity etc.) staff must discuss the situation with their Line Manager or Human Resources (HR). Discussions and decisions must be recorded on the resident's Inform account.

8.0 Equality and diversity

8.1 The implementation of the procedure and its equality and diversity impact will be reviewed, as necessary.

9.0 Review of this procedure

9.1 This procedure will be reviewed on every two years.