YMCA
NORTH TYNESIDE

Anti-Social Behaviour Policy

Author:	Steve Pugh
Checked by relevant people with appropriate expertise and responsibility:	Karen Bailey
Approved by:	Policy Working Group
Approval Date:	Apr 2025
Version No:	2
Review date:	Mar 2028

Contents

1. Purpose.....
2. Scope.....
3. Definitions.....
4. Roles and Responsibilities.....
5. Main body of policy.....
6. Related Policies.....
7. Relevant UK Legislation.....
8. Monitoring and Review .....
9. Appendix 1 .....
10. Appendix 2.....

1. Purpose

This Policy outlines the framework for managing anti-social behaviour (ASB), including hate incidents and crimes. It ensures a consistent and effective response to protect residents, staff, and the wider community while promoting a safe living environment.

2. Scope

This Policy applies to all residents, staff, and contractors of YMCA North Tyneside. It covers incidents involving complainants or parties living in or visiting managed homes, incidents occurring within managed neighbourhoods, and incidents at YMCA North Tyneside offices. It specifically excludes domestic abuse, which is addressed under separate governance.

3. Definitions

- **Anti-Social Behaviour (ASB):** Conduct that causes or is likely to cause harassment, alarm, or distress; or conduct capable of causing nuisance or annoyance to residential occupants or regarding housing-related matters.
- **Hate Incident/Crime:** Acts of violence or hostility motivated by prejudice or hate based on protected characteristics such as race, religion, disability, sexual orientation, or gender identity.
- **Other Party:** The individual reported as the perpetrator of the ASB.
- **Complainant:** The resident or individual affected by and reporting the ASB.

4. Roles and Responsibilities

- **YMCA North Tyneside Staff:** Responsible for identifying ASB, supporting harmed individuals, and taking proportionate action. Staff must undergo training to manage cases and remain aware of safeguarding issues.
- **Residents:** Expected to ensure they and their guests do not commit or encourage ASB, hate incidents, or crimes.

- **Partner Agencies (e.g., Police):** Collaborate with the organisation to provide preventative measures and legal enforcement.

5. Main Body of Policy

5.1 General Principles

The organisation aims to resolve frictions efficiently without inappropriately escalating minor disagreements to ASB status. It prioritises early intervention, partnership working, and transparency, ensuring residents are contacted before any case closure.

5.2 Categorisation of Behaviour

The organisation distinguishes between ASB and non-ASB to ensure resources are directed appropriately:

- **Considered ASB:** Excessive noise, rowdy behaviour, drug dealing, criminal damage, verbal abuse, and intimidation.
- **Not Considered ASB:** Everyday living noise (e.g., babies crying), children playing, cooking smells, or personal differences/stares.

5.3 Reporting and Investigation

Reports can be made via phone, email, website, or in person. upon receipt, the organisation evaluates the severity, frequency, and impact of the behaviour. Investigations may include interviewing witnesses, reviewing Noise App recordings, and collaborating with local authorities.

5.4 Response Times and Risk Assessment

A risk assessment matrix determines the response priority:

- **High Risk:** Response within one working day.
- **Medium/Low Risk:** Response within five working days.
- **Updates:** Complainants receive updates every 15 working days.

5.5 Enforcement and Support

Action is proportionate to the risk and evidence. Informal measures include Good Neighbour Agreements and mediation. In severe cases involving violence or drug dealing, legal action such as civil injunctions or eviction proceedings may be pursued. Support for victims includes home visits, additional security measures, and referrals to agencies like Victim Support.

6. Related Policies

- Residents Domestic Abuse & Sexual Violence Policy
- Unacceptable Behaviour Policy
- Safeguarding Adults and Children Policies
- Reasonable Adjustments and Vulnerable Needs Policy
- Equality, Diversity and Inclusion Policy
- Data Protection Policy

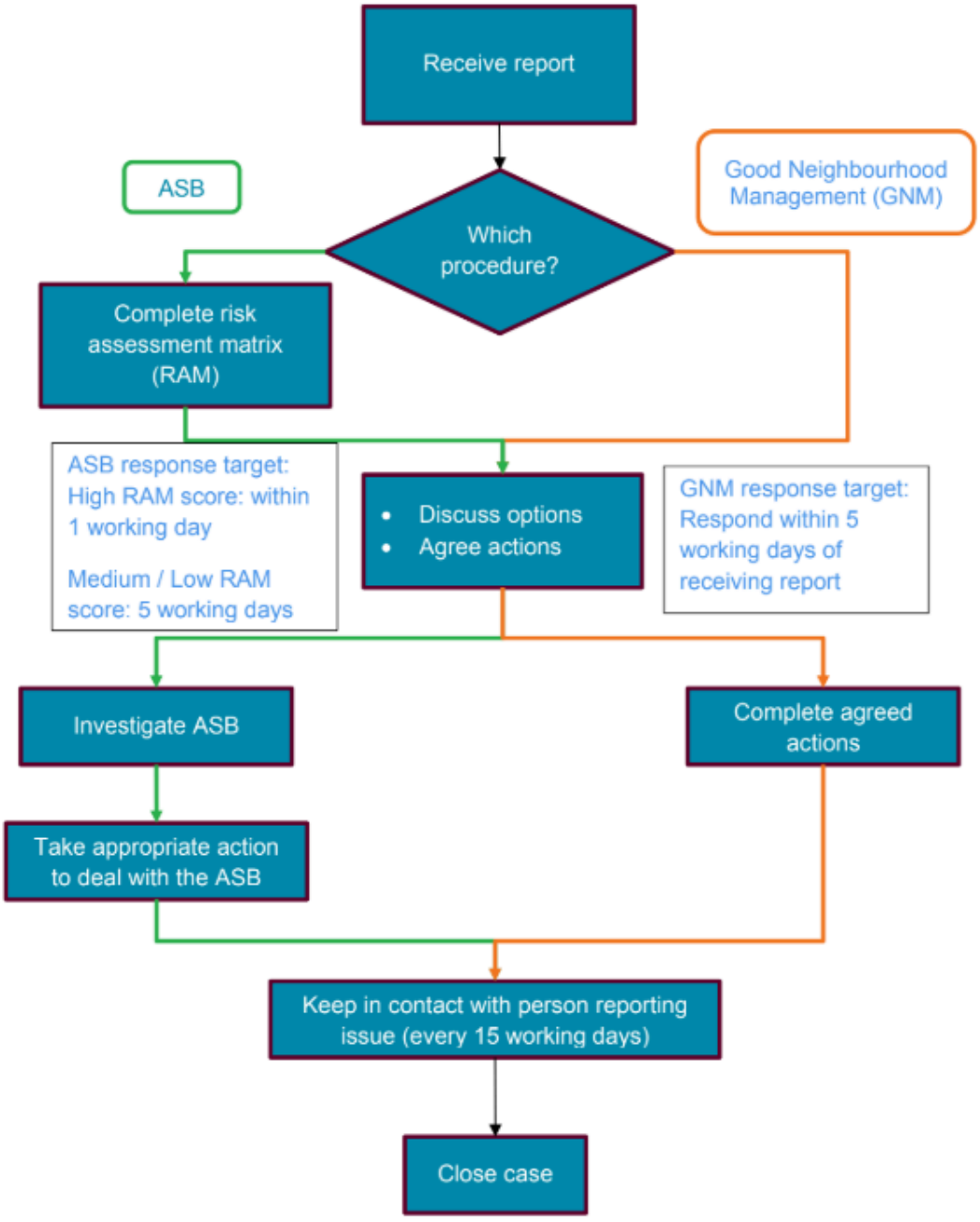
7. Relevant UK Legislation

- Anti-social Behaviour, Crime and Policing Act 2014
- Equality Act 2010
- Data Protection Act 2018 / UK GDPR
- Housing Act 1988 & 1996

8. Monitoring and Review

The organisation is dedicated to ensuring our policies and procedures remain relevant, compliant and effective. This policy will be reviewed 3 yearly, or more often if significant changes in legislation, regulations, risks or operations occur or if monitoring reveals a need. The Housing Management Department will oversee this process, and any necessary updates will be clearly documented, communicated and promptly implemented.

Appendix 1


Receive report
ASB
Good Neighbourhood Management (GNM)
Which procedure?
Complete risk assessment matrix (RAM)
ASB response target: High RAM score: within 1 working day
Medium / Low RAM score: 5 working days
Discuss options
Agree actions
GNM response target: Respond within 5 working days of receiving report
Investigate ASB
Complete agreed actions
Take appropriate action to deal with the ASB
Keep in contact with person reporting issue (every 15 working days)
Close case

Appendix 2

Good Neighbourhood Management (GNM) Procedure

The key factor when deciding whether a concern is ASB or a matter of GNM is whether there is deliberate intention. Typically a concern will be dealt with as GNM if it is categorised as:-

- Parking
- Smoking
- Boundaries
- Dogs Barking
- Cats in gardens
- Fences
- Overgrown Gardens
- Cooking smells
- Babies crying
- Placement of bins
- Children playing ball games/bikes
- Use of trampolines
- People looking/staring at each other
- Littering
- Working from home
- General living noise (flushing toilets, closing doors, talking)
- One – off celebrations
- Noise made by a tenant or their household member who has protected characteristics, e.g. a mental health condition or physical disability where there is no deliberate intention

However, behaviour that lasts longer than 30 minutes at a time for more than 5 days in a row will be handled through the Anti-Social Behaviour Policy.

Dear Neighbour Card

- In most instances customers will be encouraged to speak to the person/neighbour who is causing the problem.
- We will provide a 'Dear Neighbour Card', which is a template that customers can print off and use to inform a neighbour that they are making a noise that is causing disturbance and upset.

Noise concerns

- If the concern relates to a noise disturbance, the customer will be encouraged to speak to the person/neighbour who is causing the problem. Advice will be given on how to broach this subject and information of the "Dear Neighbour" letter will be shared.
- The Officer will then give the customer advice on how to download The Noise App and start recording the incidents for a period of 14 days.

- The Officer will monitor all recordings over a period of 14 days and make comments in The Noise App every time an email is received to notify them that a new recording has been uploaded.
- During the 14-day period, if the Officer judges the noise to be a tenancy breach, i.e. before 8am or after 11pm and/or deliberate, the Officer will speak to the person making the noise to discuss the situation and to give advice, e.g., reducing the volume, the use of headphones, carpets, removing shoes, being mindful of others, sourcing anti-vibration mats or similar protective items.
- All communication will be supported by a letter to confirm what was discussed.
- If the noise continues, worsens or there is deliberate intent to cause distress, alarm, or harassment the Officer will re-categorise the case to be managed under our ASB Policy.
- If after the 14-day period the noise recorded and uploaded to The Noise App demonstrates a non-statutory noise, e.g. "normal living" noises, the Housing Officer will contact the customer to explain that we are unable to take any further action.

Revisions

This section details all significant changes and updates made to this policy document.

Revision Number	Date of Revision	Description of Change
2	May 2026	New Format and Policy Template