

Anti-Social Behaviour and Hate Crime Policy November 2025

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Introduction

The purpose of YMCA Lincolnshire is to ensure that people and communities across the County have the opportunity to belong, contribute and thrive so that they can feel safe, valued and fulfilled.

Our values are:

- Compassionate
- Brave
- Collaborative
- Supportive

Our ambition is to break the cycle of homelessness through the provision of safe spaces, services that support everyone's journey of recovery & growth, and programmes that focus on future long-term prospects for independence.

Purpose

The purpose of this policy is to protect our residents, our staff members and people living or working in our local communities by reducing ASB eradicating hate crime.

At YMCA Lincolnshire, we will ensure that we provide our residents with a safe and secure environment in which they can live and thrive, and we will do all that we can to prevent any form of anti-social behaviour (ASB), harassment or hate crime.

We are committed to providing an excellent support service to stop ASB and help maintain respect for residents within their home and the local community.

We will work in partnership with all parties involved to deliver our commitments and our organisational objectives as well as meeting the requirements of the Regulator of Social Housing.

When dealing with ASB, we will consider the support needs of our residents considering disabilities and capacity which may impact upon their behaviour.

Scope of the Policy

This policy will provide information and guidance for YMCA Lincolnshire's residents and staff on how we will deal with incidents of ASB and hate crime.

We will make sure that all possible advice, assistance and consideration is given in specific circumstances.

The Policy

We recognise that preventing and tackling ASB and hate crime effectively will have a positive impact on our residents' lives

Our key objectives are to:

- Enable our residents to live happily in their homes without unreasonable disturbance from others by preventing incidents and re-occurrence of ASB and hate crime.
- Ensure that we respond to reports of ASB and hate crime as quickly and effectively as possible using a variety of approaches.
- Take a person-centred approach and ensure that appropriate support and timely updates are provided to complainants and witnesses at every stage.
- Work with all parties including partner agencies to provide a holistic and appropriate response to dealing with ASB and hate crime.
- Support residents to change their behaviour and sustain their license agreements via access to the relevant support through early intervention.

The action that we will take:

Our primary aim is to provide support to all parties when dealing with ASB.

We recognise however, that there may be occasions where it is necessary to take enforcement action which could result in a warning being issued or a resident being evicted from their home. Where we must take enforcement action, this will be reasonable and proportionate.

We will not tolerate any behaviour that is designed to threaten, intimidate, or abuse other residents, colleagues, partners or contractors. This will be dealt with swiftly through our warning and eviction processes.

What is anti-social behaviour?

The legal definition of ASB is set out in the Anti-social Behaviour, Crime and Policing Act 2014. It is described as behaviour that falls into any one of the three following categories:

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

There are multiple examples of behaviour that could fall into one of these categories including:

- Causing excessive noise
- Verbal abuse or other threatening behaviour
- Drug-dealing or recreational drug use
- Vandalism
- Loitering
- Harassment and hate crime

What isn't ASB?

There are some complaints that we do not consider to be ASB and which we will not investigate. Examples of these are:

- Everyday household noise such as washing machine noise, doors closing, low level TV or radio noise.
- One off DIY noise from power tools that takes place at reasonable daytime hours.

Our approach to dealing with ASB.

At YMCA Lincolnshire, our approach to dealing with ASB will initially focus on support rather than enforcement. We will try and understand the underlying issues and see if these can be resolved before any license action is considered.

We will:

- Always take an unbiased view, considering both sides of the story and meeting with any witnesses, ensuring that all parties involved are listened to and understood
- Focus on provable facts and evidence rather than opinions
- Support residents to have conversations with one another where this is possible
- Seek to identify any of our properties where ASB is a particular issue and tackle this as a priority. Ensuring that our communities are safe places for our residents, our neighbours and members of the public to live in
- Ensure that all of our residents know what constitutes ASB, and how to report it, resulting in issues being dealt with quickly. This stops problems from becoming more deeply embedded and tends to make them easier and quicker to solve.
- Always seek to offer non-judgmental interventions and will work with our partners to provide additional support to all concerned
- Where all avenues of support to resolve incidents of ASB fail, we will follow our three-step warning process detailed within the warnings and eviction policy.

What is Hate crime?

Hate crime is any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on race, religion, disability, sexual orientation or transgender identity.

We will:

- Take a zero-tolerance approach to all forms of hate crime and will handle the investigation of incidents robustly.

- Investigate all incidents of hate crime. If an incident of ASB is perceived by a customer to be motivated by hate, then it will be investigated as such.
- Work in partnership with other agencies on all incidents of hate crime.
- Deal with hate incidents and hate crime as part of our commitment to promote equality and diversity.
- Ensure that as part of our multi-agency approach in dealing with hate crime and ASB we will, where appropriate and with the victim's consent, report hate incidents and hate crime to the Police.

Regulation and Codes of Practice

- ASB Act 2014
- Crime and Disorder Act 1998
- Data Protection Act 2018
- Supported Housing (Regulation) Act 2023
- Regulator of Social Housing Consumer Standards Related Policies,

Associated policies, procedures and documents

- Safeguarding Adults and Children Policy
- Eviction and warning procedure
- Domestic Abuse Policy and Procedure
- Equality, Diversity and Inclusion Policy
- ASB Procedure
- License agreement and house rules

Reporting and Monitoring

All ASB and hate crime cases will be recorded and monitored to ensure compliance with the Policy, to ensure it is effective and to continually improve how we work.

Policy Review

The Policy will be reviewed every 3 years (or sooner if there is a change in regulation, legislation, or codes of practice)