



Anti-Social Behaviour and Hate Incidents – Policy Overview

Purpose

YMCA Black Country Group is committed to creating a safe, welcoming and inclusive environment for residents, service users, staff and the wider community. This policy explains how we prevent, respond to and resolve Anti-Social Behaviour (ASB) and Hate Incidents, ensuring residents feel safe and supported within our accommodation and communities.

Our Approach – Person Centred, Co-Produced, Strengths Based and Trauma Informed

All staff must work in a trauma-informed way, recognising that past experiences may influence behaviour and how individuals respond to conflict. Staff should:

- Focus on “What does this person need?” rather than “What is wrong?”
- Promote safety, trust and respectful relationships
- Work collaboratively with residents and partner agencies
- Ensure residents feel safe to report concerns
- Respond to incidents fairly, consistently and sensitively

What We Mean by ASB and Hate Incidents

Anti-Social Behaviour (ASB) - Behaviour that causes or is likely to cause harassment, alarm or distress to others. This may include:

- Noise nuisance
- Intimidation or threatening behaviour
- Vandalism or damage to property
- Substance misuse
- Persistent disturbances

Hate Incidents and Hate Crimes - Behaviour motivated by hostility or prejudice based on protected characteristics such as:

- Race
- Religion
- Disability
- Gender identity
- Sexual orientation

If a hate incident also breaks the law, it becomes a hate crime.

Our Commitments

YMCA Black Country Group aims to:

- Promote positive behaviour and respectful relationships across our services
- Provide safe and supportive environments free from ASB and hate incidents
- Encourage residents to report concerns early
- Respond to incidents promptly and fairly
- Work with local authorities, police and partner agencies to resolve issues
- Ensure everyone is treated with dignity, fairness and respect

Reporting and Responding to Incidents

Residents can report ASB or hate incidents during support sessions with Housing Officers, through the Complaints, Compliments and Comments procedure, in person, by phone or by email.

When a report is received, staff will acknowledge the report within 48 hours, carry out an initial investigation within five working days, maintain communication with those involved, work with relevant agencies where necessary, take appropriate action based on the situation. All reports will be treated seriously and confidentially.



Actions and Interventions

Depending on the severity and frequency of the behaviour, staff may use a range of actions.

- **Informal Actions:** Early intervention, mediation, verbal or written warnings, revisiting House Rules (if the alleged perpetrator is a resident) and referrals to support services.
- **Formal Actions:** Issuing of formal warnings (if the alleged perpetrator is a resident) or banning visitors if the alleged perpetrator is not a resident.
- **Legal Actions:** Injunctions, possession orders, or eviction proceedings if other interventions fail to prevent further incidents.

Supporting Victims and Witnesses

YMCA Black Country Group is committed to supporting those affected by ASB or hate incidents.

Staff will:

- Make safeguarding referrals where necessary
- Provide emotional and practical support
- Refer individuals to specialist support services
- Work with police and partner agencies
- Keep individuals informed about the progress of investigations

Preventing ASB and Hate Incidents

We will work proactively to reduce ASB and Hate Incidents by:

- Promoting clear house rules and expectations
- Encouraging positive community behaviour
- Supporting residents to build positive relationships
- Delivering community engagement and awareness activities
- Working with partners to address environmental or community risks

Key Message for Staff

Our role is to:

- ✓ Promote safe and respectful communities
- ✓ Encourage early reporting of concerns
- ✓ Respond quickly and fairly to incidents
- ✓ Support victims and witnesses
- ✓ Work with partner agencies to resolve issues
- ✓ Take appropriate action to prevent further harm

By addressing ASB and hate incidents effectively, we help ensure all residents feel safe, respected and able to thrive in our accommodation.