Anti-Social Behaviour Policy

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1. POLICY STATEMENT

1.1 Anti-social behaviour, hate crime and harassment have a negative impact on communities and individuals.

1.2 This policy aims to prevent and stop the recurrence of anti-social behaviour (ASB) in areas where we deliver client centred and residential accommodation services across YMCA Norfolk and in the communities where our accommodation and youth services are delivered.

1.3 YMCA Norfolk takes all complaints of ASB seriously and will work with statutory and non-statutory partners and agencies to ensure that ASB is abated by addressing behaviours that constitute ASB.

2. PURPOSE

2.1 The purpose of this policy is to:

- Outlines the actions that YMCA Norfolk will undertake in responding to anti-social behaviour
- Sets out YMCA Norfolk's approach to managing anti-social behaviour, including the actions it will take to address unacceptable conduct and the support it will provide to residents to help them understand, address, and change their behaviour.
- Ensures that those affected by anti-social behaviour can access support from YMCA Norfolk or be signposted to appropriate partner agencies to safeguard their welfare and wellbeing.
- YMCA Norfolk expects its staff and residents to report criminal behaviour to the police and expects statutory agencies and the police to act where appropriate.

3. SCOPE

3.1 The policy applies to all YMCA Norfolk staff, volunteers, agency workers, contractors, residents and clients accessing housing or support services provided by YMCA Norfolk. It also applies to anti-social behaviour that affects other residents, visitors, neighbours, members of the local community, and partner organisations where there is a connection to YMCA Norfolk's services, premises, or activities.

3.2 This policy will ensure that:

- YMCA Norfolk residents can enjoy their homes regardless of gender, disability, religion, age, sexuality or ethnicity.
- Victims and witnesses of ASB, including staff, receive appropriate support and advice.

3.3 YMCA Norfolk works collaboratively with partner organisations through multi-agency working and participates in multi-agency initiatives to deliver a tailored approach to preventing and deterring anti-social behaviour (ASB).

4. DEFINITIONS

4.1 **ASB** - The legal definition of ASB is set out in the Anti-social Behaviour Crime & Policing Act 2014 and includes:

- Conduct capable of causing alarm, harassment and distress to any person.
- Conduct capable of causing nuisance or annoyance to any person.
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises.

4.2 Whilst the statutory definitions of Anti-Social Behaviour (ASB) must be adhered to, YMCA Norfolk may, from time to time, need to exercise its own professional judgement when assessing what constitutes ASB, taking account of the specific needs and circumstances of the client groups we work with.

4.3 Although not exhaustive, listed below are examples of ASB for an appreciation of the context this policy covers:

- Intentional damage to YMCA Norfolk's property, furniture or any furnishings provided by YMCA Norfolk in its premises or in communal areas of its residential accommodation.
- Harassment and threatening behaviours.
- Physical or other forms of violence, including domestic violence and abuse.
- Hate incidents and racial abuse.
- Stalking.
- Sharing of inappropriate images using online or social media and malicious communication.
- Intentional or deliberate noise nuisance.
- Threatening or intimidating behaviour.
- Drug dealing, substance misuse and drug-taking.
- Graffiti.
- Criminal damage, vandalism, sexual acts in public, soliciting, kerb crawling on YMCA Norfolk's property.
- Drunken disorderly conduct on YMCA Norfolk's premises.
- Playing loud music, television, or other amplified sound at a volume or during hours that unreasonably disturbs other residents, neighbours and communities. This includes playing amplified sounds during designated quiet hours within YMCA Norfolk's housing (hostel) accommodation.
- Repeated noise nuisance, including loud gatherings, outside of YMCA Norfolk's premises.
- Hate incidents or hate crimes motivated by a person's race, ethnicity, nationality, religion or belief, gender, gender reassignment, sexual orientation, disability, or any other protected characteristic.
- Arson, attempted arson, deliberate fire-setting, or any act intended to cause or create a risk of fire within the immediate vicinity of, or nearby any YMCA Norfolk property.

4.4 We have set out examples of specific incidents that YMCA Norfolk will not normally treat as anti-social behaviour (ASB), as these are considered part of everyday living:

- Noise from normal domestic appliances, such as washing machines, tumble dryers, dishwashers, and vacuum cleaners.
- Noise from children playing and engaging in normal day-to-day activities.
- Walking across a floor, including footsteps and general movement within a property.
- Doors opening and closing as part of normal household use.
- Occasional movement of furniture associated with normal living activities.

4.5 We recognise that residents living near one another or in shared housing will hear a certain level of everyday household noise. Such noises would not normally be considered ASB unless they are excessive, persistent, unreasonable, or deliberately intended to cause nuisance or distress to others.

4.6 **Harassment** - This is behaviour that causes another person to feel distressed, humiliated or threatened. Where someone is harassed because of a protected characteristic under the Equality Act 2010, this can be classified as a hate incident or crime.

4.7 **Hate Crimes -** Are criminal offences that are perceived by the victim, or by any other person, to be motivated by hostility, prejudice, or discrimination towards a personal characteristic, such as race, religion, disability, sexual orientation, or transgender identity. The impact on victims can be devastating, often causing not only physical and emotional harm but also fear and insecurity within the wider community**.** Hate crimes must be reported to the police and YMCA Norfolk.

Although not exhaustive, some examples of hate crimes can include:

- Targeting someone because of their transgender identity, religion, race, sexual orientation or disability.
- Theft, robbery, or other criminal acts where the victim has been deliberately targeted due to a protected characteristic.

4.8 YMCA Norfolk will manage all reports of hate crime and hate crime incidents in line with this policy and does not support or tolerate these incidents.

4.9 **Alleged perpetrator -** This is someone who has been accused of committing ASB or nuisance.

4.10 **Witness -** This is someone who has seen or heard an incident or event happening that is classified as being ASB.

4.11 **Racial Harassment** - is treated as a hate-related ASB incident and defined to include any behaviour targeted at an individual because of their race, ethnic background, nationality, colour, or national origin, where the victim or any other person perceives the incident to be motivated by prejudice or hostility.

4.12 **Victim -** This is someone who has been hurt or suffered as a result of the action of an alleged perpetrator.

5. REFERENCES

5.1 This policy must be read and applied in conjunction with the following, all located on our webpage www.ymcanorfolk.org:

- Policy 20 - Complaints and Compliments Policy
- Policy 32 - Restorative Practice Policy
- Policy 34 - Warnings, Terminations and Evictions Policy
- Policy 37 - Drugs & Alcohol Policy
- Procedure 02 - Complaints and Compliments Procedure
- Document 04 - YMCA Norfolk Accommodation Agreement

5.2 The following legislation is associated with this policy:

The Housing Act 1996 Section 218 - Requires landlords to publish a policy and procedure for ASB and grants powers to evict residents for harassment. Under this Act, YMCA Norfolk can secure injunctions for racial harassment.

The Anti-social Behaviour Act 2003 - Extends powers to deal with antisocial behaviour including the use of injunctions.

The Anti-social Behaviour, Crime & Policing Act 2014 - Streamlined powers to deal with ASB behaviour including civil injunctions, criminal behaviour orders, public space protection orders and absolute grounds for possession for assured tenancies.

The Housing Ombudsman - Has published its expectations of landlords in relation to the management of anti-social behaviour (ASB). The Ombudsman states that its role is not to determine whether a complaint constitutes ASB, but rather to monitor how YMCA Norfolk handles complaints related to ASB. It provides independent oversight of our complaint-handling practices to ensure fairness and accountability.

The Crime & Policing Act 2026 - Introduces Respect Orders, which may be used in certain cases involving adults aged 18 and over who have engaged in, or threatened to engage in, anti-social behaviour, particularly where there is violence or a significant risk of harm to others. Respect Orders can include restrictions on a person's access to their home or locality. Breach of a Respect Order is a criminal offence.

6. RESPONSIBILITIES

YMCA Norfolk

6.1 YMCA Norfolk is responsible for:

- Ensuring that all reports and incidents of anti-social behaviour in its services are dealt with and that support is offered to all involved.

Chief Executive Officer

6.2 The Chief Executive Officer has overall responsibility for:

- Ensuring correct procedures are established and implemented to deal with incidents of anti-social behaviour.

Service Manager

6.3 The Service Manager is responsible for:

- Managing the progress of a complaint involving anti-social behaviour.
- Using appropriate processes to resolve reports of anti-social behaviour.
- Receiving and managing reports of Anti-Social Behaviour (ASB).
- Ensuring all reports of ASB are recorded on INFORM promptly and accurately.
- Ensuring reports of ASB are investigated in a timely, fair and proportionate manner.
- Maintaining accurate records of all actions taken, evidence gathered, and decisions made throughout the investigation process.
- Communicating the outcome of the investigation to the victim, complainant and other relevant parties, as appropriate and providing them with copies of an action plan.
- Making referrals to key professionals, partner agencies and support services where required.
- Keeping the victim informed of the progress of the investigation and any actions being taken.
- Using restorative practice approaches, where appropriate, to resolve incidents and improve relationships between those involved.
- Implementing further interventions, enforcement measures or support processes to effectively address and reduce anti-social behaviour.
- Ensuring that all actions are undertaken in accordance with YMCA Norfolk policies, procedures and relevant legislation.

Staff

6.4 All staff are responsible for:

- Handling issues of anti-social behaviour in the services they work in.

Anyone

6.5 Anyone, including clients and members of the public, is responsible for:

- Reporting anti-social behaviour incidents and seeking support.

6.6 Members of the public can contact YMCA Norfolk via telephone, letter or email using the details below:

Address: YMCA Norfolk
61a Aylsham Road
Norwich
Norfolk
NR3 2HF

Email: info@ymcanorfolk.org

Telephone: 01603 621263

7. POLICY DETAILS

Regulation & Legislation

7.1 As a registered provider of social housing, YMCA Norfolk has several available powers to address anti-social behaviour. The Neighbourhood & Community Standard sets out required expectations and outcomes that YMCA Norfolk is expected to meet, including:

- Maintaining the communal areas of shared housing accommodation services and the environment surrounding our housing buildings safe and clean.
- Publishing an ASB policy.
- Making it easy for residents to report ASB.
- Ensuring that residents are aware of their rights and responsibilities.
- Focusing on how YMCA Norfolk will help tackle and prevent ASB and take prompt action to de-escalate ASB action.

Supporting Residents Who Exhibit Anti-Social Behaviour

7.2 At YMCA Norfolk, we recognise that some young people living in our residential housing services might engage in anti-social behaviour (ASB) and may, at times, be identified as perpetrators. Such behaviours can arise from a range of factors, including trauma associated with family breakdown, unmet support needs, adverse childhood experiences, housing instability, or a lack of awareness of appropriate behaviour and its impact on others and the wider communities in which they live.

7.3 In responding to such circumstances, YMCA Norfolk will adopt a proportionate, person-centred, and trauma-informed approach that reflects our values of empowering, inspiring, and being hope-filled, and our belief in the potential of every young person to transform their life.

7.4 Through risk assessments, support planning, regular support sessions delivered by Housing Teams and other appropriate interventions, we will work with young people to help them understand the impact and consequences of their actions.

7.5 Where appropriate, restorative approaches will be used to encourage positive behaviour, personal responsibility, and accountability.

7.6 This approach aims to support residents in developing the skills, awareness, resilience, and confidence needed to maintain positive relationships with neighbours, within their accommodation, and in the wider community, while helping to prevent the recurrence of anti-social behaviour. By focusing on learning, growth, and positive change, we seek to enable young people to make informed choices and contribute positively to their communities.

Equality Assessment

7.7 YMCA Norfolk conducted an equality impact assessment in developing this policy and reviewed any impact on protected characteristics. We have identified two main protected characteristic groups that could be impacted by this policy.

Age and the Risk of Criminalisation

7.8 YMCA Norfolk's accommodation based services are primarily for young people aged 16 and over. The organisation recognises that some statutory responses to anti-social behaviour (ASB), including Injunctions, Criminal Behaviour Orders (CBOs), Acceptable Behaviour Contracts (ABCs), Community Protection Notices (CPNs) and Respect Orders (ROs) can have significant and potentially criminalising consequences for young people.

7.9 Therefore, as this policy is implemented, YMCA Norfolk will seek to ensure that all reports and incidents of ASB are considered fairly, proportionately, and empathetically, taking account of the young person's age, maturity, individual circumstances, vulnerabilities, and support needs.

7.10 We recognise that behaviours may be influenced by trauma, adverse experiences, unmet needs, or a lack of understanding of the impact of actions on others.

7.11 Where appropriate, cases will be reviewed through a restorative lens, with a focus on addressing underlying causes, promoting positive behaviour change, and reducing the risk of unnecessary criminalisation.

7.12 While YMCA Norfolk will work collaboratively with statutory agencies where formal enforcement action is necessary to protect individuals and communities, we will seek wherever possible to balance enforcement with support, education, and opportunities for young people to repair harm, take responsibility for their actions, and achieve positive outcomes.

Mental Health

7.13 Young people experiencing mental health difficulties can sometimes display behaviours associated with their mental health that result in them being identified or perceived as perpetrators of ASB. We will consider the individual's circumstances and support needs and, where appropriate, work with partner agencies to identify appropriate interventions, reduce risks, and ensure a fair and proportionate response.

Complaints & ASB

7.14 YMCA Norfolk will treat all reports of anti-social behaviour (ASB) as requests to investigate a matter under this ASB Policy, rather than as a complaint to be dealt with under the Complaints and Compliments Policy (Policy 20).

7.15 If a resident is dissatisfied with the way YMCA Norfolk has responded to a report of ASB or believes that we have failed to meet our ASB service standards as set out within this policy, they may make a complaint through YMCA Norfolk's Complaints and Compliments Policy (Policy 20).

Our Approach

7.16 YMCA Norfolk will take prompt action in responding to reports of ASB as the safety of residents, staff and victims of ASB is paramount. Methods used will include:

- Engaging with partner agencies.
- Offering mediation between relevant parties.
- Asking victims where suitable and appropriate to complete diary sheets.
- Formulating action plans with relevant parties.
- Issuing warning letters to alleged perpetrators.
- Referrals to other support agencies across Norfolk for drug and alcohol support such as the NHS or the Matthew Project.

7.17 In exceptionally serious cases, YMCA Norfolk may be required to take enforcement action, including:

- Reporting ASB matters to the police.
- Seeking possession of accommodation and evicting a resident, where appropriate and lawful.
- Banning a proven perpetrator from accessing YMCA Norfolk services, premises, or sites.
- Working with partner agencies to pursue appropriate legal remedies where necessary to protect residents, staff, and the wider community.

7.18 Such action will only be taken where it is **considered necessary, reasonable, and proportionate** to the circumstances of the case.

7.19 YMCA Norfolk will ensure that future revisions to its Occupancy Agreements explicitly outline the consequences of anti-social behaviour (ASB). This will be supported by provisions within the Lettings and Allocations Policy and communicated to residents throughout the assessment, allocation, and sign-up and intake process.

Managing ASB Cases

7.20 YMCA Norfolk will carry out investigations into all reports of ASB to assess whether there is sufficient evidence to take further action. This will include, but is not limited to:

- Reviewing the vulnerabilities of the alleged perpetrators if they are residents or clients.
- Contacting victims and alleged perpetrators on receipt of a report of ASB.
- Reviewing any CCTV footage, media recordings and logs.
- Listening to noise recordings.
- Contacting witnesses.

7.21 When assessing ***sufficient evidence*** to investigate or act, we will consider:

- The actual or potential harm caused to the reporting person, victims, witnesses, the wider community, and the environment.
- The seriousness, frequency, and impact of the alleged behaviour on others.
- Any support or safeguarding concerns or needs of the alleged perpetrator.
- Previous actions already taken by us, the victim or another party.

7.22 All reports of anti-social behaviour (ASB) will be logged on INFORM, assessed, and responded to in accordance with timescales in para 7.25.

7.23 Where reporting parties are unable to provide ***supporting evidence***, this may affect YMCA Norfolk's ability to make a fair assessment and determine the action that can be taken. YMCA Norfolk will decide on the appropriate action based on the information we receive.

7.24 If the person reporting ASB wishes to remain anonymous but reports information confidentially that indicates a criminal offence may have been committed, YMCA Norfolk will share the information with the police where it is lawful and necessary to protect the person making the report and/or others from serious harm or danger.

7.25 We have set out our ASB response timescales below for dealing with ASB reports as follows:

- **3 working days** - Behaviour causing distress or harassment to a specific group or person
- **5 working days** - Behaviour causing annoyance to the local community.

7.26 Not all ASB tools will be appropriate for YMCA Norfolk, as our ethos is in the first instance to work with clients to remedy ASB using restorative practice.

7.27 We will consider the most relevant and proportionate response to each case and if an ASB issue cannot be dealt with restoratively, we will work with partner agencies to prevent and address ASB. While legal remedies are available, we will always seek to resolve issues through non-legal interventions wherever possible, using legal action only where necessary and proportionate following assessment that has been reviewed by the Housing Director or Head of Housing.

Reviewing and Closing Cases

7.28 YMCA Norfolk's policy is to close ASB cases in the following circumstances:

- There is insufficient evidence to support an ASB case.
- We have investigated the case, taken appropriate action, and determined that no further action is required (for example, where there have been no further reports).
- The reporting person, victims, or witnesses fail to provide relevant information requested to support the investigation.
- We conclude that the reported behaviour does not constitute ASB or did not occur.
- The case has been referred to a more appropriate agency or organisation better placed to resolve the issue.

7.29 Prior to case closures, the reporting party, victims and witnesses will be contacted to inform them of a decision to close the case either verbally or in writing with the reasons, all of which will be documented on INFORM.

Community Triggers & Case Reviews

7.30 All persons have the right under the Anti-social Behaviour, Crime and Policing Act 2014 to request an ASB case review from Norfolk County Council if they are dissatisfied with YMCA Norfolk's handling of their ASB case under the following circumstances:

- They have reported three or more separate incidents of anti-social behaviour (ASB) within the last six months.
- The incidents were reported to the police, council, and/or YMCA Norfolk within one month of occurring.
- They do not think effective action has been taken to resolve the problem.

7.31 YMCA Norfolk will fully participate with all such reviews.

Prevention of Anti-Social Behaviour

7.32 YMCA Norfolk seeks to prevent and minimise anti-social behaviour by:

- Ensuring our clients are fully aware of their responsibilities when joining our services. This is explained at point of entry to their relevant service and further embedded within tenancy handbooks, regular resident's meetings, sign-up information, during support sessions when necessary and at venues for community activities.
- Responding to issues raised within the timeframes set out in para 7.25.
- Considering preventative measures to reduce anti-social behaviour, such as ensuring diversionary activities are held, buildings are maintained to a good standard, and adequate supervision of activities is sustained to reduce nuisances.
- Applying the principles of the organisation's Restorative Practice Policy (Policy 32) in the first instance of anti-social behaviour being reported where it is reasonable and proportionate to adopt this approach through one-to-one housing support engagement meetings.
- Training staff in de-escalation of behaviour and identification of support needs of clients that could lead to anti-social behaviour.
- Undertaking periodic reviews with Norfolk Police and Norfolk County Council, to review incidents and the effectiveness of joint working and protocols.
- Working collaboratively with Norfolk Police and local authorities through information sharing protocols to robustly manage incidents of anti-social behaviour.

Support for Complainants in Making a Complaint of Anti-Social Behaviour

7.33 YMCA Norfolk is committed to supporting clients and external complainants in assisting them, where appropriate, in making complaints of anti-social behaviour and in ensuring that they are kept informed of the progress of a complaint. The Complaints and Compliments Procedure (Procedure 02) will be followed when an incident of anti-social behaviour has been reported through a complaint to YMCA Norfolk.

7.34 When an incident of anti-social behaviour has occurred at a housing service, it is the responsibility of staff to report this as ASB on INFORM.

7.35 Clients may report any issue of anti-social behaviour relating to YMCA Norfolk to an available member of staff at the service they attend. Staff will be available and willing to support any client raising a complaint or issue of anti-social behaviour.

Support for Complainants and Victims of Anti-Social Behaviour

7.36 YMCA Norfolk will ensure that individuals who report anti-social behaviour (ASB), or who are affected by it, are informed of and signposted to relevant support services. Where appropriate, YMCA Norfolk will work with external agencies, such as Victim Support and Citizens Advice, to provide practical and tailored support to complainants and victims.

7.37 Residents can receive support from their Engagement Worker.

Support for Witnesses

7.38 In certain circumstances, witnesses may be reluctant to come forward and give evidence of anti-social behaviour. YMCA Norfolk will actively support witnesses, working with other agencies as appropriate.

7.39 As with complainants and those who report an issue of anti-social behaviour, YMCA Norfolk will direct witnesses to available support services if required.

Support for Staff

7.40 Staff who witness or become aware of anti-social behaviour involving clients must report the matter to their line manager and ensure that appropriate action is taken to investigate and address the issue.

7.41 YMCA Norfolk will provide appropriate support to staff affected by anti-social behaviour. Staff have access to Health Shield and are encouraged to utilise this service and any other support available to them where needed.

Partnerships

7.42 YMCA Norfolk will work with partner agencies to help prevent and address anti-social behaviour and support safer communities.

7.43 YMCA Norfolk will meet regularly with relevant partners to coordinate support for vulnerable individuals affected by anti-social behaviour, whether as victims or perpetrators.

Possible Action Against Perpetrators

7.44 Wherever reasonable and proportionate, YMCA Norfolk will adopt a restorative approach to resolving anti-social behaviour. All parties will be encouraged to engage in mediation before formal action is considered. Where formal action is required, YMCA Norfolk will work in partnership with Norfolk Police and the relevant Local Authority.

7.45 YMCA Norfolk recognises that many residents are vulnerable and will seek to address anti-social behaviour in a way that supports individuals to sustain their accommodation wherever possible. However, in serious cases the termination of accommodation may be considered in partnership with the police and local authority. Any action taken will be in accordance with the Warnings, Terminations and Evictions Policy (Policy 34), with a focus on supporting the resident to achieve positive outcomes.

7.46 Clients in other services may face action if it is found they have been involved in anti-social behaviour at YMCA Norfolk services. This will vary depending on the service. For example, being banned from a service such as a youth club. In all cases, YMCA Norfolk will try a restorative approach to support clients involved in anti-social behaviour.

Data Protection and Confidentiality

7.47 We will adhere to the General Data Protection Regulation (GDPR). Information relating to any anti-social behaviour case will be treated confidentially and shared with external agencies only where there is a lawful basis for doing so. Relevant lawful bases may include compliance with a legal obligation or the protection of vital interests.

7.48 We have agreed to enter into an Information Sharing Protocol with Norfolk Constabulary, which sets out the agreement of the police and partner landlords for sharing information about individuals involved in incidents of anti-social behaviour. The aim of the Protocol is to share information to help reduce anti-social behaviour while respecting the individual's rights in line with the GDPR.

Procedures

7.49 YMCA Norfolk is committed to seeing that adequate and firm measures are in place to deal with anti-social behaviour. In so doing, the Chief Executive Officer has overall responsibility for ensuring correct procedures are established and implemented to deal with incidents of anti-social behaviour.

7.50 Reports of anti-social behaviour will be recorded on INFORM and passed to the relevant Service Manager. They will take action to investigate and resolve within five working days of receiving the complaint.

7.51 If a report of anti-social behaviour is made directly to the Chief Executive Officer, they will direct the ASB report to the correct Service Manager to investigate and respond to within the timescales set out in para 7.25.

7.52 Where there has been an incident of anti-social behaviour, then this will be recorded as part of an incident on INFORM or a safeguarding concern. If a client is thought to be involved in anti-social behaviour, this can be recorded as a daily log action.

Housing

7.53 In our Housing services, the following procedure will be followed.

7.54 In the first instance, housing staff will work with the client to remedy the behaviour under the Restorative Practice Policy (Policy 32) to stop the anti-social behaviour along with making reparation to those affected by the behaviour, where this is assessed as being reasonable, proportionate and appropriate.

7.55 If the issue cannot be remedied restoratively, then a first-level behaviour warning will be issued and logged on INFORM as part of the Warnings, Terminations and Evictions Policy (Policy 34). The letter will be given to the resident with a copy of the action plan setting out the actions that they need to comply with to prevent escalation of the warnings procedure.

7.56 Further warnings of anti-social behaviour will affect the young person's tenancy.

7.57 Continuation of the anti-social behaviour will result in a second level behaviour warning, and this will be logged on INFORM.

7.58 Continuation of the anti-social behaviour will result in a third level behaviour warning, and this will be logged on INFORM.

7.59 Further anti-social behaviour may result in tenancy enforcement action. Where appropriate, a tenancy-driven notice will be served. For licence holders, this may be a Notice to Quit (NTQ). For residents with an Assured Shorthold Tenancy (AST) or Assured Tenancy, this may be a Notice of Seeking Possession under Section 8 of the Housing Act 1988. Any notice served will clearly set out the measures required to address the concerns. If there are further breaches of the licence or tenancy conditions following service of the notice, legal action may be considered, including possession proceedings and a court application for eviction where appropriate.

7.60 If the behaviour persists, YMCA Norfolk will seek to end the occupancy of the resident or client causing the anti-social behaviour or work with the police to undertake further legal measures.

Youth Clubs

7.61 In our Youth Clubs, the following procedure will be followed.

7.62 There is a three-strike rule for clients who behave anti-socially. A person will be given a verbal warning from youth club staff. If the behaviour continues, they will receive a second verbal warning. Restorative approaches will be undertaken throughout the process.

7.63 If anti-social behaviour continues after the two verbal warnings, then the young person will be asked to leave. The parents or guardians will be contacted if appropriate about the situation.

7.64 If the behaviour is persistent or serious, then the person may be banned for a period of time as determined by the youth club staff based on the level of behaviour. Parents or guardians will be contacted about the situation if appropriate.

7.65 A restorative meeting will be agreed to try to allow the person to return to the youth club.

8. MONITORING & EVALUATION

8.1 To assess how we comply with this policy, we will carry out quality checks to review the following:

- Timeliness of responses to reports of ASB and actions agreed.
- Application of the restorative approach.
- Quality of ASB action plans and record keeping.
- Resident and customer satisfaction with our handling of ASB.

Based on the above, we will specifically measure:

- Number of ASB cases responded to within target timescales.
- Trends in reported and resolved ASB cases.

8.2 An analysis of ASB reported and resolved will be compiled and reported to the People & Performance Committee on a quarterly basis and annually to the Board.

8.3 These reports will be used to assist the Board in assessing the prevalence of anti-social behaviour, the appropriateness of management action, and in reviewing these policies and procedures.

8.4 As part of its Annual Report, YMCA Norfolk will publish statistical data relating to reports of anti-social behaviour and make it available to residents and others who may have a legitimate interest.

8.5 This policy may be reviewed at any time at the request of either staff or management but will automatically be reviewed three years from initial approval by the Executive Team and thereafter on a triennial basis unless organisational changes, legislation, guidance, or non-compliance prompt an earlier review.

9. ASSOCIATED DOCUMENTS

9.1 There are no documents associated with this policy.