



ANTI-SOCIAL BEHAVIOUR, HARASSMENT & HATE CRIMES POLICY



Anti-Social Behaviour Policy			
Last Reviewed	June 2026	Next Review	June 2027
Responsible Officer	Director of Operations		

Policy Statement: Freebridge Community Housing (Freebridge) is committed to creating safe, welcoming, and resilient communities across King's Lynn, North and West Norfolk. The Policy combines our formal policy framework with clear explanations and examples to ensure transparency for residents, staff, and partners.

This document explains:

- What ASB is (and what it is not)
- How concerns can be reported
- Our approach to risk and vulnerability assessment
- How we investigate and manage ASB cases
- Prevention, early intervention, and enforcement
- Support for victims and for vulnerable perpetrators
- Our partnership working arrangements
- Expectations of residents

This policy applies to:

- All Freebridge colleagues and contractors
- All tenants, leaseholders, and residents
- Partners, agencies, and suppliers acting on behalf of Freebridge

Policy Detail:

What is Anti-Social Behaviour (ASB)

We follow the definition set out in Section 2(1) of the Anti-social Behaviour, Crime and Policing Act 2014:

ASB is behaviour that:

- Has caused, or is likely to cause, harassment, alarm, or distress
- Causes nuisance or annoyance relating to someone's home
- Causes housing-related nuisance or annoyance

Examples of ASB (non-exhaustive):

- Persistent noise nuisance (e.g., repeated late-night parties)
- Harassment, verbal abuse, threats, or hate crime incidents
- Damage to property or vandalism
- Illegal drug use or supply

- Intimidation or aggressive behaviour
- Domestic abuse
- Ongoing neighbour disputes that cause harm or distress

What is NOT Usually Considered ASB

Some issues, while frustrating, are not normally treated as ASB unless persistent or targeted.

Examples:

- Children playing (at reasonable times)
- Babies crying
- Everyday domestic noise such as TVs, vacuuming, or washing machines
- DIY during reasonable hours
- One-off parties or BBQs
- Cooking smells
- Parking disputes, rudeness, or minor disagreements
- Dogs barking occasionally
- Noise caused by disability or mobility needs

We may still investigate if the complainant is vulnerable or where the behaviour is repeated and significant.

Aims and Objectives

Freebridge aims to:

- Reduce ASB and improve neighbourhood wellbeing
- Prioritise early intervention and prevention
- Support victims, especially those vulnerable or at risk
- Use proportionate, evidence-based enforcement where needed
- Work collaboratively with partners to address ASB and community safety issues

Principles

We apply the following principles to all ASB casework:

Risk and Vulnerability Assessment

We recognise that ASB impacts individuals differently, and we are committed to a structured approach to assessing harm. For every ASB report, we will:

- Complete an initial risk assessment, including identification of vulnerable or repeat victims
- Review risk throughout the lifespan of the case
- Use recognised approaches such as the principles of the THRIVE model (Threat, Harm, Risk, Investigation, Vulnerability, Engagement) to inform decision-making

This ensures our response is proportionate, timely, and focused on safety.

Other Core Principles

Freebridge will:

- Provide accessible reporting routes
- Use clear and supportive communication
- Treat all individuals fairly and sensitively
- Enforce tenancy conditions proportionately
- Work in partnership with police, councils, health services, and safeguarding agencies
- Prioritise the wellbeing of victims
- Make reasonable adjustments to ensure fair access for all

Reporting ASB

We ensure that ASB can be reported easily and safely. Reports may be made through:

- Telephone (main customer service line)
- Online reporting via website or portal
- Email
- Partner agencies, such as police or local authority officers
- Trusted third parties representing vulnerable individuals (with consent)

Emergency Situations:

- 999 – Immediate danger or crime in progress
- 101 – Non-emergency police matters such as drug use or criminal damage

Response Times:

- Hate crime incidents or high-risk cases: within 1 working day
- All other ASB cases: within 3 working days

We will always explain clearly if an issue falls outside our remit and guide residents to the appropriate agency.

Case Management and Investigation

We follow a consistent and transparent approach with clear steps:

1. Receive complaint
2. Conduct an initial risk and vulnerability assessment
3. Investigate using proportionate methods
4. Agree an action plan with the complainant and, where appropriate, the alleged perpetrator
5. Monitor and review progress, usually with updates every two weeks or as agreed
6. Close the case when resolved, with explanation provided

Evidence Collection

We may request:

- Incident diaries
- Noise monitoring via approved apps
- Photographs or video (if safe)
- Police incident numbers
- Witness statements
- Reports from partner agencies

Prevention and Early Intervention

Freebridge is committed to preventing ASB wherever possible. We will:

- Identify early warning signs
- Intervene early to stop escalation
- Use informal tools first, where appropriate, such as:
 - Verbal or written warnings
 - Acceptable Behaviour Contracts (ABCs)
 - Good Neighbour Agreements
 - Mediation
 - Support referrals (e.g., mental health, substance misuse)
 - Serious or high-risk cases may proceed straight to enforcement.

Enforcement Options

Where informal approaches are not effective or behaviour is serious, we may use:

- Injunctions (with conditions)
- Community Protection Warnings/Notices (with partners)
- Closure Orders (with police/local authority)
- Possession proceedings
- Mandatory possession under Ground 7A

Enforcement is always proportionate and based on clear evidence.

Support for Victims

We understand the impact ASB can have. Our support may include:

- Regular case updates
- Safety planning, including advice on personal and home security
- Referrals to support agencies (e.g., domestic abuse services, mental health, safeguarding)
- Target hardening measures, such as improved locks or lighting
- Rehousing options in extreme cases where risk cannot be mitigated
- Victims may request an ASB Review if they aren't happy with the outcome or the way their case has been handled.

Support for Perpetrators

We recognise that some perpetrators may also be vulnerable. Where behaviour is linked to:

- Mental health needs
- Substance misuse
- Learning difficulties
- Other vulnerabilities

We may:

- Refer individuals to specialist support services
- Seek joint working with health professionals
- Consider safeguarding referrals

Support will not replace enforcement where behaviour is serious or persistent but can reduce harm and promote long-term change.

Domestic Abuse

Domestic abuse is treated as a serious, high-risk safeguarding issue. Freebridge will:

- Follow its Domestic Abuse Policy
- Work in line with DAHA (Domestic Abuse Housing Alliance) principles
- Refer high-risk cases to MARAC
- Prioritise victim safety and confidentiality
- Avoid actions that may increase risk to victims

Hate Incidents/Crime

A hate incident is any incident perceived as motivated by hatred or prejudice. Freebridge will:

- Follow Stop Hate in Norfolk (SHiN) protocol and can receive third party reports in any safe location.
- Under the SHiN Protocol commitment. We will enable staff to accept reports on behalf of victims if the victim doesn't feel confident reporting directly to the police.
- Encourage reporting even for minor incidents or where the perpetrator is unknown.
- Support complex cases which may require multi agency case conferences.

Partnership Working

We work closely with a wide range of statutory and community partners to respond effectively to concerns, including those raised through the Anti-Social Behaviour (ASB) Review process. Our key partners include:

- Norfolk Police
- Borough Council of King's Lynn & West Norfolk
- North Norfolk District Council
- NHS and mental health partners
- Norfolk County Council
- Safeguarding partnerships (MASH, MARAC, MAPPA)

- Community safety partners

We share information lawfully and proportionately in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA).

Confidentiality and Information Sharing

We aim to protect complainants' identities wherever possible. Information is shared only when:

- Legally permitted
- Necessary and proportionate
- Required for safeguarding or crime prevention

Anonymous complaints may limit possible action.

Customer Responsibilities

Residents are expected to:

- Be considerate of neighbours
- Respect normal, everyday noise
- Attempt to resolve minor issues directly (when safe)
- Report crime, ASB, or safeguarding concerns
- Cooperate with investigations

Case Closure

Cases may be closed when:

- ASB has stopped
- All agreed actions have been completed
- A more appropriate agency is involved
- Evidence is insufficient
- The complainant does not engage
- A complaint is malicious

We will attempt contact before closure and provide written confirmation.

Training and Professional Standards

Staff receive training in:

- ASB law and procedure
- Trauma-informed practice
- Risk and vulnerability assessment
- Safeguarding
- Evidence collection
- Multi-agency working

Equality, Diversity & Inclusion

We comply with the Equality Act 2010 and:

- Make reasonable adjustments
- Ensure equal access to services
- Avoid discrimination in case management

Associated Legislation and Documents

- Anti-social Behaviour, Crime and Policing Act 2014
- Equality Act 2010
- Housing Acts
- Domestic Abuse Policy
- Safeguarding Policies
- ASB Procedures
- Privacy Notice

Review

The policy is to be reviewed when there are necessary changes required and/or at least every year.