

ANTISOCIAL BEHAVIOUR

Information on how to make referrals
to the ASB support worker

What is antisocial behaviour?

Antisocial behaviour (ASB) is defined as unacceptable activity that causes alarm, harassment or distress to an individual, to their community or to their environment. It also includes fear of crime or concern for public safety, public disorder or public nuisance.

If your quality of life is badly affected by other people in your community then you could be a victim of antisocial behaviour. We have experience of supporting people dealing with:

- noise nuisance
- neighbour disputes
- verbal abuse
- threatening behaviour
- harassment and intimidation
- vandalism
- criminal damage.

You might think that an incident is small or unimportant to start with, but antisocial behaviour can go on for a long time, and become very serious.

Not all antisocial behaviour is classed as crime but a lot is, or can become a crime. We can help you even if the police are not involved, but nothing will change if you don't take action. We can give you the information and support you need to change things.

Reporting

For many people experiencing antisocial behaviour, knowing how to begin dealing with it is often a problem.

So who should you report it to? It's important to tell the right people about what is going on. You can report to:

- your landlord, who has a duty to make sure that tenants don't behave in a way that breaks their tenancy agreement
- the right department in your local council, eg housing, environmental health or an antisocial behaviour team
- the police, if you think a crime has been committed.

If you experience antisocial behaviour, you may have to help provide evidence before action can be taken, eg keeping a diary of things that happen. You might be asked to have recording equipment in your property for noise nuisance. You may have to call the police on **101** or even **999** if it's an emergency.

It takes a lot of time and energy to keep doing this and we will support you. There is often no quick fix, but we're here to help you through it once you have made the difficult decision to start reporting.

Victim Support

Victim Support is the independent charity for victims of crime in England and Wales. We support people who have been a victim of any crime or antisocial behaviour. Our services are free, confidential, impartial and available to everyone, whether or not the crime has been reported and regardless of when it happened.

What can an ASB support worker offer?

We support individuals or whole families where required – whether they are direct or indirect victims. Dealing with antisocial behaviour is hard and we can help you cope with the effects by:

- providing support by phone and face-to-face – it helps to have someone to talk to
- speaking to the different agencies involved on your behalf
- reassuring you that they are listening to you and will take action if possible
- keeping you up-to-date with what is being done
- helping you understand the process of tackling crime and antisocial behaviour, which can take a long time
- giving you advice about your personal safety and home security
- supporting you in mediation to try and resolve the problem
- helping you contact other agencies and services that can also offer help
- supporting you if a case goes to court.

Service user comments

“ASB support workers made me aware of things I didn’t know and were always caring about me.”

“I was too nervous to call noise patrol, ASB support encouraged me to call and report what was happening.”

“I was scared but it felt good to have the back-up support not feeling alone any more. This meant a lot to me.”

Where to go for support:

We are an **independent** charity offering **free, confidential** support to people affected by crime and traumatic incidents.

For information and support, contact us by:

- calling: Supportline **08 08 16 89 111**
- using our 24/7 live chat service:
victimsupport.org.uk/live-chat
- using BSL: **victimsupport.org.uk/bsl**
- Online: **victimsupport.org.uk**

To find out how you can help us, visit
victimsupport.org.uk/get-involved

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