



Your Voice Matters

Terms of Use Policy

If you use ASB Help's resources, or accept ASB Help's assistance in any way, you are agreeing to the following terms of use:

Last Updated: May 2024

1. Mission

ASB Help is a small and independently funded charity. Our mission is to give victims of anti-social behaviour a voice. We do this by undertaking the following activities:

- 1.1** We lobby government for changes in the legislation to better protect victims of anti-social behaviour.
- 1.2** We promote the use of the ASB Case Review, previously known as the Community Trigger.
- 1.3** We sit on the Home Office Anti-Social Behaviour Strategic Board and make recommendations.
- 1.4** We identify and initiate pilot projects with agencies to inform best practice in anti-social behaviour management.
- 1.5** We work directly with the Office for the Victim's Commissioner, Association of Police and Crime Commissioners, the National Police Chief's Council, College of Policing, the Ministry of Housing, Communities and Local Government and the Local Government Agency.
- 1.6** We administer the ASB Help PLEDGE and work directly with local authorities, police forces and registered providers of social housing to help them to review their ASB Case Review policies and procedures in line with best practice.
- 1.7** Our primary means of helping victims is through the provision of knowledge, guidance, information and signposting. In extraordinary circumstances and/or where a case is extremely complex and has the potential to affect national learning or legislative change, we may assist victims more directly.
- 1.8** We undertake case studies and publish them on our website to highlight specific issues of importance to victims and practitioners.
- 1.9** We provide resources to practitioners to assist them in managing cases of anti-social behaviour.
- 1.10** We provide training and speak at conferences to illuminate the national conversation about anti-social behaviour.
- 1.11** We speak to the media, post relevant issues on our social media feed and issue press releases where we identify an issue that merits public interest.



Your Voice Matters

2. Values

At the core of the work we undertake are the following values:

- 2.1** Honesty
- 2.2** Integrity
- 2.3** Fairness
- 2.4** Reasonableness
- 2.5** Inclusivity

3. Safeguarding and Confidentiality

3.1 If an individual communicates with the charity, and during that communication we identify a potential risk to life or property, or we have concerns for the welfare of an adult or child, we will contact the relevant agencies and report these concerns.

3.2 We will always endeavour to inform an individual before we take this action and explain why we are doing so. However, this is not always possible, and we reserve the right to breach an individual's confidentiality and report safeguarding concerns without informing the individual beforehand.

3.3 Please refer to our dedicated Safeguarding Policy for further information on our safeguarding practices.

4. Communication

4.1 We are a small charity with limited resources. Our email accounts and enquiries database are checked as frequently as possible.

4.2 We cannot commit to providing a response time to users of our website. We strive to respond as quickly as possible, and we prioritise communications which we assess as being urgent. Examples of this would include where we are informed of a case where there is a significant risk of physical or mental harm and an individual has been unable to bring it to the attention of a statutory agency.

4.3 We will endeavour to manage the expectations of individuals and practitioners at every opportunity. If we believe an individual is reporting incidents that do not amount to anti-social behaviour, we will inform them that is our professional judgement. Where we consider a practitioner is managing a case in a manner we do not believe to be fair, reasonable or proportionate, we will inform them of our professional opinion.

5. Information Resources

5.1 We will only add information to our website which is, to the best of our knowledge, correct and accurate.

5.2 Where we identify a resource is not accurate, we will either remove or amend it as soon as is practicable.

5.3 We provide resources to inform victims and practitioners on issues we believe are useful and this includes template documents which can be modified for individual use.



Your Voice Matters

5.4 It is the user's responsibility to ensure they obtain independent legal advice prior to choosing to use a resource provided on the ASB Help website.

5.5 ASB Help staff are not legally qualified and the charity cannot be held liable for how resources are used by a third party.

6. Abuse to Staff

6.1 Where we receive abusive, insulting or offensive communications, we reserve the right to terminate any contact with an individual or take steps to prevent them from contacting the charity, directly or indirectly.

6.2 We reserve the right to contact the police where we believe it is necessary for the safety and wellbeing of our staff or our representatives.

6.3 We will consider legal redress where an individual seeks to damage the reputation of the charity, and this includes using online or media platforms to do so.

7. Direct Case Work

In extraordinary circumstances and/or where a case is extremely complex and has the potential to affect national learning or legislative change, we may assist victims more directly. On some occasions, at our discretion, we will act on behalf of an individual with consent. We reserve the right to decide which cases we accept. Where we do not have the capacity to take on a case, but we can refer it to a third party, we will do so with the individual's consent. We only refer cases to a third party if we are satisfied, they have the necessary practitioner knowledge and experience to be of assistance to an individual. Where individuals accept the assistance of ASB Help staff with their cases, they agree and acknowledge the following:

7.1 ASB Help staff are not legally qualified but have worked as practitioners in anti-social behaviour.

7.2 ASB Help staff cannot give legal advice.

7.3 Individuals must complete a consent form to enable ASB Help staff to speak with agencies about their case.

7.4 Where agencies agree to work with ASB Help or our representatives, our role is to facilitate either an ASB Case Review application or a partnership meeting to review the case and formulate an action plan to bring the anti-social behaviour to an end.

7.5 ASB Help or their representatives will, where possible, ask to attend an ASB Case Review on behalf of an individual. ASB Help will ensure the victim's voice is heard at this meeting by reading a victim impact statement to the panel.



Your Voice Matters

7.6 ASB Help or their representatives, will, if requested by an agency, attend the full ASB Case Review. For this part of the meeting, ASB Help staff, or representative, after reading the victim impact statement, will be an independent participant of the meeting. This means the ASB Help staff member or representative will consider the evidence with practitioner eyes and make recommendations to the chair of the meeting based on their assessment of the evidence. The ASB Help staff member or representative will endeavour to form an opinion which is fair, reasonable and proportionate to all parties and agencies involved in the case. This may conflict with the outcome expected by the individual who the ASB Help staff member or representative is working with.

7.7 If requested to do so, the ASB Help staff member or representative will sign a confidentiality agreement with the agency administering the ASB Case Review or partnership meeting. This means the ASB Help staff member or representative will be prevented from disclosing some information to any party outside of the review, including the individual who ASB Help or their representative is working with.

7.8 Where an ASB Help staff member or representative reviews a case for an individual, and they believe the evidence provided does not support, or meet the threshold of serious and persistent anti-social behaviour, they will inform the individual of this and discontinue the casework.

7.9 When an ASB Help staff member or representative, assists with a case, they do so on the basis that the information being provided by the individual(s) is accurate and truthful. If the staff member is subsequently provided evidence to dispute this, or showing the individual has falsified or exaggerated details of incidents or is abusing the processes in place to protect victims of anti-social behaviour, ASB Help will terminate their involvement with an individual(s) and reserves the right to do so without notice. Examples of behaviour ASB Help deem unacceptable include, but are not limited to, the following:

7.9.1 Making allegations in a 'vexatious' way which might mean repeatedly making petty allegations which an average person would not find distressing or upsetting or making similar allegations in slightly different ways.

7.9.2 Insisting on the alleged anti-social behaviour being dealt with in ways which are incompatible with good practice or contrary to what we believe is a fair, reasonable and proportionate resolution to your case.

7.9.3 Changing the basis of allegations as investigations proceed including repeatedly introducing trivial or irrelevant new information.

7.9.4 Submitting falsified documents created by you or others.

7.9.5 Adopting a 'scatter gun' approach: unnecessarily making parallel complaints to multiple agencies or exaggerating them to make incidents appear more serious than what they actually are.

7.10 If a statutory agency requests a witness statement from an ASB Help staff member or representative for the purpose of legal proceedings, the staff member or representative may provide that statement, even where legal proceedings are taken against an individual whom ASB Help has worked with.

7.11 ASB Help will not tolerate individuals who abuse the systems in place to protect victims of anti-social behaviour by making false, exaggerated, malicious or vexatious complaints. Where we have a reasonable belief that an individual is behaving in this way, we reserve the right to inform statutory agencies of our concerns and terminate our involvement with the individual(s) without notice.

7.12 ASB Help does not charge a fee for assisting individuals with their cases. We cannot accept personal donations or gifts related to any casework we have taken.



Your Voice Matters

7.13 ASB Help reserves the right to produce an anonymised case study of any case they have had direct involvement in, and this will be publicised on the ASB Help website and social media platforms.

7.14 ASB Help cannot give an opinion or interfere with a police investigation, or comment on a decision taken by the Crown Prosecution Service.

7.15 ASB Help is not an alternative complaints procedure for an individual(s) who have service complaints about an agency, and we will not get involved in any such matter.

7.16 Where an individual continues to make reports about issues, we have previously informed them is either not anti-social behaviour, or a matter we cannot assist with, we reserve the right to terminate our engagement with that individual immediately. Where we believe that individual may have support needs we cannot meet, we will recommend the individual accesses support and we will signpost where possible.

8. Direct Practitioner Work

ASB Help will work directly with practitioners from statutory and non-statutory agencies where requested. This may include the following work:

8.1 Assisting agencies to review their anti-social behaviour policies including their ASB Case Review policy.

8.2 Where we are satisfied an agency is working to models of best practice in respect of their ASB Case Review policy, we will allow that agency to say they have taken the ASB Help PLEDGE and use our logo on their literature. We reserve the right to request the removal of our logo if we have reasonable grounds to believe an agency is not adhering to their policy or following models of best practice after taking the ASB Help PLEDGE.

8.3 We will deliver training packages and give conference presentations to enhance the use of the ASB Case Review and promote best practice in anti-social behaviour case management.

8.4 We will consider any requests an agency makes of us to assist them. We reserve the right to decide when we will and will not assist with an agency request.

8.5 Where we provide in-person services to practitioners, we will ask for a reimbursement of our travel and accommodation expenses.

8.6 We reserve the right to charge for the services we provide. Where this is applicable, we will discuss this with the practitioner at the earliest stage and a formal proposal will be agreed and an invoice provided.

8.7 We cannot provide legal advice. We are not legally qualified and where we provide advice on best practice, it is the agency's responsibility to consult independent legal advice before acting on our advice.

8.8 We will work with practitioners to write case studies on current issues or to publicise best practice. We will always request consent before we publish a case study. We reserve the right to publish anonymised case studies where consent is not given.



Your Voice Matters

9. Equality and Diversity

ASB Help is committed to equal opportunities. We will:

9.1 Take every possible precaution to ensure that no employee, volunteer, sub-contractor or anyone using our services will face less favourable treatment, or be disadvantaged by requirements or conditions that cannot be shown to be justifiable on the grounds of their age, disability, gender identity, gender expression, trans status, marriage or civil partnership status, pregnancy or maternity, race, colour, ethnic origin, religion or belief, sex or sexual orientation, as detailed in the Equality Act 2010.

9.2 ASB Help will not discriminate on the grounds of trade union membership or political activities, socio-economic status, responsibility for dependents, part-time status or fixed-term contract status or any other reason which cannot be shown to be justified.

9.3 Under the Equality Act 2010 employers and organisations have a responsibility to make sure that disabled people can access employment and services as easily as non-disabled people. This is known as the 'duty to make reasonable adjustments'.

9.4 Where we are aware that a user of our service has a disability, we will consider what reasonable adjustments may be required. We will consider the needs of the individual, as well as the circumstances of the charity, including but not limited to our resources and how practicable the adjustments would be. To make a request for a reasonable adjustment, please email us at admin@asbhelp.co.uk or write to us at ASB Help, Richer House, Hankey Place, London SE1 4BB.

10. Data Protection

Please refer to the ASB Help Privacy Policy for information on how we collect and process data and what rights you have as a data subject.

11. Complaints

11.1 If you wish to make a complaint, we ask that you to try to resolve any concerns you have informally in the first instance. You can do this by emailing admin@asbhelp.co.uk You can also write to us at ASB Help, Richer House, Hankey Place, London SE1 4BB.

11.2 If you remain dissatisfied with our informal response, you can formally request, in writing, that your complaint is passed to one of the charity's trustees who is independent of the day-to-day management of the charity. We cannot provide a timescale on when your complaint will be responded to. However, we will endeavour for this to be as soon as is reasonably practicable.

11.3 If a formal review of your complaint finds your complaint has been unreasonable, false or otherwise 'vexatious', ASB Help may consider legal proceedings against you or prevent you from contacting the charity, or its employees or representatives, directly or indirectly, or prevent you from seeking to cause the charity, or its representatives, unjustified reputational damage.