

Impact Report

Aug 24 - Aug 25

Championing the victims' voice



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A message from our CEO, Harvi

This year has been one of real progress, determination, and partnership for ASB Help. At a time when many victims continue to feel overlooked, our mission has remained clear: to make sure every voice is heard and every victim receives the fair, compassionate response they deserve.

Through our ongoing work with the Home Office, the Victims' Commissioner, and other government bodies, we've continued to bring real victim experiences into national conversations and push for clearer, fairer processes - most notably through updates to statutory guidance and wider policy developments.

Our partnerships with organisations such as Victim Support, the College of Policing, and local agencies have strengthened best practice across the sector, helping practitioners better understand the impact of ASB and respond with empathy and consistency.

Above all, our work with victims remains at the heart of what we do. Their stories guide our training, shape our resources, and drive our commitment to tackling the postcode lottery that still exists across England and Wales.

As we look ahead, we remain dedicated to amplifying victims' voices and advocating for a system that treats every victim with fairness and compassion. Thank you to everyone who has supported us on this journey - together, we continue making change happen.



Harvinder Saimbhi, CEO

A handwritten signature in purple ink, which appears to read 'Harvinder Saimbhi'.



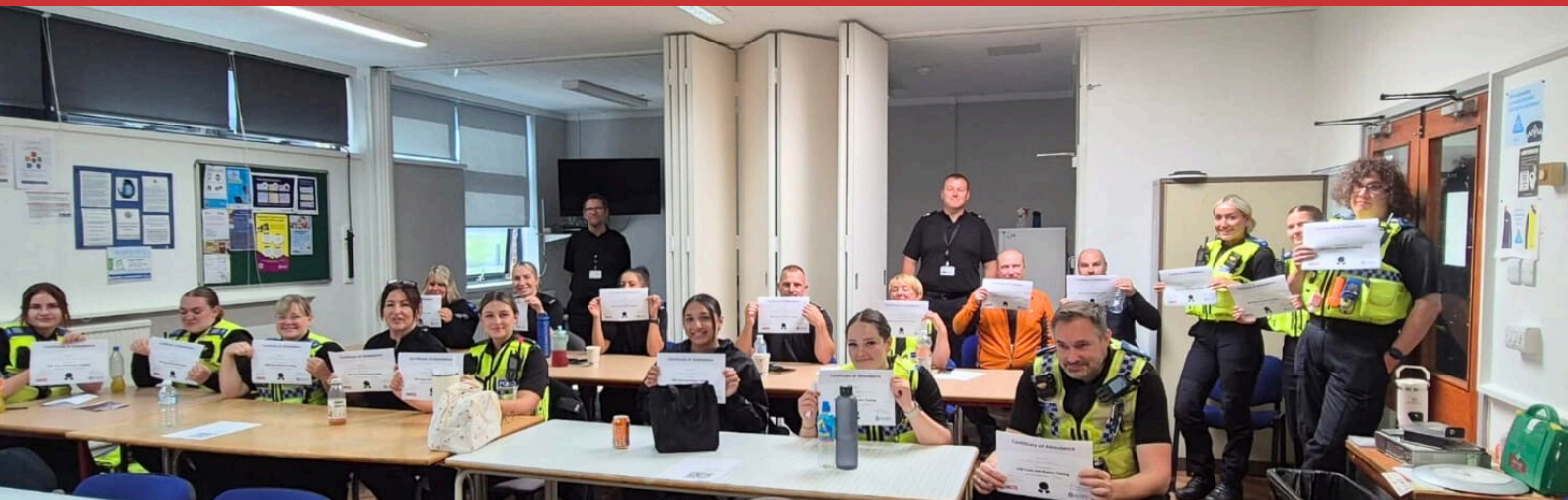


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Introduction

For years, many victims of anti-social behaviour (ASB) have felt unsupported and overlooked by the very agencies meant to help them. The impact of this can be profound. At ASB Help, we are committed to changing that. Our work centres on amplifying the victim's voice and ensuring people receive the understanding and support they desperately need.

Thanks to your support, we've been able to reach even more victims this year, providing them with advice, guidance, and a clearer understanding of their rights. By empowering victims, we've helped them feel more confident in navigating the ASB process and advocating for themselves. We've also expanded our training for practitioners, raising awareness of the real impact ASB has on individuals and ensuring frontline staff are equipped with the knowledge and empathy needed to provide compassionate, effective support.

The first half of this year brought several important government developments, including the introduction of Respect Orders, proposed policing reforms, and updates to the statutory guidance for ASB Case Reviews. Throughout this period, we have continued to work closely with the Home Office, sharing insights from our work with both victims and practitioners to ensure their experiences inform national decision-making. We have also taken part in multiple Home Office events, representing victims of anti-social behaviour and highlighting real cases to keep their voices at the forefront.

This year, we took part in two ASB Awareness Weeks. During the first, we launched our 'Your Voice Your Right' campaign to increase awareness of the ASB Case Review, featuring contributions from the Victims' Commissioner, Baroness Helen Newlove, and then-Deputy Chief Constable of Essex, Andrew Prophet. For the second campaign, we released our practitioner communication guide to support professionals in engaging effectively and empathetically with victims. The guide received endorsements from the Home Office, the Victims' Commissioner, the College of Policing, and the National Police Chiefs' Council (NPCC). It has since been incorporated into neighbourhood policing training delivered by the College of Policing.

We have been working hard behind the scenes as well, as we launched our new website, blog and email newsletter. Our goal is to make it even easier for both victims and practitioners to access clear, reliable advice and guidance.

We have been lucky to have opportunities to raise awareness of ASB and represent the victims voice in media opportunities, such as via interviews with Sky News, BBC News and BBC Radio 5.

Needless to say, we would not be able to continue our work without our supporters. So we want to say a big thank you to all the individuals and organisations that have made our work possible. We will continue to fight for better outcomes for victims of anti-social behaviour, together.

Our impact in numbers

499

victims supported



102

practitioner enquiries



602

practitioners trained

from Jan 25 - Jul 25



Our impact via victim support

At the heart of our work is the direct support we provide to victims of anti-social behaviour. Every day, individuals contact us looking for reassurance at a time when they often feel powerless. We offer personalised advice tailored to each victim's situation, helping them understand their rights and identify practical steps they can take. This support is crucial since no two ASB cases are the same, and victims frequently tell us that having someone listen and validate their experience makes a meaningful difference to their wellbeing and confidence.

We also work closely with our Lived Experience Focus Group, ensuring that victims' voices shape our resources and training. Their insight was instrumental in developing our practitioner communication guide, helping us ground best practice in real experiences. Alongside this, we capture individual victim stories through case studies and interviews, giving visibility to the realities of ASB and highlighting where systems succeed, and where they fall short. These lived experiences are essential in driving meaningful change and ensuring victims remain at the centre of our work.

"I found it helpful and appreciated that someone was willing to help me and my family. Willing to offer advice. Where ASB Help at least gave me a sense that I was not a grumpy, selfish, moaning person. Understand why I need help."

ASB Help gave me hope."

"Being at my wits end it was so helpful to speak to somebody for advice and because of this I have escalated complaints further."

"On a personal note, I just wanted to say again thank you for your help. This situation has left me feeling so alone and isolated, so to have someone reply and offer avenues I didn't know existed has really helped me feel a little comforted."

"We truly appreciate all of your help and guidance – your involvement has already brought clarity and encouragement at a time when we felt stuck."

"Since I contacted ASB, a few weeks ago, I am glad to say that things have improved, with the neighbours moving away, as a result my living space is much more peaceful now."

I would highly recommend ASB Help to anyone who may be going through any anti-social behaviour or difficulties with excessive noise from neighbours or any external sources."

Our impact via practitioner training

As a small charity, we aim to make the biggest impact possible. We believe we can do this by ensuring that practitioners are equipped with the skills and confidence to tackle anti-social behaviour, therefore reducing the need for victims to enquire to us in the first place.

This year, our team have delivered training and spoken at conferences across England and Wales, all the way from Cleveland in the north to Kent in the south.

We have also supported practitioners through our free advice service, offering guidance on general ASB issues as well as tailored advice on more complex cases. This ensures professionals can access the clarity and support they need to handle cases effectively and provide the best outcomes for victims.

Practitioners scored our training

4.7/5

for usefulness

Practitioners scored our training

4.6/5

for engagement

"Really good session particularly liked the focus on victim impact helping to embed why ASB Case Reviews are so important to promote. The action plan creation activity was also useful."

"One of the best courses I have attended."

"Very well delivered training by knowledgeable and experienced practitioner."

"Various thought-provoking ideas. It was a very good refresh of options available to us."

Our impact via The ASB PLEDGE

There remains a clear postcode lottery in how ASB Case Reviews are delivered across England and Wales - something highlighted again in our Freedom of Information (FOI) report published in January 2024.

We aim to change this, and one of the key ways we are doing this is through The ASB PLEDGE. Agencies that sign up commit to aligning with best practice for ASB Case Reviews, ensuring victims are placed at the centre of the process.

This year we have seen more agencies signing up to The PLEDGE, including councils, police forces and housing associations. It has been heart-warming to meet with practitioners who are dedicated to ensuring victims are heard and that anti-social behaviour is taken seriously.

Throughout the sign-up process and beyond, we provide ongoing support to help agencies ensure their ASB Case Review procedures align with the PLEDGE principles. This includes guidance through self-assessments, one-to-one discussions, website and policy reviews, and tailored recommendations to help them build an accessible and compassionate process for victims.

114 agencies

are on the PLEDGE pathway

32 agencies

have an active PLEDGE



Our impact via our campaigns

This year we held two campaigns:

Your Voice Your Right

Our Your Voice Your Right campaign aimed to raise awareness of the ASB Case Review and victims' rights within this process.

For this campaign, we linked in with the Victims' Commissioner, Baroness Helen Newlove, and then-Deputy Chief Constable for Essex, Andrew Prophet, for their input.

Our campaign provided resources, interviews with victims about their first-hand experience of the ASB Case Review and practitioner guidance for ensuring a consistent and empathetic procedure.



Practitioner communication guide

Drawing on real input from both victims and practitioners, we created a specialist guide to help practitioners communicate more effectively with people experiencing anti-social behaviour. This guide included real examples from victims and practitioners and productive alternatives for common, unhelpful phrases.

This guide was endorsed by the Victims' Commissioner, Home Office, NPCC and College of Policing. It has subsequently been included in the Neighbourhood Policing training under the College of Policing.

Our accompanying campaign for the release of this guide raised awareness of the impact of our words when communicating with victims of ASB and how we can do better going forwards.



Our impact via lobbying for change

Driving meaningful, systemic change is a core part of our mission. By actively lobbying for improvements in how anti-social behaviour is handled across England and Wales, we work to ensure that victims' voices shape the policies and procedures that affect them.

For example, this year we were invited to be part of the Victims' Commissioner's Advisory Board. We use this platform to highlight real experiences shared with us, ensuring that the challenges victims face are recognised and addressed at a strategic level.

We have continued to maintain a strong working relationship with the Home Office, routinely feeding back insights from both victims and practitioners. This evidence-based lobbying has contributed to key policy developments, including recent updates to the statutory guidance for ASB Case Reviews.

Similarly, in June 2025, Charlie championed the victims' voice after being asked to provide oral evidence at the House of Commons as part of the committee stage of the Victim and Courts Bill.

Likewise, the Home Office consulted us this year as part of its call for evidence for the forthcoming Crime and Policing Bill. In our submission, we emphasised the need for clearer, more consistent guidance on several ASB tools to help ensure practitioners across England and Wales feel confident and supported in how they respond to anti-social behaviour.



Our impact via our media work

This year, our media work has played an important role in keeping anti-social behaviour firmly on the national agenda. Through interviews on Sky News, BBC News, and BBC Radio 5 Live, we have consistently brought the focus back to victims - ensuring their stories are heard by those with the power to make change.

We use every media opportunity not only to raise awareness of the realities of ASB, but also to challenge agencies to act with greater consistency and accountability.

Alongside national outlets, we have worked closely with regional media, such as Kent Online, to ensure ASB issues are highlighted within local communities.

We are grateful to have ongoing working relationships with media outlets across the country - being the charity they go to when they are looking to highlight real victim experiences.



Our goals for next year

As we reflect on the progress made this year, we remain focused on driving even greater impact for victims of anti-social behaviour. The challenges victims and practitioners face is complex and ever evolving, so our response must match this. Our goals over the following year include:

1 Championing the victim's voice

- We will do this by growing our Lived Experience Focus Group and linking in with these individuals to help share their experiences and drive change on a national level.
- We will continue to use these insights to influence our work and feedback to policy makers.

2 Supporting practitioners for better outcomes

- We will continue to provide essential ASB training to practitioners across England and Wales, ensuring they are equipped to tackle ASB effectively and compassionately.
- We will encourage organisations to show their commitment to supporting victims of ASB by signing up to The ASB PLEDGE and ensuring their ASB Case Review process is aligned with best practice.

3 Providing clear, reliable advice

- We will expand our website resources to provide more in-depth, up-to-date advice and guidance for both victims and practitioners.
- We will continue to provide personalised advice to victims and practitioners via our email service.
- We will also report on any updates from policy makers, to ensure victims and practitioners are kept in the loop regarding ASB developments.

4 Driving systemic change

- We will continue to conduct research on the systemic issues within the world of anti-social behaviour.
- We will then use this research and evidence to push for change on a wider level - ultimately fighting to end the postcode lottery of ASB support for victims.



A big thank you!

We want to say a huge thank you to our amazing supporters. From the victims we work with, to practitioners, to partners - every one of you has made our work and impact possible. With you, we are able to raise awareness and fight for the rights of victims of anti-social behaviour - collectively working towards better outcomes for those who need it.

