

A photograph of two women sitting and talking. The woman on the right is wearing glasses and a green jacket, holding a tablet. The woman on the left is wearing a yellow top. They are in a modern office setting with large windows in the background.

Anti-social behaviour: victim and witness information pack

Information for victims or witnesses of anti-social behaviour including:

- How to collect evidence
- Who to report anti-social behaviour to
- Understanding the ASB Case Review
- How to make official complaints
- Other useful resources

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ASB HELP®

Your Voice Matters

The impact of anti-social behaviour

You may be receiving this pack as you have experienced or witnessed anti-social behaviour (ASB), so you will have first-hand experience of the impact ASB can have.

Anti-social behaviour is defined as: *“conduct that has caused – or is likely to cause – harassment, alarm or distress to any person.”*

However, when ASB is prevalent around the home, we look at “nuisance and annoyance” as a threshold.

ASB can potentially affect multiple elements of day-to-day life. A single incident may appear to be ‘trivial’ or low priority compared to other crimes. But, when incidents occur frequently, for days, weeks, months on end – the cumulative impact on an individual can be devastating.

Let’s take noise nuisance for example. A neighbour plays loud music every day from 11pm until 3am. The individual on the receiving end of the noise may experience constant sleep deprivation, leading to:

- Mental health difficulties such as depression and anxiety
- Sick leave from work, potentially losing their job or work
- Relationship breakdowns
- Physical health difficulties
- Cognitive difficulties such as memory issues
- Financial difficulties from lost work

So, it is important that you are aware of your rights and the support you can access if you are experiencing or witnessing anti-social behaviour.

How to collect evidence

Keeping a clear record of what is happening can play an important role in helping agencies understand your situation and take action. You do not need to have everything perfectly documented - even small pieces of information help build a picture of what is happening and the impact it is having on you.

Diary sheets

Writing down incidents as they happen is one of the simplest and most effective forms of evidence. Do not rely on memory - write it down as soon as possible after each incident. A good diary entry should include the date, time, and location, a description of what happened, what you were doing at the time, and how it made you feel.

Most local authorities have an official ASB monitoring form you can request from your council's ASB officer. If you do not yet have one, your own notebook or ASB Help's diary sheet template (available at asbhelp.co.uk) will also be accepted as evidence in court.

Threatening messages and written evidence

Keep everything - emails, letters, texts, voicemails, and social media posts - even if it is distressing to revisit.

For voicemails you cannot save, ask a police officer or council official to listen and record what was heard in a signed statement. For social media posts, screenshot and print them immediately as they may be deleted, and ask someone in an official capacity to confirm they saw the content.

Noise recording

Your local authority's Environmental Health team may be able to provide noise monitoring equipment, sometimes called a DAT machine, which is installed inside your home. This records noise levels and times, allowing agencies to determine whether the noise constitutes a statutory nuisance and, if so, issue an abatement notice requiring the perpetrator to stop. Some agencies may also offer a noise recording app as an alternative.

CCTV and filming

CCTV can be powerful evidence, but there are strict legal rules around installation and use. Before setting up any equipment, review the guidance on home CCTV systems at ico.org.uk.

Professional witness

You do not always have to give evidence yourself - this can be particularly important if you are experiencing intimidation. A professional witness can observe the behaviour and provide testimony in court on your behalf. Ask your ASB officer or housing provider what is available in your area.





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Why should you collect evidence?

Local agencies can use the evidence you gather to issue informal (not legally binding) tools to address the behaviour, including a:

- Community Protection Warning
- Acceptable Behaviour Contract (ABC)/Acceptable Behaviour Agreements (ABA)

And formal (legally binding) tools such as (but not limited to) a:

- Community Protection Notice
- Injunction
- Closure Order

You can find more information about tools and powers available to practitioners on the Practitioner's Hub of our website:

<https://asbhelp.co.uk/practitioners-hub/>

In some cases, this evidence will allow practitioners to give evidence on your behalf, so that you can remain anonymous if the case goes to court. Speak to the agency you report ASB to and ask about hearsay evidence.

Neighbour conflict

Living next to someone who is making your life difficult can be incredibly stressful. Whether it involves noise, parking, boundaries, or a breakdown in communication, neighbour conflict can take a serious toll on your mental health and sense of safety. Importantly, without early intervention, tensions can escalate into anti-social behaviour and/or criminal behaviour.

This is why it is so important to explore your options early, before a situation becomes harder to resolve.

Mediation

One of the most effective early options is mediation - a voluntary, confidential process where a trained, independent mediator helps both parties communicate and work towards a resolution.

Many people are put off by common myths around mediation, so it's important to know:

- You do not have to sit in the same room as the other person (shuttle mediation allows the mediator to speak to each party separately).
- Agreeing to mediation is not an admission of fault. It is simply a structured way to find a way forward.

In some areas, **support coaching** is also available - helping you manage the emotional impact of the conflict and understand your options.

Ask your local authority, housing provider, or police force whether either service is available in your area.

Reporting anti-social behaviour

When you experience or witness anti-social behaviour, knowing who to turn to can make a real difference to how quickly and effectively your situation is dealt with. There are a number of different agencies in your local area that handle anti-social behaviour, and while they often work together, each one is better placed to deal with certain types of issues depending on the nature of the behaviour and where it is happening.

However - it is worth knowing that, regardless of who you report to, agencies should not turn you away simply because an issue does not fall neatly within their area of responsibility. If you have reported to the wrong place, the organisation you contact should help point you in the right direction rather than leaving you to start from scratch.

How to report to the police

You can report incidents of ASB to your police by:

- Calling 101 (or 999 in an emergency where there is an immediate risk to safety).
- Visiting your local police force's website and completing the online reporting form, or get in touch with your local policing team. Police have a duty to respond to neighbourhood queries within 72 hours.
- Visiting your local police station in person, if you have one nearby.

How to report to housing

You can report incidents of ASB to your housing provider by:

- Contacting your named housing officer directly.
- Calling your housing provider's main contact number.
- Reporting online via your housing provider's website or resident portal.

If you are a homeowner, you should default to reporting to your local authority regarding issues like boundary and parking disputes.

How to report to local authority

You can report incidents of ASB to your local authority by:

- Submitting an online form via your local council's website.
- Contacting your local Community Safety Team - many councils have a dedicated team or email address for ASB reports, though this varies by area. Check your local council's website for details.
- Visiting your local council offices in person.



Understanding the ASB Case Review

If you have tried reporting anti-social behaviour to your local agencies and feel you are not being listened to, or that action taken has not been effective, you can consider requesting an ASB Case Review.

What is an ASB Case Review?

The ASB Case Review, formerly known as the Community Trigger, is an effective tool to problem solve anti-social behaviour (ASB). The ASB Case Review is a multi-agency case review which involves various agencies (e.g. local police, local authority, housing provider, NHS). An ASB Case Review is NOT a complaints procedure, but an opportunity for an independent review to be held to see what, if anything else, can be done to resolve the anti-social behaviour.

Am I eligible?

To request an ASB Case Review, your situation must meet the following criteria:

- You have experienced at least three separate incidents of anti-social behaviour within a six-month period.
- Each incident was reported within one month of it taking place.
- Reports were made to at least one of the following: the police, your local authority, or your housing provider.

Some local areas may have additional criteria, so it is worth checking with your local authority before you apply.

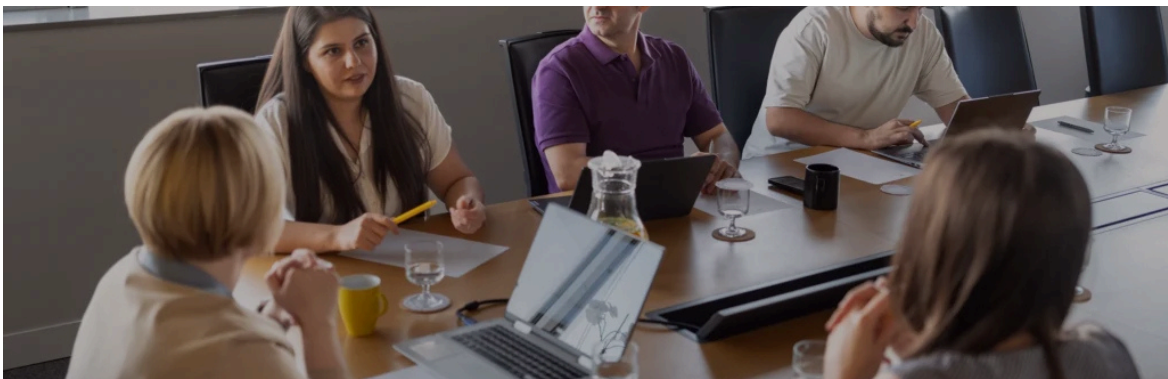
How do I apply?

In most areas, you can apply through your local authority's website. Some areas may ask you to apply through the Police and Crime Commissioner's office instead. Search for your local authority's name alongside "ASB Case Review" or "Community Trigger" to find the relevant form.

Where can I find more information about the ASB Case Review process?

Here at ASB Help, we have created an ASB Case Review guide which you can download for free on our website.

Just search: <https://asbhelp.co.uk/victims-hub/asbcasereview/>



How to make official service complaints

If you feel a local agency has not handled your case properly, you have the right to make a formal complaint. Common reasons include lack of action, poor communication, failure to follow correct procedures, or dismissive behaviour from staff.

Each agency has its own complaints process, which should be explained on their website. You can also ask about this in person - for example, at your local police station or council offices. For police complaints, you can also submit a complaint directly via the Independent Office for Police Conduct at [policeconduct.gov.uk](https://www.policeconduct.gov.uk).

Tips for an effective complaint: don't delay; make clear it is a formal complaint; put it in writing; be specific about what happened and when; state what outcome you want; keep your tone polite and professional; and be patient – though you are entitled to updates throughout the process.

If the internal complaints process does not resolve the issue, you can escalate to the relevant independent Ombudsman:

- **Police** - Independent Office for Police Conduct: [policeconduct.gov.uk](https://www.policeconduct.gov.uk)
- **Housing provider** - Housing Ombudsman: [housing-ombudsman.org.uk](https://www.housing-ombudsman.org.uk) (tenants only)
- **Local authority** - Local Government Ombudsman: [lgo.org.uk](https://www.lgo.org.uk)

Both the Housing Ombudsman and Local Government Ombudsman provide complaint templates on their websites if you need help getting started.

Keep an evidence trail throughout the complaints process: log all contact, including dates, times, names, and what was discussed, and save all letters, emails, and reference numbers. This will be important if you need to escalate further.

Other avenues for support

Speak to your local councillor or MP: Your local councillor or MP may be able to support you e.g. by advocating for you when liaising with local agencies. They can also request an ASB Case Review on your behalf.



ASB Help - who we are

We are a national charity dedicated to supporting victims of anti-social behaviour (ASB). We provide free, independent advice to individuals experiencing ASB, helping them understand their rights and the options available to them.

Alongside our support service, we work with practitioners and organisations across England and Wales to improve responses to ASB and ensure that victims' voices are heard. Our aim is to empower individuals and create safer, more supportive communities.

Other useful resources

There are many resources regarding anti-social behaviour, including:

Neighbourhood Watch – www.ourwatch.org.uk - The UK's largest volunteer crime prevention organisation. Your local Neighbourhood Watch scheme can connect you with others in your community experiencing similar issues, such as ASB.

Citizen's Advice – www.citizensadvice.org.uk - Provides free, independent advice on a wide range of issues including housing rights, legal matters, and how to make complaints about organisations.

Victim Support – www.victimsupport.org.uk - An independent charity offering free, confidential support to victims of crime and anti-social behaviour. Victim Support can help you cope with the emotional impact of what you are experiencing and assist you in understanding and exercising your rights.

Shelter – www.shelter.org.uk - A housing charity that provides free advice and support on housing-related issues, including neighbour disputes, noise nuisance, and tenancy rights. Particularly useful if your ASB issue involves your home or your landlord.

You can find more information on other helpful websites at www.asbhelp.co.uk/helpful-links

**Note to practitioners: Remember to insert local contact
and support services information**



www.asbhelp.co.uk

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Information accurate as of May 2026

ASB Help is an independent charity and not responsible
for the actions of your local agencies.

