

Impact Report

Aug 25 - Aug 26

Championing the victims' voice



ASB HELP

Your Voice Matters

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

Every day, anti-social behaviour has a profound impact on people's lives, affecting their safety and well-being. At ASB Help, we remain committed to ensuring that victims are heard and empowered to access the help and justice they deserve.

Thanks to your continued support, we have been able to reach more victims than ever through our free advice service. We have used the experiences shared with us to shape new resources, influence policy, and raise awareness of the issues that matter most to those affected by ASB. Our Lived Experience Group has continued to play a vital role in this work, helping us to ensure that victim voices remain at the heart of our projects and resources.

Alongside supporting victims directly, we have expanded our work with practitioners by developing new resources, introducing our Critical Friend Service, and delivering specialist training designed to strengthen victim-centred responses to ASB. Through our initiatives such as The ASB PLEDGE, we have continued to work with organisations across England and Wales to promote best practice and improve the ASB Case Review process for victims.

This year has also seen us continue our work to influence policy and practice at a national level. We have worked closely with the Home Office on updates to statutory guidance and represented the victim perspective during legislative discussions in parliament.

Our campaigns and media work have enabled us to take these conversations to a wider audience. Through our ASB Awareness Week 2026 campaign around "Balance Matters" campaign, we encouraged discussion around how victim needs are considered within ASB court proceedings, sharing insights from our forthcoming research report.

Through television, radio and podcast appearances, we have continued to raise awareness of ASB while providing practical guidance and support to those affected.

This year also brought the sad loss of Baroness Helen Newlove, a tireless champion for victims of ASB. Her dedication to ensuring victims were heard has left a lasting legacy and continues to inspire our work.

None of this would be possible without the support of the individuals and organisations who share our commitment to creating safer communities and better outcomes for victims. We would like to extend our sincere thanks to everyone who has supported us over the past year. Together, we will continue to champion victims of ASB and drive meaningful change.

Our impact in numbers

698

victims supported



178

practitioner enquiries



789

practitioners trained



Our impact via supporting victims

Over the past year, we have supported even more victims of anti-social behaviour through our free advice service, helping these individuals to understand their rights and access support.

The voices of people with lived experience have remained at the heart of our work. Through our Lived Experience Group, we engaged victims in the development of key projects, including research for our Neighbour Conflict Toolkit and our blog exploring why victims don't report ASB. We also worked directly with victims to create a series of powerful videos that highlight the real and lasting impact that anti-social behaviour can have on people's lives.

Alongside our direct support, we continued to develop practical resources informed by the issues most frequently raised through enquiries. This included the creation of an ASB Case Review Guide, designed to help victims understand the process and advocate for their rights. Through these resources, we have empowered more victims with the knowledge and confidence to take action and access the support available to them.

"I just wanted to say how much I have valued all the guidance you have given me and how supported I have felt in this pretty horrible time. Thank you so, so much, I would not have been able to get this far without you."

"I wish I had contacted the team sooner. The team have been nothing but exemplary. Finally, I feel safe."

"[staff member] was kind and incredibly helpful. It has helped so much just to have someone knowledgeable and able to advise properly on the subject of ASB."

"Thank you for everything you do. Your website has been so helpful to me over the past few months, and I'm very grateful."

"A massive thank you again - this service and all the help you have given me has been above and beyond. I have felt incredibly isolated and horribly anxious at times, and I just wish I had found ASB Help earlier. I'm due to have an ASB Case Review and without your help - that would not be happening."

Our impact via practitioner training

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"Good informative training on ASB The training was good and gave lots of information of the tools that officers can use in terms of tackling ASB."

"Really useful training, the training was really useful for my role. The trainers interacted well and listened to the answers the officers and staff were giving. Fantastic!"

"ASB HELP is a fantastic charity, and I promote you on all our correspondence we use for those involved in or impacted by ASB."

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 once again through our work with victims and practitioners. We remain committed to addressing this inconsistency through the ASB PLEDGE, which encourages organisations to align with best practice and place victims at the heart of the ASB Case Review process.

Over the past year, we have welcomed more councils, police forces, housing associations and other partners to the PLEDGE. It has been encouraging to work alongside organisations that share our commitment to ensuring victims are heard and supported effectively.

Throughout the sign-up process and beyond, we continue to provide tailored support to help organisations strengthen their ASB Case Review procedures. This includes self-assessments, one-to-one discussions, website and policy reviews, and bespoke recommendations designed to improve victim-centred practice.

This year has also seen us begin the next phase of development for the ASB PLEDGE. We are currently enhancing the programme to provide organisations with easier long-term access to resources and best practice materials, helping them to embed the PLEDGE principles within their services and drive lasting improvements for victims of ASB.

163 agencies

are on the PLEDGE pathway

51 agencies

have an active PLEDGE



Our impact via our campaigns

ASB Awareness Week 2026

Balance Matters

Our ASB Awareness Week 2026 campaign focused on the theme "Balance Matters", encouraging reflection and discussion around an important question: are the needs and experiences of victims always being given sufficient consideration when anti-social behaviour cases reach the courts?

The campaign was inspired by our forthcoming research report, which explores practitioner perspectives on how victim and perpetrator needs are considered within anti-social behaviour court proceedings. Throughout the week, we shared emerging findings and key statistics from the research, providing an early insight into an issue that many practitioners told us they felt deserved greater attention.

By sharing these findings ahead of the report's release, we were able to spark meaningful conversations across the sector around the challenges of balancing competing needs within the justice system. The campaign provided an opportunity for practitioners to reflect on current approaches and consider what more can be done to ensure victims feel heard and supported throughout the process.



Our impact via lobbying for change

Unfortunately, last year we saw the loss of a tireless advocate for victims of ASB, Baroness Helen Newlove. As former Victims' Commissioner, Helen worked relentlessly to ensure the voices of victims were heard and that ASB was recognised as a serious issue. We were honoured to host a parliamentary reception to celebrate the publication of her final report as Victims' Commissioner and to recognise her lasting contribution to improving support for victims.

Building on this commitment to driving change, we have continued to ensure that the voices of those affected by ASB are represented in national policy discussions. Over the past year, we have worked closely with the Home Office on a range of developments affecting victims and practitioners. This has included contributing to updates to the statutory guidance, including the ASB Case Review section, helping to ensure that the guidance reflects the realities of victims' experiences and supports a more effective and accessible review process.

We have also had the opportunity to represent the victim voice during legislative discussions, including participation in a House of Lords working group. Alongside this, we have provided feedback from practitioners on emerging powers, such as Respect Orders, helping to ensure that the experiences of those responding to ASB on the frontline inform future policy.



Our impact via our media work

Media engagement continues to play an important role in our mission to ensure anti-social behaviour remains firmly on the national agenda. By working closely with journalists and broadcasters, we are able to amplify the experiences of victims and encourage wider conversations about the impact that anti-social behaviour can have on individuals, families and communities.

Over the past year, we have appeared across television, radio and podcasts to share expert insight on ASB and its impact on victims. This included multiple appearances on The Matt Allwright Show, where we provided practical guidance on addressing different types of ASB and navigating the support available. We also contributed to discussions on stations including BBC Sheffield and BBC Radio 5 Live, helping to bring victim experiences and sector insights to wider audiences.



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. Some of our biggest goals for this 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 support practitioners in implementing the new powers introduced through the Crime and Policing Act 2026 through practical resources, guidance and high-quality training.
- We will continue to develop resources that help practitioners navigate complex cases and provide the best possible support to victims.

3 Strengthening the ASB PLEDGE

- We will launch the next phase of the ASB PLEDGE, making it easier for signatory organisations to access best practice guidance and resources.
- We will continue encouraging organisations across England and Wales to commit to the ASB PLEDGE and demonstrate their commitment to supporting victims.

4 Driving change via research

- We will publish our latest research exploring practitioner perspectives on how victim and perpetrator needs are considered within ASB court proceedings, helping to ensure victims' experiences remain at the heart of discussions around justice.
- We will undertake a new Freedom of Information (FOI) project to assess the current state of ASB Case Reviews across England and Wales, building on our 2024 report and identifying areas where inconsistencies remain.



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.

