

Anti-Social Behaviour – COVID 19 Update

Advice and signposting for callers reporting ASB

We are in unprecedented times. This feeling of unsafe uncertainty will undoubtedly lead to an increase in anti-social behaviour.

So why will Covid-19 influence an increase in anti-social behaviour?

- Fear: people's behaviour alters, not always for the better, when they are frightened;
- Greed: some people will see this national crisis as an opportunity for personal gain;
- Boredom: some people will dismiss what is acceptable and find ways to entertain themselves at the expense of their neighbours;
- Living closely to others constantly may escalate and aggravate previous minor irritations;
- Intolerance: people become less tolerant the longer they are prevented from conducting their usual activities;
- Faulty and assumed beliefs: in times of crisis, people can target others unfairly because they perceive them as being in a better situation than they are, such as benefit claimants or those they consider more affluent
- Limited agency resources could lead some people to believe they can behave anti-socially without reprimand
- Blame: when people feel they have suffered an injustice they sometimes and arbitrarily, look for someone to bear responsibility

So..... if and when people contact us we need to make sure we give them the best advice, as at the moment they are unlikely to have a deployment for their issue. If after doing a THRIVE assessment the decision is made not to deploy, the next page gives you access to websites and advice that you can signpost the caller to so they can look at other options to help them to deal with the situation and access support.

Helpful Websites

Surrey ASB Website – A standalone website offering advice on how ASB is tackled in Surrey and signpost to which agencies are best placed to deal with different types of ASB: <https://www.healthysurrey.org.uk/your-health/community-safety/asb>

ASB Help – A national independent charity that supports victims of ASB. Lots of helpful advice and techniques for tackling ASB: <https://asbhelp.co.uk/>

FREE Surrey ASB Victim Coaching Service – Provided by Surrey Mediation Service. They help people tackle difficult situations linked to ASB, overcome uncertainty about what to do next, and improve their general well-being by: Providing a listening ear, Supporting them to develop coping strategies and Signposting them to other sources of support. They do this through offering one-to-one coaching sessions by trained coaches, usually in the client's home but at the moment will be the support over the phone:

<https://mediationsurrey.org/coaching-support>

Email: supportcoaching@mediationsurrey.org Phone: 03301 340260

FREE Surrey Mediation Service – Mediation helps to resolve conflict by bringing the parties in dispute together, identifying the cause of the dispute and reaching a resolution or agreeing the terms of a settlement themselves. They are guided in the process by a mediator.

<https://mediationsurrey.org/community-mediation>

Phone: 03301 340260

ASB “Dear Neighbour” Post Card – This postcard can be offered to callers who are complaining about their neighbours. It is a way they can tackle the issue themselves rather than escalating to a police response. It can be found on the information hub (search ASB and Neighbour or use this link:

<http://informationhub.shdc.police.uk/Documents/ASB%20a%20SurreyPolice-Dear%20Neighbour.pdf>