

Recognising recording & reporting antisocial behaviour



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Introduction

Antisocial behaviour (ASB) is activity that causes, or is likely to cause, harassment, alarm and distress to an individual, community or harm to the environment.

Our members consistently tell us that antisocial behaviour (ASB) is a major concern. But, because the term 'ASB' covers a range of different activities, knowing how to recognise and report it, can be a frustrating experience. This guide aims to help you navigate what it is, what to do and where to go.

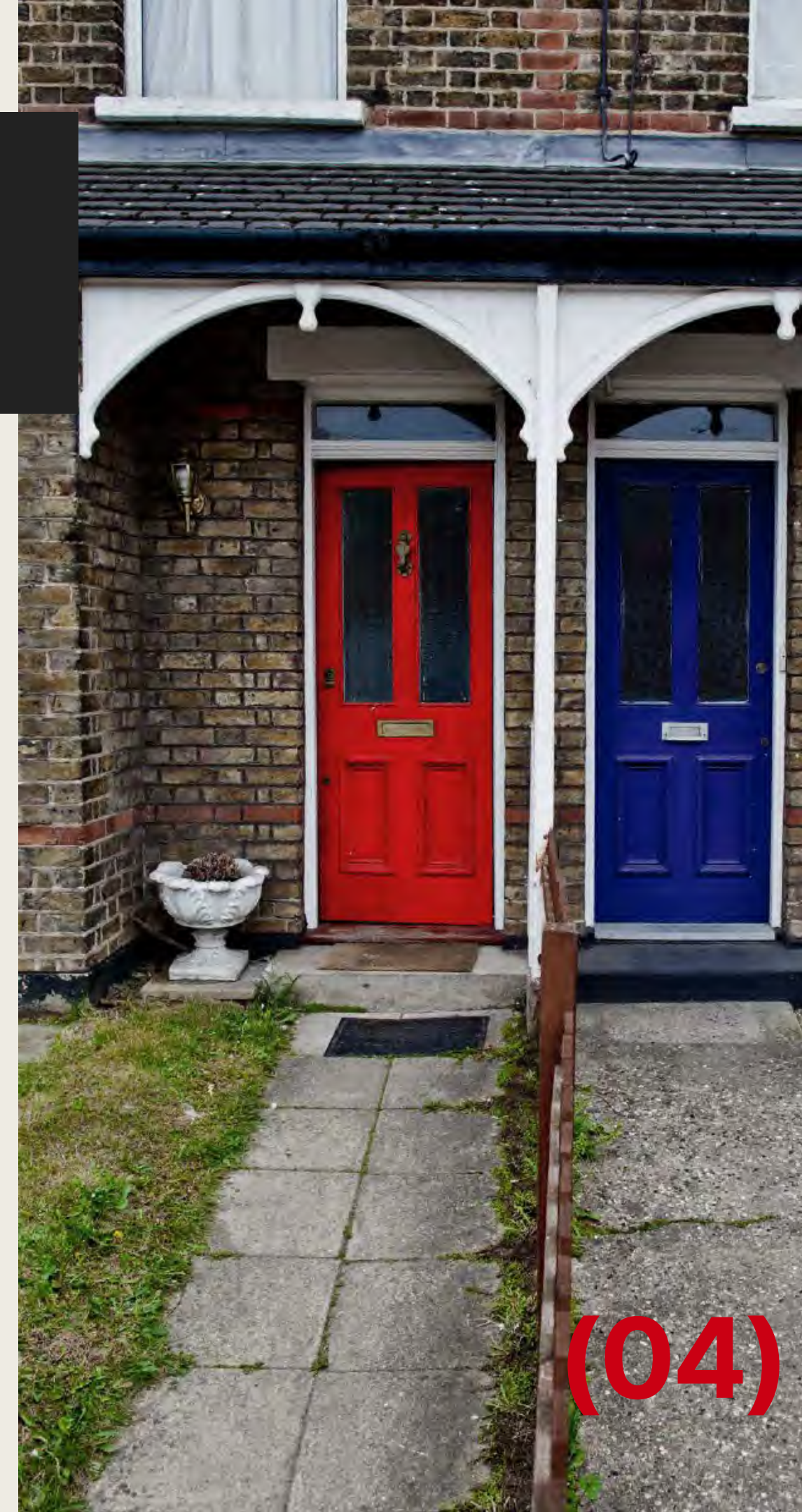
Not all ASB is a crime, so some of the issues might be the responsibility of different bodies eg. councils, landlords or police. Remember - unless the antisocial behaviour is serious, criminal or causing a risk to a person, then in the first instance you should contact either your local authority ([find my local authority](#)), your social housing landlord or the police.

Any **criminal** behaviour should be reported to the police. In an emergency or if someone is at imminent risk call 999. If it is not an emergency call 101.



How to recognise

Neighbour disputes



(04)

Neighbour disputes

Wherever you live, you and your neighbours will inevitably have different values or opinions, different timetables, and different expectations of others.

Disagreements between neighbours are common and often easily resolved through good communication. It is important to remember that being a good neighbour involves compromise.

It is important to resolve disagreements quickly to avoid long-standing disputes with your neighbour. These can be much more challenging to resolve and may need to involve mediation.



If you regularly hear your neighbours shouting or arguing, or you feel the argument you are hearing is violent, consider whether this could be a sign of **domestic abuse**.



Neighbour disputes (05)

Communication is key

Wherever possible, and when it is safe to do so, try talking to your neighbour. If you decide to approach your neighbour, pick a time when you are feeling calm.

Shouting or being angry will cause more problems. Think through what you want to say and don't stray from the main problem. Explain what is causing you an issue and why, and don't jump to conclusions.

Listen to the person's response as they may have a good reason for their behaviour or it might have been a one-off occasion. Always try to reach a solution that you are both happy with and walk away if you or the other person is getting angry.



If you regularly hear your neighbours shouting or arguing, or you feel the argument you are hearing is violent, consider whether this could be a sign of **domestic abuse**.



Neighbour disputes(06)

If you are concerned for someone's safety

If you are concerned for anyone's safety within the household, then contact the police on 999 in an emergency or 101.

Alternatively, call the National Domestic Violence Helpline for free on 0808 2000 247.

If there are children involved, contact your local authority child protection scheme via www.gov.uk or the **NSPCC** on 0808 800 5000



If you regularly hear your neighbours shouting or arguing, or you feel the argument you are hearing is violent, consider whether this could be a sign of **domestic abuse**.



Neighbour disputes (07)

How to recognise

Noise nuisance



(08)

Noise nuisance

Noise from neighbours can annoy, cause stress, and generally affect the quality of life.

It can be loud music and parties, lots of banging or DIY in the middle of the night – anything that you consider unreasonable and is affecting your life. Don't let a situation get out of control – if not dealt with quickly, it can escalate and could end up involving the police.

Noise nuisance from neighbours makes up 37% of the most common form of antisocial behaviour. Noise disturbance is also the most reported issue to local authorities, housing associations and the police.



Remember the best place to start is by talking to your neighbours.

1 in 3 people have found this resolves the issue immediately.



Noise nuisance(09)

Loud music

Loud music is not anti social behaviour unless it's persistent or excessive.

One-off parties or events are often acceptable, providing the noise is not excessive and does not result in other antisocial behaviour or criminal activity.

But, if you think your neighbour's music is often too loud, goes on for excessively long periods or they are often having loud parties, any of which are having an adverse effect on you, we advise that you speak to them as this is the quickest and simplest way to solve the problem. Your neighbour would probably prefer that you speak to them before reporting the noise.



Report repeated noise nuisance to your local council.



Noise nuisance (10)

Banging and DIY

Antisocial noise can be constant slamming of doors inside a property or when entering and leaving the property as well as continuous banging on walls.

When it comes to DIY, most people have tasks which need doing around the home, especially if they have just moved in, or are decorating.

Many people must work during the day and need to do this DIY in the evenings and on weekends. However, it is unreasonable if noise from your neighbour's DIY project extends into the night disturbing your sleep.



Report repeated noise nuisance to your local council.



Noise nuisance (11)

How to recognise

Harassment & intimidation



(12)

Harassment & intimidation

Harassment is unwanted behaviour which you find offensive, or which makes you feel intimidated or humiliated. If this unwanted behaviour happens two times or more, it may be a crime and you may be able to report it to the police.

It can happen on its own or alongside other forms of discrimination. It could be spoken, or written words of abuse such as offensive emails, tweets or comments on social networking sites. It could also be unspoken actions such as stalking or repeated intimidating actions.



If you're being stalked, the National Stalking Helpline can offer free help and advice. 0808 802 0300



Harassment & intimidation(13)

Intimidation & verbal abuse

Intimidation is a personalised form of antisocial behaviour, deliberately aimed at particular individuals to make them frightened enough to do what the perpetrator wants them to do.

People can experience repeated incidents and problems of intimidation and harassment day after day, making them feel constantly fearful. In some cases, the victim and the perpetrator live close to each other, often as neighbours.

Verbal abuse, directing negative comments towards someone, can often cause as much emotional harm as behaviours that are more physical. Examples of verbal abuse are: being verbally threatening, insulting or humiliating towards another person.



If you, or anyone else, believes that an incident is targeted at a person because of their ethnic origin, religious belief, sexual orientation, gender identity or disability it is a hate incident. Find out more about [hate crimes](#).



Harassment & intimidation(14)

How to recognise

Environmental antisocial behaviour



(15)

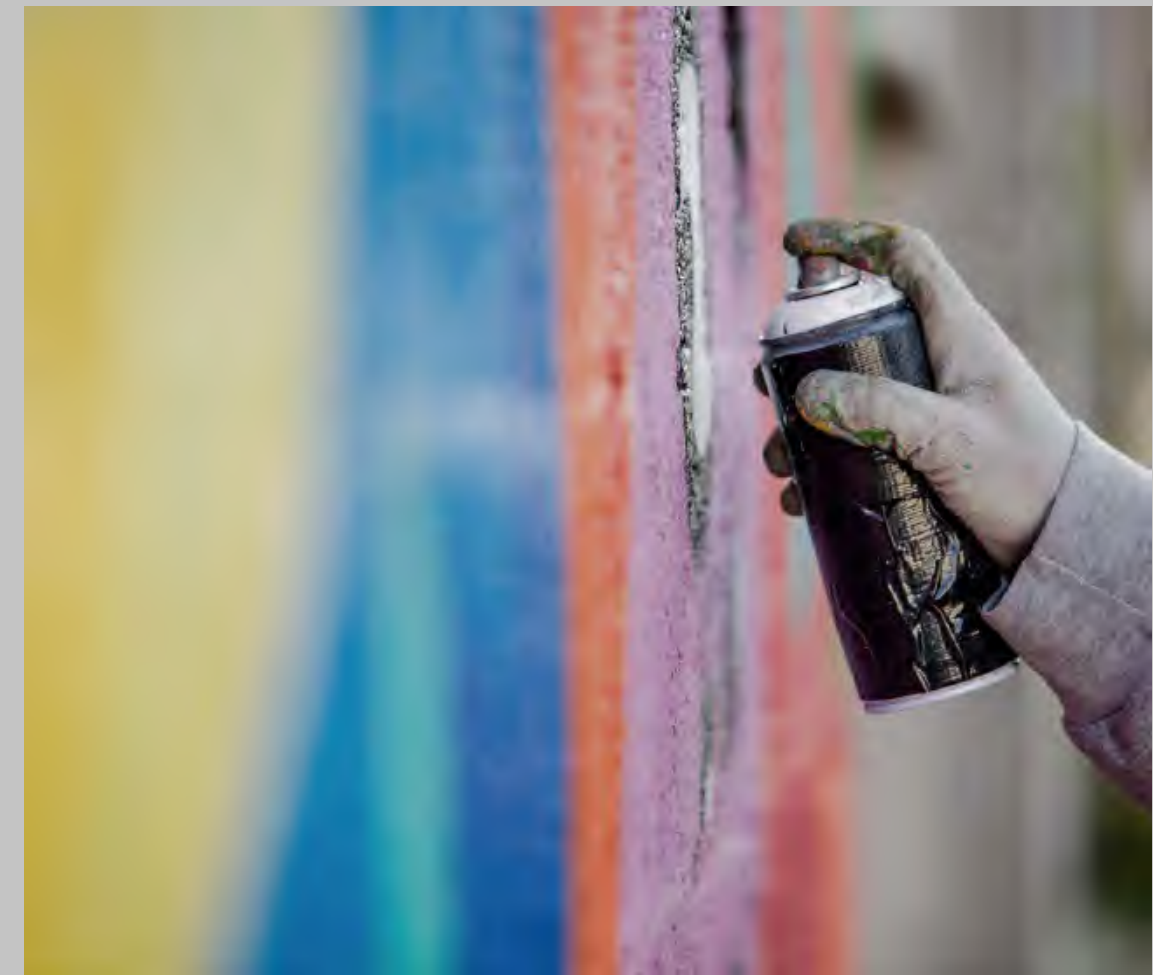


Environmental antisocial behaviour

Environmental antisocial behaviour is when a person's actions affect the wider environment, such as public spaces or buildings.

Vandalism includes unauthorised graffiti, light smashing, removing/bending signage or ornamentation, breaking windows, or other damage to property.

Agencies can use restorative action to deal with offenders in relation graffiti, vandalism, litter and similar offences, which will often include them clearing up the mess.



Graffiti is generally considered a crime, specifically criminal damage, under UK law. It's illegal to deface property without the owner's permission. It can be reported to local police on 101.



Environmental ASB (16)

Dumping rubbish

Fly tipping, excessive litter and dumped rubbish can be a health hazard, not to mention an eyesore. It can cause unpleasant smells, attract pests, and create a dangerous environment for children, pets, and wildlife in particular.

Both littering and fly-tipping can be considered forms of antisocial behaviour. A one-off incident might not be classified as ASB, but persistent or large-scale instances can. If you've witnessed fly-tipping or people discarding drug-related equipment, photograph the discarded items and report it locally.

If the problem is not dealt with quickly, it can lead to an increase in fly-tipping making the area more obviously unpleasant and unsafe.



Animal nuisance covers any situation where animals are creating a nuisance or a person's behaviour caring for animals is antisocial. It includes uncontrolled animals, stray dogs, barking, fouling and intimidation by an animal.



Environmental ASB (17)

Drinking, driving & arson

Street drinking relates to unlicensed drinking in public spaces, where the behaviour of the people involved is deemed as antisocial. It also covers unplanned and spontaneous parties which encroach on the street.

Drinking in public places and in large groups can intimidate people, cause noise and nuisance and deter other residents from using community spaces.

Antisocial driving is any activity involving a vehicle which causes alarm and distress. It can be excessive noise or loud music coming from the vehicle, wheel spinning or doing tyre burnouts.



Arson is the intentional and malicious causing of a dangerous fire or explosion for the purpose of destroying one's own or another's property.



Environmental ASB (18)

Recording antisocial behaviour




(20)

Recording antisocial behaviour

It is important to keep a record of antisocial incidents and behaviours as this will help investigation and tackling it. It can also help you to gain insight into how often it happens.

If you decide to take formal action at some stage, it can help others see an established pattern over time.

Use our **ASB 14-day diary** to record events over a period of 14 continuous days. The completed diary will be useful evidence to accompany any report you make to the Local Authority ASB team or your landlord.



ANTISOCIAL BEHAVIOUR (ASB) DIARY

YOUR NAME:

YOUR ADDRESS:

.....

.....

.....

Please return your completed diary to you Antisocial Behaviour team at your local authority. If you live in private accommodation, or if you live in a local authority or housing association property, please return to your housing officer.

Recording antisocial behaviour

You can ask someone else (a neighbour or visitor) who has witnessed the nuisance to sign the entry in the "names & addresses of any witnesses" column.

The completed diary will be useful evidence to accompany any report you make about the antisocial behaviour to the Local Authority ASB team or your landlord.

If you live in private accommodation, or if you live in a local authority or housing association property, send it to your housing officer.



**USE OUR ASB 14-DAY DIARY TO RECORD EVENTS
OVER A PERIOD OF 14 CONTINUOUS DAYS.**



Reporting antisocial behaviour



Reporting antisocial behaviour



If the antisocial behaviour is serious, criminal or causing a risk to a person, first report it to the police.

If it's an emergency and the crime is still taking place, call 999 and ask for the police. If it's not an emergency, call the non-emergency number 101 instead.

After you've done that contact your local authority or your social housing landlord.

For more ways to report to the police, see our [reporting page](#).

[ASB Help](#) are a charity dedicated to supporting people experiencing ASB.



Reporting antisocial behaviour



Antisocial behaviour can ruin lives and devastate communities. Reporting antisocial behaviour early on is important to prevent it from escalating.

The Local authority, social housing landlords and the police all have powers to deal with antisocial behaviour. It is important that on reporting behaviour, you detail the impact that it is having on your health and wellbeing, and can demonstrate a pattern of behaviour.



USEFUL CONTACTS

Crimestoppers
0800 555 111

Victim Support
0808 16 89 111

Citizens Advice
Adviceline (England)
0800 144 8848
Advicelink (Wales)
0800 702 2020

(24)

Reporting antisocial behaviour



If you are a tenant or a leaseholder of a social housing landlord, contact them to report the issues. Landlords should take complaints seriously and act professionally. If you ask, they must publish and provide documents that set out the types of behaviours they can help to tackle.

Your landlord should clarify what information they need from you and what help they can provide. They must keep you updated until your case has been closed and tell you about the help available from other agencies with different powers and responsibilities, such as your local authority or the police, and support you to approach them. They should put you in touch with services such as mediation and Victim Support if needed.

If you are in private rented accommodation or a homeowner, contact your local authority who will have dedicated personnel that deal with antisocial behaviour.

ASB HELP

Don't suffer in silence



If you are still unsure who to report to the ASB Help website equips victims of anti-social behaviour with the necessary tools to effectively report it, it also provides a victims services directory.

USEFUL CONTACTS

Supportline
01708 765200

Samaritans
116 123



ASB case reviews



Victims of persistent antisocial behaviour have the right to request a case review. It isn't a way to report ASB, but to review how the complaints have been dealt with. An ASB case review used to be known as a community trigger.

It gives victims of repeated antisocial behaviour, which has been reported to the main responsible agencies (eg the council, police, housing provider) the right to request a multi-agency case review. How a case review is carried out is set locally.

Read government guidance on how antisocial behaviour case reviews work.





www.ourwatch.org.uk