

catch
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ANTI-SOCIAL BEHAVIOUR

Self-help booklet



What is Anti-Social Behaviour?:

Anti-social behaviour (ASB) is a set of behaviours which causes, or is likely to cause, harassment, alarm or distress to someone not in the same household.

For behaviours to be classed as anti-social behaviour, it has to be persistent, ongoing, and unreasonable.

Examples of anti-social behaviour include:

Graffiti

Vandalism

Excessive noise

Verbal abuse

Threatening behaviour

Harassment or intimidation

Criminal damage

What can you do?

Attempt reasonable discussion with the other party if it is safe to do so, to try and resolve the issue.

Do not retaliate against any anti-social behaviour as this may cause things to escalate

Keep a diary with information, such as the date, time and location of the behaviour, what you were doing, and how it made you feel. Please see the 'Useful Tools' section for more information and a diary template, alternatively your local organisation may have their own template.

Access Mediation: Mediation allows individuals to take control and resolve a situation with the support of a neutral third-party mediator. Your local housing provider or council may provide mediation.

Access Restorative Justice: Restorative justice is a voluntary process which offers you the opportunity to potentially communicate with the offender. You may be able to talk about the incident, the harm caused and ask any questions that you may have. To access Restorative Justice, speak to your local Catch22 Victim Service.

Request an Anti-social behaviour case review: You can request a case review if you have reported three separate incidents within the past 6 months to any community safety partners. As a result, a review will be completed, assessing what action has previously been taken and deciding whether there are additional actions that can be taken. To find out more: [The Anti-social behaviour Case Review](#).

Carrying a personal alarm might help to make you feel safer when going out in public, it will allow you to alert passers-by that you are in danger. Catch22 Victim Services may be able to provide you with one of these.

If ASB has impacted your mental health, please consider the below actions:

- Contact your GP or find your local mental health services - [How to find local mental health services - NHS](#)
- [Samaritans](#) – call 116 123 – this is a 24-hour service, 365 days a year.
- [Shout Crisis Text Line](#) – text “SHOUT” to 85258 this is a free, 24/7 service.
- If you are struggling and feel that you cannot keep yourself safe, call 999 or go to A&E immediately.

What can Catch22 Victim Services do?

Through our victim services, we are here to support anyone who has been affected by anti-social behaviour. Our person-centred approach aims to empower and build resilience; we provide the necessary tools to navigate your recovery journey and move forward from the impact of crime. Support offered by our victims' services is free, independent and confidential, and available to victims and witnesses regardless of whether the crime has been reported or not.

We can help in the following ways:

Emotional support

Practical Support including crime prevention and safety advice

Advocacy

Support through criminal justice processing

Signposting and onward referrals

Access to Restorative Justice

Useful organisations

GOV.UK: [Antisocial behaviour: how to get help - GOV.UK](#)

Citizens Advice: [Complaining about your neighbour - Citizens Advice](#)

Neighbourhood Watch: Voluntary agency working to help people improve home security and community safety. [Home | Neighbourhood Watch | National network | Local Watch areas | Community crime prevention groups](#)

Local Policing Team: Find your Local Policing Team details at: [Home | Police.uk](#)

Shelter: A charity that provides free advice, information and advocacy to people with housing needs and issues. Home - [Home - Shelter England](#)

Noise Abatement Society: Provide a noise helpline offering free advice for those who are suffering from noise nuisance at home, work and in the community. <https://noiseabatementociety.org/>

Anti-Social Behaviour Help: An organisation providing advice and support to victims of anti-social behaviour. [Home - ASB HELP](#)

Reporting

If you are concerned about anti-social behaviour in your community, you can contact your local council. To find your local council and research their anti-social behaviour team: [Find your local council - GOV.UK](#)

If you live in a council or housing association building, you can report to your landlord. To find out more visit: [How to report antisocial behaviour: Reporting antisocial behaviour to your landlord - GOV.UK](#)

You can also report to the police:

- In an emergency always call 999.
- In a non-emergency call 101
- Visit a local police station
- Report online - [Contact us | Police.uk](#)
- To report a crime anonymously, contact Crimestoppers at 0800 555 111, or visit [Independent UK charity taking crime information anonymously | Crimestoppers](#)

How to contact our victim services:

Catch22 Victim Services

To find out more about the victim services that we deliver and to access support visit:

[Victim services | Catch22](#)

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