

MAKING COMMUNITIES SAFER



#ASBawarenessweek

Have a chat with one of our team here today about any anti-social behaviour issues you or your community might be experiencing 🙌

WHAT IS ASB?

Antisocial behaviour is a range of behaviours that can cause nuisance and annoyance or harm and distress to a person.

CrimeStoppers.

The Effects of ASB

Not just 'low-level'...

A victim of ASB said that it "is often downplayed as a petty, 'low-level' crime...but it can feel like you are **living a nightmare.**"

ASB can have a devastating long-term impact on individuals, families and communities.

It is widely recognised that single agencies cannot tackle ASB alone and must work in partnership to address these issues.

Anxious
Can't sleep

No end in sight

Don't feel safe

Nothing will change

Want to move

Afraid to go outside

SEE THE
BIGGER
PICTURE



A woman with dark hair, wearing a grey t-shirt and a light-colored cardigan, is sitting on a sofa. She is holding several pillows up to her ears, looking upwards with a frustrated and distressed expression. The background is a blurred living room.

NOISY NEIGHBOURS?

Don't suffer in silence.

SEE THE
BIGGER
PICTURE

Noise disturbance keeping you up at night?

Noise disturbance is by far the most common type of anti-social behaviour reported to the police, local authorities and housing associations.

If you can't resolve it through talking, you can report a noise complaint to **the local council**:

<https://www.gov.uk/report-noise-pollution-to-council>

Driving you round the bend?

Antisocial driving includes racing, drifting around corners, wheel spinning or tyre burnouts, and excessive noise or loud music from a vehicle.

Report it to **police** here:

<https://www.surrey.police.uk/ro/report/asb/asb/report-antisocial-behaviour/>

VEHICLE NUISANCE

Involving cars, bikes and mopeds

「SEE THE
BIGGER
「PICTURE」



Litter Bugs

Littering is environmental antisocial behaviour that includes fly posting, littering, fly tipping or drugs paraphernalia in any public place.

Report it to your **local council**:
<https://www.gov.uk/find-local-council>

Witnessing **fly-tipping** in progress? Call the **police** on 999.



FLY-TIPPING

Report environmental ASB to your local council. Fly-tipping in progress? Call 999.

SEE THE
BIGGER
PICTURE

Locked in a stalemate with a neighbour over an issue that you just can't see eye-to-eye on?

FREE Community Mediation by **Mediation Surrey** could resolve disputes over issues such as noise, parking, trees, rubbish and pets without lengthy and expensive legal proceedings.

Email

info@mediationsurrey.org

or call 03301 340 260



DISPUTES WITH NEIGHBOURS?

It's OK to not always see eye-to-eye with neighbours, it's how we deal with it that really matters.

SEE THE
BIGGEST
PICTURE

Is graffiti a crime?

If it's offensive or hate-related graffiti targeted at a person or group, you can report it to **police**:
<https://www.surrey.police.uk/ro/report/ocr/af/how-to-report-a-crime/>

The **local council** is responsible for removing graffiti from council property, public buildings and highways:
<https://www.gov.uk/report-graffiti>

CRIMINAL DAMAGE?

Report offensive or hate-related graffiti to police.

SEE THE
BIGGER
PICTURE

Don't suffer in silence

ASB Help is your one-stop shop for understanding the different types of ASB.

It also has an interactive guide to help you report it to the right agency in the right way:

<https://asbhelp.co.uk/>

Mediation Surrey have a **FREE** Support Coaching Service for people in Surrey experiencing ASB or difficulties with neighbours:

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

SUPPORT SERVICES

Don't suffer anti-social
behaviour in silence

「SEE THE
BIGGER
PICTURE」

ASB Case Review

The **Community Trigger** gives ASB victims the right to request a review of their complaints and brings agencies together to find a solution.

If you have reported an incident three or more times in six months you can submit an application to your local authority:

<https://www.healthysurrey.org.uk/community-safety/asb/what-to-do/community-trigger>

REPORT ASB

Don't suffer anti-social behaviour in silence

SEE THE
BIGGER
PICTURE

DEAR NEIGHBOUR...



As you know, we're part of a community which means being mindful of each other. You may not know but we were disturbed on:

Date: / / Time: :

Disturbed by: (Please tick which applies)

- Loud music People shouting TV too loud Door slamming
 Dog barking Noxious smells Other

The effect on us was: (Complete box below)

Being part of a community means being mindful of each other especially in these stressful times where we are having to spend more time in our homes.

We hope you don't mind receiving this, but just wanted to let you know the impact this had on us, in case you weren't aware.

Thanks for your cooperation!

**SEE THE
BIGGER
PICTURE**

Dear Neighbour...

Reporting neighbour disputes and incidents of ASB directly to the police, a landlord or other agencies can sometimes make the situation worse.

As a first step, think about whether you can fix the problem by talking to the person perpetrating the ASB as they may not realise they are being anti-social.

If you don't feel like you can talk to them you could send them a note or use this 'Dear Neighbour' postcard. Find the printable copy at:

<https://www.healthysurrey.org.uk/community-safety/asb/what-to-do>



MAKING COMMUNITIES SAFER

ANTI-SOCIAL BEHAVIOUR PRINCIPLES

1. Victims should be encouraged to report ASB and expect to be taken seriously. They should have clear ways to report, have access to help and support to recover, and be given the opportunity to choose restorative approaches to tackling ASB.



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ANTI-SOCIAL BEHAVIOUR PRINCIPLES

2. Agencies will have clear and transparent processes to ensure that victims can report ASB concerns, can understand how the matter will be investigated, and are kept well-informed of progress once a report is made.



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ANTI-SOCIAL BEHAVIOUR PRINCIPLES

3. Agencies and practitioners will work across boundaries to identify, assess and tackle ASB and its underlying causes. Referral pathways should be clearly set out between services and published locally. This includes pathways for the community trigger and health services.



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ANTI-SOCIAL BEHAVIOUR PRINCIPLES

4. The public's ASB concerns should always be considered both nationally and locally in strategic needs assessments for community safety. Best practice should be shared through a network of ASB experts within each community safety partnership, each policing area, and nationally.



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ANTI-SOCIAL BEHAVIOUR PRINCIPLES

5. Adults and children who exhibit ASB should have the opportunity to take responsibility for their behaviour and repair the harm caused by it. Agencies should deliver appropriate interventions, which may include criminal justice options, based on the risks and vulnerabilities of the case.

ASB Awareness Week in Surrey and the ASB Principles are supported by...



OFFICE OF THE POLICE &
CRIME COMMISSIONER FOR
SURREY

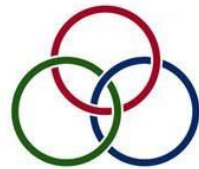


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Community Safety
Partnership*



*Runnymede
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Crimestoppers is an independent charity.

All your information will be kept 100% anonymous. You will not be asked to give personal details and calls will not be traced.

You can report information 24 hours a day, 365 days a week.

Call 0800 555 111 or report online at

<https://crimestoppers-uk.org/>



**ASB
Ruins
Lives**

**Tell our charity what you know
to remain 100% anonymous**