

What to expect when you report anti-social behaviour

We understand that experiencing anti-social behaviour (ASB) in your community can have a harmful impact. This leaflet explains what happens when you report ASB including the actions we'll take, and how we can work together to resolve the issue.

Opening an ASB investigation

When managing cases of ASB, we'll focus on the impact on you, the seriousness of the behaviour, and any risks or vulnerabilities.

Our investigation will involve reviewing the information you provide and gathering evidence by speaking to those involved, including any independent witnesses.

We may work with partner agencies such as the Police or Environmental Health to help us resolve the issue. Sometimes we may need other agencies to lead on the investigation, for example if a crime has been committed, the Police will lead on this.

Every case is different and the situation will be assessed to help us decide what action needs to be taken.

What we need from you

Looking at the evidence is a key part of resolving ASB and we're often unable to progress without your support and cooperation. We may ask you to:

- keep a record of incidents including dates, times and what has happened
- provide evidence such as recordings, photos or diary sheets
- report criminal behaviour directly to the Police
- stay in contact with your case handler
- let us know if the situation changes
- consider mediation if appropriate

We understand this can feel difficult, but evidence is often essential – especially if formal or legal action is needed.

Our commitment to you

We'll always treat you with empathy, respect and fairness and take your concerns seriously. We'll be clear about what action we can and cannot take and agree how often we'll be in touch to update you on the progress. If another organisation is better placed to deal with the issue, we'll explain this and continue to stay in touch with you. We'll always handle your information confidentially, unless we're legally required to share it.



Taking part in mediation

Mediation is a helpful way for everyone to understand each other's views and how their behaviour affects those around them. We may encourage you to take part in this if an underlying dispute is causing the issue. This can be done face to face or through shuttle mediation, where we speak to each household separately. It's important to remember that you'll continue living near each other, so mediation can be a good way to help reduce conflict and agree on practical solutions.

Possible outcomes of the case

We'll always aim to resolve your case as early as possible and prevent escalation. Potential outcomes may include advice or warnings, behaviour agreements, mediation, or legal action in serious cases.

If the ASB has stopped or the issue has been resolved we may decide to close your case. This could also happen if the behaviour doesn't meet the ASB threshold, there isn't enough evidence to progress with the case or there has been no engagement with the agreed actions. If we do decide to close the case we'll explain why this decision has been made.

Supporting you throughout the process

We recognise the impact ASB can have on you and your family and we're here to support you. If necessary, we may signpost you to specialist services such as victim support or put additional measures in place to help manage any risks. Support may also be offered to the person responsible for the behaviour to help prevent further issues.

We're here to help

If you have questions or concerns at any point, please contact your case handler.

You can also visit:

flagship-housing.co.uk/ASB-toolkit
or scan the QR code to find out more about ASB and how we'll work with you to resolve it.

