

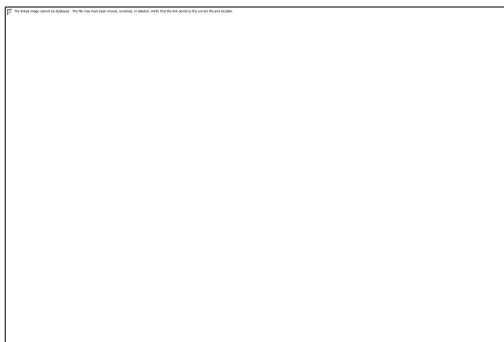


Don't suffer in silence

Fact Sheet

ASB Help is a registered charity in England and Wales set up to provide advice and support to victims of anti-social behaviour in 2013.

The Charity has a website that is dedicated to the memory of Fiona Pilkington from Leicester who in 2007 killed herself and her 18 year old disabled daughter Francecca after Leicester police failed to investigate her 33 complaints to them about harassment.



Fiona Pilkington and daughter Francecca

The jury at the inquest into her death 2 years later ruled that Fiona and her family had been failed by the local councils in the area, as well as the police, and that those failings had contributed to her death.

Fiona Pilkington's experience is not an isolated case and given the number of suspected cases of unreported crime and anti-social behaviour, there could be many vulnerable people whose lives are being blighted by persistent anti-social behaviour and who do not know where to turn, are too scared to formally report it, or suspect reporting it will not make any difference or could even make things worse.

The Charity's Activities

- ASB Help aims to provide information and advice to interested parties and members of the public involved with and suffering from anti-social behaviour. Following such high-profile cases of vulnerable victims who did not receive any help from the authorities,

we believe there is a clear need for coordinated information and advice that is readily accessible to those who need it.

- We do this primarily through our informative website particularly focusing on equipping victims of anti-social behaviour with the necessary tools to effectively report it.
- We provide one to one support and advice to practitioners on a wide range of ASB areas, such as advice on cases, provide training, sit as independent chairs or panel members for community trigger meetings, lead on developing local ASB conferences or briefings to a range of audiences.
- We are also in the process of developing a practitioner site which will contain useful information, templates and best practice examples. We believe this is important because ultimately victims of anti-social behaviour will receive a better response where ASB practitioners are well-informed through sharing best practice, updates in the sector and opportunities to be innovative to get results for victims.
- We also plan to build up a database of information from visitors to the website on how effective they have found their local authorities and police to be in responding to reports of ASB, populated by our online survey.
- We have a particular interest in the Community Trigger (also known as the ASB Case Review) introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 to empower victims who feel they are being ignored by local agencies. In this area we hope that we can assist victims in accessing their local Community Trigger and as we gain more knowledge and experience in this area, undertake political lobbying to ensure it is fit for purpose.
- We encourage authorities to sign up to the Community Trigger ASB Help PLEDGE by ensuring that they:

1. Promote awareness: Actively encourage the use of the community trigger to residents and partner agencies.
 2. Legality: Confirm your organisation is legally compliant and embracing the spirit of the community trigger.
 3. Ensure accessibility: Publicise the community trigger so the most vulnerable know what it is and how to invoke it.
 4. Develop your process: Embrace the full potential of the community trigger by continually reviewing and learning from best practice.
 5. Generate inclusivity: Use community trigger review meetings to work collaboratively and strategically, formulating solutions to end the anti-social behaviour.
 6. Establish a precedent of using the community trigger to put victims first and deter perpetrators.
- We welcome interested organisations to look at what the Pledge is and how subscribing to it will show your commitment to victims of anti-social behaviour.
 - As we grow and understand more about the needs, we seek to tailor our response accordingly. As such, we welcome any feedback to ensure our website is up-to-date and appropriate in all areas of anti-social behaviour
 - We are currently recruiting victims of ASB who can tell us about their lived experiences of ASB and how they may help and support others and influence good practice.

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