



THE ASB PLEDGE



Tips for Collecting Evidence of

ANTI-SOCIAL BEHAVIOUR

A straightforward guide for anyone
experiencing ASB in their community

www.sandwell.gov.uk

Often when people report antisocial behaviour (ASB), everything is quiet when services arrive. This can be frustrating for the person reporting it. It can also frustrate officers who are trying to help.

Agencies like the police, council, and housing providers want to help but need clear evidence before they can act. This guide gives you practical ways to collect evidence, without adding more stress to your life.



1. Keep a Simple ASB Diary

Writing things down is one of the easiest and strongest forms of evidence, even without recordings. You don't need to prove anything yourself. Just write down your experiences.

Include:

- Date and time
- Where it happened
- What you saw or heard
- What you were doing at the time
- How it made you feel

You can buy or download diary sheets, but any notebook, diary or blank page will do.

EXAMPLE

"Loud banging and shouting next door. I was trying to get my 5-year-old to sleep. Felt anxious and couldn't settle afterwards."

12 Jan, 10:45pm



2. Save Any Threats or Harassment

If you receive threatening, abusive, or intimidating,

- Texts
- Social media posts
- Emails
- Letters
- Voicemails

Keep all of it.

Even if it's upsetting, it is important evidence.

If it is something online that could be deleted, take a **screenshot**. If possible, ask a trusted professional (e.g., housing officer, police officer) to witness and record they saw it posted, where and when, to confirm it was live at the time.

DO NOT

reply to any threats or provocation as this may make the situation worse.

EXAMPLE

A neighbour sends a threatening WhatsApp message. Screenshot it, keep it saved, and don't respond.



3. Record Noise Disturbances

Sandwell Council uses The Noise App. This is a free noise-logging application for Android and iPhones. The council can set this up for you. It is designed to help users record their own videos and sound of community safety issues and noise nuisance. This then downloads to the council automatically.

This helps agencies measure:

- Noise levels
- Times and frequency
- Whether there is an issue we can help with. (e.g., the council cannot stop general day-to-day chores at reasonable times.)

EXAMPLE

A neighbour plays loud bass music most nights after midnight. You record several disturbances over a week using the council's noise app.

The Council may also install **noise recording equipment** where needed and appropriate to the situation.

4. CCTV or Other Camera Footage

Home CCTV and doorbell cameras can provide excellent evidence — BUT there are rules about public recording.

Check the ICO's guidance before installing any recording equipment: ico.org.uk/for-the-public/home-cctv-systems

Remember:

- Footage should only capture what you're legally allowed to film.
- Keep recordings secure.
- **Do not** share footage publicly as this could harm the case.

EXAMPLE

Your doorbell camera captures someone kicking your front door at 2 am. You save the clip and share it only with the police and council.

West Midlands Police also run a CCTV/doorbell registry where you enter your details to receive alerts when your footage may help them catch criminals in your area: www.westmidlands.police.uk/cctv-registry



5. Professional Witnesses

If you feel unsafe or intimidated, you don't always have to gather the evidence yourself. Council Officers and other services may be able to act as professional witnesses.

These trained individuals can:

- observe and record ASB on your behalf
- provide written statements
- interpret and understand complex issues
- may give evidence so you don't have to

Important: Professional witnesses will be best placed to act for you if they know what times the ASB usually occurs. Using a diary sheet or The Noise App first will help.

6. Final Tips

You are not alone and support is available, but you need to help us to help you.

Patterns matter: While your first report is always important, the more

evidence you collect, the stronger your case becomes and the more we can help.

Do not respond or retaliate to any provocation as it may prevent services from helping.

What Happens Next

Officers may contact you for clarification or follow-up. Agencies may need multiple pieces of evidence to take formal action.

Be patient. The actions we take (e.g., warnings, mediation, tenancy interventions) need to be lawful and justifiable. Also, agencies may not be

able to share the actions that they are taking with you for legal reasons.

It is important that you keep talking to authorities, but **DO NOT** engage with the ASB, provoke responses, or retaliate in any way because this may delay or prevent services from helping you.

Personal Safety and Privacy

While calm discussion with the other person may resolve the problem, do not get involved in heated arguments or exchange insults as this may inflame the issue.

Only collect evidence if it feels safe to do so. Evidence is important but your safety is more important, so **never** put yourself in harm's way to get it.

Once obtained keep notes and evidence somewhere secure, especially if you share devices with others. **DO NOT** share your evidence publicly as this may increase the risk of retaliation.

If you have access to The Noise App through the council, your account will be password protected and the app will automatically download videos, photos and sound recordings to the council so that you don't have to keep them and send them to us.

Tell a trusted professional (police, housing officer) if you feel targeted or intimidated.

Your housing provider or the council can help with ongoing nuisance or community issues, but if you or someone else is in immediate danger Call **999**.

Call **101** to report non-emergency crime (e.g., threats, criminal damage, harassment).

Support Services

If ASB is affecting your wellbeing, speak to your GP or a support service.

Housing officers, community safety teams, and victim support services can offer advice and reassurance.

ASB Help offer independent advice and support for people experiencing antisocial behaviour: **asbhelp.co.uk**

Mental Health Support

- NHS Mental Health Helpline: **111** (option 2)
- Samaritans: **116 123**
- Mind: **0300 123 3393** or text **86463**
- Black Country Healthcare NHS Foundation Trust: **0800 008 6516**

Victim Support Services

- Victim Support: **0808 168 9111**
- West Midlands Victims' Commission: **www.victimsupport.org.uk**
- Sandwell Domestic Abuse Helpline: **0121 552 6448**



You can find further local support through the Route to Wellbeing **website: route2wellbeing.info**

www.sandwell.gov.uk