

Making Communities Safer

Results from the 2025 YouGov survey on ASB commissioned by Resolve.



Foreword and Recommendations

Having now commissioned eight YouGov surveys looking at anti-social behaviour (ASB) over a period of four years, the message remains unchanged: We **must** do better when it comes to supporting victims of anti-social behaviour. ASB is not low-level; it devastates the lives of victims and communities and can be a precursor to more serious crime.

In response to this latest data and member feedback, *Resolve* have four key asks that we believe should be addressed as a priority.

1) Guarantee support for victims of ASB

The data indicates that there were over five million incidents of ASB nationwide in the last year alone.

1 in 10 people say that ASB has caused them to move home, 1 in 4 of us say ASB has made us feel unsafe where we live, and 1 in 7 of us say ASB has impacted on our mental health.

Despite how debilitating it often is to be a victim of ASB - particularly persistent, continuing ASB - there is still a 'postcode lottery' when it comes to support

for victims of ASB, with some localities lucky enough to have victim support funded by their PCC - but most not.

We know that we must do better for victims of ASB, and that starts by guaranteeing victims of harmful ASB the same support that victims of other crime can expect.

2) Address delays in the Justice system

The current court backlogs and delays - of up to two years in some cases - in both the Criminal and the Civil Justice System are well documented. Nevertheless, we urge Government to take swift and comprehensive action as soon as possible.

Failure to do so will have a significant impact on victims and communities and could serve to undermine the Justice System as a whole. In 2023, the All Party Parliamentary Group on ASB heard evidence from across the board that, speed is essential in addressing ASB.

Firstly, victims of ASB require swift access to both re-

lief and justice to minimise suffering and resolve the issue.

Secondly, failure to address ASB in a swift and decisive manner both emboldens perpetrators and worsens both the ASB itself and the consequences of it, potentially driving victims from their homes. This causes stigmatisation of social housing and prevents it from meeting its core purpose of being a safe and secure place to live.

Thirdly, dealing with ASB takes up time, money, and other resources that social landlords could use differently. Resolving ASB more quickly and decisively could free up these valuable resources and prevent unnecessary delays in having their cases dealt with.

Specialist 'problem-solving housing courts' have the potential to resolve three main issues: capacity, efficiency, and knowledge.

The Residents and Landlords Association claims it takes an average of 42 weeks to complete a possession case, and housing cases can be complex. Parties involved may have increased vulnerabilities and specialist knowledge is often required.

Tenants and PCCs both support the creation of specialist housing courts if this leads to swifter carriage of justice and greater consistency in decision making. Housing courts must be set up to improve on the current system, and not as a superficial response.

A specialist 'problem solving housing' court could offer faster redress and relief for victims of ASB and swifter intervention to change the behaviour of perpetrators. Specialist courts also offer the possibility of judges trained with specific knowledge of tenancy and housing related law, able to reach decisions that reflect the complexity of the legal structures and are hence more impactful. It is vital, however, that tenants retain their entitlement to advice and representation via the legal aid scheme.

In addition to the pilot, Resolve also strongly calls for significantly increased investment in the court system.

3) National information sharing agreement

Responding to ASB and community safety issues requires a multi-agency approach, and information sharing is absolutely crucial to this.

Foreword and Recommendations

We also know that some community safety partners have difficulty getting the information they need to resolve anti-social behaviour, reduce harm and prevent criminal activity.

In response to a recent survey of Resolve members, 97% of respondents said they struggle to get the information they need from other agencies at least some of the time. A worrying 60% said they experience difficulty either most or all of the time.

That's why we're calling for one single, national information sharing agreement to help practitioners and officers get the information they need, when they need it, to protect victims of ASB.

4) Remove barriers to reporting ASB

As highlighted repeatedly in our YouGov surveys, at least half of victims and witnesses do not report ASB. In response to this most recent survey, 56% of victims and witnesses said that they did not report the ASB to anybody.

People don't report ASB for a number of reasons, but 40% of those who didn't previously report ASB said they would be more likely to report future ASB if they received clear communication about how to make a report. Dishearteningly, in the past three years, just 6% of people have noticed information about what to do if you experience ASB.

We are calling for a national, long-term and comprehensive communications campaign focused on what to do as a victim or witness of ASB, the rights you have as a victim, and how to access support.

We are also calling for a 'one stop shop' for reporting ASB - one single phone number and one single website (and app) where anybody can report ASB as a victim or witness, and the report will be dealt with appropriately - without the reporter being told to report it to another agency.

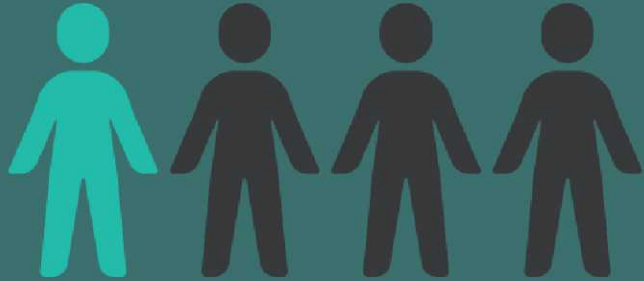
38% of people also said they would be more likely to report if there was an option for anonymous reporting, so this should be built into the reporting platform too.

The background of the slide features a teal color scheme. In the upper portion, there is a dark teal silhouette of a city skyline with various building shapes. Below this, in the lower half, are the silhouettes of four people sitting on a bench. From left to right, there is a man, a woman, another woman, and a man. They are all facing right, looking towards the city skyline. The text 'The Data' is overlaid on the left side, and a subtitle is at the bottom.

The Data

A closer look at the 2025 YouGov survey on ASB commissioned by Resolve.

Headline Statistics



More than 1 in 4 people (27%) say that ASB has made them feel **unsafe** in their area.



15% of people have had to consider moving home because of the impact ASB was having on them. **6% have actually moved home because of the impact ASB was having on them.**



62% of people say that **more needs to be done** to tackle anti-social behaviour.



42% of people say levels of ASB have increased in their local area compared to 3 years ago, **17% of whom say it has increased a lot.**

Scale of the Problem

ASB is not low level and is often a pre-cursor to more serious crime. We know that, in England and Wales, there were approximately 1 million incidents recorded by the police last year¹, but YouGov data shows that only 1 in 4 people who report ASB do so to the police, and **56% of victims / witnesses don't report ASB to anybody.**

If we were to include the vast number of incidents reported to Local Authorities, Housing Providers and Community Groups (rather than to the Police), and then double it, this offers a more accurate sense of the problem - and it's a big one. Estimates indicate that there are well over 5 million incidents of ASB in the UK every year.

Of course, ASB doesn't just have an impact on victims, its effects are felt by the entire community. 50% of UK adults say that ASB is problematic in their local area, and more than 1 in 10 people (13%) say it is very problematic in their area. 42% of people say

that ASB has increased in their local area in the past 3 years, with 17% saying it has increased a lot.

ASB is affecting a huge portion of the population and the collective response should recognise this.

YouGov data also shows that almost 1 in 10 people experience ASB at least once a week (11%), with an estimated **1.7 million people experiencing ASB at least once per day, every day** (3% of UK adults).

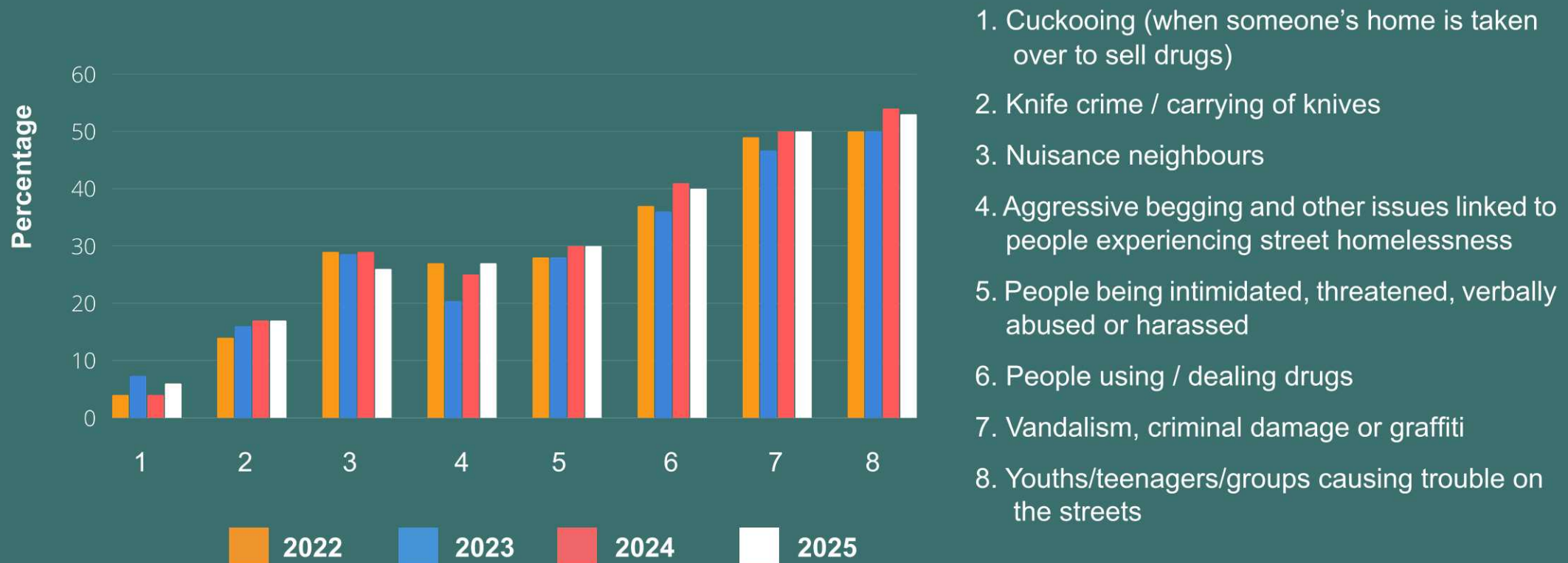


¹ ONS: Crime in England and Wales: year ending December 2024

Biggest ASB Issues



We asked, “What, if any, are the biggest issues related to anti-social behaviour in your local area (i.e. the town in which you live)?” We can see that most people perceive youths/groups causing trouble on the streets as the biggest ASB issue in their area - but this doesn’t necessarily mean that it is the most serious ASB happening or the ASB that needs more attention and resources.



Impacts on Victims



We know that ASB can be devastating for victims and communities; almost 1 in 20 people have had to take time off work because of ASB - and yet, despite the harm that ASB can cause (particularly when it is persistent), victims of ASB are still not guaranteed to receive support. As Baroness Helen Newlove notes,

“Anti-social behaviour blights lives and communities. All too often it is not addressed effectively, often downplayed, and poorly understood.”

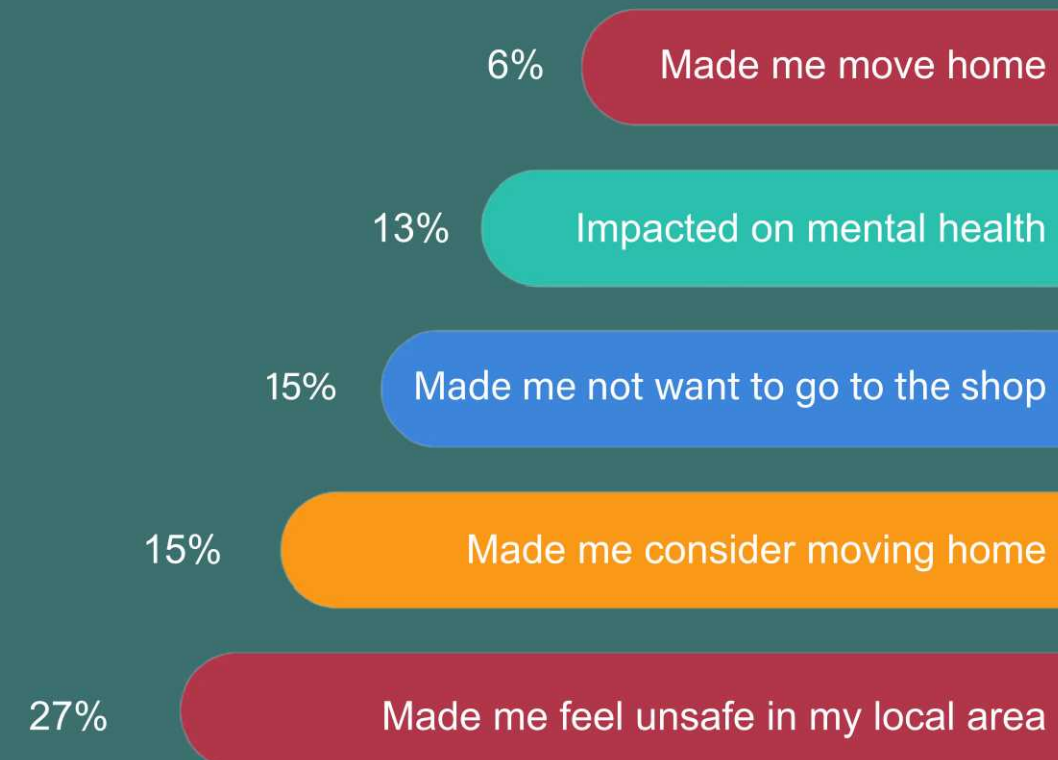
“Despite my previous report setting out clear recommendations, I am disappointed that so little meaningful progress has been made.”

“Too many victims continue to suffer, with many stuck in the same patterns of anti-social behaviour and facing the same perpetrators as five years ago.”

“The time for empty promises is over – we now need real, tangible progress.”

This is why Resolve continues to push for guaranteed access to support if you are a victim of harmful ASB.

“Anti-social behaviour has ...”



Barriers to Reporting



Despite the fact that almost half of people think anti-social behaviour is problematic where they live, and more than 1 in 4 of us say that ASB has caused us to feel unsafe in our local area, a significant number of victims and witnesses do not report ASB.

Of those who have been victims / witnesses in the last 3 years, 27% made a report to the police, 14% to their local council or social services, 8% to their landlord/housing association, and 7% to a charity or local community group (e.g. neighbourhood watch). However, a massive **56% of people did not report it to anyone.**

So, why are people not reporting anti-social behaviour despite the harm it can cause?

The main reason given (by 50% of those who didn't report) was "I didn't think that anything would be done if a report was made". This could be linked to the second most commonly given answer, "I didn't think that issue was serious enough to report". But it could also represent a more worrying lack of trust in

those who take and respond to reports of ASB. 7% of people said they didn't report the ASB because they had previously made a report and were not happy with the response. If people don't think anything will be done, they won't report it and naturally, nothing will be done.

It's a problematic cycle. Ending this cycle requires people to make the report and then receive a satisfactory response from the responsible agency.

Another disheartening statistic highlights the number of people who don't know how / where to report anti-social behaviour. Of those victims / witnesses who didn't make a report, around 1 in 5 (19%) "didn't know how / who to report the ASB to" and a further 13% "didn't want to report to the police but didn't know of any alternatives".

There is clearly a lot of work to do here around public education and clearer communications so that people know how to report ASB in their local area and what to expect.

Increasing Reporting

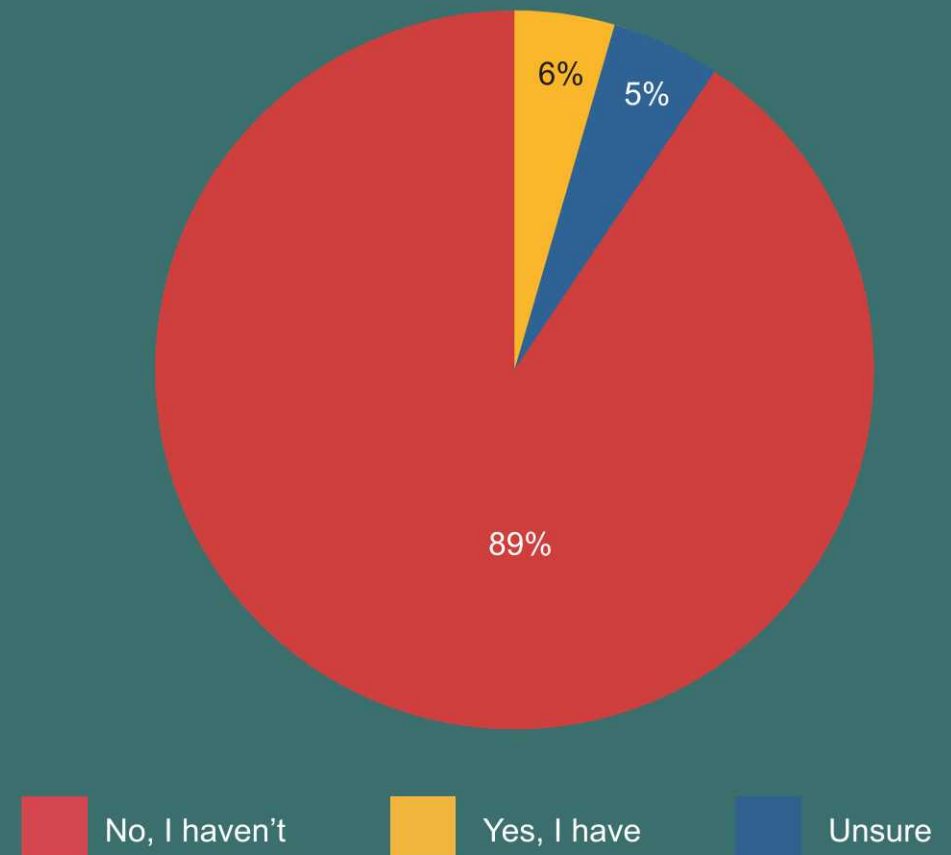
We asked victims / witnesses what would make them more likely to report future incidents of ASB. 41% of people said “a more visible presence of agencies in my area”, which echoes the results from previous years (2024: 39% of respondents said a more visible police presence would make them more likely to report. 2023: 41%. 2022: 43%).

40% of people said they'd be more likely to report future ASB if they received clear communication about to whom / how to make a report (2024: 38%. 2023: 40%, 2022: 32%). 13% of people didn't make a report out of fear of reprisals / repercussions and 39% of people said they would be more likely to report if there was an option for anonymous reporting.

It seems that a lot of progress could be made by improving communications around what to do as a victim / witness. Just 6% of people have noticed communications on this topic in the last three years.

(2024: 7%. 2023: 5%. 2022: 5%)

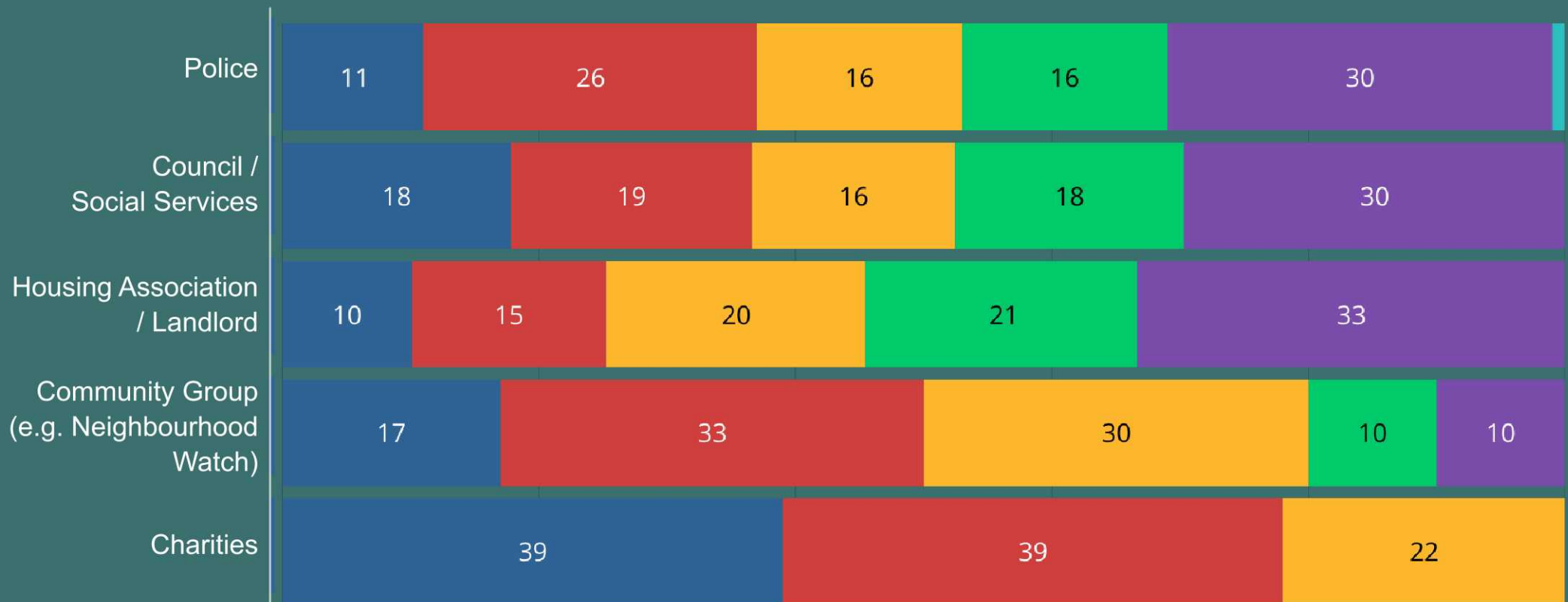
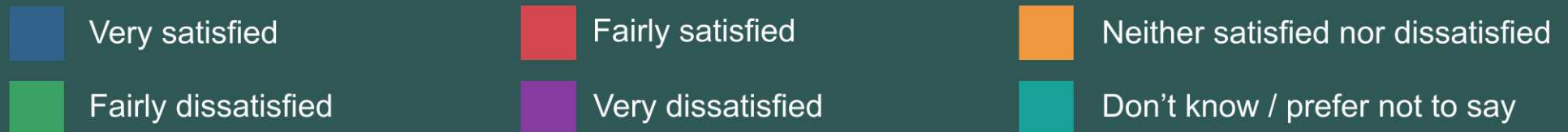
“In the last three years (i.e since 2022) have you received or noticed communications about the steps that you could take if you were a victim of or witnessed antisocial behaviour?”



Satisfaction After Reporting



“You previously said that you have reported anti-social behaviour to the following organisations... For the most recent time, to what extent, if at all, are you satisfied or dissatisfied with the way that it was handled?”



The ASB Case Review



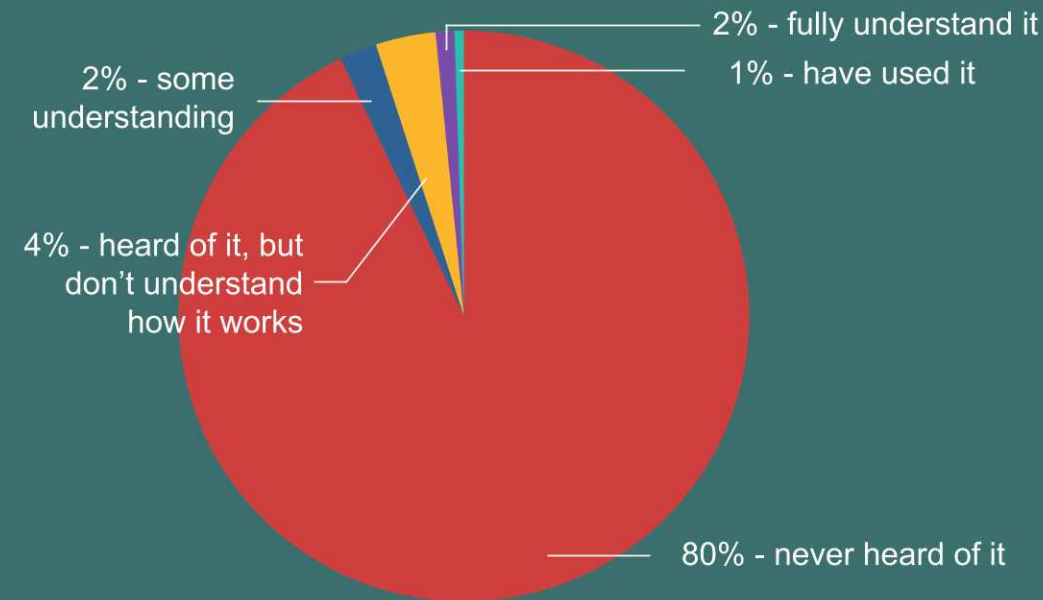
The ASB Case Review is a powerful tool for victims of repeat anti-social behaviour. It gives people the right to request a multi-agency review of their case if they feel their complaints about ASB have not been dealt with. Relevant agencies must come together to produce an action plan for ending the ASB, and victims have a right to be represented at the meeting and to share how the ASB is impacting them.

Sadly, our 2022 YouGov survey revealed that, despite being launched 10 years ago, 94% of people had never heard of the ASB Case Review (formerly the 'Community Trigger').

Since *Resolve* supported the Home Office to re-launch the ASB Case Review during ASB Awareness Week 2023, we have seen this number decrease to 87.5% (2023), then 83% (2024), and now 80% in 2025.

Whilst this is a marked improvement and clear indication that we are moving in the right direction,

there is undoubtedly still a lot of work to do, as just 3% of people fully understand how it works.



We could make significant progress here with a simple nationwide communications campaign, which tells people how to report ASB, and how to request an ASB Case Review if required. It could be as simple as a short paragraph on the back of every person's council tax bill.

About Resolve



Resolve (www.resolveuk.org.uk) is a centre of excellence and the UK's leading organisation dedicated to enhancing community safety.

With 30 years of experience, Resolve supports local authorities, housing providers, police forces, and community groups to create safer, more resilient and cohesive neighbourhoods.

As the government's go-to organisation for policy and legislation relating to ASB and community safety, Resolve helps to shape national legislation and develop best practices. Resolve actively participates in advisory boards and working groups with colleagues from across Government and the wider sector.

Resolve has contributed to all relevant policies relating to ASB and community safety since 1995.

Resolve supports frontline professionals through comprehensive training programs, including CPD-accredited courses, BTEC qualifications, and the ASB Apprenticeship(s). Members of Resolve benefit

from resources like 'how to' practitioner guides, a best practice library, the 'legal hub', templates and example documents, and much more.

Membership with Resolve provides unrivalled support for staff working in community safety and responding to ASB, and also offers access to a network of over 200 organisations, including local authorities, housing providers, and police forces. Members gain a platform to influence policy, share best practices, and receive support tailored to their needs.

Resolve hosts the National ASB Conference and ASB Awareness Week, fostering collaboration and knowledge sharing between all agencies across the UK.

Additionally, Resolve offers a number of other services such as; consultancy and expert advice on service redesign, policy reviews, case management, and community engagement; mediation; the Resolve Standard; and more. These services help organisations enhance their ASB responses and

About WMHAP



The West Midlands Housing Association Partnership (WMHAP) is a coalition of 17 social landlords dedicated to addressing the housing crisis across the West Midlands. Collectively, these organisations own and manage approximately 200,000 homes, providing housing for around one million residents. Beyond housing, they employ over 7,000 local people and contribute more than £1.2 billion annually to the regional economy.

WMHAP's mission is to ensure that everyone in the region has access to safe, good quality, and warm homes. Their 2024 manifesto outlines a collaborative approach with the West Midlands Combined Authority (WMCA) and the regional mayor to:

- Unlock additional housing supply
- Regenerate brownfield sites into much-needed homes
- Attract external funding to the region
- Create partnerships anchored in community roots
- Establish coherence across local authorities
- Design out homelessness in the region.

A key development in this collaborative effort is the formation of the Homes for the West Midlands Limited Liability Partnership (LLP). This includes five WMHAP members - Bromford, Citizen Housing, GreenSquareAccord, Midland Heart, and WHG - and aims to accelerate affordable home delivery. The LLP identifies new opportunities and sites for building genuinely affordable homes, using modern methods, including modular construction, to create energy-efficient, low-carbon homes more quickly and cost-effectively.

WMHAP members are also committed to sustainability. Initiatives include retrofitting homes for energy efficiency, installing solar panels, and using sustainable construction. These efforts reduce emissions, lower energy bills, and support regional net-zero goals.

In summary, WMHAP plays a crucial role in shaping the housing landscape of the West Midlands through strategic partnerships, innovative construction methods, and a steadfast commitment to providing

RESOLVE

