

Anti-social Behaviour Case Review Protocol

Purpose

What is the anti-social behaviour case review?

The anti-social behaviour case review (previously referred to as community trigger) has been introduced by the Government as a part of the Anti-Social Behaviour, Crime and Policing Act 2014 and gives victims and communities the right to request a review of their anti-social behaviour case, where the locally defined threshold is met. The anti-social behaviour case review should ensure victims feel heard, give them an understanding of what is being done to help them, and build their confidence in the agencies involved.

The anti-social behaviour case review process gives victims and communities the opportunity to ask the council, registered housing providers and the police to review their response to a report of anti-social behaviour. Another person acting on behalf of the victim (for example, family member, Councillor or Member of Parliament) as well as the victim themselves can use the anti-social behaviour case review. It does not replace an organisations own complaints procedures and people still have the opportunity to complain to an individual organisation if they are unhappy about the service they received from an individual officer or service.

The anti-social behaviour case review does not replace the right for complainants to report to the Ombudsman for the relevant agency.

The aim is to:

- Review case information and actions from partner agencies to get an overview of the case;
- To determine if the anti-social behaviour case review threshold has been met (agreed by at least two of the three partner agencies);
- To create an action plan or make recommendations to deal effectively with the anti-social behaviour reported, and feed back to the complainant;
- To analyse why a case review has been actioned, learn from any failings to mitigate future triggers.
- To improve relationships between partner agencies
- Safeguarding victims of anti-social behaviour;
- Providing accountability to ensure agencies are working in partnership to deal with victims effectively
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The anti-social behaviour case review panel

The core panel will be made up of representatives from Safer Merton's ASB team, Merton Police and Clarion Housing. Those are likely to be:

- ASB Supervisor/Manager
- Police Sargent or above for ASB issues
- Clarion Housing Community Safety Manager

Other Members

Other departments or agencies may need to be involved, dependant on the issues, and will be contacted when this is the case including, but not limited to:

- Clinical Commissioning Groups (CCG)
- Education Welfare;
- Environmental Health;
- Housing Associations;
- Legal Services
- London Fire Brigade (LFB)
- Mental Health Team;
- Multi-Agency Safeguarding Hub (Mash);
- Safeguarding Adults;
- Transforming Families;
- Youth Inclusion Support Panel;
- Youth Justice Service;

Single Point of Contact (SPOC)

The anti-social behaviour case review SPOC will be the ASB Supervisor/Manager. The service is advertised on the Merton Website under Safer Merton – ASB team.

Leaflets will also be made available.

Threshold

The legislation states what is considered to be a qualifying complaint for the anti-social behaviour case review. This is:

- If an individual, a business, or a community group who are a victim of ASB and have complained to the council, police or a registered housing provider (RSL) about three separate incidents in the last six months (about the same or similar issue) and consider no action has been taken.

Activation

Applicants can either:

- Fill out the anti-social behaviour case review form online from the Merton website (Safer Merton);
- Write a letter to the anti-social behaviour case review panel, Safer Merton (ASBU), Civic Centre, Morden SM4 5DX;
- Telephone 020 8274 4907.

Links to this may be placed on police or Clarion Housing websites.

Applicants will need to provide details of each complaint, and asked to provide name, organisation and/or reference number, and information about the anti-social behaviour.

Anonymous reports will not meet the criteria as it does not allow proper review of the case history. Any reports felt to be vexatious or malicious should be dealt with under the normal policies.

Process

- Anyone receiving the anti-social behaviour case review activation should send it direct to the SPOC within one day of receipt.
- Once an activation request has been received by the SPOC, a risk matrix will be completed based on the ASBU current Risk Matrix model.
- An acknowledgement will be sent by the SPOC by email or letter, within two working days of receipt.
- The SPOC will then contact the core panel (and any other agencies as appropriate to the case) to organise and to meet for the case review, within ten working days. (The Risk Matrix will help identify where more immediate action may be necessary). All those attending will be expected to share all the relevant information under the existing Information Sharing Protocols. The meeting will be minuted.
- The first steps are to ascertain whether the anti-social behaviour case review has been met (a minimum majority decision of 2 out of 3 partners).
 - If the anti-social behaviour case review threshold has not been met, the SPOC notifies the applicant in writing with details as to why, and any planned actions or recommendations outside the process.
 - If the anti-social behaviour case review threshold has been met, the CTP continues and agrees a course of action, identifying a natural lead for the case review. This is confirmed by the SPOC in writing to the applicant within two working days of the meeting.

Anti-social behaviour case review protocol

The applicant can agree the action plan or request the case be escalated. Any request for escalation should be discussed by the applicant with the SPOC and the lead agency.

If the applicant is still not satisfied with the review the SPOC must escalate to the Lead for Community Safety for Council and police, to respond to the applicant, within a reasonable timescale..

Publicity

The legislation requires relevant bodies in a local government area to publish, periodically:

- the number of applications for case review made to those bodies;
- the number of times those bodies decided that the threshold for a review was not met;
- the number of ASB case reviews those bodies have carried out;
- the number of ASB case reviews carried out by those bodies that have resulted in recommendations being made.

This information will be published on the Merton Council website.

Website link <http://www.merton.gov.uk/community-living/communitysafety/safermertonmyneighbourhood/safermertonantisocialbehaviour.htm>