

## ASB CASE REVIEW FREQUENTLY ASKED QUESTIONS

### How can I activate an ASB Case Review?

If you have already reported ASB to the Council, Police or Housing Provider, 3 or more times in the last six months, or 1 incident of Hate Crime you can activate the ASB Case Review using one of the following methods:

#### Telephone

Calling – Brentwood Borough Council's Community Safety Team on 01277 312692 or 312644. Staff will be able to assist you in completing the form.

#### Letter or Email

You can request a copy of the form by emailing or writing to the following:

Community Safety Team  
Brentwood Borough Council  
Town Hall  
Ingrave Road  
Brentwood  
CM15 8AY

[Daniel.cannon@brentwood.gov.uk](mailto:Daniel.cannon@brentwood.gov.uk) or [tracey.lilley@brentwood.gov.uk](mailto:tracey.lilley@brentwood.gov.uk)

#### Online

You can complete the ASB Case Review form directly on Brentwood Borough Council's website [www.brentwood.gov.uk](http://www.brentwood.gov.uk)

#### Reception

You can visit the Council offices and request a copy of the form. A member of staff will be happy to provide you with assistance in completing this form should this be required.

### How do I qualify for the ASB Case Review?

- You (or a person you are acting on behalf of) have complained to the Council, Essex Police and/or housing provider **THREE** times about **SEPARATE** incidents of anti-social behaviour within one month of the alleged behaviour; and
- The application to use the ASB Case Review is made within six months of the report of the anti-social behaviour

**OR**

- You (or a person you are acting on behalf of) have complained to the Council, Essex Police and/or housing provider about an incident of Hate Crime within one month of the alleged behaviour; and
- The application to use the ASB Case Review is made within six months of the report.

### What information will I need to provide?

The form is very detailed and will ask you a series of questions which will enable your request to be assessed. You will need to explain when you reported the ASB or Hate Crime and to whom, with dates of incidents, any incident/reference numbers you may have, plus information about the incidents reported. Please make sure you provide as much detail as possible to ensure a full assessment can be undertaken and there are no unnecessary delays.

**What can I expect?**

Once you have requested a case review to be undertaken, Brentwood Borough Council will ask the agencies involved to provide details of your complaint/s and any actions that they have considered.

**Who will decide if the threshold is met?**

Brentwood Borough Council will decide as to whether the threshold has been met and will notify you of the decision. To provide an additional safeguard agreement has been reached with Epping Forest District Council to conduct mutual peer reviews of requests and actions to ensure impartiality in decision making.

**What happens if the threshold is met?**

You will receive a letter confirming that the threshold has been met and this will also advise you of the timescales as to when the ASB Case Review will be finalised.

An ASB Case Review Panel Meeting will be held where all agencies/partners that have been involved in the case will be invited to attend. The meeting will establish what action (if any) has been taken so far and the Chair of this meeting may consider that further actions should be considered. These recommendations will be made to the relevant agencies regarding any future actions that must be considered. Written notification will be sent detailing the outcome of the review and any further action that may be required.

**What if I am not happy with the decision can I appeal against the decision?**

Yes you can appeal the decision and you will need to do this in writing within 21 working days of the receipt of your decision letter.

The letter should be sent to:

Tracey Lilley  
Community Safety Manager  
Brentwood Borough Council  
Town Hall  
Ingrave Road  
Brentwood  
Essex  
CM15 8AY

This will then be forwarded to the Chair of the local Community Safety Partnership (CSP) who will review the details of the case and consider if there are any grounds for appeal. The Chair of the CSP will notify the Police & Crime Commissioner (PCC) of the decision.