

BRENTWOOD BOROUGH COUNCIL

ASB CASE REVIEW GUIDANCE

OCTOBER 2014

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Background

Anti-Social Behaviour, Crime and Policing Act 2014

An Act to make provision about anti-social behaviour, crime and disorder, including provision about recovery of possession of dwelling-houses; to make provision amending the Dangerous Dogs Act 1991, the Police Act 1997, Schedules 7 and 8 to the Terrorism Act 2000, the Extradition Act 2003 and Part 3 of the Police Reform and Social Responsibility Act 2011; to make provision about firearms, about sexual harm and violence and about forced marriage; to make provision about the police, the Independent Police Complaints Commission and the Serious Fraud Office; to make provision about invalid travel documents; to make provision about criminal justice and court fees; and for connected purposes.

[13th March 2014]

The Act includes new measures designed to give victims a say in the way anti-social behaviour is dealt with and provides for the introduction of ASB Case Reviews (previously referred to as the Community Trigger) in October 2014.

Across Essex a consistent approach has been developed to support all agencies involved in the use of the new legislation, aiming to provide victims of anti-social behaviour with a coherent and effective response regardless of where they live in the County.

Anti-social behaviour (ASB) is a broad term used to describe the day-to-day incidents of crime, nuisance and disorder that can make many people's lives a misery from litter and vandalism to public drunkenness or noisy and abusive neighbours. Such a wide range of behaviour means that responsibility for dealing with anti-social behaviour is shared between a number of agencies, particularly the police, councils and housing providers.

Purpose

Victims of anti-social behaviour will be able to use the power in the event that they feel that agencies have not taken action in respect of their complaint, and where the case meets the locally defined threshold.

For the purpose of the ASB Case Review, anti-social behaviour is defined as behaviour "causing harassment, alarm or distress" to a member, or members, of the public. However, when deciding whether the threshold is met agencies should consider the harm or potential harm caused to the victim, rather than rigidly deciding whether each incident reached the level of harassment, alarm or distress.

In instances where the threshold is met relevant bodies including councils, the police, clinical commissioning groups and housing providers have a duty to undertake an Anti-Social Behaviour Case Review by way of a Review Panel. In Brentwood this will be carried out by the new multi-agency Local Action Group (LAG). It is intended that the purpose of the review should be for agencies to take a more joined up, problem solving approach aiming to find a solution for the victim.

The ASB Case Review can also be used by any person on behalf of a victim, for example a family member, friend, Carer, Councillor, MP or other professional person. It is intended to ensure that all victims are able to use the review, however, the victim's consent should be sought by the person using the ASB Case Review on their behalf.

The ASB Case Review can be used by someone of any age, and agencies should make it as accessible as possible to all victims.

The process adopted by Brentwood Borough Council will be based along the model developed by Safer Essex and agreed by the Police & Crime Commissioner (PCC). It has been decided locally by all partners to incorporate the process in the multi-agency LAG structure that is being established. The LAG will meet each month to consider ASB, Hate Crime & Domestic Abuse cases. The group will now also act as the ASB Case Review Panel and consider ASB Case Review requests. All decisions and actions will be recorded in the minutes.

On the receipt of a complaint where the threshold is met, in addition to initiating the review process, personal contact with the complainant will be carried out by an officer from the Community Safety team as soon as practicable. The officer will act as an advocate for the complainant during the review process, no matter what organisation has led in previous investigations or are identified in leading in the case review. If the case relates to one dealt with by the Community Safety Officer contact will be made by a different officer. The officer will act as point of contact to the complainant during the review process and will keep them updated of all developments including the progress of further action plans to resolve the issues subject to complaint.

In cases where victims of ASB present to the Council who may have disabilities preventing them reporting online or in writing assistance will be given by officers from Community Safety Team to complete the necessary reporting forms.

Threshold

Section 104(4) of The Anti-Social Behaviour, Crime and Policing Act 2014 sets a baseline threshold and no additional factors should be added to the simple test that:

- At least three separate **qualifying complaints** have been made about the anti-social behaviour to which the application relates.

For victims who perceive the ASB to be of a Hate Crime nature the threshold has been set lower that:

- At least one **qualifying complaint** of a Hate Crime nature has been made.

Section 104(5) of the Act states that in any other situation where an application is received, the question as to whether the threshold for a case review is met must be decided by the relevant bodies in accordance with the review procedures, and may take account of:

- (a) The persistence of the anti-social behaviour about which the original complaint was made;
- (b) The harm caused, or the potential for harm to be caused, by the behaviour;
- (c) The adequacy of the response to that behaviour;

Qualifying Complaints

The legislation sets out what will be considered a 'qualifying complaint' for using the ASB Case Review to prevent someone reporting historical incidents of anti-social behaviour in order to use the ASB Case Review. The legislation sets out the following standards:

- The anti-social behaviour was reported within a month of the alleged behaviour taking place; and
- The application to use the ASB Case Review is made within six months of the report of anti-social behaviour.

Risk Assessment

Victims vulnerabilities will be assessed through the risk based harm model already in use across Essex.

The existing ASB Risk Assessment Matrix (RAM) will be completed for all cases of reported ASB and therefore brings consistency of approach.

The RAM will be used to determine harm when a case review is requested that does not meet the required threshold and the Single Point of Contact (SPOC) will make a decision using the RAM as guidance whether to permit a review to take place.

Information Sharing

Brentwood Borough Council is signed up to the Essex Trust Charter and local Community Safety Partnership Information Sharing Agreements therefore, the requirement to establish another data sharing protocol for the purposes of the ASB Case Review is not necessary.

Requests for Information will be made through a standard request form agreed and used by all Essex local authority areas. A copy of the form is shown in the appendices.

Vexatious and Complaints Procedures

A statement is to be included within local authority vexatious complaints policies stating that *“vexatious complaints relating to the ASB Case Review Process will be dealt with through the local authority policy”*.

Reference is to be made within Complaints Procedures to show how complaints of ASB are dealt with.

Appeals Process

The review procedures must include provision about what is to happen when an applicant is dissatisfied with the way in which the relevant bodies have:

Dealt with an application for a review;

or

Carried out an ASB Case Review

In such cases these will be sent to the Chair of the relevant Community Safety Partnership in the first instance and notified to PCC's office.

Single Point of Contact

The SPOC for Brentwood will be the Community Safety Manager or their deputy when unavailable or on leave.

Publishing the ASB Case review procedure and contact details

The ASB Case Review procedure will be published on the Council website and will include details on how to make an application, contact details, phone no. email address. This is a requirement of the legislation.

Role of the Police and Crime Commissioner

The local PCC must be consulted on the ASB Case Review procedure when it is established and also whenever it is reviewed. The PCC may be involved in the auditing and monitoring of the use of the ASB Case Review, as well as provide a route for victims to appeal decisions as to whether the threshold was met or the way the ASB Case Review was conducted.

The Essex model has made provision for the PCC to be notified of an appeal by the Chair of the local Community Safety Partnership.

The PCC may choose to monitor the use of the ASB Case Review across the County to identify any learning points to be disseminated to local SPOC.

Guidance for Use of the Model

Step 1: Gateway to ASB Case Review

Victims will be able to access the ASB Case Review through the on-line reporting form which is required to be published on the Council website. Hard copies of form will be made available at the Council offices and other appropriate locations around the Borough.

Upon receipt of the reporting form every attempt will be made to contact the victim within 24 hours by telephone or email to confirm receipt. Written acknowledgement will be sent within 3 working days including a copy of the ASB Case Review Flow Chart and Factsheet.

Step 2: Determine if Threshold has been met

The reporting form will be sent through to local SPOC, who along with another appropriate senior officer will determine whether the threshold has been met. In some cases this may be obvious; in others it may be that an initial scoping exercise is undertaken with the relevant agencies to assist the determination.

Agreement has been reached with the Community Safety Manager at Epping Forest District Council to conduct mutual peer reviews of requests and actions to ensure impartiality in decision making.

The SPOC will send a determination letter to the victim within 10 working days advising of decision, along with details of the appeal process if the threshold has not been met.

Step 3: Information Requests

If the threshold has been met the SPOC will send an information request to the relevant agencies asking for details of the case to be submitted to the identified SPOC within 10 working days and advising that their agency is required to part of the ASB Case Review Panel.

Step 4: Review Panel Meeting

The identified SPOC will arrange a review panel meeting where previous actions will be considered and recommendations will be provided. As explained in Brentwood this will be the LAG which will meet monthly and therefore should allow for cases to be heard within the time limits provided. The Review Panel must formulate an action plan, details of which will be sent to the applicant. This must take place within 10 working days of the information requests being received.

Step 5: Decision Letter to Applicant

If the Review Panel determines that all agencies have taken appropriate action and that no further resolutions can be offered, a letter advising of the determination will be sent to victim, along with details of the appeals process if they are dissatisfied with the outcome. Decision letters are to be sent within 10 working days.

If the Review Panel determines that further action can be taken, a letter will be sent to the victim advising of the action plan and detailing next steps as well as advising of anticipated timescales for delivery. This decision letter will provide details of the appeals process if they remain dissatisfied with the outcome. Decision letters are to be sent within 10 working days.

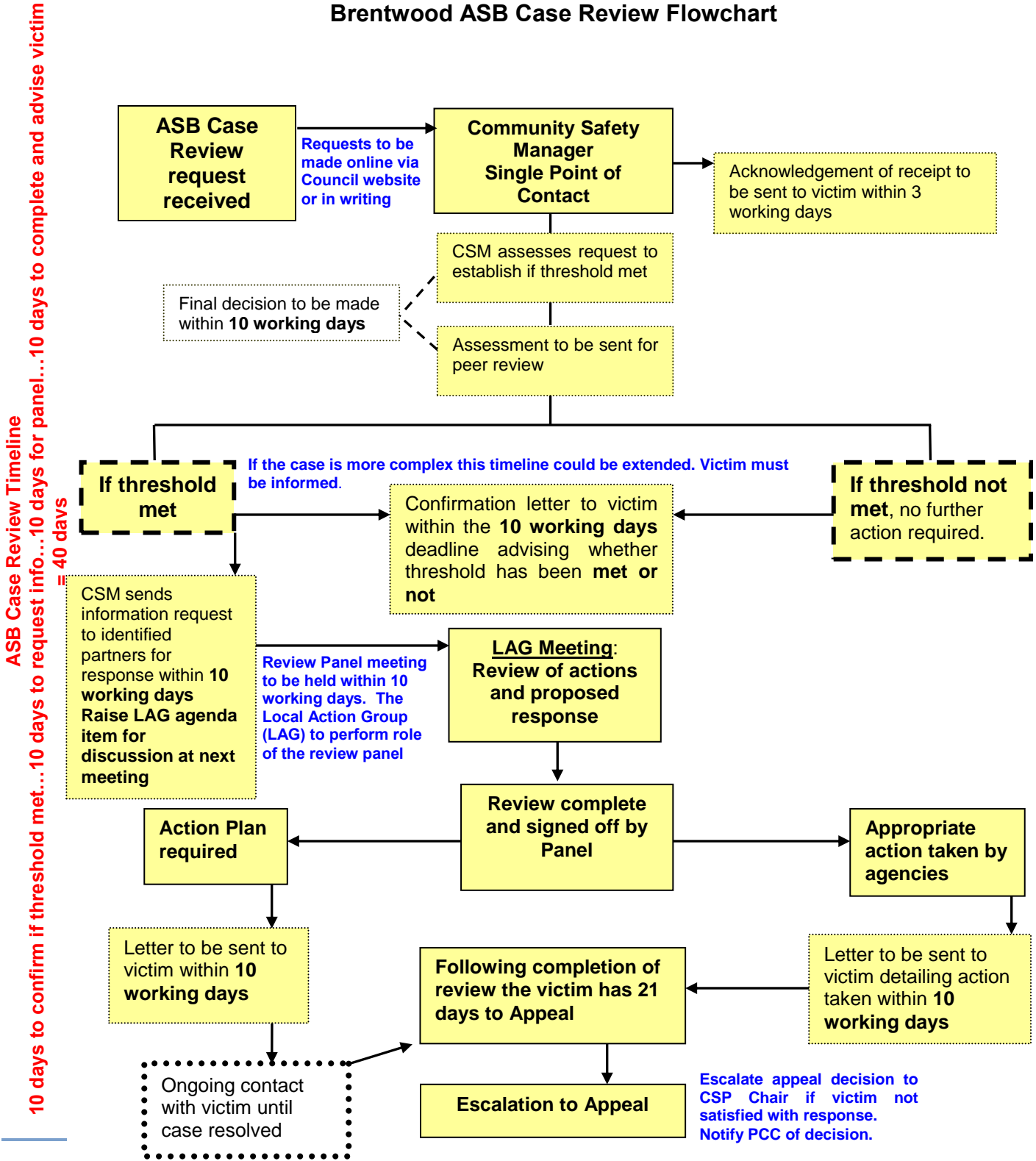
Step 6: Response to ASB Case Review

The Chair of the Community Safety Partnership will sign off the ASB Case Review under agreed local arrangements.

Step 7: Escalation to Appeal

If the victim remains dissatisfied with the outcome they have a right to appeal the decision and the case will be escalated to the CSP Chair (or other identified person) who will review the details of the case and consider if there are grounds for appeal. The CSP Chair will notify the PCC of decision. The victim has 21 days to appeal from the date of the decision letter.

Brentwood ASB Case Review Flowchart



ACKNOWLEDGEMENT LETTER

Dear

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
Anti-Social Behaviour (ASB) Case Review**

I write to confirm receipt of your request for an ASB Case Review to be conducted in respect of the anti-social behaviour you are experiencing.

Tracey Lilley, the Community Safety Manager will be contacting you within 10 working days to confirm whether your request has met the threshold.

If you wish to report any further incidents of Anti-Social Behaviour these can be reported by either contacting Essex Police on 101 or Brentwood Borough Council Community Safety team on 01277 312692 or 312644, in an emergency, always dial 999.

Yours sincerely

Community Safety Team

TRESHOLD NOT MET

Dear

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
Section 7: Anti-Social Behaviour (ASB) Case Review**

Thank you for your recent application dated (insert DATE) for an ASB Case Review to be conducted in respect of your anti-social behaviour case.

I am writing to inform you that having considered your application we do not feel that it meets the threshold for the ASB Case Review to be conducted for the following reasons:

- Outline reasons here –

If you are dissatisfied with this outcome you have the right to appeal to the Chair of the Community Safety Partnership Chief Inspector Denise Morrissey within 21 days of the date of this letter. A FAQ sheet is included with this letter.

If you wish to report any further incidents of Anti-Social Behaviour these can be reported by either contacting Essex Police on 101 or Brentwood Borough Council Community Safety Team on 01277 312692 or 312644, in an emergency, always dial 999.

Yours sincerely

Tracey Lilley
Community Safety Manager

TRESHOLD NOT MET – BUT CASE REVIEW WILL BE UNDERTAKEN

Dear

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
ANTI-SOCIAL BEHAVIOUR (ASB) CASE REVIEW**

Thank you for your recent application dated (insert DATE) for an ASB Case Review to be conducted in respect of your anti-social behaviour case.

I am writing to inform you that having reviewed the details of your application we consider that, although we do not feel that your application meets the qualifying threshold, the (list qualifying reason) means that an ASB Case Review will be conducted.

(qualifying reasons to be inserted are:-

- *The persistence of the anti-social behaviour about which the original complaint was made*
- *The harm caused, or the potential of harm to be caused, by the behaviour*
- *The adequacy of the response to that behaviour*

Therefore, the ASB Case Review process has commenced.

Further information will now be sought from relevant partners and other agencies in regard to their involvement in your case to enable us to undertake a full review. It may be necessary for us to contact you again in order to clarify information or obtain further details.

An ASB Case Review Panel Meeting will be scheduled to review the information where representatives from agencies or partners that have been involved in your case will be present, in order to discuss the case fully. The purpose of this meeting is to also identify any further actions that can be taken, if deemed necessary, to ensure that a resolution is reached for you.

Once this has been completed you will receive a letter advising you of the outcome of the review along with details of any recommendations that have been made. It is anticipated that the review process will take 40 working days in total, although in more complex cases this may be longer, in which circumstances you will be notified. I enclose an ASB Case Review Process Chart for your information

In the meantime if you have any further queries please do not hesitate to contact Daniel Cannon, Community Safety Assistant direct on 01277 312692.

If you wish to report any further incidents of Anti-Social Behaviour these can be reported by either contacting Essex Police on 101 or Brentwood Borough Council Community Safety team on 01277 312692 or 312644, in an emergency, always dial 999.

Yours sincerely

Tracey Lilley
Community Safety Manager

THRESHOLD MET

Dear

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
Anti-Social Behaviour (ASB) Case Review**

Thank you for your recent application dated (insert DATE) for an ASB Case Review to be conducted in respect of your anti-social behaviour case.

I can confirm that having considered the details of your case it does meet with the previously determined threshold, and as such the ASB Case Review process has commenced.

Further information will now be sought from relevant partners and other agencies in regard to their involvement in your case to enable us to undertake a full review. It may be necessary for us to contact you again in order to clarify information or obtain further details.

An ASB Case Review Panel Meeting will be scheduled to review the information where representatives from agencies or partners that have been involved in your case will be present, in order to discuss the case fully. The purpose of this meeting is to also identify any further actions that can be taken, if deemed necessary, to ensure that a resolution is reached for you.

Once this has been completed you will receive a letter advising you of the outcome of the review along with details of any recommendations that have been made. It is anticipated that the review process will take 40 working days in total, although in more complex cases this may be longer, in which circumstances you will be notified. I enclose an ASB Case Review Process Chart for your information

In the meantime if you have any further queries please do not hesitate to contact Daniel Cannon, Community Safety Assistant direct on 01277 312692.

If you wish to report any further incidents of Anti-Social Behaviour these can be reported by either contacting Essex Police on 101 or Brentwood Borough Council Community Safety team on 01277 312695 or 312644, in an emergency always dial 999.

Yours sincerely

Tracey Lilley
Community Safety Manager

REVIEW PANEL OUTCOME LETTER – FURTHER ACTION

Dear

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
Anti-Social Behaviour (ASB) Case Review**

I refer to my previous correspondence confirming to you that your ASB case had met the threshold to activate the ASB Case Review Process.

I write to advise you that details of your case were reviewed by the ASB Case Review Panel at the meeting held on (insert DATE), resulting in the following action plan being agreed by the agencies involved:

- insert DETAILS here -

You will soon be contacted directly by the agencies responsible for delivering the action plan to provide you with an update on progress and reassurance that activity is taking place with a view to bringing this matter to a resolution.

This review will be concluded once the action plan has been fully implemented and in doing so it is hoped that this will bring a positive resolution to the anti-social behaviour you have been experiencing.

I trust this clarifies the situation, however, should you have any further queries please do not hesitate to contact me directly on 01277 312644.

If you wish to report any further incidents of Anti-Social Behaviour these can be reported by either contacting Essex Police on 101 or Brentwood Borough Council Community Safety team on 01277 312692 or 312644, in an emergency always dial 999.

Yours sincerely

Tracey Lilley
Community Safety Manager

REVIEW PANEL OUTCOME LETTER – NO FURTHER ACTION

Dear

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
Anti-Social Behaviour (ASB) Case Review**

I refer to my previous correspondence confirming to you that your ASB case had met the threshold to activate the ASB Case Review Process.

I write to advise you that details of your case were reviewed by the ASB Case Review Panel at their meeting held on (insert DATE) XXX. Having reviewed all of the information available to the Panel it was felt that relevant agencies had taken appropriate action to resolve the ant-social behaviour you were experiencing as follows:

- provide a brief overview of action taken –

The Review Panel have therefore concluded that no further action would be taken in relation to this case.

I trust this clarifies the situation, however, should you have any further queries please do not hesitate to contact me directly on 01277 312644.

If you are dissatisfied with this outcome you have the right to appeal to the Chair of the Community Safety Partnership Chief Inspector Denise Morrissey, within 21 days of the date of this letter. A FAQ sheet is included with this letter.

If you wish to report any further incidents of Anti-Social Behaviour these can be reported by either contacting Essex Police on 101 or Brentwood Borough Council Community Safety team on 01277 312692 or 312644, in an emergency always dial 999.

Yours sincerely

Tracey Lilley
Community Safety Manager

APPEAL LETTER TO PCC

Dear Mr Alston,

**ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014
Anti-social Behaviour (ASB) Case Review – Notification of Appeal**

I write with reference to the above and to advise you that Brentwood Borough Council received a request from insert (NAME, ADDRESS) for their ASB case to be reviewed. This request was received on (insert DATE) .

Having considered the details of the case it was felt that the request did not meet the threshold to commence an ASB Case Review for the following reasons:

- Outline reasons here –

Unfortunately, insert (NAME) was dissatisfied with the response and as such wishes to appeal against this decision.

As the Chair of Safer Brentwood Community Safety Partnership I will review this decision and notify you in due course of the outcome.

Should you have any further queries please do not hesitate to contact me directly on insert (TELEPHONE NO.) XXXXX.

Yours sincerely

Chief Inspector Denise Morrissey
Chair
Safer Brentwood
Community Safety Partnership

SAMPLE ONLINE APPLICATION FOR ASB CASE REVIEW

Anti-Social Behaviour 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.

Form fields marked with an asterisk (*) are mandatory.

Reason for ASB Case Review

Having read the threshold above please confirm if your request for an ASB Case Review relates to incidents anti-social behaviour or Hate Crime?

Yes

No

If the person clicks No then a message comes up saying something like: **The ASB Case Review process is only to be used for those seeking a review of their case relating to ASB or Hate Crime. Therefore we are unable to process your request**

Information Sharing Agreement

In order for agencies to consider your application for an ASB Case Review it will be necessary for Brentwood Borough Council to request information from external agencies and partners including the police, health and housing providers who all have a statutory duty to undertake case reviews and for them to share information with each other.

Please tick the box below to confirm that you authorise Brentwood Borough Council to obtain and share information in respect of your case.

1. Reporting information

What are you requesting a review for?

Anti-Social Behaviour

Hate Crime

(once this selection is made the complainant will then be taken the form will be adjusted accordingly, as highlighted)

Which dates did you report these incidents?

Incident 1

Day Month Year

Incident 2

Day Month Year

only one date will appear

(if hate crime selected)

Incident 3

Day Month Year

Who have you reported this issue to?

<input type="checkbox"/> Police	<input type="checkbox"/> Environmental Health
<input type="checkbox"/> Housing Provider	<input type="checkbox"/> School
<input type="checkbox"/> Community Safety	<input type="checkbox"/> Social Services
<input type="checkbox"/> CMHT	<input type="checkbox"/> GP
<input type="checkbox"/> Voluntary Agencies	<input type="checkbox"/> Other (please specify)

(Once selection made a drop down box will appear asking for further details such as contact name, organisation, ref numbers etc)

Do you believe the incident occurred because of any of the following?

(only to be ask for Hate Crime report)

<input type="checkbox"/> a. Ethnicity	<input type="checkbox"/> d. Sexual orientation
<input type="checkbox"/> b. Religion or Faith	<input type="checkbox"/> e. Being transgender
<input type="checkbox"/> c. Disability	<input type="checkbox"/> f. None of the above

2. About the incident

Does the issue affect more than one household or business?

Yes

No

Where did the incident/s happen? Please include street name and postcode

Who was involved and their role (victim or perpetrator)?

What happened?

Did anyone else witness the incident/s? If so please provide their details

Please use the box below to highlight how this has affected you

Has previous action been taken?

- a. Yes
- b. No

If YES please provide details below:

3. About you

Please provide your details so that we can contact you. If you are completing this form on behalf of a friend/relative/client of your service, please provide details of the person affected by this situation. We will use this to ask you any further questions or provide feedback on your referral if necessary.

Name	
Address (including postcode)	
Home phone number	
Mobile phone number	
Email address	

Which of following best describes your current living arrangements?

<input type="checkbox"/> Council Tenant	<input type="checkbox"/> Owner occupier
<input type="checkbox"/> Leaseholder	<input type="checkbox"/> Housing Association
<input type="checkbox"/> Private Tenant	<input type="checkbox"/> Other

--

Equalities monitoring (optional questions)

Gender

<input type="checkbox"/> Male
<input type="checkbox"/> Female
<input type="checkbox"/> Transgender

Age

--

Sexual Orientation

- Heterosexual
- Homosexual
- Bisexual
- Other – Please state below

--

Religion – Please State

--

Please give details of any disability

--

Ethnicity – Please State

--

Keeping you informed

We will keep you informed about the progress of your referral.

We will acknowledge receipt of your request for an ASB Case Review within 3 working days.

We will carry out an initial assessment within 10 working days from receipt of your request and will you will be notified whether your case meets the threshold for a full review.

ASB Risk Assessment Matrix

Name:	Address:
Tel No:	-
CONSENT TO INFORMATION SHARE	
I consent to agencies obtaining and sharing information as part of the multi-agency work to help and secure my safety and that of my family. Verbal Consent given	
-	
-	
Verbal Consent given YES/NO	Date:
	Officer:
If there are child protection/safeguarding concerns, information will be shared regardless of whether this form is signed.	
-	
SIGNATURE:	-
PRINT NAME:	DATE:
History of the ASB	Answers (All Questions have a drop down box with potential answers unless indicated a free txt box)
Apart from on this occasion how often have incidents occur?	
Is this linked to previous incidents?	
Are the incidents happening more often and /or getting worse?	
Do you know the offender/s?	they know each other well
Does the perpetrator/s have a history of intimidation or harassment the complainant	Perpetrator/s have harassed complainant in the past
Have you informed any other agency?	
If yes please provide details	Free text box

Vulnerability	Answers
Which of the following do you think that this incident deliberately targeted. Specify	
Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender or disability?	
In addition to what has happened, do you feel that there is anything that is increasing you or your households personal risk (e.g. because of personal circumstances)	
How affected do you feel by what has happened?	
Support	
Has your or anyone's health been affected as a result of this and any previous incident?	
Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this?	
Do you have any friends and family to support you	
Apart from any effect on you, do you think anyone else has been affected by what has happened?	

ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014

ANTI-SOCIAL BEHAVIOUR (ASB) CASE REVIEW

REQUEST FOR INFORMATION

Brentwood Borough Council has received a request for an ASB Case Review and it has been determined that the case does meet the threshold for a review to be undertaken.

In this respect further information is being sought from your organisation with regard to any involvement you have had in the case. The information provided will enable us to undertake a full review. Agencies have signed up to the Essex Trust Charter and/or local Community Safety Partnership Data Sharing Protocols, therefore, further information sharing agreements are not sought in respect of this request for information.

An ASB Case Review Panel Meeting will be scheduled within the next 10 working days to review information relating to the case, where a representative from your agency/housing providers will be required to attend in order to discuss the case fully. The purpose of this meeting is to also identify any further actions that can be taken to ensure that a resolution is reached where possible.

Name of Person Completing Form		Telephone No.	
Organisation		Email Address	
Name of Applicant/Victim		Contact Details	
Address		Crime or Other Reference No.	

ASB CASE REVIEW (cont)

Date of Incident	Time of Incident	Source of Information	Details of Incident	Response / Outcome	Comments
Complete a separate line for each date if there is more than one that relates to this incident	Complete a separate line if there are various times relating to the incident	Where did you obtain the information (eg records, file notes, crime file system etc.)?	Include the names of other people and/or agencies involved as well as details of the event or incident	What was the outcome/response/action as a result of the incident?	Include any observations you have about the incident or the accuracy of the recordings etc.

Completed forms to be returned to:

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

By no later than: (insert date)

Please remember to use secure email accounts when sharing personal information.

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 or 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

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.