

## Shropshire Safeguarding Community Partnership

### Anti-Social Behaviour Case Review (Also known as a Community trigger)

February 2022

#### What is anti-social behaviour (ASB)?

Anti-social behaviour is defined as behaviour that causes harassment, alarm or distress to a member or members of the public. This can be a one-off event or a series of events over a period of time.

Anti- Social behaviour can be harassment, intimidation, abusive language, criminal damage/damage to property, threats of or actual physical violence these incidents can happen online or in person. This list is not exhaustive.



Anti-social behaviour happens for a number of reasons. Anti-social behaviour may also be motivated by hate and this is known as a hate crime. A hate crime is when the action of another is thought by the victim to be motivated by hostility because of a protected characteristic. There are nine protected characteristics and they are:



- Age
- Gender
- Race
- Disability
- Religion/Belief
- Sexual Orientation
- Gender reassignment
- Marriage or civil partnership
- Pregnancy and Maternity

### **What is an Anti-Social Behaviour Case Review?**

The Anti-Social Behaviour Case Review gives victims and communities the right to demand a review of their situation if they are not happy about the response from agencies to their report of anti-social behaviour. The review brings agencies together to take a joined up, problem-solving approach to find a solution where possible. This will be done by talking about the problem, sharing information and acting together to direct resources to try to resolve the anti-social behaviour that has been reported.

The Anti-Social Behaviour Case Review keeps the views of victims and communities at the heart of the process.

An Anti-Social Behaviour Case Review is not a complaints process. If you are unhappy with a service you have received, please consider making a complaint by contacting the organisation you contacted. An Anti-Social Behaviour Case Review does not replace an individual organisation's complaints procedure or the victim's right to complain to the Ombudsman or Independent Police Complaints Commission. The victim can contact these organisations if they are unhappy about the service provided by an individual or team.



## **Who can use the Anti-Social Behaviour Case Review?**

Individuals, businesses and community groups can all use the Anti-Social Behaviour Case Review. The review can be used by a person of any age (including children and young people) and can also be used by any person on behalf of the victim. The victim's consent must be sought by the person making the referral on their behalf. If the person lacks capacity to make their own decisions, as defined by the Mental Capacity Act (2005), then consent should be sought from the person's representative or advocate.

## **When can I demand an Anti-Social Behaviour Case Review?**

Local agencies are required to carry out a review into their response to anti-social behaviour if the threshold has been met. The threshold in Shropshire is:

- three or more reports about anti-social behaviour in the past six months from the same individual.

(NB: each incident must have been reported within one month of the alleged behaviour taking place)

## **How do I demand an Anti-Social Behaviour Case Review and what happens next?**

You will find the referral form [here](#) on the Shropshire Safeguarding Community Partnership website. Once you have filled this in please send it to [sscpbusinessunit@shropshire.gov.uk](mailto:sscpbusinessunit@shropshire.gov.uk) or via post to (The Business Unit, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND. It may take 5-10 working days to get to us in the Business Unit if sent via post). Someone from the Business Unit will let you know that your referral has been received.

A form is then sent to any agencies that you have told us about on your referral form, so please tell us about any agencies you have reported your concerns to. The purpose of the form is to ask agencies:

- What they know about the situation
- Any action they have taken

Arrangements will be made to meet you usually via Microsoft Teams, but other arrangements can be made to best suit you. This meeting will be with the Lead Officer and the Independent Chair of the case review and will give you the opportunity to explain your experiences and how things have been affecting you.



## **What will happen if the case is accepted for a review?**

If the threshold is met, a multiagency meeting will take place. You will be invited to attend the beginning of the meeting, if you want to, where you will be able to tell people what has been happening and how it has been affecting you. You can bring someone with you to the meeting to support you, ask someone else to represent you or the Lead Officer will read out a statement written by you.

After this introduction, the involved agencies will share information they hold related to the situation. They will explain what they have done to try and resolve the issue and what else they think they can do. The other agencies in the room and the Panel members can also ask questions and make suggestions about what else could be done by taking a problem-solving approach.

The Panel will then develop an Action Plan, explaining things that will be done to try and resolve the problem. Within seven working days of the meeting taking place, the victim will be informed of what is in the Action Plan and when this is due to be reviewed again in the future.

## **What happens if my case does not meet the criteria?**

If the threshold is not met, then a case review meeting will not be held. Despite this, agencies will have reviewed the case to see if there is more that could be done. The Chair of the case review and Lead Officer might also put the victim in touch with services that may be able to help improve their situation or ask an agency to make a visit to see what additional support they can offer.

## **Who are the relevant agencies?**

The Anti-Social Behaviour statutory guidance<sup>1</sup> states that relevant agencies must include the Local Authority, the Police, Registered Social Landlords and the Integrated care Board. However, it may be important to include other partner agencies in the review depending on the situation, who else has been involved and who could offer a solution to the problems presented.

## **The Panel members are**

- West Mercia Police (Chief Inspector; Safer Neighbourhood Teams)
- Registered Social Landlord<sup>2</sup> (Chair of the Social Housing Forum)
- Shropshire Council (Assistant Director of Homes and Communities)

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<sup>1</sup>[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/956143/A\\_SB\\_Statutory\\_Guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/956143/A_SB_Statutory_Guidance.pdf)

<sup>2</sup> Social housing is lower cost rented housing provided by landlords registered with the social housing regulator, known as a social landlord. Social landlords could be a council or a housing association.



- Integrated Care Board<sup>3</sup> (Assistant Director for Safeguarding)
- Youth Offending Team ([if the person responsible is under the age of 18] Head of service, Youth Justice)
- Victim support

Other staff from the above agencies may be invited to attend the meeting to explain the involvement they have had.

The meeting is Chaired by an Independent person, The Statutory Safeguarding Business Partner for the Shropshire Safeguarding Community Partnership, and the Deputy Chair will be The Assistant Director of Homes and Communities from Shropshire Council.

### **What happens if I'm still not satisfied with the outcome of the Anti-Social Behaviour case review?**

If you are not satisfied with the response from the Panel, you can appeal to the Independent Chair and Scrutineer of Shropshire Safeguarding Community Partnership. This has to be done in writing (or via email) **within 20 working days from the date of the letter/email sent from the Panel.**

When you write your appeal please explain what you are unhappy with. No timescale has been set for the review process as this will be dependent upon the complexity of the case.

### **All appeals should be addressed to**

The Independent Chair and Scrutineer of the Shropshire Safeguarding Community Partnership and **emailed to** [sscpbusinessunit@shropshire.gov.uk](mailto:sscpbusinessunit@shropshire.gov.uk)

These may also be **sent via post** to:

The SSCP Business Unit,  
Shirehall,  
Abbey Foregate,  
Shrewsbury,  
SY2 6ND.

The Independent Chair and Scrutineer will want to discuss the appeal with you and find out what aspects of the case you are not happy with. They will then review the referral, information available from agencies, the minutes of the meeting and the Action Plan and from this will decide the next steps. Once the final appeal decision has been made you will be notified in writing.

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<sup>3</sup> Clinical Commissioning Groups (CCGs) commission most of the hospital and community NHS services in the local areas for which they are responsible.



## **Publishing Data**

The legislation states that relevant bodies must publish information covering:

- The number of applications for Anti-social behaviour case reviews received;
- The number of times the threshold for review was not met;
- The number of anti-social behaviour case reviews carried out; and
- The number of anti-social behaviour case reviews that resulted in recommendations being made

This information is to be published at least annually. The Shropshire Safeguarding Community Partnership will undertake a quarterly review of the process and reports.

## **How to Contact us:**

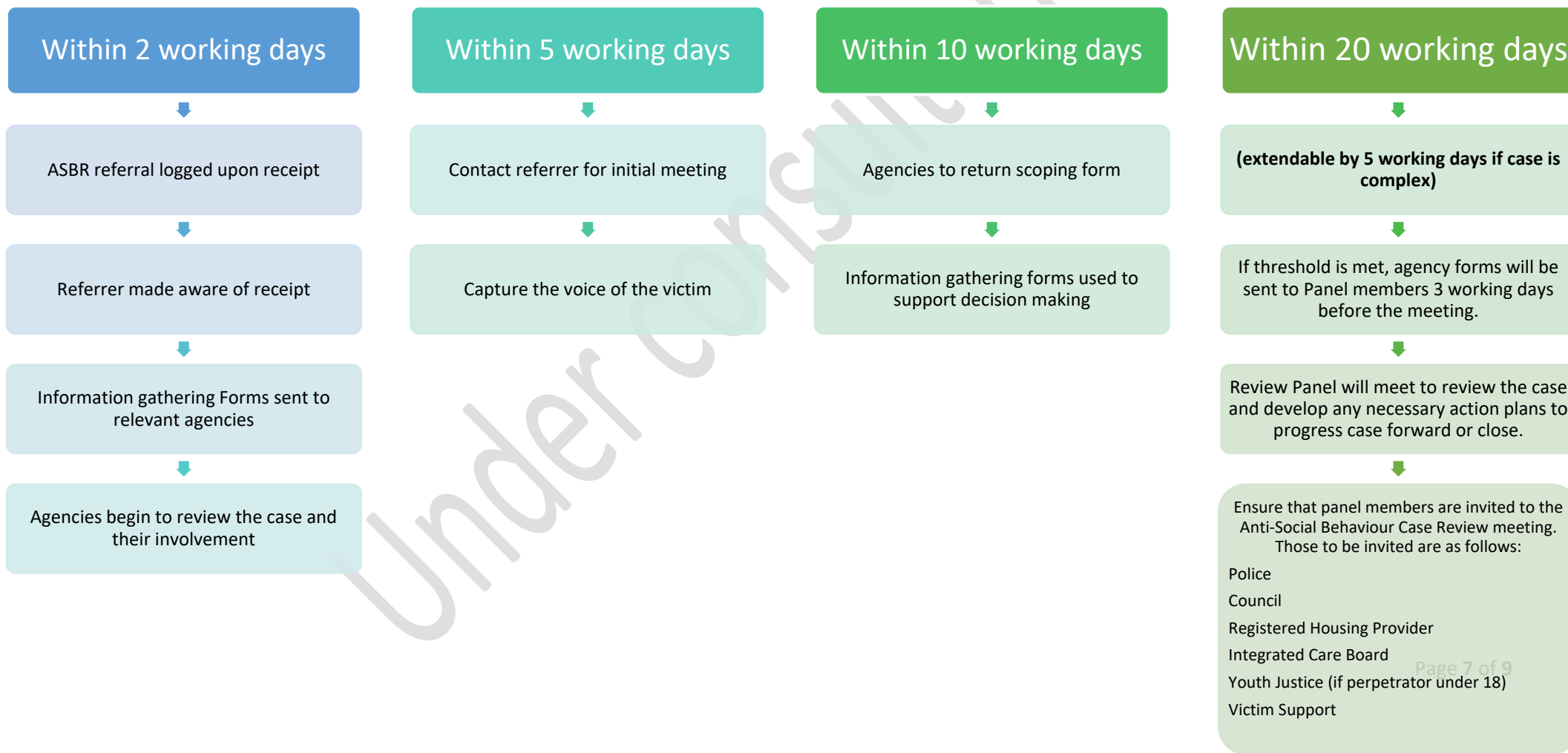
You can complete an Anti-Social Behaviour Case Review form on line on the Shropshire Council website [Anti-social case reviews | Shropshire Council](#) or the Shropshire Safeguarding Community Partnership Website [Anti-Social Behaviour Case Reviews — Shropshire Safeguarding Community Partnership](#)

You can also contact us for a referral form:

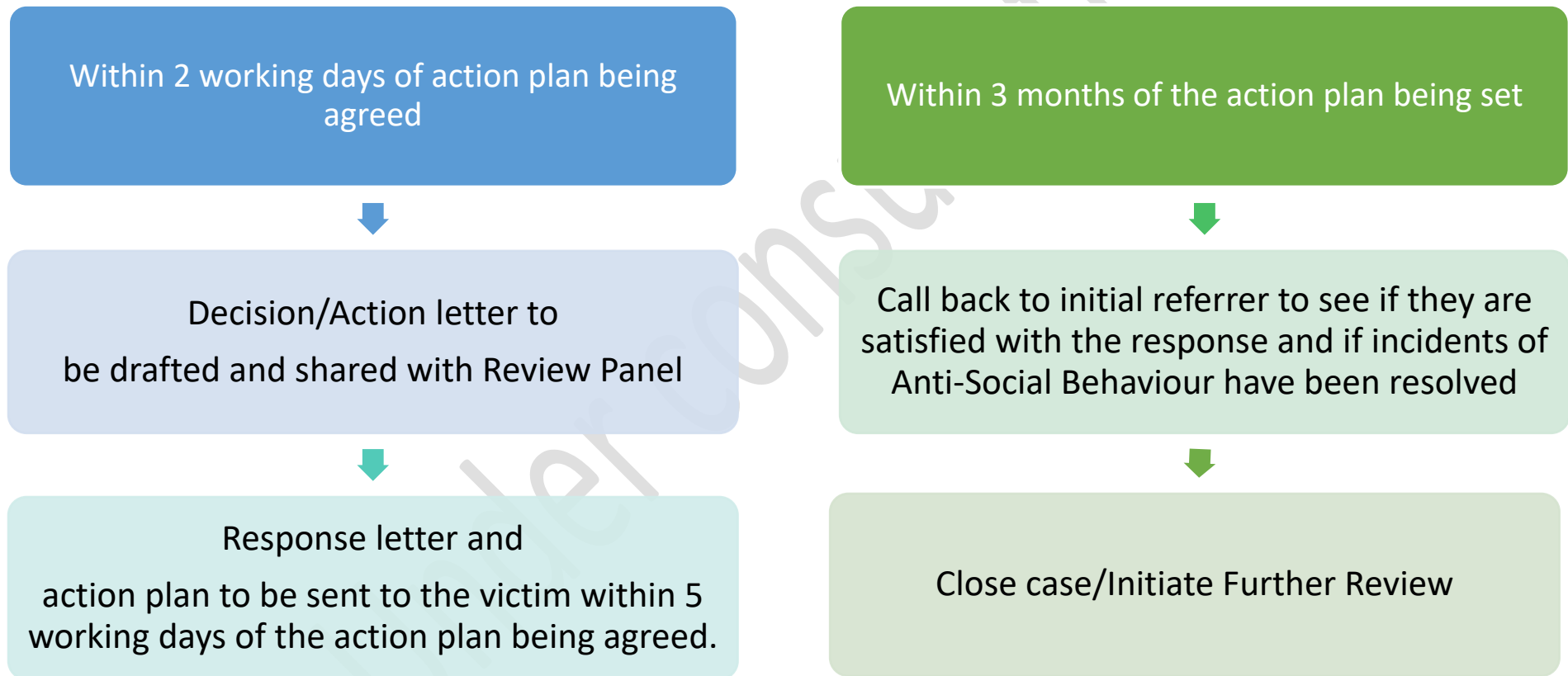
**Telephone:** 0345 678 9020

**Email:** [customer.service@shropshire.gov.uk](mailto:customer.service@shropshire.gov.uk)

## Actions to be taken when receiving an Anti-Social Behaviour Case Review Referral



## Actions to be taken after the Anti-Social Behaviour Case Review







## Appeal Process

Within 20 working days from the date of the response letter to referrer



Referrer has 20 working days from the date of the response letter to submit an appeal if dissatisfied with the response.



Review of appeal undertaken by Chair



Chair to respond to appeal submitted