

TOP TIPS

- The ASB Case Review gives victims suffering ASB the opportunity to ask agencies for a review of their case.
- An individual, a business, or a community group can request a review. Your local police or local council will be able to provide you with information about ASB Case Review process in your area.
- ASB Case reviews are not a complaint against specific agencies. They are an opportunity to find solutions to prevent further ASB.
- The ASB Case Review cannot be used to challenge decisions by the Crown Prosecution Service to not charge individuals with offences or finalise criminal proceedings. A separate complaints procedure exists for these issues.

The Anti-Social Case Review, formally known as the Community Trigger, can be used by victims of anti-social behaviour to request a review of their case by relevant agencies where they believe they have not had a satisfactory response. Relevant agencies are usually Police, Local Authorities, Health, and Housing Providers.

Anti-social behaviour includes a range of nuisance and criminal behaviours which cause alarm, harassment, or distress to others. Whether someone's actions can be classed as anti-social behaviour relies heavily on the impact it has on other people. The ASB Case Review is an important protection for those subjected to anti-social behaviour.

Agencies responsible for the ASB Case Review must publish their policy, the process for requesting a review, and a relevant point of contact in the agency. The policy must also set a threshold for when the ASB Case Review can be applied. This threshold can be no higher than three qualifying complaints in a six-month period.



Who Can Use the ASB Case Review Process?

Any victim of anti-social behaviour can use the ASB Case Review. A victim can be an individual or someone acting on their behalf with their consent such as family member, carer, Member of Parliament or other professional.

Businesses and community groups can be victims of anti-social behaviour and can apply for Case Reviews.

The local ASB Case Review policy will explain how to make an application to use the process. Your local police or local council will be able to provide you with information about the ASB Case Review process in your area. Any application needs to ensure it meets the threshold and have sufficient qualifying complaints to be accepted by the relevant bodies. For this process a qualifying complaint is:

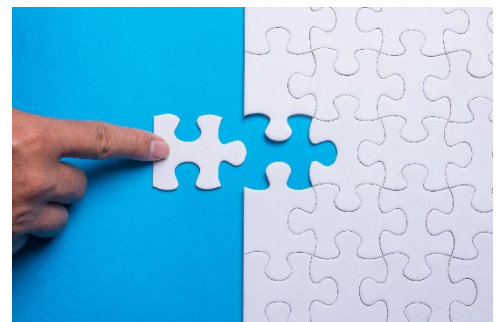
- ▶ where the anti-social behaviour was reported within one month of the alleged behaviour taking place; **and**
- ▶ the application to use the ASB Case Review is made within six months of the report of anti-social behaviour.

Anti-social behaviour is behaviour causing alarm, harassment or distress to a member or members of the public. When deciding if the threshold has been met the relevant bodies should also consider the persistence of anti-social behaviour, the harm or potential harm caused by the behaviour, the cumulative effect of the behaviour and the adequacy of the response by agencies.

What will the outcome be?

Once an ASB Case Review application has been accepted the relevant bodies will share information about the case, consider any new information, and review the previous actions taken. They may invite the victim to a case review meeting to hear, and understand, the impact the anti-social behaviour is having.

Once all the information has been considered a decision is made on whether further action can be taken. If so, an action plan can be put in place to resolve the anti-social behaviour. At all times during the process the victim is informed of what is happening and wherever possible they should be involved in devising the action plan.



For more information: [Anti-social behaviour powers: statutory guidance for frontline professionals \(accessible\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/anti-social-behaviour-powers-statutory-guidance-for-frontline-professionals)

