

## Sorting things out early.

Many anti-social problems concern neighbours. These can often be sorted out simply by talking to each other. Sometimes people genuinely don't know they are creating a nuisance. It is always best to try and talk to your neighbour directly in the first instance, if you feel you can. If you feel you want to try and resolve a matter yourself but need a little help,

## What happens when a report of anti-social behaviour is made

Reports of anti-social behaviour should in the first instance go to the police, but if you are a tenant of a registered social landlord then you should also log the complaint with them as they have policy and procedures to deal with anti-social behaviour displayed by their tenants.

In the first instance if repeated acts of anti-social behaviour are reported then a warning should be issued to the perpetrator(s) normally from the police or social landlord, highlighting the behaviour that is displayed in unacceptable and should cease. If the anti-social behaviour continues, then a second and final warning is issued along with support to address the causes of the behaviour.

If reports of anti-social acts are still reported, then the last stage is generally some form of legal action i.e. Criminal Behaviour Orders (CBO), demoted tenancy etc. This is very much the last resort when all other avenues of intervention have been exhausted.

Be confident that agencies will remain impartial at all times with even-handedness fairmindedness throughout. To assist in understanding the concerns reported, Community engagement can be carried out to assist in supporting those affected by the behaviours this is also

conduction to gain the necessary evidence to support the concerns.

**Please note** that although there is an escalation process in dealing with anti-social behaviour issues, if the behaviour is of sufficient gravity then it may constitute action at the final stage as opposed to going through the escalation process.

## Useful contacts

### Police

Tel: 101 (non urgent crime number)  
[www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk)

### Crimestoppers

Tel: 0800 555 111

### Cornwall Anti Social Behaviour Team

Tel: 0300 1234 232

Email: [antisocialbehaviour@cornwall.gov.uk](mailto:antisocialbehaviour@cornwall.gov.uk)  
[www.safercornwall.co.uk](http://www.safercornwall.co.uk)

If you would like this information in another format or language, please contact:  
 Cornwall Council County Hall Treyew Road  
 Truro TR1 3AY

Telephone: 0300 1234 100  
 Email: [enquiries@cornwall.gov.uk](mailto:enquiries@cornwall.gov.uk)  
[www.cornwall.gov.uk](http://www.cornwall.gov.uk)

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# Anti-Social behaviour Case Review

Information and advice



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

The Anti-Social Behaviour Case Review (also known as the 'Community Trigger') was introduced by the Anti-Social Behaviour, Crime and Policing Act 2014 in order to provide a statutory 'safety net' for those victims of Anti-Social behaviour who do not feel they have received a satisfactory response to their complaints about Anti-Social behaviour.

An ASB Case review gives victims of persistent Anti-Social behaviour the right to request a multi-agency review of their case where the required threshold has been met. The aim of an ASB Case Review is for agencies to come together to review a case and create a joined-up plan for how they can work together to prevent the Anti-Social behaviour continuing. In Cornwall, the agency responsible for facilitating the ASB Case Review process is Cornwall Council.

## Who Can Apply for an ASB Case Review?

An ASB Case Review can be requested directly by a victim of Anti-Social behaviour or from a third party, with the victim's consent (such as a family member, friend, professional, local Councilor or MP)

In exceptional circumstances, Cornwall Council may accept an ASB Case Review application made by a third party without the victim's consent, e.g. if a victim is unable to give consent or is at significant risk of harm.

## What is the Threshold for an ASB Case Review?

If an individual(s) has reported an incident of Anti-Social behaviour, relating to same problem, to the Police, Local Authority or a Registered Social Landlord:

- 3 or more times within the past 6 months and

- do not feel they have received a satisfactory response; they can request an ASB Case Review.

If an individual(s) has reported an incident of Anti-Social behaviour, relating to same problem, to the Police, Local Authority or a Registered Social Landlord:

- 2 or more times within the past 6 months and
  - 1 or more of the incidents involves a hate crime or incident.
- and
- do not feel they have received a satisfactory response; they can request an ASB Case Review.

## At the review.

The Independent Chair will outline to the applicant and those agencies in attendance.

- The summary of the case.
- Detailing specific actions to support the applicant and case moving forward.
- The information being present that agencies are doing all they possibly can to support those in the case.
- Possibly just improving communication or coordination in the case.
- Underlining working dynamics that agency may have to follow to take the most appropriate action necessary.
- Opportunities in community engagement victim support or evidence gathering.

## After the review is held.

- The Chair will produce a final report which will outline those agencies attendance or otherwise along with specific detailed action to support the applicant and case moving forward.

## Can the applicant Appealing the outcome of a case review?

If an applicant is dissatisfied with the way their ASB Case Review has been dealt with, an appeal can be made to the Office of Police and Crime Commissioner (OPCC) for Devon, Cornwall and Isles of Scilly, where one or more of the following circumstances apply:

- If the relevant bodies have rejected an application to conduct an ASB Case Review on the basis that the threshold has not been met but the applicant considers that the threshold has been met
- The applicant believes that the ASB Case Review has failed to consider a relevant process, policy or protocol
- The applicant believes that the ASB Case Review has failed to consider relevant factual evidenced information.

If an applicant wishes to escalate their case to the OPCC, they must do so:

- Within 4 weeks of notification of the outcome
- By contacting the **COMMUNITY SAFETY TEAM** to raise this appeal on their behalf at [communitytrigger@cornwall.gov.uk](mailto:communitytrigger@cornwall.gov.uk). (Please note, individuals cannot self-refer their case for escalation directly to the OPCC)

Further information on escalating an ASB Case Review to the Office of the Police and Crime Commissioner (OPCC) can be found on the OPCC website - [www.devonandcornwall-pcc.gov.uk](http://www.devonandcornwall-pcc.gov.uk)