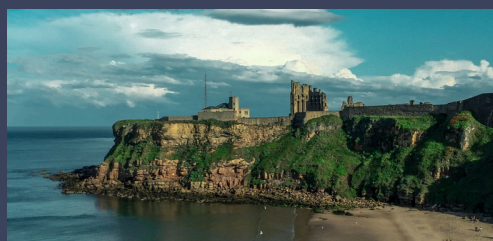
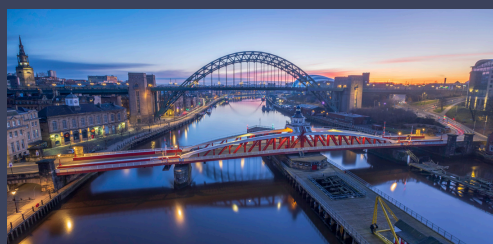


Anti-social behaviour and the ASB Case Review

Office of the Police & Crime
Commissioner for Northumbria
July 2022



**NORTHUMBRIA
POLICE & CRIME
COMMISSIONER**



Anti-Social Behaviour and the Community Trigger (ASB Case Review)

Anti-social behaviour (ASB) covers a lot of different types of behaviour and can affect people in many different ways.

For the purpose of the Community Trigger, ASB means behaviour causing or likely to cause nuisance, annoyance, harassment, alarm or distress to any member of the public or which may have a detrimental effect on someone's quality of life.



What is an ASB Case Review?

An ASB Case Review (formerly known as the Community Trigger) is an important safety net for victims and communities experiencing ASB to request a review of their ASB case and to bring agencies together to find a solution for the victim(s).

An activation should be made where the Threshold is met and where victims are unsatisfied with the response they have received from the relevant agencies.

In essence, the ASB Case Review process is designed to put victims at the heart of the case investigation process and for agencies to ensure you feel supported and listened to.

In Northumberland, Tyne and Wear, Community Trigger activations across all of the 6 Local Authorities are coordinated by the Northumbria Office of the Police and Crime Commissioner who will:

- Acknowledge receipt of your ASB Case Review request and gather further information where required
- Liaise with the relevant Community Safety Partnerships
- Share information with agencies who are responsible for managing anti-social behaviour
- Record and publish relevant data relating to ASB Case Review activations

The local Community Safety Partnership would take the lead on arranging the ASB Case Review Panel and providing feedback to the victim(s) and the OPCC.



Threshold

In Northumberland, Tyne and Wear, the threshold to activate an ASB Case Review is:

- An application for the ASB Case Review is made and;
- At least three qualifying complaints have been made about anti-social behaviour in the past 6 months



How to activate an ASB Case Review

If you meet the threshold for the ASB Case Review you can contact us to raise a request in the following ways:

- [By online form](#)
- By Email: enquiries@northumbria-pcc.gov.uk
- By Phone: 0191 221 9800
- By Post: ASB Case Review Activation, Office of the Police and Crime Commissioner, Victory House, Balliol Business Park, Benton Lane, Newcastle upon Tyne, NE12 8EW



Publishing Data

There is a legal requirement under the Anti-Social Behaviour Crime and Policing Act 2014 for relevant bodies to publish information including:

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

This information will be published annually on this page starting from January 2023 with data from July 2022 onwards.

For data prior to this, please see the following links to your relevant Council:

- [Gateshead Council](#)
- [Newcastle Council](#)
- [North Tyneside Council](#)
- [Northumberland Council](#)
- [South Tyneside Council](#)
- [Sunderland Council](#)



Frequently Asked Questions

Can someone activate an ASB Case Review on my behalf?

Yes. Providing you give consent for that person to contact us, an ASB Case Review can be activated on your behalf. This may be a friend, or family member, a support worker or agency or an Elected Member (Local Councillor). If a friend or family member is contacting us on your behalf, we may need to speak to you initially to obtain your consent.

Can I activate an ASB Case Review if my case is closed?

If you meet the Threshold you can activate the ASB Case Review, however, if there are no ongoing incidents of anti-social behaviour, agencies will be unable to agree a plan of action to resolve the case.

If you are dissatisfied with the level of service you received whilst your reports were being investigated, you should contact the relevant authority or organisation and ask how to raise a formal complaint.

If the incidents of ASB are ongoing (even if the case is 'closed') and if you meet the threshold, you are able to submit a request to activate the ASB Case Review.

Why do I need to give my consent to share my information?

Under the Data Protection Act 2018 (GDPR) we require your consent to share information with relevant agencies such as your Local Authority, Northumbria Police and supporting agencies. We do not require your consent to share information if you disclose a safeguarding matter or concern.

What happens if I do not consent to my information being shared?

If you do not consent to your information being shared, we will be unable to process your request to raise an ASB Case Review. This is because we need to share the information you give us with the relevant agencies so that they can review your case.

If I give consent, who will you share my information with?

The information will be shared with agencies who sit as part of the Community Safety Partnership and who are involved in your case. This may include:

- Northumbria Police
- Your Local Authority
- Your landlord
- The Fire Service
- NHS Victim Support agencies
- Agencies who are advocating on your behalf

If I give consent, will you share my information with the person/people causing the anti-social behaviour?

No. The information you provide to Northumbria OPCC will not be shared with the person(s) causing anti-social behaviour. The information you provide will be given to partners who will carry out a review of the ASB incidents, actions taken and to assess whether any further action can be taken to support you and resolve the case.

Can I raise an ASB Case Review activation anonymously?

No. In order to process and progress an ASB Case Review activation, we need to know who is experiencing issues so that we know who to contact throughout the process.

If you submit an anonymous application form, the information will be passed to the relevant Community Safety Partnership where an alleged perpetrator can be identified, for their consideration.

ASB incidents can be reported anonymously via [Crimestoppers](#) who can take information about ASB if it is serious, criminal or causing a risk to a person.

I am experiencing anti-social behaviour but I do not meet the threshold to activate an ASB Case Review – what should I do?

If you do not meet the threshold to activate the ASB Case Review you should speak to the agency dealing with your case. If you are unsure if you meet the threshold, our online form can provide advice and guidance. If you need help with activating an ASB Case Review or assessing whether you meet the threshold, please get in touch with us.

If you do not meet the threshold now, you may do so in the future. Please keep this information to hand should you need it.

What happens once I activate the ASB Case Review?

Once you activate the ASB Case Review we will process your application and liaise with the relevant agencies. We may contact you within 5 working days to discuss your case further if we require additional information.

With your consent, information will then be shared with the relevant Community Safety Partnership who will:

- Confirm if they agree that the Threshold has been met
- Arrange an ASB Case Review if the Threshold has been met
- When the Case review is arranged, you will be invited to attend the beginning of the meeting to talk about how the behaviour has impacted you. If you do not wish to attend you can still take part by:
 - Allowing an advocate to attend on your behalf, or with you
 - Submitting a letter to be read out at the meeting
 - Submitting 10 questions for the Panel to answer

Why can't I stay for the full ASB Case Review meeting?

At the meeting, agencies will discuss sensitive and private information relating to all parties involved in the case, including perpetrators of the ASB. We are unable to share all of this information with you.

What is the difference between the ASB Case Review and a complaint against a Service?

Complaints processes are designed to look at faults in a way a particular agency has responded and not to bring a solution to the ASB Case.

The ASB Case Review process is not designed to apportion blame. It is there to bring agencies together to ultimately try to fix the problem and draw up a multi-agency action plan to resolve the ASB.

What happens if I cannot, or do not want to, attend my ASB Case Review?

The ASB Case Review process should be driven by you (the victim of ASB). If you cannot attend, or do not want to attend, the case review you can:

- Ask for the panel to be rearranged to a more convenient time (please note that this may impact our timescales)
- Submit your thoughts/feelings and or questions in writing to be read out at panel
- Arrange for your support worker or advocate to attend on your behalf

Will activating an ASB Case Review stop any ongoing action in my case?

Activating an ASB Case Review should not stop any ongoing action in your case, however, once agencies review all information, they may decide that there is a more suitable solution to dealing with the ASB. This will be discussed with you as part of your case investigation.

What happens if I am not satisfied with the outcome of the ASB Case Review?

If you are not satisfied with the outcome of the ASB case review, you have the right to appeal.

Appeals can be made directly to the Community Safety Partnership dealing with your application.

Will the OPCC investigate my ASB case?

No. The role of the OPCC in this instance is to oversee the administration and coordinate the ASB Case Review process. We will not be directly involved in case investigations.

What will the ASB Case Review Process not be able to do?

The ASB Case Review does not consider and cannot review;

- Complaints about service delivery. For example, a complaint about an individual member of staff.
- A CPS decision
- The outcome of court proceedings

There are a number of other similar processes but these are completely separate of each other and cannot be combined; for example, Northumbria Police Professional Standards would not address the points raised at the ASB Case Review panel.

An explanation of these processes can be found below:

- Victim Right to Review (VRR) – gives victim the right to ask police to review a police decision not to charge a subject in respect of a specific offence. Further details can be found here: [Victims' Right to Review Scheme | Northumbria Police](#)
- Police Complaints (Professional Standards – PSD) – deals with reports of inappropriate behaviour/conduct, corruption or abuse of power. Members of the public can also complaint about how a police force is run, policing standards or policy. Further details can be found here: [Complaints | Northumbria Police](#)

- Local Authority Corporate Complaints – will deal with issues where Local Authority residents feel they haven't received the service they expected from the council. It is a staged process with a final option to go to the Local Government Ombudsman if still dissatisfied.
- Registered Social Landlord Complaints – will deal with issues where Tenants of Registered Social Landlords feel they haven't received the service they expected from their Landlord. It is a staged process with a final option to go to the Housing Ombudsman if still dissatisfied.

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