

Anti-Social Behaviour Policy & Procedure

Policy Author: Neil Duffy	Policy Valid From: 08/09/2017
Policy Approved Date: 8 September 2017	Policy Review Date: 31/10/2026

Policy/Strategy Control Statement

1	Document Title	Anti-Social Behaviour Policy & Procedure
2	Date of Document (Created Date)	August 2017
3	Service Lead	Neil Duffy
4	Author	Neil Duffy
5	Date Approved and approved by who i.e. Service Delivery Project Board, Executive, Group Board, etc.	31/10/2023
6	Date last reviewed	22/05/2022
7	Amendment record	
8	Next review date (Planned review Date)	31/10/2026
9	Staff Consultation	N/A
10	Other Services Consultation	N/A
11	Customer Consultation	N/A
12	Equality Impact Assessment: insert priority as agreed with E/D team, Insert date copy of EIA sent to E/D team.	Approved
13	Confirm that document meets current legislative requirements	Confirmed
14	Further Information/Comments	
15	Sign off of statement by Author and Service Lead (name and date):	Neil Duffy, Adem Mahmoud and Jayne Hurley 31/10/2023

Policy Applicable To

Business Area: Homes Plus Applicable to: Homes Plus
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Amendment Sheet Record

Revision Date	Description of Changes	Approved By	Date Approved
August 2017	Removal of the CSC email and amendment to the opening hours Remove reference to Customer Action Groups etc		
Feb 2018	Inserted details of call charges where the CSC number is published	AH senior management	Feb 2018
Oct 18	Removed reference to Vulnerable Customer Policy as this has been archived		
Mar 19	Added Cotman Housing to list of who policy is applicable to	Cotman Housing Operations Manager	Mar 19
March 2022	Added Chorus Homes to list of who policy is applicable to	Jemma Roberts	
March 2022	Amendment to management of case – to include distribution of diary sheets. Additional referral to mediation service Removal of 0845 number Change from Tenancy enforcement Manager to	Jemma Roberts	May 2022

	<p>Community Safety Specialist</p> <p>Support for vulnerable / disabled customers</p> <p>Requirement for proportionality in all legal action.</p> <p>Implementation of Mediation</p>		
October 2023	<p>Creation of a new procedure which is victim focused.</p> <p>Importance given to risk assessing, record keeping and clarity around roles/ownership.</p> <p>Addition of risk assessments for all cases and written action plans.</p> <p>Addition of clearer roles and responsibilities.</p>	Neil Duffy	October 2023
September 2024	<p>Revised case types and categories, to make the process simpler for the CCC and colleagues generally.</p> <p>A change in job title terminology, replacing Place Manager with Community Housing Manager.</p>	Neil Duffy	September 2024

Please summarise the current policy requirements and how this is changed in the new policy.

This policy outlines our approach for tackling anti-social behaviour in order to try and provide a safe environment for all our customers.

Please explain the reason for changes/improvements/new policy.

Policy amended to reflect consistent approach across Homes Plus & Living+ businesses

Please explain any new actions required to put the policy changes into practice.

Implementation of Salesforce and colleague training.

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The Places for People policy

1. This policy sets out how we deal with reports of anti-social behaviour (ASB) and the action we may take against those causing it. It applies to customers and communities in England only.
2. Our response to ASB applies to Places for People (PfP) customers, other persons causing a nuisance in communities where we own properties and visitors to our communities where this interferes with our housing management function. This includes ASB towards our colleagues and contractors.
3. At PfP, community is more than what we do, it's who we are and central to that is providing good and safe homes for those who live in our communities. It is important that neighbours understand the need to tolerate the different lifestyles of others so long as these differences do not have an unreasonable impact on others. People have a right to peaceful enjoyment of their home and community without having concern that complaints will be made against them. We will not treat low-level neighbour disputes and day to day living noise, which is not excessive or unreasonable, as ASB.
4. Our policy is that we will:
 - Comply with all relevant legal, regulatory, and contractual obligations to prevent and respond to ASB appropriately.
 - Ensure customers are made aware of their responsibilities and rights in relation to ASB when they sign up to a tenancy. We will communicate clearly to explain what customers can expect from us and what we expect from them.
 - Use preventative and early intervention measures where appropriate to do so.
 - Take a victim-centered approach by making it easy to report ASB, by keeping victims informed about the status of their case and making it clear where responsibility lies within the organisation.
 - Encourage customers and complainants of ASB to resolve their own matters with their neighbours where it is safe and appropriate in the circumstances to do so. In these instances, we will be clear about the circumstances in which we will act.
 - Record and monitor incidents of ASB.
 - Complete risk assessments to determine the level of harm the ASB causes to individuals when an initial report is received.

- Complete a written action plan with all complainants of ASB, outlining the actions they should take and the actions we intend to take.
- Work in partnership with other agencies such as the Police and local authority to prevent and tackle ASB in the neighbourhoods where we own homes.
- Take reasonable, proportionate, and decisive action to deal with complaints of ASB with the aim of resolving cases in a timely manner and with the aim of avoiding escalation.
- Utilise the full tool kit of methods, legal and non-legal, available to address the issues.
- Ensure staff are properly trained and understand relevant policies and procedures.

Legal and regulatory context

5. This policy supports us in delivering against our legal and regulatory obligations, which are set out below.
6. The Housing Act 1996 requires registered providers of social housing to publish a policy in relation to ASB, with a requirement to keep the policy under review. In publishing the policy, providers must have regard to any guidance issued by the Regulator of Social Housing.
7. The Regulator of Social Housing's Neighbourhood and Community Standard requires social housing providers to work in partnership with other agencies to prevent and tackle anti-social behaviour in neighbourhoods that they own. The standard also requires providers to publish a policy on how they will do this.
8. There are several methods, tools, and powers available to us pursuant to the ASB Crime and Policing Act 2014, which will assist us in tackling ASB. This includes but is not limited to civil injunctions and possession claims.
9. The Equality Act 2010 provides a legal framework to protect the rights of individuals and makes discrimination unlawful in relation to nine protected characteristics. The Act established the Public Sector Equality Duty (PSED) which applies to public authorities and bodies (such as registered providers) who exercise a public function such as providing, allocating and managing social housing.

10. Therefore, we are subject to the PSED wherever we are considering legal action and a person with a protected characteristic is likely to be impacted by that decision. We will conduct proportionality assessments in these circumstances to demonstrate that we have considered our duties under the Equality Act 2010 and had due regard to the PSED.
11. Our tenancy agreements and leases clearly set out our expectations and contractual obligations about how our customers should conduct themselves in our homes. We will always consider these obligations when enforcement action is being contemplated.

How we will apply this policy

Reporting ASB

12. We will enable our customers to report ASB to us in several different ways, including telephone, email, letter, face to face and online. Our Customer Contact Centre has a dedicated ASB telephone line open Monday to Friday, 8am to 6CHM.
13. We will acknowledge new urgent reports of ASB within 1 working day and non-urgent new reports of ASB within 5 working days.
14. Where there is an immediate risk of harm, this should be reported to the Police via 999 and this is the advice that we will give to customers.

Risk and vulnerability

15. We will complete a Risk Assessment Matrix with individuals who report ASB to us. We will use this to assess the severity and impact that it is having on the victim. We will use the assessment to help us determine any support needs. We will also use it to prioritise cases accordingly.
16. We will offer support to witnesses throughout the process and continually keep risk assessments under review.

Proportionality

17. We will always take reasonable, proportionate, and timely action to tackle ASB. The action will be proportionate to the impact that it is having, the frequency and severity. We will take legal action where it is appropriate to do so. We will keep our proportionality considerations under continuous review.

18. We recognise that the alleged perpetrator may have support needs and the ASB may be linked to these needs. Where we believe this is the case, we will work with internal and/or external support providers or make referrals to other agencies with the aim of changing the behaviour. If the anti-social behaviour continues despite support being in place, we will consider enforcement action where proportionate.

Action planning and case management

19. We will issue written action plans to all complainants of ASB when a case is opened.

20. We will work with the complainant and alleged perpetrator where possible to agree the action plan. This may set out actions for both us and the people experiencing the ASB.

21. We will attempt to resolve disputes early using non-legal intervention, however, recognise that this is not always possible or appropriate.

22. We expect most people to resolve their own problems with neighbours, however if they are unable to, we may act. This may be a non-legal or legal intervention and may be a single action or multiple actions.

23. Where appropriate we may use mediation or restorative justice to try and resolve the issue before it escalates. Where this fails and the ASB persists, we may take legal action in serious cases.

24. A named colleague will have responsibility for the case management throughout the process. This includes keeping complainants informed regularly about the action being taken. We will agree this with the customer and consider the risk and severity when action planning.

25. Our line managers will regularly review cases to ensure this policy is being implemented and that cases are being managed appropriately.

Partnership working

26. We will work in partnership with agencies including the local authority, the Police, support providers and Youth Offending Teams to tackle ASB in our communities when it is appropriate to do so. We will ensure full co-operation in responding to ASB case reviews (formerly known as Community Trigger). We will offer support and co-operate with other agencies who may take the lead in investigating allegations of ASB.

27. Where our properties are managed by another agency or Group subsidiary, that organisation may either adopt this policy or develop its own.

28. Where victims are not receiving the appropriate response from a partner agency such as the Police or a Council, we will advocate for the victim and if necessary, contact the relevant agency on their behalf.

Training

29. We will arrange regular training for our customer-facing staff and any colleagues involved in the ASB process.

Closing cases

30. We will consider closing cases at the point where the nuisance reported has reduced sufficiently, where we have exhausted the tools and powers available to us, or at the request of our complainant. We aim to discuss case closures with complainants before closure.

Definitions

31. We have adopted the definition of ASB in the Anti-social Behaviour, Crime and Policing Act 2014: Anti-social behaviour means –

- Conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person.
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- Conduct capable of causing housing-related nuisance or annoyance to any person.

32. We do not consider the following matters to be ASB and will not treat them as such. This does not mean we will not get involved, but we will not treat these matters as ASB.

- Banging doors, unless excessive
- Footsteps from adjoining properties or communal areas
- Loud talking from adjoining properties or communal areas
- Noise of children playing
- Low level noise from televisions or radios
- DIY at reasonable hours
- One-off parties or events
- Noise from domestic appliances such as washing machines
- Cooking odours
- Parking issues
- Lifestyle differences such as different working patterns
- Funny or unfriendly looks

33. The ASB Case Review (formerly known as the Community Trigger) enables a victim of persistent antisocial behaviour to request a case review of her/his complaints in order to determine what remedial action should be undertaken.

Individuals, regardless of age, businesses and community groups can apply to use the community trigger. Another person, or body, can apply on a victim's behalf, for example a family member, a local councillor, or an MP.

The 'relevant bodies' in a local authority area must take a joined up problem-solving approach to find a solution for the victim. They set the review threshold at which the community trigger process is activated.

The relevant bodies are:

1. Local authorities
2. Police
3. NHS
4. Private registered providers of social housing who are co-opted into the group.

Related policies

- Support for Witnesses and Victims Policy
- Partnership Working and Information Sharing Policy
- Domestic Abuse Policy
- Hate Crime Policy
- Safeguarding Policies
- Disability & Capacity Policy
- Equality and Diversity Policy
- Absolute Possession Policy

Procedure

1. Introduction

This procedure details how we will manage reports of ASB and applies to PfP residents, household members, visitors to their home and to people visiting the communities where we own or manage properties (England only). It also applies to visitors to our communities whose ASB towards contractors and staff impacts our ability to fulfill our housing management function.

This procedure must be read, understood, and implemented in line with the accompanying ASB Policy. If you deviate from this policy, liaise with your manager, record the reasons, and ensure that you can demonstrate your decision was fair, reasonable, and proportionate.

2. Definitions

Term	Description
Action Plan	This refers to the accompanying template, which is sent to all new complainants of ASB, outlining the various actions required to progress the case. This should include both actions for the complainant, and PfP. For example, one action may be for the complainant to report all future incidents to the Police. With regards to PfP actions, it should include the initial investigation actions such as gathering information, liaising with partner agencies, and issuing warnings as well as detailing how we will support the victim.
Anti-social behaviour (ASB)	<p>This is defined in the Anti-social Behaviour, Crime and Policing Act 2014 as: “</p> <ol style="list-style-type: none">1. Conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person2. Conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or3. Conduct capable of causing housing-related nuisance or annoyance to any person.” <p>Examples include:</p> <ul style="list-style-type: none">• Playing loud music, radios, and televisions

	<ul style="list-style-type: none"> • Shouting, arguing, swearing, and slamming doors • Allowing dogs to bark or roam • Allowing animals to foul shared areas* • Using noisy machinery • Being drunk and disorderly in the neighbourhood • Prostitution • Selling drugs, or drug and alcohol abuse • Dumping rubbish* • Obstructing shared areas • Dismantling or repairing motor vehicles* • Driving, riding, or using vehicles (including bikes, motorcycles, quad bikes, and mini-motos) or skateboards dangerously or inconsiderately or on paths or within pedestrian areas* • Throwing anything out of a window of the home • Displaying offensive or obscene messages or posters • Causing graffiti or damaging property* • Playing ball games near other people’s homes or cars or where ball games are not permitted • Interfering with or damaging security or safety equipment in any property • Failing to maintain your garden to an acceptable standard*. <p>*These are examples of “Environmental ASB” and would be managed under one of the case categories set out below.</p>
Case Conference	<p>A meeting held when support needs are identified or the collective input of colleagues or other professionals is required in order to progress a case. It brings together internal teams that need to be involved in the case and any relevant external agencies. It ensures that the correct level of support is being offered to the complainant and the perpetrator, and that the correct action is being taken.</p>
Hate Crime	<p>Any criminal offence which the victim, or any other person, views as being caused by prejudice or hate because of a person’s actual or perceived disability, gender reassignment, race, religion, or sexual orientation.</p> <p>Hate crimes can include:</p> <ul style="list-style-type: none"> • Assault • Criminal damage • Robbery

	<ul style="list-style-type: none"> • Sexual assault • Theft • Inciting others to commit hate crimes • Harassment <p>Hate crime comes with a heavier sentence than ASB, if proven.</p>
Hate Incident	<p>Any incident which is viewed by the victim or anyone else as being caused by prejudice or hate because of their disability, gender identity, race, religion or belief, or sexual orientation. Not all hate incidents are criminal offences. The individual does not need to personally perceive the incident to be hate related. It is enough if the person thought the incident was hate related.</p> <p>Hate incidents can include:</p> <ul style="list-style-type: none"> • Verbal abuse or insults • Isolation and exclusion • Abusive phone calls or text messages/hate mail • Online abuse • Distributing discriminatory literature • Bullying or intimidation • Damage to home, pets, vehicle, etc
Harm	<p>Harm is defined in section 20 of the Anti-social Behaviour Crime and Policing Act 2014 as including “serious ill-treatment or abuse, whether physical or not”.</p>
ASB managed by Tenancy Enforcement Managers	<p>Cases in this category are typically managed by the Tenancy Enforcement Managers. This includes:</p> <ul style="list-style-type: none"> • All abuse • Domestic Violence / Domestic Abuse • Drug / Alcohol related nuisance (only if related to drug dealing) • Arson • Burglary • Pets and Animal Nuisance (only if related to a dangerous dogs/illegal breeds) • Violence or Threats of Violence • Hate Crime including Hate related Graffiti • Harassment
ASB managed by Community Housing	<p>Cases in this category are typically managed by the Community Housing Manager, unless referred to Community Safety for legal action. This includes:</p>

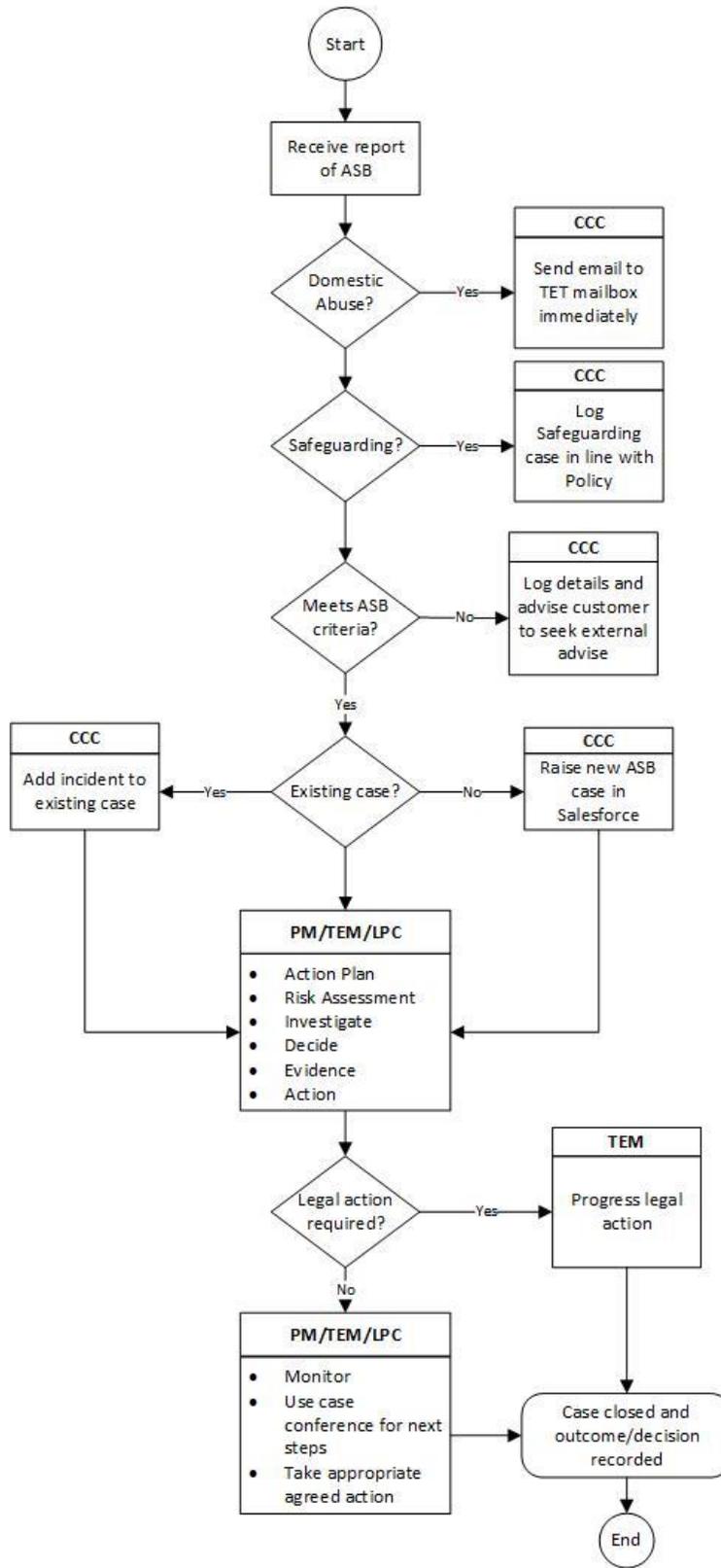
Manager or Living Plus equivalent	<ul style="list-style-type: none"> • Drug / Alcohol related nuisance (excluding drug dealing) • Vandalism and graffiti • Noise Nuisance • Vehicle Nuisance and Parking disputes (excluding untaxed vehicles and abandoned vehicles) • Neighbour disputes • Neighbourhood Nuisances including - Groups Congregating / Disruptive Parties / Misuse of communal areas • Pets and Animal Nuisance (excluding dangerous dogs)
Risk Assessment Matrix (RAM)	A detailed assessment of the level of harm experienced by the victim will be conducted on all ASB. It is used to determine the best course of action to take and should guide our response and measures to support victims. This will be completed with all complainants of ASB.
Safeguarding	<p>Adults - The Care and Support statutory guidance 2014 issued under the Care Act 2014 defines safeguarding as “Protecting an adult’s right to live in safety, free from abuse and neglect.”</p> <p>Children - The Working Together to Safeguard Children Guidance 2018 defines safeguarding as: • Protecting children from maltreatment • Ensuring that children grow up in circumstances consistent with the provision of safe and effective care.</p>

3. Roles and Responsibilities

Role	Responsibility
Area Manager (Neighbourhoods)	Provides guidance and support to CHMs. Approves escalations for legal action to the TET. Reviews cases and monitors performance to ensure Key Performance Indicators (KPI’s) are met and deadlines achieved.
Community Safety Area Manager (CSAM)	Provides guidance and support to the TEM, escalating matters to the HoC as necessary. Reviews cases and monitors performance to ensure Key Performance Indicators (KPI’s) are met and deadlines achieved. Responsible for signing off proportionality assessments and overseeing legal cases in their respective area.

Customer Contact Centre (CCC)	Responsible for receiving initial reports about ASB via the telephone or online. Creates a case on Salesforce for all new incidents and selects the relevant category of ASB and allocates accordingly.
Head of Communities (HoC)	Collectively has overall responsibility for the ASB service within Places for People. Makes decisions on escalated matters and monitors that target deadlines are achieved.
Homeownership Team (HOT)	Supports the CHM and TEM by providing relevant lease information and advice about action that can be taken. Undertakes any lease breach action such as forfeiture or injunction.
Community Housing Manager (CHM)	Responsible for receiving initial reports of low and medium risk ASB as described above. Responsible for seeking the resolution of these cases, managing the customer contact throughout the duration of the case, and completing the risk assessment and action plan documents.
Places for People Colleague (PfPC)	Any colleague who receives a report of, or witnesses ASB.
Tenancy Enforcement Manager (TEM)	Responsible for receiving initial reports of high risk ASB as described above. Responsible for seeking the resolution of these cases, managing the customer contact throughout the duration of the case, and completing the risk assessment and action plan documents. Takes the lead role in legal cases, preparing paperwork, completing proportionality assessments, and instructing Solicitors and/or Barristers where required.
Living Plus Colleague (LPC)	Responsible for receiving initial reports of ASB as described above, within Living Plus schemes. Responsible for seeking the resolution of these cases, managing the customer contact throughout the duration of the case, and completing the risk assessment and action plan documents.
Living Plus Service Manager (LPSM)	Provides guidance and support to Living Plus colleagues managing ASB cases. Approves escalations for legal action to the TET. Reviews cases and monitors performance to ensure Key Performance Indicators (KPI's) are met and deadlines achieved.

4. Process Map



5. Procedure

5	Incident report received	Responsibility
5.1	Refer to the Domestic Abuse Policy if the report concerns Domestic Abuse. Refer to the Safeguarding Policy if the report concerns Safeguarding.	PfPC
5.2	In Domestic Abuse cases, immediately refer the matter to the Tenancy Enforcement Mailbox.	CCC
5.3	<p>Create a log within Salesforce whenever a new incident is reported.</p> <p>Search for any existing open cases on Salesforce and either link to the existing case or create a new one. Then allocate the case to the appropriate case officer, using the roles and responsibilities table above for guidance.</p>	CCC
5.4	<p>Upon receiving a new case, complete the Risk Assessment Matrix (RAM) with the complainant, ensuring that all questions are asked. Save the completed RAM on the Salesforce case.</p> <p>The following Key Performance Indicators (KPI's) will apply to the completion of the RAM.</p> <p>For cases managed by CHM/LPC – completion within 5 working days.</p> <p>For cases managed by TEM – completion within 1 working day.</p>	CHM/TEM/LPC
5.5	<p>If the incident is a hate crime, consult the Hate Crime Policy and encourage the customer to report the matter to the Police. If the customer is comfortable with doing so, consider reporting the incident on their behalf, using the online police logging form, which can be found here: Report a hate crime - True Vision (report-it.org.uk).</p> <p>If the incident is an emergency, or it relates to an immediate threat or risk of violence, report the incident to the Police via 999.</p>	TEM
6	Case management	Responsibility
6.1	Allocate cases depending on the category and area of responsibility. For example, the TEM will manage all high-risk case types, as listed in the “definitions” table above.	CCC

	<p>Community Housing Managers or Living Plus Colleagues will manage the low and medium risk cases, depending on who holds management responsibility for the address, as listed in the “definitions” table above.</p>	
6.2	<p>Make initial contact with all complainants involved and log details of these conversations on the Salesforce case. Consider any known vulnerabilities or disabilities when communicating with involved parties.</p> <p>The following Key Performance Indicators (KPI’s) will apply to the completion of the initial contact.</p> <p>For cases managed by CHM/LPC – completion within 5 working days.</p> <p>For cases managed by TEM – completion within 1 working day.</p>	CHM/TEM/LPC
6.3	<p>During the initial conversation with the complainant, it is important to agree the action plan, which may include actions for them to complete too.</p> <p>Considering the results of the RAM and the initial discussion, complete the written action plan template and send this to the complainant. Ensure this is saved on the Salesforce case.</p> <p>The following Key Performance Indicators (KPI’s) will apply to the completion of the action plan.</p> <p>For cases managed by CHM/LPC – completion within 5 working days.</p> <p>For cases managed by TEM – completion within 1 working day.</p>	CHM/TEM/LPC
6.4	<p>Ensure that details of all home visits, interviews and investigation notes are documented on the Salesforce case. Take care when planning home visits and consider any known risks prior to visiting. If the risk is high, then discuss with your line manager and consider holding the meeting elsewhere E.g. Police station or a PfP office.</p>	CHM/TEM/LPC
6.5	<p>When communicating with any parties involved in an ASB case, make use of the template letters saved within Salesforce. This includes appointment letter templates, warning templates, mediation, and others.</p>	CHM/TEM/LPC

6.6	<p>Investigate all reports of ASB thoroughly using all methods available to you. This includes disclosure from Police and joint working with all relevant partner agencies, door knocking, speaking to all parties involved, following up with any witnesses identified and viewing CCTV if applicable.</p> <p>Ensure you record all notes of your investigation on the Salesforce case and that any images or videos are uploaded.</p>	CHM/TEM/LPC
6.7	<p>When gathering evidence, inform the parties providing evidence that it may be used in court if legal action is taken. Log any objections if parties object to their evidence being used in court, by creating a note on the relevant Salesforce case.</p> <p>Consider any request for anonymity and record this on Salesforce.</p>	CHM/TEM/LPC
6.8	<p>Consider whether there may be issues of vulnerability, disability, and/or mental health and take these issues into account, making any reasonable adjustments to provide the relevant support.</p> <p>This applies to both complainant, perpetrator and all their household members. Also consider whether any referrals are needed to external support agencies. Discuss this with the customer and seek their consent before making any referrals. Log details of all support referrals on the Salesforce case.</p>	CHM/TEM/LPC
6.9	<p>When investigating the ASB and action planning, consider holding a case conference if you believe it would be beneficial to the case. This can be valuable later on, if the case progresses to court, to demonstrate we have considered all options available to us and that you have given due regard to the relevant professional opinions. Case conferences can be limited to internal colleagues or can include external stakeholders. Ensure notes are taken and save these on the Salesforce case.</p>	CHM/TEM/LPC
6.10	<p>When investigating the ASB report, keep an open mind and consider all tools and powers available to resolve the matter, including a referral to our internal mediation service.</p> <p>Also consider that Restorative Justice (RJ) can be used in some cases, with a national network of providers being accessible through the RJ Council.</p>	CHM/TEM/LPC

7	Legal action	Responsibility
7.1	<p>If the ASB is persistent, you have exhausted all appropriate tools and powers available to you and you believe there is a requirement for legal action, then organise a case conference to discuss and plan the next steps.</p> <p>Attendance at the case conference could include the following roles, depending on the requirements of the case: Area Manager, Community Safety Area Manager, Community Housing Manager, Tenancy Enforcement Manager, Living Plus Colleagues.</p> <p>Ensure notes of the case conference are recorded on the Salesforce case.</p>	CHM/LPC/TEM
7.2	<p>Based on the evidence presented within the case conference, determine whether legal action is required and ensure your decision is recorded on the Salesforce case.</p> <p>If legal action is not taken, consider arranging for an additional RAM to be completed to determine whether the risk to the victim has reduced.</p>	CSAM
7.3	<p>If legal action is deemed necessary, ensure the reasons and rationale are recorded clearly on the Salesforce case and allocate the case to the relevant Tenancy Enforcement Manager.</p>	TEM/CSAM
7.4	<p>Complete a Proportionality Assessment for all legal cases and refer to the CSAM for approval.</p>	TEM
7.5	<p>If it is determined that legal action is not reasonable or proportionate and the ASB is ongoing, continue to investigate and consider what other tools and powers may be able to resolve the issue.</p> <p>If the ASB has reduced and/or the RAM score has reduced, consider whether it is appropriate to close the case at this stage.</p>	CHM/LPC/TEM
7.6	<p>Where legal action is being taken, ensure that proportionality is consistently kept under review, and that all actions and decision making is recorded on the Salesforce case.</p>	TEM

8	Closing cases	Responsibility
8.1	<p>Once the action plan has been completed and all necessary actions have been taken, review the case to determine whether the matter is resolved and whether the case can be closed.</p> <p>In doing this, consider completing an additional RAM to assess whether the risk to the victim has decreased sufficiently.</p>	CHM/LPC/TEM
8.2	<p>If the risk has reduced and you are satisfied the matter is resolved, close the case, recording your decision and the reason for closing on Salesforce. If the risk score remains high or the matter has not fully resolved, seek advice from the AM or CSAM.</p>	CHM/LPC/TEM
8.3	<p>If you decide to close the case, ensure you contact the complainant to inform them of your decision and that they understand why the case is being closed.</p> <p>Confirm this outcome in writing by completing the closure letter template, outlining the action taken to resolve the matter and explaining how the complainant can report ASB in the future if they experience further issues.</p>	CHM/LPC/TEM

Name:	Address:
Incident No:	**Please Upload this form to the Salesforce Case**

This scorecard is designed to help you identify vulnerable victims, witnesses, and complainants. It should be used as a guide, and in combination with your own judgement (and that of your neighbourhood partnership) to help ascertain what support and protection is required in any given situation. All action taken as a result of your assessment should be discussed with the witness to ensure it meets their needs.

History	1. Other than this occasion - how often do you have problems?	5 3 2 1 0	Daily Most days Most weeks Most months Only occasionally
	2. Do you think the current incident is linked to previous incidents? If so why?	2 0	Yes No
	3. Do you think that incidents are happening more often and/or are getting worse?	2 0	Yes No
	4. Do you know the offender/ s?	2 1 0	They know each other well They are 'known' to each other They do not know each other
	5. Does the perpetrator (or their associates) have a history of or reputation for intimidation or harassment?	6 4 2 0	Perpetrator or their associates are currently harassing the complainant Perpetrator or their associates have harassed the complainant in the past Perpetrator or their associates have not harassed the complainant, but have a history or reputation for harassment or violent behaviour Perpetrator or their associates have no history or reputation for harassment or intimidation
	6. Have you informed any other agencies about what has happened? If yes, are you happy for us to discuss this problem with them? Details:	0 1	Yes No

Vulnerability	7. Which of the following do you think that this incident deliberately targeted Specify	4 3 1 0	You Your family Your community None
	8. Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender or disability? Details:	3 0	Yes No
	9. In addition to what has happened, do you feel that there is anything that is increasing you or your household's personal risk (e.g. because of personal circumstances) Details:	3 0	Yes No
	10. How affected do you feel by what has happened? Details:	0 1 2 3 5	Not at all Affected a little Moderately affected Affected a lot Extremely affected

Support	11. Has yours or anyone's health been affected as a result of this and any previous incidents? Details:	3 3	Physical health Mental health
	12. Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this? Details:	0 1	No Yes
	13. Do you have any friends and family to support you?	3 3 1 0	Complainant lives alone and is isolated The complainant is isolated from people who can offer support The complainant has a few people to draw on for support The complainant has a close network of people to draw on for support
	14. Apart from any effect on you, do you think anyone else has been affected by what has happened? Details:	1 3	Your family Local community Other
	TOTAL SCORE:		

Based on these factors and your own judgement, adjust the scoring accordingly

Low	0	4	8	12	16	20	22	24	26	28	30	High
Medium												

34 32 28 26 24 22 20 18 16 8 4 0 HIGH MEDIUM LOW	<p>POLICE</p> <p>HOUSING TEAM / ASB TEAM</p> <p>NEIGHBOURHOOD WARDENS</p> <p>VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES</p>
	<p>POLICE</p> <p>HOUSING TEAM / ASB TEAM</p> <p>NEIGHBOURHOOD WARDENS</p> <p>VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES</p>
	<p>POLICE</p> <p>HOUSING TEAM / ASB TEAM</p> <p>NEIGHBOURHOOD WARDENS</p> <p>VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES</p>

CONSENT TO INFORMATION SHARING

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.

If there are child protection concerns, information will be shared regardless of whether this form is signed.

Signature: _____

Date: _____

PRINT NAME: _____

APPENDIX 2 – Action Plan Template

{*customer address*}

Dear {*customer name*}

{*date*}

Action Plan – Case {*Salesforce Reference*}

Thank you for taking the time to talk to me about the {*type of ASB*} you have been experiencing. As you know, a case has now been opened and will be managed by {*me/name of case officer*}.

During our conversation, we agreed the following action plan: {*delete/amend/add as appropriate*}

- For you to report any further incidents to Places for People;
- For you to keep a record of any incidents that occur in the next {*insert number*} weeks – ensuring times and dates are included;
- For you call your Council's Environmental Health Team to open a case with them;
- For you download the ASB App on a smart phone and use this to let us know about further problems;
- For you to inform the Police of any further incidents or intelligence and retain incident numbers or references – non-emergency via 101;
- For you to refrain from contacting or communicating with {*name of person*};
- For you to contact us for any extra support or advice;
- Places for People to issue a written warning to the person(s) involved in causing the anti-social behaviour;
- Places for People to contact the people involved to discuss the allegations with them;
- Places for People to interview the alleged perpetrator(s);
- Places for People to obtain further information from the Police;
- Places for People to conduct a door knock in the local area and conduct a community safety survey;
- Places for People to attempt to implement an Acceptable Behavioural Agreement with the people causing the anti-social behaviour;
- Places for People to install {*insert details of target hardening*} at {*location*};
- Places for People to keep {*weekly/fortnightly – consider increasing frequency if risk score is high*} contact with you until your case is closed;
- Places for People to make a support referral to {*name of support agency*};
- Places for People to contact you in {*insert timescale*} for an update;

It is important to follow the advice above and continue to engage with us and any other relevant agencies. Without the help, support, and engagement from the community, it makes it difficult for us to tackle the anti-social behaviour you are experiencing effectively.

I will keep you informed of any developments in the investigation, however if you wish to discuss your case at all, report any further incidents or you require further support from Places for People, please don't hesitate to contact me on 01772 667002.

Yours sincerely

{colleague name}
{colleague job title}
Places for People