



Shropshire Safeguarding Community Partnership

Anti-Social Behaviour Case Review Process

(also known as a Community Trigger)

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Approving Group	Community Safety Practice Oversight Group
Review Date	November 2025

What is Anti-Social Behaviour (ASB)?

Anti-social behaviour is 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 where the behaviour is considered to be unreasonable. For example, children playing in the garden or the occasional barking from a dog would not normally be classed as anti-social behaviour. In Shropshire, we expect neighbourly give and take.



Anti-social behaviour can be harassment, intimidation, abusive language, unreasonable levels of noise, 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. The behaviour may also be motivated by hate and this is also 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

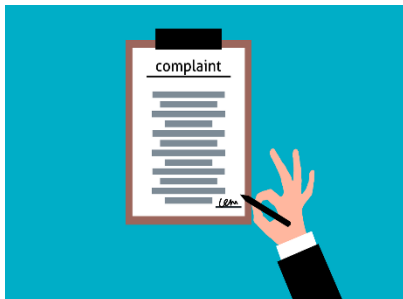
What is an Anti-Social Behaviour Case Review?

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 reported it to.



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 process?

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. Your consent must be sought by the person making the referral on your behalf. If you lack capacity to make their own decision about whether to make the referral, then consent should be sought from your 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.

Please remember that 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 or via post to (The Business Unit, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND. It may take 5-10 working days to get to the Business Unit if sent by post). Someone from the Business Unit will let you know when your referral has been received.



Arrangements will then 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/or the Chair of the case review and they will give you the opportunity to explain your experiences and how things have been affecting you. We will also talk to you about what support you need and if necessary, help you with any referrals that need to be made.

If you identify any immediate concerns for your safety or the safety of others, a referral will be made to the appropriate agency.

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
- What action they have taken

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.



The agencies involved will then 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 to take a problem-solving approach.

The panel will then develop an action plan to try and resolve the problem. Within seven working days of the meeting taking place, you will be informed of what is in the action plan, when this is due to be reviewed again and what action you can take if you aren't happy with the decisions made.

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. The Chair of the case review meetings and/or the Lead Officer might put you in touch with services that may be able to help improve your situation or ask an agency to make a visit to see what additional support they can offer you.

Who are the relevant agencies?

The Anti-Social Behaviour Statutory Guidance¹ 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.

¹https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/956143/ASB_Statutory_Guidance.pdf



The Panel members are:

- West Mercia Police (Chief Inspector; Safer Neighbourhood Teams)
- Registered Social Landlord² (Chair of the Social Housing Forum)
- Shropshire Council (Assistant Director of Homes and Communities)
- Integrated Care Board³ (Head of Adult 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. The Deputy Chair is 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 Chair of 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 Chair.**

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

All appeals should be addressed to:

The Independent Chair and Scrutineer of the Shropshire Safeguarding Community Partnership and emailed to sscpbusinessunit@shropshire.gov.uk

These may also be sent by post to:

The SSCP Business Unit
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

² 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.

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



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 will then decide the next steps. Once the final appeal decision has been made you will be notified in writing.

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
- 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.

Other ways 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](#)

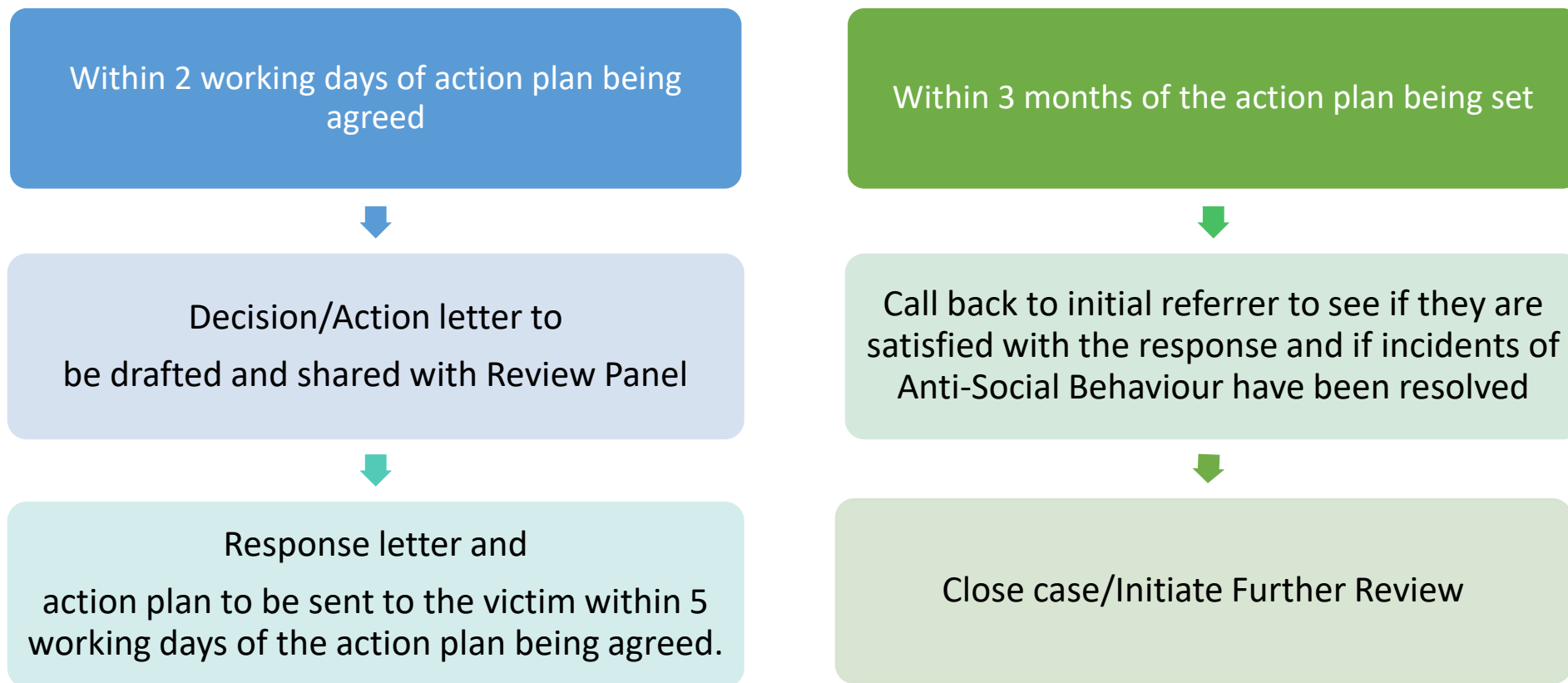
You can also contact Shropshire Council and discuss your concerns or ask for a referral form by ringing 0345 678 9020 or email customer.service@shropshire.gov.uk

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