



Antisocial Behaviour Neighbour
Complaints Policy and Procedures.

March 2013

Draft Antisocial Behaviour Neighbour Complaints Policy and Procedures

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1. Introduction

ACC Housing and Community Safety Services is committed to ensuring that everyone has the right to live peacefully in their home without suffering disturbance or nuisance from others.

We recognise the detrimental impact antisocial behaviour can have on both individuals and the community.

It is reasonable to expect standards of behaviour, and our tenancy agreement sets out our standards of behaviour and what is not acceptable. We will positively endeavour to make sure that all tenants, including their family members and visitors comply fully with the terms of their tenancy agreement, to ensure that all residents can enjoy their homes free from nuisance or antisocial behaviour.

We will take action if these standards of behaviour are not kept to, using all available legislation and taking account of article 8 of the Human Rights Act 1998 i.e. the right to respect for private and family life, home and correspondence unless interference is necessary in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others.

The Housing (Scotland) Act 2010 made provision for the establishment of the Scottish Social Housing Charter in which the Scottish Government sets out the standards and outcomes that social landlords should aim to achieve when carrying out their housing activities. The Charter was approved by the Scottish Parliament in March 2012 and it came into force on 1 April 2012.

The Scottish Housing Regulator in response to Section 35 of the Housing (Scotland) Act 2010 issued guidance setting out the indicators they would use to measure the progress of social landlords towards achieving the standards and outcomes set out in the Scottish Housing Charter.

Consequently the Scottish Housing Regulator Indicator No19 refers directly to the handling of antisocial behaviour cases as follows: “Percentage of antisocial behaviour cases reported in the last year which were resolved within locally agreed targets”

This policy explains how we aim to address anti-social behaviour (ASB) through our ASBIT and Housing Team who deal with complaints of ASB. Staff procedures and check lists have been developed that detail how the policy is implemented in order to achieve our locally agreed targets.

2. Definition of ASB

Antisocial behaviour covers a wide range of actions and behaviour and is defined in the Antisocial Behaviour (Scotland) Act 2004 section 143 as follows.

A person engages in antisocial behaviour if he/she:

- a) Acts in a manner that causes or is likely to cause alarm or distress; or
- b) Pursues a course of conduct that causes or is likely to cause alarm or distress, to at least one person who is not of the same household.

ASB is any unreasonable acts which cause alarm or distress to others not of the same household which adversely affect a person's right to the reasonable enjoyment of their home, (please note that under our Tenancy Agreement this type of behaviour includes the tenant, their household and anyone visiting their property.)

3. Policy Aim

We will make every effort to ensure our tenants comply with their tenancy conditions and can enjoy living in their homes and communities free from the effects of ASB.

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4. ACC Objectives

We recognise that all tenants/residents have a right to the peaceful enjoyment of their home. Equally every tenant has the responsibility not to interfere with their neighbours right to the peaceful enjoyment of their home.

- We recognise that, left unchallenged, anti social behaviour can have a significant negative impact on the lives of our residents.
- We will make use of the powers, orders and mechanisms available to us to deal with anti social behaviour
- We recognise that early intervention and prevention is a key tool in challenging antisocial behaviour.
- We will participate in joint working with partner agencies
- We will place victims and witnesses at the centre of our procedures
- We will offer rehabilitation opportunities for perpetrators where appropriate

By use of these methods we will deliver a proportionate and flexible response to anti social behaviour.

5. Partnership Working

We will engage in collaborative work with other agencies in order to deter or prevent anti social behaviour and to rehabilitate those who have engaged in such behaviour.

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- We will support and make referrals to independent Mediation Services encourage resolution of disputes by consensus.
- We will support families with children who are at risk of losing their tenancy through ASB by making referrals to our family intervention service for intensive support.

We will work with our partner agencies in a manner which will combine and co-ordinate our efforts to best effect. We identify our principal partners in this activity as the police, and our fellow social landlords.

We will complete and maintain data sharing protocols with our partner agencies to facilitate this collaborative work.

6. Legal Framework

In formulating and implementing this policy we will ensure we comply with our statutory powers and duties including those contained within the following legislation:

- Housing (Scotland) Act 2001
- Antisocial Behaviour etc. (Scotland) Act 2004
- Human Rights Act 1998
- Equality Act 2010
- Data protection Act 1998

7. Tenant Responsibility

In ACC's tenancy agreement and good neighbour agreement, antisocial means causing or likely to cause alarm, distress nuisance or annoyance to any person or causing damage to anyone's property. The tenancy agreement sets out tenants' rights and responsibilities in relation to respect for others. It clearly indicates that tenants are responsible for their own behaviour and also for the behaviour of those living with them and those visiting their home.

Tenant involvement is crucial in tackling ASB effectively as, in order to take action against someone who is behaving anti-socially, we will need evidence. It is crucial that residents report their concerns at an early stage to improve the success of any intervention plan. This may mean completing diary sheets to record what is seen or heard and in serious cases it may mean giving evidence in court, in which case we will make sure that support is provided.

8. Management Action and Remedies

Our ASBIT Team will carry out the enforcement of our ASB policy. Their approach will be fair and firm, remaining impartial and observing confidentiality at all times. We will ensure all relevant staff are fully trained and up to date with current legislation and best practice.

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We will thoroughly investigate complaints of ASB in strictest confidence and take appropriate and reasonable action against perpetrators of ASB whether it is being caused by them, their visitors and/or their family. This will always be dependent on having the necessary evidence.

The vast majority of complaints of antisocial behaviour can be resolved without court action and below are some of the actions we may consider:

- Warnings/advice
- Acceptable Behaviour Contracts (ABCs)
- Housing support
- Referral to Aberdeen Families Service
- Referral to independent mediation
- Joint Visits with Police, Housing staff, ASBIT staff, City Wardens

When necessary we will use legal remedies as follows:

- Notice of Proceedings
 - Antisocial Behaviour Order (ASBO)
 - Short Scottish Secure Tenancy
 - Repossession
 - Interdict
 - Closure Orders
- Penalty Charge Notices

We will provide support and advice to complainants and witnesses of ASB. We will refer them to any support services that are available to us through either external agencies such as victim/witness support services, or our own in-house support.

A Risk Assessment Tool (See Appendix 6) has been developed to assist staff objectively assess the impact of repeated incidents of antisocial behaviour on complainants. Once the level of risk has been assessed the case handling officer can take the appropriate steps to protect the complainant from further harm. The risk assessment tool can be used at any stage of an investigation.

We will support any perpetrator of ASB who is vulnerable by referring them to specialist support agencies. e.g. alcohol, drugs, mental health, etc?

Families responsible for antisocial behaviour with children under the age of 16 can be referred to our Aberdeen Families Service for support and supervision through either relocation to the core block, out-reach support in their own home or via a dispersed tenancy.

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Prioritisation and Case Management of Complaints

<u>Priority</u>	<u>Type of Behaviour</u>	<u>Target time for initial contact</u>	<u>Case Manager</u>
LOW	Minor breaches of tenancy conditions or disputes solely between two neighbours e.g. <ul style="list-style-type: none">• Not keeping garden tidy• Parking in unauthorised areas• Maintenance of boundaries• Low level domestic noise	2 working days	Housing Officer
Persistent	Antisocial behaviour that is more severe and persistent in nature. <ul style="list-style-type: none">▪ Persistent noise nuisance▪ Persistently failing to control pets▪ Persistently failing to control children within the household<ul style="list-style-type: none">▪ Vandalism and damage to common areas	2 working days	ASBIT Investigation Officer
Serious	ASB where police are going to be involved <ul style="list-style-type: none">▪ Violence or aggression▪ Threatening behaviour▪ Drug dealing▪ Racial / Discriminatory Harassment▪ Illegal or immoral use of property	1 working day	ASBIT Investigation Officer

9. Data and Information Exchange

As part of our investigations we will gather as much evidence as possible, some of which may be personal and sensitive. We will keep this information secure and only use it for the purpose for which it is intended. We will not reveal this information to unauthorised people or organisations.

10. Equality and Diversity

We are committed to ensuring that our ASB process is carried out legally, fairly and respects human rights.

We aim to treat all customers with respect and professionalism and we will ensure that our service is fair and accessible to all. We publish information that is easy to read and understand in a range of appropriate languages and formats. Where complainants have any particular needs or requirements we will do all we can to ensure our services are tailored to their needs.

11. Implementation

On receipt of a complaint the Housing Officer will undertake to note the details of the complaint on I-world and undertake the initial investigation within the agreed timescales for first contact.

Initial investigations will involve contacting the complainer by telephone or in person to establish the facts and carry out a brief risk assessment. This will help identify risks, vulnerability and enable the HO to categorise the complaint.

If after investigation the complaint falls within the low level category the complaint will be managed by the HO (Estate Management Procedure EMP 097 refers).

If after investigation it is established that the behaviour is persistent or serious the complaint would fall within the medium or high level category and be managed by an IO within the ASBIT Team. In these circumstances the Housing Officer should complete the attached referral form (Appendix 5) and forward it to the Senior Investigation Officer ASBIT.

Everyday living noise or minor lifestyle differences are not classed as anti-social behaviour and will not be investigated under the terms of this policy.

For example:

- Noise from people walking across a wooden floor whilst wearing shoes, doors banging, noise from passage up & down stairs.
- Noise from people using washing machines, tumble driers, vacuum cleaners, lawnmowers etc.
- Balls going into neighbours gardens
- Children falling out with each other/bullying each other
- Cooking smells
- Noise of children playing in or near their own home
- Vehicle nuisance, revving engines, loud music from in car, careless driving, racing

The above list is not exhaustive. Where we cannot intervene we will explain why and if possible give advice on other agencies who may be able to help.

Antisocial Behaviour Investigation Team Procedures

The Antisocial Behaviour Investigation Team (ASBIT) will receive referrals from the housing teams following their initial engagement with the complainer and the perpetrator. Referrals can be made when the initial interventions have broken down or the level of complaint is deemed to be persistent or serious. (See Appendix 5 for referral form) Once a case has been accepted by the ASBIT the complainer will have priority access to their call out services.

The ASBIT will still respond to general call outs from the public however they will prioritise their response to those referred cases that have been accepted as persistent or serious for case management.

Managing antisocial behaviour cases effectively is a key element of a high quality, customer focussed ASB service. The following procedure will focus on taking swift action to protect communities and provide a consistent and robust process for all case management.

Effective case work will underpin all of our activity to reduce ASB and it needs to start from the moment a complaint is received, continuing through until the problem has been satisfactorily resolved.

Receiving a referral

The ASBIT will respond positively to the victim's complaint and arrange to see them within a maximum of two days of their contact to note their concerns in greater detail.

- An individual named ASBIT officer will be allocated the case management of each investigation retaining ownership and responsibility for the duration of the investigation.
- At this early stage it is essential, to note impact statements with a particular focus on how the behaviour is affecting the individual or the family.
- At the outset, assess the complainer's vulnerability and the risk of further harm using the Risk Assessment Matrix provided.
 1. At this stage consider whether urgent protection is required to prevent further risk of harm.
 2. Ensure that any welfare and support needs are identified and addressed.
 3. Check if the perpetrator is already known and what risk they might pose.
 4. Review the Risk Assessment at each stage of the case management.
- Ask what the complainer is expecting from you and what would be a satisfactory outcome for them. This gives the opportunity to manage their expectations.
- Look to resolve the problem at the earliest opportunity and consider the use of mediation as an early intervention tool if it has not been previously offered.
- Work with the complainer to agree a strategy for dealing with the case and provide a realistic action plan, with clear timescales.

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- Agree a weekly communication strategy with the complainer and ensure that all commitments and promises in the plan are kept, so that the complainant knows what will happen next.
- Be clear about what is expected of the complainant, such as maintaining diary sheets and reporting further incidents as they occur.
- The ASBIT will note witness statements and obtain background information from all available sources including the area police team.
- Consider the most appropriate tools to use in the situation, including alternative options such as victim support, mediation or referral to the Aberdeen Families Service if there are concerns involving a family with children under 16 years of age.
- Maintain strict confidentiality throughout and record all actions or communications relating to the investigation in iWorld

ASB Service Standards

All referred cases accepted by the ASBIT will be investigated in accordance with the service standards set out in Appendix 1.

Evidence Collation

Antisocial behaviour cases deemed to be persistent will be thoroughly investigated over a period of four weeks in preparation of holding a multi agency case conference to decide the level of evidence available and what actions are necessary to resolve the original complaint

- The perpetrator(s) have to be challenged with authority at an early stage in regard to the allegations made against them giving them the opportunity to put forward their own testimony as to reasons behind the ongoing situation.
- The perpetrator(s) may also have support needs and if that is the case then the appropriate referral shall be made.
- Consider proportionality at each stage and satisfy yourself the intervention used is reasonable and proportionate to the ASB being complained of.
- The perpetrator(s) should understand all the implications of an ASB investigation and will receive a written letter to that effect.
- The ASBIT supervisors will carry out systematic quality checks with a supporting audit trail to ensure that,
 1. That staff dealing with an ASB case are being consistent in their approach, particularly where work is done by a number of colleague's
 2. That the quality of communications, correspondence and action planning is acceptable.
 3. That the appropriate action is being taken and the right tools are used.
 4. That targets and promises are being met

An ASBIT manager/supervisor will, depending upon the complexity of the case, determine whether any counter allegation case is investigated by the Case Officer dealing with the original case or whether it needs to be passed to a second officer for investigation.

Sources of Evidence

Case Officers will ensure all investigations are thorough and all avenues of potential evidence are explored to determine the most effective means to resolve complaints of ASB.

Sources of evidence include, but are not restricted to:

- Nuisance Diary Books
- Statements taken during interviews with case participants
- Personal observations during visits
- Photographs
- Professional witnesses (Police, Wardens, Housing Officers, Health Visitors)
- Fraudulent documents/records
- House to house enquiries
- Visits to neighbours and wider area
- Hearsay
- Shared intelligence
- CCTV
- Noise Monitoring Equipment

Nuisance Diary Books

Where victims report regular incidents of nuisance or anti-social behaviour, nuisance diary books (NDB's) will be issued to victims and appropriate witnesses, with clear guidance provided as to how to record incidents they witness (times, type and nature of incidents, duration and details of all involved, other witnesses etc). Each incident should be signed and dated. If the victim has problems completing the form, the Case Officer will consider what other forms of help/assistance could be available including the use of Dictaphones and ascertaining whether a relative/friend could assist. All nuisance diary books issued will be collected regularly (every 10 working days) in accordance with service standards.

Statements

Where victims are able to provide a witness account of incidents observed or reported to them (hearsay) a witness statement will be taken to support any legal proceedings. Good practice dictates that wherever possible statements will be handwritten having been taken at the point of interview.

First visit to victim

Investigation officers conducting an initial visit to the reporter/victim should ensure that they complete the checklist set out in appendix 2

First visit to alleged perpetrator

Investigation officers conducting an initial visit to alleged perpetrator(s) should complete the checklist contained at Appendix 3

Multi Agency Case Conference for ASB cases

At the conclusion of a four week proactive investigation a multi agency case conference will be held. This case conference will review all the evidence gathered and to consider what action if any needs to be taken next.

The ASBIT manager or senior investigation officers will where necessary arrange case conferences to bring partner agencies together to identify shared solutions. identify additional avenues of support and agree joint actions to intervene and resolve reported ASB. Partners involved could include, (but is not restricted to):

- The Police
- Tenants and Residents Associations
- Aberdeen Families Service
- Education Service
- Social Work
- The Youth Service
- Independent Mediation
- Area Housing Officer
- Legal Services

Case conferences will be meaningful and their aims made clear to all invitees in advance of the meeting. Minutes of case conferences will be taken and outcomes shared with relevant parties by the ASBIT Investigation Officer. Whilst it is recognised that partner agencies are able to take the lead in respect of support provision where appropriate, ASBIT case officers will retain ownership of the overarching ASB case management.

- If there has been no or little evidence gathered in four weeks the complainer will be advised in person that the investigation has been closed and reasons behind the decision.
- If following investigation the antisocial behaviour is ascertained to be as a result of poor insulation the case will be closed with the recommendation that the relevant housing team submit a report requesting improvement to insulation
- If sufficient evidence has been gathered in support of the complaint then the investigating officer shall prepare a report for submission to the legal team to instigate court proceedings
- Alternatively there may be non-legal options such as an acceptable behaviour contract which can be used instead of or as a precursor to later enforcement action.
- Our target is to submit a report to the legal team within 40 days of receipt of the referral.
- At the conclusion of the case conference the complainer(s) will be updated in writing as to what action has been taken.

Serious antisocial behaviour complaints

- Serious ASB complaints will involve serious risk of harm to an individual or the community including such acts as :-
- Violence or aggression towards another person
- Threatening behaviour
- Major Drug dealing
- Illegal or immoral use of property
- Hate related crime

In these cases a multi agency conference will be convened within one working week of receipt of the complaint/referral with the target of having a draft action plan in place within two working weeks. If legal action is deemed appropriate, then a report to the legal team will be submitted within 40 days.

ASB Enforcement

Where it is deemed that interventions are unlikely to resolve reported problems or indeed the ongoing ASB warrants a more formal response to protect victims and witnesses, ASBIT manager/supervisor approval will be sought to proceed to enforcement action. Where other legal action is to be instigated in regard to the tenancy of the perpetrator the area Housing Manager will be responsible for instigating such action.

Once enforcement options have been approved the Investigation Officer will compile a full case file with all documentary evidence obtained during the investigation (photographs, statements, letters, ABC's, cautions, CCTV evidence etc) and make a formal referral to Legal Services.

ASBIT managers/supervisors will provide appropriate advice and guidance with regards to appropriate legal measures taking full account of the perpetrators age, tenure and reflect the nature and the seriousness of the ASB. Prior to any submission to legal service for formal enforcement action, ASBIT will revisit case participants to ensure all vulnerabilities and/or safeguarding needs have been identified and appropriate supportive actions considered.

Task sheet for Antisocial Behaviour Orders

Investigating officers who serve an ASBO should ensure the checklist contained in appendix 4 is adhered to.

Post legal enforcement action

Contact with case participants will be maintained by the Investigation Officer at a minimum monthly contact until otherwise advised following a manager/supervisor case review Where there are continued reports of ASB or reported breaches of the ASBO the Investigation Officer will collate evidence to support any additional action or variations to the original order to ensure victims and communities continue to be protected.

Case Management & Supervision

ASBIT managers/supervisors will conduct regular reviews of ongoing case work to assess progress/identify any barriers to progress providing further direction and guidance to case officers through scheduled supervisions.

ASBIT managers/supervisors conducting reviews of cases will check that;

- service standards have been/are being adhered to.
- all actions arising during the course of the case investigation are accurately recorded.
- all documents, letters, statements and evidence have been scanned in attached to the case and all hard copy documents retained for future legal file creation.
- All guidance and direction provided has been actioned and cases are progressing in accordance with any planned timescales.
- Cases will only be closed with the approval of a ASBIT manager/supervisor, once it has been determined that the reported problems have been resolved and/or following the expiry of any legal order.

The ASBIT managers/supervisors will also undertake regular dip sampling of 10% of ASB casework logged within iWorld for weekly performance and performance management purposes. Data relating to enquiries and cases logged within ASBIT case management systems will be extracted through tailored reports for performance measurement and management purposes.

Performance mechanisms used will include:

- Service delivery data collation
- Benchmarking against KPI's
- Comparative analysis
- Qualitative dip sampling and case audits
- Customer feedback collation and analysis
- Research and desk studies

Identified best practice and lessons learnt from complaints, case reviews and/or other organisations will be disseminated in a timely manner to ensure improvements happen in real time without unnecessary delays and any changes in procedure captured within this document when revised.

Where a dispute occurs in regards to the outcome of an ASB case the Head of Service for Community Safety will have responsibility for reviewing the case files and arbitrating between the parties concerned.

12. Complaints Process

Concerns can be raised informally with the member of staff dealing with the case.

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If the customer is still dissatisfied with the level of service they have received, then a complaint can be made through ACC complaints procedure. Information about how to make a complaint is available from ACC offices, on our web-site or through the Customer Service Centre.

Use the online form on the Council Website at www.aberdeencity.gov.uk

Write to us at:

ASBIT Manager
Housing and Environment
Aberdeen City Council
Community Safety Hub
1st Floor
Business Centre
Frederick Street
Aberdeen

13. Performance Monitoring and Reporting

We operate within a performance monitoring framework:

We will produce quarterly monitoring reports.

We will take part in benchmarking with other organisations of a similar size and nature.

We will ask tenants for feedback through regular satisfaction surveys and other methods. We will analyse the information gathered to see if there are any ways of improving our service delivery.

We will provide performance information to our partner agencies where appropriate to provide a holistic service.

We will publish information regularly through our annual report, tenant's newsletter and web pages.

14. Policy Review

This policy will be reviewed every three years to ensure that any changes in government legislation and best practice are taken into account. When reviewing this policy we will consult tenants, staff and stakeholders.

More regular reviews will be considered where, for example there is a need to respond to new legislation.

Appendix 1

ASB Service Standards

All referred cases accepted by the ASBIT will be investigated in accordance with the service standards set out below.

In urgent situations, (i.e. reports that include 'hate crime' incidents, where there is a risk of harm to the reporter or where there are clearly identified vulnerabilities), an Investigation Officer will contact the reporter/referring agency, by telephone or face to face visit within -	1 Working Day
For all other enquiries, a Investigation Officer will contact the reporter/referring agency by telephone or face to face visit within -	2 Working days
Where enquiries are deemed appropriate for investigation by the ASBIT, a case will be created and the Investigation Officer will arrange to visit the named victim within -	2 Working days
The Case Officer will contact the named victim weekly to obtain any further evidence and update the victim regarding any significant actions/developments since the last update.	5 Working days
Where the perpetrator is unknown, the Investigation Officer will conduct appropriate investigative actions (letter drops, visits to neighbours, system checks with ASBIT colleagues and partner agencies, etc) in an attempt to establish the identity of the perpetrator(s).	
The Investigation Officer will seek to identify any vulnerabilities or safeguarding concerns during the initial visits to named victims and alleged perpetrators, offering advice as to available assistance or support and will review those needs at regular intervals throughout the investigation.	
Where it is deemed appropriate to issue a Nuisance Diary Book case officers will agree timetable for collection -	not to exceed every 10 working days
An ASBIT manager/supervisor will conduct a full review of each case every -	28 Days
Where cases result in a legal order being obtained, Investigation officers will continue to liaise with all case participants on a minimum monthly basis during the first six months of the order. Monitoring and liaison beyond six months will be dependent upon any breaches, further ASB and individual circumstances as determined by the ASBIT Manager.	

Appendix 2

First visit to victim

Investigation officers conducting an initial visit to the reporter/victim should ensure the following checklist is adhered to.

<u>Investigation officers initial contact checklist</u>	Completed
Introduce themselves, providing the victim with their call out contact details should the victim need further information or wish to report further incidents.	
Fully explain, not only what the customer can expect from us, but what we will require from them and record on an Action Plan.	
Explain the purpose of, and complete a Victim Vulnerability assessment	
Obtain as much detail as possible about the alleged ASB including if appropriate photographic evidence of any reported damage.	
Establish whether any other professional body/solicitor/Councillor or MSP has been contacted or is already involved in this case.	
Agree with the victim how the case will be investigated, discussing with the victim their expectations in relation to the case.	
Advise the victim on how the case may progress and what options are available at this stage including access to call out service and independent mediation.	
Advise the victim that the accurate completion of diary books will form a vital part of the evidence gathering process noting that if they are completed correctly and of good quality with detailed evidence of recent incidents, only a few should be required.	
Explain that if as a result of preventative interventions the alleged behaviour ceases, the case may be closed and no further action taken.	
Ensure that the victim understands that should the ASBIT decide to take legal action, it may be necessary for the victim to provide evidence at a court hearing later in the case	
Obtain consent of the victim to approach alleged perpetrators, advising the victim that whilst their identity will not be disclosed to alleged perpetrators (unless they have given consent that they are happy for their identification to be disclosed) they may be identified to the alleged perpetrator through the disclosure of specific incidents or should legal proceedings be scheduled, (given the legal requirement to disclose evidence to the defence) through the evidence provided to the court. Identify any risk factors which would prevent the victim giving evidence at court.	
Provide the victim with leaflets and information relating to currently available support services/organisations that may be able to assist the victim.	
Advise that all victims will be offered a referral to Victim Support, who once involved will continue to liaise with the Case Officer to advise of any vulnerability issues or additional support needs.	

Appendix 3

First visit to alleged perpetrator

Investigation officers conducting an initial visit to alleged perpetrator(s) should ensure the checklist at Appendix 3 is followed.

Investigation Officers Initial Checklist (Perpetrators)	Completed
Explain the role of ASBIT and the purpose of the interview/meeting.	
Inform the alleged perpetrator of the allegations made and obtain their version of events/incidents, noting any admission or counter allegation.	
Advise the alleged perpetrator on how the case may progress and what options are available at this stage including mediation (if not already considered).	
Explore with the alleged perpetrator any options to prevent further ASB through diversionary and/or supportive interventions, and voluntary agreements and/or contracts. Record on Action Plan.	
Where the alleged perpetrator is under the age of 18, discuss the allegations with the parent/guardian, seeking an assurance of support to ensure no further ASB is perpetrated.	
(Council tenants) Advise the alleged perpetrator of the consequences of further ASB resulting in a breach of tenancy and any potential actions against the named tenant.	
Advise the alleged perpetrator that their individual support needs and vulnerabilities will be assessed and re-assessed throughout the investigation, taking account of any change in circumstances, formal warnings and escalation of incidents.	

Appendix 4

Task sheet for Antisocial Behaviour Orders

Investigating officers who serve an ASBO should ensure the following checklist is adhered to.

Offender:	Address:	
Date of Birth:-		
Investigation Officer:	Case Ref No	
<u>TASK</u>	<u>DATE</u>	<u>COMMENTS</u>
Calling in court		
ASBO/ Interim ASBO granted		
Date served		
Execution of service sent to police		
Copy of ASBO sent to police		
Notice to neighbours		
Referrer advised		
Complainer/Victim(s) advised		
Completed Execution of Service sent to Legal Services		
Review dates		
Breaches of ASBO		
ASBO revoked		

Appendix 5.

ANTI SOCIAL BEHAVIOUR INVESTIGATION TEAM REFERRAL FORM

Referral Date:		HO Referring Case: Address:
		Tel No. E-mail address
NAME & ADDRESS OF COMPLAINER :-		
TELEPHONE NUMBER :-		
TYPE OF DWELLING :-		
NAME & ADDRESS OF PERPETRATOR:		
DATE AND DETAILS OF FIRST COMPLAINT:		
INTERVENTION / ACTION TAKEN TO DATE :-		
IDENTIFIED ISSUES OR SUPPORT NEEDS: Drugs Y/N Alcohol Y/N Mental Health Issues Y/N Violence Y/N Aggression Y/N Other		
DATE AND DETAILS OF REFERRALS TO OTHER AGENCIES:		

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BRIEF HISTORY:

Signature

.....Date.....

To be completed by ASBIT

ASBIT Case Ref No:

Date of receipt:
Received by:
Approved by:
Allocated to:
Target date:
Referrer advised:

Appendix 6

Risk Assessment Matrix

Name:		Address:	
Incident No:			
<p>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.</p>			
History	1. Other than this occasion - how often do you have problems?	6 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?	8 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 6	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	

Draft Antisocial Behaviour Neighbour Complaints Policy and Procedures

The agencies are there as a guide, and should be used in combination with other local resources, and your own judgement of what support and protection are 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.

34 32 HIGH	POLICE HOUSING TEAM / ASB TEAM CITY WARDENS VICTIM SUPPORT / OTHER SUPPORT SERVICES
26 24 MEDIUM 22 20	POLICE HOUSING TEAM / ASB TEAM CITY WARDENS VICTIM SUPPORT / OTHER SUPPORT SERVICES
18 16 LOW 8 4 0	POLICE HOUSING TEAM / ASB TEAM CITY WARDENS VICTIM SUPPORT / OTHER SUPPORT SERVICES

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: _____

