

ASB Case Review

Anti-social behaviour (ASB) can have an overwhelming impact on its victims and in some cases, on the wider community. The ASB Case Review gives victims of persistent anti-social behaviour reported to any of the main responsible agencies (such as council, police, health service or housing provider) the right to request a multi-agency case review where a local threshold is met.

If you have reported three or more separate incidents of ASB in the past six months to any of the main responsible agencies, within one month of each incident happening, you can apply for an ASB Case Review.

You can apply for an ASB Case Review in the following ways:

- **Online portal:** www.online.norfolk.gov.uk/anti-socialcasereview
- **Telephone:** by calling your local council and asking someone to help you to complete the form.
- **In person:** by visiting your local council or police station to complete the form.
- **Download:** download an application form from your local district council, health service, police or housing provider web pages and return via post or email to the relevant agency.

A friend, relative, carer, councillor or another professional person can make an ASB Case Review application on your behalf, providing you have given your consent for this. You will still be contacted to confirm this consent and establish the facts.

There are a couple of important steps that will happen once you have made your application. These are:

Step 1: Your application will be sent onto the relevant Operational Partnership Team (within five days); a multi-agency team made up of police officers, staff and local council officers.

Step 2: The Operational Partnership Team will review your application and nominate a single point of contact (SPOC) who will oversee the case. The SPOC will contact you within seven working days of receiving the application and introduce themselves to you and explain the next steps.

The ASB Case Review does not replace the complaints procedures of individual organisations, which should be used where there is dissatisfaction with the conduct of an individual agency. Nor does the ASB Case Review replace your opportunity to complain to the Local Government Ombudsman or Independent Office of Police Conduct (IOPC).

The Community Trigger, now called the ASB Case Review was introduced in the 2014 Anti-Social Behaviour, Crime and Policing Act.

Reporting ASB

If in the meantime you wish to report further incidents of anti-social behaviour, you can do the following:

- Contact your housing provider (if applicable).
- Contact your local council.
- Contact the police via their online reporting mechanism. If this option is not available to you, you can report by calling 101.

If it is an emergency, always dial **999**.

Support for victims of ASB

ASB Help

Independent advice and help is also available from ASB Help. ASB Help is a registered charity in England and Wales, which has been set up to provide advice and support to victims of anti-social behaviour.

More information is available at:

www.asbhelp.co.uk

Norfolk & Suffolk Victim Care

Norfolk & Suffolk Victim Care has a wealth of experience in helping people cope and recover following ASB. You can contact them in the following ways:

- **Call:** 0300 303 3706 between 9am and 5.30pm, Monday to Friday
- **Out of hours:** 0808 16 89 111
- **Email:** contact@nsvictimcare.org

Alternatively, if you would like to access help online you can use this link:

www.nsvictimcare.org