

Your guide to ASB case review



Have you reported the same anti-social behaviour (ASB) to us three times in the last six months?

Do you consider that no action has been taken?

Then you may want to use the ASB case review process.

We recognise the overwhelming impact anti-social behaviour can have on its victims and in some cases the community.

If you have reported ASB but feel that no action has been taken, you can ask for an ASB case review.

What is an ASB case review?

The ASB case review (previously known as the community trigger) is a way of making sure victims of ASB and hate incidents can request a review of how their reports of ASB have been responded to, and if there is any further action that can be taken.

The review is designed to make sure local organisation's work together to rectify the complaint. Examples of the agencies that maybe involved are the police, health teams and social housing providers.

What are the criteria for a case review?

If you have reported the same ASB three times over the last six months, you can request a case review.

The incidents reported must have been within one month of them happening, and the request for the ASB case review must be made within six months from when you first reported the ASB.

Who can request the review?

You can make an application directly, or a third party, such as a family member, friend or your local MP, can make the request with your consent.

It's important to remember that the ASB case review cannot be used to make a complaint. If you have a complaint about the way we have handled your ASB case, please use our standard method for [making a complaint](#).

Other considerations

Other considerations on whether the case meets the criteria may look at:

- The persistence of the ASB;
- The harm, or potential harm, caused by the ASB; and
- The response from agencies.

How do I make a request?

To make a request you need to contact the local authority you live in and make an application with them. You can also contact us or the police. You will need to give your name, address and contact details and provide the following information.

- Dates of each complaint
- Details of where you complained (this should be the name, organisation, and/or incident reference number)
- Details and information about the ASB

What happens next?

Once you request a case review that meets the criteria, we will meet with the agencies involved to see how we can resolve the issue. The review will look at the details about your complaints, the ASB, and actions that have been considered and taken.

During the meeting, we will review how the those involved have responded and make recommendations for further action. We will also decide which agency should take the action.

You will receive a response explaining the action already taken and the recommendations for further action.

Need some help understanding this information, need it in a different format or language or want some more advice?

Contact your local officer or contact us online: www.nhg.org.uk/contact-us