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Warwickshire Police welcome comments and suggestions from the public and staff about the contents and implementation of this policy. Please e-mail policiesandprocedures@warwickshire.police.uk

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1. POLICY STATEMENT

This policy sets out Warwickshire Police's response to, and management of Anti-Social Behaviour (ASB).

Tackling ASB is a key priority for Warwickshire Police in protecting communities from harm. We understand the serious impact it has on individuals and communities and the need to deal with incidents effectively.

This document provides police officers and members of staff with an understanding of what constitutes anti-social behaviour and provides a consistent approach and guidance on how we will respond to, and investigate it.

This guidance focuses specifically on putting victims at the heart of the response to anti-social behaviour, working in partnership to problem solve ASB.

Victims will be encouraged to report ASB and be taken seriously. There will be clear and transparent pathways to report ASB, with access to help and recovery. We will ensure victims understand how the matter will be investigated and keep them updated on this journey .

A further document The Warwickshire ASB Pathway provides guidance and focuses on the use of powers provided by the 2014 Act and revisions made in 2023, but also on the informal interventions available as part of a restorative approach.

2. BENEFITS OF THE POLICY

- Consistency of approach for all officers in dealing with ASB.
- Provides support and guidance for those new to managing cases.
- Gives officers and staff the confidence to make [sometimes difficult] decisions.
- Through provision of subject matter experts (ASB PCSO's), best practice will be shared with each community safety partnership.
- Clearly sets out the remit and responsibility of the service, helping inform internal teams and external stakeholders, and preventing a case from being passed around without ownership.
- Helps to manage the expectations of residents, partner agencies, elected members etc.
- The adoption of a common sense approach to policing of ASB, which means tackling problems of neighbourhood crime and anti-social behaviour where they occur and intervening early to prevent growing disorder.
- Maintaining a structure to integrate partner intelligence and responses to ASB.

- Increased intelligence as to where local hotspots are to target enforcement and use new powers and resources most effectively.
- Ensure Home Office Crime Recording Standards are adhered to and reduce non-compliance.
- Increase public confidence in police's ability to efficiently manage our response to ASB.

All with the aim of protecting the most vulnerable in our communities from harm.

3. ASSOCIATED LEGISLATION AND POLICY

Anti-Social Behaviour, Crime and Policing Act 2014

[ASB Act 2014 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/672222/ASB_Act_2014.pdf)

Anti-Social Behaviour Action Plan 2023

[Anti-social Behaviour Action Plan \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1154223/ASB_Action_Plan_2023.pdf)

Crime Recording Rules for Frontline Officers and Staff 2023

[crime-recording-rules-for-frontline-officers-and-staff-july2023.pdf \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1154223/crime-recording-rules-for-frontline-officers-and-staff-july2023.pdf)

The National Standard for Incident Recording 2011

[The National Standard for Incident Recording NSIR 2011 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/672222/The_National_Standard_for_Incident_Recording_NSIR_2011.pdf)

4. DEFINITIONS

This policy uses the definition below from the **Anti-Social Behaviour, Crime and Policing Act 2014**:

- 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

ASB covers criminal and non-criminal behaviour, including but not exclusively:

- a) intimidatory behaviour, such as threatening or unruly behaviour drunkenness, harassment and loitering in public spaces;
- b) drug use, and the paraphernalia, mess and disruption that can go with it;

- c) vandalism, graffiti, and the plague of fly-tipping and littering;
and
- d) disruptive neighbours consistently playing loud music or letting their dog bark all night.

The National Standard for Incident Recording (NSIR) categorises ASB further to help in common understanding and recording practices across the different police forces. These are split into three categories.

4.1 Community ASB (Environmental and Nuisance)

Environmental - is when a person's actions affect the wider environment, such as public spaces or buildings. Deals with the interface between people and places. It includes incidents where individuals and groups have an impact on their surroundings including natural, built and social environments. This category is about encouraging reasonable behaviour whilst managing and protecting the various environments so that people can enjoy their own private spaces as well as shared or public-spaces. People's physical settings and surroundings are known to impact positively or negatively on mood and sense of well-being and perception that nobody cares about the quality of a particular environment can cause those effected by that environment to feel undervalued or ignored. Public spaces change over time as a result of physical effects caused, for example, by building but the environment can also change as a result of the people using or misusing that space.

Nuisance is when a person causes trouble, annoyance or suffering to a community. It captures those incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims. It includes incidents where behavior goes beyond the conventional bounds of acceptability and interferes with public interests including health, safety, and quality of life. Just as individuals will have differing expectations and levels of tolerance, so will communities have different ideas about what goes beyond tolerable or acceptable behaviour.

There are 13 categories most likely to be reported and dealt with by the police you can find them in **Appendix A**

4.2 Personal - is when a person targets a specific individual or group

Personal is designed to identify ASB incidents that the caller, call-handler or anyone else perceives as either deliberately targeted at an individual or group having impact on an individual or group rather than the community at large. It includes incidents that cause concern, stress, disquiet and/or irritation through to incidents which have a serious

adverse impact on people's quality of life.

At one extreme of the spectrum it includes minor annoyance, at the other end it could result in risk of harm, deterioration of health and disruption of mental or emotional well-being, resulting in an inability to carry out normal day to day activities through fear/intimidation.

(Source for definitions: NPIA, The National Standard for Incident Recording 2011)

4.3 Repeat Locations

A repeat location is defined as a location that has been subject to four or more incidents of ASB within a two month period. Discretion is to be utilised where appropriate, as some locations with high footfall will feature on a more regular basis.

There can be instances where despite the level of repeat incidents there is little or no impact on the vulnerability of individuals. A good example of this could be on-going environmental anti-social behaviour in a local park. Whilst these anti-social behaviour hot spots will be affecting the quality of life of the local residents and park users there may be no direct impact on any one individuals' vulnerability. However, there is a need to tackle anti-social behaviour and each Safer Neighbourhood Team (SNT) must put measures in place to reduce the level of repeat incidents.

4.4 Repeat Victims

A repeat victim/caller is defined as a victim who has suffered four incidents of anti-social behavior within a two-month period.

In a similar manner to repeat locations, a repeat victim of ASB may be one and the same as a vulnerable victim of ASB. Again, however, there are instances where an individual makes frequent complaints of ASB without actually being defined as being vulnerable. A good example would be a regular caller complaining about youths on small motorbikes driving through an estate causing an environmental nuisance. Whilst this person may not be classified as being vulnerable the SNT must put in place steps to target this ASB and provide support to the individual. Successful intervention will lead to a reduction in ASB incidents and increase the confidence and trust of the victim.

4.5 Home Office Counting Rules (HOCR) – Recording Offences of Stalking, Harassment and Engaging in Controlling and Coercive Behaviour

When attending reports of ASB such as a neighbour dispute, be aware that there may now be a course of conduct based on previous reports to the police requiring an offence of harassment. The below is an example from HOCR:

Person 'A' reports a number of instances over a period of time where person 'B' has done acts including repeatedly banging on their house door and interfering with property in their garden. Person A doesn't know Person B and is upset and concerned by their behaviour.

Record one crime of harassment. The course of conduct rule has been met.

All breaches of harassment injunctions/restraining or non-molestation orders are state based offences and must be recorded as crimes in addition to any other crimes disclosed.

If you have any questions about HOCR please contact the FCR team Ext 5524 or email the force crime registrar for further information.

5. INITIAL REPORTING OF ASB

A report of ASB can be made via, single on line home (police.uk websites), 101/999, Local Resolution Police Centres (LRPC's) (front desk) or by officers identifying it out on patrol.

In all cases the person dealing will seek to obtain all appropriate information, assessing the following:

- Threat
- Harm
- Risk
- Investigation
- Vulnerability
- Engagement

5.1 Role of OCC

In the case of calls to the Operations and Contact Handlers they will ensure that an incident is created on STORM and follow the relevant ASB question set on the Command and Control system in order to ascertain the correct information about the nature of the incident.

Questions to be asked can include:

- What has happened, is it happening now?
- Have you or your family had problems like this before?

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- Do you know who is involved, their names and where they live. If not provide a description
- Why do you think this is happening to you or your family? Consider diversity strands – answer yes to this question dictates mandatory attendance.
- How have you or your family been affected by this?
- Is there anyone you can contact to support you at this time?
- Have you been in contact with any other agencies, if yes who?

This information will be used to determine the opening code of the anti-social behaviour in line with the National Standards of Incident Recording (NSIR), and from these questions, an initial assessment of the vulnerability of the victim can be made. This will then inform the appropriate grade of the response in line with the Force Contact Handling and Incident Management Standards.

The caller will be informed of the associated response time, based on the THRIVE risk assessment, and the incident transferred to the relevant patrol area controller with appropriate comments justifying the category and grade.

If an incident is graded as a priority or emergency, then this will be transferred to the relevant patrol area controller within the Operations and Communications Centre (OCC).

When dealing with members of the public, staff must ensure that they advertise the National non-emergency number (101) or Single Online Home (SOH), (or 999 in case of emergency) as a point of contact to report an ASB incident. Local police station and SNT numbers/voicemail boxes are not appropriate in this respect for live incidents and should not be advertised as such. This approach will ensure consistent Contact Management across Force areas.

Incidents of ASB for which other agencies lead e.g. noise nuisance, the caller will be advised to report to the other agencies however as the report has been made to the Force then an incident log will be created and the contact handler will notify the relevant agency as per NSIR. These logs will be created under call type 'incident on other force/agency'.

At the conclusion of the incident, the incident log must be closed with the appropriate closing code endorsed in line with the NSIR. It is accepted that upon investigation incidents that were initially classified as being ASB may warrant a different final classification in line with the NSIR. Where the closing code is not ASB related, but it still contains significant elements of ASB then a qualifier of either personal/environmental or nuisance should be added.

No incident identified as **PERSONAL ASB** should be classified 'Resolved Without Deployment'. If it does not justify a priority or emergency grading then it should be added to the incident list of the LRPC that geographically covers the incident, to complete actions as per 5.2.

Every incident identified as PERSONAL ASB is to be resourced

5.2 Actions taken at Scene or with victim/person reporting

The focus for Warwickshire Police is incidents classified as, or involving PERSONAL ASB. Where THRIVE has identified the necessity for police attendance/contact, the allocated officer should speak directly to all those affected by the incident. Officers attending/allocated to incidents of PERSONAL ASB must complete an ATHENA-ASB Risk Assessment (ASBRA) with the victim using the ATHENA risk assessment tool.

Where no recordable offence according to HOCR has been identified, a non-crime ATHENA record must be created for all victims and incidents that are assessed by an attending officer as suffering PERSONAL ASB and the ASBRA added. .

Where there is a recordable offence, a secondary classification of PERSONAL ASB and the ASBRA must be added.

In all reports of ASB it is essential that officers conduct more than basic high visibility checks when responding and take steps to carry out the important first assessment of what has occurred and apply the golden hour rule to gathering evidence; this will then assist further follow up work by the relevant SNT staff.

In all the above cases the following must be adhered to:

- Officers must conduct systems checks (Athena, STORM, PNC etc) in order to assist risk assessment process and to identify any vulnerabilities;
- Officers must consider whether the incident is part of ongoing concerns or linked incidents. If so this must be referred to ASB PCSO via the ASB in box for each command area;
- Attending officer must provide their contact details (email address and STORM reference) so that victims are able to maintain a point of contact prior to any relevant ATHENA investigation record being created;
- Update the STORM incident with any Athena number prior to closure;
- Complete any safeguarding actions (e.g., referral to other agency or immediate police tasks to reduce identified risks);
- Comply with any requirements set out within the Victim's Code, if relevant (for example, when an ASB incident encompasses a criminal act);
- If during the course of ANY ASB incident, a notifiable crime has been reported, then the crime MUST be recorded onto Athena accordingly as per NCRS/HOCR guidelines.

- Where the allocated officer decides there is no crime or ASB identified, they must explain to the victim why there will be no further action by the police and ensure appropriate advice and sign-posting is provided. Also ensuring the STORM incident is updated fully.

6. ASSESSING VULNERABILITY AND RISK ASSESSMENTS

Vulnerability for the purposes of ASB is defined as being:

‘A person is vulnerable if as a result of their situation or circumstances, they are unable to take care or protect themselves, or others, from harm or exploitation’

There is a clear need to determine how vulnerable a victim of ASB is. This level of vulnerability will be used to determine the level of police support that is provided. It is clear that some people, because of their own personal circumstances may be more vulnerable than others. This vulnerability can be seen in the way that they can become targets for such behaviour or may not be able to cope with such behaviour.

Officers will effectively be asking:

‘Is this person at risk of harm due to either this incident or the cumulative effect of this and other incidents?’

Factors such as age, disability, health, race, gender, sexuality and religion can all influence the level of vulnerability of a victim. Warwickshire Police will undertake an assessment of risk including vulnerability of each known victim of Personal ASB

6.1 The ASB Risk Assessment (ASBRA)

The ASBRA (Appendix B) is a series of questions designed around a "scoring" exercise to determine a risk level. However, this risk assessment tool should be viewed as an operational guide and professional judgement will always be an important part of the process.

There may be occasions when it is appropriate to take a view which alters the risk assessment outcome after the scoring exercise. The score should not negate officers applying professional judgement, previous experience, additional information and the immediate actions they have taken to reduce or remove the risk. The rationale for changing the score (risk level) must be recorded on ATHENA (within the ASBRA generated).

This assessment will determine the scale of the response by Warwickshire Police. Those incidents deemed to be highest risk will be prioritized to ensure that a comprehensive

intervention strategy is put in place, drawing on the support of Partner Agencies with a view to reducing the vulnerability to the lowest practicable level.

If there are multiple victims at different addresses, an Athena record with a completed risk assessment should be created for each address.

In order to comply with data protection legislation, attending officers will inform the victim that information will be shared with our Partners and explicit consent obtained and recorded on the Athena record.

Repeat victims will be risk assessed at a minimum of MEDIUM to ensure further review by the SNT. Where they have been a repeat victim more than 4 times in a two month period the ASBRA must be HIGH.

6.2 Risk Levels

The three risk levels are high, medium and standard. The ASB risk assessment provides a total score and equivalent risk level based on the answers to the questions.

The risk level for any one type of ASB may be different in each case, depending on the circumstances. The risk level of ASB may change during the course of a case if circumstances change or new information becomes known.

6.1.1 ASB Standard Risk - Examples of standard ASB could include issues such as littering, fly-tipping, graffiti (where no hate related element), noise disturbance.

NB. This risk level can only be justified once a thorough history check has been included in the risk assessment process concentrating on repeat issues.

You must also consider that although personal harm is not likely, without intervention, escalation is often quite possible.

6.1.2 ASB Medium Risk – this could include:

- Persistent behaviour that's on-going (not a one-off);
- Elements of vulnerability (e.g., suspects throwing articles are elderly resident's home);
- Repeat incidents that are likely to continue without intervention from police or other agencies (e.g., drug use in the area, drug dealing in the area);
- Issues that are likely to escalate.

6.1.3 ASB High Risk - This is likely to include threats of violence, actual violence, Hate Crime or ASB where the victim or perpetrator has high levels of vulnerability.

Once a person is identified as being subject to this level of high risk, Warwickshire Police has a clear duty to take action. A High Risk victim of ASB must be treated in the same manner as the victim of a crime with the same emphasis on identification/ prosecution of

offenders, prevention of harm and provision of support. Only through a further risk assessment and discussion at the monthly area ASB meetings can this be reduced.

Remember, ASB is not 'low level' and all reports should be taken seriously. Incidents that are not a 'one-off' should have a greater degree of investigation and problem solving.

6.3 Disability/Hate Crime

Special emphasis must be given to incidents where the victim may be targeted due to them being disabled, or as a result of what they represent (i.e race, religion, gender, sexuality etc.)

Officers conducting risk assessments must always be aware of the definition of hate crime, and ensure that this is taken into consideration, even if the victim does not openly state that a hate incident has occurred. It is the perception of the hate element being the motivating factor by any person that is important and investigations at the scene may determine that such hate is the cause and this should be recorded appropriately in line with the Hate Crime Policy.

Where hate is a motivating factor, the SNT should be made aware to ensure the appropriate supporting measures and enforcement activities are put in place.

6.4 Third Party Reporting

It must be remembered that victims of ASB may not initially call Warwickshire Police, opting instead to contact a Partner Agency such as a Local Authority or a Registered Social Landlord.

In these circumstances it is beneficial for the receiving agency to undertake a risk assessment in line with the Warwickshire Police model. Accordingly, staff should encourage Partner Agencies to adopt the police model as this will create a joined up process where common standards are applied in the determination of risk and the creation of interventions.

Where the Partner Agencies do not adopt the police model, then upon receipt of a report of PERSONAL ASB from a Partner Agency, a police risk assessment must be undertaken as outlined in the above process.

6.5 Unknown Vulnerable Victims

Further to the above, there will be instances where vulnerable members of the public are suffering from ASB but do not report it either to the police or any other Partner Agency. These people can often be the most vulnerable due to their isolation.

Although no set procedure can be adopted to identify these 'unknown victims' there is a clear duty for the police to take action to pro-actively identify such people. For example, these circumstances could occur where the local knowledge of SNT officers identifies such individuals or there is contact by worried neighbours or friends, or referrals/information from Partner Agencies. SNT Officers will investigate all cases in these circumstances.

7. CRIME RECORDING

There is a requirement for the issue of vulnerability to be considered when officers and staff are dealing with reports of crime that are linked to ASB. For example, an officer may be called to attend a report of witnessed Criminal Damage with no prior report of ASB. If it becomes apparent that the Criminal Damage was part of an incident of ASB, then a risk assessment must be carried out by the officer in the case as per the above procedures and a secondary classification of non-crime personal ASB added to the Athena record, a personal ASBRA is also required.

The mere fact that the complainant had not called to report the ASB when it was occurring should not be a bar to an assessment of vulnerability as it may well be that the Criminal Damage is a key indicator that the victim is indeed vulnerable and at risk of greater harm.

Where a crime is recorded it will be investigated in accordance with accepted crime investigation principles by the attending officer and in cases of high risk or repeat victims a Case Management Plan will be opened in addition to the raising of a crime report. It is the responsibility of the OIC of the criminal investigation to ensure that the Case Management Plan creator/owner (ASB PCSO or member of Safer Neighborhood Team) is fully updated on the status of the investigation and that any activities are coordinated to ensure the victims' needs are met. There will be occasions when a Safer Neighbourhood Team member will be the investigating officer for anti-social behaviour related incidents of crime.

If a victim does not wish to co-operate with the Police, then the attending officer will make an entry in their pocket notebook and ask the victim to sign it as an accurate account. The Command & Control should be updated with this.

8. GOVERNANCE AND ROLE OF THE SAFER NEIGHBOURHOOD TEAM

The Warwickshire Police vision is to Protect People from Harm. In the context of ASB, this means effectively identifying and supporting vulnerable victims and repeat victims of ASB, and preventing the incidents of ASB from occurring.

The investigation and management of incidents of on-going anti-social behaviour (ASB PERSONAL High Risk) will be the responsibility of Community Policing Teams

Central to the achievement of this objective is the role played by SNTs and ASB PCSO's throughout the force areas. Accordingly, the SNT, led by the Sergeant will take the tactical lead role in determining solutions to cases where there is an on-going risk to a vulnerable/repeat/high risk victim.

Included in these SNT teams will be five newly created Anti-social behaviour Police Community Support Officers. Their core role will be to act as a key liaison point between local communities and policing. Publicly facing, they provide a visible, accessible and approachable uniformed presence in the community to offer reassurance, defuse situations with threats of conflict, improve confidence and trust, gather information and foster good community relations.

This role holds designated PCSO legal powers in line with local Force requirements to support the successful resolution, prevention and deterrent of local crime. PCSOs are also expected to respond to a wider range of non-criminal issues that contribute to vulnerability and safety within the community. They will be expected to act with discretion, making appropriate use of their designated powers and acting within Force guidelines.

8.1 Responsibilities of ASB PCSO;

- To develop local knowledge on a district level around ASB hot spot patterns, trends, victims and offenders. Review STORM and Athena for ASB reports and create subsequent PMPs for high risk and repeat victims.
- Maintenance of monthly reports detailing the amount of ASB, both personal and community.
- Provision of updates around enforcement action taken against offenders of ASB and updates on any existing and new informal and formal contracts, notices or orders.
- Use powers of enforcement in a discretionary manner to enhance the quality of life of local residents.
- Act as a focal point for communities, partners and stakeholders on ASB knowledge and understanding. Keep detailed information on victims, repeat victims and assist in the co-ordination of civil interventions and enforcement to protect victims. Create reports to assist local ASB management. Assist supervision in appropriate allocation of ASB PMP/PSPs.

- Attend district ASB meetings to enhance a partnership approach to dealing with offenders and supporting victims. Maintain awareness of potential and actual risks to individuals, escalating potential threats to public safety in line with force guidance to support the identification and resolution of issues.
- Develop close working relationships with key community bodies/individuals as directed to gather and provide information, support the vulnerable, promote community cohesion, identify and tackle ASB.
- Support the identification and exploration of new ways of working and innovation in community policing, applying critical thinking and problem solving methodologies to identify solutions to problems in line with evidence based practice and the Neighbourhood Policing Guidelines.
- Act as subject matter experts in ASB, supporting front line officers in enabling resolutions and or preventing escalation.
- Provide co-ordination of crime prevention advice and techniques, support the implementation of problem solving and evidenced based policing initiatives by championing and applying relevant methodologies and approaches to this area of work.
- Support ongoing Police operations undertaking community based activities as directed to gather, handle and submit information and intelligence, acting in line with legislation, policies and guidance, to support law enforcement.
- Ensure integrity, fairness and consideration of the needs of others are incorporated into the daily duties and relationships with colleagues.

8.2 Role of the Neighbourhood Sergeant:

- Oversee and further review all cases graded as High response; initially within 7 days, thereafter to be determined by the Inspector;
- Ensure they are satisfied that the level of investigation and intervention is proportionate and timely, given the risk to the victim and potential reputational damage to the organisation;
- Document the review within the investigation and record any additional activities required;
- Consider, where additional support is required, referral through the tasking process;
- Ensure that there is a culture of 'joining the dots' within the team. Ensuring that officers and staff identify those incidents that may be linked or part of ongoing concerns in order to identify risk;
- Ensure, where appropriate, the creation of a 'master' ATHENA record for repeat victims, locations etc to ensure that there is a joined-up approach to assist in the management and problem solving of ongoing ASB incidents and future incidents that may occur. Although each incident must have a separate ATHENA non crime/crime, this can be referenced to the master record (or problem solving plan). A master record will clearly demonstrate the ongoing enquiries, partnership work and SARA problem solving being implemented to address the issues.

8.3 Role of the Neighbourhood Inspector;

- Warwickshire Police will prioritise PERSONALASB, but it is important to identify incidents of Community ASB (Environmental/Nuisance) E that may impact upon the local community and that may require a joint approach to identify a problem solving solution. A data provision is now provided through the ASB PCSO that captures data around repeat victims, repeat locations and repeat incidents of ASB that may require a joint approach to resolve. It will be the responsibility of the Neighbourhood Inspectors to review the daily and monthly data to identify local problems and work with partners to resolve. This approach will ensure that any other incidents of ASB that require a problem solving approach can be addressed.
- Any plans 6 months and over are to be reviewed by the Neighbourhood Inspector to ensure the enquiries are being conducted efficiently and expeditiously, documenting any additional activities that are required.
- To support the above, Area commanders should ensure that effective protocols exist with their relevant Community Safety Partnerships detailing service level agreements to tackle anti-social behaviour both through the provision of support to individuals and the undertaking of enforcement activities against offenders. Any sharing of information must be supported by an agreement that meets the requirements of the Data Protection Act

8.4 Engage Visits

The role of the neighbourhood teams is not to duplicate the work of officers dealing with an ASB incident and if further support to a victim is required, the actions requested are to be specified in an email and directed towards the relevant SNT's email in box. 'Please engage/carry out a reassurance visit' is insufficient and will not generate a response.

Following an engage visit, the incident log must be endorsed accordingly and any substantive new information added where necessary.

The SNT's as part of their self briefing for ongoing issues and intelligence will pick up on what has been occurring and so there is no requirement to 'make them aware'.

Although the SNT/Engage Tag may be in existence at the time of writing this policy, there is a review underway to remove this facility.

8.5 Local and Force Governance

The ASB PCSO for each command area will be responsible for monitoring Command and Control and Athena records to ensure risk assessments have been completed on all relevant incidents and identifying individuals requiring early intervention.

The local neighbourhood Sgt's will be responsible for monitoring the Case Management Plans and also identifying, along with SNT colleagues, individuals requiring early intervention or court orders. The OIC will be responsible for collating the necessary paperwork for applications to court and producing the letters and early intervention paperwork e.g. ABCs, CPWs, CPNs. The interventions officer within the Prevention Hub will provide support and guidance in these matters.

The monthly ASB Management Groups will review all High and Medium Risk Case Management Plans, SARA plans relating to repeat locations and any new interventions enforcement under the ASB Crime and Policing Act 2014. This will ensure a consistent multi-agency approach is achieved, as well as providing a review process that will generate activity to ensure positive action is always taken in each case.

The case owner will attend the ASB Management Group meetings, or nominate a suitably briefed representative

A designated senior officer from a command team is the strategic lead for anti-social behaviour. It is important for the Force to be able to show effectiveness in this area, especially in relation to Police response when dealing with vulnerable/repeat/high risk victims/offenders and repeat locations. In addition to the above, the Force ASB Business Lead will ensure that good practice developed both locally and nationally is disseminated to operational staff

9. CASE MANAGEMENT

In order to ensure that actions for each incident are recorded consistently and accurately, there is a requirement for a Case Management Plan (CMP) to be in place for each identified high risk or repeat victim (4 incidents within a 2 month period). This will also be a consideration for Medium risk and if one is created the SNT Sgts will have the option to close it if they deem it not necessary and endorse the CMP with their rationale. On Athena records with an ASBRA graded Standard Risk, the actions taken in respect of the incident must be documented on the incident in full. This does not preclude the instigation of a case management plan at the officer's discretion if appropriate.

In High Risk and repeat/vulnerable victim cases, an ASB Case Management Plan (Athena Problem Management Plan (PMP)) will be created on Athena. This should act as a full record of the investigation and actions undertaken, including Partner Agency referrals. Each incident, event and activity relating to the management of the victim will

be recorded and will be allocated to and managed by the relevant neighbourhood officer for the area of the incident.

It is important to consider offering assistance from Victim Support in all 'High' risk, repeat and vulnerable cases but this can be offered for other cases where the investigating officer believes such support may be beneficial.

As part of the process to tackle anti-social behaviour, the OIC should consult fully with Partner Agencies, including Local Authorities, Registered Social Landlords and Local Fire & Rescue Service (statutory Partners) in co-ordinating their responses to deal with cases. It is acknowledged there may be variations in the resources available across different counties

The Case Management Document will also allow for easy identification of repeat victims by checking if a previous document has been allocated, and provide access to the information by other relevant agencies

The Case Management Plan will be used in much the same manner as a crime report, with all actions being recorded. The case must be reviewed by a SNT Supervisor, in preparation for the ASB Group Meetings in order to ensure timely enquiries and updates. The reviews will be within 7 days of creation of the plan and every 28 days thereafter. The reviewing officer must be satisfied that all practical steps have been taken to reduce the level of risk and thus the level of vulnerability. All reviews will be recorded on the Case Management Plan.

Once archived, the ASB Case Management Document will remain on Athena. Should the incidents re-occur, the Case Management Document should be re-opened and updated.

Repeat callers/victims must be subject to a new risk assessment on each occasion. However, victims who are subject of a live case management plan will not require being risk assessed on each subsequent occasion, but the circumstances are to be recorded on the case management plan.

Where a case management plan is open for a [repeat caller](#) and further calls are received these will be added to the ongoing plan until the case management plan is finalised. When no further calls have been received within a 4 week period this can be closed subject to all actions completed and agreement of the ASB Group. There is a need for a final re-assessment by a supervisor prior to closure.

If a repeat caller who has previously been subject to a Case Management Plan makes further reports of personal ASB they will only be deemed a repeat caller after reporting four incidents within a two month period (as per definition of a repeat caller).

9.1 Partnerships

Each Local Policing Area will be required to have in place a multi-agency ASB Management Group that will discuss Case Management Plans and agree/review risk levels and appropriate lead agency and agree closure of a Case Management Plan. They will also discuss the SARA Problem Solving Plans that are in place for ASB problem locations, agree actions and assign to an appropriate agency these Problem Solving Plans will be generated and overseen by the ASB PCSO in consultation with the relevant SNT supervisor.

High risk and repeat victim cases will only be closed and ratified by the ASB Management Group.

It will be necessary to decide upon the most appropriate lead agency for each case.

SNTs will work closely with their relevant ASB Case Management Groups, who include (but not exclusively) to ensure that they tackle ASB effectively.

Partners include:

- a) District and Borough community safety partnerships.
- b) Registered providers of social housing.
- c) Warwickshire County Council.
- d) Victim Care.
- e) Probation.
- f) Health.
- g) Change, Grow, Live (commissioned drug and alcohol service)
- h) Schools and educational facilities.
- i) Warwickshire Fire and Rescue Service.
- j) Other local authorities, including town and parish councils.
- k) The Environment Agency.
- l) Voluntary agencies and the third sector.

In this way, SNTs can seek flexible Joint Agency solutions which can be determined on a case by case need. Whilst the ASB case management groups are key facilitators in

the provision of solutions, SNT officers can also make direct links with other Partners as they see fit.

When investigations have been completed and actions put in place, the ASB Case Management Plan must be finalised. SNT Sergeants are required to assess the quality of the investigation and ensure that all appropriate steps have been taken to reduce the level of risk. All cases subject of a case management plan will require a re-assessment of risk prior to case closure

Only through discussion at a multi agency ASB meeting can a decision be made to reduce the level of risk from High or to close a case management plan. All decisions on plans and newly identified high risk PERSONAL ASB will be documented in the minutes of the meeting.

10. INTERVENTIONS

Anti-social behaviour can involve the commission of criminal offences. Whilst every effort must be made to support vulnerable victims a key aim of the investigation is to take action against offenders or using diversionary interventions to prevent further issues occurring.

The incremental approach is a partnership approach across Warwickshire which uses a range of interventions in an escalating tiered process to provide a consistent, measured and justifiable approach to ASB management, relevant to the number and severity of incidents.

In reality, there is no hard and fast rule so it will be up to you to assess the situation and the impact on the victim and then to determine the appropriate measures in conjunction with local agencies if appropriate.

Accordingly, where offences are disclosed, action should be taken by way of arrest / summons and full investigation of the criminal matter. Criminal proceedings can run alongside applications for ASB Civil Injunctions and Criminal Behaviour Orders etc.

Where offenders are charged with offences, officers should consider the use of bail conditions to prevent the commission of further harm.

Key to any investigation is the flow of intelligence. All operational staff are encouraged to pro-actively gain intelligence on individuals and groups who are committing acts of ASB and submit via Athena.

These forms including any investigation notes must be treated in accordance with the Management of Police Information (MOPI) and thus kept in line with the force policy

The Warwickshire ASB Interventions Pathway is a separate document aimed at

providing guidance to the many avenues available when dealing with persons suffering or causing ASB.

11. Assessing children's or young person's vulnerability

Officers attending any incident should be prepared to identify issues that affect the safety and welfare of children. Where concern for children is identified, contact should be made with the Child Abuse Trafficking and Exploitation (CATE) Team or duty DS as soon as possible.

Where a child at risk is identified at a minimum a child risk assessment should be completed.

Research relevant nominals on police systems. PMP/PSP on ATHENA are particularly important around known risks to children, once reviewed these should be shared with Children's Services.

When considering the **arrest/summons** of a child or young person officers should give due consideration to whether an arrest is necessary or whether an alternative approach to deal with the ASB could be considered (for example, voluntary interview).

12. OFFICE OF THE POLICE AND CRIME COMMISSIONER

The PCC will hold the Force accountable to deal with ASB effectively and ensure that measures are in place to protect vulnerable victims and target those causing harm.

13. DOCUMENT HISTORY

Version & Date	Author / Reviewer	Amendment(s)	Approval / Adoption
	Steve 527 Davies		NOV 2023

14. CONSULTATION

This policy has been endorsed by the Warwickshire Police Joint Negotiating and Consultative Committee following consultation with representatives from:

UNISON - Yes
Warwickshire Police Federation Yes
Internal Staff Support Networks - Yes
Local Policing Directorate - Yes
Legal Services - Yes
Health and Safety – Yes
External Partners – Yes

15. ASSESSMENT AND ANALYSIS

An Equality Analysis (EA), Health and Safety Assessment (HAS) has been completed and is available upon request.

APPENDIX A**13 Categories of ASB most likely to be encountered and dealt with by police**

1. Vehicle abandoned: This covers vehicles that appear to have been left by their owner, rather than stolen and abandoned. It includes scrap or 'end of life' vehicles and those damaged at the scene of a road traffic collision that have been abandoned and aren't awaiting recovery.
2. Vehicle nuisance or inappropriate use: This relates to vehicles being used in acts such as street cruising (driving up and down the street causing annoyance and bothering other road users), vehicle convoys and riding or driving on land other than a road. It also covers the misuse of go-peds, motorised skateboards and electric-propelled cycles, and the unlicensed dealing of vehicles where a person has two or more vehicles on the same road within 500 metres of each other.
3. Rowdy or inconsiderate behaviour: This refers to general nuisance behaviour in a public place or a place to which the public have access, such as private clubs. It does not include domestic-related behaviour, harassment or public disorder which should be reported as crimes.
4. Rowdy or nuisance neighbours: This covers any rowdy behaviour or general nuisance caused by neighbours, including boundary and parking disputes. It also covers noise nuisance from parties or playing loud music.
5. Littering or drugs paraphernalia: This includes fly posting and discarding litter, rubbish or drugs paraphernalia in any public place.
6. Animal problems: This covers any situation where animals are creating a nuisance or people's behaviour associated with the use of animals is deemed as antisocial. It includes uncontrolled animals, stray dogs, barking, fouling and intimidation by an animal.
7. Trespassing: This is any situation in which people have entered land, water or premises without lawful authority or permission. It ranges from taking an unauthorised shortcut through a garden to setting up unauthorised campsites.
8. Nuisance calls: This covers any type of communication by phone that causes anxiety and annoyance, including silent calls and intrusive 'cold calling' from businesses. It does not cover indecent, threatening or offensive behaviour which should be reported as crimes.
9. Street drinking: This relates to unlicensed drinking in public spaces, where the behaviour of the persons involved is deemed as antisocial. It also covers unplanned and spontaneous parties which encroach on the street.

10. Activity relating to sex workers or sex working: This relates to any activity such as loitering, displaying cards or promoting sex worker services. It may also refer to activities in and around a brothel that impact on local residents. It does not include 'kerb-crawling' which should be reported as a crime.
11. Nuisance noise: This relates to all incidents of noise nuisance that do not involve neighbours (see 'Nuisance neighbours' above).
12. Begging: This covers anyone begging or asking for charitable donations in a public place, or encouraging a child to do so, without a license. Unlicensed ticket sellers at or near public transport hubs may also fall into this category.
13. Misuse of fireworks: This will include the inappropriate use of fireworks, the unlawful sale or possession of fireworks and noise created by fireworks.

APPENDIX B

PERSONAL ASB RISK ASSESSMENT (Athena) V6

Victim name:	
Victim home address:	
Victim date of birth:	
STORM number:	

Other than this occasion, how often do you have problems?
--

None(0) • Rarely(1) • Occasionally(3) • Frequently(5)

Further Detail:

Do you think that incidents are happening more often and/or are getting worse?

No (0) • Yes(2)

Further Detail:

Do you know the offender(s)?

No (0) • Yes(1)

Further Detail:

Is anyone in particular being targeted by the behaviour?

No(0) • A number of people(1) • Your family(3) • You(4)

Further Detail:

Do you feel this incident is associated with your faith, nationality, ethnicity, sexuality, age, gender or mental/physical disability?

No(0) • Yes(3)

Further Detail:

Does the perpetrator or their associates, have a history of, or reputation for intimidation or harassment?

No/Don't know(0) • Has not intimidated/harassed complainant but has a reputation for it(2) • Has intimidated/harassed the complainant in the past (3) • Currently intimidating/harassing the complainant (5)
--

Further Detail:

Incident Risk Rating(add up the scores on the Athena risk assessment)	Total
Standard (0-6) Medium (7-14) High (15+)	

OFFICIAL

How affected have you been what has happened?	
Not at all (0) • Changed routine to avoid locations/person(2) • Distressed(4) • Affected physical and or mental state(6)	
Further Detail:	
Do you have any friends family or professionals for support ?	
The complainant has a close network of people to draw on for support (0) • The complainant has a few people to draw on for support (1) • Complainant lives alone and is isolated(3)	
Further Detail:	
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)?	
No (0) • Yes (3)	
Further Detail:	
Impact Risk Rating (add up scores on Athena risk assessment)	Total
Standard 0-3 Medium 4-7 High 8+	

Are there any other agency's involved in this problem?
No • Yes
More Information: Who are they? How long for? Contact details?
Apart from the effect on you do you think that anyone else has been affected?
Yes • No
More information: Who/when etc?

Please log the overall risk assessment:	STANDARD	MEDIUM	HIGH
Give reasons if this is different from the total number above.			
Officer completing RA:		Date:	

CONSENT	
Explicit consent given by victim to allow their details to be shared with partner agencies?	

APPENDIX C

Anti-social behaviour formal interventions summary

Intervention	Who can issue/apply	Grounds	Typical uses
Civil injunction Civil power to stop a person's ASB escalating and set a clear standard of behaviour. Can include prohibitions and positive requirements. For perpetrators aged 10 or over.	Various agencies	Non-housing related ASB - likely to cause harassment, alarm or distress Housing-related ASB – capable of causing nuisance or annoyance	Drug/alcohol-related ASB, harassment, noise (tenure-neutral), vandalism, aggressive begging, etc.
Criminal behaviour order (CBO) Court order to tackle ASB which is applied following a conviction for any criminal offence. Can include prohibitions and positive requirements.	CPS (council/police can request)	Help prevent harassment, alarm or distress if perpetrator committed a criminal offence and caused harassment, alarm or distress	Harassment, hate crime, drunk and rowdy behaviour, etc.
Dispersal powers Power to direct a person to leave a specific location for up to 48 hours if authorised by a police inspector or above.	Police (including PCSOs in some forces)	Committing (or likely to commit) harassment, alarm or distress, or crime or disorder in a public place	Alcohol/drug-related ASB, lighting fires, illegal raves, etc.
Community protection notice (CPN) Notice to stop persistently anti-social individuals, businesses or organisations. Can include requirements to stop or do things or take steps to avoid further ASB.	Council, police (inc. PCSOs in some forces), some social landlords	Persistent or continuing conduct which negatively affects a community's quality of life	Graffiti, dog fouling, persistent begging, and noise disturbance, etc.
Public spaces protection order (PSPO) Order designed to protect public spaces from persistently anti-social individuals or groups. Can include reasonable restrictions and requirements.	Council (in consultation with relevant parties)	Unreasonable behaviour which is (or likely to be) persistent or continuing and has (or likely to have) a detrimental effect on the local community's quality of life	Dog fouling, alcohol/drug-related ASB, etc.
Closure powers Power to close premises for up to 48 hours out of court (closure notice) or up to 6 months via the court (closure order).	Police and council	Premises used (or likely to be used) to cause nuisance or disorder	Premises where ASB is causing nuisance or disorder such as noise, environmental pollution, drug/alcohol-related, etc.
Absolute ground for possession Power which offers protection and faster relief to victims by quickly evicting the most anti-social tenants.	Social landlords (councils/housing associations) and private landlords	The tenant, a household member, or a person visiting has been convicted for a serious offence or has breached certain ASB interventions	Drug dealing