

Anti-Social Behaviour case review

The ASB case review is a process that has been introduced to allow members of the public to ask the Safer Trafford Partnership to review their collective response to complaints of anti-social behaviour (includes Trafford Council, Greater Manchester Police, Trafford Housing Trust, Irwell Valley, Your housing group and numerous smaller registered providers).

Where a person or a group of individuals have made complaints about anti-social behaviour and they do not think the response to the complaints has been adequate, then a Case Review can be requested.

For a Case Review to be undertaken the following threshold must be met:

- An application for an ASB Case Review is made; and at least three qualifying complaints have been made about the anti-social behaviour to which the application refers (a qualifying complaint is one made within the period of one month beginning with the date on which the behaviour is alleged to have occurred and the application for an ASB Case Review is made within the period of six months beginning with the date on which the complaint is made).
- The complaints of anti-social behaviour do not have to have been made to the same organisation. They can be made to different organisations, e.g. the Council, Greater Manchester Police or a Registered Provider of Social Housing.
- Each of the individual qualifying complaints must have been reported within one month of each alleged incident occurring.

If these criteria are not met, the Review Panel will consider the following factors in determining whether a case review should be held; the persistence of the alleged anti-social behaviour; the harm or potential harm caused by the alleged anti-social behaviour; and; the adequacy of the response from the agencies to which the complaints were made.

How do I apply for an ASB case review?

You can apply online by completing the ASB case review form and submitting it electronically.

You can email safer.communities@trafford.gov.uk and request an application form.

You can telephone the Safer Communities Team on 0161 912 3434 and request an application form.

You can write to:

ASB Case Review
Safer Communities Team
Stretford Police Station
Talbot Road
Stretford
M32 0UX

What happens when I request a case review?

Within two working days of receipt of the ASB Case Review application form, the Strategic Manager Crime and Anti-Social Behaviour will write to you to acknowledge receipt.

If the threshold for the case review is not met the Strategic Manager Crime and Anti-Social Behaviour will write to you to explain the reasons why.

If the threshold is met then the Strategic Manager Crime and Anti-Social Behaviour will commence the review and will endeavour to provide a full response detailing the outcome within 20 working days. However if the review is of a complex nature and is likely to take longer than 20 days you will be advised in writing of this.

How is the case review conducted?

Upon receipt of the application form, the Strategic Manager Crime and Anti-Social Behaviour will write to the relevant agencies enclosing a copy of your application form, and will ask them to provide any relevant information in relation to your complaint. Agencies will be asked to return information within 10 working days.

The Strategic Manager Crime and Anti-Social Behaviour will then convene the ASB Case Review Panel.

The core Review Panel will consist of:

The Strategic Manager Crime and Anti-Social Behaviour – Trafford Council
The Partnership Chief Inspector – Greater Manchester Police
The ASB Legal Advisor – Trafford Housing Trust

The Panel must be independent and must not have been involved in any of the qualifying complaints being reviewed. Therefore if any core Panel member is involved, they will be replaced by an alternative member, to be agreed by the remaining core Panel members.

In addition to meeting, the ASB Case Review Panel may correspond through telephone conferencing or by email.

The first task for the Panel is to determine if the threshold is met.

If the threshold is met then the Panel will examine all the information about the alleged complaint and the actions taken in response.

The outcome of the ASB Case Review will be either;

That all appropriate actions have been taken and there is no further action necessary; or
Some further action should be taken and the Panel will make recommendations to the appropriate agency or agencies about the further actions required.

The Strategic Manager Crime and Anti-Social Behaviour will write to you to confirm the outcome of the ASB Case Review. If further actions are recommended, then you

will be provided with an action plan confirming what the recommendations are, which organisation is responsible for them and the date by which they should be completed.

The letter will also include details of how to appeal the decision(s) of the ASB Case Review Panel, if you are not satisfied with the outcome.