ANTI-SOCIAL BEHAVIOUR

Owning Department: County Policing Command

Department SPOC: CPPH Inspector/CPPH Thematic Sergeant

Risk Rating: Medium High

Legal Sign Off: N/A

JNCC: September 2025

Published Date: 08/09/2025 (v3.3)

Review Date: 07/09/2028

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Legal Basis

Legislation specific to the subject of this policy document:

- Anti-Social Behaviour, Crime and Policing Act 2014 (Section 2, 22 & 43)
- Public Order Act 1986 (Sections 4, 4A & 5)

Other relevant legislation which you must check this document against (required by law)

- Human Rights Act 1998 (in particular A.14 – Prohibition of discrimination)
- Equality Act 2010

- Crime and Disorder Act 1998
- General Data Protection Regulation (GDPR) and Data Protection Act 2018
- Freedom Of Information Act 2000

Other documentation which you must check this document against:

- Crime Recording Rules for Frontline Officers and Staff
- The National Standard for Incident Recording
- College of Policing – Code of Ethics
- Norfolk and Suffolk Constabularies' Standards of Professional Behaviour
- College of Policing – Authorised Professional Practice
- CCR Call Grading and THRIVE Policy

1 Introduction

1.1 Anti-Social Behaviour (ASB) makes people feel unsafe. It damages communities and it can destroy the lives of its victims. In the year ending 30th September 2023, nationally an estimated 34 percent of people aged 16 and over had experienced or witnessed some type of Anti-Social Behaviour. About one million Anti-Social Behaviour incidents were reported to the police; each is potentially a cry for help.

1.2 Continued and repeated experiences of Anti-Social Behaviour can increase the risk of harm. Research has shown that long-term victimisation from Anti-Social Behaviour can cause problems including significant mental health issues, loss of sleep, a desire to move home, changes to daily routines, and negative effects on others in the household, such as children.

1.3 Anti-Social Behaviour is sometimes perceived, and referred to, as low-level crime by the police, the public and the media. This attitude does not reflect the significant impact and trauma it causes communities and victims. Unchallenged ASB can, and has, resulted in the loss of lives.

1.4 In Baroness Newlove's final report as Victims' Commissioner for England and Wales, 'Anti-Social Behaviour: Living a Nightmare', she stated: "I find it infuriating and quite frankly disrespectful to hear ASB referred to as 'low level crime'. That description illustrates very neatly how ASB is often treated as a series of isolated incidents, rather than taking into account the cumulative effect that it has on its victims."

1.5 Several high-profile cases highlight the dangers of seeing incidents in isolation. In 2007, Fiona Pilkington took her own life and that of her disabled daughter, Francesca Hardwick, after prolonged harassment and multiple reports to the police. David Askew died of a heart attack in 2010, after a ten-year campaign of bullying and harassment.

1.6 Protecting communities from harm is a priority for Suffolk Constabulary. The Constabulary understands the serious impact Anti-Social Behaviour has on individuals and communities and the need to deal with incidents effectively.

2 Aims

2.1 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 and investigate incidents.

2.2 This guidance focuses specifically on putting victims and communities at the heart of our response to Anti-Social Behaviour, working in partnership, and problem solving.

2.3 The guidance will help officers recognise the spectrum of harm caused by Anti-Social Behaviour, encouraging the management of risk and emphasis on demand reduction. It rationalises police activity in every aspect from recording, investigating, risk assessing and interventions.

3 Statement of Policy

3.1 This policy has been formally agreed via the approved policy development/review process. It will be maintained by the County Policing Command in conjunction with the Central Policy Unit.

3.2 The policy is intended to promote equality, eliminate unlawful discrimination, and actively promote good relations regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, economic or family status.

3.3 Managers have a responsibility to ensure this policy, and its associated procedures are applied fairly, and unless otherwise stated, all policies and procedures are non-contractual.

4 Applicability

4.1 This policy applies to all police officers (including officers of the Special Constabulary) and all members of police staff (including police support volunteers).

5 Roles and Responsibilities

Role Title	Post Holder
NPCC Lead	ACC Local Policing
Strategic Lead	CPPH Superintendent
Tactical Lead	CPPH Inspector

6 Definitions

Anti-Social Behaviour

6.1 Defining Anti-Social Behaviour can be complex. It can mean different things to different people and communities. Anti-Social Behaviour is generally characterised as persistent, repeated incidents that increase in severity of incident or impact on victims over time.

6.2 In this policy, the current legal definition of Anti-Social Behaviour is used, which is contained in the Anti-Social Behaviour, Crime and Policing Act 2014:

(a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,

(b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or

(c) conduct capable of causing housing-related nuisance or annoyance to any person.

6.3 Anti-Social Behaviour includes acts that are crimes, as well as acts that by themselves are not criminal, but could cause harassment, alarm or distress, or nuisance or annoyance, as laid out in the legislation. It is important that police forces address both criminal acts that are part of Anti-Social Behaviour and the non-criminal behaviours that can blight communities or the lives of people living in those communities.

6.4 The Government's 2023 'Anti-Social Behaviour Action Plan' expanded on the legal definition, describing Anti-Social Behaviour as: "a disturbance or disruption to the normal order of things; an attitude and show of disrespect for a place and the people that call it home. Often repetitive and oppressive, Anti-Social Behaviour leaves victims and communities feeling powerless, spoiling their normal enjoyment of their spaces, and chipping away at their peace of mind in their own homes.

6.5 The National Standard for Incident Recording (NSIR) assists with the common understanding and recording of ASB by splitting it into categories: Personal, Nuisance and Environmental.

<u>Personal (targeted)</u>

6.6 **'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 or having an 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 and intimidation.

<u>Nuisance (community)</u>

6.7 **This is an act, condition, thing or person that causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims.** It includes incidents where behaviour 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.

<u>Environmental (community)</u>

6.8 This includes 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.** 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 affected 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.

<u>Victimisation</u>

6.9 ASB is not low level and should not be treated as such, incidents can quickly escalate which sometimes can have fatal consequences. Cases such as Fiona Pilkington and David Askew highlight the importance of recognising the harm caused.

6.10 Incidents should not be treated in isolation and the cumulative impact of persistent ASB needs to be recognised and taken into consideration when supporting victims. ASB can have a devastating impact on victims when committed repeatedly over a period of time, particularly where a person is deliberately targeted (ASB Personal).

6.11 An ASB repeat victim/caller is defined as:

a) Suffered three incidents of Anti-Social Behaviour within a six-month period, or
b) Professional opinion identifies the caller as a repeat victim, or
c) The caller self identifies as a repeat victim.

<u>Vulnerable Victims</u>

6.12 Our approach to recognising vulnerability-related risk is based on the concept that vulnerabilities are features of individuals, and that harm – or the risk of harm – occurs when relevant vulnerabilities interact with the individual's situation.

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

6.14 It is important for practitioners to take a harm centred approach to Anti-Social Behaviour and concentrate on the effect the behaviour is having on a victim not only the types of behaviour being complained about. Different people can be affected in different ways depending on factors such as health, isolation, and other factors.

6.15 Checklists and Risk Assessment tools are available to CCR and Responders as *guidance* to recognise vulnerability and risks. People may be vulnerable in more than one way and a tool is unlikely to address all vulnerabilities. Therefore, decisions about level of risk and what action to take also requires professional judgement.

6.16 Checklists and risk assessment tools + Professional judgement = Identification of vulnerability, if present, and assessment of any related risk.

6.17 Officers should encourage the victim to disclose all relevant information, be professionally curious to obtain a rich picture of circumstances associated with the incident and spot any clues associated with vulnerability-related risk.

6.18 Further guidelines can be found on the College of Policing website.

7 Creating ASB CADs

7.1 When an ASB CAD is created, due care must be given to accurately record the correct final opening and disposition codes. Primary Classification ASB are: ASB-P PERSONAL, ASB-N NUISANCE, ASB-E ENVIRONMENTAL.

7.2 The CAD must accurately document the reported circumstances and any disclosed vulnerability-related risks including repeat victimisation.

7.3 If a crime is reported alongside the ASB, the crime classification will take primacy when choosing final opening and disposition codes.

<u>ASB Open Call Script</u>

7.4 The ASB Open Call Script is a question set built into Storm. It is designed to assist with:

- Identification of missed crime such as harassment.
- Identification of the correct ASB classification.
- Sign posting to an alternate agency.

7.5 Identification of increased risk factors through vulnerability and repeat victimisation.

- ASB Case Review information for repeat victims.
- Remind the operator to complete THRIVE.
- Remind the attending officer to complete a RAM.

7.6 Where a CAD is intended to open with a primary ASB classification, the ASB Open Call Script must be completed.

7.7 For Grade A CADs, the ASB Open Call Script does not have to be completed if its completion would unreasonably delay allocation and attendance.

7.8 The ASB Open Call Script is intended as guidance and cannot cater for all conceivable situations. Therefore, decision makers should apply professional judgement or seek advice from a supervisor if required.

THRIVE

7.9 Upon completion of the ASB Open Call Script, THRIVE must be applied and documented on the CAD.

7.10 Appropriate grading and allocation of the ASB CAD should be decided after the THRIVE principles have been considered.

7.11 Application of the THRIVE principles should be supplemented by, not limited to, the ASB Open Call Script answers.

8 CAD Allocation

8.1 The ASB Open Call Script, THRIVE principles alongside the National Decision Model (NDM) are used to assist decision makers on the appropriate, tailored response and grading of the CAD. See CCR Grading and Risk Assessment policy.

8.2 Once all information has been considered the decision maker should allocate to the most appropriate department such as, but not limited to, RIT, CPT or CCC.

9 CAD Closure

ASB CLOSURE CHECKLIST 1 & 2

9.1 Before a CAD can be closed as a primary ASB disposal code, an ASB Closure Checklist 1 or 2 must be completed.

9.2 The purpose of these checklists is to promote compliance with ASB Policy regarding RAM completion and Athena recording.

9.3 ASB Closure Checklist 1 will be completed upon the first attempt to close a primary ASB CAD.

9.4 An ASB CAD that was dispatched, prior to its closure requires documentation on the CAD of either a Standard Risk RAM outcome or an Athena investigation reference number.

9.5 If a Standard Risk RAM or Athena reference is missing, the Checklist will refuse the CAD closure pending receipt of the missing requirement.

9.6 An ASB Closure Checklist 2 is only completed after Checklist 1 has previously refused closure and the missing requirement has since been completed.

10 Single Online Home / Digital Reporting

10.1 ASB reports received via Single Online Home (SoH) are directed to an email account monitored by the CCR Digi Desk (or CCR outside of core hours).

10.2 Upon receipt of an emailed ASB report, a CAD is created and the ASB open Call Script and THRIVE process is applied to determine appropriate opening code, grading, and allocation.

10.3 Non-ASB reports received via SoH will be transferred to Athena, using iHub, onto a Contact Event (CE).

10.4 Contact Events will drop into the SoH Suffolk Triage Tray where a member of CCC or CCR (outside CCC hours) will review and process the report. The processing officer could decide the Contact Event is ASB related (Primary or Secondary).

10.5 Primary ASB related Contact Events processed by CCR will have a CAD created and have the ASB Open Call Script and THRIVE process applied to determine appropriate opening code, grading, and allocation.

10.6 Primary ASB related Contact Events processed by CCC which require dispatch will have a CAD created and sent to CCR. CCR will proceed with the ASB Open Call Script and THRIVE process to determine appropriate opening code, grading, and allocation.

10.7 (Primary or Secondary) ASB related Contact Events processed by CCC and retained by CCC, will receive a diary appointment where a RAM will be completed with the Victim. The investigation will be allocated as per the Crime Coordination Centre Standard Operating Procedures.

10.8 ASB reports received through the Live Chat function on the Constabulary website will be dealt with by the CCR Digi Desk. A CAD will be created, ASB Open Call Script and THRIVE process applied to determine appropriate opening code, grading, and allocation.

11 Risk Assessment Matrix (RAM)

11.1 No ASB incident should be perceived as trivial or "low level". All ASB incidents, however severe, when repeat can cause significant harm to the victim including psychological harm. It is likely most victims have suffered a significant number of incidents over time and therefore likely to suffer the cumulative effects. It is likely the impact of these incidents combined has resulted in a significant impact on the victim causing them to contact the police

11.2 A Risk Assessment Matrix (RAM) is used to help understand the incident and impact on the victim. It can help decision makers with which interventions may provide a positive outcome for the victim, reduce risk, and prevent escalation.

11.3 The RAM process captures the victim's voice; therefore, it should be completed with the victim and their answers documented.

11.4 A RAM should not be completed based on the officer's presumption of how the victim should feel.

11.5 The totalled score from the victim's answers will determine the RAM risk rating. The officer's opinion does not determine the RAM risk rating.

11.6 The attending officer may complete a RAM using their professional opinion using any known information *only* in circumstances where all steps to contact the victim have been exhausted.

11.7 To clarify, the RAM is not setting the investigation risk level, it is documenting what the victim has reported. The investigation risk is set by the reviewing supervisor when completing the Supervisors Response to Risk Assessment (SRRA).

11.8 A RAM must be completed using the Force Forms application available on desktop and mobile devices. *(Expected to go live in 2025)*

11.9 Paper versions of the RAM are available, but these should only be used if Force Forms is not available.

11.10 Upon completion of the Force Forms RAM, the officer will be notified of the Risk Rating. The officer will receive an email with next steps policy guidance and a unique reference number (URN) for the RAM submission.

11.11 Completion of the Force Forms application RAM creates an auditable history of RAMs.

11.12 A RAM considers both the impact on the victim, and the actions of the perpetrator. Consequently, the RAM is split into two parts: Incident Risk Rating and Victim Impact Rating.

11.13 Each part will provide a risk rating of Standard, Medium or High. The most substantial rating of either Incident Risk or Victim Impact will form the Overall Risk rating.

11.14 Only when **both** parts are assessed as Standard can the incident be treated as a Standard Risk Incident.

11.15 All dispatched Primary ASB CADs and Athena recorded Primary or Secondary ASB investigations must be assessed using a Risk Assessment Matrix (RAM).

11.16 To carry out effective Anti-Social Behaviour risk assessments a RAM should be completed at first point of contact, when things change and when the investigation is concluded.

11.17 Where a new incident is part of an existing recorded ASB investigation, a new RAM will be completed to monitor changes in risk level.

12 Recording ASB

12.1 The RAM Overall Risk rating will determine the ASB recording requirements.

12.2 The incident should never be treated in isolation. Research should be conducted of both Storm and Athena for any previous incidents that may indicate a course of conduct. A Primary classification of Harassment and Secondary classification of ASB may be considered as per HOCRS.

<u>Standard Risk</u>

12.3 When a RAM outcome has an overall Risk of Standard and the incident can be **resolved effectively** through immediate simple advice, then an Athena investigation is not required.

12.4 If immediate advice is unlikely to prevent the problem reoccurring or escalating; then an Athena investigation should be recorded to better manage any subsequent investigation and intervention.

12.5 Where a Standard Risk Athena is recorded, guidance as per Medium Risk must be followed.

12.6 If the incident can be resolved effectively through immediate simple advice and support, an entry on the CAD only is sufficient. The CAD entry must document:

- The RAM Risk Rating
- The Force Forms RAM URN
- The actions taken to resolve the incident.

12.7 The CAD **must not** be closed under the Standard Risk policy if the above has not been completed.

12.8 If the Standard Risk ASB is part of a substantive crime report, then the ASB must be recorded on Athena as a Secondary Classification. The Athena recording guidance as per Medium Risk must be followed.

<u>Medium Risk</u>

12.9 When a RAM outcome has an overall Risk of Medium an ASB investigation must be recorded on Athena.

12.10 A Primary classification of ASB is recorded as an NC/09 non-crime investigation. If the ASB is part of a substantive offence, then a Secondary classification of ASB is included.

12.11 The completed RAM must be transferred to the Athena record by completing the “ASB Risk Assessment” found on the investigation under Supplementary Data > Risk Assessments.

12.12 An Eight Point Plan (8PP) must be entered on the enquiry log. Although classified as a “non-crime” Primary ASB requires an investigative mindset, evidence gathering, victim focus and positive outcome goals. An 8PP supports and enhances investigation standards.

12.13 A clear investigation plan should be entered on the enquiry log.

12.14 The OIC must task and notify their supervisor of the new investigation to enable supervisory actions to be completed promptly.

12.15 Escalating intervention and support should be undertaken and documented. See Escalating Intervention further in this policy.

12.16 Consideration should be given to both Police and Partner powers to bring a positive resolution and outcome for the victim. This includes making best use of available criminal and civil orders.

12.17 Problem Solving principles to address root causes for long term solutions should be considered.

12.18 Take any other actions that may help manage vulnerability-related risk. College of Policing examples of relevant action include, but are not limited to:

- Police response – for example, deploying someone, police protection, arrest, charge, pursuing evidence-led prosecutions, interview, protective security measures.
- Providing information and signposting – for example, information on domestic abuse, religious crime, out-of-hours numbers, places of refuge, residency orders, counselling services for refugees, homeless charities, action fraud, victim support, crime prevention.
- Collection of case information and intelligence.
- Contacting or referring to partner organisations – for example, ambulance services, health services, local GPs, social services, mental health triage nurses, local authority children or adult services, probation, youth services, housing services, victim support, charities, national helplines.
- Using legislative powers – for example, injunctions and orders, breaches of conditions.
- Providing shelter and safeguarding – for example, police station, safety plan, action plan, relocating victim.

- Provision of alarms and surveillance – for example, personal attack alarms, house alarms, CCTV, police community support officer welfare checks, mobile phones.

12.19 Where there is an obvious Victim or Suspect they should be recorded as such on the POLE data. Involved Party may be used in circumstances where there is no clear distinction.

12.20 A Medium Risk RAM CAD must not be closed unless an Athena Reference is provided and documented on the CAD.

12.21 An Athena ASB Investigation will not be finalised unless a RAM has been completed with the victim, a Supervisor Response to Risk Assessment has been completed documenting the investigation risk level and any intervention actions considered.

High Risk

12.22 When a RAM has an overall Risk of High, an ASB investigation must be recorded on Athena.

12.23 All points listed above for Medium Risk are relevant.

12.24 An Inspector should be notified of all new High-Risk investigations, for oversight of any required immediate risk mitigation and interventions.

12.25 Any intervention action (Police & Partner agency) capable of reducing the impact on the victim must be considered.

12.26 A High-Risk RAM CAD must not be closed unless an Athena Reference is provided and documented on the CAD.

13 Supervisor actions

13.1 All incidents of ASB that result in an Athena investigation will receive an initial supervisory review and then regular ongoing supervisory reviews.

13.2 Supervisors should consider the circumstances and risk before setting an appropriate review frequency. The maximum, after initial review, is every 28 days.

13.3 After the completion of a RAM, the supervisor must complete a “Supervisors Response to Risk Assessment” (SRRA). The SRRA is found on the Athena investigation under Supplementary Data > Risk Assessments.

13.4 When completing the SRRA, consideration should be given not only to the current incident/RAM, but also previous linked incidents/RAMs. This is to ensure the latest incident is not treated in isolation and a comprehensive impact assessment is made.

13.5 The SRRA will set the investigation's risk level after considering all known information. See below for Investigation Risk Assessment Ratings.

13.6 The SRRA may raise or lower the investigation risk rating following the victim's voice being heard and documented through the RAM process.

13.7 Enhanced scrutiny of decision making may be applied when the SRRA risk changes the risk level in comparison to the initial RAM. Supervisors must consider this and provide a robust rationale capable of scrutiny when completing the SRRA

13.8 On closure of an investigation the supervisor must complete a 7 Point Plan.

13.9 All SRRA confirmed High-Risk investigations must consider multi-agency case management. Utilising the full range of police and partner powers to maximise sustainable, positive outcomes.

13.10 An ECINS partnership sharing platform High Risk ASB case must be created and access shared with the relevant Council ASB team.

13.11 Supervisors will ensure, where required, an E-CINS record is created and maintained with sufficient information for partner agencies to have awareness of the risk within their community and be able to make informed intervention actions.

13.12 At the conclusion of police involvement, Supervisors will ensure the E-CINS record is appropriately closed, and partners notified, unless the case ownership is transferred to another agency.

<u>Investigation Risk Assessment Ratings</u>

13.13 Harm, for the purposes of ASB, is the harm caused to individuals (personal harm). It includes mental or emotional harm, loss/damage to property, as well as physical harm. Mental and emotional harm can have extreme consequences on the quality of life for victims.

13.14 ASB Personal is likely to have a higher impact on the victim than ASB Nuisance or ASB Environmental.

Standard Risk

13.15 There are insufficient grounds on the facts currently known to believe that this person is suffering or likely to suffer "personal harm" because of ASB.

13.16 This risk level can only be justified once consideration of previous incidents has been included in the risk assessment process, concentrating on repeat victimisation. You must also consider although personal harm is less likely, without intervention, escalation is often possible.

Medium Risk

13.17 There are grounds to believe that this person may suffer "personal harm" because of ASB. Protective measures may be necessary to reduce the risk.

13.18 This risk level is the expected entry point to any multi-agency case management. We should seek to increase the potential for positive outcomes by sharing information where and when appropriate.

High Risk

13.19 There are substantial grounds for believing that the person is suffering, or is likely to suffer, significant "personal harm" because of ASB. Protective measures are necessary to reduce the risk.

13.20 High Risk ASB incidents should have Inspector rank oversight to ensure risk mitigation processes, and a robust investigation plan is in place.

13.21 Full consideration should be given to multi-agency case management and shared with partners through the ECINS partnership sharing platform where available.

14 Escalating Intervention

14.1 Dealing with antisocial behaviour effectively need not be complex. In many cases, effective early intervention can prevent incidents becoming more complex and difficult to resolve.

14.2 A study by the National Audit Office concluded 65% of perpetrators of ASB desisted in response to one early intervention (54% of the interventions being a warning letter). 85% of perpetrators desisted after a second intervention and 93% after the third.

14.3 When responding to repeat incidents of ASB, consideration should be given to previous interventions. Repetition of the same intervention is likely to fail and therefore an appropriate escalated response should be taken.

14.4 Interventions must be documented clearly on investigations to assist with any future escalation process.

14.5 Well documented early and escalating interventions such as mediation> warning letters> behaviour agreement> CPN will assist with the justification and evidence of later stage escalation steps such as application of civil orders.

14.6 When closing investigations, an appropriate Finalisation Type (non-crime) or Outcome Type (crime) must be selected.

15 Home Office Counting Rules (HOCR)

15.1 National Crime Recording Standards (NCRS) will always be adhered to. A recordable substantive crime will take primacy over an ASB investigation, but it is essential that the OIC records any ASB element. This need not be on a separate investigation. The OIC will remain responsible for the ASB element unless agreed with CPT to handover all or part of the investigation.

15.2 Any criminal offences which include ASB behaviours will be recorded with the substantive offence as the primary classification. A secondary classification of ASB should be included.

15.3 All ASB procedures must be followed regardless of whether the ASB is Primary or Secondary classification.

15.4 Officers must always consider if any substantive offences are apparent within an ASB report. This is particularly relevant within ASB Personal where the behaviour is targeted towards the victim.

15.5 Harassment is behaviour intended to cause a person alarm or distress. The behaviour must occur on more than one occasion, but it does not have the be the same kind of behaviour on each occasion. It addresses series of incidents that do not amount to the commission of a substantive offence per se, but when looked at as a course of conduct are likely to cause fear, alarm or distress.

15.6 Harassment may include ASB.

15.7 The following is an example of Harassment: 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 does not know Person B and is upset and concerned by their behaviour.

15.8 Where a potential unrecorded crime is identified through post recording QA processes an action will be set for the OIC to either record the substantive crime or negate with a full rationale as to why an offence is not made out.

15.9 Secondary ASB should also be tackled when the Primary classification is a substantive crime. The ASB is likely to be driving the escalation to a substantive offence and should therefore not be overlooked when dealing with the criminal element.

16 Victim Standards

16.1 Our commitment when dealing with the public with regards to ASB is as follows:

- LISTEN – Listen to them, take them seriously.
- ACTION – Take action to address the problem.
- PREVENT – Take action to prevent it happening again.
- INFORM – Tell them what we have done.

16.2 Provide the victim and witnesses with contact details of the officer attending. As soon as the OIC is decided, update the victim with their details.

16.3 Maintain victim and witness confidentiality. Where possible, actions agreed with victims should include timescales.

16.4 Tailor support to the needs of the victim. Establish an understanding of the victim’s needs and identify partner agencies that could assist where necessary.

16.5 Update the risk assessment at all key stages such as when actions have been taken.

16.6 It is the OIC’s responsibility to provide regular updates and contact with the victim, witnesses, and partner agencies and to inform them once the case is signed off.

16.7 Officers must consider if the victim is being targeted due to a protected characteristic or they or anyone else perceives this to be the case. In these circumstances the OIC should refer to Suffolk Constabulary's Hate Crime Policy.

16.8 Any victim who is not able to communicate in English, **must** be given the opportunity, through an interpreter, to provide details of the allegation/incident. Care must be taken to ensure the interpreter speaks the same dialect.

16.9 Telephone interpreting service is available for use, but it should not be used for evidential or similar purposes. In these cases, a face-to-face interpreter should be arranged. The use of friends and family members for interpreting should be avoided, owing to the sensitivity of matters which may be referred to and the level of knowledge and understanding of that person being unknown.

16.10 Officers should use their judgement and deal with each victim/witness individually and tailor their approach appropriately.

16.11 The Victims’ Code must always be adhered to.

17 ASB Case Review

17.1 The Anti-Social Behaviour (ASB), Crime and Policing Act 2014 introduced the ‘ASB Case Review’, which is designed to give victims of ongoing ASB the right to request a review of their case and bring agencies together to take a joined up, problem solving approach to find a solution.

17.2 The relevant bodies and responsible authorities who undertake the case review are:

- Councils.

- Police.
- Clinical Commissioning Groups in England and Local Health Boards in Wales.
- Registered providers of social housing who are co-opted into this group.

17.3 An ASB Case Review can be used if victims/reporting person(s) have complained to the local council, Suffolk Constabulary and/or a housing provider on THREE or more occasions about separate incidents of ASB in the past SIX months and reported each incident within ONE month of it happening. The request for a case review must be within SIX months of when the last incident was reported.

17.4 This is called the threshold. If the threshold is not met the ASB Case Review will not take place.

17.5 Victims have the right to request a review of a case if they have complained to local council, Suffolk Constabulary or their housing provider and they feel that no effective action has been taken to resolve it.

17.6 Victims wishing to request an ASB Case Review are to be signposted to contact their District / Borough Council for activation. Suffolk Constabulary will work in partnership with the relevant Council with the relevant Locality Inspector responsible.

17.7 Repeat victims should be informed of the ASB Case Review at the earliest opportunity by CCR/ attending officer/ investigating officer.

18 E-CINS

18.1 E-CINS is a shared IT system which allows multi agency partnership working by providing a secure encrypted cloud-based case management system. The system will allow partners across Suffolk to meet, manage, collaborate, share, task, audit and evidence work to support ASB responses.

18.2 Case management is a collaborative process, utilising the skills and resources of multiple agencies to resolve a problem. Effective case management requires a good understanding of the problem, so that its cause may be tackled. Case management should also identify and mitigate risks to individuals, communities, the environment, and organisation. The focus of case management should be as much about protecting victims and the community as it is about addressing offending behaviour.

18.3 All ASB incidents that require multi-agency case management will be inputted onto E-CINS by the OIC and access granted to relevant partners.

18.4 Some partners may use E-CINS as their primary system to record ASB Investigations. Officers should check ECINS as part of the risk assessment process to ensure the victim is not a repeat victim. Other incidents may have been reported to partner agencies.

19 Information Sharing

19.1 Good risk management depends on quality information; the police service will work with partner agencies and others to share relevant information about those who pose risk or those who are vulnerable to the risk of harm.

19.2 Sharing information about individuals between public authorities is essential to keeping people safe.

19.3 The sharing of information by police must fulfil a policing purpose. A policing purpose is defined under the MoPI Code of Practice as:

- Protecting life and property;
- Preserving order;
- Preventing the commissioning of offences;
- Bringing offenders to justice; and
- Any duty or responsibility of the police arising from common or statute law

19.4 A County-wide Information Sharing Agreement (ISA) exists and allows for information to be shared with all members of the ISA.

19.5 ECINS is the preferred secure route for sharing information between partners.

19.6 Where the ECINS case management system cannot be used, for example in face-to-face meetings, alternative methods for sharing information in a secure manner must be adopted, such as the declaration of confidentially.

19.7 Where the ECINS case management system is not used for information sharing, the "sharer" must carefully consider how, when and where information is shared. The sharer must ensure any sharing of data is lawful and complies with GDPR and the Data Protection Act 2018.

20 ASB Intranet Hub

20.1 The ASB Intranet Hub is available to all officers 24/7 providing up to date advice, guidance and resources to deal with ASB effectively – the hub can be access here: ASB Intranet Hub

20.2 Due to changing legislation, local and national guidance, these will be stored and updated only on the intranet page and so will not form part of this policy directly to ensure that there is a single place for reference and out-of-date information is not used.

21 QA of Anti-Social Behaviour Investigations

21.1 Every effort must be made to get it right first time. But to drive improvement and provide the best service for victims, every ASB investigation will receive Quality Assurance checks.

21.2 QA and guidance will be undertaken by the reviewing Supervisor, IMU and the ASB Team.

21.3 Where further work is required, an Action will be set for the OIC to complete. All Actions must be completed as soon as practicable and always prior to finalisation.

21.4 The ASB Team will set Actions for policy compliance and provide bespoke advice for the investigation. Investigating officers are encouraged to liaise with the ASB Team and read the ASB Intranet Page for further guidance.