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Title: **Anti-Social Behaviour (ASB)**

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1. Introduction

1.1 This procedure sets out how Suffolk Constabulary will work effectively with partners to reduce Anti-social Behaviour (ASB) and the risks caused by ASB, focusing on four key areas:

- Identifying repeat and the vulnerable victims;
- Analysing data and information;
- Briefing all relevant staff;
- Effective use of Safer Neighbourhood Teams (SNTs).

2. What is Anti-social Behaviour?

2.1 ASB is defined in the Anti-social Behaviour, Crime and Policing Act 2014 as:

- (1) *(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.*

2.2 The Act clarifies the above further:

- (2) *Subsection [\(1\)\(b\)](#) applies only where the injunction under section 1 is applied for by:*

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- (a) *a housing provider,*
 - (b) *a local authority, or*
 - (c) *a chief officer of police.*
 - (3) *In subsection [\(1\)\(c\)](#) “housing-related” means directly or indirectly relating to the housing management functions of:*
 - (a) *a housing provider, or*
 - (b) *a local authority.*
 - (4) *For the purposes of subsection [\(3\)](#) the housing management functions of a housing provider or a local authority include:*
 - (a) *functions conferred by or under an enactment;*
 - (b) *the powers and duties of the housing provider or local authority as the holder of an estate or interest in housing accommodation.*
- 2.3 ASB covers many types of actions from low-level persistent nuisance to serious public disturbance, it:
 - Is behaviour capable of causing nuisance and annoyance;
 - Is likely to cause harassment, alarm or distress;
 - Creates significant and persistent problems in neighbourhoods;
 - Leaves communities intimidated and afraid.

2.4 In terms of the Government’s classification, ASB is recorded in one of three categories: Environmental, Nuisance and Personal.

Environmental

2.5 Deals with the interface between people and places. It includes incidents and inconsiderate actions, which have an impact on the surroundings including the natural, built and social environments. This category is about encouraging reasonable behaviour whilst managing and protecting various environments so that people can enjoy their own private spaces as well as shared or public spaces.

Nuisance

2.6 Captures those incidents where an individual or group causes trouble, annoyance, inconvenience, offence or suffering to people in the local community in general rather than being deliberately targeted at specific individuals or groups.

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- 2.7 Is designed to identify incidents that are deliberately targeted at a particular individual or specific group or aimed at having an impact on a particular individual or specific group rather than the community at large.
- 2.8 Some examples of anti-social behaviour are detailed in [Appendix A](#).

3. Assessing Risk

Initial Risk Assessment

- 3.1 On receipt of a call, the Contact and Control Room (CCR) will create a CAD and will process the call via **THRIVE** (Threat, Harm, Risk, Investigation, Vulnerability and Engagement) this process will determine the Police response.
- 3.2 A and B graded CADs will be allocated to NRT for urgent response, if the event turns out to be ASB as either the primary or secondary classification. The attending officer or ICMH will need to consider the completion of a Risk Assessment Matrix (RAM). (Appendix B)
- 3.3 If an investigation is entered onto Athena either by the attending Officer or ICMH, it will require consideration as to whether notification to the relevant SNT is appropriate for further allocation, such as, High risk or vulnerable victims. A case which is long term, and requires a multi-agency approach or a Repeat Victim.
- 3.4 Any C or D graded CADs which relate to ASB as a primary or secondary classification will also follow the above process, if ICMH or Neighbourhood Support Teams (NST) are able to resolve the ASB investigation then this should be brought to the attention of the relevant SNT for awareness, so they can consider any further work.
- 3.5 Any CAD or Investigation which is being handled by the CCR, NRT, ICMH or NST that relates to ASB needs to be notified to the relevant SNT, via email or by a registration of interest or placed into the SNT work tray on the Athena Investigation.
- 3.6 Once an ASB CAD or Athena Investigation has been given to the SNT, it is for the SNT to manage that investigation, this will include the need to consider the completion of a RAM.
- 3.7 All of the following should be allocated to SNT. **High risk or vulnerable victims. A case which is long term and requires a multi-agency approach or a Repeat Victim**

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Risk Assessment Matrix (RAM)

- 3.8 The RAM is a guidance tool which, when used in conjunction with officers' own professional judgement, will ensure a thorough assessment is conducted. The questions within the RAM are the victim's perception and **NOT** the officer's. There is a section for officer observations at the end of the RAM.
- 3.9 The RAM **must** be used where an incident encompasses any of the following circumstances:
- The complainant is a repeat victim.
 - The complainant is 'protected' under the Equality Act 2010 as having a 'protected characteristic'.
The 9 characteristics being,
Race, Age, Gender, Disability, Religion and belief, Sexual Orientation, Gender re-assignment, Marriage/civil partnerships, pregnancy and maternity.
 - The complainant is in fear, intimidated or scared.
 - The complainant is vulnerable.
 - The incident is an SNT priority.
 - For other eventualities officer's discretion will be used.
- 3.10 By identifying the factors that are putting the complainant at risk, tailored support can be offered to reduce the risk of harm. It is important to identify any 'protected characteristics' (as per the Equality Act 2010) of the victim, even if this is felt not to be an aggravating factor, because it may help identify specific support required.
- 3.11 The attending officer, will conduct and complete enquiries and establish if the incident has either a Primary or Secondary classification of ASB. If either of these are established then the attending Officer will notify the relevant SNT of a possible need for a RAM. The RAM should be completed at the earliest available opportunity by the SNT.
- 3.12 The RAM requires consent and the victim can sign in the Officer Observation section. This forms part of the contract between the victim and Constabulary. It is necessary to obtain the victim's consent before processing their personal information within E-CINS. Their signature provides evidence that informed consent has been obtained.
- 3.13 Once the form has been completed and a score of high, medium or standard determined, the officer must update the CAD with the score:

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- **Low / Standard (0-15)** - A full update is to be given to the CCR operator with the score or recorded by the officer on WEB-STORM. This must include the reason why there has not been a crime or E-CINS report created. This allows other officers in any subsequent contact to review the initial advice given to maintain consistency between officers, and maintain high standards of service. Previous calls are held within STORM.
 - **Medium (16-29) or High (30+)** - A summary is to be given to CCR of the issues, the score of the RAM and either the Crime number or E-CINS reference number.
 - **NCRS** National Crime Recording Standards requires that if a person believes they are a victim of crime then, with no evidence to the contrary, a crime will be recorded.
- 3.14 The basic principle of Incident Management is that where a crime related incident is reported, the CAD will either be closed as a crime or have sufficient information contained within the Storm result to negate the need for a Crime.
- 3.15 Where the complainant is considered to be a [repeat victim](#) or [vulnerable victim](#), the incident **must** be forwarded to the local SNT Sergeant. The SNT will further address these ASB issues as appropriate.
- 3.16 The SNT Sergeant **will** ensure that the relevant Medium and High Risk cases are entered onto E-CINS and an Officer in Charge (OIC) is identified. The OIC will be responsible for ensuring the victim and witnesses are contacted with their details and are provided with regular updates until the conclusion of the case. After initial contact, follow up contact must be made within ten days.
- 3.17 All RAMs must be reviewed before being signed off by the lead agency. For the Constabulary, this is the SNT Sergeant's responsibility, usually conducted within the ASB meetings, enabling the case to be discussed with partner agencies.
- 3.18 Completed SNT RAM forms will be scanned and attached to the E-CINS record. It is important under the Management of Police Information (MOPI) guidelines that the RAM is stored with the information it pertains to. RAMs are not required for ASB that has been identified as low risk. Occasionally, ASB originally classed as medium/high risk is allocated for a RAM to be completed, which transpires to be low risk. In this event the RAM must be disposed of as confidential waste and the reasoning for the change in risk must be recorded on the CAD. The only exception is when an E-CINS record already relates to that person or location, in

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which case the low risk RAM is to be scanned and linked to the corresponding record.

4. Victim Standards

4.1 Our commitment when dealing with the public when dealing with 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.

4.2 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.

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

4.4 Permission from the victim is necessary before contact with the perpetrator is made (unless there are overriding safeguarding concerns). If permission is not given, work closely with the victim to gain their trust, provide reassurance and support, explaining the options.

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

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

4.7 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.

4.8 Officers should be aware of the needs of the victims and/or witnesses who could be vulnerable due to any perceived fear or prejudices towards them, e.g. minority communities, and if this may have been a factor to the ASB. The Hate Crime Procedure should be referred to as necessary. Should the case be referred to the Crown Prosecution Service (CPS) it is important to ensure they are aware the victim is vulnerable due to a protected characteristic as this may affect the way they prepare the case, and it is harder to request 'special measures' within the court system.

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- 4.9 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.
- 4.10 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 through the CCR. 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.
- 4.11 Officers should use their judgement and deal with each victim/witness individually and tailor their approach appropriately.
- 4.12 The Victims' Code must always be adhered to (see [Appendix F](#)).

5. Repeat Victimisation (the most persistently targeted)

- 5.1 ASB, even when seemingly less serious, can have a devastating impact on victims when committed repeatedly over a period of time, particularly where a person is deliberately targeted. The definition of a repeat victim is:

“When the same person or place/premises suffers from more than one incident within a rolling 12 month period, or the caller self identifies that they are a repeat victim.”

6. Vulnerable Victims

- 6.1 The individual circumstances of the victim are often more important than the nature of the ASB itself and so understanding the vulnerability of the victim ensures an appropriate response. Vulnerable victims are defined as:

“A victim is vulnerable if the conduct in question causes an adverse impact on their quality of life. This includes the risk of harm, deterioration of their health, mental and/or emotional wellbeing or an inability to carry out normal day to day routine through fear and intimidation.”

- 6.2 Where concern is raised regarding the vulnerability of a victim, an 'Object' Marker for the location should be raised with CCR by submitting an 'Object' Marker request form.

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7. Case Management: Medium and High Risk Cases

- 7.1 SNTs will record all medium and high scoring ASB incidents that require a multi-agency approach on E-CINS.
- 7.2 STORM CAD references must be recorded on E-CINS, including a short synopsis for effective multi-agency working.
- 7.3 An E-CINS victim profile will be completed subject to victim consent.
- 7.4 In the event that a victim withholds consent for their personal data to be processed or shared with partners, the officer completing the RAM should contact their supervisor for advice.
- 7.5 Supervisors Template:

- **High risk cases:** Supervisor reviews risk within seven days of being reported and thereafter at least every 14 days as long as case remains high risk;
- **Medium risk cases:** Supervisor reviews risk within 14 days of being reported and thereafter at least every 28 days as long as case remains medium risk;
- **Low risk (Standard):** Supervisor reviews risk at least every 28 days (Please note that these cases are on ECINS when the risk has been reduced from High/Medium. We do not expect low risk cases to be case managed on ECINS from the outset);
- **On closure:** Supervisor must re-assess the risk as part of the closure of the case.

Co-located ASB Team

7.6 There is currently only one co-located ASB Team in the county:

ASB Co-located Team	Contact Number	Location
Ipswich Pc 972 Danny Thompson Pc 490 Kevin Stephenson	01473 432048 - Mobex 6747 01473 432048 - Mobex 6746	Grafton House Ipswich

7.7 The team is led by a co-ordinator (employee of the local district council) and consists of one or two police officers and staff from partnership agencies, e.g. Housing, Environmental Health.

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7.8 Victim referrals from SNTs to the co-located Team will be managed according to the RAM scorings. High and medium risk ASB victims will be referred to the ASB team via tasks on E-CINS ([Appendix E](#)). All High risk cases will be managed by the ASB Team but, depending on workload, Medium may not. Advice should be sought from the team.

8. Information Sharing and Compliance

8.1 Information sharing is essential to partnership working. It is the key to delivering better, more efficient services, coordinated around the needs of the individual and is essential for safeguarding and promoting welfare. Decisions with regards to information sharing often have to be undertaken on a case-by-case basis, with data shared legally and professionally in order to achieve improved outcomes. However, it is important that people remain confident that their personal information is kept safe and secure and their privacy rights are maintained, with due regard to Data Protection Act 2018. The [Information Management Data Protection](#) procedures should be referred to. If in doubt seek advice from your supervisor or a member of the Data Protection (DP) Team, Information Compliance Unit, PHQ.

8.2 All recorded information held by Public Authorities is subject to the provisions of the Data Protection Act 2018 and the Freedom of Information Act 2000.

8.3 Individual requests for information contained within the E-CINS database will be dealt with in accordance with those Acts by the DP Team and FOI Team, Information Compliance Unit, PHQ.

8.4 Requests for personal information under the Freedom of Information Act will be dealt with by the DP Team, Information Compliance Unit, PHQ under the subject access provision of the Data Protection Act 2018.

9. Guidance ASB Tool Kit.

9.1 ASB Toolkit for assistance and guidance. Lists crime classifications with response options and actions that can be considered

[ASB Tool Kit A- D](#)

[ASB Tool Kit E - N](#)

[ASB Tool Kit O - Z](#)

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Appendix A: What constitutes Anti-Social Behaviour?

ASB is individual from victim to victim and neighbourhood to neighbourhood from low-level persistence nuisance to serious public disturbance. Examples would include:

- Drugs dealing / substance misuse along with discarded paraphernalia.
- Street Drinking / Begging.
- Prostitution / Sexual related activity.
- Abandoned vehicles / fixing vehicles in the street.
- Littering / Fly tipping or fouling public areas.
- Cycling / skateboarding on footpaths or in public areas.
- Criminal Damage / Vandalism.
- Threats / Abuse / Bullying
- Congregating groups in public areas / intimidating behaviour.
- Nuisance / Noisy Neighbours.
- Inconvenient / Illegal Parking / Inappropriate vehicle use / off road motorcycles.
- Fighting / Abusive or offensive language.
- Drunken behaviour / underage drinking / urinating.
- Firework Offences.
- Animal related problems.
- Malicious / Hoax calls to emergency services.
- Nuisance / Obscene phone calls.

This list is not exhaustive; it must be looked at to define if behaviour is capable of causing nuisance and/or annoyance.

Questions that need to be asked in the context of ASB:

- Is it likely to cause harassment, alarm or distress?
- Does it create significant or persistent problems in neighbourhoods?
- Does it leave communities intimidated or afraid?
- How frequently does the problem occur?
- Has there been any escalation?
- Does it target one or more of the protected characteristics?

What does **NOT** constitute ASB?

- Legal parking, which may inconvenience another party, such as parking outside complaints house where they like to park their own car.
- Youths playing football/games in a designated area, whose noise relates to that activity.
- Peak time noise level due to location, e.g. children attending or leaving school or people leaving pubs or clubs with no aggravating circumstance such as swearing or littering.
- Neighbourly noises during accepted waking hours, such as DIY, vacuuming, and general family noise.

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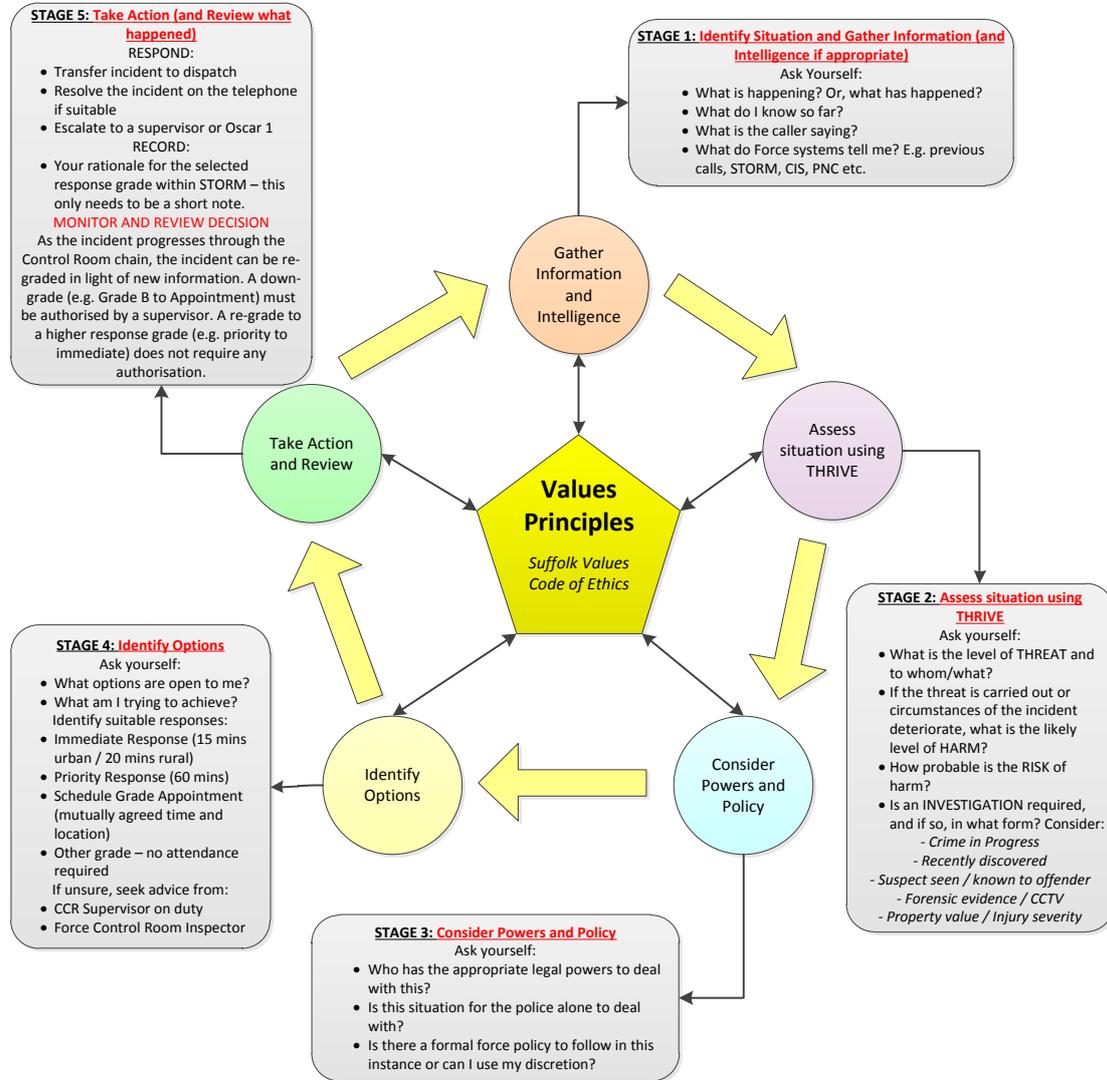
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Appendix B: Thrive Model principles within CCR



On completion of the RAM:

LOW (Standard) – A full update is to be given to the CCR operator with the score or recorded by the officer on WEB-STORM. This must include the reason why there has not been a crime or E-CINS report created. This allows other officers in any subsequent contact to review the initial advice given to maintain consistency between officers, and maintain high standards of service. Previous calls are held within STORM.

MEDIUM or HIGH – A summary will be given to the CCR (Or recorded directly on WEB-STORM) of the issues, the score of the RAM and either the crime or E-CINS reference number.

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Appendix C: Risk Assessment Matrix

Victim's Name:		Address:	
Date of Birth:		Post Code:	
Event No:		Contact No:	
Officer Completing:		Date Completed:	

Consent	Provide the victim with the contact details of their local Safer Neighbourhood Team.		
	I understand that in order to best support me and address the ASB issues that are affecting me, Suffolk Police will share appropriate information about my case with partner agencies using the E-CINS computer system. I consent to agencies obtaining and sharing information as part of the multi agency work to help secure my safety and that of my family.		
	Signature: _____	Date: _____	If the victim has signed for their consent somewhere else, state where in the notes section.

										SCORE	
Questions for the Victim to Answer	1	Other than this occasion, how often do you have problems?					Most days	3			
							Most weeks	2			
							Most months	1			
							Only occasionally	0			
	2	Do you think that incidents are happening more often and/ or are getting worse?					Yes	2			
							No	0			
	3	Do you know the person causing the problem?					Victim/ Perpetrator know each other well	2			
							Victim/ Perpetrator 'known' to each other	1			
							Victim/ Perpetrator do not know each other	0			
	4	Who do you think this incident was deliberately targeted at?					You	4			
							Your family	3			
							Your community	1			
						No one / Not deliberately targeted	0				
5	Do you feel that this incident is associated with one of the below? (please also delete as appropriate)					Yes	3				
						No	0				
	Faith	Nationality	Ethnicity	Sexual orientation	Gender identity	Age	Disability				
6	Do you feel there are any other circumstances detailed below, which could increase the level of risk to yourself or your household, due to one of the below? (please also delete as appropriate)					Yes	3				
						No	0				
	Physical Health			Disability		Mental health					
7	How affected do you feel by what has happened?*					Extremely affected	5				
						Affected a lot	3				
						Moderately affected	2				
						Affected a little	1				
						Not at all	0				
8	Has your or anyone else's health been affected as a result of this, and any previous incidents?					Physical health	3				
						Mental health	3				
						No effect on health	0				
9	Do you have a Social Worker, Health Visitor or any other type of professional support? (Can we speak to them about this? See Victim Contract.)*					Yes	1				
						No	0				
10	Do you have any friends and family to support you?			Victim lives alone and is isolated		3					
				Victim is isolated from people who can offer support		3					
				Victim has a few people to draw on for support.		1					
				Victim has a close network of people to draw on for support.		0					
11	Apart from any effect on yourself, do you think anyone else has been affected by what has happened?*					Local community	3				
						Your family	1				
12	Have you informed any other agencies about what has happened?*					No	1				
						Yes	0				
For Officer	13	Does the suspect (or their associates) have a history of, or reputation for, intimidation or harassment?			Suspects, or their associates, are currently harassing the complainant		6				
					Suspects, or their associates, have harassed the complainant in the past		4				
				Suspect, or their associates, have not harassed the complainant, but have a history or reputation for harassment or violent behaviour		2					
				Suspects, or their associates, have no history or reputation for harassment or intimidation		0					
14	Do you think the current incident is linked to previous incidents? If so, why? *					Yes	2				
						No	0				

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	15	Do you class this victim as VULNERABLE?	YES/NO (delete as appropriate) If you have answered yes on 4,5 & 6, but do not class as vulnerable give reasons below		
	16	If YES, is the vulnerability	PERSONAL / SITUATIONAL / INCIDENTAL		
					TOTAL SCORE
If the answer to 4, 5 or 6 is YES, this is to be classed as HIGH and MUST be discussed with your sergeant.					
Notes					

Please Note: This is for diagrammatical use only; the RAM can be access via the Intranet Forms.

On completion of the RAM:

Low / STANDARD (0-15) – Full update will be given to the CCR operator with the reason why there has been no Crime or E-CINS report. This allows other officers in any subsequent contact to be able to review the initial advice given.

MEDIUM (16-29) or HIGH (30+) – A summary will be given to the CCR of the issues, the score of the RAM and either the crime or E-CINS reference number.

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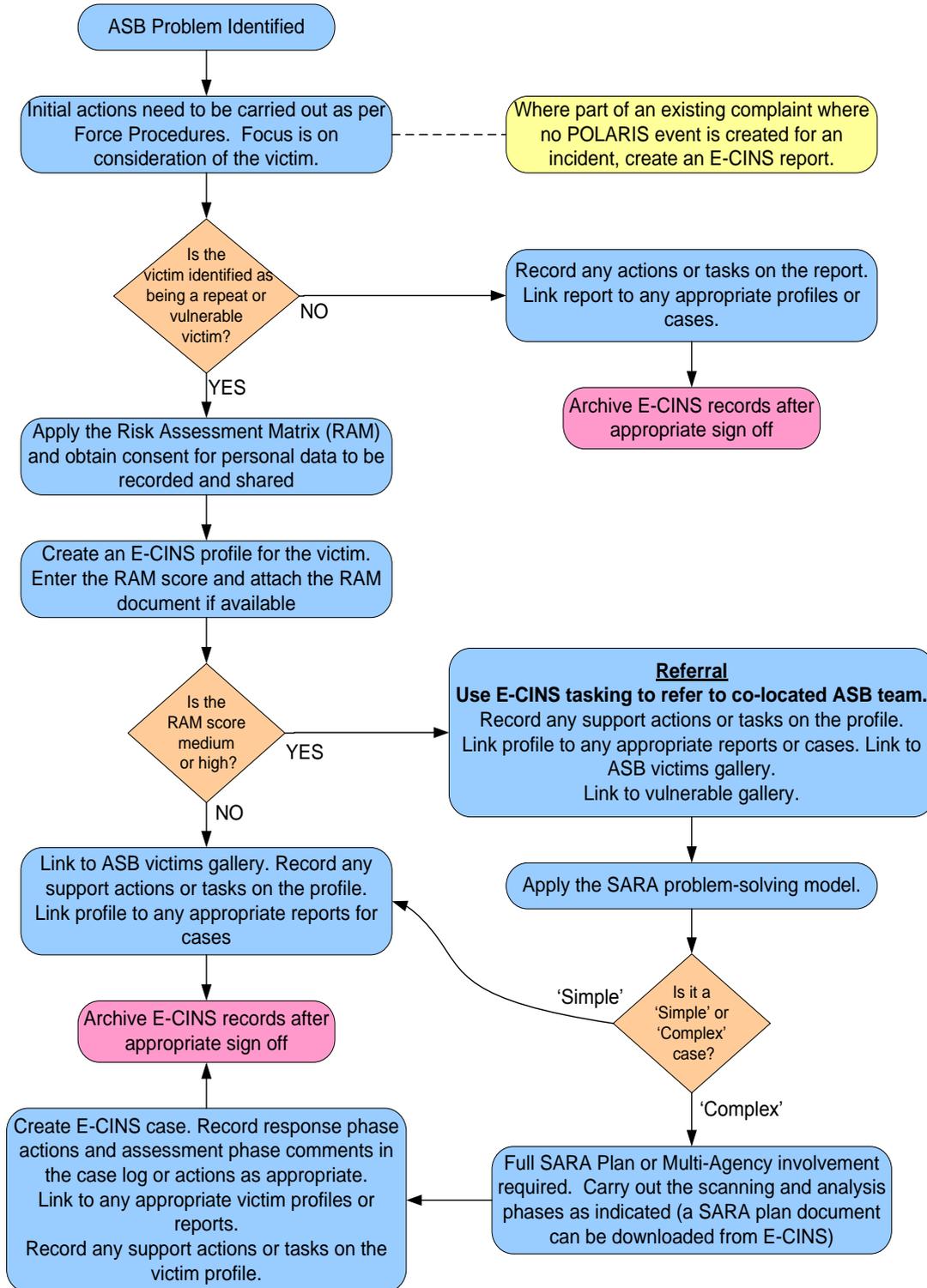
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Appendix E: Co-located ASB Teams Referral Process



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Appendix F: Victims Code

Our Victims' Code

1 Be positive, polite and friendly

- Remember, you don't get a second chance to make a good first impression.
- Victims of crime are looking for understanding.
- It may be routine for you – but for them it could be the most traumatic event of their lives.

2 Listen to the victim

- Taking time to listen to what a victim has to say is vital.
- Don't rush. If you have a listening ear, it provides the victim with reassurance and a strong sense that we care about their problem.

3 Take the matter seriously

- This is one of the highest priorities for victims.
- Your view about the seriousness of the crime is irrelevant – for the victim it is likely to be serious, regardless of the offence.
- Please remember this in all your dealings with the victim.

4 Explain clearly what will happen

- Remember that victims feel vulnerable. Having information about what will happen during the course of the investigation helps reassure them.
- Clarity is key. Take your time to explain what you intend to do and what will happen next.
- But be realistic – and only promise what you can deliver.

5 Keep the victim informed – feedback

- Updating the victim is crucial.
- The feedback process should be agreed with the victim. This will include frequency – and the methods by which they will be updated, such as text or e-mail.

Our priority
Victim Care



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