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Part 1 – Policy

1.1 Introduction

Anti-social behaviour can have a significant impact on quality of life. If left unresolved it can have a lasting impact on the people involved, other people living in an area and the environment. The Council, the local community and partner agencies all have a key role to play in ensuring that such issues are tackled and that action is taken against people causing the issues.

This policy and procedure document defines Salford City Council’s approach to tackling anti-social behaviour, in its role as a statutory member of Salford’s Community Safety Partnership. Community safety policies and procedures have been developed by the City Council, in consultation with key partners, stakeholders and residents.

1.2 Policy statement and commitment

Salford City Council is committed to providing safer, stronger and more resilient communities in Salford by taking positive action in conjunction with partners, to deal with all forms of anti-social behaviour and to ensure that residents are able to enjoy peace, quiet and security in and around their homes.

This policy sets out the Council’s commitment to reducing anti-social behaviour, improving the quality of life for local people and reducing crime and fear of crime within our communities. In doing so the Council will:

- place victims and witnesses at the centre of the investigation and support them throughout the case
- make effective use of the powers, orders and mechanisms available to deal with anti-social behaviour
- fully participate in joint working with partner agencies to enable the best possible outcomes
- raise awareness of the type of conduct that constitutes anti-social behaviour
- encourage people to report anti-social behaviour
- publicise and promote services available to tackle anti-social behaviour

1.3 Definition of Anti-social Behaviour

Anti-social behaviour can cover a wide range of behaviour. The legal definition of anti-social behaviour can be found in Section 2 of the Anti-social Behaviour Act 2014 that defines anti-social behaviour as:-

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
Anti-social behaviour can take many forms, some of which are listed below.

- Misuse of public spaces
- Noise nuisance including loud music, persistent alarms, excessively loud or frequent parties, shouting or yelling etc.
- Rowdy, aggressive or threatening behaviour or language
- Nuisance from pets such as dogs barking or failing to control an aggressive dog
- Property damage and vandalism
- Environmental issues including fly-tipping, vandalism, dog fouling, graffiti, fly posting, abandoned vehicles etc.
- Verbal or written abuse, intimidation, harassment or threats
- Acts of violence
- Hate crime
- Anti-social behaviour as a result of misuse of drugs or alcohol.
- “Off road” riding of motorbikes or mopeds

There is however, other types of behaviour that would not constitute anti-social behaviour. The following examples of behaviour the Council would not investigate.

- Everyday activities or household noise, including children playing
- Children playing ball games with no associated anti-social behaviour
- People staring
- People being unreasonable or unpleasant without significant harm
- Vehicles that are parked legally

In tackling anti-social behaviour the appropriate legislation and regulations must be complied with. In particular the Council has powers under the following Acts of Parliament:

- Anti-social Behaviour Act 2003
- Environmental Protection Act 1990
- Anti-social Behaviour Crime and Policing Act 2014

The above Acts contain both civil and criminal offences, both of which require different standards of proof. Civil offences are tried on the balance of probabilities, whereas criminal offences are tried beyond reasonable doubt. The standard of evidence gathered by the council, before formal action can be taken will depend on the anti-social behaviour in question and what is deemed to be the most appropriate course of action. For any action, taken by the Council, to be successful the complainant will be required to provide evidence to the requisite standard.

1.4 Approach to Tackling Anti-social Behaviour

The Council works with partner agencies, to combat anti-social behaviour by using a wide range of measures.

These measures include both informal and formal actions that range from informal early interventions such as warning letters, acceptable behaviour agreements and mediation to formal action such as Civil Injunctions, Community Protection Notices,
Public Spaces Protection Orders, Criminal Behaviour Orders and Premises Closures. These powers are discussed in more detail in Part 2.
1.5 Working Together, Sharing Information, Managing Cases and Assessing Risk

Other council teams, such as Environmental Crime and Environmental Protection and partner agencies, including the police, housing providers, fire and rescue, health services and community and the voluntary sector have a role to play in combating anti-social behaviour. They bring a range of expertise, experience and additional powers that when collaborated, can assist in resolving issues more effectively. As part of this collaborative approach an information sharing protocol has been developed to ensure that appropriate information flows between partners quickly to expedite the resolution of the issues.

Effective case management underpins the successful resolution of anti-social behaviour. This starts from when a complaint is received until the matter is resolved. The welfare, safety and well-being of victims, whose complaints form the basis of any action, is the main consideration at every stage of the process.

Assessing the risk of harm to the victim is also an important part of case management. It is important to identify the effect anti-social behaviour is having on the victim, particularly if repeated incidents are having a cumulative effect on their well-being. A continuous and organised risk assessment helps to identify cases that are causing, or could result in serious harm to the victim, either as a one-off incident or as part of a targeted and persistent campaign of anti-social behaviour against the victim.

1.6 Anti-social Behaviour and Young People

Young people who perpetrate anti-social behaviour may have many complex support needs. The Council will always ensure that any actions taken against juvenile perpetrators comply with responsibilities under the Children Act and other relevant legislation. The Council will seek to provide support and address these support needs through various packages of appropriate interventions with a focus on early identification and proactive intervention.

1.7 Vulnerable People

A person may be vulnerable for a variety of reasons, e.g. mental illness, learning disability, drug or alcohol dependence, physical disability, sensory impairment, ethnicity. If a person is deemed to be vulnerable, interventions are made as soon as possible to try to prevent further problems occurring. Every effort is made to work with vulnerable people to try to resolve the issues. However, the enforcement action taken by the Council will be proportionate to the risks posed and the seriousness of the behaviour. As far as the law allows, the Council will take into account the circumstances and attitude of the individual when considering what action to take.

1.8 Hate Crime

Hate crime is defined as ‘any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic.’ There are five strands of hate crime, monitored nationally:
• race or ethnicity;
• religion or beliefs;
• sexual orientation;
• disability; and
• transgender identity.

Hate crimes are a subset of notifiable crimes that are recorded by the police. All complaints of hate crime will be taken seriously and will be forwarded to the Police, unless they have been made maliciously. The Council will work in partnership with the police to resolve the complaint and will be prioritised accordingly any action taken.

1.9 Data Protection

Any information provided to the Council in respect of an anti-social behaviour complaint will be treated in the strictest of confidence and will not be used for any purpose without the express consent of the person who has provided it. However, it will be difficult to progress and resolve cases unless the Council are able to broach the issues with the perpetrator.

Individuals have the right to request access to the information the Council holds about them and the Council will provide such information on request. However, individuals do not have the right to see information about other people and as such the Council will not disclose personal information to perpetrators.

There are certain circumstances where these principles may not apply, for example in child protection cases which require immediate referral to Children’s Services.

Any data held by the Council will be managed in accordance with the Data Protection Act 1998, but is also subject to the terms of the Freedom of Information Act 2000.

1.10 Staff training

The Council are committed to ensure that staff receive the appropriate training and support to ensure that they have the knowledge and skills necessary to provide a quality service.
Part 2 Procedure

2.1 Making a Complaint of Antisocial Behaviour

Anyone suffering from anti-social behaviour should report it as soon as possible. Complaints can be made online via the Council’s website at the following address:


The website gives information on how to complain and useful links to partner organisations that may also be able to help.

Alternatively a complaint or incident can be reported

- in person or in writing at Salford City Council
  Unity house
  Civic Centre
  Chorley Road
  Swinton
  Salford
  M27 5FJ

- by telephone (via the call centre on 0161 909 6544)
- through a third party such as a Councillor.

2.2 Anonymous and Malicious Complaints

Anonymous complaints will be treated with the same importance as any other complaint. If there are serious allegations such as child abuse or drug dealing, these will be passed, without delay, to the relevant agency for the most appropriate action to be taken. Other anonymous complaints will be handled carefully as they may be difficult to prove and could be harmful to the accused if found to be untrue. Anonymous complaints will not form the sole basis of legal action, but could lead to additional evidence and formal action. Malicious complaints will be dealt with in line with the Council’s policies and procedures for such matters.

2.3 ASB Case Review

An anti-social behaviour case review gives victims and communities 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. Full details of Salford’s ASB Case Review procedure can be found at the following address:


2.4 Case Management Process

2.4.1 Prioritisation
An initial assessment of the case is made to establish the circumstances that have led to the complaint and if the complainant has any vulnerability that the Council need to take into consideration during the investigation. A priority level 1, 2 or 3 is then assigned to the case, depending on the seriousness of the allegations.

**Priority 1**

Priority 1 cases are the more serious cases of anti-social behaviour, requiring timely and proportionate enforcement action.

Such cases include the following:

- serious domestic abuse
- acts of violence
- serious intimidation/threats of violence
- criminal behaviour affecting the local community
- serious misuse of public areas that affects the community
- cases previously deemed Priority 2, having exhausted all early interventions, informal actions and are both frequent and severe enough to warrant legal action.
- criminal behaviour, where it has been deemed that civil powers are the most appropriate solution

Priority 1 cases will be assigned to an appropriately experienced officer and contact with the complainant will be made within 1 working day.

Any case that has not been resolved or referred for legal action within 12 weeks of the first complaint being received, will be fully reviewed by a senior officer with a view to bringing the case to a conclusion, either by closing the case due to insufficient evidence or pursuing further evidence for possible legal action.
Priority 1 Flowchart

Complaint received and allocated to a Senior Community Safety Officer

Contact complainant within 1 working day

Investigation

Is there the Severity and Persistency and Evidence?  
No  → Priority 2

Yes  → Legal actions

Has the ASB stopped?  
Yes  → Close the case

No  → Review with Senior Officer and manage any breaches

12 weeks
Priority 2

The less serious allegations of anti-social behavior category which do not require the quick response of Priority 1. This may be the case where the evidence is not forthcoming or is from many sources and requires substantiating in order to pursue formal action.

Such cases relate to behaviour that is unreasonable, causes prolonged disturbance or persistent noise nuisance and will include the following:-

- Excessive noise, especially late at night e.g. loud music, DIY
- Rowdy or aggressive behaviour
- Problems caused by animals for e.g. dog barking, dog fouling.
- Intimidation, harassment or verbal abuse
- Hate crime not requiring legal action
- Anti-social behaviour from visitors to premises

Priority 2 cases may be dealt with by pursuing early interventions, support and informal actions such as anti-social behaviour agreements. If however the situation escalates, it may result in formal action being pursued, in which case a Priority 1 will be assigned.

Priority 2 cases will be assigned to a suitably experienced officer and contact with the complainant will be made within 5 working days.

Any case which has not been resolved within 12 weeks of the first complaint will be fully reviewed by a senior officer, with a view to bringing the case to a conclusion either by closing the case due to insufficient evidence or pursuing further evidence for possible legal action.
**Priority 3**

This category includes those cases involving low level incidents of anti-social behaviour. Such cases would include those where there are less than 3 incidents in a 6 month period or where there are no witnesses or lines of investigation. This may include incidents of:

- damage to property or communal areas
- pets & animals causing nuisance
- neighbour disputes over boundaries, car parking, use of communal facilities.
- nuisance caused by ball games
- isolated incidents
- intolerance or conflict of lifestyles

Advice and information will be provided in such cases, through either signposting to information available on the Council’s website or on occasions through contact by a suitably experienced officer. In appropriate cases mediation may be offered.

The aim is to respond to priority 3 cases within 10 working days.

Priority 3 complaints will only be reassigned a higher priority where the anti-social behaviour incidents have increased in frequency or in seriousness.

**Priority 3 Flowchart**

1. Complaint received
2. Information leaflets, sign posting and diary sheets sent to complainant within 10 working days
3. Case Closed
2.4.2 Stage 1 Investigation

The Council uses discretion in deciding whether complaints should be investigated and to what extent by virtue of prioritising the case. During an investigation evidence is gathered in a thorough and fair manner ensuring that it is unbiased and accurate. Any allegations and anonymous information is substantiated to a standard required by law before any legal action is considered.

All evidence is recorded and used in considering the most appropriate course or type of action to take. In doing so a number of factors will be considered:

- the seriousness of the alleged offence or situation.
- the previous history of the individual or company.
- the consequences of non-compliance.
- confidence in a resolution without legal action.
- the public interest.
- the effectiveness of various enforcement options.
- the availability of other appropriate courses of action.

There are a number of ways in which to gather evidence to support a complaint, examples are given below, but is by no means an exclusive list.

- Interviewing Complainants
- Incident diaries
- Surveillance
- Obtaining information from other agencies
- Professional witnesses
- Interviewing Perpetrators

During the investigation the investigating officer will come to one of three conclusions and act accordingly:

1. The behaviour is not anti-social behaviour. Support and early interventions, if appropriate, will be offered and the case closed.

2. There is no evidence and no further lines of enquiry. The complainant will be advised, support offered and the case closed.

3. There is evidence of anti-social behaviour and the case will be progressed to Stage 2.

If initial enquiries produce no further evidence to support the complaint, both parties will be advised in writing that no further action will be taken at this stage and the case will be closed. The complainant should record any further incidents in a diary and when there is sufficient further evidence the case will be re-opened.

2.4.3 Stage 2 Support and Early Interventions
Dealing with anti-social behaviour can be complex. Support and intervention to tackle the causes of anti-social behaviour at an early stage is as important as effective case management and timely enforcement action. In order to prevent problems escalating officers shall consider addressing anti-social behaviour complaints by providing appropriate support to perpetrators at the earliest opportunity. The support and interventions vary considerably and officers will liaise with Neighbourhood Management Teams in order to determine local availability.

Where an area is experiencing significant and reoccurring anti-social behaviour perpetrated by groups as opposed to individuals, stage 2 interventions will be put in place via a multi agency area anti-social behaviour action plan led by the Council’s Neighbourhood Manager for that area.

If there are safeguarding concerns or concerns regarding a person’s welfare, referrals will be made through the Bridge Partnership.

Where the perpetrators are under the age of 18 years old, officers are required to liaise with the Youth Offending Service.

Information

In some cases, including priority 3 cases, information will be provided to residents in order to help them deal with the issues themselves. Information is available both on the Council’s Website or in other formats such as leaflets and include:–

- What is anti-social behaviour
- Recording incidents
- Respect and Tolerate
- Football and ball games
- CCTV on domestic properties
- Neighbour disputes

Mediation

In many cases of anti-social behaviour, mediation can be an effective tool, solving the issue by bringing all parties together. This can be very effective in neighbour disputes, family conflicts, lifestyle differences such as noise nuisance complaints and similar situations where it can sometimes be difficult to identify the victim and the perpetrator.

When encouraging neighbours to use mediation it is important to stress that the service is independent and completely confidential. The mediators are specially trained, are impartial and independent.

Each case will be judged on the facts, but generally the type of cases most likely to benefit are ones where:–

- There is no clear right or wrong
- People have been living as neighbours for a long time when a dispute or complaint arises suddenly.
- The problems indicate a clash of lifestyles.
- There are allegations and counter allegations, neither of which can be substantiated.
There is no evidence to support a complaint or where it is likely to be difficult to find evidence.

Mediation cannot work with:-

- People who are known to be involved in criminal activity, or are known to be violent.
- People who are currently taking legal action against their neighbours.
- People who are involved with threatening behaviour and harassment.
- People who are perpetrating hate crime.

Restorative Justice Panels (RJP’s)

RJP’s are a form of Restorative Justice (RJ) undertaken by community members in facilitated meetings. The aim is to bring together victims and perpetrators of low level crime, anti-social behaviour and nuisance in a meeting where trained volunteers use restorative or reparative approaches to agree on a course of action for those involved. Providing the perpetrator admits liability and both consent to coming together, a meeting is held to consider the issues relating to the incident.

- At the meeting all participants are given the opportunity to speak through structured discussion and express their feelings without interruption.
- Each party can bring a supporter with them.
- A date, time and venue for the RJ meeting will be agreed.
- Everyone involved must voluntarily agree to take part.
- The participants come to an agreement about the best way to repair the harm.
- At the conclusion of the meeting, those involved sign a Community Restorative Agreement.
- The project coordinator will follow up the meeting with a phone call to ask if the agreement has been upheld.

Appropriate anti-social behaviour complainants will be offered mediation or RJP at the earliest opportunity. It will be explained to complainants the importance in participating in all stages of the process in order to resolve issues expeditiously.

2.4.4 Stage 3 Actions

If there is enough evidence available to show that the complaint is justified, or if the allegations are admitted by the offender, further proportionate action will be pursued, this could be either formal or informal actions.

Where it is decided that enforcement action is appropriate the case will be allocated to a suitably experienced officer. Any actions taken by the City Council will be carried out in line with any statutory guidance issued by the Home Office and in accordance with the Council’s Enforcement and Prosecution Policy.

Informal Actions

Members of the Community Safety Partnership (CSP) keep a record of verbal or written warning issued so that they are available to use, even by partner agencies, as evidence in court proceedings.
Verbal warnings

In deciding to use a verbal warning, the officer will consider the evidence. When issuing a verbal warning the officer will make clear to the offender the nature of the behaviour that is unacceptable, the effect this is having on the victim or community and clearly explain the consequences of non-compliance.

Written warnings

As with a verbal warning, a written warning contain specifics about why the behaviour is not acceptable. Such warnings include the impact the behaviour is having on victims or local community. Community Safety Partnership teams alert each other and keep a record of warnings issued so that they are available, even by partner agencies, as evidence in court proceedings.

Anti-social behaviour agreements

An Acceptable Behaviour Agreement (ABA) is an informal written agreement that future behaviour will not be unacceptable and can be used with a person of any age. The Youth Offending Service is notified when completing an ABA with a young person.

If at any time the severity of the alleged behaviour increases or if the agreement is broken, then a referral to Community Safety Referral Team or legal action will be considered.

Officers conduct all ABA’s in line with ABA procedures and templates.

Formal Actions

The more serious cases may require legal action with or without any warnings being given. A senior officer will assess the case and support pursuing this course of action before the case is referred for formal approval by the Executive Director.

Warnings will be given if a perpetrator fails to amend their behaviour and if after up to 3 warnings, the behaviour has not improved then legal action will be considered.

Any enforcement action will be carried out in line with the Council’s Enforcement and Prosecution Policy and appropriate permissions obtained in line with the Council’s Scheme of delegation (see Table 2 Authorisation Matrix).

Under the Anti-social Behaviour Crime and Policing act 2014 there are a number of legal actions that can be taken. These are identified below.

Community Protection Notices

The Community Protection Notice (CPN) is intended to deal with the conduct of an individual or body that is having a detrimental effect, of a persistent or continuing nature, on the quality of life of those living in the locality and that the conduct is unreasonable.
A CPN can be issued against any person aged 16 or over or a body (corporate), including a business. The notice can impose requirements to stop doing specified things, to do specified things and to take reasonable steps to achieve specified results. A CPN can only be served once a written warning has been issued.

Breach of a Community Protection Notice is a Criminal Offence, any liability to which can be discharged by payment of a fixed penalty notice, if deemed appropriate or upon conviction to a fine not exceeding level 4 for individuals or an unlimited fine for businesses.

**Public Spaces Protection Orders**

Public spaces protection orders (PSPO's) are intended to stop individuals or groups of individuals committing antisocial behaviour by imposing conditions that apply to everyone, on the use of that space. They are designed to ensure the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour.

The test is designed to be broad and focus on the impact anti-social behaviour is having on victims and communities. A PSPO can be made by the council if they are satisfied, on reasonable grounds that the activities carried out or likely to be carried out, in a public space:

- a) have had, or are likely to have, a detrimental effect on the quality of life of those in the locality;
- b) is, or is likely to be, persistent or continuing in nature;
- c) is, or is likely to be, unreasonable; and
- d) justifies the restrictions imposed.

It is a criminal offence to breach the conditions imposed by a PSPO, any liability to which can be discharged by payment of a fixed penalty notice, if deemed appropriate or upon conviction to a fine not exceeding level 3.

**Closure Powers**

The closure power is a fast, flexible power that can be used to protect victims and communities by quickly closing premises that are causing nuisance or disorder.

A closure notice can be issued for 24 hours if the council or police officer (of at least the rank of inspector) is satisfied on reasonable grounds:

- a) that the use of particular premises has resulted, or (if the notice is not issued) is likely soon to result, in nuisance to members of the public; or
- b) that there has been, or (if the notice is not issued) is likely soon to be, disorder near those premises associated with the use of those premises, and that the notice is necessary to prevent the nuisance or disorder from continuing, recurring or occurring.

The closure notice can be issued in the first instance for 48 hours or extended from 24 hours up to a maximum of 48 hours by the Council's Chief Executive Officer (head of paid service) or designate thereof, or by a police superintendent.

A closure order can subsequently be applied for and issued if the court is satisfied:
a) that a person has engaged, or (if the order is not made) is likely to engage, in disorderly, offensive or criminal behaviour on the premises; or
b) that the use of the premises has resulted, or (if the order is not made) is likely to result, in serious nuisance to members of the public; or
c) that there has been, or (if the order is not made) is likely to be, disorder near those premises associated with the use of those premises, and that the order is necessary to prevent the behaviour, nuisance or disorder from continuing, recurring or occurring.

It is a criminal offence to breach the conditions imposed by a Closure Notice or Order, with up to three months imprisonment for the former, six months for the latter and an unlimited fine for breaching both.

Civil Injunctions

The injunction under Part 1 of the Anti-social Behaviour, Crime and Policing Act 2014 is a civil power which can be applied for to deal with anti-social behaviour. The injunction can offer fast and effective protection for victims and communities and set a clear standard of behaviour for perpetrators, stopping the person's behaviour from escalating.

For anti-social behaviour in a non-housing related context the test is, conduct that has caused, or is likely to cause, harassment, alarm or distress to any person. This will apply, for example, where the anti-social behaviour has occurred in a public place, such as a town or city centre, shopping mall, or local park, and where the behaviour does not affect the housing management functions of a social landlord or people in their homes.

Breach of the injunction is not a criminal offence, but breach must be proved to the criminal standard, that is, beyond reasonable doubt. The penalties are:-
• Over 18s: civil contempt of court with unlimited fine or up to two years in prison.
• Under 18s: supervision order or, as a very last resort, a civil detention order of up to three months for 14-17 year olds.

Criminal Behaviour Orders

The Criminal Behaviour Order (CBO) is available on conviction for any criminal offence in any criminal court. The order is aimed at tackling the most serious and persistent offenders where their behaviour has brought them before a criminal court.

Breach of the order is a criminal offence and must be proved to a criminal standard of proof, that is, beyond reasonable doubt. The Penalties are:-
• For over 18s on summary conviction: up to six months imprisonment or a fine or both.
• For over 18s on conviction on indictment: up to five years imprisonment or a fine or both.
• For under 18s: the sentencing powers in the youth court apply.

Table 2 below indicates who is authorised to initiate legal actions under the scheme of delegation and authorisation must be approved by the relevant officer prior to the
case progressing to formal action. In addition to this matrix, investigating officers should seek support from relevant managers.

Table 2 Authorisation Matrix

<table>
<thead>
<tr>
<th>Formal Actions</th>
<th>Authorising Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Protection Warning Letter</td>
<td>Investigating Officer</td>
</tr>
<tr>
<td>Community Protection Notice</td>
<td>Strategic Director Environment and Community Safety</td>
</tr>
<tr>
<td>Public Spaces Protection Order</td>
<td>Strategic Director Environment and Community Safety</td>
</tr>
<tr>
<td>Closure Notice</td>
<td>Strategic Director Environment and Community Safety</td>
</tr>
<tr>
<td>Closure Order</td>
<td>Strategic Director Environment and Community Safety</td>
</tr>
<tr>
<td>Criminal Behaviour Order Application</td>
<td>Strategic Director Environment and Community Safety</td>
</tr>
</tbody>
</table>

2.4.5 Case Resolution and Closure

A case will be closed when:

- It has been assessed as a Priority 3 and the relevant information has been sent or signposting to support services has been offered to the complainant.
- An investigation has been undertaken and it has been deemed not to be anti-social behaviour.
- An investigation has been undertaken and there is no corroborating evidence.
- An investigation has been undertaken but does not meet the threshold for enforcement action and support and early intervention have been offered.
- It has been successfully resolved through mediation, warnings or formal action
- The anti-social behaviour stops without the need for further action.
- The complainant has not been in contact for 6 weeks or more.

Before closing a case, the complainant(s) will be informed in writing of the reasons for such a decision. The perpetrator will also be informed in writing of the decision and the reasons underpinning that decision and should the conduct recur in the future the case may be re-opened.

Should the complainant be dissatisfied with the outcome of the investigation they can ask that the case be reviewed and thereby trigger the ASB Case Review or make a complaint using the Councils complaint procedure. Both options can be found by following the links below.


http://www.salford.gov.uk/complaints
Appendix 1

Complaint received

Assess

Priority 1 & 2

Investigation

Is it ASB?

Yes

Is there sufficient evidence?

Yes

Support and early intervention

Action?

Support and early intervention

Informal actions

Formal actions

Neighbourhood management

Is ASB continuing?

Yes

Review investigation with more senior officer. If there are no more lines of investigation advise the complainant and close the case

No

Advise complainants and close the case

Priority 3

Send information and close the case

No

Support and early intervention

Advise complainants and close the case.

No

Support and early intervention

Advise complainants and close the case.
Appendix 2

Make a complaint
Tel: 0161 909 6544
E-Mail: Nuisancelink@salford.gov.uk
Online: www.salford.gov.uk/reportit

We will request information and may require you to complete diary sheets. Once we have this information your complaint will be assessed.

Priority 1
Cases that require legal action

Priority 2
unreasonable, prolonged disturbance such as verbal abuse or persistent noise nuisance

Priority 3
Non ASB or low level infrequent cases requiring information only.

Case assigned to an officer to investigate

If it is deemed as not being anti-social behaviour provide complainant with further information and close the case

If there is no supporting evidence provide complainant with information and/or refer. Close the case

Support and early intervention
This could include mediation or Restorative Justice Panels. These will always be considered prior to escalating the action.

If ASB continues

Informal actions
Warning letter
Warning interviews
Anti-social behaviour Agreements

Legal actions
Civil Injunctions
Criminal Behaviour orders
Community Protection Notices
Public Spaces Protection Orders
Closure Powers
Prosecution

Where ASB is established and there is evidence, case will be progressed using available options

Not ASB

Criminal matters will be referred back to GMP

Residents of registered social landlords will be referred back to their landlord.

No evidence

Environmental issues will be referred to the appropriate team.

Provide complainant with information and the case will be closed. If you are not satisfied with the outcome of your assessment you can request that this is reviewed.

Neighbourhood Management
Some complex cases which involve a number of different issues and departments may be referred to the Neighbourhood Manager to lead on. This could include issues that arise on public parks.

If ASB continues