Anti-Social behaviour Case Reviews/Community Trigger procedure for the Borough of Ashford

An individual has made 3 complaints to one or more of the case review bodies 1 about separate incidents of anti-social behaviour (ASB2) in the last six months

OR

5 individuals have complained separately to one or more of the case review bodies in the last six months about similar incidents of ASB in the same location

Proposed Countywide Procedures

- Requests for a review must be made on the application form.
- Application forms must be sent to the district council for the area in which the ASB took place.
- The decision as to whether or not the trigger has been met will be made by one officer of the district council for the area and one representative from one other case review body. In the event a complaint was made to a body other than the district council, the other representative must be from the body to whom the complaint was made.
- The applicant will be notified of the decision within 5 working days of receipt of the application. At the same time the applicant will given the reasons for the decision.
- In the event the trigger has been met, a review of the response to the ASB will be carried out by a representative of each of the case review bodies (except if a representative is unable to participate due to illness, absence, etc). In the case of providers of social housing, the representative(s) will be from the co-opted provider(s)3. Those carrying out the review will also consult other providers of social housing as they consider appropriate.
- The applicant will be given a copy of the review and any recommendations within 25 working days of receipt of the application.

Proposed Routes for unsatisfied applicants

- If an applicant is dissatisfied with the way in which their application was dealt with or the way in which the review was carried out, they must tell the district council (giving details of why they are dissatisfied) within 3 months of either being notified that the trigger was not met or being given a copy of the review and any recommendations.
- The way in which the application was dealt with or the review carried out will be considered by case review bodies for another district council area in Kent and specifically, one officer of that district council and one representative each from two of the other case review bodies (in the case of providers of social housing, the co-opted provider(s))
- The applicant will be notified of the outcome within 25 working days

Review and revision of these procedures

Once every two years, a representative of each of the case review bodies (in the case of providers of social housing, the representative(s) will be from the co-opted provider(s)), will assess the effectiveness of these procedures.

The procedures may be revised as a consequence of that assessment or at any other time. All case review bodies (in the case of providers of social housing, the co-opted provider(s)) must agree any revisions to the procedures.

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1 The case review bodies are the district council for the area, Kent Police, each NHS clinical commission group for the district council area and any provider of social housing in the district council area
2 ASB means behaviour causing harassment, alarm or distress to members or any member of the public
3 Each district should say on their website who the co-opted providers are