



Anti-Social Behaviour (Policy & Procedure)

OFFICIAL

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Policy

Statement

Tackling anti-social behaviour is a key priority for Merseyside Police. We understand the serious impact it can have on individuals and communities and we have invested significant resources to deal effectively with anti-social behaviour. It has consistently been one of our local community's top concerns so we must continue to reduce it further and will explore all available options for improvement.

Our focus is on delivery for the victim through protection and support.

Aims

This policy aims to ensure a consistent and effective approach to tackling all aspects of anti-social behaviour. An overriding aim is to identify those who are especially vulnerable, including repeat victims, and ensure that every possible action is taken to help and protect them.

The policy is underpinned by procedures designed to provide clear, definitive and unambiguous direction for all those involved in its deployment. The procedures apply from the moment an incident is reported.

Objectives

Specific objectives are to:

- a) Reduce the number of anti-social behaviour incidents
- b) Reduce vulnerability of victims
- c) Identify those individuals and groups who cause anti-social behaviour and deliver joined up services to reduce re-offending including the use of restorative practice when applicable.
- d) Increase amount of intelligence and analysis to help target offenders
- e) Create an effective structure to integrate the contribution of partner agencies
- f) Develop protocols across partnerships to help provide a shared perspective and increased accountability
- g) Comply with national guidelines for recording all incidents
- h) Raise the confidence and satisfaction of our community

Application and Scope

All police officers and police staff, including the extended police family and those working voluntarily for Merseyside Police must be aware of, and are required to comply with, all relevant policy and associated procedures.

This policy document sets out principles to help guide decision making and is in some parts quite prescriptive. However, it is vital that officers and staff have the freedom to innovate, exercise discretion and take risk based decisions centred on the needs of the victim and the merits of each case. Non-statutory policies, including College of Policing APP, provide guidance only. They are 'living documents' and it is recognised that there may be a better way of doing this. Accordingly, if staff depart from a policy but are able to give a good rationale for their actions, and have acted with honesty, integrity and professionalism, to make the best decision for the community we serve, they will be trusted and supported.¹

The Chief Officer lead for Anti-social Behaviour is the Assistant Chief Constable responsible for Local Policing & Criminal Justice.

Outcome Evaluation

Outcomes should reflect specific objectives and be measured against these objectives on a routine basis.

Responsibilities and activities involved in measurement will be included in a separate deployment plan monitored on an on-going basis by the Corporate Support Department

Governance arrangements will include participation by partner agencies.

1. This paragraph inserted 06/2020 to emphasise appropriate use of discretion.

Version History

2/6/2011	V 1.1 – Para 6.16 inserted to cover completion of Vulnerable Person Referral Forms (VPRF).
11/1/2012	V1.2 – Minor amendments to reflect updates to organisational/meeting structure. Appendix F expanded to provide more detail.
9/2/2012	V1.3 – Para 3.5 inserted to emphasise need for STORM log creation.
15/09/2015	V1.4 – Update of Policy in line with current organisation priorities / strategy and use of new risk assessment forms, RA/1 and RA/2.
24/05/17	V1.5- Update of Policy to reflect the Community First Operating Model
30/06/20	V1.6 Update to reflect; <ul style="list-style-type: none"> • Changes to operating model/ changes to terminology • Use of ASB Risk Investigations for ALL low, medium and high risk cases. Use of problem solving (OSARA model)
20/01/21	V1.7 Update Para 4.7/ 5.4/ 7.7 inserted. ASB Incidents – Identification and recording of crimes.

Procedure

Contents

[Outline](#)

[Definitions](#)

[Call Handling](#)

[Dispatch](#)

[Actions At Scene](#)

[Assessing Vulnerability](#)

[Ownership by Local Policing Community Team](#)

[Case Management](#)

[Community Hub Governance](#)

[Working in Partnership](#)

[Local Policing Governance](#)

[Force Governance](#)

[PCC Governance](#)

[Appendix A- Y-GET OUT](#)

[Appendix B- ASB/1 Risk Assessment](#)

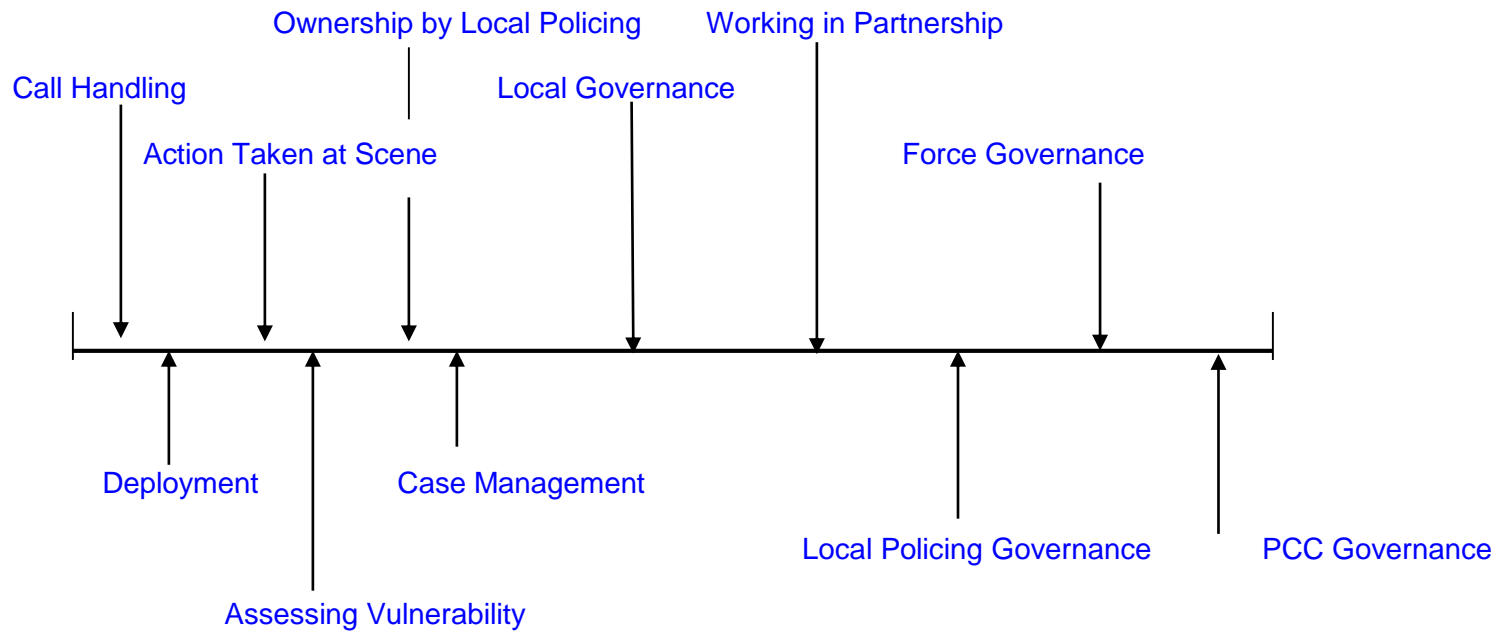
[Appendix C- Response to Risk Assessments \(Minimum Standards\)](#)

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1. Outline

This policy is structured around the timeline of an Anti-Social Behaviour Incident.

Time- Line



2. Definitions

- 2.1 **ASB** The Anti-Social Behaviour Act 2014 defines anti-social behaviour as being:
- Conduct that has caused or is likely to cause harassment, alarm or distress to any person
 - Conduct that is capable of causing nuisance or annoyance to a person in relation to that persons occupation of residential premises or,
 - Conduct capable of causing housing related nuisance or annoyance to any person.

2.1 Linked to the above statutory definitions sit the three categories of anti-social behaviour within the National Standards of Incident Recording (NSIR 2011)

2.2 These are:

- Environmental
- Nuisance
- Personal

It is important to note that anti-social behaviour can vary in practical terms from a one off incident of youths riding a scrambler bike around a housing estate (Nuisance) to a group of youths throwing broken bottles at a house to frighten the disabled occupant in a targeted campaign of victimisation (Personal)

2.3 Merseyside Police must act to address all issues in a proportionate manner providing extra support for those identified as being most vulnerable to harm caused by anti-social behaviour.

2.4 **THRIVE** The THRIVE model is a risk assessment model used to assign a priority level to an incident.

Threat – Is there any threat to person, property, public safety, Force reputation or Community Cohesion.

Harm – If the threat was realised or circumstances deteriorated what harm would be caused.

Risk – What is the likelihood that the identified threat will occur?

Investigation – Consider Crime in progress/ recently discovered/ Forensic Evidence/ known offender.

Vulnerability – Consider Family and personal circumstances/ repeat victim/ health/ disability/ equality and diversity / economic circumstances.

Engagement – manage caller expectation by providing realistic outcomes, timescales and intended course of action.

3. Call Handling

- 3.1 Merseyside Police will fully adhere to the National Contact Management Principles and practice.
- 3.2 It is the role of the Force Contact Centre (FCC) Contact Resolution Officer to utilise the THRIVE model and to use appropriate information from relevant Force Systems to assess the type of incident being reported and the perceived level of vulnerability.
- 3.3 This applies whether the contact takes the form of a telephone call via the 101 or 999 system as well as digital contact via Single Online Home and Social media feeds.
- 3.4 A deployment decision will then be taken in accordance with the **Force Graded Response Policy**.
- 3.5 A STORM log will be created in all cases and if no EMERGENCY or PRIORITY deployment is required this will be interfaced to NICHE for slow time deployment by the relevant department.
- 3.6 Where reports of anti-social behaviour are reported directly to a patrol it is essential that these reports are logged on STORM to ensure an accurate record exists. This must be done to ensure compliance with NSIR and allow for the proper investigation/resolution of the incident. This will also enable demand to be monitored and analysed.

4. Deployment

- 4.1 **Fast Time Deployment** If the newly created STORM log requires EMERGENCY or PRIORITY response it will be transferred to FCC Dispatchers who will deploy a patrol in line with the incident grade. In doing so, we will adhere to the national targets for answering calls for service.
- 4.2 Where possible, but not to the detriment of a timely response, dispatchers will deploy Local Policing Dedicated Officers to incidents of anti-social behaviour or if suitable, Police Community Support Officers. If no LP officers are available then EIRT should be deployed as normal.
- 4.3 Any decision to down-grade an incident must be in line with the Graded Response Policy. It is essential that the rationale is included on the log, the informant is contacted and advised of the revised response time and the incident log endorsed accordingly.

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- 4.4 At the conclusion of the incident, the incident log must be closed with the appropriate closing code endorsed in line with the *NSIR*.
- 4.5 **Slow Time Deployment** Where the incident has been dealt with as a scheduled response rather than a Priority or Emergency, the incident will be interfaced to NICHE and tasked to the relevant department and the STORM log closed.
- 4.6 Compliance with the NSIR for anti-social behaviour incidents will be subject to quarterly audit by the Force Crime Registrar who will compile a performance report for chief officers; a quarterly report will also be submitted to the Office of the Police and Crime Commissioner.
- 4.7 **ASB Incidents and Crime Recording**. Where a crime is evident within an ASB Incident AND a priority or emergency is not required the **CRO should ensure that the relevant crimes are recorded**. This can either be by themselves, via the warm transfer process or utilising the 11111's Niche Pot where warm transfer is not available. Tasking to LP under these circumstances will be completed by the officer recording the crime.

5. Actions Taken at Scene

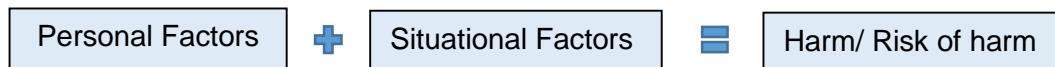
- 5.1 On deployment to an incident of anti-social behaviour, the attending Officers will adhere to the principles of the **Y-GET OUT** mnemonic ([See Appendix A](#)). By following this guide staff can ensure that a quality service is given when responding to incidents. It is essential that officers conduct more than rudimentary high visibility checks when responding to such calls taking steps to carry out the important first assessment of what has occurred; this can greatly assist any further follow up work by the relevant Local Policing staff.
- 5.2 Staff need to ascertain if the victim is reporting repeat incidents or if they are Vulnerable. Any enquiries must focus on disability of the victim where applicable or any other factor that would lead to the victim being classed as vulnerable. Disabilities such as those relating to learning can play a major role in singling individuals out for targeting by offenders or disproportionately affect their feelings or response to incidents of anti-social behaviour.
- 5.3 The fact that responding officers have complied with Y-GET OUT must be recorded on the Incident Log (storm prompts this question to operator). Where such compliance has not occurred, (and it is accepted that in some situations it may not be applicable), the reason must be recorded on the storm log.
- 5.4 **ASB Incidents and Crime Recording**. It is essential that any crimes identified in an incident of anti-social behaviour are recorded at the earliest possible opportunity. If whilst dealing with an incident of anti-social behaviour it becomes apparent that a crime has been committed it must be recorded.

- 5.4 Where the informant wishes to speak to an officer, the interaction is important as it can enable vital information to be obtained regarding the incident and an assessment to be made of the informant's vulnerability.
- 5.5 **Vulnerability** When dealing with incidents of ASB officers must assess the victim's needs or vulnerability. This assessment must be completed on the relevant ASB risk assessment forms, the ASB1 which should in all cases be inputted on to NICHE and tasked to the relevant Community team. If a vulnerable victim scores as HIGH then the Community Inspector or relevant BRONZE should also be notified.

6. Assessing Vulnerability

- 6.1 The College of Policing have defined a person as being 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'.



- 6.2 There is a clear need to determine how vulnerable a victim of anti-social behaviour is. This level of vulnerability will be used to determine the level of police support that is provided. It is clear that some people, because of their own personal circumstances may be more vulnerable than others. This vulnerability can be seen in the way that they can become targets for such behaviour or may not be able to cope with such behaviour.
- 6.3 Factors such as age, disability, health, race, gender, sexuality and religion can all influence the level of vulnerability of a victim. Merseyside Police will undertake an assessment of the vulnerability of each known victim of anti-social behaviour.
- 6.4 Vulnerability will be assessed via a two stage process which is designed to be efficient and will take the form of a filter question followed by a Risk Assessment.
- 6.5 This vulnerability assessment must either be carried out by the responding officer where there is an actual deployment to an incident or subsequently by Local Policing staff when they are undertaking call backs to anti-social behaviour victims (see Section 7.3).

6.6 **The Vulnerability Assessment**

The vulnerability assessment is broken down into two **stages**. The first is designed to act as a filter to determine which cases clearly fall outside the definition of vulnerability

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- 6.7 **Stage 1.** At each incident the Contact Resolution Officer, attending officer or the member of staff undertaking further investigation will consider the following question in light of the needs and circumstances of the victim
- 'Is this person at risk of harm due to either this incident or the cumulative effect of this or other incidents?'***
- 6.8 The above test, whilst essentially subjective, will quickly identify those incidents (such as environmental nuisance related calls) which can be filtered out as there is no impact on the vulnerability of the caller or victim. For example, a one off call related to youths drinking in a nearby park or a car being parked blocking a drive-way.
- 6.9 Should the answer be **'NO'** the risk assessment process will end and the incident can be finalised in line with the *Graded Response Policy*. The fact that a stage 1 risk assessment has been carried out must be endorsed on the incident log.
- If the answer to the above questions is **'YES'** then officers need to move to
- 6.10 **Stage 2.** Once there is an indication that the case may involve a vulnerable victim there is a requirement to carry out a more detailed risk assessment to determine its level.
- 6.11 Staff responding to an initial incident of ASB are required to complete the risk assessment form shown in [Appendix B](#) (ASB/1) and available via the Intranet or via Niche where it can be completed electronically via the 'Reports' tab on an occurrence.
- 6.12 Once the questions are answered, the overall level of vulnerability can be determined through a scoring system. This can range from Low to Medium to High risk. The level of the police response will then be determined by the assessed level of risk.
- 6.13 **In all cases the completed risk assessment must be sent to the Local Policing team for follow up by creating a Niche ASB Risk Investigation occurrence and tasking to the relevant Community Team.**
- 6.14 **Any assessments scoring HIGH must also be brought to the immediate attention of the LP Community Inspector or the relevant EIRT BRONZE in order that urgent mitigation can be put in place.**
- 6.15 The risk assessment is divided into 3 sections, these being HISTORY, VULNERABILITY and SUPPORT. This enables a detailed examination of threat, harm and risk and generates responses from the victim that will enable Merseyside Police and partner agencies to target resources effectively and proportionally.

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- 6.16 Where new circumstances come to light which affect the risk assessment, the initial assessment can be reviewed to reflect the new information. This new information may increase or decrease the risk assessment score and may therefore alter the response the victim receives from the Police. Any review MUST be completed on the ASB/2 form and the OEL updated to reflect the new risk assessment outcome.
- 6.17 **Hate Crime**. Special emphasis must be given to incidents which are Hate related, for instance where the Victim is being targeted due to factors such as age, disability, health, race, gender, sexuality or religion. It is in these cases where there is most likely to be the risk of harm. Staff conducting risk assessments must always be aware of this possibility, even if the victim does not openly state it. It is the perception of hate being the motivating factor by any person that is important and investigations at scene may determine that such hate is the cause and this should be noted.

Where hate is a motivating factor, the Hate Incident Policy should be adhered to and the appropriate Level 2 SIGMA detective notified of any incident at the earliest opportunity. The Local Policing team should link in with the Hate Crime coordinator to ensure the appropriate supportive measures and enforcement activities are put in place.

- 6.12 **Third Party Reporting**. It must be remembered that victims of anti-social behaviour may not initially call Merseyside Police, opting instead to contact a partner agency such as the Local Authority or a Registered Social Landlord. Upon receipt of a report of anti-social behaviour from a partner agency or third party a police risk assessment must be undertaken in the normal manner using the two stage vulnerability assessment process outlined in the above process. Within the ASB/1 form there is a section for the recording of the 3rd party details reporting the ASB to the Police on behalf of the victim. Capturing this data enables Merseyside Police to identify a potential contact should the victim not be willing to engage with us.
- 6.14 **Unknown Vulnerable Victims**. There will be instances when vulnerable members of the public are suffering from anti-social behaviour but do not report it either to the police or any other partner agency. These people can often be the most vulnerable due to their seclusion. There is a clear duty for the police to take action to pro-actively investigate circumstances that point to the existence of such people. These circumstances could occur where the local knowledge of Local Policing staff identifies such individuals or there is contact by worried neighbours or friends. Local Policing staff must follow up all such leads in order to prevent further harm.
- 6.15 **Vulnerability and Crime Recording**. Given that a risk assessment will be carried out when dealing with reports of anti-social behaviour, **there is a requirement for the issue of vulnerability to be considered when officers and staff are dealing with reports of crime that are linked to anti-social behaviour**. For example, an officer may be called to attend a report of witnessed Criminal Damage with no antecedent report of anti-social behaviour. If it

becomes apparent that the Criminal Damage was part of an on-going incident of anti-social behaviour, then a risk assessment must be carried out. The mere fact that the complainant had not called to report the anti-social behaviour when it was occurring should not be a bar to an assessment of vulnerability as it may well be that the Criminal Damage is a key indicator that the victim is indeed vulnerable and at risk of greater harm.

- 6.16 **Completion of Vulnerable Person Referral Forms (VPRF)**. There is some overlap between risks identified by officers dealing with ASB and the requirement to notify the PVPU of vulnerable persons using the VPRF. When officers complete the risk assessment form they are prompted to complete a VPRF1 if necessary and asked to record on the ASB/1 whether or not they have completed one. A VPRF1 can be completed regardless of level of risk of the victim and should be considered in all attended incidents. The referral should be regarded as way of securing further partner agency intervention to support the victim / family. Where a referral is made the Local Policing Team team will still maintain the lead for investigating and resolving the case unless the Detective Inspector in charge of the PVPU deems otherwise.

7. Ownership by the Local Policing Team

- 7.1 The key objective of intervention into anti-social behaviour by Merseyside Police is the reduction in vulnerability to its lowest practical level and the prevention of a reoccurrence of further incidents.
- 7.2 Central to the achievement of this objective is the role played by Local Policing Community Teams throughout the force area. Accordingly, the Community Team led by the Inspector will take the lead tactical role in determining solutions to cases where there is an on-going risk to a vulnerable victim.
- 7.3 **Call Backs**. As a starting point to any actions taken, the local policing team must ensure that every known individual who reports an incident of anti-social behaviour receives a call back either by telephone or in person ideally within **24 hours but no later than 72 hours** of making their report. This call back is to be seen as being additional support alongside any initial response given to the incident and not a substitute. The DELPHI/ CORVUS systems can provide details for this purpose.
- 7.4 The purpose of the call back is to provide reassurance to the person reporting the incident and obtain further information pertaining to it. It also acts as a safety net allowing vulnerability levels to be reassessed and Stage 1/ Stage 2 Risk Assessments to be carried out if necessary. Once a call back has been made, the STORM log / NICHE oel must be endorsed accordingly and any substantive new information added where necessary. This may include details of witnesses, crime reference numbers and actions taken in support of the person reporting the incident.

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- 7.5 Where a Stage 2 vulnerability risk assessment (ASB/1) has taken place then the duty to take ownership of the case falls upon the local policing team.

The response to the risk assessment, ([Appendix C](#)) lists a series of minimum actions that need to be put in place according to each grading of vulnerability.

- 7.6 After the local policing teams have taken relevant actions to minimise the threat, risk and harm to the ASB victim and after a 'suitable period of time' a review should be completed of the vulnerable person and the current level of risk to them. This re-risk assessment should be in the form of the ASB/2 document and will be completed on niche or scanned on to niche and made available for others to view if needed. This re-risk assessment will give officers a clear indication of the current level of risk to the ASB victim.
- 7.7 **ASB Incidents and Crime Recording** It is essential that any crimes identified in an incident of anti-social behaviour are recorded at the earliest possible opportunity. If whilst dealing with an incident of anti-social behaviour it becomes apparent that a crime has been committed but not correctly recorded urgent action must be taken to remedy the situation.

8. Case Management

- 8.1 Where a victim has been identified as being at risk regardless of its level it is clear that further action by the police is required to reduce the risk thus preventing the likelihood of harm occurring.
- 8.2 These activities will need to be coordinated, transparent and readily accessible. As such there is a need for them to be subject to case management using the NICHE system.
- 8.3 **A NICHE ASB Risk Investigation occurrence MUST be created for all victims where the vulnerability has been assessed as LOW, MEDIUM or HIGH risk.**
- 8.4 This must be based on the OSARA problem solving model using the appropriate template.
- 8.5 It is important that all notes made during the investigation are clear and cover the necessary points such as the involvement of partner agencies.
- 8.6 Once identified as being at risk, the case should be allocated to a Local Policing Officer in a similar manner to a crime allocation.
- 8.7 Once a person is identified as being subject to this level of risk, Merseyside Police has a clear duty to take action. A Low, Medium or High Risk victim of anti-social behaviour must be treated in the same manner as the victim of a crime

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- with the same emphasis on identification of offenders, prevention of harm and provision of support.
- 8.8 Contact with the victim should be in line with Victim of Crime standards unless the victim feels otherwise. This should be endorsed on the OEL.
- 8.9 All victim contacts and investigative actions taken will be endorsed on the NICHE Occurrence record using the OEL tab and any statements taken must also be placed within it.
- 8.10 The principle aim of the investigation is to set in place a series of actions that will result in the reduction of the level of risk of harm to the victim. It may well transpire that during the investigation, crimes are discovered and the identity of the offender becomes known. In this case, these crimes will need to be separately recorded following the principle of 'One Victim, One Crime Report'
- 8.11 **Problem Solving Approach** The support provided to a victim or actions taken to tackle incidents of repeat victimisation must be set around the principles of problem solving and the OSARA model. Problem solving looks for long term sustainable solutions to issues. It is essential that other agencies are involved (see Section 10).
- 8.12 Utilising the OSARA model to tackle a specific issue will enable the recording of actions and allow for suitable supervisory quality assurance of solutions.
- 8.13 The Local Policing Problem Solving Team are available to provide guidance and advice with regard to problem solving and the use of OSARA's. They work closely with the Evidenced Based Policing Team and are able to access a repository of best practice.
- 8.14 **Investigations**. Even in cases of a 'Low' assessment of vulnerability, it is incumbent on the Local Policing team to undertake an investigation. This purpose of this investigation is to:
- Obtain evidence about the incident
 - Locate witnesses
 - Identify if any crimes have occurred and record them as required,
 - Determine the identity of offenders
 - Take action against those identified (this may range from warnings, ABC's, arrest and prosecution)
 - Provide support for the victim.
- 8.15 **Victim support**. It is important to consider that further support can be provided by voluntary organisations. The commissioning of victim support services is handled by the Police and Crime commissioner. Each Community Hub now has access to a directory of such services that are available from the intranet. Many of these services aim to provide qualitative support to victims to improve their life.

- 8.16 **Location of Interest (LOI) markers.** A key requirement for **medium** and **high** risk cases is the need to place a LOI marker on the Storm system detailing the fact that the person at the location is classed as vulnerable and suffering from incidents of ASB. Care needs to be taken when setting the marker to ensure that the system does not delete it when it is still relevant.
- 8.17 **Enforcement.** Anti-social behaviour often involves the commission of criminal offences. Whilst every effort must be made to support vulnerable victims a key aim of the investigation is to take action against offenders. This action can range from prosecution for offences of Disorder and Criminal Damage to the institution of proceedings utilising anti-social behaviour legislation. The latter process is often more protracted and whilst it can offer a long term solution to a problem caused by a key individual or group it may not satisfy the immediate needs of a victim of anti-social behaviour. As stated in the HMIC report '*Stop the Rot*' there is a need for the Police to institute dynamic solutions as well as provide longer term ones.
- 8.18 Accordingly, where offences are disclosed, action should be taken by way of arrest or summons. The commencement of proceedings to obtain a Civil Injunction or Community Protection notice is not a substitute to undertaking such a prosecution. Where offenders are charged with offences, officers should consider the imposition of bail conditions to prevent the commission of further similar offences and / or the application of a criminal behaviour order.
- 8.19 The Anti-Social Behaviour, Crime and Policing Act 2014 details the powers available to deal with anti-social behaviour;
- Civil Injunctions
 - Criminal Behaviour Orders (CBO)
 - Community Protection Notices (CPN)
 - Public Space Protection Orders (PSPO)
 - Closure Notices/ Closure Orders
 - Dispersal Powers.
- 8.20 Key to any investigation is the flow of intelligence. All operational staff are encouraged to pro-actively gain intelligence on individuals and groups who are committing acts of anti-social behaviour and submit it via the Force intelligence system. Intelligence can be gained through investigations, observations and community contacts and together provide an essential resource to the investigation of incidents.
- 8.20 A key advantage of using **NICHE** to record incidents is that it will allow links to be created to other crimes and offenders and therefore assist in creating a joined up approach to tackling anti-social behaviour and crime.

9. Local Governance

- 9.1 The operational leads for targeting anti-social behaviour are the Local Policing Community teams led by the Inspector. In addition to the protection of vulnerable victims there is a key requirement to actively target incidents of anti-social behaviour as part of their day to day priorities. This need is exemplified by the HMIC view that anti-social behaviour ‘*destroys the vitality and confidence of local communities*¹’
- 9.2 **Repeat Locations.** In many instances a repeat location will be one and the same as the location of a vulnerable victim. Indeed the level of repeat incidents is one of the aggravating factors that determine the level of risk. However, there can be instances where despite the level of repeat incidents there is little or no effect on the vulnerability of individuals. A good example of this could be on-going environmental anti-social behaviour in a local park. Whilst these anti-social behaviour hot spots will be affecting the quality of life of the local residents and park users there may no direct impact on any one individual’s vulnerability. That said, given the need to tackle anti-social behaviour, each Local Policing team must put measures in place to reduce the level of repeat incidences.
- 9.3 **Repeat ASB Locations should be managed by way of a NICHE Neighbourhood Priority occurrence. Again as with Vulnerable victims a problem solving multi agency approach should be adopted.**
- 9.4 **Repeat Victims.** In a similar manner to repeat locations, a repeat victim of anti-social behaviour may be one and the same as a vulnerable victim of anti-social behaviour. Again, however, there are instances where an individual makes frequent complaints of anti-social behaviour without actually being defined as being vulnerable. A good example would be a regular caller complaining about youths on small motorbikes driving through an estate causing an environmental nuisance. Whilst this person may not be classified as being vulnerable the Local Policing team must put in place steps to target this anti-social behaviour and provide support to the individual. Successful intervention will lead to a reduction in anti-social behaviour incidents and boost the confidence of the individual reporting the incident.

10 Working in Partnership

- 10.1 A key component of the Problem Solving approach is Partnership working.
- 10.2 As part of the process to tackle anti-social behaviour, Local Policing teams should consult fully with and integrate their responses with those of local partners such as the Local Authority, Registered Social Landlords, the Merseyside Fire and Rescue Service (MFRS) and Victim Support. Whilst it is not possible to be prescriptive as to exact manner of each interaction across each Local Policing

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- area in the Force area, there is a clear expectation such support will be sought when investigating cases of vulnerable victims and when tackling incidents of repeat victimisation.
- 10.3 The five Local Authority areas within Merseyside differ in structure and reporting mechanisms. To secure joint agency solutions to problems Local Policing teams will have to work closely with their relevant Local Authority ASB Units. These ASB units can then act as a conduit to securing support from other parts of the local authority such as Social Services as well as facilitating contact with external partners such as Registered Social Landlords.
- 10.4 In this way, Local Policing Inspectors can seek flexible joint agency solutions which can be determined on a case by case need. Whilst the ASB units are key facilitators in the provision of solutions, Local Policing staff can also make direct links with other partners as they see fit.
- 10.5 There is clear need for all ASB cases to be approached utilising a multi-agency approach.
- 10.6 To this end, local policing teams should build close working relationships with local partners to facilitate joint working objectives.
- 10.7 **Offender Management** A key part of the partnership work will involve the imposition of community prevention orders to control the actions of individuals in line with anti-social behaviour legislation. Such statutory controls are an essential part of tackling repeat offenders who may be instigating attacks on vulnerable victims or causing disorder at repeat locations.
- 10.8 Each Local Authority has its own policies and procedures for the obtaining of such prevention orders. Local Policing staff should familiarise themselves with these policies and seek the support of the relevant ASB unit's at the earliest opportunity.
- 10.9 To support the above, Local Policing Commanders should ensure that effective protocols exist with their relevant Community Safety Partnerships detailing service level agreements to tackle anti-social behaviour both through the provision of support to individuals and the undertaking of enforcement activities against offenders. Any sharing of information must be supported by an agreement that meets the requirements of the Data Protection Act.

11. Local Policing Area Governance

- 11.1 Each LPA is responsible for the tackling of anti-social behaviour within its geographic area.

- 11.2 Command teams must ensure that levels of anti-social behaviour are monitored and steps are put in place to ensure that the needs of the victim and the community are addressed at the earliest opportunities.
- 11.3 The LPA must ensure that anti-social behaviour is part of the Strategic Threat Assessment and that incidents are monitored via the weekly L1 THR and Daily Management Meetings.

12. Force Governance

- 12.1 The Assistant Chief Constable (Local Policing & Criminal Justice) is the force lead for anti-social behaviour. The force has appointed a Strategic Responsible Officer (SRO) at the rank of Chief Superintendent who is given the responsibility to reduce crime and anti-social behaviour. The SRO is supported by a Lead Responsible Officer for anti-social behaviour.
- 12.2 The SRO will measure performance and ensure that steps put in place to tackle vulnerable victims, repeat victims and repeat locations through a monthly governance process.
- 12.3 The LRO will monitor policy and doctrine and provide guidance to LPA's in the targeting of anti-social behaviour and protection of vulnerable victims.
- 12.4 The ACC will also hold LPA's accountable through the quarterly Community First Inspection process.

13. Police and Crime Commissioner Governance

- 13.1 The tackling of anti-social behaviour is one of the key elements of the Police and Crime Commissioners (PCC) strategy for policing. She will hold the Force accountable for the overall levels of recorded anti-social behaviour and ensure that measures are in place to protect vulnerable victims and target offenders.
- 13.2 The PCC will receive a quarterly report on performance on all aspects of anti-social behaviour. This will include the overall number of incidents and compliance with the National Standards of Incident Reporting.
- 13.3 In addition to the above the Chief Constable's Annual Report will detail annual performance and highlight key actions taken to tackle anti-social behaviour.

Appendix A

At an ASB Incident

- Y** Why is this incident occurring- is the victim being targeted or are they vulnerable? Is disability or hate a factor here?
- G** Get out of your vehicle and speak to the victim/informant. If they want to remain anonymous make contact with other nearby residents
- E** Examine the scene and gather evidence. Is there enough evidence for you to take action now?
- T** Take names and addresses of all victims, witnesses, offenders or suspects
- O** Offer advice, including crime prevention advice and what to do if it happens again
- U** Update the STORM log with the actions you have taken, and forward intelligence to your area intelligence unit.
- T** Take action - 'all quiet on arrival' is not an option.

Appendix B - ASB/1

Merseyside Police Anti-Social Behaviour (ASB) Initial Report & Assessment Form Part A - About the ASB

Date of initial report:	
Date the form is completed (if different)	
Storm Incident Number or other ref:	
Niche number (when generated)	

A1. When did the ASB take place?

Time	
Day	
Date	
Location	

A2. Please summarise the ASB being reported

--

A3. Contact details for the victim (if being reported by third party on behalf of victim then complete section A4 also)

Name of victim	
Self-defined ethnicity of victim	
Address of victim (include postcode)	
Telephone number (s)	
Email address	
How would the victim prefer contact? e.g. only at certain times or locations, by telephone, in person or by letter?	

A4. Contact details of the agency/ third party/ witness information if the report is made by a witness or third party.

Name of witness or third party	
Name of agency (if applicable)	
Address and/ or email	
Telephone numbers	

A5. If this report is being made by a witness or third party, is this with the victim's knowledge? Tick one box below

Yes No N/A


- Now complete Part B – The Risk Assessment form
- Circle the number in the centre column which corresponds to your victims answer. At the conclusion add each number circled and record this total number in the ‘total score’ box.

Part B: Anti-Social Behaviour Risk Assessment Form

This risk assessment is designed to help you identify vulnerable victims, witnesses, and complainants. It should be used as a guide and in combination with your own judgement to help ascertain what support and protection is required in any given situation. All action taken as a result of your assessment should be discussed with the witness to ensure it meets their needs. Any further information can be included in the ‘additional information section’ at the end of the assessment.

History	1. Other than on this occasion, how often do you experience ASB?	4 3 2 1 0	Daily Most days Most weeks Most months Only occasionally/first occasion
			Maximum Score: 4
	2. If you have had previous incidents of ASB do you think the current incident is linked to those previous incidents? If so, why?	2 0	Yes No
			Maximum Score: 2
	3. Do you think that incidents are happening more often and/or are getting worse?	2 0	Yes – getting worse or more often No
			Maximum score: 2
4. Do you know anything about the offender/s? If so, what / who are they? If known please include details in additional info section and consider immediate action to be taken	2 0	They are ‘known’ to each other They do not know each other	
		Maximum score: 2	
5. Does the perpetrator or others with them have a history of or a reputation for intimidation or harassment?	4 2 0	Offender or their associates have harassed the complainant in the past Offender or their associates have not harassed the complainant, but have a history or reputation for harassment or violent behaviour Offender is unknown / Offender or their associates have no known history or reputation for harassment or intimidation	
		Maximum Score: 4	
6. Have you informed any other agencies about what has happened? Yes / No. If so who or what agencies have been informed?	0	Details:	
		No Score for this question (Info gathering to assist / enable Police / Partnership working)	

Vulnerability	<p>7. Who do you think that this incident deliberately targeted? (If anybody other than the victim then provide further details in the additional information section)</p>	<p>4 4 2 0</p>	<p>You Your family Your community None / unknown</p>
	<p>8. Do you feel that this incident is associated with your: Faith [] Nationality [] Ethnicity [] Sexuality [] Gender [] Age [] Disability [] Gypsy or Traveller heritage [] Other [] Details:</p>	<p>3 0</p>	<p>Yes (If necessary treat as hate motivated incident and take necessary additional actions as per Hate Incident Policy) No</p>
	<p>9. In addition to reasons given above, do you feel that there is anything that is increasing you or your household's personal risk (e.g. because of personal circumstances or threats/use of violence from the suspect/offender). Details:</p>	<p>3 0</p>	<p>Yes No</p>
	<p>10. How affected do you personally feel by what has happened? Please specify:</p>	<p>4 3 2 0</p>	<p>Affected a lot / Extremely affected Moderately affected Affected a little Not affected</p>
	<p>11. Has yours or anyone's health been affected as a result of this and any previous incidents, or have you had to seek medical help from a doctor or nurse? (Mental or Physical) Please specify:</p>	<p>2 0</p>	<p>Yes No</p>
	<p>12. Do you consider you have a disability? (Hearing impairment, visual impairment, learning difficulty, mental or emotional distress, physical impairment, deaf British Sign language User, long term health condition e.g. diabetes, arthritis, HIV, MS) Please give details:</p>	<p>2 0</p>	<p>Yes No</p>
Support	<p>13. Do you have anyone to support you? Please specify:</p> <ul style="list-style-type: none"> ▪ Is it a professional? i.e. social worker/health visitor ▪ Is it family/friends? ▪ Would you like us (Merseyside Police) to speak to anyone about this incident on your behalf, Yes / No? <p>Details -</p>	<p>3 1 0</p>	<p>The complainant is isolated from people who can offer support The complainant has a few people to draw on for support The complainant has a close network of people to draw on for support</p>
	<p>14. Apart from any effect on you, do you think anyone else has been affected by what has happened?</p>	<p>2 1 0</p>	<p>Your family Others in local community No</p>

	Detail who so follow up action can be taken against those effected:	
RECORD TOTAL SCORE		Maximum score: 2 (Maximum Score 37)
		
0 - 17	18 - 25	26 - 37
LOW	MEDIUM	HIGH
<p>The scores are there as a guide and should be used in combination with other local resources, and your own judgement of what support and protection are required in any given situation. All action taken as a result of your assessment should be discussed with the witness to ensure it meets their needs.</p>		

Additional Information

1. I have carried out the risk assessment and the result falls within the **LOW, MEDIUM, HIGH** range (please delete).
2. I have considered the use of a VPRF1 and **HAVE / HAVE NOT** (please delete) submitted one on this occasion. If one has been submitted then please scan onto Niche with this risk assessment document. Likewise consideration should be given to including a copy of this ASB risk assessment with any VPRF1 completed. Consideration should be given to completing one when the impact of ASB is having a significant impact on that of the victim / family. The VPRF1 will enable further partnership work and early intervention to support the victim and / or their family.

Officer name completing the risk assessment form:

Collar/ID Number: _____

Station / Department:

Contact Telephone: _____

Date: ____/____/_____

SIGNATURE OF OFFICER COMPLETING RISK ASSESSMENT

ENSURE THIS DOCUMENT IS NOW SCANNED ONTO NICHE IF NOT COMPLETED ELECTRONICALLY ON NICHE

Appendix C- Minimum Standards

Response to ASB/1 Risk Assessment

LOW

NICHE ASB Risk Investigation - Low (Mandatory)

OSARA Model
Home/personal visit offered by PCSO/ Constable
Explore victim support options
Carry out Investigation
Actions must reflect the need to maintain risk at the lowest practical level.
Weekly review by Community Sergeant.

MEDIUM

NICHE ASB Risk Investigation – MEDIUM (Mandatory)

OSARA Model
LOI/ TAU Marker
Appoint OIC
Engage with Partner Agencies
Seek assistance from LP problem Solving Team
Carry out investigation.
Con/ Sgt to make personal visit
Agree Contact Plan
Explore victim support options
Consider target hardening
Actions must reflect need to reduce risk and prevent escalation.
Weekly review by Community Insp

HIGH

NICHE ASB Risk Investigation - HIGH (Mandatory)

OSARA Model
LOI/ TAU Markers
Appoint OIC
Case Conference with Partner Agencies
Seek assistance from LP Problem Solving Team
Investigation plan added
Sgt to make Personal visit
Agree Contact Plan
Explore victim support options
Consider target hardening.
Coordination of ongoing response **must be** via LA ASB Unit.
Consider Threat Assessment
Actions must reflect need to reduce risk and prevent escalation.
Review at Weekly THR meeting -

Response to Repeat Location (No Victim)

NICHE Neighbourhood Priority

OSARA Model
Appoint OIC
Engage with Partner Agencies
Seek assistance from LP Problem Solving Team
Weekly review by Community Sgt