

Anti-Social Behaviour (POLICY & PROCEDURE)

OFFICIAL

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Policy

National Context

[Authorised Professional Practice](#) (APP) is produced by the College of Policing as the official source of professional practice on policing. All officers and staff are expected to have regard to APP in discharging their responsibilities. Essentially, our “policy” is to comply with APP as it develops to cover all areas of policing.

Where content exists within APP, we should not be reproducing it locally but instead signposting the on-line version. Similarly, we should not retain or develop any local policy documents if the subject matter is covered by APP. We may have some relatively low volume procedural documents but only if they are deemed necessary to supplement the content of APP.

Statement

Leadership & Me framework and the Just Principles

As an organisation, through our policies and Leadership & Me framework, we will ensure we create a consistently great place to work were, as Healthy People:

- You take responsibility for how you behave.
- You are inclusive and any exclusion is addressed.
- You have a safe space to speak, and things are talked out.
- You can focus on doing your own job well.
- You are trusted and empowered to make decisions and do the right thing.
- We are all One Team - inquisitive and open to new ways of doing things better together.

The Leadership & Me framework means we have a consistent approach to our behaviours across the organisation, and therefore consistent approach through our policies, which is necessary to deliver against our One Team ethos. The Leadership & Me framework is underpinned by our Just Principles:

JUST LISTEN	ACTIVE LISTENING CARE & RESPECT EMOTIONAL INTELLIGENCE
JUST LEAD	PRIDE & DIRECTION RESPONSIBILITY TRUST – HONESTY & HUMILITY DELIVERY
JUST THINK	MAKING DECISIONS CONTINUOUS IMPROVEMENT ADAPTING PLANS CHANGE
JUST TALK	TEAMWORK COURAGE-SPEAKING UP PERFORMANCE FEEDBACK RELATIONSHIPS

Statement

Prevent Crime and anti-social behaviour is a key objective under the Force Strategy 2020 – 2025. We understand the serious impact it can have on individuals and communities and the importance of effective partnership working and problem solving to address issues raised. 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 community engagement, prevention, and reduction.

Our focus corresponds with force objectives of providing visible and accessible neighbourhood policing, supporting victims and vulnerable people, and preventing crime and ASB.

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 set against the 4Ps.

Pursue

- To maximise use of appropriate legislation to pursue and deter offenders.
- To ensure that all crimes are correctly recorded in line with NCRS and that offenders are brought to justice.
- To utilise all means to identify and target offenders.

Protect

- Merseyside Police will work to identify and protect vulnerable victims of ASB.

Prevent

- Merseyside Police will work with schools and partners to raise awareness amongst young people of the impact of ASB on Communities

- Merseyside Police will work with partners to ensure a problem-solving approach to ASB to deliver sustainable solutions.
- Merseyside Police will identify and protect locations vulnerable to ASB.

Prepare

- Merseyside Police will ensure an effective Governance process for ASB is in place.
- Merseyside Police will regularly review its ASB Policy to ensure it reflects best practice.
- Merseyside Police will reduce the impact of ASB on communities by maintaining confidence and building community resilience.

In addition, Merseyside Police will respond to reports of Anti-Social Behaviour utilising the 5 principles of ASB published the Home Office

1. Victims should be encouraged to report ASB and expect to be taken seriously. They should have clear ways to report, have access to help and support to recover, and be given the opportunity to choose restorative approaches to tackling ASB.
2. Agencies will have clear and transparent processes to ensure that victims can report ASB concerns, can understand how the matter will be investigated and are kept well informed of progress once a report is made.
3. Agencies and practitioners will work across boundaries to identify, assess and tackle ASB and its underlying causes. Referral pathways should be clearly set out between services and published locally. This includes pathways for the community trigger and health services.
4. The public's ASB concerns should always be considered both nationally and locally in strategic needs assessments for community safety. Best practice should be shared through a network of ASB experts within each community safety partnership, each policing area and nationally.
5. Adults and children who exhibit ASB should have the opportunity to take responsibility for their behaviour and repair the harm caused by it. Agencies should deliver appropriate interventions, which may include criminal justice options, based on the seriousness, risks and vulnerabilities of the case.

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. 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 can 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.

The Chief Officer lead for Anti-social Behaviour is the Assistant Chief Constable responsible for Neighbourhood policing team & Criminal Justice.

Outcome Evaluation

Outcomes should reflect specific objectives and be measured against these objectives on a routine basis. It is acknowledged that there have been significant developments in the range of legislation open to the police which should be deployed effectively. Similarly, partnership agencies also have effective tools such as RSLs which also should be considered as part of the menu of tactics.

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. ASB is reviewed monthly at a neighbourhood level at weekly threat harm and risk at Area Based Performance meeting in addition to local based problem-solving meetings. Merseyside Police has an LRO for ASB who oversees National Developments and retains strategic oversight for Merseyside, Neighbourhood policing team Community Inspectors are Tactical Leads for their geographic area.

Procedure

Version History

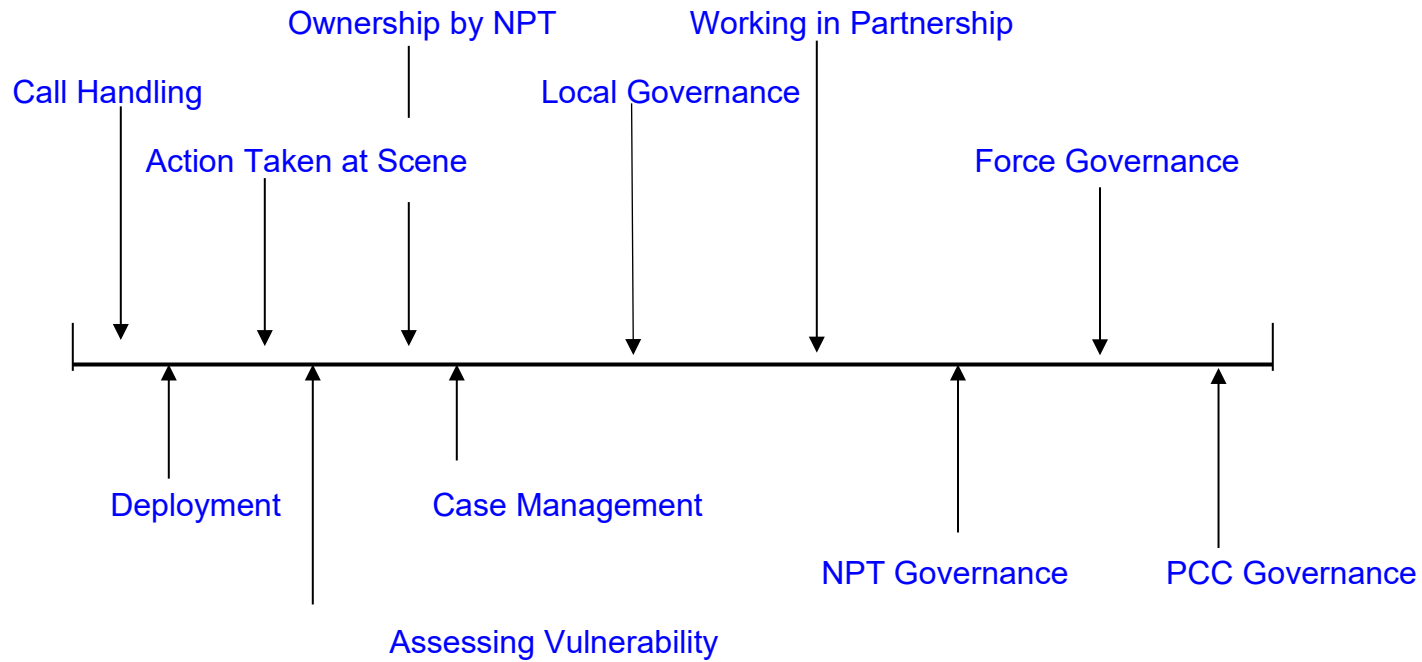
Version Number	Date	Detailed rational behind amending/updating policy or procedure.	Policy Owner Details	Policy Author Details
V.1.1	2/6/2011	V 1.1 – Para 6.16 inserted to cover completion of Vulnerable Person Referral Forms (VPRF).		
V.1.2	11/1/2012	V1.2 – Minor amendments to reflect updates to organisational/meeting structure. Appendix F expanded to provide more detail.		
V1.3	9/2/2012	V1.3 – Para 3.5 inserted to emphasise need for STORM log creation.		
V1.4	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.		
V1.5	24/05/2017	V1.5- Update of Policy to reflect the Community First Operating Model		
V1.6	30/06/2020	V1.6 Update to reflect. 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)		
V1.7	20/01/21	V1.7 Update		

		Para 4.7/ 5.4/ 7.7 inserted. ASB Incidents – Identification and recording of crimes.		
V1.8	22/06/2022	V1.8 Update Objectives changed to reflect the objectives under 4Ps already published on I-force providing absolute clarity.		
V1.9	24/01/2024	V1.9 Update Reference to Force Strategy Objectives Inclusion of Local Governance Arrangements Addition of Community Trigger Replaces minimum standards with Menu of Tactics Addition of reference to Streetsafe App.		
V2.0	30/01/2024	ASB action plan added. CFOR changes / terminology updated. Public Perception Survey / User insight considered as part of focus on ASB call backs. Development of comms plan. ASB 4 P Plan updated and within appendix B		

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, Crime and Policing 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 person's 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 Neighbourhood policing team.
- 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 Neighbourhood policing team officers to incidents of anti-social behaviour or if suitable, Police Community Support Officers. If no LP officers are available, then EIRT / or the nearest available officer 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.
- 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

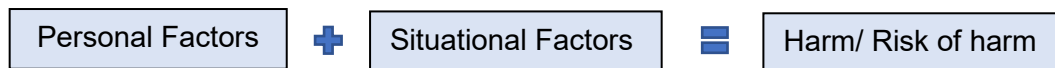
- 5.1 On deployment to an incident of anti-social behaviour, the attending Officers will adhere to the principles of the **Y-GET OUT** mnemonic ([See Appendix B](#)). By following this guide staff can ensure that a quality service is given when responding to incidents. It is essential that officers conduct 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 Neighbourhood policing team.

- 5.2 **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.

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’.



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.

- 6.2 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.
- 6.3 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 (ASB1).
- 6.4 This vulnerability assessment must either be carried out by the responding officer where there is an actual deployment to an incident or subsequently by Neighbourhood policing team staff when they are undertaking call backs to anti-social behaviour victims (see Section 7.3).
- 6.5 **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.

- 6.6 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?'

- 6.7 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 driveway.
- 6.8 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 [Stage 2 \(6.10\)](#).

- 6.9 **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.
- 6.10 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.
- 6.11 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.
- 6.12 In all cases the completed risk assessment must be sent to the Neighbourhood policing team for follow up by creating a Niche ASB Risk Investigation occurrence and tasking to the relevant Neighbourhood team.
- 6.13 Any assessments scoring HIGH must also be brought to the immediate attention of the LP Community Inspector / Sgt or the relevant Inspector on response and patrol in order that urgent mitigation can be put in place.
- 6.14 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.

- 6.15 **Hate Crime**. Special emphasis must be given to incidents which are Hate incidents. 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.

The Neighbourhood policing team should link in with the Hate Crime coordinator to ensure the appropriate supportive measures and enforcement activities are put in place.

- 6.16 **Third Party Reporting**. 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.

- 6.17 **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 Neighbourhood policing team staff identifies such individuals or there is contact by worried neighbours or friends. Neighbourhood policing team staff must follow up all such leads in order to prevent further harm.

- 6.18 **Vulnerability and Crime Recording**. 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.

- 6.19 **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 Neighbourhood policing team 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 Neighbourhood 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 Neighbourhood policing teams throughout the force area. Accordingly, the Neighbourhood team led by the Inspector will take the lead role in determining solutions to cases where there is an on-going risk to a vulnerable victim.
- 7.3 **Call Backs.** the Neighbourhood 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 system 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.
- 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 Neighbourhood policing team.

- Appendix C provides a suite of tactics that officers can utilise to reduce vulnerability at each stage. This list is not exhaustive, and officers should adopt a problem-solving approach to ensure risk is proportionately mitigated.
- 7.6 After the Neighbourhood policing team 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 As 5.2, the requirement to record identified crimes is a continuous obligation. If, during the ongoing investigation of a risk assessment, more crimes are identified then these must be recorded.
- 7.8 ASB1 & ASB2 documents are on Niche under persons tab

8. Case Management

- 8.1 Where a victim has been identified as being at risk regardless of its level 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 It is important that all notes made during the investigation are clear and cover the necessary points such as the involvement of partner agencies.
- 8.5 Once identified as being at risk, the case should be allocated to a Neighbourhood policing team Officer in a similar manner to a crime allocation.
- 8.6 A victim of anti-social behaviour must be treated in the same manner as the victim of a crime with the same emphasis on identification of offenders, prevention of harm and provision of support.

- 8.7 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.
- 8.8 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.
- 8.9 **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).
- 8.10 Utilising the OSARA model to tackle a specific issue will enable the recording of actions and allow for suitable supervisory quality assurance of solutions.
- 8.11 The Prevention Strand Problem Orientated Policing are available to provide guidance and advice about problem solving and the use of OSARA's. They work closely with the Evidenced Based Policing Team and can access a repository of best practice.
- 8.12 **Investigations**. Even in cases of a 'Low' assessment of vulnerability, it is incumbent on the Neighbourhood policing team 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.
- 8.13 **Victim Care Merseyside Hub**. It is important to consider that further support can be provided by voluntary organisations. The commissioning of the Victim Care Merseyside Hub 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. Victims can request support whether they have reported a crime or not. Officers can contact the VCM hub staff to highlight a victim to be contacted as a priority.

- 8.14 **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. The Neighbourhood policing team Co-Ordination unit will, monthly, provide community Inspectors with lists of such markers for review, ensuring their requirement to remain or be cancelled are recorded on the Niche occurrence to which the incident relates.
- 8.15 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 & Pre CPN)
 - Public Space Protection Orders (PSPO)
 - Closure Notices/ Closure Orders
 - Dispersal Powers.
- 8.16 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.
- 8.17 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 assists in creating a one team approach to tackling anti-social behaviour and crime.

9. Local Governance

- 9.1 The operational leads for targeting anti-social behaviour are the Neighbourhood policing 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*'
- 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 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 Neighbourhood 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 Community Priority occurrence. 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 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 Neighbourhood 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

- 1.1 A key component of the Problem-Solving approach to ASB is Partnership working. To this end, Neighbourhood policing team should build close working relationships with local partners to facilitate joint working objectives.
- 10.2 As part of the process to tackle anti-social behaviour, Neighbourhood policing team 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 The Victim Care Hub. Whilst it is not possible to be prescriptive as to exact manner of each interaction across each Neighbourhood policing team 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 Neighbourhood policing team will have to work closely with their relevant Local Authority ASB Units where such exist. 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, Neighbourhood policing team 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, Neighbourhood policing team staff can also make direct links with other partners as they see fit.
- 10.5 **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.
- 10.6 Each Local Authority has its own policies and procedures for the obtaining of such prevention orders. Neighbourhood policing team staff should familiarise themselves with these policies and seek the support of the relevant ASB units at the earliest opportunity.
- 10.7 To support the above, Neighbourhood policing team 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. Neighbourhood policing team Area Governance

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

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. This can be achieved through governance within area-based performance meetings.

The borough must ensure that anti-social behaviour is part of the Strategic Threat Assessment and that incidents are monitored via the weekly ops and Daily Management Meetings. This meeting will also consider anonymous reporting via the Streetsafe which highlights areas of environmental concern and behavioural nuisance.

12 Force Governance

The Assistant Chief Constable (Local policing team & 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 (LRO) for anti-social behaviour at Chief Inspector level.

The LRO will monitor policy and doctrine and provide guidance to boroughs in the targeting of anti-social behaviour and protection of vulnerable victims. Examples include the NPCC Lead for ASB, National ASB Strategic Board, Home Office Anti-Social Behaviour Strategy Board, and Home Office Anti-Social Behaviour Team.

ASB forms part of the Monthly Area Performance Meetings, and both Strategic DCC Performance and ACC Performance when appropriate.

The LRO will measure performance and ensure that steps put in place to tackle vulnerable victims, repeat victims, and repeat locations through a quarterly governance process.

13 Police and Crime Commissioner Governance

- 13.1 The Police and Crime Commissioner funds and oversees the work of the community safety partnership in each local authority via the Merseyside Safer Partnership Board.
- 13.2 The PCC will receive a yearly report on all aspects of anti-social behaviour through the PCC scrutiny meeting. The Portfolio and Partnership officer leads for anti-social behaviour for the OPCC.

14. Community Trigger

- 14.1 The community trigger, introduced by the Anti-social Behaviour, Crime and Policing Act 2014, serves as a review process for victims of anti-social behaviour.
- 14.2 Victims can use the Community Trigger to request action, starting with a review of their case. Agencies including councils, the police, local health teams and registered providers of social housing will have a duty to undertake a case review when someone requests one and the case meets a locally defined threshold.

- 14.3 Community Safety Partnerships (CSP's) across Merseyside have consulted the Commissioner and decided to extend the Community Trigger to hate crimes.
- 14.4 **Threshold for a Community Trigger** To ensure consistency for victims, the relevant agencies in consultation with the Commissioner, have agreed a pan-Merseyside threshold:

If you (as an individual) have complained to a local authority, Merseyside Police and/or a Registered Housing Provider (social landlord) three times about separate incidents in the last six months.

OR

If five individuals in the local community have complained separately to local authority, Merseyside Police and/or a Registered Housing Provider (social landlord) in the last six months about similar incidents of anti-social behaviour.

OR

If you (as an individual) have complained to local authority, Merseyside Police and/or a Registered Housing Provider (social landlord) once about an incident or crime motivated by hate (hate incident/crime) in the last 6 months.

- 14.5 If the threshold is met, a case review will be undertaken by the partner agencies. Agencies will share information related to the case, review what action has previously been taken and decide whether additional actions are required. The review encourages a problem-solving approach aimed at dealing with some of the most persistent, complex cases of anti-social behaviour.
- 14.6 When a request for a case review does not meet the threshold, a victim's vulnerability will be considered to establish whether a review should proceed.
- 14.7 The local Community Trigger procedure should clearly state the timescales in which the review will be undertaken. The victim must then be informed of the outcome of the review. Where further actions are necessary an action plan will be discussed with the victim, including timescales.
- 14.8 The Office of the Police and Crime Commissioner acts as a reviewing body for Community Triggers, particularly those that are contested.

Appendix A – Menu of Tactics

	<h1>Niche ASB Risk Assessment</h1>
	<p style="text-align: center;"><u>Mandatory Actions</u></p> <ul style="list-style-type: none"> • OIC to be assigned • Weekly reviews by supervision • Bronze / Community Inspector informed of <u>high-risk</u> • ASB/2 to ensure appropriate risk management.
<h1>Problem Solving</h1>	<p><u>Protective measures</u></p> <ul style="list-style-type: none"> • LOI/ TAU Markers • Target hardening (police led) • Target Hardening (MFRS led) • Target Hardening (Social Housing led) • Threat Assessment (for high risk) • <p><u>Informal / early interventions</u></p> <ul style="list-style-type: none"> • Mediation (local authority/housing) • Acceptable Behaviour Contracts • ASB warning letters (precursor to closure notices) • Referrals to local intervention schemes <p><u>Police Powers</u></p> <ul style="list-style-type: none"> • Section 34 / 35 Dispersal Powers • Section 60 Stop and Search Powers • Closure Notices/Orders • Criminal Behaviour Order • Community Protection Notice • Community Protection Order • Targeted High Visibility Policing • S50 Police Reform Act • Prosecution for criminal offences <p><u>Other / partner agency</u></p> <ul style="list-style-type: none"> • Community Trigger • Community Remedy • Case Conference with Partner Agencies • Seek assistance from Prevention, Problem Orientated Policing • Explore victim support options.

Appendix B- Actions to be taken at scene.

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.



ASB1 Form.doc

ASB2 risk
investigation reasse

Appendix C – Glossary of terms

1. ASB – Anti-social behaviour
2. NCRS – National crime recording standards.
3. APP – Authorised professional practice.
4. NPT – Neighbourhood policing team(s)
5. LRO – Lead review officer
6. PCC – Police and crime commissioner
7. FCC – Force contact centre
8. OSARA – Objective / Scan / Analysis / Response / Assessment
9. OEL – Occurrence enquiry log