

What is the Case Review?

The Case Review aims to improve the way in which partner agencies work together to tackle anti-social behaviour and, in doing so, support the communities they serve. If you have reported anti-social behaviour and believe your concerns have not been appropriately addressed or **no** action has been taken, it gives you, or someone acting on your behalf, the right to request a review of your case.

What is anti-social behaviour (ASB)?

ASB is a behaviour that has caused, or is likely to cause, harassment, alarm, or distress to members of the public. It is a broad term describing day-to-day incidents of nuisance and disorder that can make the lives of those that suffer it a misery. A list of behaviours can be found on the [Kent Police Website](#), this list also explains what aspects of ASB should be directed to the Local Authority and which are to be reported to Police.

What is the reporting threshold?

The reporting threshold for a Case Review to be raised is:

- You have reported 3 or more incidents relating to the same problem in the past 6 months to the Council, Police, or their Registered Social Landlord, and feel your concern has not been appropriately addressed or **no** action has been taken; or
- Different reports from different properties have been made on 5 occasions reporting the same problem in the past 6 months to the Council, Police, or their Registered Social Landlord and you feel your concern has not been appropriately addressed or **no** action has been taken

What is meant by no action taken?

- The reported problems have not been acknowledged; that is, no-one contacted you to advise what action would be taken.
- The reported problems have not been appropriately investigated.
- Your vulnerability and/or the potential for harm has not been considered and this has adversely affected the response you have received
- No action has been taken because information has not been shared between partners and this has adversely affected the service you have received.

What is not suitable for a Case Review?

- If you have reported anti-social behaviour and received a service and the problems are ongoing or still being investigated; **You will be advised to contact the agency you are working with to tell them what is happening.**
- If you have reported Anti-Social Behaviour and received a service but
 - you're unhappy with the service you received or action taken;

- you feel your case was not appropriately investigated
or
- your potential for harm has not been considered.

You will be advised to submit a complaint under the agency's complaints procedures.

- If you have reported complaints of ASB that are over six months old:
You cannot activate a Case Review.
- If you do not report the ASB within 1 month of the ASB taking place.
You cannot activate a Case Review.
- If applications are considered to be prejudicial, discriminatory, malicious, unreasonable, vexatious or frivolous then they may be rejected.
- If the reports you made to Police are of a criminal nature the Case Review Process will not be able to undertake a review and your application will be rejected.
- Anonymous applications will not be reviewed.
- If incidents reported fall outside of the Kent Police ASB definition as explained on their website, and/or are deemed a crime: **You will be advised to contact the police for an update on the case, or to make a complaint to the Kent Police Service if you are not happy with the way the investigation has been handled or the response you have received.**

Further incidents of anti-social behaviour

If any further incidents of anti-social behaviour occur that meet the criteria above, and have taken place after you have submitted the Case Review form, please write to the local authority Community Safety Team.

What happens once I have requested a review under the Case Review process?

The Council review all Case Review requests received, and may also request additional information from partner agencies, like the Police, registered housing providers and Clinical Commissioning Groups (if appropriate) relating to your experiences. The Council will initially review only the information submitted in the request form to see whether the Case Review criteria have been met as well as considering the level of persistence and impact. Once the initial review has been conducted, The Council will tell you whether the threshold has been met and a Review Panel is to be arranged. If the threshold has been met the Review Panel will consider the action already taken and/or provide appropriate advice within 25 working days from the

date the request was submitted. In the event of any further incident(s) of ASB occurring that relate to the same case, they should be reported and logged as new enquiries. If there is an immediate threat to anyone's personal safety the Police should be called using 999.

Case Review review panel

Once all the information has been collated, the Council will set a panel review date and designated officers from the community safety partnership will be notified. The Panel will meet within 10 working days to review all actions already taken and agree a response. The council will respond to all Case Review Requests in full within 25 working days from the date of submission. The response will include any recommendations that have been agreed. A further review will take place between 3-6months after the initial panel meeting to ensure that all recommendations or actions have been implemented. Once all are completed the case will be closed and the individual will be informed.

You are entitled to appeal a Review Panel's response once they have completed their review if you are unhappy or disagree with their conclusions. Appeals are considered by a Review Panel from a neighbouring Local Authority. Any appeal must be lodged with the Local Authority with whom you lodged the Case Review within 10 working days of your being notified that the review had been concluded. The Appeal Panel will meet within 10 working days of the appeal being received. You will then be informed of the appeal decision within 5 working days of the appeal hearing.