

Guidance Notes for Applicants

GUIDANCE FOR MAKING AN APPLICATION FOR AN ANTI-SOCIAL BEHAVIOUR CASE REVIEW

Stage One – Initial Complaint

Initial complaints about anti-social behaviour should be made to the relevant Council department, police, Clinical Commissioning Group, or social housing provider within one month of the anti-social behaviour occurring. Each responsible authority or department will respond in accordance with its recognised procedures.

Stage Two – Case Review

A victim of anti-social behaviour (or their representative) may make an application for a case review within six months of the initial anti-social behaviour complaint being made. An application form must be completed by the victim (or their representative), and sent to the Complaints Officer at Broxtowe Borough Council for registering. Applications will be acknowledged by the Complaints Officer within three working days.

The Head of Public Protection must determine if the application meets the criteria for a qualifying complaint. The applicant will be notified within twenty working days if the application meets the criteria and what will happen next.

If it is considered that the application does not meet the criteria, the applicant will be notified that the application cannot be progressed and the reasons for that decision.

If it is considered that the application does meet the criteria the Head of Public Protection will arrange a case review meeting with any relevant bodies (Council, Police, Health, Social housing provider) at which they will share information about the case, review the previous actions taken, and consider whether any new information needs to be obtained, before collectively deciding whether further action can be taken and produce an action plan.

The Head of Public Protection will prepare a formal written response to the applicant; advising the outcome of the review and any recommendations made. The review will be a problem solving process aimed at finding a resolution to the anti-social behaviour. The action plan will be discussed with the victim, with a view to finding a resolution to the problem. It therefore may be a lengthy process to conclude the review; but the review should take no more than three months to complete.

Stage Three – Further Review

If a complainant is dissatisfied with the way in which an application for a case review has been dealt with, or the way in which a case review has been carried out, they can appeal to the Office of the Police and Crime Commissioner.

The Monitoring Officer will review the effectiveness of the procedures and any necessary revision of the procedures as part of his further review.