

**Leicester, Leicestershire and Rutland
Anti-Social Behaviour Case Review Policy
February 2026**

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1. What is an Anti-Social Behaviour Case Review?

The Anti-Social Behaviour (ASB) Case Review gives victims and communities the right to request a review of their case where a threshold is met (detailed below), and brings agencies together to take a joined up, problem-solving approach to find a solution for the victim.

It is designed to ensure that the designated bodies:

- councils,
- police,
- integrated care boards, and
- registered providers of social housing,

work together to try and resolve any complaints of ASB and hate incidents by talking about the problem, sharing information and using resources to try to reach an agreeable outcome.

ASB Case Reviews can be raised by victims or representatives of victims (where written consent is provided by the victim), and victims can be individuals or businesses.

To provide a consistent approach to the use of the ASB Case Review across Leicester, Leicestershire & Rutland (LLR), this Policy was written and agreed in partnership with all ten Local Authorities in the subregion, Leicestershire Police and the Office of the Police and Crime Commissioner for Leicestershire.

2. Threshold for Anti-Social Behaviour Case Reviews

A request to activate an ASB Case Review can be made if, within the last six months:

- **you (as an individual) have reported to the Council, Police or a Registered Housing Provider (social landlord) three separate incidents of anti-social behaviour within your area, *or***
- **you have been a victim of a hate incident**

For an ASB Case Review request to be considered, you must have reported each incident within one month of it having occurred.

3. How members of the public activate an Anti-Social Behaviour Case Review

To activate the ASB Case Review, the applicant is required to complete an ASB Case Review Report Form and send it to the single point of contact (SPOC) for ASB Case Reviews within their Local Authority's Community Safety Team.

Each Local Authority website within LLR contains information about how to activate an ASB Case Review in that locality, including access to an electronic report form and contact details of the SPOC to send it to. A hard copy of the report form and details of the SPOC can also be obtained by contacting each Local Authority's Community Safety Team via phone, or by visiting the local council offices in person.

4. What do Local Authorities do when a report is received?

Once an ASB Case Review request is received, the SPOC will acknowledge the application within five working days utilising the ASB Case Review Acknowledgment Letter (Letter 1 on the ECINS 'Downloads' Tile).

The SPOC will then request that all agencies involved in the case provide information about any complaints detailed within the application within a defined timeframe to confirm whether the threshold has been met. An ASB Case Review Criteria Met/Not Met Letter (Letters 2a & 2b on the ECINS 'Downloads' Tile) should then be sent to the applicant within 10 working days of the date of the acknowledgement letter (in extenuating circumstances this may take longer, in which case, an update will be provided every 10 working days). This will detail whether the application meets the defined threshold and will provide details of any further action.

If the threshold is met, the SPOC will request all agencies involved in the case provide details of any reports received and actions taken within a defined timeframe. This information will be collated for a review to be undertaken at a multi-agency meeting (Youth Justice Services may be invited to attend if relevant).

They will give the victim the opportunity to provide a personal impact statement and to attend for up to 30 minutes (guide time, may be altered by chair as appropriate) of the review meeting to deliver this statement if they wish. Alternatively, there is the option for Victim First or a designated representative (as agreed in writing by the victim) to attend on the victim's behalf to provide their statement if they request this. In this circumstance, the meetings will run with open and closed sessions. The open session where victim or their representative attend, and a closed session where a full case review will be carried out, at which confidential information may be discussed.

The group will then review how the Partnership has responded and draft a report of its findings (ASB Case Review Report on the ECINS 'Downloads' Tile) and an action plan (ASB Case Review Action Plan on the ECINS 'Downloads' Tile) if required.

The applicant will be updated via the ASB Case Review Review Outcome Letter (Letter 3 on the ECINS 'Downloads' Tile) of the outcome of this meeting. This update must be within 30 working days of the date of Letter 2a (in extenuating circumstances this may take longer, in which case, an update will be provided every 20 working days).

A copy of the ASB Case Review Action Plan (available on the ECINS 'Downloads' Tile) should be included alongside Letter 3 to detail any work that will take place as a result of the review.

5. Information Sharing

The effective operation of the ASB Case Review requires the relevant bodies to share information for the purpose of carrying out the review. This may include details of previous complaints made by the victim, information about the effect the issue has had on others and details of what action has previously been taken.

Relevant bodies have agreements in place, as detailed within:

- the Anti-Social Behaviour, Crime and Policing Act 2014 (which informs partners and agencies to share information related to ASB cases, review previous actions and decide on future actions),
- The Data Protection Act, 2018, and
- Section 115, Crime and Disorder Act, 1998

for information sharing, risk assessments and a common understanding of the aims of the ASB Case Review. Victims also need to give consent for information about them to be collected and shared between agencies.

The relevant bodies may request any person to disclose information for the purpose of the case review. If the request is made to a person who exercises public functions and they possess the information, they must disclose it. The only exception to that is where to share the information would be either:

- a disclosure of personal data in contravention of any of the provisions of the data protection legislation which are not exempt from those provisions, or
- a disclosure which is prohibited by any of Parts 1 to 7 or Chapter 1 of Part 9 of the Investigatory Powers Act 2016.

Other than these two exceptions, disclosing information for the ASB Case Review does not breach any obligation of confidence or any other restriction on the disclosure of information.

6. Further Anti-Social Behaviour Case Review Requests

Where an ASB Case Review has been carried out, and the victim identifies that they meet the threshold for a further ASB Case Review, the SPOC will follow the process and timescales detailed under point 4 above to respond to the victim. They will review the request as well as the original ASB Case Review Report, to identify whether anything has changed since the initial review. A decision will be made on a case-by-case basis as to whether a further ASB Case Review is required, and victims will be updated accordingly.

7. Appeals process

An applicant has 20 working days to request in writing that the matter be further considered from the date of being:

- advised that their application has not met the threshold for a case review, or
- advised of the outcome of a case review meeting.

Should the applicant not be content with the outcome of a threshold review or full case review, an ASB Case Review **may only** be escalated to appeal where at least one of the following measures is met:

1. the threshold review or full case review has failed to consider a relevant process, policy or protocol, and/or
2. the threshold review or full case review has failed to consider relevant factual information.

The applicant making the appeal **must** detail within their request which measure is met and how, as this will form the basis of a further review.

ASB Case Review appeals will be coordinated by an alternative Local Authority ASB Case Review SPOC within Leicester, Leicestershire or Rutland (decided by an agreed list maintained by Leicestershire County Council's Community Safety Team), not the Local Authority area where the ASB Case Review has been raised.

Appeals must be made in writing and sent to the SPOC for the originating locality (as detailed in section 3 above) by email or letter, **including detail of how one or both above measures for appeal are met**. If the applicant is acting as an advocate on behalf of somebody else, a signed consent letter from the person they are representing needs to be submitted along with the appeal.

Once an appeal is received, the SPOC will contact Leicestershire County Council's Community Safety Team (communitysafety@leics.gov.uk) to identify which alternative Local Authority will handle the appeal. Once identified, the SPOC will then submit copies of the following documentation (as well as any other relevant information) to that Local Authority within one working day:

- the ASB Case Review Report Form,
- the ASB Case Review meeting minutes,
- the chronology of events,
- the ASB Case Review result letter, outcome report and action plan (if applicable) sent to the applicant,
- the request for appeal email/letter - including grounds for the appeal (i.e. why measures 1 or 2 or both have not been met), and
- a copy of the ASB Case Review Appeal Acknowledgment Letter, ASB Case Review Appeal Criteria Not met Letter and the ASB Case Review Appeal Outcome Letter (Letters 4, 5 and 6 respectively on the ECINS 'Downloads' Tile).

The designated Local Authority reviewing the appeal will acknowledge the request within five working days of receipt utilising the ASB Case Review Appeal Acknowledgment Letter (Letter 4 on the ECINS 'Downloads' Tile). They will then identify whether it meets the threshold for appeal, and if so, carry out the appeal review by forming a panel of appropriate representatives to identify whether the original threshold review or full case review failed to consider a relevant process, policy or protocol, and/or failed to consider relevant factual information.

The panel may consist of:

- the victim (or a representative) who if they wish, can attend the start of the meeting for a designated time slot,
- the individual that carried out the original review,
- other relevant parties involved in original review, and
- relevant representatives from internal Community Safety Team to support the appeal process.

Once complete, the reviewer will update the applicant and SPOC of the outcome within 30 working days of the date of the acknowledgement letter utilising the ASB Case Review Appeal Criteria Not met Letter, or the ASB Case Review Appeal Outcome Letter (Letters 5 and 6 on the ECINS 'Downloads' Tile). In exceptional circumstances this may take longer, in which case, updates will be provided every 20 working days.

Threshold appeals - If the appeals process identifies that the outcome of the original threshold assessment was incorrect, and that a full case review *is* required, the applicant will be informed that the case will be passed back to the originating authority to carry this out within the timescales detailed above, along with the details for this decision.

Full Case Review Appeals - The appeals process for full case reviews will not re-review the original case. Its intention is to consider the elements that were failed to be considered originally, alongside the findings of the original review.

The organisational and procedural lessons learnt as a result of an appeal will be shared with partners across LLR at the relevant partnership meetings/Boards.

The decision of the independent reviewer on any grounds of appeal is final.

The appeal process will be subject to review every two years to ensure that victims interests are adequately considered.

8. Complaints

The ASB Case Review does not replace the existing complaints procedure. Anyone has the right to complain via the relevant organisation's complaint procedure, to the Local Government Ombudsman or Independent Office for Police Conduct if they are unhappy about the service they have received.

9. Information for Partnership Webpages

Below is the agreed information to be shared on all LLR Local Authority websites, as is required and detailed within the ASB, Crime & Policing Act 2014, revised in July 2025. Having this agreed text ensures the approach is consistent and victims across the subregion are aware of the process for raising an ASB Case Review.

Get a review of an anti-social behaviour or hate incident case

If you are reporting an ASB incident for the first time, please report it using this link [Anti-social behaviour – Melton Borough Council](#)

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ASB Case Reviews can be raised by victims or representatives of victims (where written consent is provided by the victim), and victims can be individuals or businesses.

When to report

A request to activate an ASB Case Review can be made if, within the last six months:

- **you (as an individual) have reported to the Council, Police or a Registered Housing Provider (social landlord) three separate incidents of anti-social behaviour within your area, *or***
- **you have been a victim of a hate incident**

For an ASB Case Review request to be considered, you must have reported each incident within one month of it having occurred.

How to report

The ASB Case Review is not a first port of call. If you are reporting an incident of anti-social behaviour for the first time, please use this link [Anti-social behaviour – Melton Borough Council](#)

To activate the ASB Case Review, please complete an ASB Case Review Report Form (details below) and send it to the single point of contact for ASB Case Reviews within the Safer Communities Team (details below).

[ASB case review – Melton Borough Council](#)

Alternatively, you can download your copy here or request a hard copy by contacting David Walker (Safer Communities Strategic Lead) on 01664 502 324, or visiting the council offices.

Hard copies should be returned to:
David Walker Safer Communities Strategic Lead
01664 502 324
dwalker@melton.gov.uk

Melton Borough Council,
Parkside, Station Approach,
Burton Street,
Melton Mowbray,
Leics,
LE13 1GH

Applications can and will be rejected if they are identified as prejudicial, discriminatory, malicious, unreasonable, vexatious or frivolous. In such a case, details of this decision will be provided including any appeal options.

What happens next

Once you have submitted the ASB Case Review report form, your Local Authority will acknowledge your request, review all related reports and evidence and confirm whether you meet the criteria for a formal review.

If your application does not meet the threshold for a full review, you will be provided with the rationale for this decision and information regarding what you can do next.

If the threshold is met, you will be informed, and the review will take up to 30 working days from the date of that decision. You will be provided with further details of what this entails at that time.

In the meantime, if you need to report any further anti-social behaviour or hate related incidents, please report it using this link <https://www.melton.gov.uk/environmental-issues/vandalism-and-behaviour/anti-social-behaviour/> or call:

Call the Safer Communities Team on 01664 502 502

Or:

Leicestershire Police on 101 or 999 in an emergency.

Appeals

For full details of the appeals process, please see the Leicester, Leicestershire and Rutland Anti-Social Behaviour Case Review Policy document.

The decision of the independent reviewer on any grounds of appeal is final.

Complaints

The ASB Case Review does not replace the existing complaints procedure. Anyone has the right to complain via the relevant organisation's complaint procedure, to the Local Government Ombudsman or Independent Office for Police Conduct if they are unhappy about the service they have received.

Local ASB Case Review Data

For the financial year 2025/2026 (1 April 2025 to 31 March 2026) the outcomes for Melton Borough council:

- 1 application received.
- 1 application met the threshold.
- 1 case reviews conducted.
- Formal recommendations made, and a formal action plan was agreed.