

**A Multi Agency Guide
for the Cessation of
Irresolvable Cases of
Anti-Social Behaviour
across Leicester,
Leicestershire and
Rutland**

2014

1 Purpose

This guide is intended to provide a structure for the closure of long standing cases of anti-social behaviour (ASB) and disputes where the expectations of the complainant outweigh the ability of agencies to find a solution; or where complainants are unwilling to follow advice and guidance offered by agencies in finding a resolution.

2 Joint Action Groups

- 2.1 The Joint Action Group (JAG) shall manage cases of ASB, using Sentinel to log all actions taken in the case.
- 2.2 Joint Action Groups are multi-agency, intelligence led, local partnerships focussed on anti-social behaviour and related crime & disorder. They deal with the threat, risk and harm to local communities and local people. Identifying and safeguarding vulnerable individuals through collaborative problem solving.
- 2.3 The purpose of the JAG is to:
 - Manage cases of ASB and related crime and disorder, including hate incidents through a multi-agency problem solving approach
 - Deal with perpetrators of ASB through the Incremental Approach
 - Support victims of ASB and related crime, particularly vulnerable victims
 - Identify and refer offenders to Integrated Offender Management (IOM)
 - Focus on ASB hotspots
- 2.4 The JAGs work to minimum operating standards these are set out in the JAG Terms of Reference.

The partner agencies include:

- Local Authority
 - Community Safety
 - Housing
 - Environmental health
- Leicestershire Police
- Leicestershire County Council
 - Youth Offending Service
 - Supporting Leicestershire Families
- Crown Prosecution Service (CPS)
- Probation
- Registered Housing Providers (RHP)
- Health

- 2.5 The lead agency/individual should manage and co-ordinate the involvement of other agencies so that they add value by contributing their own specialist knowledge and expertise.
- 2.6 All partners are responsible for communicating effectively through the Joint Action Groups (JAG).

3. Process

- 3.1 A complaint is deemed long standing if it has been under case management within a JAG for at least four months in total over the preceding twelve months.
- 3.2 A multi-agency problem solving plan should be in place utilising Sentinel, with one of the agencies involved in the case taking the lead. The pro forma attached at appendix A will assist.
- 3.3 If the lead agency believes that all options have been exhausted they shall collate all the relevant information from Sentinel and present the case to the JAG, with their reasoning for cessation. The JAG shall review the interventions taken and decide whether the case can be resolved through existing processes or whether there is nothing further that can reasonably be offered.
- 3.4 If the JAG is unable to reach a unanimous decision a peer review can be requested; this shall ensure that reasonable, proportionate and appropriate interventions have been completed. The review can be undertaken by a JAG in another locality or the Community Safety Team at Leicestershire County Council.
- 3.5 The review will assist the JAG in determining whether the case can be resolved through existing processes or whether it should be closed. The rationale for the decision shall be recorded on Sentinel.
- 3.6 If the JAG decides to close the case a report should be completed, signed by the Chair and attached to the Sentinel case report. The pro forma attached at appendix A will assist.
- 3.7 Correspondence to the complainant from the JAG will confirm the position of the lead agency and their partners. It will state that there will be no further active investigation into the complaint and the case will be filed as unresolved. Consideration should be given to undertaking a joint-agency visit to the complainants home to hand deliver the letter and explain its contents.
- 3.8 It should be noted that police and partner agencies have existing complaints procedures and any complaint regarding the decision to end the investigation should be considered under these processes. Furthermore the JAG should be confident that if a Community Trigger is activated they are able to respond appropriately.

4. Further Reports

- 4.1 Where a complainant makes a further complaint involving anti-social behaviour the new complaint should be recorded and an assessment made as to further action.
- 4.2 Where there is clear evidence that this is an unrelated occurrence then it should be treated as a first time report.
- 4.3 If the report relates to the same circumstances dealt with by way of the cessation process then the report should be brought to the attention of the relevant LPU Commander and Local Authority Community Safety Manager in order that it can be reviewed and if applicable closed with no further action and recorded on Sentinel.
- 4.4 A further letter should be sent to inform the complainant why no action has been taken ie that help has been previously offered and refused or that an investigation was undertaken and could not be resolved. A copy should be scanned on to Sentinel.

Appendix A

Anti-Social Behaviour: Case Management Process Form

1. This form is designed to capture all the essential information in relation to any anti-social behaviour case that has been assessed as medium or high risk.
2. The form should assist in identifying the most appropriate course of action in relation to the case and those who are potentially at risk of harm; both perpetrators and victims.

Case Details

Sentinel Case Number:

Lead Officer Completing the Form:

Information & Intelligence Received About the Referral (What we know)

Overview of the issues in relation to the case:

What information do we know from partners/ residents etc:

Vulnerability/Threat of Harm

Who is at risk as a result of the issues identified in this case:

What and/or who are they at risk from:

What do you believe is the most likely scenario/outcome:

Are there children involved:

Yes

No

If yes has a welfare check or safeguarding referral been considered:

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Options of Support including any available Powers and Policies

What options are available to support the individual's needs (e.g. LPT referral, Housing, GP Referral, Swanswell Referral, victim support etc):

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What Powers or Policies are available to alleviate the issues and risks which have been identified above (e.g. Eviction, ASB sanctions, Criminal Sanctions, Cessation etc)

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Actions Taken

From the options available what are we going to do/have we done:

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Why have these specific options been identified:

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Review (Outcomes of Actions)

What has been the outcome from the actions adopted, has risk been alleviated and have the issues reduced:

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Is there any new/further information affecting risk or harm:

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Revise

Following the outcomes of the actions in this case are there additional courses of action not previously taken which should now be considered (e.g. all available actions have failed to change the issues, eviction is now an option as risk to another individual is increasing):

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