Anti-social behaviour case review process map

Applications can be received:

- ✓ Online
- ✓ Via Telephone
- ✓ In writing

Partner agencies forward all case review applications to relevant CSP/CSU. Acknowledgement of review application sent automatically via email if reported online, or in writing if an application is made via telephone or by letter.

Anonymous reporting is not accepted.

Anti-social behaviour Case Review Application

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Received by CSU/CSP

Start of 25 working days

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Threshold Validation

Agreed by 2 agencies.

Anti-social behaviour case review threshold check:

- ✓ Are the 3 reported incidents valid?
- ✓ Review agreed by at least two relevant agencies?
- ✓ Open or Closed case?

If the threshold has not been reached a response letter will be sent out explaining why and what will happen next.

Local Authority | **Police** | **Housing** | **Health**

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Case Review Panel Arranged

Agencies involved asked to submit case information for the review, including vexatious reports or work in progress.

Failure to submit information will be included as part of the review findings and recommendations.

Decision letter to be sent to application as quickly as possible but no later than 25 working days since the application was acknowledged.

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Decision/Response Letter Sent

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Resident Response to Trigger Review Recommendations

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Trigger Closed

Escalation to Secondary Review