Anti-Social Behaviour

Multi Agency working Protocol

London Borough of Richmond

Updated: January 2012
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1 Introduction

1.1 Purpose

Anti-social Behaviour (ASB) can have a significant influence on victim’s lives and wider communities; it can impact an individual’s feelings of personal safety, make a neighbourhood an unpleasant place to live or work and greatly reduce quality of life. Tackling and preventing ASB is a priority in Richmond and the Community Safety Partnership would like every resident of Richmond to feel safe, enjoy living in their neighbourhood and feel confident when reporting incidents of ASB.

Tackling ASB and its causes can be very complex and requires strong local partnership arrangements. Partnership working and the effective use of resources is vital for identifying and responding appropriately to the diverse problems communities face. Improving and developing a consistent way of monitoring, reporting and tackling ASB can improve the borough’s understanding local problems, help to prevent offences from being committed and get better results for victims regardless of the agency they report to.

This document brings together the Richmond approach for delivering effective ASB solutions across the partnership. It highlights five objectives which will help ASB practitioners understand:

- Their responsibilities in responding to and tackling ASB.
- Recording standards and the duty to share information throughout the partnership.
- How the partnership will support victims of ASB.
- How residents can tell the partnership what their concerns are and how agencies should communicate with residents.
- How agencies can work together to utilise all available tools and resources to tackle ASB and support communities.

1.2 ASB Definition

A widely used definition of ASB comes from the Crime and Disorder Act (1998) which states ASB can be:

“…Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the defendant…..”

This definition can be expanded into a three tier set of priorities:

1.2.1 Personal Threat (HIGH RISK)

“Harms in question impact directly on particular individuals and their families but not necessarily the wider community”

1.2.2 Community-Nuisance (MEDIUM RISK)

“Harm that impact on more than one individual and their family and also negatively impact on the well being of a neighbourhood and the population within it”

1.2.3 Environmental (LOW RISK)

“Harms that impact negatively on the physical environment”
One element of risk that must be factored into these definitions is the level of vulnerability. The definition:

*A person is vulnerable / at risk if as a result of their situation or circumstances they are unable to protect themselves from harm.*

Some of the factors which may influence your decision that a person is vulnerable are shown below but the mere presence of one or more of these factors does not automatically make a person vulnerable and when making an assessment, individuals should apply a common sense approach in-line with your Protecting Vulnerable Persons training.

**Health and Disability**
- Learning disability
- Physical disability or illness
- Mental health needs
- Drug and / or alcohol misuse

**Equalities / Discrimination Factors**
- Gender / transgender
- Sexual orientation
- Ethnic background (including language)
- Age
- Disability
- Religion / belief

**Economic Circumstances**
- Deprivation / financial concerns
- Unemployment / poor education
- Poor housing conditions (including geographical location)

**Personal Circumstance**
- Considers themselves vulnerable
- Social Isolation
- Poor social skills
- History of offending
- Self neglect
- Overcrowding
- Affected by anti-social behaviour

**Family Circumstances**
- Child protection
- Child or young person in need
- Child or young person in care
- Domestic abuse
- Family members / carers with mental health / drug / alcohol problems
- Family members / carers with a history of offending

Within a community an individual’s perception of ASB can depend on a variety of factors and experiences including tolerance and quality of life expectations. This perceptual nature of ASB has resulted in wide ranging reported incidents from low level nuisance to criminal activities being categorised as ASB.

This complexity in defining ASB leads to difficulty in measuring the number and type of reports, which is further complicated because there is not one sole agency responsible for ASB outcomes and information is stored by many organisations.

Home Office guidance states that incidents of ASB tend to fall within four themes; Misuse of public space, disregard for community or well-being, acts directed at people and environmental damage.

The below table includes the most common examples of ASB but is not an exhaustive list. These categories are widely recognised in Richmond to cover the main types of ASB reported and are the focus of ASB discussed in this document.

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1. These issues and how Richmond will address them are detailed in sections 3 and 4
- Begging and vagrancy
- Street Drinking
- Noise nuisance
- Drugs and substance misuse
- Inappropriate sexual conduct
- Criminal damage and vandalism
- Animal related nuisance and other problems
- Rowdy, inconsiderate and nuisance behaviour
- Littering and dumping rubbish
- Prostitution and Kerb Crawling
- Intimidation and harassment
- Abandoned vehicles and vehicle related nuisance
- Malicious Communication
- Hoax Call
- Trespass
- Environment Damage & Litter
- General neighbour dispute
- Inappropriate Sale/ Use/ Possession of Fireworks

2 Richmond’s ASB Objectives

Richmond’s Safer Communities Partnership has developed five ASB Objectives that will ensure the borough is working intelligently together to support residents, and provide safe and attractive neighbourhoods that our residents can feel proud of.

1. Develop and agree an operating protocol and update terms of reference
2. Improve communication and knowledge around ASB
3. Develop the identification of repeat callers and vulnerability and risk
4. Agree how we will monitor and measure ASB development
5. Work in Partnership

These objectives are targeted at all agencies that have a responsibility to deal with ASB in Richmond. Details of these objectives are provided in section 4.

3 Responsible Authorities

Accountability for the response to ASB is complex as it can depend on the nature of the behaviour and the location it is being committed. This section of the document clarifies the division of Richmond’s roles and responsibilities.

3.1 Who is responsible for tackling ASB in Richmond

Richmond’s Community Safety Partnership is the overarching body responsible for reducing crime and disorder in Richmond. This partnership comprises of several organisations and all are likely to be involved in preventing and tackling ASB. The partnership members include: London Borough of Richmond, London Fire Brigade, Metropolitan Police (Richmond), Community and Police Partnership, Richmond Council for Voluntary Services, Richmond Housing Partnership, Richmond Magistrates, NHS Richmond, The Ethnic Minorities Advocacy Group (EMAG), London Probation and the Youth Offending Team (YOT)

Richmond’s communities also have a role in preventing ASB through communicating their concerns of safety to responsible agencies, being active in neighbourhood watch schemes and formally reporting witnessed incidents.
3.1.1 ASB Development Group

The partnership has an Anti-Social Behaviour Development Group. The aim of this group is to review the operations of Richmond Community Safety Partnership antisocial behaviour strategy, including key elements of the objectives (see paragraph 2 above), to identify where our strategic actions could be improved, and to enable stronger partnership and community involvement.

The group meets every month.

3.1.2 ASB Panel

The ASB Panel was established to facilitate a multi-agency discussion on ASB in the London Borough of Richmond upon Thames. The Panel discuss cases, any underlying reasons for disorder and agree an intervention plan.

Organisations represented on the Panel are expected to send representatives to each meeting, mainly if they have referred a case to the Panel and need a multi-agency input.

3.1.3 The Police

The Police have a senior officer responsible for dealing with cases, working in coordination with the 18 Safer Neighbourhood Teams in the Borough. They coordinate all ASB cases from application, monitoring and enforcing against breaches.

The Police ASB database is the primary police tool for identifying repeat and vulnerable victims and locations in Richmond. All calls to the police regarding ASB are checked daily by the responsible officers against the existing problem solving records on the ASB database.

This team work in partnership with the Council’s Community Safety Team by sharing information on high risk cases. Police officers also engage housing and other services in problem solving action plans when necessary.

3.1.4 Richmond Housing Partnership

The RHP Group is made up of two Registered Providers – Richmond Housing Partnership (RHP), which is the parent association, and Co-op Homes, which is a subsidiary. The Partnership was established in July 2000 following a stock transfer from Richmond Council. The association owns and/or manages 8,543 homes in Richmond and Hounslow and employs 225 people. RHP has a specialist ASB team committed to taking action wherever possible to prevent and resolve incidents. Reporting ASB to RHP can be done by completing an online form at RHP website.

Richmond Housing Partnership has an ASB Manager, ASB officers and Customer Liaison officers who work within specific neighbourhoods.

3.1.5 Registered Providers (RP)

At present, there are 30 RPs providing a variety of accommodation in the borough ranging from temporary housing, supported housing for people with special needs to sheltered housing for older people. The majority of RPs work across London and the UK and will have ASB policies, service standards and dedicated officers to ASB issues. The size of the team will depend on the size and number of homes within their operational area. These officers are a vital resource to preventing ASB in Richmond.
3.2 Who Leads on ASB cases in Richmond

The Lead agency is the organisation that takes overall responsibility for a reported incident. However, it is important that the partnership resources are utilised whenever possible to deliver a joint approach to provide the most effective and sustainable solution to a case.

The responsibility for leading on ASB is dependent on two factors:

- Where the incident occurs; if it occurs in a public area, within a residential property or on private land.
- The nature of the ASB incident; which agency has the legal powers to deal with the type of ASB.

The lead agency is responsible for identifying and contacting other agencies to deliver successful ASB outcomes. A case that has multiple problems with some falling outside the lead agencies responsibilities should be dealt with at the ASB Panel. The responsible agency will refer the case to the Panel and instigates actions with relevant partners. When a case is referred, the lead responsibility remains with the referral agency and the Panel will assist in identifying and delivering the agreed action plan.

The table below summarises the responsibilities for the primary agencies in Richmond. Some agencies will tackle problems outside of their responsibilities highlighted below; in these instances they should always join up their work with the responsible agency.

### 3.2.1 Police Lead Responsibilities

The Police take responsibility if an incident is criminal or when the following occur on the street on in a public area.

- Rowdy and Nuisance Behaviour
- Drugs and Substance Misuse
- Street Drinking
- Intimidation and Harassment
- Begging
- Prostitution related activity
- Criminal Damage/ Vandalism
- Vehicle related nuisance

### 3.2.2 Richmond Housing Partnership and Registered Providers’ Lead Responsibilities

The RSL take responsibility when the following incidents involve either a victim or a perpetrator who is a resident and when they occur within their housing estate boundaries.

- Noise
- Non statutory noise including shouting, loud banging and other domestic noise.
- Environmental Waste
- Fly-tipping, Fly – posting, dog fouling and graffiti
- Intimidation and Harassment
- Rowdy and Nuisance Behaviour
3.2.3 London Borough of Richmond Council Lead Responsibilities

The Local Authority take responsibility when the following incidents occur within the borough of Richmond, and responsibility lies outside other agencies remit.

- Noise
- Statutory noise including loud music and construction noise
- Non statutory including shouting, loud banging and other domestic noise.
- Environmental Waste
- Littering, Fly-tipping, Fly-posting, dog fouling and graffiti
- Abandoned Vehicles
- Animal Related problems

4 Partnership Commitments

All organisations in the partnership agree to:

4.1 Improved recording and sharing of ASB information

In order to understand the volume and severity of ASB within Richmond, it is important for agencies to record details of all ASB cases reported. Consistent and accurate data collection enables repeat victims to be identified when incidents have been reported to more than one agency or on many occasions to one.

The aim in Richmond is to encourage all agencies to improve their data recording and meet the recording standards.

Information on ASB held by agencies must be shared and made available to the partnership when necessary. Each agency should identify designated officer to act single point of contact (SPOC) for information sharing. All information must be shared in line with the **ASB Information Sharing Protocol**. To sign up to this protocol contact the council’s ASB officer.

4.2 Thoroughly investigate all reports of ASB

All victims of ASB have the right for their report to be taken seriously and be thoroughly investigated. It is the responsibility for all reporting agencies to deal with ASB complaints effectively and ensure that all complaints outside their remit are transferred to the partner with correct authority.

The lead agency has the responsibility to:

- Carry out the initial investigation and collect appropriate evidence in order to enforce if and when necessary.
- Explore and provide appropriate enforcement tools and engagement interventions that are proportionate to the ASB reported.
- Contact other partnership agencies that have tools and powers that can be utilised in order to effectively tackle ASB.
- Cases should only be closed when there are no more incidents of ASB and the problem has been solved, or when it is not possible to take any further action (e.g. due to lack of evidence).
4.3 Support victims and witnesses of ASB

Victims and witnesses of ASB can be stressed and traumatised from their experiences. Regular communication and support is vital to making sure that victim feel confident in our services and that we restore their feelings of safety. Victim satisfaction often depends upon the timeliness of response to their call, a visit from a practitioner as well as the effectiveness of the action taken.

The HM Inspectorate of Constabulary (HMIC) report ‘ASB: Stop the Rot’\(^3\) published in spring 2010 included evidence of victims and witnesses experiences of ASB. The report found that there were four main factors that indicate significant risk when ASB is involved and when more than one is present the risk significantly increases. These factors highlighted are:

- Repeat victims
- Illness and disability
- People who are at home for lengthy periods
- Areas of particular deprivation

Identifying repeat and vulnerable victims at the earliest possible opportunity is vital for successful support of those at risk. For a consistent approach in Richmond case management agencies are recommended to make an initial risk assessment of all ASB victims in order to stringently protect individuals from increased harm.

The recommendations for practitioners in Richmond are:

- Keep the complainant up to date of all progress in line with their internal service standards.
- Carry out a risk assessment to identify repeat and vulnerable victims.
- Case closure reasons should always be communicated to the victim.

4.4 Listen to residents

Residents should have the opportunity to inform organisations about their concerns and priorities for the area they live. Communication channels should consider local demographics and provide all with the equal opportunity to share their views and experiences. Efforts should be made to target hard to reach groups.

Examples of the communication channels can include the ones shown in the diagram below. Facilitation of these practices is recommended to all organisations in Richmond and any feedback that is relevant to community safety should be shared openly across the partnership.

| Police | Safer Neighbourhood Teams  
| Street Briefings  
| Ward Panels and Community Events  
| Neighbourhood Watch schemes  
| Public Attitudes Surveys |

\(^3\) HMIC Report, ASB: Stop the Rot, 2010
Richmond Housing Partnership
- Resident meetings
- Online surveys
- Customer Liaison Officer role

London Borough of Richmond
- Pledge Banks
- Staff Residents Panel
- Officer to resident contacts fed back to teams
- Council Forum Meetings
- Consultation exercises

Communication with residents should be a two way process and agencies should also inform residents of important and relevant information. Positive messages of successful actions and how to report ASB should be shared when possible. These messages must be communicated to reflect realistic outcomes in order to manage resident expectations and they should also be targeted to specific victimised areas to prevent new concerns developing in surrounding nearby neighbourhoods. Focused and clear community safety messages can have a significant impact on feelings of safety and reduce the likelihood of becoming a victim.

The experiences of victims and witness are another valuable source of information to improve processes and standards. Organisations should aim to collect satisfaction information and where Richmond specific victim feedback is available this should be shared with other partners.

The recommendations for practitioners in Richmond are:

- Provide residents the opportunity to share their concerns.
- Communicate clear and targeted messages and successes to victimised neighbourhoods.
- Share relevant resident feedback and lessons learned from victim’s experiences with the partnership.

4.5 Working in Partnership

Joint working should be central to our processes for tackling and preventing ASB. The most serious cases of ASB are to be referred to the ASB Panel in order to identify and pool resources that will guarantee the victim the most efficient and effective process in solving the problem.

Agencies must send representatives to all appropriate meetings (when they have a live case), and send a deputy in their absence.

Information sharing (4.1) is a vital function to facilitate partnership working. Alongside the requirements of the ASB Information Sharing Protocol, partners should endorse an active dialogue surrounding best practice recommendations, stakeholder and resident consultations and service satisfaction results in order to improve services across the borough as a whole.
5 Reporting ASB and Hate Crime

Within Richmond, there are many ways that a resident can report ASB depending on its nature or seriousness. This is due to the complexity in the division of responsibility\(^4\) for tackling ASB issues. The main reporting channels for Richmond’s residents include:

<table>
<thead>
<tr>
<th>Channel</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Police</strong></td>
<td>Residents should call 999 in an emergency, use the non emergency number 101 or directly contact their local Safer Neighbourhood Teams (SNT) by phone or email.  <a href="http://www.met.police.uk/teams/richmond/index.php">http://www.met.police.uk/teams/richmond/index.php</a></td>
</tr>
<tr>
<td><strong>London borough of Richmond upon Thames</strong></td>
<td>The council’s switchboard can take any report or complaint and it will be directed through to the correct service area (e.g. noise, street cleansing). Residents can also contact the ASB coordinator directly or report environmental concerns such as street cleansing, or abandoned vehicles online.</td>
</tr>
<tr>
<td><strong>Richmond Housing Partnership</strong></td>
<td>Tenants of Richmond Housing Partnership can contact them on free emergency contact number (0800 0322 433) operating from 8am to 6pm, send an email to their generic account.  <a href="http://www.rhp.org.uk/Content/123/Report-ASB-form.aspx">http://www.rhp.org.uk/Content/123/Report-ASB-form.aspx</a></td>
</tr>
<tr>
<td><strong>All other Registered Providers</strong></td>
<td>The method of contacting the Registered Providers within Richmond varies depending on the organisation. They can offer online reporting forms, 24 hour contact numbers or local neighbourhood office details.</td>
</tr>
</tbody>
</table>

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\(^4\) Responsibility is covered in section 3 of this document.
### 6 Summary of Lead Agency Responsibilities

The responsibilities of the lead agency include:

<table>
<thead>
<tr>
<th>Improved recording and sharing of ASB information</th>
<th>Record all reports of ASB and the actions completed on each case in line with recording standards for ASB.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>For partner organisations to sign the ASB Information Sharing Protocol and to make information available to partners in Richmond.</td>
</tr>
<tr>
<td>Thoroughly investigate all reports of ASB</td>
<td>Complete an initial full investigation of the reported problem.</td>
</tr>
<tr>
<td></td>
<td>Identify and deliver an appropriate action plan aimed at reducing, preventing or enforcing against the behaviour reported(^5). The actions delivered should be Proportionate, Legal, Appropriate and Necessary (PLAN).</td>
</tr>
<tr>
<td></td>
<td>Monitor compliance of enforcement tools and take appropriate action if breached.</td>
</tr>
<tr>
<td>Support victims and witnesses of ASB</td>
<td>Complete a risk assessment of the incident(s) and escalate the case when necessary.</td>
</tr>
<tr>
<td></td>
<td>Communicate with victims throughout the case and provide professional advice.</td>
</tr>
<tr>
<td></td>
<td>Identify and action referrals for victims and perpetrators to appropriate support services(^6).</td>
</tr>
<tr>
<td>Listen to residents</td>
<td>Provide victims and witnesses with appropriate reporting systems to make a complaint when not satisfied with response they received.</td>
</tr>
<tr>
<td></td>
<td>Share any experiences and lessons learnt from victim satisfaction survey’s with other organisations in the partnership.</td>
</tr>
<tr>
<td></td>
<td>Communicate key messages to communities and provide residents with the opportunity to inform agencies of their priorities and concerns.</td>
</tr>
<tr>
<td>Work in Partnership</td>
<td>Contact and work alongside partner agencies that can contribute to the case solution or provide case advice. This is vital when the risk of the ASB is high and may also be categorised as a criminal act.</td>
</tr>
<tr>
<td></td>
<td>Refer cases to the partnership ASB Panel when high risk assessment score is given, the severity of ASB is escalating, or when the case is long standing and initial attempts to solve case have not been successful.</td>
</tr>
</tbody>
</table>

\(^5\) Produce guidance toolkit for practitioners  
\(^6\) Create contact directory for linked services working in Richmond
APPENDIX 1 – ASB Panel – Terms of Reference

Terms of Reference for the ASB Action Panels

The ASB Panel was established to facilitate a multi-agency discussion on ASB in the London Borough of Richmond upon Thames. The Panel discuss cases, any underlying reasons for disorder and agree an intervention plan.

Organisations represented on the Panel are expected to send representatives to each meeting, mainly if they have referred a case to the Panel and need a multi-agency input.

All new case referrals to the Panel must be submitted at least 10 working days before the meeting. In case of emergency, however, the council’s Anti-Social Behaviour Officer should be notified immediately.

Member organisations to the ASB Panel are:

- London Borough of Richmond upon Thames Community Safety Team
- Metropolitan Police Service
- London Borough of Richmond upon Thames Housing Operations
- Drug and Alcohol Action Team
- Children’s Services FIP Team
- Legal Services
- Environmental Services
- Adult and Children Care teams (Safeguarding)
- Youth Offending Team including YISP, YIP, MIT
- Youth Service
- Primary Care Trust
- Mental Health Trust
- Housing management organisations, NRM’s
- Registered Providers’ officers with ASB remit

Other agencies such as the Probation Service will be invited to the meeting should they hold an interest in an individual.

Through Panel Meetings, ASB Team officers will make sure that agreed action is determined through a comprehensive discussion.

It is acknowledged that individual organisations can have their own policies and procedures when dealing with ASB.

In cases where there is a disagreement between partners after thorough discussion, the chair of the ASB Panel will have the final say in determining how a case should be progressed.
Ownership of the cases brought to the panels will remain with the originating member organisation however, where appropriate, other organisations attending the panels will provide their services and support for these cases.

Criteria for Referring Cases to the Panel

This is not exhaustive and should be used as a guide:

- There are vulnerability issues that require intervention by another agency such as adult social care, children’s social care, mental health team etc.
- Despite previous interventions, the issue is not resolved.
- There have been a high number of complaints about the case which have not reduced despite action that has been taken.
- There is a case history for more than one member of the family.
- After putting the case through an assessment metrix, the case or issues within it can be defined as “high level ASB”. High level ASB in this context means:
  (a) It poses significant risks to the wider community
  (b) It is or may turn into criminal behaviour
  (c) There is racial and/or sexual harassment
  (d) It is substance misuse related
  (e) Domestic Violence is known or suspected
  (f) Violence is used or threats of violence are reported

Cross Borough Issues - In the case of cross borough boundary interest, the Community Safety ASB team will liaise with the relevant local authority and Police to hold a joint ASB meeting on that individual or issue to decide what action should be taken. This will then be fed back to the relevant case panel.
<table>
<thead>
<tr>
<th>Incident</th>
<th>Metrix Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Other than this occasion - how often do you have problems?</td>
<td>Daily, Most days, Most weeks, Most months, Only occasionally</td>
</tr>
<tr>
<td>2. Do you think the current incident is linked to previous incidents? If so why?</td>
<td>Yes, No</td>
</tr>
<tr>
<td>3. Do you think that incidents are happening more often and/or are getting worse?</td>
<td>Yes, No</td>
</tr>
<tr>
<td>4. Do you know the offender/s</td>
<td>They know each other well, They are ‘known’ to each other, They do not know each other</td>
</tr>
<tr>
<td>5. Does the perpetrator (or their associates) have a history of or reputation for intimidation or harassment?</td>
<td>Perpetrator or their associates are currently harassing the complainant, Perpetrator or their associates have harassed the complainant in the past, Perpetrator or their associates have not harassed the complainant, but have a history or reputation for harassment or violent behaviour, Perpetrator or their associates have no history or reputation for harassment or intimidation</td>
</tr>
<tr>
<td>6. Have you informed any other agencies about what has happened? If yes, are you happy for us to discuss this problem with them? Details:</td>
<td>Yes, No</td>
</tr>
<tr>
<td>Incident</td>
<td>Metrix Score</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
</tbody>
</table>
| 7. Which of the following do you think that this incident deliberately targeted. Specify | 4: You  
3: Your family  
1: Your community  
0: None |
| 8. Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender or disability? Details: | 3: Yes  
0: No |
| 9. In addition to what has happened, do you feel that there is anything that is increasing you or your household’s personal risk (e.g. because of personal circumstances). Details: | 3: Yes  
0: No |
| 10. How affected do you feel by what has happened? Details: | 0: Not at all  
1: Affected a little  
2: Moderately affected  
3: Affected a lot  
5: Extremely affected |
| 11. Has your or anyone’s health been affected as a result of this and any previous incidents? Details: | 3: Physical health  
3: Mental health |
| 12. Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this? Details: | 0: No  
1: Yes |
| 13. Do you have any friends and family to support you? | 3: Complainant lives alone and is isolated  
3: The complainant is isolated from people who can offer support  
1: The complainant has a few people to draw on for support  
0: The complainant has a close network of people to draw on for support |
| 14. Apart from any effect on you, do you think anyone else has been affected by what has happened? Details: | 3: Your family  
2: Local community  
1: Other |
| **Total Score** | **Max =43** |
### High Score: 29 to 43

#### Police
- Refer to force ‘Life at Risk’ policy and procedure
- Crime risk survey to be conducted and install appropriate security devices (alarms, CCTV)
- Create documented care plan and arrange multi-agency strategy meeting
- Plan action within 2 days and review the case within 7 days

#### Richmond Housing Partnership / Richmond Council
- If the victims and/or witnesses are in immediate danger, call 999 (the police )
- Plan action within 2 days and review the case within 7 days

#### Victim Support / Victim Witness Champion / Other Support Services
- Referral to victim support

### Medium Score: 18 to 28

#### Police
- Instigate and record regular neighbourhood policing team visits
- Refer to partner agencies and to ASB Panel Meeting
- Plan action within 3 days and review the case within 14 days

#### Richmond Housing Partnership / Richmond Council
- Ensure the report is recorded in the appropriate confidential case or tenancy files
- Check referrals have been received and actioned
- Follow up according to your own responsibilities and procedures e.g. ordering repairs, graffiti removal etc.
- Plan action within 3 days and review the case within 14 days
- Make a referral to the next Panel meeting

#### Victim Support / Victim Witness Champion / Other Support Services
- Referral to victim support

### Low Score: 0 to 17

#### Police
- Follow up CSO visit
- Referral to victim support

#### Richmond Housing Partnership / Richmond Council
- Contact the Victim / Witness to check their welfare within 7 working days
- Review the case within 28 days

#### Victim Support / Victim Witness Champion / Other Support Services
- Referral to victim support

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Based on these factors and your own judgement, adjust the scoring accordingly.

<table>
<thead>
<tr>
<th>Low</th>
<th>0</th>
<th>4</th>
<th>8</th>
<th>12</th>
<th>16</th>
<th>20</th>
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APPENDIX 3 – Anti Social Behaviour Panel Referral Form

 Please complete providing as much relevant detailed information as possible in the provided boxes

Details of the person being referred

<table>
<thead>
<tr>
<th>Title (please tick)</th>
<th>Mr</th>
<th>Mrs</th>
<th>Ms</th>
<th>Miss</th>
<th>Other (specify)</th>
</tr>
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<tbody>
<tr>
<td>First name</td>
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<tr>
<td>Last name</td>
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<tr>
<td>Address and Postcode</td>
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<tr>
<td>Date of birth</td>
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<td>Over 18 (please tick)</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>Ethnicity (please tick)</td>
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<td>Black</td>
<td>Asian</td>
<td>Mixed</td>
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<td>School or college currently attended, if applicable</td>
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<td>Current employment</td>
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<td>Household Composition if known</td>
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<tr>
<td>Name</td>
<td>Age or Date of Birth</td>
<td>Relationship to referred person</td>
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<td>Private tenant</td>
<td>Living with parents</td>
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<td>Richmond HP</td>
<td>Owner Occupier</td>
<td>Temporary Accommodation</td>
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<td>Other (specify)</td>
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<td>If tenancy, name of landlord:</td>
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<td>Known or suspected health or mental health or substance abuse problems</td>
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<td>Other agencies already involved</td>
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<td>Brief reasons for referral</td>
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<th>Any other comments</th>
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<th>Referring agency</th>
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<tr>
<td>Name of organisation</td>
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<tr>
<td>Name of referring officer</td>
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<tr>
<td>Contact details</td>
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