

PROTECT - POLICY

GUIDANCE AND PROCEDURE – SUMMARY		
Please note this document is a summary of the Force’s Anti-Social Behaviour procedure. Full copies can be obtained via a Freedom of Information request.		
Title:	Anti-Social Behaviour	
Practice / Business Area:	Engagement & Communication	
Department Responsible:	Corporate Services	
First Published:	27/06/2016	
Last Reviewed:	09/07/2019	
Next Review Date:	July 2020	This document applies to employees of the:
Version Number:	06 (summarised)	Chief Constable
SOUTH WALES POLICE PROCEDURE OBJECTIVE:		
Our aim must be to work with all our partners to reduce anti-social behaviour to keep people safe and confident in their homes and communities.” Alun Michael, Police and Crime Commissioner for South Wales.		
GENERIC RISK ASSESSMENT:		
Risk assessment Form available.		
PROCEDURE:		
Public Service Centre On receipt of a call regarding ASB via 999 or 101 or an online report, the application of ‘Threat, Harm, Risk, Investigation, Vulnerability and Engagement’ (THRIVE) must be applied at ‘First Point of Contact’ in order to establish the content of the call/report and determine the most appropriate tactical options required to resolve the incident. Call Handlers must utilise the National Decision Model (NDM) in order for them to make appropriate and justifiable decisions at all times. It is essential that Call Handlers identify ‘Vulnerability Factors’ at all points of contact with the ‘Customer’. This will be achieved by the Call Handler utilising their investigative skills and questioning techniques and conduct the appropriate intelligence checks that relate to the Victim/Location. If a ‘Vulnerability Factor’ has been identified as being present the Call Handler must consider that factor together with content / nature of the incident being reported to determine the most appropriate response required. This allows the Call Handler the discretion to provide a response based on circumstance taking into account and satisfying the needs of both the victim and organisation.		

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Vulnerable Victim Action Plan (VVAP) - If the victim is subject of a VVAP then the Call Handler should consider providing an 'Emergency Response' to the call in the first instance. However, there may be occasions where a 'Priority' or 'Scheduled' response is appropriate. The Call Handler must record their decision making rationale accordingly.

Repeat Victim Action Plan (RVAP) - If the victim / location is subject of a RVAP then the Call Handler should consider providing an 'Emergency Response' to the call in the first instance. However, there may be occasions where a 'Priority' or 'Scheduled' response is appropriate. The Call Handler must record their decision making rationale accordingly.

Potential Vulnerable Victim (PVV) / Potential Repeat Victim (PRV) – if neither of the above action plans are already in place and if following the application of 'Threat, Harm, Risk, Investigation, Vulnerability and Engagement' (THRIVE) the victim has been identified as either a 'PVV' or 'PRV', the Call Handler will appropriately grade the incident/occurrence. The Call Handler must record their decision making rationale accordingly.

The determination of **actual** vulnerable/repeat victims will be undertaken by the ASB units.

BCU Responding Officer Role

Responding Officers attending occurrences of ASB will follow the Initial Action Standards guidance of GET OUT as follows:

- G** Go and speak to the victim/callers. If they have asked not to be visited then contact them by telephone.
- E** Examine the scene and gather evidence. Establish if a repeat or vulnerable victim.
- T** Take details of all victims, witnesses, offenders or suspects and forward relevant community intelligence.
- O** Offer advice on what to do if it happens again. Provide a reference number and your contact details.
- U** Update the Occurrence Enquiry Log (OEL) with the action you have taken.
- T** Take immediate action. Area Search Negative is not an option. Tell the victim/caller what you have done and keep them informed and updated.

If appropriate in the circumstances a formal risk assessment may be conducted.

Supervisory Sergeant Role

Supervisory Officers will examine all occurrences of ASB to ensure responding staff have completed all lines of enquiry as per the GET OUT principles and that the victim/caller has been offered relevant support measures.

Bronze Inspector Role

Bronze inspectors should be contacted by the supervisor when an occurrence relating to an identified vulnerable victim is received and escalation is considered necessary

BCU ASB Unit

The BCU ASB Unit will record details of the occurrence and actions taken which can be used for future actions.

Partnership ASB Unit Role

The Partnership ASB Units accept reports of ASB in a number of ways:

- ASB NICHE Occurrences identified via designated Saved Searches
- Receipt of ASB Referral form from OIC
- Other agencies e.g. Housing, Health Board etc.

On identifying an ASB occurrence, the Unit will:

- Examine for accuracy of information
- Ensure an ASB referral is submitted as necessary
- Ensure an admin occurrence is created for non-police agency ASB referrals
- Identify potential repeat/vulnerable victims.

The ASB Unit will use professional judgment to determine the requirement for a Repeat Victim Action Plan or a Risk Assessment, utilising the 3x3 method (three reports of ASB in three months). If a risk assessment is required the unit will either complete it themselves, or task the local NPT. Any requirement for a risk assessment should be completed within five days (from the time the task is received in the case of the NPT). If there is a need for an urgent risk assessment the ASB unit will also contact the Local Policing Inspector or deputy and make them aware of the need.

The ASB Co-ordinator should review the occurrence report on its own merit and discretion will lay with the officer to record the originator as a victim or reporter of ASB.

A “four stage” process is followed for perpetrators of ASB:

Stage 1 – First/Final Warning Letter

Stage 2 – Home Visit / Meeting at a Police Station

Stage 3 – Anti-social Behaviour Contract

Stage 4 – Civil Injunction or Community Protection Warning/Notice or Criminal Behaviour Order

This model is fluid with individuals entering the process at any stage depending on their level of offending and engagement and is based on prevention, early intervention and enforcement measures. The process seeks to provide a

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standardised and appropriate response to incidents of anti-social behaviour and all ages of perpetrator through progressive levels of intervention.

If an **ASB related Hate Crime** is identified the BCU Hate Crime Officer will be tasked who will then carry out processes in relation to 'Hate Crime'. The Hate Crime Officer and ASB Unit will liaise to ensure a joint approach to dealing with the issues.

A multi-agency **Problem Solving Group** is held every month. In the case of emergencies, a multi-agency ASB Case Review forum will be held within 24 hours.

Neighbourhood Policing Team (NPT) Role

NPT staff can become involved in ASB occurrences at any stage in the process. If NPT Officers are first to attend then the guidelines given above should be adhered to. In addition, in appropriate circumstances the NPT officer may wish to carry out a formal risk assessment at that time.

LEGISLATION & REGULATION:

- ASB Crime & Policing Act 2014 Home Office
- ASB Crime & Policing Act 2014 Summary of Tools