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| **Stage 1:**  **Your Report** |
| We will: |
| * Review whether your report meets the criteria for ASB and seek further information to help us decide what steps to take next. |
| * If your report is not considered ASB, we will explain the reasons why and offer advice that we think may help you. |
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| **Stage 2:**  **Investigation** |
| We will: |
| * Ask for the full details of any incidents and the impact it has had. |
| * Agree an action plan with you and the best means of communication. You may be asked to keep a record of further incidents. |
| * Try to gain more evidence from others, such as neighbours or other agencies. |
| * Speak to the alleged perpetrator to hear their side of events. |
| * Update you as much as possible. \* |
| \*Due to UK privacy laws, we may need to keep some information confidential |

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| **Stage 4:**  **Monitor Results** |
| We will: |
| * Communicate with you regularly to see if the actions taken have helped improve the situation or whether further actions may be required. |
| * Regularly monitor the action we have taken to see if it improves the situation. |
| **You need to:**  Let us know if there are any further incidents of ASB so we can review our actions. |
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| **Stage 5:**  **Case Closure** |
| We will: |
| * Discuss your case with you and take your views on board when deciding whether to close the case. |
| * Ask for feedback to help us see what has worked well and look to improve our service. |
| * Provide details of our complaints process if you’re unhappy with the outcome of the case or how it has been managed. |
| **You need to:**  Let us know if there are any further incidents so we can reinvestigate. |
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| **Stage 3:**  **Action** |
| We will: |
| * Decide whether we have enough evidence to pursue the case. If it’s not possible to act, we will explain why. |
| * Help you speak to the other party if this may benefit the case. |
| * Consider the best action to take based on the evidence. Some perpetrators are vulnerable and/or have support needs, supporting them may help reduce the problem behaviour. |
| * Refer your case to the Police or other Council departments if we do not have the legal powers to assist you. |
| * Pursue legal action if all other options have failed |
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