Appendix 1: Initial CCC ASB screening questions/prompt

The checklist is intended to act as a guide to decision making when determining the level of response that is required for ASB - which is defined as acting in a manner that caused or was likely to cause harassment, alarm or distress to persons not of the same household as the caller/victim.

Vulnerability/Repeat Caller and or Victim:
Consider is the person is susceptible to physically, emotionally, or mentally hurt influenced or attacked are they a repeat caller or victim of anti social behaviour which is affecting their quality of life or are they intimidated by the activity

1
Has anything like this happened before
If Yes commence steps 1 - 6 and Consider Vulnerability

2
Have you spoken to police before about this matter or any other matter relating to ASB (either by phone or direct to a police officer or station office)
If Yes commence steps 1 - 6 and Consider Vulnerability

3
If so when
Commence steps 1 - 6.

4
Have you sought help from anyone else about this (Council, BT, Financial Body, CAB, Samaritans etc)
If Yes commence steps 1 - 6 and Consider Vulnerability

Step 1 Set Response appropriate to repeat victim status
Step 2 Prioritise actions according to vulnerability
Step 3 Categories identifying callers Vulnerability and Repeat caller status
Step 4 Make use of CRP - Possible matches/duplicates - LBC etc
Place on incident record as applicable -
IBOS please note this caller has been categorised as vulnerable OR
Step 6 IBOS please note this caller has been categorised as a repeat caller / and / or repeat victim.
AND -
IBO to prioritise intelligence checks - ensure SNT are informed and take appropriate action.
Step 7 Pass to the Borough for assignment / deployment