

## **Appendix 2: Borough case studies**

### **Case study 1**

Police were called to address A and identified an ongoing harassment of neighbours by person B. The callers stated that B had been causing them problems for some time with loud music but police/partners were unaware of any incidents relating to this. She was causing ASB that was directly impacting on their quality of life. Response team officers dealt with the initial call of the harassment and in line with pilot guidance completed a risk assessment and intelligence reports concerning person B. As a result of the assessment this identified the case as being high risk and a CRIS report was completed. The case was passed to the local SN team who followed up the report and completed further research. As a result B was also identified as a regular “nuisance/hoax” caller to the 999 system (calling on a regular basis for a number of different issues). Jointly the Safer neighbourhood team and ASB unit from the council visited B, and identified a key issue of alcohol usage by B due bereavement some years before. Environmental Health also warned B about harassing the initial caller by playing loud music. As a result of these interventions and the assessment of vulnerability B was referred to the local Joint Agency ASB group (ASBAG) and as a result was provided with bereavement counselling as well as alcohol counselling through “Compass”.

Since being referred, the MPS has received no further calls about her behaviour, unnecessary use of the 999 system has ceased, the original callers have been subject to no further ASB and quality of life has improved for all parties including person B.

### **Case Study 2**

SN staff spoke to family C in relation to an ASB issue they had reported. This related to the callers son being harassed and subject to ASB from neighbours due to, amongst other things, his mothers disabilities. In line with pilot guidance the victims were subject to a vulnerability assessment. During this it was identified that the callers had been subject to this ongoing ASB for nearly 4 years but local agencies, including police, had limited knowledge of these events. They were assessed to be at high risk and therefore managed as per the pilot guidelines. Following the initial police response the family were engaged and supported by Victim Support and they received welfare visits from the local SN team. The case was managed through the borough partnership processes and as a result the local housing provider was able to offer an emergency move to the victims (due to information/advice from the incident case conference).As a result, partnership evidence was collated and an ASBO applied for against the families neighbour. This was granted through the courts. Local partners continue to monitor the case and provide relevant support to the victims and currently the family are now reported to be happy and the ASB has ceased.

### **Case Study 3**

Caller D spoke with her local SN team and stated she was suffering ASB from local children playing outside her flat including hearing the children making anti-semetic remarks. In line with guidance the victim was assessed and identified as vulnerable/high risk. Amongst other issues, the victim suffers from mental health problems. The victim resides within a private housing development, but right of way is given to other local residents to access a car parking area. The children playing outside the victim's flat did not reside. Following initial contact with the police this was passed to the local SN team who linked in with the local authority to ensure a partnership approach by the local police ASB team. The community safety co-ordinator and ASB officer visited the victim, discussed Victim Support Services and the victim identified the support services she was already engaged with.

They then liaised further with the local SN team as well as the property agent. The caller was provided with weekly updates. The local CSU assessed the case and it was agreed that the SN team should speak to the mother of alleged perpetrators about their behaviour and racist remarks (they are under 10 years old). This was done. The housing provider for the subject and SNT attempted to organise mediation between the two parties. This matter was further raised and discussed at the local ASBAG. The local SN maintained regular contact with the caller and organized mediation between the victim, her partner and the subject's family. Subsequently there have been no further incidents, the victim has not made any further allegations against the subjects and quality of life issues have been addressed.