

# ANTISOCIAL BEHAVIOUR (ASB) VICTIM JOURNEY



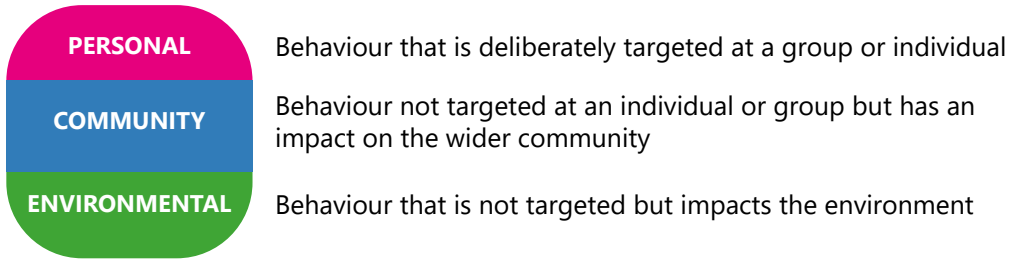
# Reports of antisocial behaviour (ASB)

If you report an incident of antisocial behaviour to the police (by calling 101, 999 or submitting a report on the Thames Valley Police website) an occurrence will be created at this stage and a reference number provided to the victim via text message and/or email as well as a link to access the victims portal and details of available support. A reminder message is also sent for the following 3 days.

Where the report doesn't require an immediate response, it will flow through to either the Assessment Investigation Unit or Neighbourhood Teams to respond.



Antisocial behaviour can be split into one of three categories:



All personal cases that do not require an immediate response will be sent to Assessment and Investigation Unit where an officer will aim to make contact with the victim via telephone within 24 hours to complete an ASB Risk Assessment. Jobs are dealt with in order of priority, and so high risk cases will be dealt with first. ASB risk assessments will be completed throughout the investigation by your investigating officer.

All community and environmental cases that do not require an immediate response will be sent to local Neighbourhood Police Teams for action and contact with the victim.

## ► First contact with the victim

When the investigating officer first makes contact with the victim to review details of the crime, discussions may include (but not limited to):

- **CCTV** – do you have any video footage, what does it show, are the images clear and if it shows the full offence. Confirmation of email address for a DEMS link to be sent to
- **Suspect** – confirm names and how they have been identified
- **Witnesses** – confirm names, contact details and what they saw
- **Crime journey** – explain how they can support the investigation by returning CCTV, ID sought process, evidential limitation, crime prevention advice

## ► Investigation stage

For all cases of ASB, the investigating officer will make regular contact with the victim throughout the investigation process and work in partnership with agencies to problem solve the issues in a robust and timely manner. All victims can check the Victims Portal for any updates throughout the investigation process.

For cases where a crime has been identified, the investigating officer will agree a Victim Contact Contract whereby the victim will agree how and how often they will be updated on their case. This includes a Victims Needs Assessment which considers any additional support needs. A Sergeant will review the case every 28 days and an Inspector will review the case every 90 days.

For cases where no crime has been identified but ASB is prevalent an officer will make contact with the victim and discuss potential responses and outcomes.

## ► Outcomes

If a crime **has been identified** within the report of ASB, officers will complete an investigation and take proportionate action in accordance with the evidence available and the severity of the crime. This may include:

- Fine
- Arrest
- Community resolution
- Caution
- Formal charge
- Criminal Behaviour Order

**No further action** – sometimes there is insufficient evidence to progress a case and no further action can be taken. Even in this scenario, officers will offer advice and signpost to support.

If a crime **has not been identified** within the report of ASB, officers (alongside partner agencies) will utilise the appropriate tools and powers to resolve the issue, where evidence allows. These tools and powers may include:

- Acceptable Behaviour Contracts (ABCs)
- Community Protection Warning and Notices (CPW/N)
- Closure orders
- Disposal orders
- Mediation
- No further action
- Civil Injunction

# ASB case review

The case review empowers repeat victims of antisocial behaviour to ask for a review of the actions both police and partner agencies have taken to resolve their concerns.

If you are dissatisfied with how agencies have dealt with your case of ASB you can apply for an ASB Case Review. The ASB Case Review empowers repeat victims of antisocial behaviour to ask for a review of the actions partner agencies have taken to resolve their concerns.

To apply you will:

- require three or more qualifying complaints about the same issue within six months
- need to meet local authority criteria

The ASB case review can be made by a person on behalf of the victim. This person must know details of the incidents. They must act with the victim's consent. The person might include a family member, friend, carer, councillor, Member of Parliament, or other professional.

Further details and links to all the council websites where you can apply can be found by visiting: [www.thamesvalley.police.uk/advice/advice-and-information/asb/sf/asb-case-review/](http://www.thamesvalley.police.uk/advice/advice-and-information/asb/sf/asb-case-review/)



## ► About us

For further information about the PCC's Police and Crime Plan (2024 - 2029), please visit our website at [www.thamesvalley-pcc.gov.uk](http://www.thamesvalley-pcc.gov.uk).

For further information about the PCC, his Police and Crime Plan, or how you can get involved please get in touch using the contact details below:

Email: [pcc@thamesvalley.police.uk](mailto:pcc@thamesvalley.police.uk)

**Write to us:** Office of the Police and Crime Commissioner,  
The Farmhouse, Force Headquarters, Oxford Road,  
Kidlington, Oxon, OX5 2NX

Facebook: <https://www.facebook.com/tvopcc>

Instagram: <https://www.instagram.com/tvopcc>

LinkedIn: <https://www.linkedin.com/company/tvopcc>

X: [https://x.com/TV\\_PCC](https://x.com/TV_PCC)

