

ASB Case Review Guide

Designed for victims of anti-social behaviour

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An overview of the ASB Case Review process

The ASB Case Review process

The ASB Case Review, formerly known as the Community Trigger, is an effective tool to problem solve anti-social behaviour (ASB). The ASB Case Review is a multi-agency case review which involves various agencies (e.g. local police, local authority, housing provider, NHS). An ASB Case Review is NOT a complaints procedure, but an opportunity for an independent review to be held to see what, if anything else, can be done to resolve the anti-social behaviour.

The threshold for an ASB Case Review

An application for an ASB Case Review must meet the 'threshold' which is considered **at least three incidents of ASB reported within a six-month period**. Each incident must be **reported within one month of them occurring**. These incidents must have been reported to either the same organisation or a mixture of reports to either police, local authority or housing, as long as the reports relate to separate/different incidents and the same single report is not made to three different agencies.

Some local authorities will have additional threshold criteria e.g. your case must be closed, or the investigation is still ongoing.

However, it is important that agencies assess the level of harm/potential harm that you are experiencing.



Example of threshold being met:

Incident 1: Took place on 11/10/2024, reported to police on 13/10/2024 – neighbour played very loud music from 11pm until 3am. When trying to speak to the neighbour, they reacted aggressively.

Incident 2: Took place 09/11/2024, reported to housing provider on 10/11/2024 – neighbour had group of visitors round and played loud music from 2pm until 11pm.

Incident 3: Took place 20/12/2024, reported to housing provider on 20/12/2024 – neighbour played loud music from 4pm until 1am.

Why it met the threshold criteria:

- At least 3 incidents happened within a six-month period.
- All incidents were reported within a month of them taking place.
- All incidents were reported to a local agency i.e. housing provider and police.
- The local authority did not have any additional criteria.

How to apply for an ASB Case Review

Usually, an ASB Case Review application is submitted via your local authority. However, in some areas it may be submitted through other agencies such as the Police and Crime Commissioner's office.

Our website also has an [ASB Case Review directory](#) where you can find the relevant local link to apply for an ASB Case Review.

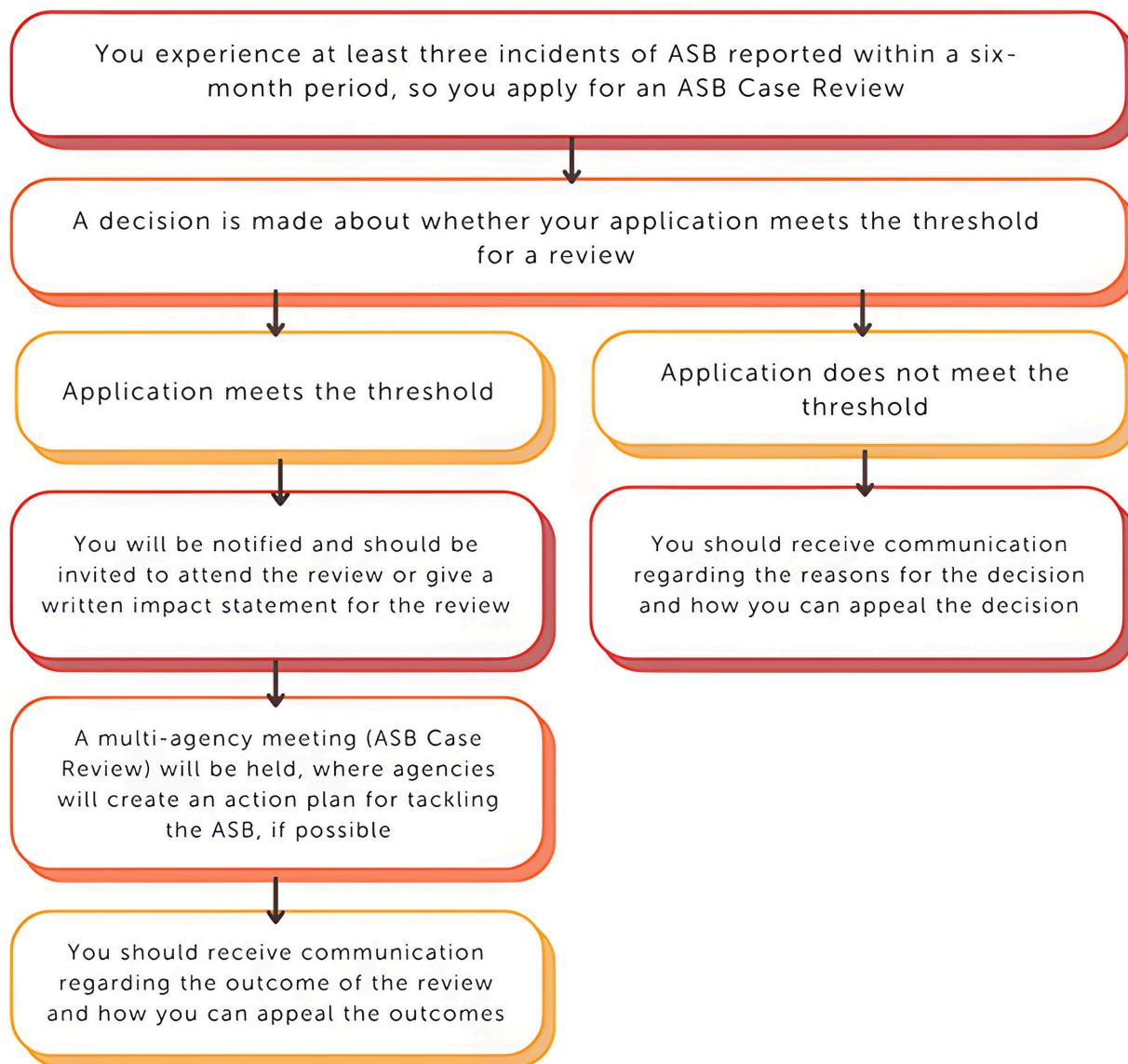
How to appeal the outcome/decision of an ASB Case Review

You can make an appeal following the confirmation that the threshold has not been met or the case review has been completed. It is important to check your local appeal timeframe as this will be within a set number of days.

You can submit an appeal if you are dissatisfied with the way your ASB Case Review was carried out, or with the decision on whether your application met the threshold.

Visit the [appeals section](#) of this pack to find out more about the appeals process.

Flowchart of the ASB Case Review process



Applying for an ASB Case Review

What to expect

When visiting the lead agencies' (the agency that leads on the ASB Case Review process) webpage on the ASB Case Review, you should see instructions on how you can request one. See this example from Elmbridge Borough Council below:

Please note, not all application forms are identical – different areas will have different forms

How to request an ASB case review

To request an ASB case review, you need to provide details of 3 separate incidents of ASB that you have reported, or the names of 5 other people who have reported the same incident and your name and contact details.

Complete an ASB case review request (formerly known as
Community Trigger)



Victim information

First, you may be asked for your personal information:

Victim contact details

Important: If you are completing this form on behalf of the victim, please provide their details below:

First Name *

Last Name *

Date of Birth *

Which District/Borough do you live in? *

Address

Telephone Number *

Mobile Number

Email Address *

The incidents

In most cases, you will be asked for the details of three relevant incidents that would meet the threshold for an ASB Case Review:

Incident One:

Date: *

Do you think the behaviour was Hate related?

What happened? *

Where did it take place?

How has it affected you?

Who did you report it to? *

Were you given a reference number? If yes, what is it?

What response did you get to this first report?

If you have any difficulties filling out an online form, you should let the lead agency know and they should provide an alternative method for you to apply.



Support available during the process

Before we explore what to expect during the ASB Case Review process, we feel it imperative to discuss support available to victims first.

By the time someone meets the threshold for an ASB Case Review, they have already experienced multiple incidents of anti-social behaviour. This takes a toll on mental and/or physical well-being. Therefore, it is vital that individuals have access to support services to ensure their health is protected as much as possible

Victim support services (PCC commissioned)

Our website details the victim services available to victims in different areas across England and Wales which are commissioned by local Police and Crime Commissioners (PCCs).

Visit our victim service directory [here](#).

However, there may be other services available to victims beyond those commissioned by their PCC.

ASB specific services

Victim Support – Victim Support is experienced in supporting individuals who have experienced anti-social behaviour.

ASB Help – Here at ASB Help, we can provide personalised advice and answer questions you may have about the ASB Case Review process.

Neighbourhood Watch Scheme – Your local Neighbourhood Watch Scheme is likely to have experience with anti-social behaviour. Although they may not be able to support you specifically with the ASB Case Review process, it may be useful to link in with local residents who can provide listening support, potentially helping to reduce feelings of isolation.

Emotional and mental health support

[Samaritans](#) - 24/7 listening support for anyone in distress (116 123).

[Mind](#) - Mental health advice and local support services.

[Shout](#) - 24/7 text support for anyone struggling to cope (text SHOUT to 85258).

[NHS 111/GP](#) - Mental health advice and access to local support pathways.

Advocacy services

[Independent Victim Advocates \(IVAs\)](#) – Available in some local areas to support those experiencing severe or long-term ASB.

[Citizens Advice](#) – Legal, housing, and rights-based advice, including dealing with agencies and complaints.

Tips for coping

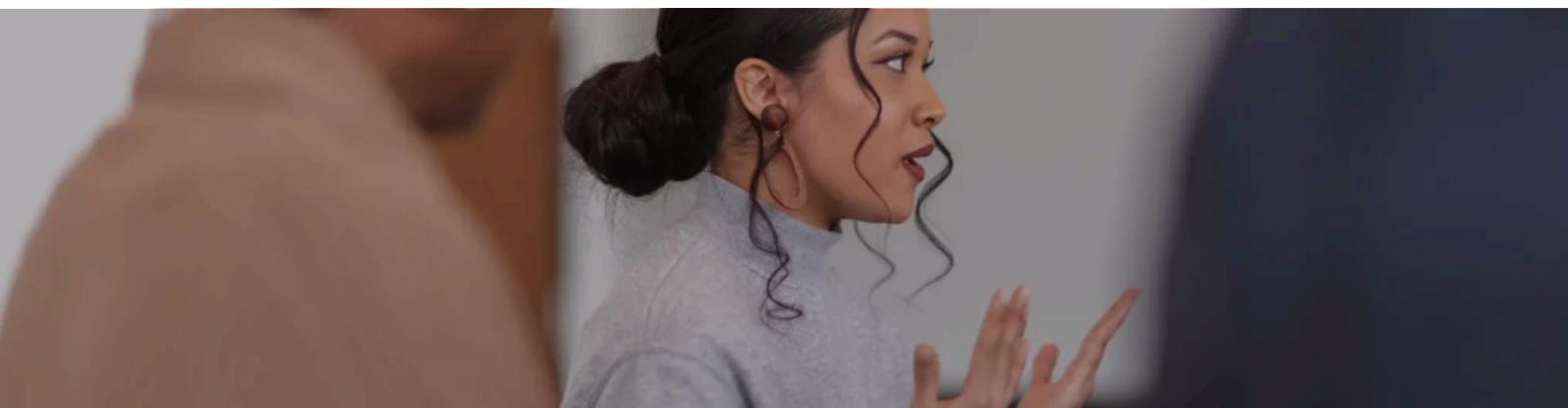
Experiencing anti-social behaviour and going through the ASB Case Review process may trigger different feelings like anxiety, fear and stress. There are many resources online around building resilience and coping with stress.

Below are some links to a few webpages with guides on managing anxiety and stress which we think may be useful:

[Mind](#) - [Managing stress and building resilience](#)

[Mental Health Foundation](#) – [How to manage and reduce stress](#)

[NHS Inform](#) – [Anxiety self-help guide](#)



How to prepare for the review

What to expect at the review

Whether you're attending online or in-person, there are a few things you can expect to happen:

- You should be invited to provide a written/verbal victim impact statement (more on this below).
- You will only be able to attend a portion of the review, not the whole meeting. This is because practitioners are likely to discuss the perpetrator and their personal information, which they cannot discuss with victims due to GDPR.

Preparing a victim impact statement

We receive enquiries from victims who have an ASB Case Review coming up and ask, "what should I include in my victim impact statement?"

Ultimately, the victim impact statement is a chance for you to help practitioners understand the cumulative impact that this ASB has had on you, your family, your life and/or your community.

It's important to know - agencies involved in your review will already have access to background information about the incidents themselves (these are often shared as "pre-reads"). This means that you don't need to use your statement time to describe what happened in detail again.

Instead, you can focus on how the anti-social behaviour has affected you and your day-to-day life.



You might want to think about:

- How it has made you feel emotionally (for example, stress, anxiety, fear, or loss of confidence)
- Any physical effects (such as sleep problems, health impacts, or changes to your routine)
- Any financial or practical consequences (for example, damage, extra costs, or needing to move or make changes to your home)

Your statement is your opportunity to help the panel understand the real impact this behaviour has had on you, so they can make sure your experiences are properly taken into account.

It's also important to note that some areas will ask victims to prepare a list of questions they would like to ask at the review.



"At the ASB Case Review, me and my partner provided a victim impact statement explaining the impact that the situation had on our health and well-being. There were about 20 different practitioners at the review. They finally listened.

Thankfully, there were changes after a few days. Our neighbour was relocated to a home which would better meet her care needs."

Victim input



"I was a victim of ASB and taking part of this process changed my life, I provided the victim impact statement, and I was able to read it, and I was listened to, and the outcome was positive for me."

Victim input

What to consider post-review

Understanding the action plan

What is an action plan?

An action plan from an ASB Case Review is a written record of what agencies have agreed to do in response to the victim's ongoing anti-social behaviour concerns.

It outlines the specific steps that each organisation will take to reduce the ASB and support the victim, along with who is responsible for each action and the timescales for completing them.

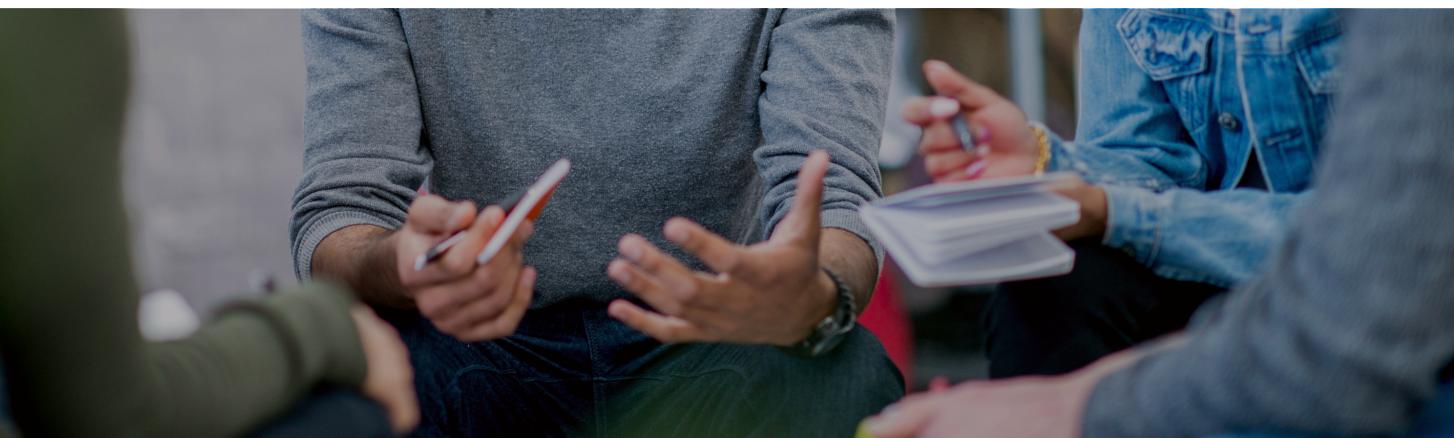
The plan should focus on harm, safety, and prevention, and it must be monitored regularly by the relevant agencies to ensure progress is being made. It is shared with the victim so they understand what will happen next and who to contact if things don't improve.

How long does it take for the actions to be implemented?

The timescales for completing actions agreed during an ASB Case Review can vary, and some steps may take longer than others.

This is often due to factors outside the control of individual officers, such as legal departments reviewing evidence, court availability, partner agencies needing to coordinate their input, or the need for additional assessments or information. While agencies should keep you updated throughout, it's normal for some actions to take several weeks or even months depending on the complexity of the case.

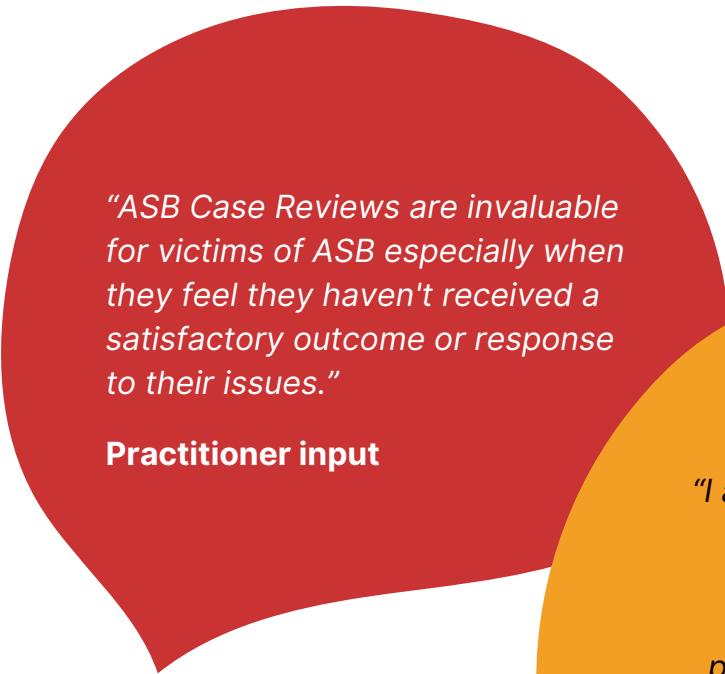
What's most important is that you receive clear communication about progress and any changes to expected timeframes.



What should I do if progression stalls?

If you feel that actions are not being implemented as agreed in the ASB Case Review, there are a few options available to you:

- Contact the lead agency, or your single point of contact to request an update and ask for clarification on delays or changes.
- If communication still remains unclear – you can submit a complaint to the lead agency and/or agencies involved to highlight that the action plan is not being followed.
- If this does not help address your concerns, you can then contact external Ombudsman (e.g. Local Government Ombudsman/Housing Ombudsman/Independent Office for Police Conduct) to investigate your complaint.
- You can also request a new ASB Case Review on the grounds that the action plan from the initial review was ineffective/not implemented and if you meet the threshold again with further incidents.



"ASB Case Reviews are invaluable for victims of ASB especially when they feel they haven't received a satisfactory outcome or response to their issues."

Practitioner input



"I agree it is extremely useful especially for the victims that don't feel heard or supported. Helps encourage services to look at different tools that may have previously been dismissed. Brings service providers together and encourages disclosure of information where appropriate."

Practitioner input

Appeals and complaints

If you are unhappy with the way your application for an ASB Case Review has been managed, or the way in which the Case Review itself was carried out, you have the right to appeal.

Who manages ASB Case Review appeals?

ASB Case Review appeals are often overseen by your local Police and Crime Commissioner (PCC), Mayor of Policing and Crime (MOPAC) or Community Safety Partnership.

How long do I have to appeal?

Usually, the appeal must be received within 28 days of the date you were notified of the decision or outcome you are appealing. However, there may be a different deadline in your area, so check with the lead agency about timescales.

On what grounds can I appeal?

According to legislation, you can make an appeal if you are dissatisfied with:

- The decision by the relevant bodies on whether the threshold for a case review was met.
- The way in which the case review has been carried out by relevant bodies.



What are some examples of why victims appeal?

Victims might submit an appeal because:

- Their application was declined on the basis that the threshold was not met, but they believe it does meet the threshold.
- The reason given for declining their application is a threshold caveat not listed publicly e.g. they were declined due to their case still being open, but this criterion is not listed on the agency's website, so they were unaware of this threshold criteria.
- They believe evidence was missed at the review.
- They weren't invited to attend the review or give a victim impact statement.
- Relevant agencies did not attend/were not invited and they felt this was important for the review.

What grounds can I NOT appeal on?

You cannot appeal an outcome of an ASB Case Review because you are unhappy with the action plan proposed e.g. if you are unhappy that agencies have decided not to seek eviction of an individual or group.



Example appeals request

Below is an example of a request for an appeal:

[Your Name]
[Your Address]
[Your Contact Number]
[Your Email Address]
[Date]

To:

[Appeals lead e.g. Police and Crime Commissioner]
[Insert address of appeals lead]

Dear [Lead name],

I am writing to formally request a review of the decision made in relation to my ASB Case Review (Community Trigger) application.

- My ASB Case Review application was submitted on: [Insert date of application]
- The Case Review meeting took place on (if applicable): [Insert date of meeting]
- I was notified of the outcome/threshold decision on: [Insert date you received the outcome/decision]

I would like to appeal this decision on the following grounds:

I believe the threshold decision was incorrect

[Insert dates and brief description of reports and why you feel this meets the threshold e.g. does it cause significant harassment, alarm and/or distress to warrant a review?]

OR

I believe the review did not properly consider all the information/evidence

[Explain what was missed and how it affected the outcome]

[Explain in your own words why you feel the decision/process was unfair or flawed, and what outcome you hope for - e.g. a new review, more support, further action by agencies.]

I would appreciate a response confirming receipt of this appeal and outlining the next steps. If you require any further information or documents, please let me know.

Thank you for your time and for considering this appeal.

Yours sincerely,

[Your Name]

Important to note

We understand that experiencing anti-social behaviour can be deeply distressing and exhausting. It's completely natural to feel frustrated, especially if you feel that the agencies involved haven't fully understood or supported you. Your feelings are valid. At the same time, we encourage you to engage with professionals in a calm and respectful way wherever possible. Keeping communication constructive can reduce the risk of creating additional barriers and ensure that your concerns are heard and acted upon more effectively. You're entitled to support and staying focused on the outcome you need can help you get there.



"And then it was just like, a light switch being switched on. We documented six or eight incidents, in a fairly short space of time. We added to those other incidents that occurred historically. Suddenly we got ourselves an ASB Case Review and, like I said, then all of a sudden we had a voice, and it was amazing.

An awful lot of work then had to go in post that, but that fundamentally was the critical first step. So, making people aware of the ASB Case Review is critical because it's the gateway - it's the starting point to everything."

Victim input

Understanding key terms

The ASB Case Review process can sometimes involve language that feels unfamiliar or confusing, especially if you're navigating it for the first time. This section breaks down common terms and phrases into simple, easy-to-understand explanations. Our aim is to help you feel more confident when engaging with professionals or reading through documents related to your case.

ASB, Crime and Policing Act (2014)

The law that introduced the ASB Case Review. The Act gives victims a legal right to a multi-agency reassessment when problems persist and they feel not enough has been done.

Civil burden of proof

The standard of proof required in civil or non-criminal cases, including many ASB-related proceedings. It means that a fact or allegation must be proven to be "more likely than not" (i.e., over 50% likelihood), which is a lower threshold than in criminal cases.

Complaint/Qualifying Complaint

The legislation refers to 'complaints' made when discussing the threshold for an ASB Case Review. 'Complaint' actually refers to reports made, rather than formal complaints made through an agency's complaints procedure. The ASB Case Review is not a complaints procedure and does not handle complaints about failures made by local agencies.

Criminal burden of proof

The standard of proof required in criminal cases. To secure a conviction, the prosecution must prove the case "beyond reasonable doubt," which is a much higher standard than in civil cases. This ensures that no one is convicted unless the evidence leaves the court firmly convinced of their guilt.

GDPR (General Data Protection Regulation)

A law that sets out how personal information must be collected, stored, and used. GDPR ensures that individuals' data is kept secure, used fairly, and shared only when necessary, giving people rights over their own information. It applies to all organisations handling personal data, including agencies involved in ASB cases. This is why you cannot have access to information about the alleged perpetrator.

Multi-agency working/partnership

This refers to when different organisations, such as the police, local authorities, housing providers, and support services, work together e.g. to address anti-social behaviour. This approach allows agencies to provide more effective support to victims.

Relevant bodies

'Relevant bodies' refers to organisations that must have an ASB Case Review procedure in place. Relevant bodies work together to review the case, share information, and agree on actions to address the behaviour and support the victim.

Safeguarding

The measures and actions taken to protect people's health, wellbeing, and human rights, ensuring they are safe from harm, abuse, or neglect. In the context of ASB, safeguarding can mean agencies must take steps to protect vulnerable victims and prevent further harm.

Statutory guidance

Advice and instructions issued by the government that organisations must have regard to when delivering services. While not the law itself, statutory guidance explains how agencies are expected to interpret and apply legislation - such as the ASB Case Review - to ensure consistent and victim-focused practice.

You can find the statutory guidance for the ASB Case Review [here \(section 1.1\)](#).

Tools and powers

There are various tools and powers available to practitioners when deciding how to address anti-social behaviour. You can find information on the different types of tools and powers on our [Practitioner's Hub](#).



Useful resources

Real victim experiences of the ASB Case Review

We appreciate when victims tell us about their experience of the ASB case Review. This helps us to champion the victim's voice when we liaise with government agencies like the Home Office. We have found that when best practices (e.g. independent chair, single point of contact) are used by agencies, victims have a more positive experience of the ASB Case Review process.

First-hand experience of an ASB Case Review

You can also read our interview with a victim who accessed an ASB Case Review due to a disruptive neighbour with complex needs [here](#)

Explainer video of the ASB Case Review

The Office for the Police and Crime Commissioner for Gloucestershire have a [useful video explaining the ASB Case Review process](#).

Other useful links

Here is a list of other useful links we think will help pre/post ASB Case Review:

Neighbourhood Watch - [Guide to recognising, recording and reporting ASB](#)

ASB Help - [Tips for evidence collection](#)