Wolverhampton ASB Case Review – Process Map

ASB Case Review request received.
Written acknowledgement sent to applicant within 3 working days from receipt.

Neighbourhood Safety Co-ordinator (NSC) contacts agencies to obtain relevant information. NSC reviews the information and determines whether the threshold has been met.
Initial scrutiny carried out within 10 working days from receipt of review request.

The threshold is not met. NSC writes to advise the applicant. **Written response sent out within 12 working days from receipt of panel request.**

The threshold is met. NSC writes to advise the applicant about what will now happen. They will be advised that it is hoped to complete the review within 15 working days from receipt of review request – if this is not possible, they will be advised. **Written response sent out within 12 working days from receipt of review request.**

Right of appeal The applicant may appeal against this decision by contacting the Community Safety Team **20 working days from receipt of response.**

NSC convenes the panel to carry out the review. **Panel meeting to be convened within 15 working days from receipt of review request. Where appropriate, NSC to invite applicant or representative to the review. NSC to provide report on findings to panel members 1 working days before meeting.**

It is the responsibility of each organisation involved in the review to ensure that staff whose work is subject of the review are advised and supported.

Review panel meets. Those organisations being reviewed must attend. Outcomes and recommendations agreed by panel.

NSC writes to applicant to advise them of the outcomes of the review and any recommendations made. **Applicant written to within 5 working days following panel meeting.**

NSC writes to the agencies involved informing them of the outcomes of the review and any recommendations made. **Agencies written to within 5 working days following panel meeting.**

Publishing Results
The NSC will update the City of Wolverhampton Council website annually with the following information.
- Number of reviews requested.
- Number of reviews not meeting the threshold.
- Number of reviews meeting the threshold.
- Number of recommendations made.