

↓ Procedure for Beggars

Initial complaint received (Telephone, Report It, Email, in person)

BST to find out as much information as possible ie; are they known, if not, take full descriptions, what has happened, where, when, what was said to the complainant, have they any receptacles/containers/cupped hands, how did it make you feel, have they any photographs, are they willing to make a statement

BST to create uniform record and allocate to ASB Officer

ASB officer to carry out a visit and complete a letter of concern (LOC) finding out as much information as possible, who they are, are they known to services, what support are they in receipt of, what support do they need, are they accommodated, are there safeguarding issues/mental health, risk factors, are they involved in crime, advise them that begging is illegal, and what could happen if they continue, refer on to services

At this point it's about building up a relationship with the individual, engaging with them, trying to support them into positive activities. **If they refuse to sign, please note on form*

Second complaint received – BST to update the uniform record and inform ASB officer (again gathering as much information as possible)

Crime/Intel
Report to
Police

Drug & Alcohol
Refer to
CGL

Homeless
Refer to P3

Individual continues to engage in ASB & Crime and not engage with support services

ASB officer to carry out a second visit and complete a Final warning letter (FW) finding out as much further information as possible and again advising the individual that begging is illegal, and what could happen if they continue in this negative way.

Again this is about engaging with the individual but also informing them of the consequences of their behaviour if they continue to beg. **If they refuse to sign, please note on form*

Individual continues to engage in ASB & Crime and not engage with support services

Further complaints received – BST to update uniform and ASB officer

Submit a request for information from the police (CADA)

****if at any point the individual is involved in Criminal activity, and the behaviour is too serious for an injunction consider a Criminal Behaviour Order (CBO)***

ASB officer to update partners at Street People and agree action to be taken