FREE DEMONSTRATION / 20 MINUTES

# Five gaps that stop an ASB case progressing

A self-guided discussion for housing and community safety teams. Use only the fictional scenario below. No sign-up is required.

## Minutes 0-3 | Read the scenario

A fictional housing file contains six reports about intimidation in a shared entrance. Three officers have added notes. One report mentions a direct threat; potential footage has not been reviewed; the resident says they avoid the entrance. No current action owner or review date is recorded.

## Minutes 3-13 | Discuss the five gaps

| Check | Questions for the team |
|---|---|
| 1. Harm and impact | What is being reported? What effect is described? Separate the account from verified findings. |
| 2. Chronology | Can you follow incidents, actions and outcomes? Distinguish the incident date from the reporting date. |
| 3. Evidence confidence | What supports each point? What is missing, disputed or only potentially available? |
| 4. Current risk reasoning | What has changed? Could new information require urgent action under local procedures? |
| 5. Ownership and review | Who does the next action? When will it be reviewed? How will the resident be updated? |

## Minutes 13-18 | Choose three next questions

Identify the most important uncertainty, who should resolve it and when the team should review the answer. Avoid jumping straight from an allegation to an enforcement decision.

## Minutes 18-20 | Choose one improvement

Agree one change to how the team records evidence, risk reasoning or action ownership. Use the worksheet on the next page.

FICTIONAL CASE DISCUSSION / TEAM WORKSHEET

# Make the next step clear

## The most important uncertainty in this fictional file

_____

## Who should clarify it, and what information is needed?

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## Current risk question and relevant local procedure

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## Next action, owner and review point

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## One improvement we will try in our own recording practice

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Facilitator prompt: a useful closing note states what is known, what remains unclear, the current risk reasoning, the next action, its owner and the review point.

Learning exercise only. It is not a live assessment, legal advice or a prescribed response. Explore practical team learning.