EIRENA / FREE PRACTICE CHECKLIST

10 checks before closing an ASB case

A practical prompt for housing and community safety teams. Use alongside your organisation's current ASB policy and safeguarding procedures.

01 Refresh the risk assessment

Consider new incidents, threats, retaliation, vulnerability and changes in circumstances. Record why the current judgement remains appropriate.

02 Hear the affected person

Record their account, the impact on daily life, any support needs and their view of the proposed closure.

03 Check the incident chronology

Confirm dates, sources, actions and outcomes. Distinguish reported allegations from independently supported findings.

04 Review the evidence

Identify what was obtained, what it supports, conflicting accounts and any important evidence that remains outstanding.

05 Review the response

Explain what interventions were tried, their effect and whether proportionate alternatives need consideration.

Case closure: decision and follow-through

06 Check safeguarding and support

Confirm that concerns were referred through the appropriate route and that outstanding responsibilities have an owner.

07 Resolve outstanding actions

Check commitments, partner updates and deadlines. Explain any unfinished action rather than silently closing it.

08 Explain the closure decision

Set out the rationale against the organisation's current policy, including any required manager review or approval.

09 Communicate next steps

Explain the outcome, how further incidents can be reported and relevant review or complaint routes under local policy.

10 Preserve the record

Store the assessment, decision and communication securely under the organisation's access and retention arrangements.

A checklist supports a reasoned decision; it does not authorise closure or replace professional judgement or legal advice.

Need an independent view?

Ask Eirena about an ASB Case Health Check or a practical team learning session. Please send an initial enquiry only; agree a secure transfer route before sharing case records.