



Putting Victims First

Community Trigger Framework

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INTRODUCTION

What is a Community Trigger?

The Community Trigger (CT) is introduced by the Anti-Social Behaviour Crime and Policing Act 2014. **It gives victims and communities the right to request a review of their anti-social behaviour complaints and brings agencies together to take a joined up, problem solving approach to find a solution.** If a CT submission meets the defined threshold, a case review will be undertaken by the local Community Safety Partnership (CSP). Agencies will share information, review what action has been taken and decide whether additional actions are possible.

Who can use the Community Trigger?

- A victim of Anti-Social Behaviour (ASB) or another person acting on behalf of the victim such as a carer or family member, MP or councillor or professional person.
- The victim could be an individual, a business or a community group.

Purpose:

- To provide a high level multi-agency case review panel for ASB cases (once the threshold is met).
- Provide victims and witnesses of ASB with a comprehensive action plan for how the ASB will be addressed.

What is not suitable for the Community Trigger?

- If someone has reported ASB and been given a timescale for response, which has not expired. They will be advised to contact the agency they are working with to discuss what is happening.
- If someone has reported ASB and received a service but they are unhappy with the conduct of a particular agency. They will be advised to submit a complaint under the agency's complaints procedures.

What will happen?

- If the CT threshold is met a referral will be made to the relevant local who will ensure engagement by those agencies to whom the ASB reports have been made.
- The Case Manager will review the case and consider how the problem could be resolved.
- A response will be sent to the victim detailing what will happen and providing an action plan explaining how the organisations involved will attempt to resolve the ASB.
- If a CT involves ASB that is particularly complex and challenging to address, CSPs may consider including a peer review by a neighbouring CSP as part of the process.
- The Office of the Police and Crime Commissioner will provide a route for victims to query the decision on whether the threshold was met or the way a CT review was carried out, if they remain unhappy following the Community Safety Partnership's response

The process for Bassetlaw, Newark & Sherwood (BNS):

- There is a Single Point Of Contact (SPOC) in each district/borough for all submissions. For BNS this is the District Council Community Safety Manager.
- The Relevant local authority will respond to victim confirming receipt of the CT within 3 working days and outline the timescales for an response, which will not exceed 25 working days from receipt of the CT.
- An initial assessment of a CT submission and risk assessment of victim to establish vulnerability will be carried out, to be undertaken by District Council Community Safety Manager, Neighbourhood Inspector and relevant Social Landlord (if appropriate).
- A decision to accept or reject a CT will be fed back to the victim by SPOC, with a clear explanation of the reason for the decision.

- If the CT meets the Threshold, the relevant authorities will review the CT and agree an action plan to address the outstanding ASB issue, which is then shared with the victim via SPOC.
- For complicated cases, they may also consider a peer review of the CT response by a neighbouring CSP.
- Governance of the Community Trigger process will sit with the local Community Safety Partnership or other local agreed arrangement.
- The Office of the Police and Crime Commissioner will provide a route for victims to query the decision on whether the threshold was met or the way a CT review was carried out, if they remain unhappy following the Community Safety Partnership's response.

Please note: when initial assessment of a CT takes place, the relevant authorities are asked to consider the harm that is being caused to the victim/s and whether they may be vulnerable. There could be occasions when a CT does not meet the threshold, but due to the nature of the ASB and the potential for harm to be caused, dealing with the issue under the CT is still the most appropriate response.

Threshold for Bassetlaw, Newark & Sherwood:

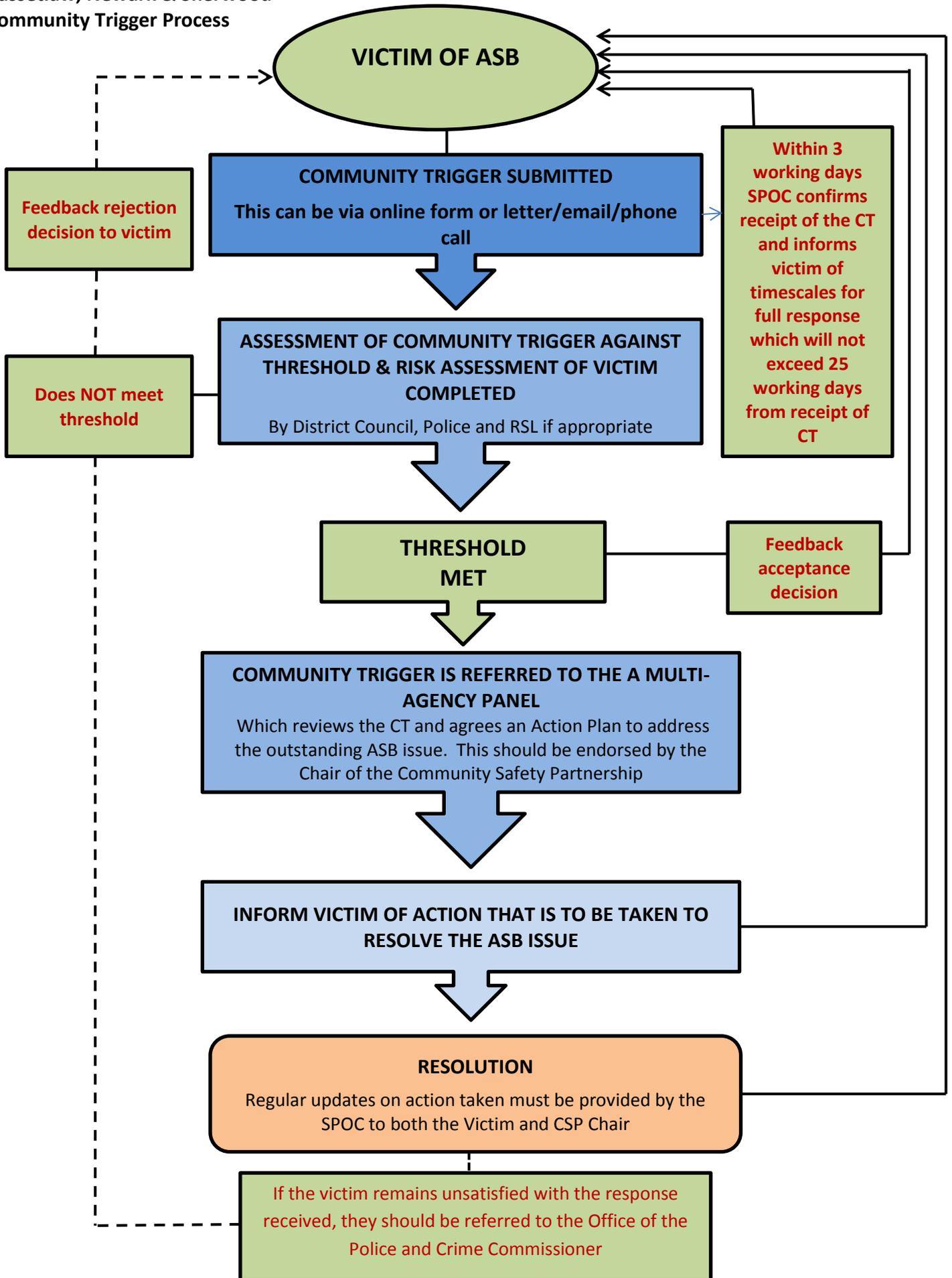
- 1) A victim has reported three times in the last six months separate, but related, anti-social incidents to agencies and the problem persists, or
- 2) A victim is aware that other people in the local community have reported separate, but related, anti-social incidents to agencies in the last six months and the problem persists. The trigger will be started if five or more individuals have made separate, but related reports over a six month period.

Please note: a qualifying complaint of ASB is if the complaint is made within the period of one month beginning with the date on which the behaviour is alleged to have occurred.

A Community Trigger should not be submitted where:

- The agency/agencies involved have given a time-frame for actions to be completed and this has not yet expired.
- The agency/agencies involved have taken action and the victim is unhappy with the conduct of a particular agency. This should be directed back to senior officers within the relevant agency dealing with the issue and dealt with through their usual complaints procedure.

Bassetlaw, Newark & Sherwood
Community Trigger Process



Bassetlaw, Newark & Sherwood Community Trigger Request Form

What is a Community Trigger?

The Community Trigger (CT) is introduced by the Anti-Social Behaviour Crime and Policing Act, 2014. It gives victims and communities the right to request a review of their anti-social behaviour complaints and brings agencies together to take a joined up, problem solving approach to find a solution. If a CT submission meets the defined threshold, a case review will be undertaken by the local Community Safety Partnership (CSP). Agencies will share information, review what action has been taken and decide whether additional actions are possible.

You can submit a Community Trigger request if:

1. You have reported three times in the last six months separate, but related, anti-social incidents to agencies and the problem persists, or
2. You are aware that other people in the local community have reported separate, but related, anti-social incidents to agencies in the last six months and the problem persists.

The trigger will be started if five or more individuals have made separate, but related reports over a six month period.

Please note: a qualifying complaint of ASB is if the complaint is made within the period of one month beginning with the date on which the behaviour is alleged to have occurred.

You cannot submit a Community Trigger request if:

- The agency/agencies involved have given you a time-frame for actions to be completed and this has not yet expired.
- The agency/agencies involved have taken action but you are unhappy with the conduct of a particular agency. This should be directed back to senior officers within the relevant agency dealing with the issue and dealt with through their usual complaints procedure.

What is Anti-Social Behaviour?

Anti-social behaviour is a broad term used to describe the day-to-day incidents of crime, nuisance and disorder that make many people's lives a misery – from litter and vandalism, to public drunkenness or aggressive dogs, to noisy or abusive neighbours. Such a wide range of behaviours means that responsibility for dealing with anti-social behaviour is shared between a number of agencies, particularly the police, councils and social landlords.

Who will deal with my Community Trigger submission?

Your Community Trigger submission will be dealt with by your local Community Safety Partnership which is made up of a number of agencies including:

- District or Borough Council
- Nottinghamshire Police
- Other agencies or organisations determined locally, for example, the local social housing provider.

When will I get a response?

We will confirm receipt of your Community Trigger request within 3 working days of your submission.

Appeal Process

Should the ASB victim(s) be not content with the outcome of a case review, a community trigger **may only** be escalated to the Commissioner's office where one of the following measures is satisfied:

- (1) The community trigger review has failed to consider a relevant process, policy or protocol;
- (2) The community trigger review has failed to consider relevant factual information.

The role of the Office of the Police and Crime Commissioner will be to consider due process and ensure that the Community Safety Partnership has properly and effectively undertaken a review. In considering a community trigger escalation the Office of the Police and Crime Commissioner can either:

- (1) Uphold the appeal and refer the case back to the Community Safety Partnership asking them to consider a particular process, policy or protocol not previously considered;
- (2) Determine that the Community Safety Partnership has reviewed the case, considering all relevant policies, process and protocols satisfactory in line with its Community Trigger Procedure.

A community trigger review cannot be escalated where a complainant is dissatisfied that a particular agency has not utilised a particular enforcement tool and where it has been established through the review that appropriate consideration has been given to the use of that tool but, having consideration of the facts and relevant protocols, that agency has determined that it would not be appropriate to utilise the enforcement tool.

The appeal process will essentially be a desk top review and will not involve hearings or meetings with victims although the Commissioner may consider meeting with victims in exceptional circumstances. The Commissioner's appeal process will be subject to periodic review to ensure that victims interests are adequately considered. The current Appeal Process can be found on his web site <http://www.nottinghamshire.pcc.police.uk/Get-in-touch/Community-Trigger-Appeal.aspx>

FORM ONE:

You can submit a Community Trigger request using this form if you have reported three times in the last six months separate, but related, anti-social incidents to agencies and the problem persists.

Your contact details:	
Name:	
Address:	
Postcode:	
Telephone:	
Mobile:	
Email:	
Incident details:	
Incident One:	
Date:	
What happened?	
Where did it take place?	
Where you given a reference number? If yes, what is it?	
What response did you get to the first report?	
Incident Two:	
Date:	
What happened?	
Where did it take place?	
Were you given a reference number? If yes, what is it?	
What response did you get to the second report?	

Incident Three:	
Date:	
What happened?	
Where did it take place?	
Were you given a reference number? If yes, what is it?	
What response did you get to the third report?	

Additional Information

Please use the space below to provide any additional information you feel relevant.

Consent from Victim

If you are the victim and requesting the case review, please sign the declaration below. If you are acting on behalf of a victim involved in this case, please ask them to sign the below declaration before submitting the Case Review request form.

“As a victim of the incident/s indicated on this form, I give consent for the Community Safety Partnership to request information from relevant organisations, including the Local Council, Police, health providers and housing associations about the case and to share that information with appropriate agencies in order to determine if a case review meeting should take place.”

Victim's Name:	
Signature:	
Date:	

Thank you for submitting this information. You will be contacted within three working days to confirm receipt of your submission.

FORM TWO:

You can submit a Community Trigger request using this form if you are aware that other people in the local community have reported separate, but related, anti-social incidents to agencies in the last six months and the problem persists. The trigger will be started if five or more individuals have made separate, but related, reports over a six month period.

Your contact details:	
Name:	
Address:	
Postcode:	
Telephone:	
Mobile:	
Email:	
Incident details:	
Date:	
Does this issue affect more than one household or business premise? Please provide as much detail as possible, including relevant names and addresses and contact details.	
What happened?	
Where did it take place?	
How has it affected them/you?	
Who was it reported to?	
Where they/you given any reference numbers? If yes, what are they?	
What response has been made to these reports?	

Additional Information

Please use the space below to provide any additional information you feel relevant.

Consent from Victim

If you are the victim and requesting the case review, please sign the declaration below. If you are acting on behalf of a victim/s involved in this case, please ask them to sign the below declaration before submitting the Case Review request form. A signature is required from each Victim related to this submission.

"As a victim of the incident/s indicated on this form, I give consent for the Community Safety Partnership to request information from relevant organisations, including the Local Council, Police, health providers and housing associations about the case and to share that information with appropriate agencies in order to determine if a case review meeting should take place."

Victim One Name:

Signature:

Date:

Victim Two Name:

Signature:

Date:

Victim Three Name:

Signature:

Date:

Victim Four Name:

Signature:

Date:

Victim Five Name:

Signature:

Date:

Victim Six Name:

Signature:

Date:

Victim Seven Name:

Signature:

Date:

Thank you for submitting this information. You will be contacted within three working days to confirm receipt of your submission.