

## Shropshire Safer Stronger Communities Partnership

### Community Trigger Process

#### Third Draft – October 2014

#### What is the Community Trigger?

The Community Trigger gives victims and communities the right to request a review of their case of reporting anti-social behaviour and bring agencies together to take a joined up, problem-solving approach to find a solution. This will be done by talking about the problem, sharing information and acting together to direct resources to try to resolve the complaint.

#### What is the definition of anti-social behaviour?

For the purpose of the Community Trigger, anti-social behaviour is defined as behaviour causing harassment, alarm or distress to a member or members of the public. Whilst specifically designed to deal with anti-social behaviour, this can be motivated by hate and therefore the Community Trigger includes reports of hate incidents or crimes.

#### How can I use the Community Trigger?

Local agencies are required to carry out a review into their response to a complaint of anti-social behaviour or hate crime if the threshold has been met which is:

- The same individual has made three or more reports about anti-social behaviour in the past six months;

or

- one incident of anti-social behaviour or crime motivated by hate in the last three months

(NB: the anti-social behaviour incident must have been reported within one month of the alleged behaviour taking place and the application to use the Community Trigger must be made within six months of the report of the anti-social behaviour)

#### Who can use the Community Trigger?

Individuals, businesses and community groups can all use the Community Trigger. The Trigger can be used by a person of any age and can also be used by any person on behalf of the victim. However the victim's consent should be sought by the person using the Community Trigger on their behalf.

### What will happen if the Threshold is met?

If the threshold is met a case review will be undertaken by the partner agencies. Agencies will share information related to the case, review what action has previously been taken and decide whether additional actions are possible.

The review encourages a problem-solving approach aimed at dealing with some of the most persistent, complex cases of anti-social behaviour;

The victim will be informed of the outcome of the review. Where further actions are necessary an action plan will be discussed with the victim, including timescales.

### Who are the partner agencies?

Agencies must include the local authority, the police, registered social landlords and the clinical commissioning group. It may be relevant to include other partner agencies in the review depending on the case.

### *The Review Panels Role and Responsibilities*

Partners included in Community Trigger as outlined in the guidance:

- West Mercia Police
- Registered Social Landlord
- Shropshire Council
- Clinical Commissioning Group
- Youth Offending Team – if perpetrator is under the age of 18.

### *The Panel must review:*

- what action has previously been taken in the response to the victims reports of anti-social behaviour
- Consider whether any new relevant information needs to be obtained
- Review previous actions taken and propose a response
- If appropriate develop the revised action plan to address issues, which can include recommendations to other agencies
- Complete response to the victim

### What happens if I'm still not satisfied?

The trigger is not a complaints process. If you are unhappy with a service you have received, please consider making a complaint by contacting the organisation to whom you made the initial contact. The Trigger does not replace an individual organisation's complaints procedure or the victim's right to complain to the Ombudsman or Independent Police Complaints Commission, which the victim can use if he/she is unhappy about the service he/she has been provided by an individual officer or service.

If the victim is unhappy with the process undertaken as part of the trigger he/she can contact Shropshire Council or visit the Council's website at

**<http://shropshire.gov.uk/customer-service/give-us-some-feedback/corporate-complaints/>**

If the victim is not satisfied with the response from the Panel then he /she can appeal to the Chair of the Safer Stronger Communities Partnership. This has to be done in writing within 20 working days from the date of the letter sent from the Panel. No timescale has been set for the review process as this will be dependent upon the complexity of the case. All appeals should be addressed to: **Team Manager – Safer Communities, Public Health, 4th Floor, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND**

### Publishing Data

The legislation states that relevant bodies must publish information covering:

- The number of applications for Community Triggers received;
- The number of times the threshold for review was not met;
- The number of anti-social behaviour case reviews carried out; and
- The number of anti-social behaviour case reviews that resulted in recommendations being made

This information is to be published at least annually. The Safer Stronger Communities Partnership will undertake a quarterly review of the process and reports.

### How to Contact us:

You can complete a Community Trigger form on line on the Shropshire Council website at **[www.shropshire.gov.uk/crime-and-criminal-justice/anti-social-behaviour/](http://www.shropshire.gov.uk/crime-and-criminal-justice/anti-social-behaviour/)**

Or you can request a Community Trigger form by:

Telephone: 0345 678 9020

Email: [customer.service@shropshire.gov.uk](mailto:customer.service@shropshire.gov.uk)

Post: Team Manager – Safer Communities, Public Health, 4th Floor, Shirehall, Abbey Foregate, Shrewsbury, SY6 2ND

## Community Trigger process for Shropshire

Timescale	Action	Outcome	Responsibility
2 working days of receipt of the request for a Community Trigger.	Community Trigger received: <ul style="list-style-type: none"> <li>• Website application</li> <li>• Telephone – 0345 678 9020</li> <li>• Letter</li> <li>• Email</li> </ul>	Community Trigger request logged upon receipt.  Acknowledgement letter to be sent within two working days of receipt of the request for a Community Trigger.	Safer Communities Team
5 working days of receipt of the request for a Community Trigger.	Contact partners to check whether request meets qualifying complaint and threshold criteria	If threshold is not met, refer report to the most relevant lead agency and send decision/action letter to applicant within 5 working days of receipt of the request for a Community Trigger.  If all partners agree report is considered unreasonably persistent send decision/action letter to applicant within 5 working days of receipt of the request for a Community Trigger.	Safer Communities Team
20 working days of receipt of the request for a Community Trigger.  <b>(extendable by 5 working days if case is complex)</b>	If threshold is met, Review Panel to meet to review the case and develop any necessary action plans to progress case forward or close.	Information from relevant agencies requested and circulated to panel members.  A review panel meeting within 20 working days of receipt of the request for a community trigger. Review of actions and proposed responses /recommendations agreed	*Review Panel to consist of:- <ul style="list-style-type: none"> <li>• Police</li> <li>• Council</li> <li>• Registered Housing Provider</li> <li>• CCG (where there is a significant physical/mental health concern)</li> </ul>

Timescale	Action	Outcome	Responsibility
2 working days of action plan being agreed.	Decision/Action letter to be drafted and shared with Review Panel	Response letter and action plan to be sent to the applicant by lead agency within 2 working days of the action plan being agreed.	Lead Agency as agreed at Panel Review Meeting
Within 3 months of the action plan being sent.	Call back to the applicant	To see if the applicant is satisfied with the response and if incidents of ASB have been resolved	ASB Co-located Team

### **Appeal Process**

20 Working days from the date of the response letter to submit an appeal if dissatisfied with the response.	Customer has 20 working days from the date of the response letter to submit an appeal if dissatisfied with the response.	This would be dealt with by the Chair of the Shropshire Safer Stronger Communities Partnership.	Customer/Person initiating Community Trigger.
To be determined on complexity of case	Response to appeal.		Chair of Shropshire Safer Stronger Communities Partnership

### **\*Terms of Reference - Review Panel**

#### **Purpose**

The Community Trigger requires the partners to collectively review the ASB case that the Community Trigger has been initiated against.

The Panel will review the case and where necessary will lead on developing an action plan to progress the case to an appropriate outcome.

Overview purpose:

- what action has previously been taken in the response to the victims reports of anti-social behaviour
- Consider whether any new relevant information needs to be obtained
- Review previous actions taken and propose a response

- If appropriate develop the revised action plan to address issues, which can include recommendations to other agencies
- Complete response to the victim

### Representation

The Panel will include representation from each of the below agencies, if the nominated representatives cannot attend they will nominate a representative to attend. This person must be empowered to contribute and make decisions towards the review and if necessary the action plan.

- West Mercia Police
- Registered Social Landlord
- Shropshire Council
- Clinical Commissioning Groups
- Youth Offending Team – if perpetrator is under the age of 18.

### Timescales

The Review Panel will meet within 20 days upon receipt of the request for a Community Trigger; this can be extended to 25 days if the case is complex. Following the Review Panel meeting the lead agency has 2 days to formulate the response as agreed in the meeting and for this to be shared with partners and the response sent out.