

Safer Telford and Wrekin Partnership Community Trigger Process

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 (ASB) 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 members or any member 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?

In order for the Community Trigger Process, to be relevant 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.

If the threshold has been met then local agencies are required to then consider if the complaint of anti-social behaviour or hate crime has met the Community Trigger threshold which is:

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

Or

- Three similar complaints from individuals within the community;

Or

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

Who can use the Community Trigger?

Individuals, businesses and community groups can all use the Community Trigger. The Community 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 must 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 and what do they do?

Partner agencies will include Telford & Wrekin Council, West Mercia Police, Registered Social Landlords and Telford Clinical Commissioning Group. It may be relevant to include other partner agencies in the review depending on the case.

The Panel will 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; and
- Complete a response to the victim.

What happens if I'm still not satisfied?

The Community 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 Community 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 Community Trigger he/she can contact the Chair of the Safer Telford & Wrekin Partnership via Telford & Wrekin Council Customer Services or by visiting the [Councils website](#).

This must 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.

Publishing Data

The legislation states that relevant bodies must publish information covering:

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

This information is to be published at least annually. The Safer Telford & Wrekin Partnership will undertake an annual review of the process and reports.

How to Contact us:

You can complete a Community Trigger form on line on the Telford & Wrekin Council [website](#)

Or you can request a Community Trigger form by:

Telephone: 01952 384384

Email: recycle.telford@telford.gov.uk

Post: Customer Service – Environmental Maintenance, 1st Floor Addenbrooke House, Lawn Central, Telford, TF3 4NT.

Community Trigger Process for Safer Telford & Wrekin

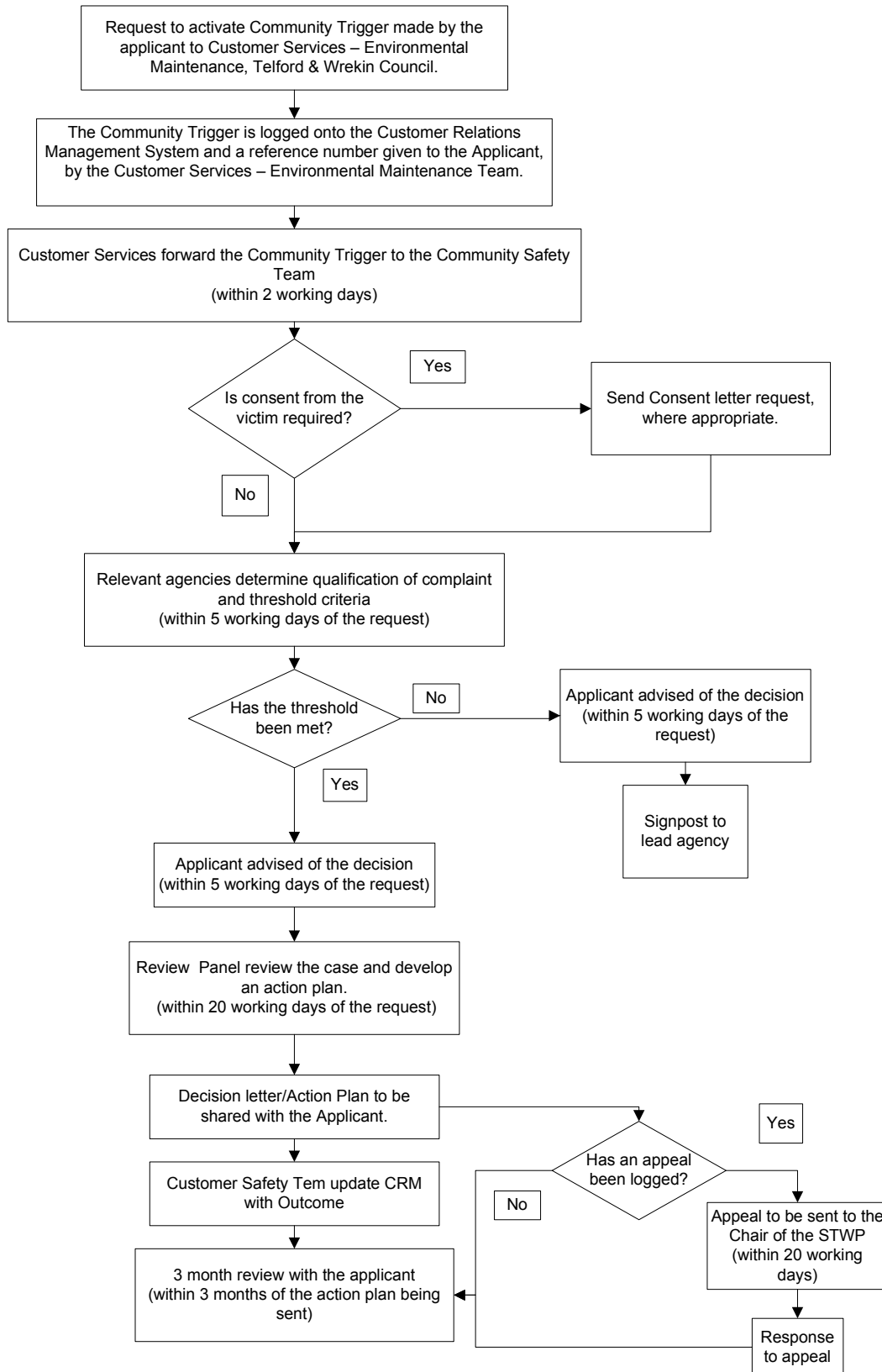
Timescale	Action	Outcome	Responsibility
2 working days of receipt of the request for a Community Trigger.	Community Trigger received: <ul style="list-style-type: none"> • Website application • Telephone: 01952 348384 • Letter • Email 	Community Trigger request logged upon receipt. CRM Number given to Applicant. Acknowledgement letter to be sent within two working days of receipt of the request for a Community Trigger.	Customer Services – Environmental Maintenance Community Safety Team
2 working days of receipt of the request for a Community Trigger.	Letter to victim to be sent for permission to pursue the application.	Consent from victim provided. The 15 working days will not commence until the consent has been removed.	Customer Safety 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 the 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.	Community Safety Team
20 working days of receipt of the request for a Community Trigger. (extendable by 5 working days if case is complex)	If threshold is met, review panel to meet to present and share the case background and develop any necessary action plans to progress the 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"> • West Mercia Police • Telford & Wrekin Council • Registered Social Landlord • CCG (where there is a significant physical/mental health concern)

			<ul style="list-style-type: none"> Youth Justice Team - if the perpetrator is under the age of 18 (where applicable)
Within an appropriate time of the action plan being agreed.	Decision letter/action plan to be drafted and shared with the applicant.	Response letter and action plan to be sent to the applicant by lead agency within an appropriate time of the action plan being agreed.	Lead Agency as agreed at the Panel Review Meeting.
Within 3 months of the action plan being sent.	3 month review with the applicant.	Review to see if the applicant is satisfied with the response and if incidents of ASB have been resolved.	Community Safety Team.

Appeal Process

Timescale	Action	Outcome	Responsibility
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 Safer Telford & Wrekin Partnership.	Customer/Person initiating Community Trigger.
To be determined by the complexity of the case.	Response to appeal.		Chair of Safer Telford & Wrekin Partnership.

Community Trigger Process Diagram



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.

The Panel will:

- Consider 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 agencies named below, if the nominated representatives cannot attend, the agency will nominate an alternative representative to attend, who will be empowered to contribute and make decisions towards the review and action plan:

- West Mercia Police;
- Registered Social Landlord;
- Telford & Wrekin Council;
- Clinical Commissioning Groups;
- Youth Justice Team – if perpetrator is under the age of 18 (where appropriate).

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 will within an appropriate time, formulate the response as agreed in the meeting for this to be shared with partners and the response sent to the victim.