1.0 What is a Community Trigger?

The Community Trigger gives victims and communities the right to request a review of their anti-social behaviour (ASB) case and introduces a shared responsibility in dealing with it, bringing agencies together to take a joined up, problem-solving approach to find a solution.

The definition of ASB for the purposes of the Community Trigger is:

‘Behaviour causing harassment, alarm or distress to a member, or members of the public.’

The Anti-social Behaviour, Crime and Policing Act 2014: Reform of anti-social behaviour powers. Statutory guidance for frontline professionals advises some incidents of ASB are motivated by hate crime, therefore, Hounslow will include such incidents when assessing the threshold for the Community Trigger.

Hate crime is defined by any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on personal characteristic.

2.0 Responsible authorities:
The legislation defines the following bodies as responsible authorities when undertaking the work of Community Trigger:

- Councils
  - If the Community Trigger involves young people i.e. the victim or perpetrator is 18 years and under, a representative from Children’s Services will be invited to the Community Trigger Review Panel
- Police
- Clinical Commissioning Groups
- Registered providers of social housing who are co-opted into this group

3.0 Threshold

The threshold for review is where the complainant has reported three separate incidents in the last six month period to the Police, Council, Clinical Commissioning Group or Registered Housing Provider (social landlord) and they consider no action has been taken.

Consideration should be given to:
• The persistence of the ASB
• The harm or potential harm caused by ASB
• The adequacy of response to the ASB

3.1 For the purposes of the Community Trigger ‘no action’ means:

• The agency failed to respond to the ASB reported i.e. they did not acknowledge the problem;
• The agency where the ASB was reported failed to share information with other relevant organisations where necessary;
• Consideration was not given to the vulnerability of the complainant when action was taken;
• The correct criminal and civil tools available to address the ASB were not used;
• Local procedures and forums to address the ASB where not utilised; or
• Failure was found in the way the case was investigated

Requests for a Community Trigger made anonymously will not be considered.

3.2 It is important a degree of flexibility is applied to the threshold for example, the cumulative effect of the incidents on the individual/community or two serious incidents of ASB reported.

3.3 The Community Trigger can be used by individuals, businesses and community groups. However, the Community Trigger will not consider multiple individuals complaining about the same incident. Individuals include family member, friend, carer, Councillors, MPs or other professional person.

3.4 A case cannot be reviewed even if it has met the threshold, if a complaint is being formally investigated through an agency’s complaints’ procedure. This would include complaints made to the Local Government Ombudsman and the Independent Police Complaints Commission. The Community Trigger does not replace formal routes to making complaints.

4.0 Process for making a community trigger

In Hounslow, all Community Triggers will be received by the Council Community Safety Team via email, telephone or face to face.

The Community Safety Team, specifically the area based Neighbourhood Community Safety Co-ordinators (NCSC) and Hounslow Police will assess the Community Trigger against the threshold and decide if the threshold is met. They will have five working days to establish if the threshold has been met.

4.1 The NCSC will contact the relevant agencies involved in the case, who will provide information outlining their involvement in the case and actions taken to date using appendix 1. This information should include whether the complainant...
managed through policies specifically dealing with abusive, persistent or vexatious complaints and complainants.

4.2 The Home Office ASB Risk Matrix will be used when making a decision if the threshold has been met to warrant a review. This will ensure that those considered vulnerable are adequately assessed. This will also be used to determine response time to setting up the Review Panel meeting and responding to the complainant i.e. high risk will require a five working day response and low to medium risk will require 10 days.

4.3 The NCSC will write to the complainant to advise the threshold has not been met (appendix 2), advising them a referral has been made to the relevant agency to respond to them directly.

4.4 The NCSC will contact the resident to inform them their complaint has met the trigger threshold, as well as establish the resident’s desired outcomes in resolving the issue. If the complainant does not wish to discuss the concerns with the NCSC dealing with the trigger, another NCSC will be appointed.

In addition, the NCSC will outline the process involved in the Community Trigger including, the Community Trigger Review Panel will have five to ten working days, depending on risk level, to convene a meeting to discuss the complaint.

4.5 The NCSC will co-ordinate a review panel with the above mentioned responsible authorities including any other relevant agencies i.e. mental health or substance misuse services to conduct a review of the case. The panel meeting will be chaired by the Community Safety Manager from the Community Safety Team.

4.6 Each agency is responsible for reviewing the information held by their agency on the case including what action has been previously taken. This information will be shared at the meeting.

4.7 At the meeting, the Panel will determine which agency will take the lead on communicating with the resident.

4.8 If all parties are satisfied after reviewing the information shared no further action can be taken, this is then communicated by the elected lead agency via a letter to the victim within the agreed timeframe of the review meeting. Appendix 3

4.9 If however, the Panel identifies further work is needed to address the ASB, an action plan will be formulated with recommendations. See appendix 4 for action plan template
5.0 Reporting back to the victim
The legislation clearly states we have a duty to report back to the victim on:

- The decision as to whether or not the threshold is met;
- The outcome of the review and;
- Any recommendations made as an outcome of the review

The elected lead agency will contact the complainant and offer a face to face meeting to discuss the recommendations.

Include what happens if resident is not happy with outcome? Need to confirm with MOPAC

6.0 Reviewing the action plan
Reviewing the action plan is essential in determining whether the outcomes have been achieved.

The action plan will be SMART i.e. Specific – specifying all area’s for improvement; Measurable – quantify or at least suggest an indicator of progress; Assignable – specify which agencies will complete actions; Realistic – state what results the complainant can realistically expect, given available resources and lastly, Time-related – specify when actions ought to be completed and completed actions must be communicated to the NCSC by the timescales agreed. The Panel will determine at the meeting how often review meetings will take place and agree dates for these meetings, which should be clearly minuted and included in the action plan.

7.0 Publishing data
There is a statutory duty to publish information relating to Community Triggers which should cover:

- 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

8.0 Administration
The Community Safety Team will provide the administration for the Community Trigger.

This will include:
- Managing all Community Trigger requests,
• Co-ordinating Community Trigger Review Panel meetings within agreed timeframe i.e. five working days if assessed as high risk and ten working for low to medium risk
• Minute taking, putting together the action plan and circulating within five to ten working days depending on level of risk
• Managing and collating the data to be published

9.0 Agency roles and responsibility
Each agency must:

• Advertise and promote the Community Trigger within their own organisation. This should include information on how to request a review
• Nominate a lead officer within their organisation for the Community Trigger
• Attend all review meetings with the relevant information needed to assess the case
• Agree to be the lead agency as agreed by the Panel
• Confirm minutes and action plan circulated within five to 10 working days of receiving them
• Where necessary write the letter to confirm outcome of meeting, using agreed templates.

10.0 Co-optees
Social housing providers and other agencies will be co-opted into the group if and when necessary.

11.0 Governance
The Hounslow Community Safety Partnership is ultimately responsible for the work undertaken for the Community Triggers.

The Partnership will monitor the work and be made aware of any difficulties that may arise. These may include resources required and lack of partner engagement.

The protocol will be reviewed after six months of implementation by the Anti-Social Behaviour Prevention Group.
Complainant makes request via Council Community Safety Team

Neighbourhood Community Safety Co-ordinator contacts relevant agencies to gather information to assess if trigger meets threshold

Trigger not met. Complainant informed & advised of escalation process

Community Trigger met and meeting convened

Community Trigger Review Panel assess actions taken to date

NCSC circulates minutes and action plan

Further action required and action plan agreed by partners

Lead agency informs complainant of outcome from meeting

Action plan review meetings to take place until all actions have been completed

Complainant not satisfied with response. Advised of escalation process

No further action to be taken. Complainant advised of escalation process

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days

5-10 Days

5 Days
Appendix 1

Agency Information

<table>
<thead>
<tr>
<th>Name of Case Officer:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of agency:</td>
</tr>
<tr>
<td><strong>Address:</strong></td>
</tr>
<tr>
<td><strong>Telephone:</strong></td>
</tr>
<tr>
<td><strong>Email:</strong></td>
</tr>
</tbody>
</table>

| Name of resident: |

| When did the resident first contact you re: complaint? |

| What was the complaint about? |

**Details of other persons linked to the case i.e. victims, witnesses and/or perpetrators**

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>DOB</th>
<th>Victim/Witness/Perpetrator</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Brief chronology of action taken including enforcement and referrals to other agencies**

<table>
<thead>
<tr>
<th>Date</th>
<th>Action</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Are you aware of any other agencies working on the case/supporting the complainant?

<table>
<thead>
<tr>
<th>Name</th>
<th>Agency</th>
<th>Contact Number</th>
</tr>
</thead>
</table>

Yes please provide details below if known:

Is the case closed?

<table>
<thead>
<tr>
<th>No:</th>
<th>Yes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, please provide date the case was closed:</td>
<td></td>
</tr>
</tbody>
</table>

Has a formal complaint been made through your complaints procedure, the Local Government Ombudsman or the Independent Police Complaints Commission?

| No: | Yes: |

Is the complainant being managed through your policy dealing specifically with abusive, persistent or vexatious complaints and complainants?

| No: | Yes: |
Dear (INSERT COMPLAINANTS NAME)

Ref: Community Trigger – (INSERT NAME OF PROBLEMATIC LOCATION OR INDIVIDUAL)

I am writing to you regarding your request for a Community Trigger in relation to (INSERT REASON FOR TRIGGER).

As per the Hounslow Community Safety Partnership Community Trigger Review Protocol, the threshold must be met before a review can take place.

Unfortunately, on this occasion your complaint did not meet the threshold and therefore, it will not be considered by the Community Trigger Review Panel.

The reason the threshold was not met was (INCLUDE THE REASON(S))

A referral has been made to (INSERT THE NAME OF AGENCY) for them to look into your complaint, and they will respond directly to you.

We would encourage you to keep reporting any further concerns of anti-social behaviour, so appropriate action can be taken to address the situation.

If you would like to appeal this decision then you may by (WAITING ON MOPAC TO CONFIRM ESCALATION PROCESS).

Yours sincerely

(INsert NAME)
(INsert JOB TITLE)
Dear (INSERT NAME OF COMPLAINANT)

Ref: Community Trigger – (INSERT NAME OF PROBLEMATIC LOCATION OR INDIVIDUAL)

I am writing to you regarding your request for a Community Trigger in relation to (INSERT REASON FOR TRIGGER).

As per the Hounslow Community Safety Partnership Community Trigger Review Protocol, a panel meeting was convened.

At this meeting the following agencies were present:

(LIST THE AGENCIES IN ATTENDANCE)

The panel reviewed the information presented by agencies in attendance i.e. the actions taken by them to resolve the issue described above.

The actions included:

(List actions here)

After careful consideration, the panel felt all actions that could be taken by the agencies present had been. Therefore, no further action will be taken at this stage.

We would encourage you to keep reporting any further concerns of anti-social behaviour, so appropriate action can be taken to address the situation.

If you would like to appeal this decision then you may by (WAITING ON MOPAC TO CONFIRM ESCALATION PROCESS).

Yours sincerely

(INSERT NAME)
(INSERT JOB TITLE)
## Appendix 4

### Community Trigger Action Plan

<table>
<thead>
<tr>
<th>Action to be taken</th>
<th>Outcome of action</th>
<th>Deadline for completion</th>
<th>Lead Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Dates of future meetings:
XXX
XXX
XXX
XXX