

   
5 minute guide to:

The Community Trigger

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Prepared by

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# 1. Introduction

This ‘5 Minute Guide’ aims to provide a brief guide on what he Community Trigger is, when it can be used and the process for doing so.

# 2. What is a Community Trigger?

The Community Trigger gives victims and communities who are suffering from anti-social behaviour the right to ask that their case be reviewed if they feel that their complaint has not had an adequate response.

It is designed to make sure those agencies within the Community Safety Partnership work together to try to resolve anti-social behaviour within its locality.

The Community Trigger will not replace any individual agencies complaints procedure, so you can still complain via the council’s corporate complaints procedure or to the Independent Police Complaints Commission if you wish to do so.

The Community Trigger is for pre-existing anti-social behaviour (ASB) cases that have been reported to agencies at least three times in the previous six months and not for the general reporting of ASB incidents.

# 3. When can the Community Trigger be used?

The Community Trigger can be used to review a case if:

1. You (as an individual) have complained about three separate incidents of anti-social behaviour in the last six months to Humberside Police, North Lincolnshire Council or a Registered Social Landlord

or

1. If five individuals in the local community have complained separately about similar anti-social behaviour incidents in the last six months to Humberside Police, North Lincolnshire Council or a Registered Social Landlord.

The persistence of the anti-social behaviour, the harm or potential harm caused or whether it is hate motivated will be taken into consideration when looking at whether or not the case has reached the above criteria.

# 4. Who can use the Community Trigger

A victim of anti-social behaviour or someone acting on behalf of the victim can activate the trigger. This can be a member of the victim’s family, a carer, Member of Parliament or a local Councillor. The victim can be an individual, a business or a community group.

# 5. To activate the Community Trigger

If you believe that your complaint of anti-social behaviour has not be adequately dealt with you can activate the trigger by either:

1. E-mail: [saferneighbourhoods@northlincs.gov.uk](mailto:saferneighbourhoods@northlincs.gov.uk)
2. Fill in the Community Trigger form online on North Lincolnshire Councils website - click <https://www.northlincs.gov.uk/community-advice-and-support/community-trigger/>  to link to that page
3. Telephone: 01724 297000 (North Lincolnshire Council Customer Service Centre)
4. Write a letter to:

Safer Neighbourhoods

Church Square House

30 - 40 High Street

Scunthorpe

DN15 6NL

You will need to provide details about the anti-social behaviour you are a victim to, the number of times you have complained, who you have complained to and the method of complaint e.g. telephone or e-mail. If sending an e-mail please write Community Trigger in the subject box.

# What will happen next?

Once you have requested a review of your case a member of the Safer Neighbourhoods Team will ask any agency involved to provide details of your complaints. A minimum of two officers from two separate agencies will decide if the request meets the criteria for a review. You will be informed of their decision and if your request has not met the criteria, you will be informed why.

If the threshold is met, your case will be taken to a Multi-agency Review Panel who will look at the case and assess what has been done to try and resolve the case. The Review Panel will then decide what else can be done to help resolve the issues. The review will take place within 28 days and you will be informed of the outcome in writing and whether or not further action will be taken with your case. If further actions are needed an action plan will be discussed with you.

If you are not satisfied with the decision of the Review Panel you can appeal to:

The Head of Safer Neighbourhoods

Safer Neighbourhoods

Church Square House

30 - 40 High Street

Scunthorpe

DN15 6NL

You will be informed of their decision within 28 days.

If you are still not satisfied, you can then appeal to the Humberside Police and Crime Commissioner.

# Process Map

Invokes appeal process

Quality of service issue – member of public complains to relevant agency

Individual agency complaints procedure applies

No Further action-Complainant informed

Decision made by appeal panel

Complainant still not satisfied

appeal to PCC.

Case reviewed within maximum of 28 days by multi agency team of staff with supervisory responsibility

Problem owner to maintain communication with victim within maximum of every 28 days

(Victim Code Compliant)

Outcome achieved

Not satisfactorily resolved - Problem owner to ensure victim aware of escalation process should they disagree with outcome

Complaint Resolved

Further response required

Initial communication to member of public stating threshold test met or if not -explaining why not

Response and contact management plan implemented

Member of Public not satisfied with outcome

No Further action

Taken by member of public

Member of Public invokes Community Trigger

ASB complaint recorded by Local Authority in area where ASB occurred

Threshold Test applied by minimum of 2 people from different organisations

Threshold met

Threshold not met

**Threshold Test**:

***Individual*** - 3 reports of separate incidents of ASB to Local Authority / Police / Clinical Commissioning Group / registered Housing Provider (Social Landlord) in last 6 months.

***Community*** - five individuals about ASB complaints in 6 months – both no adequate responses.

***Take into account:***

1. Persistence of ASB / harm or potential harm caused by ASB.
2. 1 incident of Hate Crime to victim or community.
3. Adequacy of response.

However one report of ASB when taking into account the above may activate the Trigger.

# About Safer Neighbourhoods

Safer Neighbourhoods is the Crime and Disorder Reduction Department of North Lincolnshire Council and are responsible for contributing to the delivery of the Safer Communities Plan.

Each year, the Partnership carries out an assessment of crime and disorder and develops a plan to tackle the issues identified.

The Safer Neighbourhoods Team are engaged in a wide range of activities including developing strategic plans, problem solving community issues, commissioning services, engagement, education and diversion away from crime.

For more information about this guide or about Safer Neighbourhoods, call us on: 01724-297430 or visit the website [www.saferneighbourhoods.net](http://www.saferneighbourhoods.net)

You can also follow us on Twitter: @SaferNhoodsNL