

# Derbyshire Community Trigger Practitioner Guidance

## September 2014

## Version 1.0

### Change History

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### **INTRODUCTION**

Anti-social behaviour (ASB) continues to be a priority for residents, the Police and Crime Commissioner and all community safety partners in Derbyshire.

ASB covers such a wide range of incidents from litter and dog fouling to noise nuisance and targeted, abusive behaviour. The complex nature of ASB means that agencies must work together to bring perpetrators to justice and provide the right level of support for victims.

The aim of this document is to translate the 'Anti-social Behaviour, Crime and Policing Act 2014: Reform of anti-social behaviour powers Statutory guidance for frontline professionals', issued by the Home Office in July 2014, into guidance to assist agencies to work together to tackle ASB in Derbyshire.

This guidance will ensure a consistent approach for victims of ASB who wish to use the Community Trigger to request a review of the action taken to deal with the ASB they are experiencing. It gives a broad overview of the process, elements of which may be localised by each Community Safety Partnership (CSP) in terms of exactly how the ASB Case Review will be conducted, but the minimum steps and timescales, as described within this guidance should be followed by all partners involved in the Community Trigger.

This guidance is intended to compliment, not replace, individual agency complaints procedures. Complaints about individual officers, or services, should be directed to those complaints procedures and/or the Ombudsman or the Independent Police Complaints Commission.

### **BACKGROUND**

#### Legislation

The Anti-Social Behaviour, Crime and Policing Act 2014 places a duty on the relevant bodies in that area to develop procedures for conducting ASB Case Reviews. This is also referred to as the 'Community Trigger'.

#### Definitions

##### *What is the Community Trigger?*

The Community Trigger gives victims and communities the right to request a review of the response to their complaints of ASB, where they feel the problem has not been effectively addressed by agencies. The Community Trigger is subject to specific criteria, or a threshold.

The aim of the Community Trigger is to encourage a more joined up, problem solving and victim-centred approach to the resolution of the problems experienced by victims of ASB.

##### *What is Anti-Social Behaviour?*

For the purpose of the Community Trigger, ASB is defined as 'behaviour causing harassment, alarm or distress to a member, or members, of the public'.

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### *Which Agencies are Involved in the Community Trigger Process?*

The 'relevant bodies' are defined in the legislation as the District/City Council, Police, Clinical Commissioning Group and local Social Housing Providers. In addition, the Youth Offending Service will be involved, where the review involves a perpetrator who is under 18.

Depending on the individual case, it may also be appropriate to involve other partners that have, or ought to have, been involved in the case from a victim and perpetrator perspective eg schools, Children's Services, Adult Safeguarding, Probation Service etc.

## **APPLICATION FOR THE COMMUNITY TRIGGER**

### Who can use the Community Trigger?

Subject to meeting the threshold, the Community Trigger can be 'activated' by a victim of ASB or another person acting on behalf of the victim, with their consent, such as a family member, carer, elected member or MP. The victim could be an individual, a business or a community group.

### What is the Threshold?

The criteria, or threshold, for submitting a Community Trigger application for agencies to undertake an ASB Case Review is:-

- If you, as an individual, have made three or more 'qualifying complaints' about related incidents of ASB that occurred on separate occasions, within the last six months

Or

- Five individuals have made 'qualifying complaints' about related incidents of ASB that occurred on separate occasions, within the last six months.

### *Explanatory Notes*

The purpose of the ASB Case Review is to consider how to deal with persistent, or targeted, ASB that the relevant bodies have been unable to tackle successfully. In deciding whether the threshold has been met for triggering a review, there must be a link between the complaints.

For the avoidance of doubt, if the partners receive separate complaints about totally unconnected ASB, then they will not be counted together in deciding whether the threshold has been met. This will be the case even though the type of ASB is the same. For example, if noise nuisance is suffered from two different sources, the complaints will not generally be counted together.

A 'qualifying complaint' is one which is made within the period of one month, beginning with the date on which the behaviour is alleged to have occurred. Further, a complaint is a report of an ASB incident, which is made to a relevant body, either in writing, by e-mail, by telephone or by visiting the

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offices of the relevant body. Other than to a Police Officer or Police Community Support Officer on duty, reporting an incident of ASB to an officer of the relevant body, whilst he/she is on site, in the community, will not normally be considered to be a qualifying complaint.

### How Can an Application for the Community Trigger be Made?

Victims of ASB, or their advocates, that wish to request a review of their case must complete the Community Trigger Application Form, with full details of the incidents of ASB.

The application form is available, in hardcopy, from the Single Point of Contact (SPOC) for the relevant area or, as an on-line form, on the relevant area's website. Links to each area's website are available at [www.saferderbyshire.gov.uk](http://www.saferderbyshire.gov.uk)

A template for the application form and associated guidance notes for applicants, are at Appendices B and C.

Where multiple applicants wish to 'activate' the Community Trigger for the same community problem, a single application form must be submitted, detailing all the victims and all the 'qualifying complaints'. There should be one applicant acting as an advocate for all victims detailed in the application.

Anonymous applications will not be accepted.

### Consent

An application for the Community Trigger from a third party must be accompanied by the victim's consent, in writing. It is the advocate's responsibility to obtain and provide consent. The review process will not commence until the victim's written consent has been received by the SPOC.

For applications relating to multiple victims, the advocate must obtain and supply written consent from each victim detailed in the application, before the review process will commence.

If a victim wishes to withdraw their consent for an advocate to act, this must be submitted, in writing, to the SPOC. From that point, all future contact will be directly with the victim.

If a victim wishes to withdraw their application for the Community Trigger, which, again, must be provided in writing to the SPOC, then the review process will stop.

## **COMMUNITY TRIGGER PROCESS**

### Receipt of Community Trigger Application

All application forms for the Community Trigger must be submitted to the designated SPOC for each Community Safety Partnership (CSP) area, as detailed on their local website. The applicant will have the choice of an on-line form or a hardcopy application form.

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Within 3-5 working days, the SPOC must acknowledge receipt of the '*completed application*', to the '*applicant*', using *Template Letter 1*. Where the application has been submitted by an advocate, the SPOC must write to the victim, using *Template Letter 2*, to ensure they are aware of the application.

A '*completed application*' includes all required information on the application form and the victim's consent, where the application has been made by a third party.

The '*applicant*' is the victim, or their advocate, who has submitted the application.

If the victim's consent has not been received for a third party application, the SPOC must request this from the advocate, using *Template Letter 3*. The review process will not commence until the victim's written consent has been received by the SPOC.

The receipt of a Community Trigger application should be recorded on E-CINS as an 'Action' on the victim's Profile or an 'Action' on the Case, where there are multiple victims. The E-CINS Profile or Case number will be the reference number for the Community Trigger application in correspondence with the applicant.

Completed Community Trigger applications will be reviewed by the SPOC on behalf of the relevant bodies. The SPOC must liaise with the appropriate agencies to establish whether the application meets the Community Trigger threshold, in terms of qualifying complaints. This is simply to establish factual information about whether the appropriate number, and type, of incidents have been reported to partner agencies within the time period.

Within 10 working days of receipt of the completed application, the SPOC must notify the applicant, in writing, of the decision as to whether the threshold has been met.

### Threshold Not Met

If the threshold for the Community Trigger has not been met, the SPOC must advise the applicant in writing, using *Template Letter 4*, within 10 working days of receipt of the completed application.

If the ASB is on-going, it will be managed through existing multi-agency processes and procedures.

'Community Trigger Threshold not met' should be recorded on E-CINS as an 'Action' on the victim's Profile or the Case, where there are multiple victims.

If the applicant is not satisfied with the decision that their application does not meet the threshold, they can follow the Appeal Process.

### Threshold Met

If the threshold for the Community Trigger has been met, the SPOC must send *Template Letter 5* to the applicant, advising that a review of their case will be conducted within the next 20 working days.

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'Community Trigger Threshold met' should be recorded on E-CINS as an 'Action' on the victim's Profile or the Case, where there are multiple victims.

The SPOC will also make personal contact with the applicant / victim to explain the review process, gather any additional information and establish what outcome the applicant wants from the review. This will inform the ASB Case Review Meeting and enable the SPOC to understand and manage the applicant's expectations.

### Information Sharing

A nominated officer, within each partner agency that has received, and responded to, the complaints made by the victim(s), will collate information that is to be shared at the ASB Case Review Meeting.

Partners are required to comply with the request for information, which will enable the relevant bodies to conduct the ASB Case Review. The exceptions to this are where disclosure:-

- Contravenes the Data Protection Act 1998
- Is prohibited by Part 1 of the Regulation of Investigatory Powers Act (RIPA) 2000
- Breaches any obligation of confidence.

In most cases, partners involved in the review process will already be signed up to the Derbyshire Partnership Forum ASB Information Sharing Agreement.

Information relating to the six month period, prior to the receipt of the Community Trigger application, should be shared. This may include:-

- Details of previous ASB incidents reported by the victim(s)
- Information about the effect the problem has had on the victim and others in the area
- Details of action previously considered
- Details of action taken

### ASB Case Review Meeting

The ASB Case Review Meeting must take place within 20 working days of *Template Letter 5*, advising the applicant that the Community Trigger threshold was met.

#### *Format*

The 'format' of the meeting will vary from area to area, depending on existing partnership arrangements. Examples of how the review could be conducted include:-

- Within an existing multi-agency meeting – eg Tasking Meeting, ASB Strategy Meeting
- At the end of an existing meeting
- A separate meeting
- A virtual meeting – eg via secure e-mail

#### *Attendance*

The ASB Case Review Meeting must be attended by the SPOC and appropriate manager level representatives of the relevant bodies:-

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- District / City Council
- Derbyshire Constabulary
- Clinical Commissioning Group (or appropriate healthcare provider)
- Social housing provider, where the review involves one of their tenants (as a victim or perpetrator)
- Youth Offending Service, where the review involves a perpetrator who is under 18

Depending on the individual case, it may also be appropriate to invite other partners that have, or ought to have, been involved in the case from a victim and perpetrator perspective, eg schools, Children's Services, Adult Safeguarding, Probation Service etc.

It is not appropriate for the ASB Case Review Meeting to be attended by the victim or their advocate.

### *Chair*

It is likely that many of the agency representatives will have been involved with the case, at some point, so it is essential that the Chair of the meeting is independent.

The Chair should be appointed on a case-by-case basis, depending on the nature of the complaints, but could be:-

- A senior manager from one of the relevant bodies, who has no previous involvement in the case
- The Community Trigger SPOC from another area, ideally one not within the same police division

### *Purpose*

The ASB Case Review Meeting must consider the qualifying complaints and:-

- Review what action has been taken and whether it was adequate to stop, or reduce, the ASB;
- Consider the persistence of the ASB;
- Consider the harm caused, or the potential for harm to be caused, to the victim(s) by the ASB;
- Consider whether the complaints are malicious or vexatious;
- Consider whether any additional information needs to be obtained;
- Make a decision for communication to the applicant;
- Where appropriate, make recommendations for additional actions to resolve the problem;
- Identify the Lead Officer(s) to implement the resulting Action Plan, if appropriate.

The ASB Case Review Meeting does not seek to lay blame for any potential failings, as this would be the subject of a formal complaint investigation, but there may be organisational and procedural lessons learnt as a result of a review.

The ASB Case Review Meeting will not be able to recommend the Crown Prosecution Service (CPS) take action, nor will it prompt a review of decisions previously made by the CPS. If the victim is not happy with a decision made by the

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CPS, they should be referred to the CPS complaints procedure and the Victims Right to Review Scheme.

### Outcome of the ASB Case Review

#### *Minutes*

Minutes of the ASB Case Review Meeting will be recorded, using the template at Appendix E. The Minutes will be circulated to all relevant partners by the SPOC. The Minutes will clearly record the decision and any recommendations. The Minutes of the meeting should be uploaded to E-CINS and 'Community Trigger Review Meeting held' should be recorded on E-CINS as an 'Action' on the victim's Profile or the Case, where there are multiple victims.

#### *Recommendations*

The ASB Case Review Meeting may make recommendations to other agencies. Public bodies have a duty to have regard to those recommendations and they may be challenged, if they choose not to undertake them without good reason.

#### *Informing the Applicant*

Within 20 working days of *Template Letter 5*, the SPOC must inform the applicant of the outcome of the ASB Case Review Meeting and any recommendations. Ideally, this should be done via telephone or face-to-face, but there must also be confirmation in writing, using *Template Letter 6*.

The SPOC should discuss the recommendations with the applicant, to agree an Action Plan. The applicant may not agree to all the recommendations, but this must be clearly recorded on E-CINS and within *Template Letter 6*.

Once the Action Plan has been agreed with the applicant, the SPOC should hand over the responsibility for the Action Plan to the appropriate Lead Officer(s).

The Action Plan should be uploaded to E-CINS and 'Community Trigger Action Plan' should be recorded on E-CINS as an 'Action' on the victim's Profile or the Case, where there are multiple victims.

*Template Letter 6* advising the applicant of the outcome of a ASB Case Review Meeting resets the 'qualifying period' in terms of calculating 'qualifying complaints', should the applicant activate the Community Trigger for the same matter in the future.

If the applicant is not satisfied with the outcome of the ASB Case Review, they should follow the Community Trigger Appeal Process.

## **COMMUNITY TRIGGER APPEAL PROCESS**

### Who can make an appeal?

Anyone, who has previously submitted a Community Trigger application, can make an appeal.

The appeal body is the Office of the Police and Crime Commissioner for Derbyshire.

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### When can an appeal be made?

An appeal can be lodged at the following stages in the process:-

- When an application has been assessed as not meeting the Community Trigger threshold for Derbyshire
- After the ASB Case Review, if the victim is not satisfied with the outcome or the process

### How can an appeal be made?

An appeal must be made in writing, either e-mail or letter, to the Office of the Police and Crime Commissioner at:-

Community Trigger Appeal  
Office of the Police and Crime Commissioner for Derbyshire  
Derbyshire Constabulary Headquarters  
Butterley Hall  
Ripley  
Derbyshire  
DE5 3RS  
E-mail: [pccoffice@derbyshire.pnn.police.uk](mailto:pccoffice@derbyshire.pnn.police.uk)  
Fax: 01773 733772

Further information for the applicant is available at [www.derbyshire-pcc.gov.uk/Public-Information/CommunityTrigger](http://www.derbyshire-pcc.gov.uk/Public-Information/CommunityTrigger)

### Appeal Process

The Office of the Police and Crime Commissioner will acknowledge receipt of a Community Trigger appeal within one working day.

The Office of the Police and Crime Commissioner will request information about the ASB Case Review from the relevant area SPOC. The following information must be provided as a minimum:-

- A copy of the Community Trigger Application Form
- The ASB Case Review Meeting Minutes
- A copy of *Template Letter 6* sent to victim, confirming agreed Action Plan

The SPOC should record 'Community Trigger Appeal received' on E-CINS as an 'Action' on the victim's Profile or the Case, where there are multiple victims.

The Office of the Police and Crime Commissioner will assess the appeal based on the documents collected and notify the appellant and relevant bodies of the appeal decision, within 20 working days.

The SPOC should record the outcome of the appeal on E-CINS as either 'Community Trigger Appeal upheld' or 'Community Trigger Appeal rejected'.

### Memorandum of Understanding

The Office of the Police and Crime Commissioner and partners have signed a Memorandum of Understanding to outline the roles and expectations within the appeal element of the Community Trigger process.

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### **ROLES WITHIN THE PROCESS**

The roles and responsibilities of the individuals / agencies within this process are summarised below:-

#### Victim

- Complete the Community Trigger Application Form, providing full details of the ASB incidents
- Give written consent for an advocate to act, if applicable
- Consider recommendations and agree Action Plan, with SPOC, following the ASB Case Review Meeting
- If dissatisfied with the outcome of the Community Trigger, lodge an appeal with the Office of the Police and Crime Commissioner

#### Applicant (if different from the victim)

- Obtain the victim's written consent
- Complete the Community Trigger Application Form on behalf of the victim
- Submit the application form and victim's written consent to the SPOC
- If dissatisfied with the outcome of the Community Trigger, lodge an appeal with the Office of the Police and Crime Commissioner, together with the victim's written consent

#### Community Trigger SPOC (one for each CSP area)

- Be single point of contact for victims, and their advocates, in relation to the Community Trigger
- Receive Community Trigger applications
- Where appropriate, request victim consent for third party applications
- Confirm receipt of completed applications
- Liaise with relevant bodies to establish whether the Community Trigger threshold has been met in terms of qualifying complaints
- Notify applicant whether the threshold has been met or not
- Collate own agency information to share with partners at the ASB Case Review Meeting
- Arrange ASB Case Review Meeting
- Circulate Minutes of ASB Case Review Meeting
- Advise applicant of outcome of ASB Case Review Meeting
- Discuss the recommendations of ASB Case Review Meeting and agree the Action Plan with the applicant
- Handover implementation of Action Plan to agreed Lead Officer(s)
- Provide the Office of the Police and Crime Commissioner with information, if required for the appeal process
- Update E-CINS with the progress of the Community Trigger application

#### Relevant Bodies

- Provide SPOC with information to establish whether the threshold has been met in terms of qualifying complaints
- Appoint an independent Chair for ASB Case Review Meeting
- Appoint an officer to take the Minutes
- Collate information to share with partners at the ASB Case Review Meeting

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- Attend ASB Case Review Meeting (or submit a written report to Chair, if unable to provide an agency representative)
- Implement Action Plan, as agreed with applicant
- Provide the Office of the Police and Crime Commissioner with information, if required for the appeal process

### Office of the Police and Crime Commissioner

- Manage the Community Trigger appeal process
- Receive written appeals
- Where appropriate, request victim consent for third party appeals
- Confirm receipt of appeals
- Liaise with SPOC to obtain the required information to consider the appeal
- Assess the appeal
- Advise appellant, and relevant bodies, of the outcome of Community Trigger appeal

## **MONITORING INFORMATION**

The legislation requires that each Community Safety Partnership publishes the following information with regard to the use of the Community Trigger:-

- The number of applications for ASB Case Reviews
- The number of applications for ASB Case Reviews that did not meet the threshold
- The number of ASB Case Reviews conducted
- The number of ASB Case Reviews that resulted in recommendations being made.

This information will be published annually by each Community Safety Partnership within their statutory Community Safety Plan.

To enable this information to be available it is essential that the SPOC updates E-CINS at every stage of the Community Trigger process.

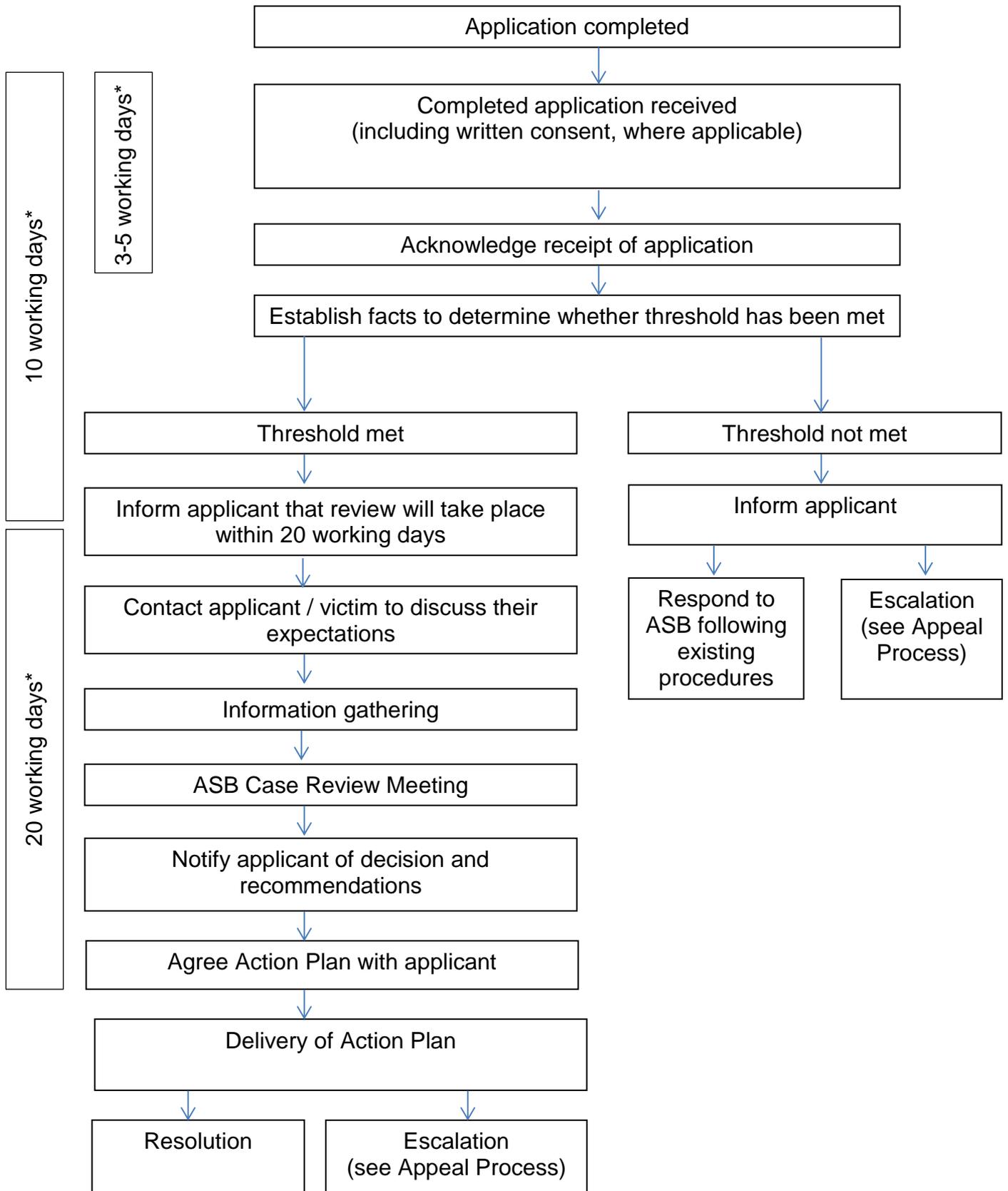
## **REVIEW**

The Derbyshire Community Trigger Practitioner Guidance will be reviewed 12 months after the commencement of the legislation.

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**APPENDIX A**

Community Trigger Process Flowchart



\* Working days are defined as Monday – Friday, excluding Bank Holidays

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### **APPENDIX B**

#### Community Trigger Application Form

For assistance completing the Community Trigger Application Form, please see the separate Guidance Notes or contact **(INSERT LOCAL CONTACT DETAILS)**.

*\* Indicates questions which must be completed. There are additional questions for you to provide more information to support your application, if you wish.*

**Q1. On what basis are you making a Community Trigger application for an Anti-Social Behaviour Case Review?\***

*Please ensure you meet the Community Trigger threshold, detailed in the Guidance Notes that accompany this application form.*

a – I am the person affected by the anti-social behaviour and have made three or more qualifying complaints.  
*Go to Q3*

b – I am acting on behalf of the person affected by the anti-social behaviour, who has made three or more qualifying complaints. *Go to Q2*

c – I am one of five or more people affected by the anti-social behaviour, who have all made qualifying complaints.  
*Go to Q3*

d – I am acting on behalf of five or more people affected by the anti-social behaviour, who have all made qualifying complaints. *Go to Q2*

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**Q2. Advocate Details\*** (Required if 1b or 1d ticked)

*If you are acting on behalf of someone else, complete your details then go to Q3*

<b>*Name:</b>			
<b>*Address:</b>			
<b>*Daytime No:</b>		<b>Mobile No:</b>	
<b>E-mail:</b>			

**Q3. Details of the person(s) affected by the anti-social behaviour\***

Person One

<b>*Name:</b>			
<b>*Address:</b>			
<b>*Daytime No:</b>		<b>Mobile No:</b>	
<b>E-mail:</b>			

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Person Two (*Only required if 1c or 1d ticked*)

<b>*Name:</b>			
<b>*Address:</b>			
<b>*Daytime No:</b>		<b>Mobile No:</b>	
<b>E-mail:</b>			

Person Three (*Only required if 1c or 1d ticked*)

<b>*Name:</b>			
<b>*Address:</b>			
<b>*Daytime No:</b>		<b>Mobile No:</b>	
<b>E-mail:</b>			

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Person Four (*Only required if 1c or 1d ticked*)

<b>*Name:</b>			
<b>*Address:</b>			
<b>*Daytime No:</b>		<b>Mobile No:</b>	
<b>E-mail:</b>			

Person Five (*Only required if 1c or 1d ticked*)

<b>*Name:</b>			
<b>*Address:</b>			
<b>*Daytime No:</b>		<b>Mobile No:</b>	
<b>E-mail:</b>			

If there are more than five people affected by the anti-social behaviour, please attach a separate sheet with their personal details.

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**Q4. Briefly describe the type of anti-social behaviour you have been experiencing.\*** (*individual incidents are to be detailed at Q5*)

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**Q5. Please provide details of the anti-social behaviour incidents – who reported the incidents, when they were reported, who they were reported to and how.\***

Incident date	Incident details – ie what happened?	Reported by	Date reported	Agency reported to	How reported eg writing, telephone, in person

If there are more than five reported incidents of the anti-social behaviour, please attach a separate sheet with the details.

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**Q6. How has the anti-social behaviour affected you/the person you are acting on behalf of?**

**Q7. What action has been taken, to your knowledge?**

**Q8. What further action are you hoping for?**

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**Q9. Have you any special circumstances that we need to take into consideration? If so, please provide details.**

**Q10. Please provide any other information relevant to your Community Trigger application.**

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**Signature\***

I confirm that the information given in this Community Trigger Application Form is correct to the best of my knowledge and belief.

**In order to undertake an Anti-Social Behaviour Case Review we need to share information. Full information about how we will share information is detailed within the Guidance Notes for the Community Trigger Application Form.**

By requesting that an Anti-Social Behaviour Case Review is undertaken, I give my consent for relevant partner agencies to share information.

Signature of Community Trigger applicant	Date

Please send your completed Community Trigger Application Form to:-

**INSERT CONTACT DETAILS FOR AREA SPOC**

**Remember - If you are applying for the Community Trigger on behalf of someone else who has been affected by anti-social behaviour, their individual written consent must also be provided. The Community Trigger Application Form will not be processed until their consent has been received.**

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### APPENDIX C

#### Guidance Notes for the Community Trigger Application Form

##### Community Trigger Threshold

The Community Trigger gives, those affected by anti-social behaviour, the right to request an Anti-Social Behaviour Case Review of the response to their reports of anti-social behaviour. The Community Trigger should only be used if you think your concerns have not been dealt with, or acted upon, by agencies.

Before submitting a Community Trigger Application Form, please ensure your case meets the below criteria, or threshold:-

- You, as an individual, have made three or more '*qualifying complaints*' about related incidents of anti-social behaviour that occurred on separate occasions, within the last six months

Or

- Five individuals have made '*qualifying complaints*' about related incidents of anti-social behaviour that occurred on separate occasions, within the last six months.

##### *Explanatory Notes*

To be a '*qualifying complaint*', you must have formally reported the anti-social behaviour to the relevant organisation, within one month of it happening.

The anti-social behaviour should have been reported either in writing, by e-mail, by telephone or by visiting the offices of the relevant organisation. A discussion with an officer of an organisation whilst they are on-site in the community will not normally be considered, unless it is to a Police Officer or Police Community Support Officer on duty.

For the purposes of deciding whether the threshold is met, we can only consider incidents that have occurred within the last six months.

If your case does not meet the Community Trigger threshold, we will not be able to conduct an Anti-Social Behaviour Case Review, but we will still look at ways we can support you.

##### Completing the Community Trigger Application Form

Below are guidance notes to help you complete the Community Trigger Application Form.

We are unable to progress incomplete applications, so please ensure full details are provided on your application form. \* indicates questions which must be completed. There are additional questions for you to provide more information to support your application, if you wish.

If you require further assistance with completing the form, contact **(INSERT LOCAL CONTACT DETAILS)**.

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### **Q1. On what basis are you making a Community Trigger application for an Anti-Social Behaviour Case Review?\***

We need to know if you are the person affected by the anti-social behaviour or if you are submitting an application on someone else's behalf. Where five or more people have been affected by the anti-social behaviour, one person should complete the application form on behalf of the others.

If you are the person affected by the anti-social behaviour, tick either 'a' or 'c' and complete your personal details at Question 3.

If you prefer, someone else can complete the Community Trigger application on your behalf, but we will need your written consent to enable us to progress the application.

If you are acting on behalf of the person(s) affected by the anti-social behaviour, tick either 'b' or 'd' and complete your personal details at Question 2.

### **Q2. Advocate Details\***

If you ticked '1b' or '1d', because you are acting on behalf of the person(s) affected by the anti-social behaviour, complete your personal details.

### **Q3. Details of the person(s) affected by the anti-social behaviour\***

Complete the personal details of the person affected by the anti-social behaviour.

If you are applying for the Community Trigger for five or more people affected by the anti-social behaviour, we need the personal details of each person.

If there are more than five people affected by the anti-social behaviour, please attach a separate sheet with their personal details.

### **Q4. Briefly describe the type of anti-social behaviour you have been experiencing.\***

Details of the individual incidents are required at Question 5, so this is a summary of the anti-social behaviour, which you would like us to review.

### **Q5. Please provide details of the anti-social behaviour incidents – who reported the incidents, when they were reported, who they were reported to and how.\***

In order for us to fully review your Community Trigger application, we need information about the incidents of anti-social behaviour you have reported:-

- Dates of the anti-social behaviour
- Details of the anti-social behaviour – ie what happened?
- Who reported the anti-social behaviour? (This should be one of the people detailed at Question 2 or Question 3)
- The date the incident was reported
- Which organisation the incident was reported to

## CONTROLLED

- How it was reported to that organisation – eg in writing, over the telephone, in person

If there are more than five reported incidents of the anti-social behaviour, please attach a separate sheet with the details.

### **Q6. How has the anti-social behaviour affected you/the person you are acting on behalf of?**

We want to understand the impact of the anti-social behaviour on the people experiencing it.

### **Q7. What action has been taken, to your knowledge?**

Please tell us what action any of the organisations involved in dealing with the anti-social behaviour have taken.

### **Q8. What further action are you hoping for?**

We want to understand what you want to happen as a result of your Community Trigger application.

### **Q9. Have you any special circumstances that we need to take into consideration? If so, please provide details.**

Please include anything relating to your personal circumstances that you feel is relevant to the application.

### **Q10. Please provide any other information relevant to your Community Trigger application.**

### **Signature\***

#### How we will use your information

In order to undertake an Anti-Social Behaviour Case Review we need to share information.

We will use the information you provide to enable us to facilitate a review of your case, under the Anti-Social Behaviour, Crime & Policing Act 2014. The '*relevant bodies*' will share relevant, necessary and proportionate information to enable them to review the incidents you have reported and the action that has been taken, or could be taken, to resolve the situation.

The '*relevant bodies*' are the District/Borough/City Council, Police, Clinical Commissioning Group. Local housing providers are a relevant body, if it is appropriate to the case. In addition, the Youth Offending Service will be involved, where the anti-social behaviour involves someone who is under 18.

## CONTROLLED

In some cases, it may be necessary to share information with other partners, that the relevant bodies deem appropriate to be involved in the review process, to help resolve your case.

Please, therefore, ensure the information you provide is accurate and confirm this by ticking the box.

### Consent

If you are applying for the Community Trigger on behalf of someone else, their individual written consent must be provided, in addition to the application form.

The Community Trigger Application Form will not be processed until the written consent, of all the people listed as being affected by the anti-social behaviour, has been provided.

### Submitting your Community Trigger application

All Community Trigger applications relating to **INSERT LOCAL AREA** must be either submitted on-line at **INSERT LOCAL URL** or in hardcopy to:-  
**INSERT CONTACT DETAILS FOR LOCAL AREA SPOC**

### What happens next?

When a completed Community Trigger Application Form is received, we will acknowledge receipt of your completed application for an Anti-Social Behaviour Case Review, within five working days.

We will review the information you have provided, to determine whether your case meets the Community Trigger threshold. If it does not meet the threshold, you will be advised, in writing, within 10 working days of us receiving your completed Community Trigger application.

If your application meets the threshold, an Anti-Social Behaviour Case Review will take place within 30 working days of us receiving your completed application. This will involve agencies sharing information, such as the police, housing, environmental health, social care and health providers, depending on the nature of the case. The Anti-Social Behaviour Case Review will discuss the issues you raise, consider what actions have already been taken and consider recommendations for additional action to resolve the problem.

We will inform you of the outcome and recommendations of the Anti-Social Behaviour Case Review.

If you are not satisfied with the outcome of the Community Trigger, you can lodge an appeal with the Office of the Police and Crime Commissioner for Derbyshire. For more information go to [www.derbyshire-pcc.gov.uk/Public-Information/CommunityTrigger](http://www.derbyshire-pcc.gov.uk/Public-Information/CommunityTrigger)

We welcome the opportunity to review cases of anti-social behaviour, but Community Trigger applications may be rejected if they are thought to be prejudicial, discriminatory, malicious, unreasonable or vexatious.

**CONTROLLED**

## **APPENDIX D**

Template Letters

*Letter 1 – Confirm receipt of application*

Ref: **INSERT PROFILE/CASE NO**

**INSERT APPLICANT'S NAME**  
**INSERT APPLICANT'S ADDRESS**

**INSERT DATE**

Community Trigger Applicant – (INSERT APPLICANT'S NAME )  
Person affected by the anti-social behaviour– (INSERT VICTIM'S NAME, WHERE DIFFERENT TO APPLICANT)

Dear **(INSERT APPLICANT'S NAME)**

Thank you for completing the Community Trigger Application Form.

Your application will be assessed to establish whether it meets the threshold for an Anti-Social Behaviour Case Review.

I will write to you again, within the next 10 working days, to advise you of the initial assessment of your application.

In the meantime, if there are any further incidents of anti-social behaviour, please call:-

Derbyshire Constabulary on 101 (or 999 in an emergency)

**(INSERT CONTACT DETAILS FOR LOCAL AUTHORITY/HOUSING PROVIDER)**

Yours Sincerely

**INSERT NAME**  
Chair of **(INSERT AREA)** Community Safety Partnership

## CONTROLLED

*Letter 2 – Confirm receipt of application to victim, if not applicant*

Ref: **INSERT PROFILE/CASE NO**

**INSERT VICTIM'S NAME**  
**INSERT VICTIM'S ADDRESS**

**INSERT DATE**

Community Trigger Applicant – **(INSERT APPLICANT'S NAME)**  
Person affected by the anti-social behaviour– **(INSERT VICTIM'S NAME)**

Dear **(INSERT VICTIM'S NAME)**

I write to confirm receipt of the Community Trigger Application Form, submitted on your behalf by **(INSERT APPLICANT'S NAME)**.

The application will be assessed to establish whether it meets the threshold for an Anti-Social Behaviour Case Review.

Correspondence regarding the application will be sent to **(INSERT APPLICANT'S NAME)**, unless you notify me in writing that you wish to withdraw your consent for **HIM/HER** to act on your behalf.

In the meantime, if there are any further incidents of anti-social behaviour, please call:-

Derbyshire Constabulary on 101 (or 999 in an emergency)

**(INSERT CONTACT DETAILS FOR LOCAL AUTHORITY/HOUSING PROVIDER)**

Yours Sincerely

**INSERT NAME**  
Chair of **(INSERT AREA)** Community Safety Partnership

## CONTROLLED

*Letter 3 – Victim consent required*

Ref: **INSERT PROFILE/CASE NO**

**INSERT APPLICANT'S NAME**  
**INSERT APPLICANT'S ADDRESS**

**INSERT DATE**

Community Trigger Applicant – (INSERT APPLICANT'S NAME )  
Person affected by the anti-social behaviour– (INSERT VICTIM'S NAME, WHERE  
DIFFERENT TO APPLICANT)

Dear **(INSERT APPLICANT'S NAME)**

Thank you for completing the Community Trigger Application Form.

As detailed in the Guidance Notes for the Community Trigger Application Form, if you are making an application on behalf of people affected by the anti-social behaviour, their individual written consent must be provided, in addition to the application form.

Your Community Trigger Application will, therefore, not be processed until the written consent of the victim(s) have been sent to the below address:-  
**(INSERT CONTACT DETAILS FOR LOCAL SPOC)**

Yours Sincerely

**INSERT NAME**  
Chair of **(INSERT AREA)** Community Safety Partnership

## CONTROLLED

Letter 4 – Threshold not met

Ref: **INSERT PROFILE/CASE NO**

**INSERT APPLICANT'S NAME**  
**INSERT APPLICANT'S ADDRESS**

**INSERT DATE**

Community Trigger Applicant – **(INSERT APPLICANT'S NAME )**  
Person affected by the anti-social behaviour– **(INSERT VICTIM'S NAME, WHERE DIFFERENT TO APPLICANT)**

Dear **(INSERT APPLICANT'S NAME)**

Further to my letter dated **(INSERT DATE OF TEMPLATE LETTER 1)**, I write to advise you that we are unable to progress with your application for an Anti-Social Behaviour Community Trigger Case Review, because it does not meet the Community Trigger threshold detailed in the Guidance Notes that accompany the application form (see attached) because **INSERT REASON(S) WHY APPLICATION DOES NOT MEET THRESHOLD.**

If you are dissatisfied with the decision, you can lodge an appeal with the Office of Police and Crime Commissioner for Derbyshire at:-

Community Trigger Appeal  
Office of the Police and Crime Commissioner for Derbyshire  
Derbyshire Constabulary Headquarters  
Butterley Hall  
Ripley  
Derbyshire  
DE5 3RS  
E-mail: [pccoffice@derbyshire.pnn.police.uk](mailto:pccoffice@derbyshire.pnn.police.uk)  
Fax: 01773 733772

For more information go to [www.derbyshire-pcc.gov.uk/Public-Information/CommunityTrigger](http://www.derbyshire-pcc.gov.uk/Public-Information/CommunityTrigger)

Dealing with anti-social behaviour in Derbyshire is a key priority for agencies in this area, so if there are any further incidents of anti-social behaviour, please call:

Derbyshire Constabulary on 101 (or 999 in an emergency)

**(INSERT CONTACT DETAILS FOR LOCAL AUTHORITY/HOUSING PROVIDER)**

Yours Sincerely

**INSERT NAME**  
Chair of **(INSERT AREA)** Community Safety Partnership

**CONTROLLED**

*Letter 5 – Threshold met*

Ref: **INSERT PROFILE/CASE NO**

**INSERT APPLICANT'S NAME**  
**INSERT APPLICANT'S ADDRESS**

**INSERT DATE**

Community Trigger Applicant – (INSERT APPLICANT'S NAME )  
Person affected by the anti-social behaviour– (INSERT VICTIM'S NAME, WHERE DIFFERENT TO APPLICANT)

Dear **(INSERT APPLICANT'S NAME)**

Further to my letter dated **(INSERT DATE OF TEMPLATE LETTER 1)**, I write to advise you that your application meets the Community Trigger threshold and the partner agencies involved will be undertaking a full Anti-Social Behaviour Case Review.

I will write to you again, within the next 20 working days, to advise you of the outcome of the Anti-Social Behaviour Case Review.

In the meantime, if there are any further incidents of anti-social behaviour, please call:

Derbyshire Constabulary on 101 (or 999 in an emergency)

**(INSERT CONTACT DETAILS FOR LOCAL AUTHORITY/HOUSING PROVIDER)**

Yours Sincerely

**INSERT NAME**  
Chair of **(INSERT AREA)** Community Safety Partnership

## CONTROLLED

Letter 6 – Outcome of review

Ref: **INSERT PROFILE/CASE NO**

**INSERT APPLICANT'S NAME**  
**INSERT APPLICANT'S ADDRESS**

**INSERT DATE**

Community Trigger Applicant – **(INSERT APPLICANT'S NAME )**  
Person affected by the anti-social behaviour– **(INSERT VICTIM'S NAME, WHERE DIFFERENT TO APPLICANT)**

Dear **(INSERT APPLICANT'S NAME)**

Further to my letter dated **(INSERT DATE OF TEMPLATE LETTER 5)**, I write to advise you the relevant partner agencies have undertaken a full Anti-Social Behaviour Case Review.

The Anti-Social Behaviour Case Review has found that:-  
**(INSERT FINDINGS OF ASB CASE REVIEW MEETING)**

The Anti-Social Behaviour Case Review has recommended that:-  
**(INSERT RECOMMENDATIONS OF ASB CASE REVIEW MEETING)**

**(DELETE REFERENCE TO ACTION PLAN, IF NOT PROPOSED)** The Anti-Social Behaviour Case Review has proposed the attached Action Plan, which we discussed on **INSERT DATE**.

**(INSERT EITHER You have OR THE NAME OF THE VICTIM has)** agreed that Action(s) **INSERT NUMBER(S)** are progressed.

**(INSERT EITHER You have OR THE NAME OF THE VICTIM has)** asked that Actions(s) **INSERT NUMBER(S)** are not progressed.

Each of the agencies, detailed in the Action Plan will be responsible for their individual actions and will contact you to discuss them further.

## CONTROLLED

If you are dissatisfied with the outcome of the Anti-Social Behaviour Case Review, you can lodge an appeal with the Office of Police and Crime Commissioner for Derbyshire at:-

Community Trigger Appeal  
Office of the Police and Crime Commissioner for Derbyshire  
Derbyshire Constabulary Headquarters  
Butterley Hall  
Ripley  
Derbyshire  
DE5 3RS  
E-mail: [pccoffice@derbyshire.pnn.police.uk](mailto:pccoffice@derbyshire.pnn.police.uk)  
Fax: 01773 733772

For more information go to [www.derbyshire-pcc.gov.uk/Public-Information/CommunityTrigger](http://www.derbyshire-pcc.gov.uk/Public-Information/CommunityTrigger)

Thank you for giving us the opportunity to review your case and work even harder to resolve the anti-social behaviour you have been experiencing.

Yours Sincerely

**INSERT NAME**

Chair of **(INSERT AREA)** Community Safety Partnership

**CONTROLLED**

**APPENDIX E**

ASB Case Review Meeting Minutes Template

**COMMUNITY TRIGGER APPLICATION REFERENCE NUMBER**

**DETAILS OF SPOC**

Name	
Organisation	
E-mail	
Telephone	

**DETAILS OF APPLICANT**

Name	
Address	
Date application acknowledged <i>(Template Letter 1)</i>	

**DETAILS OF VICTIM (IF DIFFERENT TO APPLICANT)**

Name	
Address	
Date consent rec'd	

**DETAILS OF ADDITIONAL VICTIMS (IF PARTY TO APPLICATION)**

Name	
Address	
Date consent rec'd	

Name	
Address	
Date consent rec'd	

Name	
Address	
Date consent rec'd	

## CONTROLLED

Name	
Address	
Date consent rec'd	

## DETAILS OF PERPETRATORS (IF KNOWN)

Name	
Address	

Name	
Address	

Name	
Address	

Name	
Address	

## COMMUNITY TRIGGER THRESHOLD ASSESSMENT

DECISION	Comments
Threshold met / not met <i>(delete as appropriate)</i>	

<b>Date applicant advised</b> <i>(Template Letter 4 or 5)</i>	
--	--

## CONTROLLED

### ASB CASE REVIEW MEETING

Date	
Time	
Venue	

### PRESENT

Organisation	Name	Job Title

### APOLOGIES

Organisation	Name	Job Title	Written Report? <i>(delete as appropriate)</i>
			Yes / No

### RECORD OF INFORMATION SHARED / MEETING DISCUSSION

Consider the following:-

- *Persistence of the ASB*
- *Harm caused, or potential for harm to be caused, to the ASB victim(s)*
- *Whether complaints are malicious or vexatious*
- *Any special circumstances identified by the applicant / victim(s)*

--

**CONTROLLED**

**REVIEW AND ASSESSMENT OF ACTION TAKEN TO DATE**

Action taken to date	By whom?	Adequate?	Comments
		Yes / No	

**ADDITIONAL INFORMATION REQUIRED**

--

**REVIEW DECISION**

--

**RECOMMENDATIONS**

--

**ACTION PLAN**

Action	By Whom?		Timescales
	Agency	Lead Officer	

**ACTIONS CONSIDERED BUT NOT RECOMMENDED**

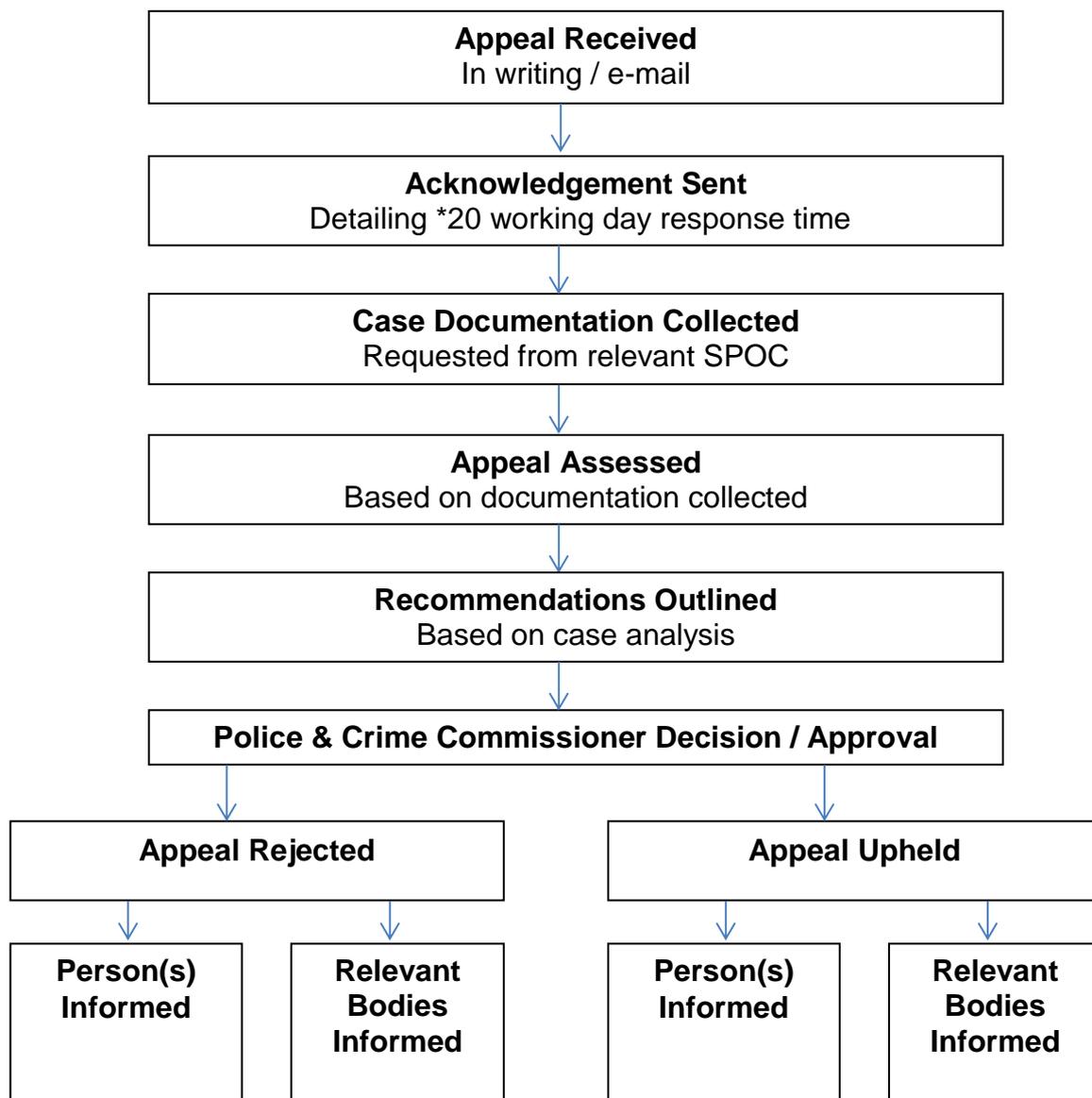
Action	Agency	Reason not pursued / recommended

**POST MEETING**

Date Minutes sent to partners	
Date Action Plan discussed with victim	
Date applicant / victim advised of outcome (Template Letter 6)	
Update E-CINS	

## Appendix F

### Community Trigger Appeal Process Flowchart



\*We will endeavour to respond from the initial acknowledgement of appeal to final notification of decision within 20 working days. Communication of extended response times will be provided in exceptional circumstances.

*(Working days are Monday to Friday excluding weekends and Bank Holidays).*