



Together

• Safer MK
• Community Safety Partnership

Community Trigger Procedure Notes (ASB, Crime and Policing Act 2014)



Community Trigger Procedure Notes

Amendment History

Issue No.	Revision No.	Pages	Amendment	Date	Initials
2	2	8 including front and back cover	Changes made to 8.3 (removal of ASB Complex Panel Added 'requester' to 10.2	28 June 2016	CW
2	3	8 including front and back cover	MK Council logo replaced	14 July 2016	CW
2	4	Page 4, 5,7 & back cover, front cover	3.2 addition of 'high-level' asb and adequate response to asb line 6.1 changed wording to include arrange triage meeting 7.3 added – triage meeting Appendix A flow chart updated to include triage meeting in the process 8.3 removed 9.1 removed in person and added weblink Back cover removed logos Front cover changed SaferMK logo Front cover changed SaferMK website details removed Back cover changed MKC telephone number	2021	EN
2	5	Front and back cover, Page 5, 6, 7	Front cover changed SaferMK logo Back cover changed SaferMK logo 3.2 addition of 'all of the following	2022	EN

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			<p>are satisfied' and changed level to risk</p> <p>3.3 moved to 3.4 and addition of text under 3.3</p> <p>6.1 changed wording and remove TVP tasking co-ordinator</p> <p>Addition of 6.4</p> <p>8.1 addition of c)</p> <p>8.2 changed Partnership Inspector to Neighbourhood Inspector</p> <p>9.1 update website link</p>		

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1.0 Overview

- 1.1** Section 104 of the ASB, Crime and Policing Act 2014 provides for the Community Trigger. The trigger is a mechanism for victims of anti-social behaviour to request a review of their case. A case review would involve the appropriate agencies sharing information and deciding whether any further action should be taken to resolve the anti-social behaviour. Relevant bodies include local authorities, the police, health providers and social housing providers.
- 1.2** The trigger process provides a route for victims of persistent anti-social behaviour to have their case reviewed and should not replace the complaints procedure.

2.0 Definition of Anti-social Behaviour

- 2.1** Section 105(4) of the ASB, Crime and Policing Act 2014 defines anti-social behaviour as behaviour causing harassment, alarm or distress.

3.0 Threshold

- 3.1** Any individual, community or business can request a trigger, and the relevant agencies must carry out a case review if the following threshold is met.
- 3.2** Where an application for a Community Trigger is made, and all of the following are satisfied;

At least 3 reports of medium or high risk anti-social behaviour from one person within a six-month period, or; 5 reports of anti-social behaviour from different people within a six-month period,

To either the local authority, police or a registered social housing provider

Where there has not been an adequate response to that behaviour.

- 3.3** Medium or high risk may include behaviours such as violence, racial harassment, drug activity such as cuckooing or drug dealing, domestic abuse, sexual harassment, threatening behaviour, criminal damage and other disturbances that are deemed serious. The anti-social behaviour risk assessment matrix (TVP) will be used to determine the level of risk based on the information provided by the complainant.
- 3.4** Those triggers deemed malicious or vexatious should be rejected. The rationale for this decision needs to be documented in order to withstand scrutiny via any appeals.

4.0 Qualifying Community Triggers

- 4.1** Section 104(11) of the ASB, Crime and Policing Act 2014 defines a qualifying request as one where each incident within the six-month period is reported within one month of it occurring.
- 4.2** There is no minimum period prescribed for a trigger to be activated, however the latest activation point is 6 months after the third incident was reported.

5.0 Risk Assessment Process

- 5.1** The anti-social behaviour risk assessment matrix (TVP) should be incorporated into the trigger process.

6.0 Roles

6.1 Gatekeeper/designated officer

An officer from the Community Safety Team will take on this role. They will be responsible for overseeing the trigger process, acknowledging requests, assessing against the threshold, arranging the triage meeting and arranging the review if the criteria is met.

6.2 Panel

A multi-agency panel will be formed to conduct the review involving representatives from all relevant agencies. Existing partnership arrangements and multi-agency meetings will be utilised where possible. Where agencies are not normally part of a specific meeting they will need to be invited or consulted with.

6.3 Recommendations made by the panel

Section 104 of the Act states that the relevant bodies who carry out a review may make recommendations to a person who exercises public functions, and the agencies must have regard to the recommendations in exercising public functions. These recommendations will need to be communicated to those activating the trigger.

6.4 Gaining the complainant voice

The designated officer should always consider inviting the complainant who activated the trigger and/or an advocate to attend the case review to help all members of the panel understand the level of harm and impact. Once their views have been shared, they will be asked to leave and the review will continue to ensure confidential for the alleged perpetrator and open discussion and challenge. The complainant will receive a copy of agreed actions and recommendations from the meeting.

7.0 Process

- 7.1** An overall period of 30 days to complete the trigger process will be applied. This does not include any follow-up actions or recommendations identified by the review.
- 7.2** An acknowledgement will be given within 2 working days of a request and a response given within 28 working days from the receipt of a trigger request.
- 7.3** A triage meeting will be held following acknowledgement of a trigger request. The triage meeting (please see terms of reference) is a multi-agency meeting which will jointly decide whether the threshold is met for each case. If, at the triage meeting, it is decided that the case meets threshold, confirmation will be sent to the complainant and the 28 working day deadline will commence.

8.0 Appeals

- 8.1** An appeal can be made if the customer is a) unhappy with how the trigger application is dealt with or b) how the case review was carried out c) the decision on whether the threshold was met and the individual will have 28 days to request an appeal.
- 8.2** Appeals will be reviewed by the Head of Partnerships and Resilience and/or the Neighbourhood Inspector (TVP).

9.0 Publicity and Communications

- 9.1** It is possible to activate a Community Trigger by telephone, email, post, and via the online request form on the following webpage: <https://www.milton-keynes.gov.uk/community-safety-safermk-partnership/community-remedy-and-community-trigger>
- 9.2** Information about the trigger process and options for activating are publicised on the council and TVP websites.
- 9.3** The trigger should be proactively offered to customers by front line staff.
- 9.4** A key message is that the trigger should not be used as a mechanism for making a complaint.
- 9.5** Information about the trigger will be published yearly including;
- The number of triggers received
 - The number of cases where the threshold was met/not met
 - The number of case reviews completed
 - The number of reviews that recommended further action

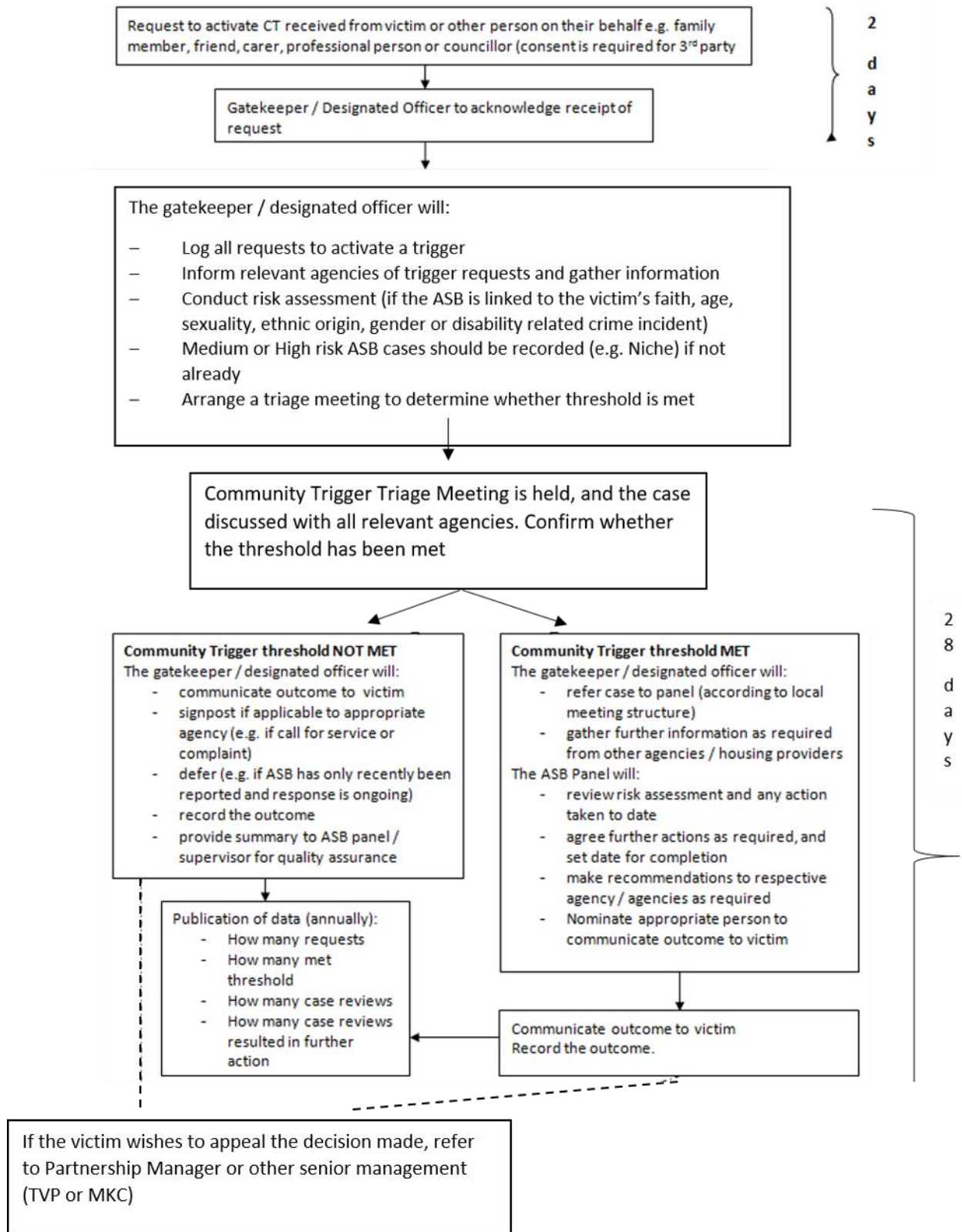
10.0 Information Sharing

- 10.1** The effective operation of the trigger requires agencies to share appropriate information for the purposes of carrying out a case review. As a result all agencies involved in a case review must be signed up to the information sharing protocol.
- 10.2** When a trigger application is made, the requester should be advised at that time that by way of the application they consent to the sharing of their information with relevant agencies as part of the process.
- 10.3** Where an application is being made by a third party acting on behalf of a victim of anti-social behaviour, consent must be sought from the victim directly, and this must be clearly evidenced before any information sharing goes ahead.

Appendix A

Community Trigger Process Map

Community Trigger in Thames Valley area – process map



Community Trigger Procedure Notes



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