

Community Trigger

The Community Trigger gives victims of antisocial behaviour (ASB) the right to request a review of their case where they feel that either no action, or inadequate action, has taken place to tackle the reported problem, and brings relevant agencies together to take a joined-up, problem-solving approach to find a solution.

An application under the community trigger procedure can be made when three qualifying complaints of ASB have been made within a six month period. This is called the threshold.

A qualifying complaint is one where:

- The complaint of ASB has been reported within one month of it taking place; and
- The application is made within six months of the original report of ASB.

Initial Process

By the **second** working day of receipt, the Community Safety Team will:

- Set up a case review record; and
- Provide a written acknowledgement of the application.

The Community Safety Team will then:

- Carry out a check to see whether the application is valid and the threshold is met, seeking further information from the applicant, as necessary;
- Take into consideration further information relating to the persistence of and the harm caused by the ASB and the adequacy of the response; and
- Continually update the case review record.

By the **fifth** working day of receipt, the Community Safety Team will:

- If the threshold is *met*, advise the applicant that the case will go to the Problem Solving Group (PSG); or
- If threshold is *not met*, advise the applicant of the decision and the appeal process.

In both cases, the case review record will be updated.

Review Process

Where the threshold is met, the Community Safety Team will arrange for the case to be reviewed at the next available PSG meeting and advise the applicant when that meeting will take place.

At this meeting, the members of the PSG will review the case, consider what action has been taken, what further action can be taken, and, where appropriate, will involve the applicant in the development of an action plan, with timeframes for completion. Regardless of the applicant's involvement, by the **fourth** working day of the meeting, the applicant will be advised of the contents of the action plan.

Monitoring Process

The Community Safety Team will place the action plan on the case review record and task all relevant parties, where appropriate, to take appropriate action. Progress will be monitored and at the end of process, the Community Safety Team will advise the applicant that the case review process has been concluded and of the appeal process.

Appeal Process

Appeals are lodged via the Community Safety Team. They must be lodged within one calendar month of notification.

Appeals can only be made against the threshold decision or the outcome of the case review.

Once acknowledged, the Community Safety Team will arrange for the appeal to be considered by either:

- In the case of a threshold decision, the Community Trigger Panel; or
- In the case of an appeal against the case review, the Community Safety Partnership.

By the **fourth** working day of appeal, the applicant will be advised:

- If agreement was that the threshold decision or case review *was not* properly rejected or completed, that the application will either be sent to the PSG for action or returned for further action, respectively; or
- If agreement was that the threshold decision or case review *was* properly rejected or completed, that their appeal has failed and the matter is closed.