

FOI Ref

8183

Response sent

13 Nov 20

(CCC) Community Trigger Questions

We are asking the following two questions to twenty councils that have been chosen at random. Ideally we would like to have the information answered as soon as possible (ideally this week) so that the data can be discussed within our charity organisation early next week (Monday).

These questions are ASB questions so if this email hasn't gone directly to the correct department I would really appreciate you forwarding it on to them.

The two questions that we would like a reply to are:

1. As standard practice, do you recommend the community trigger to victims of ASB?

(and if you do)

2. Do you inform them at their second complaint that they may be eligible to use the community trigger at the third complaint?

I really do value your help in this,

Response:

The answer is "No" ... The ASB case review ("Community trigger") procedure is openly available on our website and highlighted in both our policy and procedures documents, but staff are not required to actively promote it.

Further queries on this matter should be directed to foi@cambridge.gov.uk