



Three Rivers  
Community Trigger  
Process and Procedure

May 2015

## **Introduction**

The Anti-social Behaviour (ASB), Crime and Policing Act received Royal Assent in March 2014. The Bill introduces new powers in regards to ASB, dangerous dogs, forced marriage, sexual harm and illegal firearms used by gangs and in organised crime. It also includes changes to improve the provision of services to victims and witnesses.

Focusing specifically upon ASB the Bill is seeking to achieve the following:

To introduce more effective powers for tackling anti-social behaviour, which provide better protection for victims and communities, act as a real deterrent to perpetrators and give victims a say in the way their complaints are dealt with.

To replace the existing 19 powers to deal with anti-social behaviour with 6 faster, more effective ones.

To give landlords powers to deal swiftly with the most serious anti-social behaviour committed by their tenants.

**Appendix A** summarises the new powers and how they replace the existing ones.

### **Community Trigger – Three Rivers**

The criteria for the Community Trigger is;

**Three reports from an individual about separate incidents in 6 months or 3 individuals have separately reported similar in 6 months.**

It was agreed that a single point of contact (SPOC) was needed to receive the initial complaint. The Community Safety Intervention Officer, Michelle Wright at Three Rivers District Council was identified as the SPOC as their role covers the whole district, and chairs the ASBAG (Anti-social Behaviour Action Group). Consideration has been given to when this officer is on leave, and deputies from other organisations will cover.

**Appendix B** depicts the proposed process.

### **The process: Community Trigger received**

The Community Trigger Reporting Form can be completed and either emailed or posted. The form will be sent to the Community Safety Intervention Officer's email address [michelle.wright@threerivers.gov.uk](mailto:michelle.wright@threerivers.gov.uk) as well as [enquiries@threerivers.gov.uk](mailto:enquiries@threerivers.gov.uk) (to allow for resilience).

#### **By phone**

All relevant personnel are briefed on the process of the Community Trigger. When they receive a call from someone wanting to use the Community Trigger they should direct to the Community Safety Intervention Officer. Upon receiving a call the Officer will take relevant details (the same as the form)

#### **In writing**

Should someone prefer to make a Community Trigger request in writing, the form can be sent to them for completion.

Anonymous Community Triggers will not be accepted; however the contents of the problems will be passed to relevant agencies for intelligence purposes.

Any Community Triggers received will require the individual to consent to the information being shared with agencies. Should consent not be given then the Community Trigger will not be pursued. Existing information sharing protocols will cover any subsequent exchange of information.

### **Responding to the Community Trigger**

Upon receipt of the Community Trigger, the following actions will be taken by the Community Safety Intervention Officer:

The victim/complainant will be written to acknowledging receipt of the Community Trigger. This will be within **2** working days of the Community Trigger being received. This is seen as an achievable timeframe as the letter will be a standard letter and there will be no investigation needed prior to the letter being sent out. In absence of the Community Safety Intervention Officer, arrangements can be made for colleagues to cover. The letter will advise that the Community Trigger has been added to the agenda of the next ASBAG and the date provided.

Relevant agencies will be notified of the Community Trigger that has been received. The agencies will need to have information ready for the next ASBAG where the case will be suggested/reviewed.

A case will be created on SafetyNet (the ASB shared database) for the individual if there is not already one in existence. It is suspected that given the criteria for the Community Trigger; the majority of people requesting a Community Trigger will already be on the system.

### **Undertaking the Community Trigger assessment**

All Community Triggers received will be taken to the next ASBAG meeting for assessment. The ASBAG meets monthly to review and discuss cases of ASB in the district. It is a multi-agency meeting that is attended by statutory and non-statutory Community Safety Partnership partner agencies.

### **ASBAG assessment**

The Community Trigger will be added as a standard item to the ASBAG agenda. It will be the last item on the agenda and therefore allow any agencies that do not need to attend to leave the meeting.

The ASBAG chair or deputy will go through the Community Triggers that have been received since the last meeting, as well as reviewing any previous ones that have been discussed.

There will have to be a minimum of three agencies present to review any trigger. Wherever possible there will be an agency present who has not previously been involved in the case to increase an impartial decision being made.

### **Outcomes**

The victim(s) will be notified of the outcome within 5 working days of the ASBAG meeting.

### **The criteria is not met**

The ASBAG may decide that the Community Trigger criteria has not been met. A letter will be sent to the victim(s) advising the outcome and the reasons as to why the criteria has not been met. Advice and guidance will be given to them on how to report any further problems and details of the appeals process provided.

## **The criteria has been met but no further action**

The ASBAG agrees that the Community Trigger criteria has been met however at present there is no further action that can be taken (e.g. awaiting Court dates, insufficient evidence for enforcement action). The case will be added to the ASBAG for monitoring. Advice and guidance will be given to them on how to report any further problems and details of the appeals process provided.

## **The trigger has been met**

The ASBAG agrees that the Community Trigger has been met and recommendations and actions will be agreed for further investigation. This may include additional actions for agencies that have previously been involved in the case, or new actions for agencies who may not previously have been involved. The review will have a problem solving focus and not attributing blame. A single point of contact will be agreed to lead on the case and allocated on SafetyNet. A letter will be sent advising of the proposed actions. The trigger will remain on the ASBAG agenda for discussion until a time it can be closed.

## **Appeals**

The Chair of the Community Safety Co-ordinating Group has been identified as the lead for appeals. The Community Safety Co-ordinating Group is the mechanism for the appeal, and appear as a standing agenda item (only if there is a Community Trigger). It has been suggested that for each Community Safety Co-ordinating meeting; a brief written report could be produced on any Community Triggers that had been made since the last meeting. This would ensure that the Group are kept informed about any cases and should an appeal be raised already have some background information to the case.

## **Communication and publicity**

The Community Trigger will be publicised periodically and when relevant via;

- Articles in Three Rivers Times
- Partnership press release (local media, websites)
- Three Rivers website
- Links on CSP partners websites

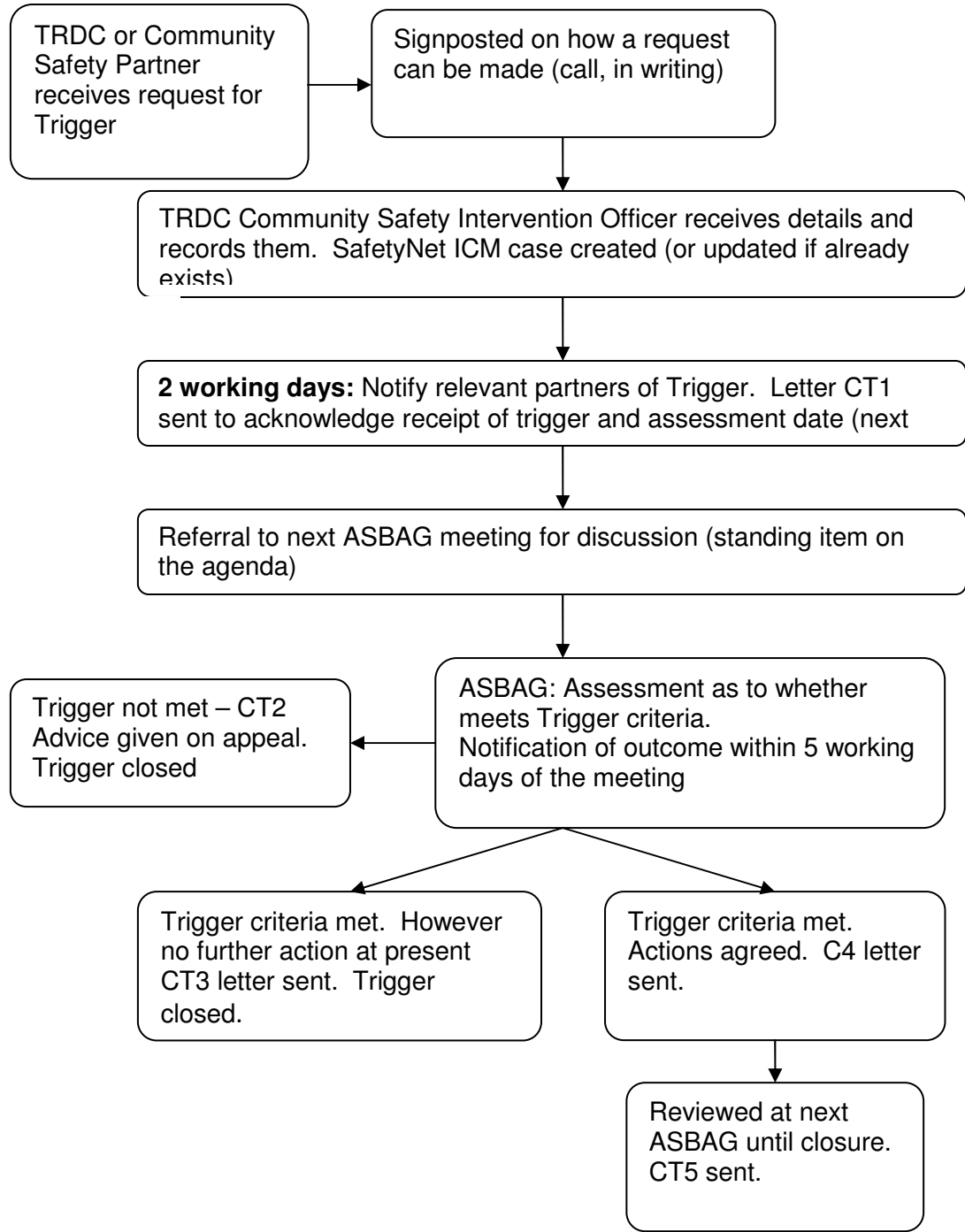
## **Appendix A: The new powers to address ASB**

Previous powers

New powers

<b>People</b>	
<b>Anti-social Behaviour Order</b> <b>Anti-social Behaviour Order (ASBO)</b> <b>Post conviction ASBO</b> <b>Drink Banning Order (DBO)</b> <b>DBO on conviction</b> <b>ASB Injunction (ASBI)</b> <b>Individual Support Order</b> <b>Intervention Order</b>	Criminal Behaviour Order  Criminal Behaviour Order (CBO)  Injunction to prevent Nuisance & Annoyance (IPNA)
<b>Places</b>	
<b>Litter Clearing Notice</b> <b>Street Litter Clearing Notice</b> <b>Graffiti/defacement Removal Notice</b> <b>Designated Public Place Order</b> <b>Gating Order</b> <b>Dog Control Order</b> <b>Premises Closure Order</b> <b>Crack House Closure Order</b> <b>Noisy Premises Closure Order</b> <b>S161 Closure Order</b>	Community Protection Notice  Public Space Protection Order  Closure Notices & Closure Orders
<b>Police powers</b>	
<b>S30 Dispersal Order</b> <b>S27 Directions to leave</b>	Dispersal Powers

**Appendix B: CT Process**



**Letters**

CT1: Acknowledgement of Trigger and date of next ASBAG given where case will be assessed.

CT2: Trigger has not met criteria. Advice given on case and details of appeal.

CT3: Trigger has met criteria however all possible action has already been undertaken. Details on appeal given.

CT4: Trigger has met criteria. Outline actions agreed and contact of lead officer

CT5: Trigger has been closed. No further action.

**Appeals**

All appeals should be in writing to the Chair of the Community Safety Co-ordinators Group for their investigation.



## Community Trigger Reporting Form for Reporting Anti Social Behaviour

This form is to be completed where there is evidence of three reports from an individual about separate incidents in 6 months or 3 individuals have separately reported similar in 6 months.

### Your contact details

Please provide your details so that we can contact you. If you are completing this form on behalf of a friend or a client of your service, please provide details of the person affected by this situation. We will use this to ask any further questions or provide feedback on your referral as necessary.

Your details will not be shared with agencies outside of the Three Rivers Community Safety Partnership but will be stored in line with Data Protection principles. Please confirm you are willing for disclosure to agencies in order for the Trigger to be investigated.

Anonymous Community Trigger referrals will **not** be accepted; however details are recorded and shared with agencies such as the Police

**Name:**

**Address (including postcode)**

**Telephone number**

**Mobile Number**

**Email address**

**Preferred method of contact:**  Email  Phone  Letter

**Which of these best describes you?**

- Private tenant       Owner occupier       housing association  
 other (please specify)
- 

Where applicable please provide details of your landlord / housing association  
Name:

Address:

**Please describe what has happened or is happening?**

**Who and how have you reported these problems to previously?**

**How have the incidents affected you?**

**What outcome would you like from the Community Trigger?**

**Keeping you informed**

- We will keep you informed about progress.
- Our promise is to acknowledge receipt of your referral within two working days.
- An initial assessment of your situation will be carried out at the next Anti-social Behaviour Action Group (ASBAG).
- You will be notified of the outcome of the assessment within 5 working days of the ASBAG meeting.
- If your referral meets the criteria an officer from an appropriate lead agency (in discussion with you) will review your situation and advise of the next steps.



## Diversity Monitoring Form

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Three Rivers District Council is responsible for ensuring all of the services we provide on behalf of the local population are provided equally regardless of Age, Ethnicity, Disability, Religion/Belief, Gender or Sexual Orientation. To make sure this happens we need to monitor take up and use of services. The information you give will be kept confidential and will be used to enable the Council to monitor delivery of its services.

Thank you for your co-operation.

### GENDER

Are you:-

Male

Female

### ETHNICITY

What is your ethnic group?

#### White

British

Irish

Any other white background, *please write in*.....

#### Mixed

White & Black Caribbean

White & Black African

White & Asian

Any other mixed background, *please write in*.....

#### Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background, *please write in*.....

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**Black or Black British**

Caribbean

African

Any other black background, *please write in*.....

**Chinese or other Ethnic Group**

Chinese

Other Ethnic Group, *please write in*.....

**Gypsy or Traveller**

**DISABILITY**

The Disability Discrimination Act 1995 defines a person as disabled if they have a physical or mental impairment which has a substantial and long-term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day to day activities. Do you consider yourself to have a disability as defined above?

YES

NO

If yes, please specify the nature of your disability

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**SEXUAL ORIENTATION**

**How would you define your sexual orientation**

Heterosexual

Bisexual

Gay

Lesbian

**AGE**

**Date of birth:-**

Or alternatively, the following age banding:

0 – 4	<input type="checkbox"/>
20-24	<input type="checkbox"/>
45 – 59	<input type="checkbox"/>

5 – 15	<input type="checkbox"/>
25 – 29	<input type="checkbox"/>
60 – 64	<input type="checkbox"/>

16-19	<input type="checkbox"/>
30 – 44	<input type="checkbox"/>
65 – 74	<input type="checkbox"/>

75+

**RELIGION/BELIEF**

What is your religious belief?

Buddhist

Muslim

Sikh

Christian

Hindu

Jewish

No religion

Other

Any other religion, please write in:-.....