

Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.3

Meeting Date: 9th April 2015
Portfolio: Communities, Health and Wellbeing
Key Decision: Yes: Recorded in the Notice Ref: KD
Within Policy and
Budget Framework YES
Public / Private Public

Title: COMMUNITY TRIGGER
Report of: The Deputy Chief Executive
Report Number: SD 05 15

Purpose / Summary:

The Anti-Social Behaviour, Crime and Policing Act 2014 is aimed at focussing responses to anti-social behaviour (ASB) on the needs of the victim. The act introduces a number of new tools and powers to replace existing provisions, including the introduction of anti-social behaviour case reviews, also known as the Community Trigger. The Trigger gives victims, or victim's representatives a right to ask local agencies to review how they have responded to previous ASB complaints and consider what further action might be taken where the behaviour persists.

All Community Safety Partnerships (CSPs) around the County, including the Carlisle and Eden CSP have worked together to develop a countywide approach to implement the new Community Trigger legislation.

Recommendations:

It is recommended that the Community Overview and Scrutiny Panel consider and provide feedback to the Executive on the countywide approach for the new Community Trigger legislation.

Tracking

Executive:	01/06/15
Overview and Scrutiny:	09/04/15
Council:	N/A

1. BACKGROUND

- 1.1.1** The community Trigger approach is intended to encourage a collaborative problem-solving approach amongst agencies dealing with persistent cases of ASB in order to identify whether any further actions can be taken. The Act sets out the framework for ASB case reviews and requires the 'relevant bodies' to work together to agree local processes and procedures and ensure they meet the needs of their communities. The Community Trigger will sit alongside existing processes and practices for responding to ASB.
- 1.1.2** Cumbria Constabulary has conducted intensive research into the Community Trigger legislation and has, and will continue to provide local authorities with advice and support on the new process.
- 1.1.3** Members of the public will be able to request a Community Trigger via telephone, email, letter or online reporting form on the Councils website, as detailed in (Appendix 1). The Community Development Officer will act as the single point of contact (SPOC) for Carlisle City Council.
- 1.1.4** On receipt of the trigger application, the SPOC will forward the request and associated information to the designated officers for consideration. Those partners will then research the complaint and within 10 days reply back to the SPOC as to whether it meets the trigger threshold or not. If it does meet the threshold then the identified partners will be required to convene and carry out a full review of the Trigger Complaint. If it does not meet the threshold, the reporting person will be informed of the decision and the rationale behind it.
- 1.1.5** Once all the information has been returned a review panel date will be set and all relevant partners and officers will be invited to attend. Please see process map (Appendix 2) and list of designated officers and key representatives (Appendix 3). The panel will be chaired by the Chair of the Community Safety Partnership. Following the review panel the SPOC will notify the reporting person of the outcome. If the reporting person is unhappy or disagrees with the review panel outcome they can request an appeal within a 10 day period.

2. PROPOSALS

- 2.1** It is proposed that the Community Overview and Scrutiny Panel consider the countywide approach to the new Community Trigger legislation and provide feedback to the Executive who will be asked to approve it.

3. CONSULTATION

- 3.1** The Community Trigger process has been developed in conjunction with key partners and CSPs countywide, and has been approved and provisionally adopted by all other District Councils within the County.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 4.1** It is recommended that the Community Overview and Scrutiny Panel consider the countywide approach for the new Community Trigger legislation and it is then adopted by the Executive. This will bring Carlisle City Council in line with its legislative requirements and partners across the county.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 5.1** “We will work more effectively with partners to achieve the City Council’s priorities”

Contact Officer: **Darren Crossley**

Ext: **7004**

Appendices Appendix 1 – Countywide Community Trigger Process
attached to report:

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:

- **None**

CORPORATE IMPLICATIONS/RISKS:

Chief Executive’s –

Deputy Chief Executive – Community Development Officer will act as Single Point of Contact (SPOC) on behalf of Council.

Economic Development – None

Governance – None

Local Environment – Local Environment Officers will act as designated officers as and when required.

Resources – None

Community Trigger Referral Form

The Community Trigger is a process you can use to ask agencies to review their response to anti-social behaviour or hate incidents you have reported. This is the Community Trigger referral form. In an emergency please contact the relevant emergency service, police, fire or ambulance on 999.

Please complete this form as fully as possible.

Your Contact Details

Name

Address including Postcode

Telephone

Email

Which of these best describes you?

Council tenant (including leasehold) ☐

Private Tenant ☐

Owner Occupier ☐

Housing Association ☐

Other ☐

If you're a tenant, please provide the name of your Landlord and contact details:

Please give details of Incident One

Date

What happened?

Where did it take place?

How has it affected you?

Who did you report it to?

Were you given a reference number? If so, what was it?

What response did you receive to this first report?

Please give details of Incident Two

Date

What happened?

Where did it take place?

How has it affected you?

Who did you report it to?

Were you given a reference number? If so, what was it?

What response did you receive to this second report?

Please give details of Incident Three

Date

What happened?

Where did it take place?

How has it affected you?

Who did you report it to?

Were you given a reference number? If so, what was it?

What response did you receive to this third report?

Additional information

Please use the space provided to let us know of any additional information you feel is relevant

Equalities Monitoring (optional questions - you do not have to answer all questions)

Gender

Male ☐

Female ☐

Transgender ☐

Other ☐

Age

Sexual Orientation

Bi-sexual ☐

Same sex preference - (Lesbian / Gay) ☐

Heterosexual ☐

Don't know ☐

Prefer not to say ☐

Other

Religion – please state

Disability

Yes or No

If Yes – then please provide details

Ethnicity – please select

Indian	Caribbean	White and Black Caribbean	White - British
Pakistani	African	White and Black African	White - Irish
Bangladeshi	Any other Black background	White and Asian	Any other White background
Any other Asian Background	Chinese	Any other Mixed background	Any other Ethnic background

Declaration

I confirm that the information given in the above form is correct to the best of my knowledge. Please sign

and return to:

Contracts and Community Services, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG.

Email: customerservices@carlisle.gov.uk

Tel No: 01228 817200

Community Trigger Website Text

Introduction

The Carlisle and Eden Community Safety Partnership, which includes the police, the council and registered housing providers, works together to tackle anti-social behaviour and hate incidents.

What is the Community Trigger?

The Community Trigger is a process you can use to ask agencies to review their response to anti-social behaviour or hate incidents you have reported.

If someone has reported Anti-Social Behaviour but *no action* has been taken, you will be able to tell us about it under the Community Trigger.

The reporting threshold is:

You have reported 3 or more incidents relating to the same problem in the past 6 months to the Council, Police or your landlord, and no action has been taken.

Or

You have made 5 reports about the same problem in the past 6 months to the Council, Police or the landlord and no action has been taken.

Or

1 incident or crime motivated by hate in the last 3 months and no action has been taken.

What is meant by no action taken?

The reported problems have not been acknowledged – i.e. no one contacted you to advise what action would be taken.

The reported problems have not been appropriately investigated.

Your vulnerability and/or the potential for harm has not been considered and this has affected potential service delivery.

No action has been taken because information has not been shared between partners and this has affected potential service delivery.

What is not suitable for a Community Trigger?

If someone has reported Anti-Social Behaviour and received a service but the problems are ongoing;

Contact the agency you are working with to tell them what is happening.

If you have reported Anti-Social Behaviour and received a service but you're unhappy with the service received or action taken;

Submit a complaint under the agency's complaints procedures.

Application Process

You need to fill out a local community trigger online referral form giving details of the case.

This can be done by following the below link:

Carlisle-

http://www.carlisle.gov.uk/community_and_living/anti_social_behaviour/community_trigger.aspx

The Community Trigger is designed to ensure that there is a review where cases have been reported and no action has been taken. It is not a complaints procedure. If your case meets these criteria you will be notified within five working days.

Your case will be reviewed and recommendations may be made as to how the case can progress will be reported to you within ten working days. If you have difficulty accessing or completing the online form, please contact your local authority. Carlisle City Council on 01228 817 000 / 817 200 or customerservices@carlisle.gov.uk

I don't meet the criteria, what do I do now?

If this is the first time you are reporting this issue or concern, you can report it by:

Contacting Cumbria Constabulary on 101 or <http://www.cumbria.police.uk/contact-us>

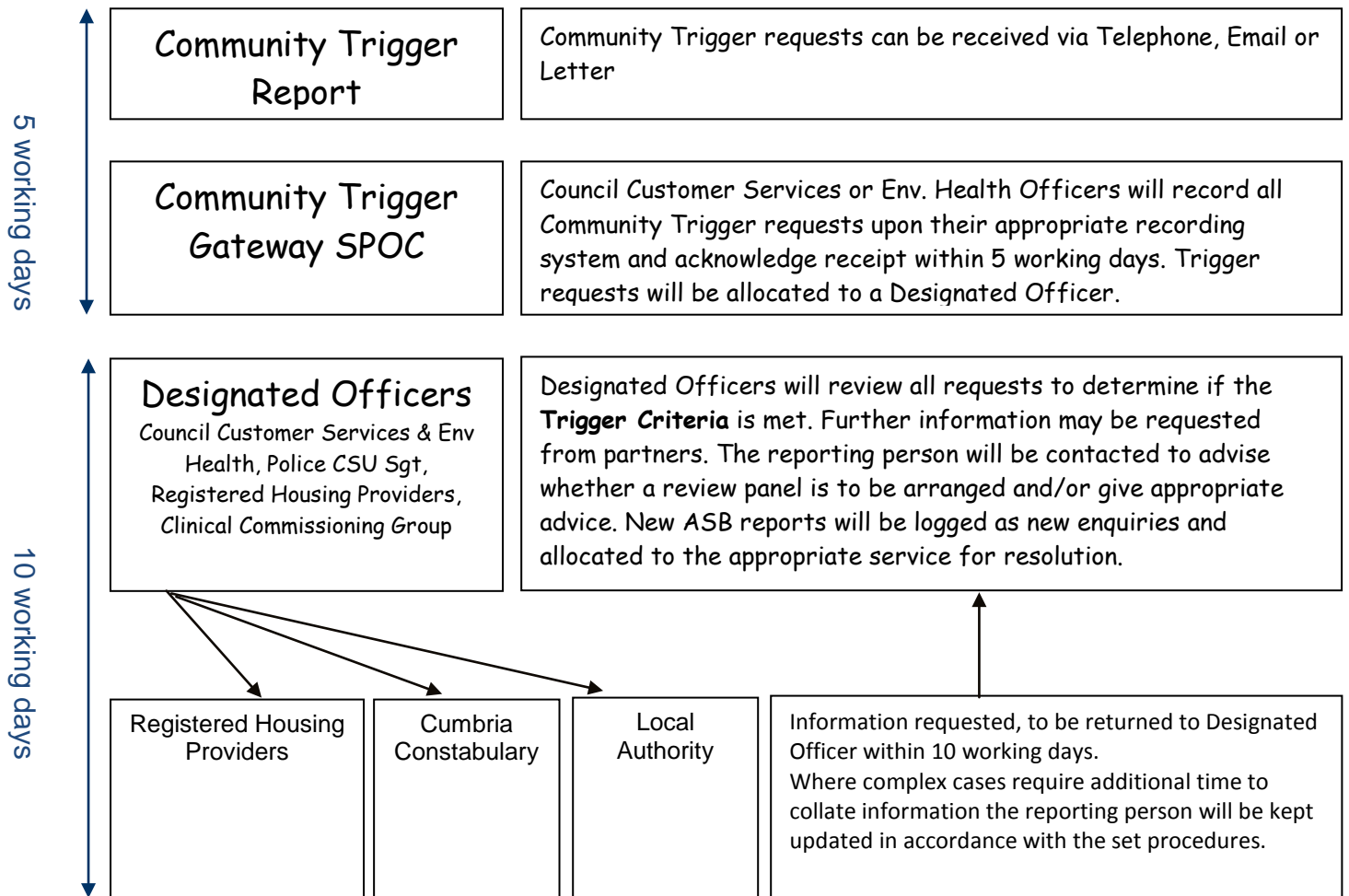
Riverside Housing Association on 0345 111 0000 or info@riverside.org.uk

Impact Housing Association on 01228 633 600

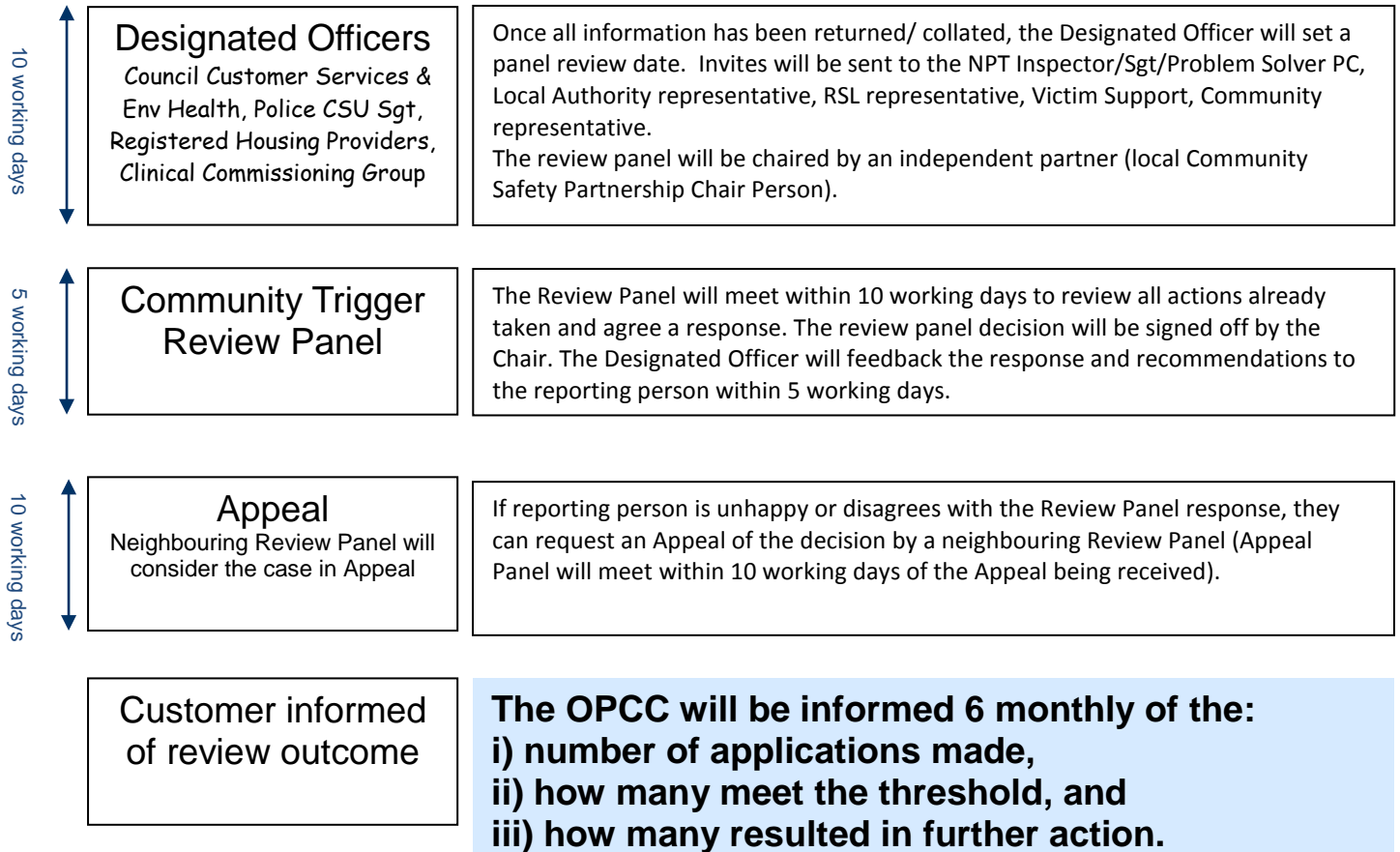
Carlisle City Council on 01228 817 000 / 817 200 or customerservices@carlisle.gov.uk

In emergencies, always call 999.

Community Trigger Review Process - Appendix 2 (1)



Community Trigger Review Process (2)



Community Trigger Representative List – Appendix 3

Designated Officers - North Area

Designated Officers 'Relevant Bodies'	Job Title/ Name
Carlisle City Council Single Point of Contact (SPOC)	Community Development Officer
Cumbria Constabulary	Community Safety Sgt
Carlisle City Council Environmental Health	Environmental Health Manager
Registered Social Landlords	Riverside Housing Impact Housing
Clinical Commissioning Group (CCG)	TBC

Review Panel Chair - North Area Chair

Agency	Job Title
Carlisle and Eden Community Safety Partnership	Chair of the Carlisle and Eden Community Safety Partnership