



Please ask for Brian Offiler  
Direct Line: 01246 345229  
Email: [democratic.services@chesterfield.gov.uk](mailto:democratic.services@chesterfield.gov.uk)

## **NOTICE OF EXECUTIVE DECISION TO BE MADE**

The following Executive Decisions are due to be made by the CABINET MEMBER FOR HEALTH AND WELLBEING on THURSDAY, 18 FEBRUARY 2021.

1. Community Safety - Community Triggers - Adoption of Derbyshire County Council Guidance (HW1040L) (Pages 3 - 64)

Reports relating to the decision(s) to be taken are attached to this notice, unless they contain confidential or exempt information. A meeting will not necessarily take place when the decision is made. Please contact Democratic Services for more information.

This page is intentionally left blank

## For publication

### **Community Safety - Community Triggers - Adoption of Derbyshire County Council Guidance (HW1040L)**

|                           |  |
|---------------------------|--|
| <b>Meeting:</b>           | Cabinet Member for Health and Wellbeing  |
| <b>Date:</b>              | tbc                                      |
| <b>Cabinet portfolio:</b> | Health and Wellbeing                     |
| <b>Directorate:</b>       | Leisure, Culture and Community Wellbeing |

#### **1.0 Purpose of the report**

- 1.1 To seek approval for the adoption by Chesterfield Borough Council of the Derbyshire Community Trigger Practitioner Guidance.
- 1.2 The Derbyshire Community Trigger Practitioner Guidance was originally developed in 2014, to support the enactment of the Anti-Social Behaviour, Crime and Policing Act in October 2014. In April 2019, national reports about the use and accessibility of the Community Trigger were published by ASB Help, 'The Community Trigger Where We Are Today', and the Victims' Commissioner, 'Anti-Social Behaviour: Living A Nightmare'.
- 1.3 The result of this was a review of the old guidance and the development of the new guidance informed by the review and the information above. The final draft guidance has been approved by:
  - Derby and Derbyshire Clinical Commissioning Group, who are a 'relevant body' for the Community Trigger, under the legislation
  - County wide Anti-Social Behaviour Sub-Group meeting on 16/7/20.
  - Safer Communities Core Group meeting 3/9/20.
  - Safer Communities Board meeting 24/9/20.

- All other Derbyshire districts and Boroughs.

1.4 If approval is given county wide communications, including updated information for websites, briefing papers for partners and their staff will be issued. In addition, appropriate Data protection processes and procedures will be implemented including privacy notices and Data Protection Impact Assessment.

## **2.0 Recommendations**

2.1 That approval is given for the adoption of the revised Community Trigger Practitioner Guidance.

2.2 To note the potential additional work this guidance may place upon the Partnership in the event of a formal Community Trigger being required.

## **3.0 Reasons for recommendations**

3.1 Through the Anti-Social Behaviour, Crime and Policing Act October 2014, Local Authorities are expected to use this problem-solving method to reduce Anti-Social Behaviour in its communities where these issues have not been resolved by the local partners using any other methods available to them.

## **4.0 Report details**

4.1 The Derbyshire Community Trigger Practitioner Guidance was originally developed in 2014, to support the enactment of the Anti-Social Behaviour, Crime and Policing Act in October 2014.

4.2 In April 2019, national reports about the use and accessibility of the Community Trigger were published by ASB Help, 'The Community Trigger Where We Are Today', and the Victims' Commissioner, 'Anti-Social Behaviour: Living A Nightmare'.

- 4.3 Based on the recommendations within the national reports, a number of changes to the Community Trigger process in Derbyshire were agreed at the ASB Sub-Group in June 2019. The Community Trigger guidance document was updated, but this stalled due to work required on the ASB Information Sharing Agreement (ISA), which the Police are resolving.
- 4.4 ASB Help attended the Derbyshire ASB Sub-Group meeting in December 2019 and agreed to undertake an independent review of our revised draft guidance. The CEO of ASB Help gave extremely positive feedback, with only very minor changes suggested to enable us to sign up to the [ASB Help Pledge](#).
- 4.5 The revised draft guidance was finalised and, following approval from Data Protection Officers at Derbyshire Police, Derbyshire County Council and the Office of the Police and Crime Commissioner (OPCC), circulated to wider partners for a period of consultation in May 2020. Partner responses were, in the main, positive and additional minor changes were made to the guidance, as a result of the feedback received.
- 4.6 The key changes to the document are summarised as follows:
- Removal of the 'five households' threshold.
  - Victims to be invited to attend the Case Review meeting.
  - Clarification of information sharing and consent arrangements to comply with GDPR.
  - Additional templates created - ASB Case Review Agenda, Action Plan and a Perpetrator Proportionality Assessment.
  - Inclusion of the option for partners to activate the Community Trigger, which would be subject to same application form and processes as for victims or other advocates.
  - Clarification of the role of the Chair of the ASB Case Review Meeting.
  - Annual monitoring information to be published on Safer Derbyshire and OPCC websites, as well as district/borough/city council website.

- 'Sign up' to the ASB Help Pledge.
- 4.7 The ASB help pledge will support the promotion of awareness: actively encourage the use of the community trigger to residents and partner agencies. It will confirm that our organisation is legally compliant and embracing the spirit of the community trigger. In addition, it helps to establish a precedent of putting victims first and deter perpetrators.
- 4.8 Chesterfield Borough Council already has excellent partnership working and structures in place to tackle ASB and, through OPCC funding, Derbyshire Victim Services deliver an excellent tailored support package for victims of ASB.
- 4.9 From September 2020, the revised guidance is to be presented for approval to appropriate meetings within each district/borough council area.
- 4.10 The final draft guidance has been approved by Derby and Derbyshire Clinical Commissioning Group, who are a 'relevant body' for the Community Trigger, under the legislation, the ASB Sub-Group meeting on 16/7/20, the Safer Communities Core Group meeting 3/9/20, Safer Communities Board meeting 24/9/20
- 4.11 Following the approvals process, information will be provided to Chesterfield Borough Council Community Safety team to aid;
- Communications, including updated information for websites, briefing papers for partners and their staff.
  - Data protection, including privacy notices and Data Protection Impact Assessment.

## **5.0 Alternative options**

- 5.1 The alternative option to adopting the Community Trigger guidance would be to continue as we do at present. Working with local partners to address ASB through subgroups, tasking and calls for service. Chesterfield Borough Council do address complex cases through

additional partnering for hot spot areas and problematic cases. Adopting the guidance reinforces our existing approaches and will provide a county wide framework which will support our partnerships and as such it is seen as complementing the work of the Chesterfield Community Safety Partnership.

## **6.0 Implications for consideration – Council Plan**

6.1 **Thriving Borough** - Vibrant town centre - the Council will maintain safety within Chesterfield town centre by continuing to enforce the Public Spaces Protection Order.

**Quality of Life for Local People** - Improve our environment and enhance community safety for all our communities and future generations - Combat anti-social behaviour in the Town through the enforcement of the Anti-Social Behaviour Legislation.

## **7.0 Implications for consideration – Financial and value for money**

7.1 The current methods used by the Community Safety Team for dealing with Anti-Social Behaviour by the Partnership are manageable. The Community Trigger may bring additional case load for the team and whilst this will not financially impact the authority it may result in enhanced time demands for the team.

## **8.0 Implications for consideration – Legal**

8.1 The updated guidance has been undertaken with the requirements of the Anti-social Behaviour, Crime and Policing Act 2014 and as such all legal requirements have been fulfilled.

## **9.0 Implications for consideration – Human resources**

9.1 No specific adverse implications have been identified; the Community Safety team will however closely monitor any potential time demands impact.

**10.0 Implications for consideration – Risk management**

| Description of the Risk  | Impact | Likelihood | Mitigating Action   | Impact | Likelihood |
|--|--------|------------|---|--------|------------|
| If there is a significant demand for this intervention it may impact upon the capacity of the Community Safety Partnership team to support other interventions / initiatives | High   | Medium     | The team are already experienced in managing ASB requests for service and as such it is expected that the requirement for formal Community Triggers will be kept to a minimum | Medium | Low        |

**11.0 Implications for consideration – community wellbeing**

11.1 Through collaboration with partners the Community Trigger allows for positive engagement with those most vulnerable and at risk of Anti-Social Behaviour.

**12.0 Implications for consideration – Economy and skills**

12.1 Providing a safe and secure Borough will support employment, learning and development opportunities for residents.

**13.0 Implications for consideration – Climate Change**

13.1 Whilst there is no direct impact from the adoption of this guidance on the actions as defined within the Councils Climate Change Action Plan 2020 – 2023 the community safety team will continue to work in a way that supports the actions and themes within the plan.

**14.0 Implications for consideration – Equality and diversity**

The wording of the Community Trigger Guidance has been specifically drafted in a way to avoid targeting any group or type of individual and only targets the behaviours that cause nuisance, alarm, harassment, or distress to others. However, it is inevitable that some groups may be more impacted by the controls due to their behaviours.

**Decision information**

|                            |             |
|----------------------------|-------------|
| <b>Key decision number</b> | <b>1015</b> |
| <b>Wards affected</b>      | <b>All</b>  |

**Document information**

|  |                             |
|--|-----------------------------|
| <b>Report author</b>   |                             |
| <i>Dianne Illsley, Community Safety Officer, Chesterfield Community Safety Partnership.</i>              |                             |
| <b>Background documents</b>  |                             |
| These are unpublished works which have been relied on to a material extent when the report was prepared. |                             |
|  |                             |
| <b>Appendices to the report</b>  |                             |
| Appendix 1   | Memorandum of understanding |
| Appendix 2   | Community Trigger Guidance. |
|  |                             |

This page is intentionally left blank

## v.1.2

**MEMORANDUM OF UNDERSTANDING BETWEEN:****THE POLICE & CRIME COMMISSIONER FOR DERBYSHIRE AND**

- Erewash Borough Council, Bolsover District Council, Amber Valley Borough Council, South Derbyshire District Council, Chesterfield Borough Council, Derbyshire Dales District Council, High Peak Borough Council, North East Derbyshire District Council, Derbyshire County Council, Derby City Council, NHS Derby and Derbyshire Clinical Commissioning Group, Derbyshire Youth Offending Service, EMH Homes, Metropolitan Housing, Platform Housing, Futures Homescape, Rykneid Homes, Derby Homes, Derbyshire Constabulary

**Date: 18 May 2020**

**GLOSSARY OF TERMS**

|                  |  |
|------------------|--|
| The Act          | The Anti-Social Behaviour, Crime and Policing Act 2014   |
| The PCC          | The Police and Crime Commissioner  |
| Relevant Bodies  | Defined under Schedule 4 Part 2 of the Act as District Council or Unitary Authority, Chief officer of Police for the police area, each Clinical Commissioning Group, local providers of social housing within the local area |
| SPOC             | Single point of contact (identified within each Community Safety Partnership (CSP))  |
| MOU              | Memorandum Of Understanding  |
| Date of Document | May 2020   |

**1.0 BACKGROUND**

- 1.1 Section 104 of the Act requires that in cases where a person has made a complaint about anti-social behaviour that the relevant bodies in that area must carry out a review where the relevant body is satisfied that the threshold for a review is met. This review is known as a Community Trigger.
- 1.2 Schedule 4 part 1 (3) requires the Community Trigger process to include provision about what is to happen when an applicant is dissatisfied with the way in which the relevant bodies have a) dealt with an application for an ASB case review or b) carried out an ASB case review.
- 1.3 The PCC for Derbyshire has agreed to act as the appeals body for any dissatisfaction with:
- Initial assessment of meeting the threshold
  - The review and any resulting action plan
  - The delivery of the action plan
  - The Community Trigger process as a whole
- 1.4 The Memorandum of Understanding is designed to offer the Public confidence in the process and outcomes from any appeals they might lodge.

## **2.0 PARTNERS AGREE TO:**

- 2.1 To adhere to the Community Trigger Process as agreed by the Relevant Bodies.
- 2.2 To provide information to the PCC on the decision making around the Community Trigger Threshold.
- 2.3 To co-operate with requests for information made by the PCC, or their officers, to support the appeals process.
- 2.4 To respond to requests for information in a timely manner.
- 2.5 To comply with the findings of the PCC at the end of the appeals process as communicated to the appellant and the relevant bodies.
- 2.6 To consider any recommendations made by the PCC in their decision.

## **3.0 THE PCC AGREES TO:**

- 3.1 To adhere to the appeals process agreed with Partners.
- 3.2 To independently review the grounds of appeal and assess if it relates to:
  - i)The process as a whole, or
  - ii)the decision at the 'Threshold Test', or
  - iii)the result of the Case Review (Action Plan if applicable), or
  - iv)the delivery of any recommendations (delivery of the action plan if applicable), within agreed timescales.

The PCC may dismiss an appeal if it is considered to be repetitive or vexatious.

- 3.3 To independently review all of the information provided by the local SPOC relating to the Case Review, including the threshold assessment incidents and any agreed action plan.
- 3.4 To adjudicate on the appeal and inform the appellant and relevant bodies of the PCC's decision, and any recommendations, based on the information provided.

## **4.0 POTENTIAL OUTCOMES**

- 4.1 There are three possible outcomes (findings) to an appeal:
  - i)**Not Upheld** – where the PCC considers that there is little or no evidence to support the grounds of appeal
  - ii)**Partially Upheld** – where the PCC considers that elements of the appeal are proven

iii)**Upheld** – where the PCC considers that the grounds of appeal are met and requires the relevant bodies to re-examine the case, and consider any recommendations made by the PCC

4.2 The PCC may also make recommendations to the relevant bodies following an appeal investigation, this may also include cases where the appeal itself has not been upheld.

4.3 The decision of the PCC on an appeal is to be considered final.

## **5.0 INFORMATION SHARING**

### **PARTNERS AGREE TO:**

5.1 Share all information relating to the applicant's community trigger request and any subsequent case review meeting(s) with the PCC.

5.2 Comply with the Data Protection Act 2018 (DPA) and the General Data Protection Regulations (GDPR), and all other relevant legislation, when sharing information with the PCC regarding Community Trigger appeals.

5.3 Deal with any requests for information made by the PCC in connection to a Community Trigger appeal in a timely manner.

### **THE PCC AGREES TO:**

5.4 Comply with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR), and all other relevant legislation, when sharing information with partners regarding Community Trigger appeals.

## **6.0 AGREEMENT**

6.1 This MOU requires all relevant bodies to agree prior to the PCC acting as the appeals mechanism.

6.2 Any partner can request a review of the terms of the MOU.

6.3 The terms of the MOU should be reviewed twelve months after commencement to ensure that it is still fit for purpose.

6.4 All parties agree to consider any guidance on Community Trigger produced by Central Government.

6.5 All agree to adhere to any statutory guidance in respect of the Anti-Social Behaviour, Crime and Policing Act 2014.



# Derbyshire Community Trigger / Anti-Social Behaviour (ASB) Case Review

## Practitioner Guidance

May 2020

Version 2.0



Don't suffer in silence

## Contents

|  |    |
|--|----|
| INTRODUCTION.....  | 6  |
| BACKGROUND.....  | 6  |
| Legislation.....   | 6  |
| Definitions.....   | 6  |
| What is the Community Trigger?.....                                | 6  |
| What is Anti-Social Behaviour?.....                                | 7  |
| Which Agencies are involved in the Community Trigger Process?..... | 7  |
| APPLICATION FOR THE COMMUNITY TRIGGER.....                         | 7  |
| Who can use the Community Trigger?.....                            | 7  |
| What is the Threshold?.....  | 7  |
| What if the Community Trigger Threshold is not met?.....           | 8  |
| How can an application for the Community Trigger be made?.....     | 8  |
| Vexatious Complaints.....  | 9  |
| Consent.....   | 9  |
| COMMUNITY TRIGGER PROCESS.....                                     | 9  |
| Receipt of Community Trigger Application.....                      | 9  |
| Receipt of Third Party Community Trigger Application.....          | 10 |
| Assessing the Community Trigger Application.....                   | 10 |
| Threshold Not Met.....   | 10 |
| Threshold Met.....   | 11 |
| Information Sharing.....   | 11 |
| ASB Case Review Meeting.....                                       | 12 |
| Format.....  | 12 |
| Attendance.....  | 12 |
| Chair.....   | 13 |
| Purpose.....   | 13 |
| Outcome of the ASB Case Review.....                                | 14 |
| Minutes.....   | 14 |

## PUBLIC

|   |    |
|---|----|
| Action Plan .....   | 14 |
| Informing the Applicant .....   | 14 |
| Recommendations .....   | 15 |
| Lessons Learned .....   | 15 |
| COMMUNITY TRIGGER APPEAL PROCESS .....                                      | 15 |
| Who can make an appeal? .....   | 15 |
| When can an appeal be made? .....   | 15 |
| How can an appeal be made? .....  | 15 |
| Appeal Process .....  | 16 |
| Memorandum of Understanding .....   | 16 |
| ROLES WITHIN THE PROCESS .....  | 16 |
| Victim .....  | 17 |
| Applicant (if different from the victim) .....                              | 17 |
| Community Trigger SPOC (one for each CSP area) .....                        | 17 |
| Relevant Bodies .....   | 18 |
| Chair of ASB Case Review Meeting .....                                      | 18 |
| Office of the Police and Crime Commissioner .....                           | 18 |
| MONITORING INFORMATION .....  | 19 |
| REVIEW .....  | 19 |
| APPENDIX A .....  | 20 |
| Community Trigger Process Flowchart .....                                   | 20 |
| APPENDIX B .....  | 21 |
| Community Trigger Application Form .....                                    | 21 |
| APPENDIX C .....  | 29 |
| Guidance Notes for the Community Trigger Application Form .....             | 29 |
| Community Trigger Threshold .....   | 29 |
| APPENDIX D .....  | 34 |
| Template Letters .....  | 34 |
| Letter 1 – Confirm receipt of application .....                             | 34 |
| Letter 2 – Victim consent required .....                                    | 35 |
| Letter 3 – Confirm receipt of application to victim, if not applicant ..... | 36 |
| Letter 4 – Threshold not met .....  | 37 |
| Letter 5 – Threshold met .....  | 38 |
| Letter 6 – Outcome of review .....  | 39 |

APPENDIX E ..... 41  
    ASB Case Review Meeting Agenda Template ..... 41

APPENDIX F ..... 42  
    Proportionality Assessment ..... 42

APPENDIX G ..... 44  
    ASB Case Review Meeting Minutes Template ..... 44

APPENDIX H ..... 48  
    Action Plan Template ..... 48

Appendix I ..... 49  
    Community Trigger Appeal Process Flowchart ..... 49

DRAFT

## Change History

| Date              | Version            | Reason  |
|-------------------|--------------------|---|
| 13/5/14 – 19/8/14 | Versions 0.0 – 0.4 | Development drafts  |
| 29/9/14           | Version 1.0        | Approved by Derbyshire Safer Communities Board and Derby City Council   |
| 27/3/17           | Version 1.1        | Amended to incorporate introduction of timescale for the Office of the Police and Crime Commissioner to receive appeals   |
| 21/3/18           | Version 1.2        | Amended, following Derbyshire ASB Forum, to incorporate amendments to the statutory guidance  |
| 13/5/20           | Version 2.0        | Amended to incorporate:- <ul style="list-style-type: none"> <li>Revised threshold and clarification that victims are to be given option to attend Case Review, as agreed at Derbyshire ASB Sub-Group meeting on 21/6/19.</li> <li>Clarification of information sharing and recording procedures.</li> <li>Templates for agenda and action plan</li> <li>Recommendations from a process review conducted by ASB Help to ensure compliance with the ASB Pledge, including the option for partner agencies to make applications and a perpetrator Proportionality Assessment.</li> </ul> |

\*\* Throughout this document the term Community Trigger is used to refer to an Anti-Social Behaviour Case Review.\*\*

## **INTRODUCTION**

Anti-social behaviour (ASB) continues to be a priority for residents, the Police and Crime Commissioner and all community safety partners in Derbyshire.

ASB covers such a wide range of incidents from litter and dog fouling to noise nuisance and targeted, abusive behaviour. The complex nature of ASB means that agencies must work together to bring perpetrators to justice and provide the right level of support for victims.

The aim of this document is to translate the 'Anti-Social Behaviour, Crime and Policing Act 2014: Anti-social behaviour powers - Statutory guidance for frontline professionals', issued by the Home Office in July 2014 (updated August 2019), into guidance to assist agencies to work together to tackle ASB in Derbyshire and meet their statutory obligations under the legislation.

This guidance ensures a consistent approach for victims of ASB, who wish to use the Community Trigger to request a review of the action taken to deal with the ASB they are experiencing. It outlines the process, elements of which may be localised by each Community Safety Partnership (CSP) in terms of exactly how the ASB Case Review will be conducted, but the minimum steps and timescales, described within this guidance, should be followed by all partners involved in the Community Trigger process.

This guidance is intended to compliment, not replace, individual agency complaints procedures. Complaints about individual officers, or services, should be directed to those complaints procedures and/or the Local Government and Social Care Ombudsman or the Independent Office for Police Conduct.

This guidance has been updated in consultation with ASB Help, a registered charity in England and Wales that provides advice and support to victims of ASB. Derbyshire is proud to sign up to the [ASB Help Pledge](#), demonstrating our commitment to supporting victims of ASB.

## **BACKGROUND**

### Legislation

The Anti-Social Behaviour, Crime and Policing Act 2014 places a duty on the relevant bodies in that area to develop procedures for conducting ASB Case Reviews. This is also referred to as the 'Community Trigger'.

### Definitions

#### *What is the Community Trigger?*

The Community Trigger gives victims the right to request a review of the response to their complaints of ASB, where they feel the problem persists and

- there has been no response from agencies

or

- there has been an inadequate response from agencies responsible for dealing with the ASB.

## PUBLIC

The Community Trigger is subject to specific criteria, or a 'threshold'.

The aim of the Community Trigger is to encourage a joined up, problem solving and victim-centred approach to the resolution of the **serious and persistent** problems experienced by victims of ASB. **It enables agencies to review a case and re-consider their actions objectively.**

### *What is Anti-Social Behaviour?*

For the purpose of the Community Trigger, ASB is defined as 'behaviour causing harassment, alarm or distress to a member, or members, of the public'.

### *Which Agencies are involved in the Community Trigger Process?*

The '*relevant bodies*' are defined in the legislation as the District/City Council, Police, Clinical Commissioning Group and local Social Housing Providers. In addition, the Youth Offending Service will be involved, where the review involves a perpetrator who is under 18.

Depending on the individual case, it may also be appropriate to involve other partners that have, or ought to have, been involved in the case from a victim and perpetrator perspective, e.g. schools, Children's Services, Adult Safeguarding, Probation Service, Fire and Rescue Service etc.

In Derbyshire, the appropriate District/City council acts as the administrator, or 'Single Point of Contact' (SPOC), for the Community Trigger process.

## **APPLICATION FOR THE COMMUNITY TRIGGER**

### Who can use the Community Trigger?

Subject to meeting the threshold, the Community Trigger can be 'activated' by a victim of ASB or another person acting on behalf of the victim, with their consent, such as a family member, carer, elected member or MP.

**Managers (equivalent of Police Inspector or above) of partner agencies receiving complaints of ASB, or supporting victims of ASB, could also activate the Community Trigger for the victim, if they determine that reported ASB incidents meet the threshold for an ASB Case Review.**

The victim could be an individual, a business or a community group.

### What is the Threshold?

The criteria, or threshold, for submitting a Community Trigger application for agencies to undertake an ASB Case Review is:-

- **Three or more 'qualifying complaints' about related incidents of ASB, that occurred on separate occasions, within the last six months.**

## PUBLIC

### *Explanatory Notes*

The purpose of the ASB Case Review is to consider how to deal with **serious** persistent, or targeted, ASB that the relevant bodies have been unable to tackle successfully.

In deciding whether the threshold has been met for triggering a review, there must be a link between the complaints.

For the avoidance of doubt, if the partners receive separate complaints about totally unconnected ASB, then they will not be counted together in deciding whether the threshold has been met. This will be the case even if the type of ASB is the same. For example, if noise nuisance is suffered from two different sources, the complaints will not generally be counted together.

**Also, if a complaint about the same incident has been made to multiple agencies, it will only count as one incident.**

A *'qualifying complaint'* is one which is made within the period of one month, beginning with the date on which the behaviour is alleged to have occurred. Further, a complaint is a report of an ASB incident, which is made to a relevant body, either in writing, by e-mail, by telephone or by visiting the offices of the relevant body. Other than to a Police Officer or Police Community Support Officer on duty, reporting an incident of ASB to an officer of the relevant organisation, whilst he/she is on site, in the community, will not normally be considered to be a qualifying complaint.

### What if the Community Trigger Threshold is not met?

If the threshold for the Community Trigger is not met, the formal ASB Case Review procedures, outlined in this guidance, will not be invoked, but it does provide an opportunity for the relevant bodies to undertake an informal review of the case to determine whether there is more that can be done.

**If the threshold is not met, an informal case review must be considered for all hate incidents or cases where the risk assessment of the victim identifies them as vulnerable, due to the harm caused by the seriousness, or cumulative impact, of the ASB.**

### How can an application for the Community Trigger be made?

Victims of ASB, their advocates **or partner agencies**, who wish to request a review of their case must complete the Community Trigger Application Form, with full details of the incidents of ASB.

The Community Trigger Application Form is available, in hardcopy, from the SPOC for the relevant area or, as an online/downloadable form, on the relevant District/City Council website. Links to each council's website are available at <https://www.saferderbyshire.gov.uk/what-we-do/anti-social-behaviour/reporting-anti-social-behaviour/community-trigger/community-trigger.aspx>

Templates for the application form and applicant guidance notes are at APPENDIX B and APPENDIX C.

## **PUBLIC**

### Vexatious Complaints

Community Trigger applications will be rejected if they are thought to be prejudicial, discriminatory, malicious or vexatious. They will be dealt with in accordance with the receiving agency's complaints policy.

Anonymous applications will not be accepted.

### Consent

The ASB Crime and Policing Act 2014 places a legal obligation on the 'relevant bodies' to undertake an ASB Case Review, once a 'completed application' is received, which meets the local threshold.

Implicit in that legal obligation is the need for the 'relevant bodies' to share personal information about the victim, which is necessary, relevant and proportionate in order to establish whether the application meets the threshold and, if so, to undertake the ASB Case Review.

The 'relevant bodies' do not, therefore, require the consent of the applicant to process their personal data for the purpose of undertaking an ASB Case Review. In order to comply with Article 6 of the General Data Protection Regulations (Lawfulness of Processing), the relevant bodies will instead rely upon Article 6 c '*the processing is necessary for compliance with a legal obligation to which the controller is subject*'.

To ensure transparency, the Guidance Notes that accompany the Community Trigger application form (See APPENDIX C) detail how information will be shared between partner agencies to conduct the ASB Case Review.

However, an application for the Community Trigger from a third party must be accompanied by the victim's consent, in writing, *authorising the third party to make the application on their behalf and to subsequently receive information about the application from the relevant bodies*. It is the advocate's responsibility to obtain, and provide, the victim's consent. The review process will not commence until the victim's written consent has been received by the SPOC.

If a victim wishes to withdraw their consent for an advocate to act, this must be submitted, in writing, to the SPOC. From that point, all future contact will be directly with the victim.

If a victim wishes to withdraw their Community Trigger application, this must be provided, in writing, to the SPOC. Upon receipt, the review process will stop.

## **COMMUNITY TRIGGER PROCESS**

### Receipt of Community Trigger Application

All application forms for the Community Trigger must be submitted to the designated SPOC for each Community Safety Partnership (CSP) area, as detailed on their local website. The applicant will have the choice of completing an online form or a hardcopy application form.

## PUBLIC

A '*completed application*' includes all required information on the application form and the victim's consent, where the application has been made by a third party.

The '*applicant*' is the victim, or their advocate, who has submitted the application.

**Within 5 working days**, the SPOC must:-

- Telephone the '*applicant*' to acknowledge receipt of the '*completed application*'.
- Offer a referral to Derbyshire Victim Services.
- Formally acknowledge the application, using *Template Letter 1* at APPENDIX D.
- Update E-CINS:-
  - Create a new Case linked to the victim's Profile, using the Case title format '*Community Trigger victim's name*'. The Case number will be the reference used in all written correspondence with the applicant.
  - Record 'Community Trigger application received' as an 'Action'.
  - Upload a copy of the letter(s) to the 'Documents' tab.

### Receipt of Third Party Community Trigger Application

In addition to the above, the SPOC must:-

- Ensure the victim's consent has been received. If not, request this from the advocate, using *Template Letter 2*. **NB The review process will not commence until the victim's written consent has been received by the SPOC.**
- Once consent has been received, telephone the victim to ensure they are aware of the application and send *Template Letter 3* to the victim.

### Assessing the Community Trigger Application

**Within 15 working days** of receipt of the completed application, the SPOC must:-

- Review the application on behalf of the relevant bodies
- Liaise with the appropriate agencies to establish whether the application meets the threshold, in terms of qualifying complaints.
- Establish the vulnerability of both victims and perpetrators.
- Notify the applicant, in writing, of the decision as to whether the threshold has been met or not, using the appropriate template.

Would it be helpful to develop a template for the SPOC to issue in order to collate information from partners as part of the assessment process?

### Threshold Not Met

If the threshold for the Community Trigger has not been met, the SPOC must:-

- Advise the applicant in writing, using *Template Letter 4*.
- Update E-CINS:-
  - Upload a copy of the letter to the 'Documents' tab.
  - Record 'Community Trigger Threshold not met' as an 'Action'
  - Archive the Case.

## PUBLIC

If the ASB is on-going, it will be managed through existing multi-agency processes and procedures.

If the applicant is not satisfied with the decision that their application does not meet the threshold, they can follow the COMMUNITY TRIGGER APPEAL PROCESS.

Situations where there are repeated Community Trigger applications which, on investigation, relate to non-ASB matters, may be an indicator of an underlying vulnerability, or unmet need. In these circumstances, the Community Trigger process is not appropriate, but partners should consider hidden needs, or risks, which may require a multi-agency response, for example through the Vulnerable Adult Risk Management (VARM) process.

### Threshold Met

If the threshold for the Community Trigger has been met, the SPOC must:-

- Send *Template Letter 5* to the applicant, advising the date of the ASB Case Review Meeting, which must take place **within 20 working days** of the date of *Template Letter 5*.
- Make personal contact with the applicant / victim to explain the review process, gather additional information and establish what outcome the applicant wants from the review. This will inform the ASB Case Review Meeting and enable the SPOC to understand, and manage, their expectations.
- Give the victim the option to attend the ASB Case Review Meeting to help the agencies understand the impact of the ASB on the physical and emotional health and quality of life of the victim and their household. If the victim, or their advocate, does not wish to attend the meeting, they should be invited to submit a written 'victim statement', to expand on information already provided on the Community Trigger application form.
- Update E-CINS:-
  - Upload a copy of the letter(s) to the 'Documents' tab.
  - Record 'Community Trigger Threshold met' as an 'Action'.

### Information Sharing

For the Community Trigger process to be effective, partners are required, under Schedule 4, Part 3 of the ASB, Crime and Policing Act 2014, to comply with the SPOC's request for information and share information, which will enable the relevant bodies to conduct the ASB Case Review, objectively. The exceptions to this are where disclosure:-

- Contravenes Data Protection legislation, as defined at Section 3 (9) of the Data Protection Act 2018
- Is prohibited by any of Parts 1 to 7, or Chapter 1 of Part 9, of the Investigatory Powers Act 2016

In most cases, partners involved in the review process will already be signed up to the Derbyshire ASB Information Sharing Agreement but, for the purposes of the Community Trigger, information sharing is also facilitated under the following legislation:-

- Section 104 of the ASB, Crime and Policing Act 2014
- Schedule 2, Part 1, 5 (2) of the Data Protection Act 2018
- Section 115 of the Crime and Disorder Act 1998.

## PUBLIC

An ASB Case Review may require the involvement of additional partner agencies, who are not defined as 'relevant bodies'. This is acceptable, providing personal data is only shared with those other organisations, where it is strictly 'necessary, relevant and proportionate' in order to conduct an effective review, in the circumstances of the particular case review.

A nominated officer, within each partner agency that has received, and responded to, the complaints made by the victim(s), will collate information that is to be shared at the ASB Case Review Meeting.

Information relating to the six-month period, prior to the receipt of the Community Trigger application, should be shared. This may include:-

- Details of previous ASB incidents reported by the victim(s)
- Risk assessments for all victims and perpetrators
- Information about the effect the problem has had on the victim and others in the community
- Details of action previously considered
- Details of action taken
- **Perpetrator Proportionality Assessment, if previously completed.**

### ASB Case Review Meeting

The ASB Case Review Meeting must take place **within 20 working days of *Template Letter 5***, advising the applicant that the Community Trigger threshold was met.

The SPOC will:-

- **Arrange the meeting**
- **Identify and invite representatives from appropriate agencies**
- **Identify an independent Chair, to be agreed by the relevant bodies**

### *Format*

The 'format' of the meeting will vary from area to area, depending on existing partnership arrangements. Examples of how the ASB Case Review could be conducted include:-

- Within an existing multi-agency meeting – e.g. Tasking Meeting, ASB Strategy Meeting
- At the end of an existing multi-agency meeting
- A separate meeting

### *Attendance*

The ASB Case Review Meeting must be attended by the SPOC and appropriate manager level representatives of the relevant bodies:-

- District / City Council
- Derbyshire Constabulary
- Clinical Commissioning Group (or appropriate healthcare provider)
- Social housing provider, where the review involves one of their tenants (as a victim or perpetrator)
- Youth Offending Service, where the review involves a perpetrator who is under 18

## PUBLIC

Depending on the individual case, it may also be appropriate to invite other partners that have, or ought to have, been involved in the case from a victim and perpetrator perspective, e.g. schools, Children's Services, Adult Safeguarding, Probation Service, Fire and Rescue Service, etc.

Attendees should be able to make operational decisions on behalf of their organisation and commit to actions and resources.

The victim, or their advocate, must be invited to attend at least part of the ASB Case Review Meeting to help the review panel understand the impact of the ASB on the victim, members of their household and their visitors. Where involved, the ASB Case Worker from Derbyshire Victim Services should also attend.

If the victim does not wish to attend the meeting, their views must be adequately represented, either by the attendance of an advocate or a written letter/report from the victim.

### *Chair*

It is likely that many of the agency representatives will have been involved with the case, at some point, so it is essential that the Chair of the meeting is independent.

The Chair should be appointed on a case-by-case basis and, depending on the nature of the complaints, could be:-

- A senior manager from one of the relevant bodies, who is familiar with ASB case management, but has no previous involvement in the case
- The Community Trigger SPOC, or senior manager of one of the relevant bodies from another area, ideally one not within the same police division.

The Chair is responsible for:-

- Ensuring the best interests of the victim(s) are considered and solutions identified to stop/reduce/manage the ASB
- Ensuring partner representatives have no conflict of interest
- Ensuring completion of the Perpetrator Proportionality Assessment (APPENDIX F)
- Resolving any disagreements between partner agencies
- Having the final decision on the content of the Action Plan
- Identifying learning opportunities for partners
- Removing any desire to apportion blame.

### *Purpose*

The aim of the ASB Case Review Meeting is to actively problem solve the case. The meeting must consider the qualifying complaints and:-

- Consider the persistence and cumulative impact of the ASB;
- Consider the harm caused, or the potential for harm to be caused, to the victim by the ASB;
- Consider who is the victim and who is the perpetrator (for example in neighbour disputes);
- Consider whether the complaints are malicious or vexatious;

## PUBLIC

- Consider whether any additional information needs to be obtained;
- Review what action has been taken and whether it was adequate to stop, or reduce, the ASB;
- Where appropriate, make recommendations for additional actions to resolve the problem;
- Make a decision for communication to the applicant;
- Agree which agency will liaise with the victim;
- Identify the Lead Officer(s) to implement the resulting Action Plan, if appropriate.

An agenda template is at APPENDIX E.

### Outcome of the ASB Case Review

#### *Minutes*

Minutes of the ASB Case Review Meeting will be recorded, using the template at APPENDIX G to clearly record the decision and any recommendations.

The SPOC will:-

- Circulate the Minutes to all relevant partners
- Update E-CINS:-
  - Upload the Minutes to the 'Documents' tab.
  - Record 'Community Trigger Review Meeting held' as an 'Action'.

#### *Action Plan*

The proposed actions to be taken to resolve the ASB should be recorded on the Action Plan, using the template at APPENDIX H.

The Action Plan will be reviewed at future Tasking Meeting/ASB Meetings, to ensure actions are completed within agreed timescales.

#### *Informing the Applicant*

**Within 5 working days** of the ASB Case Review Meeting, the SPOC must:-

- Inform the applicant of the outcome and any recommendations, either via telephone or face-to-face.
- Discuss the recommendations with the applicant and agree the Action Plan. The applicant may not agree to all the recommendations, but this must be clearly recorded.
- Send *Template Letter 6* to the applicant and victim.
- Hand over the responsibility for the Action Plan to the appropriate Lead Officer(s).
- Update E-CINS:-
  - Upload the Action Plan and letter(s) to the 'Documents' tab.
  - Record 'Community Trigger Action Plan' as an 'Action'.

*Template Letter 6* advising the applicant of the outcome of the ASB Case Review Meeting resets the 'qualifying period' in terms of calculating 'qualifying complaints', should the applicant activate the Community Trigger for the same matter in the future.

## PUBLIC

If the applicant is not satisfied with the outcome of the ASB Case Review, they should follow the COMMUNITY TRIGGER APPEAL PROCESS.

### *Recommendations*

The ASB Case Review Meeting will not be able to recommend the Crown Prosecution Service (CPS) take action, nor will it prompt a review of decisions previously made by the CPS. If the victim is not happy with a decision made by the CPS, they should be referred to the CPS complaints procedure and the Victims' Right to Review Scheme.

The ASB Case Review Meeting may make recommendations to other agencies. Public bodies have a duty to have regard to those recommendations and they may be challenged if they choose not to undertake them, without good reason.

### *Lessons Learned*

The ASB Case Review Meeting does not seek to lay blame for any potential failings, as this would be the subject of a formal complaint investigation, but there may be organisational and procedural lessons learnt as a result of a review. **These will be shared with partners across Derbyshire at the next Derbyshire ASB-Sub-Group Meeting.**

## **COMMUNITY TRIGGER APPEAL PROCESS**

### Who can make an appeal?

Anyone, who has previously submitted a Community Trigger application, can make an appeal.

The appeal body is the Office of the Police and Crime Commissioner for Derbyshire.

### When can an appeal be made?

An appeal can be lodged at the following stages in the process:-

- When an application has been assessed as not meeting the Community Trigger threshold for Derbyshire.
- After the ASB Case Review Meeting, if the victim is not satisfied with the outcome or the Community Trigger process as a whole.

An appeal must be lodged with the Office of the Police and Crime Commissioner for Derbyshire, within 28 days of the date the applicant was notified of the decision that is being appealed.

### How can an appeal be made?

An appeal must be made in writing, either e-mail, letter or completed application form, to the Office of the Police and Crime Commissioner at:-

Community Trigger Appeal  
Office of the Police and Crime Commissioner for Derbyshire  
Derbyshire Constabulary Headquarters  
Butterley Hall  
Ripley  
Derbyshire

## PUBLIC

DE5 3RS

E-mail: [pccoffice@derbyshire.pnn.police.uk](mailto:pccoffice@derbyshire.pnn.police.uk)

Further information for the applicant, including a copy of the Community Trigger Appeal Application Form, is available at [www.derbyshire-pcc.gov.uk/Public-Information/CommunityTrigger](http://www.derbyshire-pcc.gov.uk/Public-Information/CommunityTrigger)

### Appeal Process

The Office of the Police and Crime Commissioner will acknowledge receipt of a Community Trigger appeal within one working day.

The Office of the Police and Crime Commissioner will request information about the ASB Case Review from the relevant area SPOC.

The SPOC must:-

- Provide copies of the following information as a minimum:-
  - The Community Trigger Application Form
  - The ASB Case Review Meeting Minutes
  - *Template Letter 6* sent to victim, confirming the agreed Action Plan
- Record 'Community Trigger Appeal received' as an 'Action' on E-CINS.

The Office of the Police and Crime Commissioner will assess the appeal, based on the documents collected, and notify the appellant, and relevant bodies, of the appeal decision, **within 20 working days** of the appeal being lodged.

The SPOC should record the outcome of the appeal as an 'Action' on E-CINS, as either 'Community Trigger Appeal upheld' or 'Community Trigger Appeal rejected'.

The organisational and procedural lessons learnt as a result of an appeal **will be shared with partners across Derbyshire at the next Derbyshire ASB-Sub-Group Meeting. The information will also be included within an annual report to the Local Criminal Justice Board.**

### Memorandum of Understanding

The Office of the Police and Crime Commissioner and partners have signed a [Memorandum of Understanding](#) to outline the roles and expectations of all partners and the basis for sharing information, within the appeal element of the Community Trigger process.

## **ROLES WITHIN THE PROCESS**

The roles and responsibilities of the individuals / agencies within this process are summarised below:-

## PUBLIC

### Victim

- Complete the Community Trigger Application Form, providing full details of the ASB incidents.
- Submit the application form to the area SPOC.
- Give written consent for an advocate to act, if applicable.
- Attend the ASB Case Review Meeting, or ask an advocate to attend in their place.
- Submit a written victim statement, if not attending the ASB Case Review in person.
- Consider recommendations and agree Action Plan, with SPOC, following the ASB Case Review Meeting.
- If dissatisfied with the outcome of the Community Trigger, lodge an appeal with the Office of the Police and Crime Commissioner.

### Applicant (if different from the victim)

- Obtain the victim's written consent.
- Complete the Community Trigger Application Form on behalf of the victim.
- Submit the application form and victim's written consent to the area SPOC.
- Attend the ASB Case Review Meeting on behalf of the victim or accompany the victim, if they wish to attend themselves.
- If dissatisfied with the outcome of the Community Trigger, lodge an appeal with the Office of the Police and Crime Commissioner, together with the victim's written consent.

### Community Trigger SPOC (one for each CSP area)

- Be single point of contact for victims, and their advocates, in relation to the Community Trigger.
- Make the Community Trigger Application Form easily available to the public.
- Receive Community Trigger applications.
- Where appropriate, request advocate obtains victim consent for third party applications.
- Confirm receipt of completed applications.
- Offer a referral to Derbyshire Victim Services.
- Liaise with relevant bodies to establish whether the threshold has been met.
- Establish the vulnerability of victims and perpetrators.
- Notify applicant whether the threshold has been met or not.
- Collate own agency information to share with partners at the ASB Case Review Meeting.
- Arrange ASB Case Review Meeting, inviting representatives from all appropriate agencies.
- Identify an independent Chair for the ASB Case Review Meeting.
- Invite the victim, or their advocate, to attend the ASB Case Review Meeting (or provide a written statement if they do not wish to attend in person).
- Attend the ASB Case Review Meeting.
- Adhere to confidentiality statement and Information Sharing Agreement.
- Circulate Minutes of ASB Case Review Meeting.
- Advise applicant of outcome of ASB Case Review Meeting.

## PUBLIC

- Discuss the recommendations of ASB Case Review Meeting and agree the Action Plan with the applicant.
- Hand over implementation of Action Plan to agreed Lead Officer(s).
- Update E-CINS throughout the progress of the Community Trigger application.
- Provide the Office of the Police and Crime Commissioner with information, if required for the appeal process.
- Share the lessons learned from each Community Trigger application and appeal at the next Derbyshire ASB Sub-Group Meeting.
- Maintain a record of Community Trigger applications.
- Publish the annual Community Trigger monitoring information.

### Relevant Bodies

- Complete the Community Trigger Application Form on the victim's behalf, if consider an ASB Case Review is required (managers equivalent of Police Inspector or above only).
- Provide SPOC with information to establish whether the threshold has been met.
- Appoint an independent Chair for ASB Case Review Meeting.
- Appoint an officer to take the Minutes.
- Collate information to share with partners at the ASB Case Review Meeting.
- Appropriate level of officer to attend ASB Case Review Meeting (or submit a written report to Chair, if unable to provide an agency representative).
- Adhere to confidentiality statement and Information Sharing Agreement.
- Implement Action Plan, as agreed with applicant.
- Provide the Office of the Police and Crime Commissioner with information, if required for the appeal process.

### Chair of ASB Case Review Meeting

- Ensure all agencies sign a confidentiality statement.
- Ensure participants have no conflict of interest.
- Ensure the best interests of the victim(s) are considered and solutions identified to stop/reduce/manage the ASB.
- Ensuring completion of the Perpetrator Proportionality Assessment (APPENDIX F)
- Resolve any disagreements between partner agencies.
- Have the final decision on the content of the Action Plan.
- Identify learning opportunities for partners.
- Remove any desire to apportion blame.

### Office of the Police and Crime Commissioner

- Manage the Community Trigger appeal process.
- Receive written appeals.
- Where appropriate, request victim consent for third party appeals.
- Confirm receipt of appeals.
- Liaise with area SPOC to obtain the required information to consider the appeal.
- Assess the appeal.
- Advise appellant, SPOC and relevant bodies, of the outcome of Community Trigger appeal.

## **PUBLIC**

- Publish the annual Community Trigger Monitoring information for Derbyshire.
- Include information about Community Trigger appeals in the annual report to the Local Criminal Justice Board.

## **MONITORING INFORMATION**

The legislation requires that each Community Safety Partnership publishes the following information with regard to the use of the Community Trigger:-

- The number of applications for ASB Case Reviews
- The number of applications for ASB Case Reviews that did not meet the threshold
- The number of ASB Case Reviews conducted
- The number of ASB Case Reviews that resulted in recommendations being made.

In addition, we will also publish the number of Community Trigger appeals received by the Office of the Police and Crime Commissioner.

Are you aware of any negative implications in terms of risk of harm for the victim or perpetrator as a result of publishing this additional information?

To enable this information to be available, it is essential that the SPOC updates E-CINS at every stage of the Community Trigger process.

The Community Trigger monitoring information will be published annually by each Community Safety Partnership, within their statutory Community Safety Plan **and on their website.**

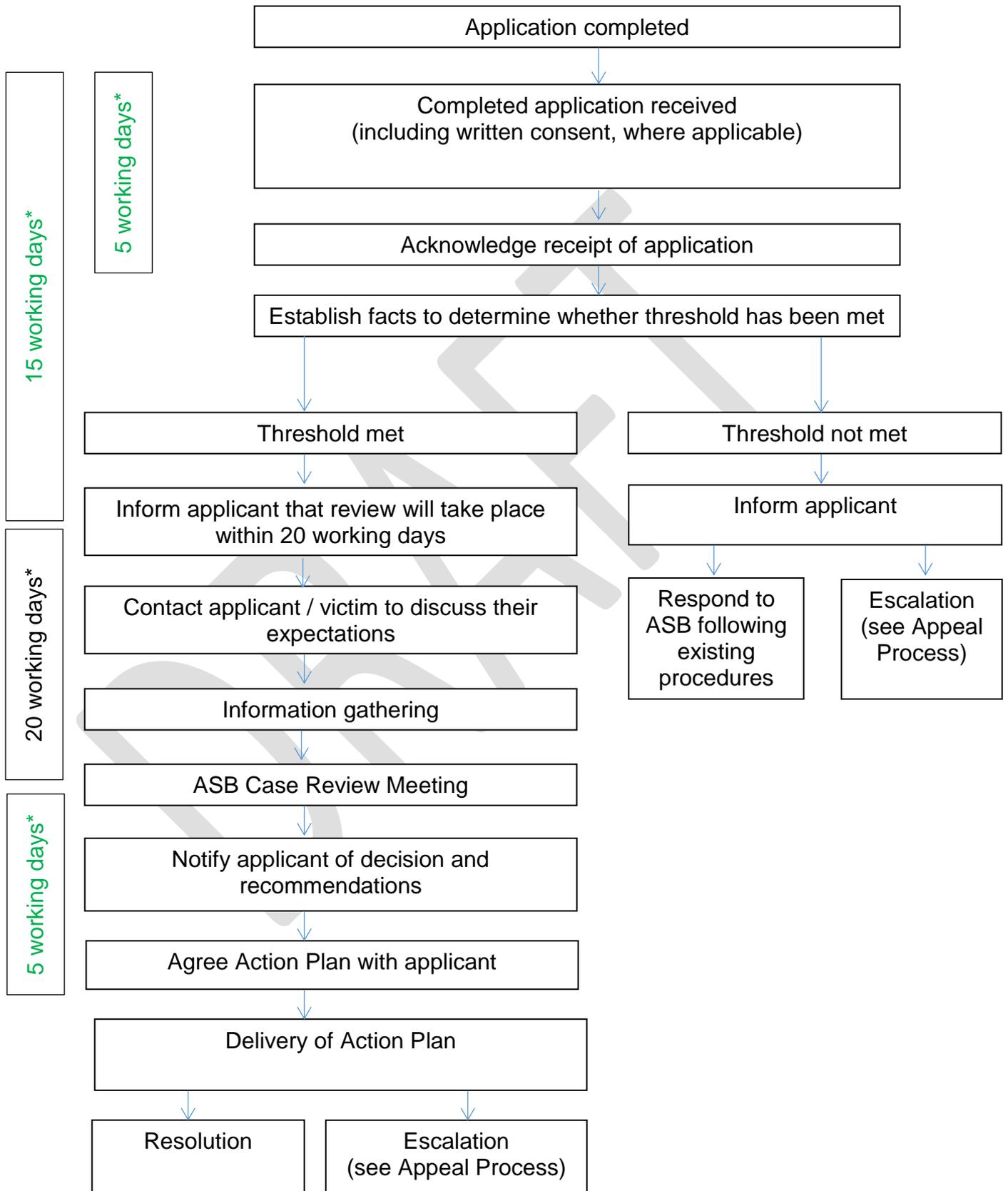
The monitoring information for Derbyshire and Derby City will be collated by Safer Derbyshire and published annually on the Safer Derbyshire website and the Office of the Police and Crime Commissioner's website.

## **REVIEW**

The Derbyshire Community Trigger Practitioner Guidance will be reviewed every **two years** by Derbyshire ASB Sub-Group.

**APPENDIX A**

Community Trigger Process Flowchart



\* Working days are defined as Monday – Friday, excluding Bank Holidays

## **APPENDIX B**

### **Community Trigger Application Form**

For assistance completing the Community Trigger Application Form, please see the separate Guidance Notes or contact **(INSERT LOCAL CONTACT DETAILS)**.

*\* Indicates questions which must be completed. There are additional questions for you to provide more information to support your application, if you wish.*

**Q1. On what basis are you making a Community Trigger application for an Anti-Social Behaviour Case Review?\***

*Please ensure you meet the Community Trigger threshold, detailed in the Guidance Notes that accompany this application form.*

a – I am the person affected by the anti-social behaviour and have made three or more qualifying complaints, **within the last six months**. Go to Q3

b – I am acting on behalf of the person affected by the anti-social behaviour, who has made three or more qualifying complaints, **within the last six months**. Go to Q2

**Q2. Advocate Details\*** (Required if 1b ticked)

*If you are acting on behalf of someone else, complete your details then go to Q3*

|                     |  |                   |  |
|---------------------|--|-------------------|--|
| <b>*Name:</b>       |  |                   |  |
| <b>*Address:</b>    |  |                   |  |
| <b>*Daytime No:</b> |  | <b>Mobile No:</b> |  |
| <b>E-mail:</b>      |  |                   |  |

**Q3. Details of the person affected by the anti-social behaviour\***

|                     |  |                   |  |
|---------------------|--|-------------------|--|
| <b>*Name:</b>       |  |                   |  |
| <b>*Address:</b>    |  |                   |  |
| <b>*Daytime No:</b> |  | <b>Mobile No:</b> |  |
| <b>E-mail:</b>      |  |                   |  |

**Q4. Briefly describe the type of anti-social behaviour you have been experiencing.\*** *(individual incidents are to be detailed at Q5)*

[Empty text box for response]

DRAFT

**Q5. Please provide details of the anti-social behaviour incidents – who reported the incidents, when they were reported, who they were reported to and how.\***

| Incident date | Incident details – ie what happened? | Reported by | Date reported | Agency reported to | How reported eg writing, telephone, in person, online |
|---------------|--------------------------------------|-------------|---------------|--------------------|---|
|               |                                      |             |               |                    |   |
|               |                                      |             |               |                    |   |
|               |                                      |             |               |                    |   |
|               |                                      |             |               |                    |   |
|               |                                      |             |               |                    |   |

If there are more than five reported incidents of anti-social behaviour, please attach a separate sheet with the details.

**Q6. How has the anti-social behaviour affected you/the person you are acting on behalf of?**

[Empty text box for Q6]

**Q7. What action has been taken, to your knowledge?**

[Empty text box for Q7]

**Q8. What further action are you hoping for?**

[Empty text box for Q8]

**Q9. Have you any special circumstances that we need to take into consideration? If so, please provide details.**

[Empty response box for Q9]

**Q10. Please provide any other information relevant to your Community Trigger application.**

[Empty response box for Q10]

**PUBLIC**

**Signature\***

I confirm that the information given in this Community Trigger Application Form is correct to the best of my knowledge and belief.

**In order to undertake an Anti-Social Behaviour Case Review, we (the 'relevant bodies') need to share information. In some cases, it may be necessary to share information with other partners, that we consider appropriate to be involved in the review process, to help resolve your case. Full information about how we will share information is detailed within the Guidance Notes for the Community Trigger Application Form and our Privacy Notice [INSERT DETAILS OF HOW TO FIND LOCAL AUTHORITY PRIVACY NOTICE](#).**

By requesting that an Anti-Social Behaviour Case Review is undertaken, I acknowledge, and understand, that the 'relevant bodies', and other partners as necessary, will share personal information they hold about me in order to progress a review of my case.

|  |      |
|--|------|
|  |      |
| Signature of Community Trigger applicant | Date |

**PUBLIC**

**Remember - If you are applying for the Community Trigger on behalf of someone else who has been affected by anti-social behaviour, their individual written consent must also be provided. The Community Trigger Application Form will not be processed until their consent has been received.**

I confirm that I give my permission for the person detailed at Q2 to apply for the Community Trigger on my behalf.

I confirm that I give my permission for all relevant bodies', and other partners as necessary, to share information about this Community Trigger application with the person detailed at Q2.

|   |      |
|---|------|
|   |      |
| Signature of person experiencing the anti-social behaviour, if different to the applicant | Date |

Please send your completed Community Trigger Application Form to:-

**INSERT CONTACT DETAILS FOR AREA SPOC**

## **APPENDIX C**

### **Guidance Notes for the Community Trigger Application Form**

#### **Community Trigger Threshold**

The Community Trigger gives, those affected by anti-social behaviour, the right to request a formal, multi-agency review of the response to their reports of anti-social behaviour. This is known as an Anti-Social Behaviour Case Review, which is also referred to as the 'Community Trigger'.

The Community Trigger should only be used if you think the anti-social behaviour is on-going and either there has been no response, or there has been an inadequate response, from the agencies responsible for dealing with the anti-social behaviour.

Before submitting a Community Trigger Application Form, please ensure your case meets the below criteria, or threshold:-

- You have made three or more '*qualifying complaints*' about related incidents of anti-social behaviour that occurred on separate occasions, within the last six months.

#### ***Explanatory Notes***

To be a '*qualifying complaint*', you must have formally reported the anti-social behaviour to the relevant organisation, within one month of it happening.

The anti-social behaviour should have been reported either in writing, by e-mail, by telephone or by visiting the offices of the relevant organisation. A discussion with an officer of an organisation whilst they are on-site in the community will not normally be considered, unless it is to a Police Officer or Police Community Support Officer on duty.

For the purposes of deciding whether the threshold is met, we can only consider incidents that have occurred within the last six months.

If your case does not meet the Community Trigger threshold, we will not be able to conduct an Anti-Social Behaviour Case Review, but we will still look at ways we can support you.

#### **Completing the Community Trigger Application Form**

Below are guidance notes to help you complete the Community Trigger Application Form.

We are unable to progress incomplete applications, so please ensure full details are provided on your application form. \* indicates questions which must be completed. There are additional questions for you to provide more information to support your application, if you wish.

If you require further assistance with completing the form, contact **(INSERT LOCAL CONTACT DETAILS)**.

**Q1. On what basis are you making a Community Trigger application for an Anti-Social Behaviour Case Review?\***

We need to know if you are the person affected by the anti-social behaviour or if you are submitting an application on someone else's behalf.

If you are the person affected by the anti-social behaviour, tick 'a' and complete your personal details at Question 3.

If you prefer, someone else can complete the Community Trigger application on your behalf, but we will need your written consent to enable us to progress the application.

If you are acting on behalf of the person affected by the anti-social behaviour, tick 'b' and complete your personal details at Question 2.

**Q2. Advocate Details\***

If you ticked '1b' because you are acting on behalf of the person(s) affected by the anti-social behaviour, complete your personal details.

**Q3. Details of the person(s) affected by the anti-social behaviour\***

Complete the personal details of the person affected by the anti-social behaviour.

**Q4. Briefly describe the type of anti-social behaviour you have been experiencing.\***

Full details of the individual incidents are required at Question 5, so this is a short summary of the anti-social behaviour, which you would like us to review.

**Q5. Please provide details of the anti-social behaviour incidents – who reported the incidents, when they were reported, who they were reported to and how.\***

In order for us to fully review your Community Trigger application, we need information about the incidents of anti-social behaviour you have reported:-

- Dates of the anti-social behaviour
- Details of the anti-social behaviour – i.e. what happened?
- Who reported the anti-social behaviour? (This should be the person detailed at Question 2 or Question 3)
- The date the incident was reported
- Which organisation the incident was reported to
- How it was reported to that organisation – e.g. in writing, over the telephone, in person, online.

If there are more than five reported incidents of the anti-social behaviour, please attach a separate sheet with the details.

## PUBLIC

**Q6. How has the anti-social behaviour affected you/the person you are acting on behalf of?**

We want to understand the impact of the anti-social behaviour on the person experiencing it.

**Q7. What action has been taken, to your knowledge?**

Please tell us what action any of the organisations involved in dealing with the anti-social behaviour have taken.

**Q8. What further action are you hoping for?**

We want to understand what you want to happen as a result of your Community Trigger application.

**Q9. Have you any special circumstances that we need to take into consideration? If so, please provide details.**

Please include anything relating to your personal circumstances that you feel is relevant to the application.

**Q10. Please provide any other information relevant to your Community Trigger application.**

**Signature\***

How we will use your information

In order to undertake an Anti-Social Behaviour Case Review we need to share information **provided on your completed application form with the 'relevant bodies'**.

The '*relevant bodies*' are the District/Borough/City Council, Police, Clinical Commissioning Group. Local housing providers are a relevant body, if it is appropriate to the case. In addition, the Youth Offending Service will be involved, where the anti-social behaviour involves someone who is under 18.

We will use the information you provide to enable us to facilitate a review of your case, under the Anti-Social Behaviour, Crime & Policing Act 2014. The '*relevant bodies*' will share relevant, necessary and proportionate information to enable them to review the incidents you have reported and the action that has been taken, or could be taken, to resolve the situation.

In some cases, it may be necessary to share information with other partners, that the relevant bodies deem appropriate to be involved in the review process, to help resolve your case.

**To process your personal data, we will rely upon Article 6 (c) of the General Data Protection Regulations, in that it is 'necessary to comply with a legal obligation'. This is because the ASB, Crime and Policing Act 2014 places a legal obligation on the**

## PUBLIC

relevant bodies to undertake an ASB Case Review and share relevant information when a valid Community Trigger application is received.

Please, therefore, ensure the information you provide is accurate and confirm this by ticking the box.

For further information about how we will use your information, our Privacy Notice is available at [INSERT DETAILS OF HOW TO FIND LOCAL AUTHORITY PRIVACY NOTICE](#).

### Third Party Applications

If you are applying for the Community Trigger on behalf of someone else, their individual written consent, [for you to act on their behalf](#), must be provided, in addition to the application form.

The Community Trigger Application Form will not be processed until the written consent of the person, detailed as being affected by the anti-social behaviour, has been provided.

### Submitting your Community Trigger application

All Community Trigger applications relating to [INSERT LOCAL AREA](#) must be either submitted on-line at [INSERT LOCAL URL](#) or in hardcopy to:-  
[INSERT CONTACT DETAILS FOR LOCAL AREA SPOC](#)

If you require assistance completing the Community Trigger application form, please contact [INSERT CONTACT DETAILS FOR LOCAL AREA SPOC](#)

### What happens next?

When a completed Community Trigger Application Form is received, we will acknowledge receipt of your completed application for an Anti-Social Behaviour Case Review, within 5 working days.

We will review the information you have provided, to determine whether your case meets the Community Trigger threshold. If it does not meet the threshold, you will be advised, in writing, within 15 working days of us receiving your completed Community Trigger application.

If your application meets the threshold, an Anti-Social Behaviour Case Review will take place within 40 working days of us receiving your completed application. This will involve agencies sharing information, such as the police, housing, environmental health, social care and health providers, depending on the nature of your case. The Anti-Social Behaviour Case Review will discuss the issues you raise, consider what actions have already been taken and consider recommendations for additional action to resolve the problem.

You, or the person applying for the Community Trigger on your behalf, will be invited to attend part of the Anti-Social Behaviour Case Review Meeting. Within 5 days of the meeting, we will inform you of the outcome and recommendations.

## PUBLIC

If you are not satisfied with the outcome of the Community Trigger, you can lodge an appeal with the Office of the Police and Crime Commissioner for Derbyshire, within 28 days of being notified of the outcome of your Community Trigger application. For more information go to [www.derbyshire-pcc.gov.uk/Public-Information/CommunityTrigger](http://www.derbyshire-pcc.gov.uk/Public-Information/CommunityTrigger)

We welcome the opportunity to review cases of anti-social behaviour, but Community Trigger applications may be rejected if they are thought to be prejudicial, discriminatory, malicious, unreasonable or vexatious.

DRAFT

**PUBLIC**

## **APPENDIX D**

Template Letters

*Letter 1 – Confirm receipt of application*

Ref: **INSERT CASE NO**

**INSERT APPLICANT'S NAME**  
**INSERT APPLICANT'S ADDRESS**

**INSERT DATE**

Community Trigger Applicant – (INSERT APPLICANT'S NAME )  
Person affected by the anti-social behaviour– (INSERT VICTIM'S NAME, WHERE DIFFERENT TO APPLICANT)

Dear **(INSERT APPLICANT'S NAME)**

Thank you for completing the Community Trigger Application Form.

Your application will be assessed to establish whether it meets the threshold for an Anti-Social Behaviour Case Review.

I will write to you again, within the next 15 working days, to advise you of the initial assessment of your application.

In the meantime, if there are any further incidents of anti-social behaviour, please call:-

Derbyshire Constabulary on 101 (or 999 in an emergency)

**(INSERT CONTACT DETAILS FOR LOCAL AUTHORITY/HOUSING PROVIDER)**

Yours Sincerely

**INSERT NAME**

Chair of **(INSERT AREA)** Community Safety Partnership

**PUBLIC**

*Letter 2 – Victim consent required*

Ref: **INSERT CASE NO**

**INSERT APPLICANT'S NAME**  
**INSERT APPLICANT'S ADDRESS**

**INSERT DATE**

Community Trigger Applicant – **(INSERT APPLICANT'S NAME )**  
Person affected by the anti-social behaviour– **(INSERT VICTIM'S NAME)**

Dear **(INSERT APPLICANT'S NAME)**

Thank you for completing the Community Trigger Application Form.

As detailed in the Guidance Notes for the Community Trigger Application Form, if you are making an application on behalf of someone affected by the anti-social behaviour, their individual written consent must be provided, in addition to the application form.

Your Community Trigger Application will, therefore, not be processed until the written consent of the victim has been sent to the below address:-  
**(INSERT CONTACT DETAILS FOR LOCAL SPOC)**

Yours Sincerely

**INSERT NAME**  
Chair of **(INSERT AREA)** Community Safety Partnership

**PUBLIC**

*Letter 3 – Confirm receipt of application to victim, if not applicant*

Ref: **INSERT CASE NO**

**INSERT VICTIM'S NAME**  
**INSERT VICTIM'S ADDRESS**

**INSERT DATE**

Community Trigger Applicant – **(INSERT APPLICANT'S NAME)**  
Person affected by the anti-social behaviour– **(INSERT VICTIM'S NAME)**

Dear **(INSERT VICTIM'S NAME)**

I write to confirm receipt of the Community Trigger Application Form, submitted on your behalf by **(INSERT APPLICANT'S NAME)**.

The application will be assessed to establish whether it meets the threshold for an Anti-Social Behaviour Case Review.

Correspondence regarding the application will be sent to **(INSERT APPLICANT'S NAME)**, unless you notify me in writing that you wish to withdraw your consent for **HIM/HER** to act on your behalf.

In the meantime, if there are any further incidents of anti-social behaviour, please call:-

Derbyshire Constabulary on 101 (or 999 in an emergency)

**(INSERT CONTACT DETAILS FOR LOCAL AUTHORITY/HOUSING PROVIDER)**

Yours Sincerely

**INSERT NAME**  
Chair of **(INSERT AREA)** Community Safety Partnership

## PUBLIC

Letter 4 – Threshold not met

Ref: **INSERT CASE NO**

**INSERT APPLICANT'S NAME**  
**INSERT APPLICANT'S ADDRESS**

**INSERT DATE**

Community Trigger Applicant – (INSERT APPLICANT'S NAME )  
Person affected by the anti-social behaviour– (INSERT VICTIM'S NAME, WHERE  
DIFFERENT TO APPLICANT)

Dear **(INSERT APPLICANT'S NAME)**

Further to my letter dated **(INSERT DATE OF TEMPLATE LETTER 1)**, I write to advise you that we are unable to progress with your application for an Anti-Social Behaviour Community Trigger Case Review, because it does not meet the Community Trigger threshold detailed in the Guidance Notes that accompany the application form (see attached) because **INSERT REASON(S) WHY APPLICATION DOES NOT MEET THRESHOLD**.

If you are dissatisfied with the decision, you can lodge an appeal, within 28 days of the date of this letter, with the Office of Police and Crime Commissioner for Derbyshire at:-

Community Trigger Appeal  
Office of the Police and Crime Commissioner for Derbyshire  
Derbyshire Constabulary Headquarters  
Butterley Hall  
Ripley  
Derbyshire  
DE5 3RS  
E-mail: [pccoffice@derbyshire.pnn.police.uk](mailto:pccoffice@derbyshire.pnn.police.uk)

For more information go to <https://www.derbyshire-pcc.gov.uk/Supporting-Victims/Community-Trigger/CommunityTrigger.aspx>

Dealing with anti-social behaviour in Derbyshire is a key priority for agencies in this area, so if there are any further incidents of anti-social behaviour, please call:

Derbyshire Constabulary on 101 (or 999 in an emergency)

**(INSERT CONTACT DETAILS FOR LOCAL AUTHORITY/HOUSING PROVIDER)**

Yours Sincerely

**INSERT NAME**  
Chair of **(INSERT AREA)** Community Safety Partnership

**PUBLIC**

*Letter 5 – Threshold met*

Ref: **INSERT CASE NO**

**INSERT APPLICANT'S NAME**  
**INSERT APPLICANT'S ADDRESS**

**INSERT DATE**

Community Trigger Applicant – (INSERT APPLICANT'S NAME )  
Person affected by the anti-social behaviour– (INSERT VICTIM'S NAME, WHERE  
DIFFERENT TO APPLICANT)

Dear **(INSERT APPLICANT'S NAME)**

Further to my letter dated **(INSERT DATE OF TEMPLATE LETTER 1)**, I write to advise you that your application meets the Community Trigger threshold and the partner agencies involved will be undertaking a full Anti-Social Behaviour Case Review.

You are invited to attend the Anti-Social Behaviour Case Review Meeting:-

Date: **(INSERT DATE)**  
Time: **(INSERT TIME)**  
Location: **(INSERT LOCATION)**

**(INSERT IF CURRENTLY NO ADVOCATE)** If you do not wish to attend yourself, you can ask a representative to attend on your behalf.

Please confirm your attendance to me **(INSERT CONTACT DETAILS)**.

I will write to you again, within the next 20 working days, to advise you of the outcome of the Anti-Social Behaviour Case Review.

In the meantime, if there are any further incidents of anti-social behaviour, please call:

Derbyshire Constabulary on 101 (or 999 in an emergency)

**(INSERT CONTACT DETAILS FOR LOCAL AUTHORITY/HOUSING PROVIDER)**

Yours Sincerely

**INSERT NAME**  
Chair of **(INSERT AREA)** Community Safety Partnership

**PUBLIC**

*Letter 6 – Outcome of review*

Ref: **INSERT CASE NO**

**INSERT APPLICANT'S NAME**  
**INSERT APPLICANT'S ADDRESS**

**INSERT DATE**

Community Trigger Applicant – **(INSERT APPLICANT'S NAME )**  
Person affected by the anti-social behaviour– **(INSERT VICTIM'S NAME, WHERE DIFFERENT TO APPLICANT)**

Dear **(INSERT APPLICANT'S NAME)**

Further to my letter dated **(INSERT DATE OF TEMPLATE LETTER 5)**, I write to advise you that the relevant partner agencies have undertaken a full Anti-Social Behaviour Case Review.

The Anti-Social Behaviour Case Review has found that:-  
**(INSERT FINDINGS OF ASB CASE REVIEW MEETING)**

The Anti-Social Behaviour Case Review has recommended that:-  
**(INSERT RECOMMENDATIONS OF ASB CASE REVIEW MEETING)**

**(DELETE REFERENCE TO ACTION PLAN, IF NOT PROPOSED)** The Anti-Social Behaviour Case Review has proposed the attached Action Plan, which we discussed on **INSERT DATE**.

**(INSERT EITHER You have OR THE NAME OF THE VICTIM has)** agreed that Action(s) **INSERT NUMBER(S)** are progressed.

**(INSERT EITHER You have OR THE NAME OF THE VICTIM has)** asked that Actions(s) **INSERT NUMBER(S)** are not progressed.

Each of the agencies, detailed in the Action Plan will be responsible for their individual actions and will contact you to discuss them further.

## PUBLIC

If you are dissatisfied with the outcome of the Anti-Social Behaviour Case Review, you can lodge an appeal, within 28 days of the date of this letter, with the Office of Police and Crime Commissioner for Derbyshire at:-

Community Trigger Appeal  
Office of the Police and Crime Commissioner for Derbyshire  
Derbyshire Constabulary Headquarters  
Butterley Hall  
Ripley  
Derbyshire  
DE5 3RS  
E-mail: [pccoffice@derbyshire.pnn.police.uk](mailto:pccoffice@derbyshire.pnn.police.uk)

For more information go to <https://www.derbyshire-pcc.gov.uk/Supporting-Victims/Community-Trigger/CommunityTrigger.aspx>

Thank you for giving us the opportunity to review your case and work even harder to resolve the anti-social behaviour you have been experiencing.

Yours Sincerely

**INSERT NAME**

Chair of **(INSERT AREA)** Community Safety Partnership

## **APPENDIX E**

### **ASB Case Review Meeting Agenda Template**

#### **1. Confidentiality Statement**

#### **2. Introductions /Apologies / Purpose of ASB Case Review**

*Explain why the meeting has been called – i.e. undertake a fair and objective review of the case and enable the victim's voice to be heard*

#### **3. Victim Perspective**

*Opportunity for the victim or their advocate to explain the impact of the ASB on themselves, their family and their visitors. This includes physical and emotional health, quality of life and ability to conduct their normal daily activities.*

#### **4. Case History**

*Information from partners in attendance and reports from those unable to attend in person.*

*What complaints/reports of ASB have been received by each agency?*

*What is the persistence or seriousness of the ASB?*

*What is the cumulative impact of the ASB?*

*Assessment of the harm caused, or potential for harm to be caused, to the victim and the community,*

*Identify who is the victim and who is the perpetrator in neighbour disputes*

*Are there any malicious or vexatious complaints?*

*Are there any vulnerability factors for any of the victims or perpetrators?*

*What additional information is required?*

#### **5. Review Action Taken to Date**

#### **6. What action has already been considered/taken?**

*Complete Proportionality Assessment*

#### **7. ASB Case Review Decision/Recommendations**

*Has all appropriate action been taken?*

*Is there more that partner agencies can do?*

*Is there more that victim or perpetrators can do?*

*Are there any learning opportunities for partners?*

#### **8. Agree Action Plan**

*What informal action can be taken by each partner to resolve the ASB?*

*What legal action can be taken to resolve the ASB and by whom?*

*Identify reasons why other potential actions are not to be pursued?*

#### **9. Next steps**

*Agree who will liaise with the victim/their advocate.*

*Agree who will be Lead Officer for the Action Plan.*

**APPENDIX F**

Proportionality Assessment



|  |  |
|--|--|
| <b>Name of alleged perpetrator:</b>  |  |
| <b>Address of alleged perpetrator:</b>   |  |
| <b>Type of action being considered:-</b><br>e.g. injunction, ABC, CPW/N, tenancy demotion, possession etc. |  |

| <b>ACTION ALREADY TAKEN</b>   |  |
|---|--|
| <b>List the informal action taken to date for this matter</b><br>e.g. warning letters, visits, mediation ABC, etc |  |
| <b>List the formal action taken to date for this matter</b>   |  |

| <b>VULNERABILITIES</b>  |  |
|---|--|
| <b>Does the alleged perpetrator have any vulnerability?</b><br>e.g. victim of domestic abuse, lifestyle, substance misuse, age<br><br><b>If so, provide details of whether it is believed that the ASB or criminal behaviour is linked to the specific vulnerabilities.</b>   |  |
| <b>Is it believed that the alleged perpetrator is disabled within the definition of the <u>Equality Act 2010</u>?</b><br>e.g. learning disability, mental health, developmental impairment, such as autistic spectrum disorders (ASD)<br><br><b>If so, provide details of whether it is believed that the ASB or criminal behaviour is linked to this disability.</b> |  |
| <b>Does the alleged perpetrator reside with individuals who have a disability or vulnerability?</b><br><br><b>If so, what actions have been taken to mitigate the risks that enforcement</b>  |  |

## PUBLIC

|   |  |
|---|--|
| <b>action against the alleged perpetrator will have on these individuals?</b> |  |
|---|--|

### SUPPORT

**Has the alleged perpetrator been offered, or referred for, any support?**

**If yes, provide details.**

e.g. which agency?, when was last contact made and how?

**Has re-housing been considered and by who?**

### SUPPORT

**What impact is the behaviour having on:-**

**Victims?**

**Wider community?**

**Partner resources?**

### SUMMARY

**Summarise why the proposed action is necessary and proportionate**

**I CAN CONFIRM THAT I HAVE REVIEWED THIS CASE AND THE FACTS ABOVE AND BELIEVE THAT THE ACTION SUGGESTED IS NECESSARY AND A PROPRTIONATE MEANS TO ACHIEVING A LEGITIMATE AIM.**

**Signed:**

**Job title:**

**Date:**

**Date review due:**

This assessment will be reviewed at regular intervals, including when new information material to it is revealed.

**APPENDIX G**

ASB Case Review Meeting Minutes Template

**COMMUNITY TRIGGER APPLICATION REFERENCE NUMBER**

**DETAILS OF SPOC**

|              |  |
|--------------|--|
| Name         |  |
| Organisation |  |
| E-mail       |  |
| Telephone    |  |

**DETAILS OF APPLICANT**

|   |  |
|---|--|
| Name  |  |
| Address   |  |
| Date application acknowledged<br><i>(Template Letter 1)</i> |  |

**DETAILS OF VICTIM (IF DIFFERENT TO APPLICANT)**

|                    |  |
|--------------------|--|
| Name               |  |
| Address            |  |
| Date consent rec'd |  |

**DETAILS OF PERPETRATORS (IF KNOWN)**

|         |  |
|---------|--|
| Name    |  |
| Address |  |

|         |  |
|---------|--|
| Name    |  |
| Address |  |

|         |  |
|---------|--|
| Name    |  |
| Address |  |

## PUBLIC

### COMMUNITY TRIGGER THRESHOLD ASSESSMENT

| DECISION  | Comments |
|---|----------|
| Threshold met / not met<br><i>(delete as appropriate)</i> |          |

|   |  |
|---|--|
| Date applicant advised<br><i>(Template Letter 4 or 5)</i> |  |
|---|--|

### ASB CASE REVIEW MEETING

|       |  |
|-------|--|
| Date  |  |
| Time  |  |
| Venue |  |
| Chair |  |

### 1. CONFIDENTIALITY STATEMENT

|                                     |          |
|-------------------------------------|----------|
| Declaration signed by all attendees | Yes / No |
|-------------------------------------|----------|

### 2. ATTENDEES

| Organisation | Name | Job Title |
|--------------|------|-----------|
|              |      |           |
|              |      |           |
|              |      |           |
|              |      |           |
|              |      |           |
|              |      |           |

### APOLOGIES

| Organisation | Name | Job Title | Written Report?<br><i>(delete as appropriate)</i> |
|--------------|------|-----------|---|
|              |      |           | Yes / No  |

**RECORD OF INFORMATION SHARED / MEETING DISCUSSION**

**3. VICTIM PERSPECTIVE**

[Empty rectangular box for Victim Perspective]

**4. CASE HISTORY**

[Empty rectangular box for Case History, containing a large diagonal "DRAFT" watermark]

**ADDITIONAL INFORMATION REQUIRED**

[Empty rectangular box for Additional Information Required]

**5. REVIEW AND ASSESSMENT OF ACTION TAKEN TO DATE**

|                                      |          |
|--------------------------------------|----------|
| Proportionality Assessment completed | Yes / No |
|--------------------------------------|----------|

| Action taken to date | By whom? | Adequate? | Comments |
|----------------------|----------|-----------|----------|
|                      |          | Yes / No  |          |

**6. REVIEW DECISION /RECOMMENDATIONS**

|  |
|--|
|  |
|--|

**7. ACTION PLAN**

| Action | By Whom? |              | Timescales |
|--------|----------|--------------|------------|
|        | Agency   | Lead Officer |            |
|        |          |              |            |
|        |          |              |            |
|        |          |              |            |
|        |          |              |            |

**ACTIONS CONSIDERED BUT NOT RECOMMENDED**

| Action | Agency | Reason not pursued / recommended |
|--------|--------|----------------------------------|
|        |        |                                  |
|        |        |                                  |
|        |        |                                  |
|        |        |                                  |

**8. NEXT STEPS AGREED**

|  |
|--|
|  |
|--|

**POST MEETING**

|  |  |
|--|--|
| Date Minutes sent to partners  |  |
| Date Action Plan discussed with victim                                   |  |
| Date applicant / victim advised of outcome<br><i>(Template Letter 6)</i> |  |
| Update E-CINS  |  |

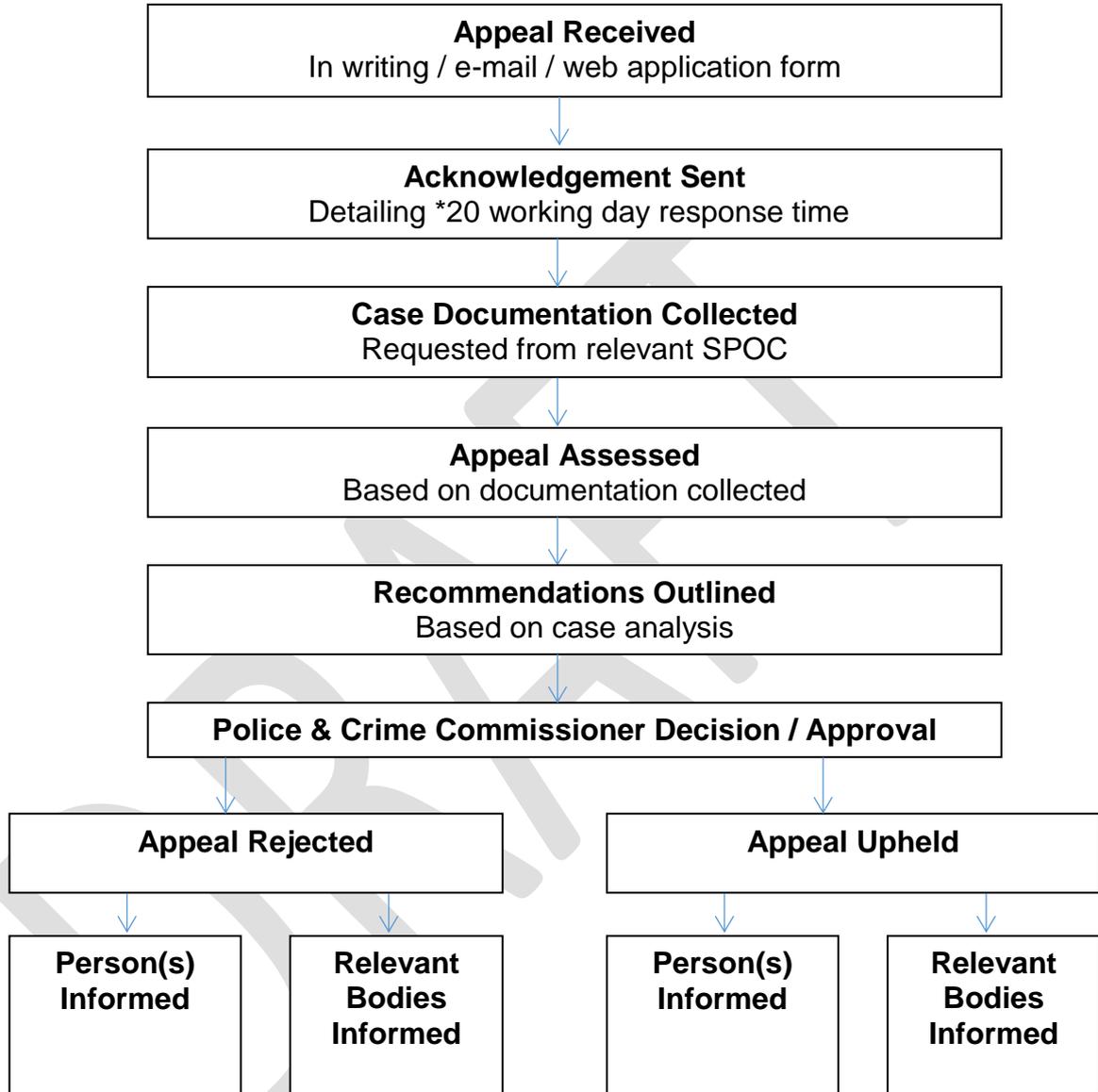
**APPENDIX H**

Action Plan Template

| Action | By Whom? |              | Timescales | Progress Update | Date completed |
|--------|----------|--------------|------------|-----------------|----------------|
|        | Agency   | Lead Officer |            |                 |                |
|        |          |              |            |                 |                |
|        |          |              |            |                 |                |
|        |          |              |            |                 |                |
|        |          |              |            |                 |                |
|        |          |              |            |                 |                |
|        |          |              |            |                 |                |
|        |          |              |            |                 |                |
|        |          |              |            |                 |                |

**Appendix I**

Community Trigger Appeal Process Flowchart



\*We will endeavour to respond from the initial acknowledgement of appeal to final notification of decision within 20 working days. Communication of extended response times will be provided in exceptional circumstances.

*(Working days are Monday to Friday excluding weekends and Bank Holidays).*

This page is intentionally left blank