



1. What is the Community Trigger?

The Community Trigger gives victims and communities the right to require action where an ongoing problem has not been addressed. It helps by making sure that no one suffering the harmful effects of Anti-Social Behaviour (ASB) or hate crime falls through the net. It will also ensure that all that can be done, is being done. It will not replace organisations' own complaints procedures and people can still complain to the Ombudsman or Independent Police Complaint Commission (IPCC) if they are unhappy with the service that they have received from an individual or service.

2.1 Threshold for use of the Trigger

1 Complainant has reported the same persistent problem 3 or more times in the past 6 months to the Council (inc. CCG), Police or their landlord and consider that no action has been taken;

Or

5 complainants have made reports about the same persistent problem in the past 6 months to the Council (inc. CCG), Police or their landlord and they consider that no action has been taken;

Or

A complainant has reported 1 incident or crime motivated by hate in the last 6 months to the Council (inc. CCG), Police or their landlord and considers that no action has been taken.

NB: A 'complainant' comprises of any persons, e.g. individuals, members, lawyers, or a person third-party reporting (victim's consent required unless legitimate reasons not to). Re the latter and generally, any anonymous reports will not constitute a trigger but will be used for analytical purposes.

2.2 What do we mean by 'no action' taken?

- The reported problems have not been acknowledged, i.e. no one contacted the customer to advise what action would be taken
- The reported problems have not been appropriately investigated
- The customer's 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

2.3 What is not suitable for a Community Trigger?

- If someone has reported ASB and received a service but the problems and the investigation are on-going. They will be advised to contact the agency they are working with to advise them of what is happening
- If someone has reported ASB and received a service but they are unhappy with the service received or action taken
- Note: the Local Authority's Vexatious Complaints policy is to be considered appropriate if the complainant is continuing a previous service complaint that has already been responded to appropriately
- *In the above circumstances a trigger, post review and with the agreement of at least one other agency, will see the complainant advised of relevant actions taken or ongoing and of the option to follow the complaints procedure for the relevant lead agency*

3. What can the complainant do?

- Email or write a letter to the ASBAT (to be agreed), including a reference that the matter concerns a Community Trigger related matter
- Telephone the Council's Customer Contact Centre and staff will take details and forward to the ASBAT (to be agreed)
- In any of above instances, the complainant will need to provide details of each time they have complained, who they have complained to (name/organisation and/or incident reference number) and information about the ASB

4. What can the complainant expect?

A response within 2 working days (to be agreed) outlining that a report will be reviewed and timescales regarding further action; including details where relevant of a decision made that the trigger is not met and reasons why.

A.) If the threshold is met:

- Communication and/or a meeting will take place between appropriate agencies, e.g. Police, Council, the Registered Housing Provider/s to discuss the ASB/what actions have been considered and taken. Re cases requiring referral to the review panel (ASB Partnership Action Group), within three weeks the group will review how the Partnership responds and make recommendations on how the problems can be resolved
- A response will be sent to the complainant by the relevant lead agency on behalf of the Community Safety ASB Partnership Action Group, detailing the action taken and also suggestions on how the partnership can attempt to resolve the ASB
- **If the complainant is still unhappy with the Partnership response post the review panel meeting actions**, they can request a review from the Head of Community Safety, which constitutes a second tier Community Trigger; and
- **If still dissatisfied** then the complainant can request a further review from the Police and Crime Commissioner, i.e. the Mayor of London (MOPAC - third and final tier Community Trigger)

B.) If the threshold is not met (or service response already provided/being provided):

- If the complainant has not met the threshold outlined in s2.1 then a referral to the relevant service is to be made to respond to the ASB complaint
- If the threshold is met but the complainant previously reported the ASB, received a service response within same 6 month period and are unhappy with the service received/action taken, they will be advised to submit a complaint under the lead/relevant agency's complaints procedures. The Trigger does not replace the complaints procedures of individual organisations, or the opportunity to complain to the Local Government Ombudsman or Independent Police Complaints Commission

5. Next steps

- Process agreement and relevant communications information – by September 2014
- ASB Partnership Group proposal to continue to meet every 6 weeks, with Trigger meetings scheduled every three weeks and only take place if required. To be agreed by ASB Partnership Action Group – 18th July 2014
- ASB Partnership Action Group Terms of Reference to be amended to reflect its inclusion of the Community Trigger – end of July 2014
- CSP agreement to the local implementation proposal – 29th July 2014
- MOPAC to provide a London briefing/guidance document - by August 2014
- Process due to be in place from October 2014 (Home Office to confirm commencement date)

6. Process overview chart (see below)

Haringey Community Trigger: Proposed Process Map

