

Case Study:

Improving Response Times Through An Effective Community Trigger Process

ABOUT US

Where it all started - Fiona
Pilkington

Help and advice – victims

Supporting practitioners

Promoting best practice

The Community Trigger

*Placing victims at the
heart of the response to
tackling ASB*



ASB **HELP**

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Theory v Practice

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Before the Community Trigger

Early Intervention

Improving links between neighborhood policing and local partners to swiftly deal with problems

Tools and Powers considered

Myths about the Community Trigger.....

- Airing dirty laundry
- Perceived as resource intensive
- Not compatible with different competing priorities of different agencies
- Another bureaucratic layer
- Will only be used by vexatious complainants



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What is the Community Trigger?



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Qualifying Complaint

- An incident of anti-social behaviour reported within 30 days to either the police, housing provider or local authority in order to determine whether there is further action that can be taken.
- One must also consider:-
 - The persistence of the issue
 - The harm or potential harm
 - The adequacy of the response



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Threshold

- The threshold is set locally but must be no higher than three qualifying complaints in the proceeding 6 months before the activation request.
- Best Practice is Hate Crime = one qualifying complaint

PRACTITIONERS SHOULD APPLY A HARM CENTRED APPROACH THROUGHOUT THE MANAGEMENT



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behaviour are not inadvertently lost between the different reporting arrangements of different agencies. It may also help to provide a mechanism for considering the potential for engaging the wider community in finding solutions to specific anti-social behaviour issues.

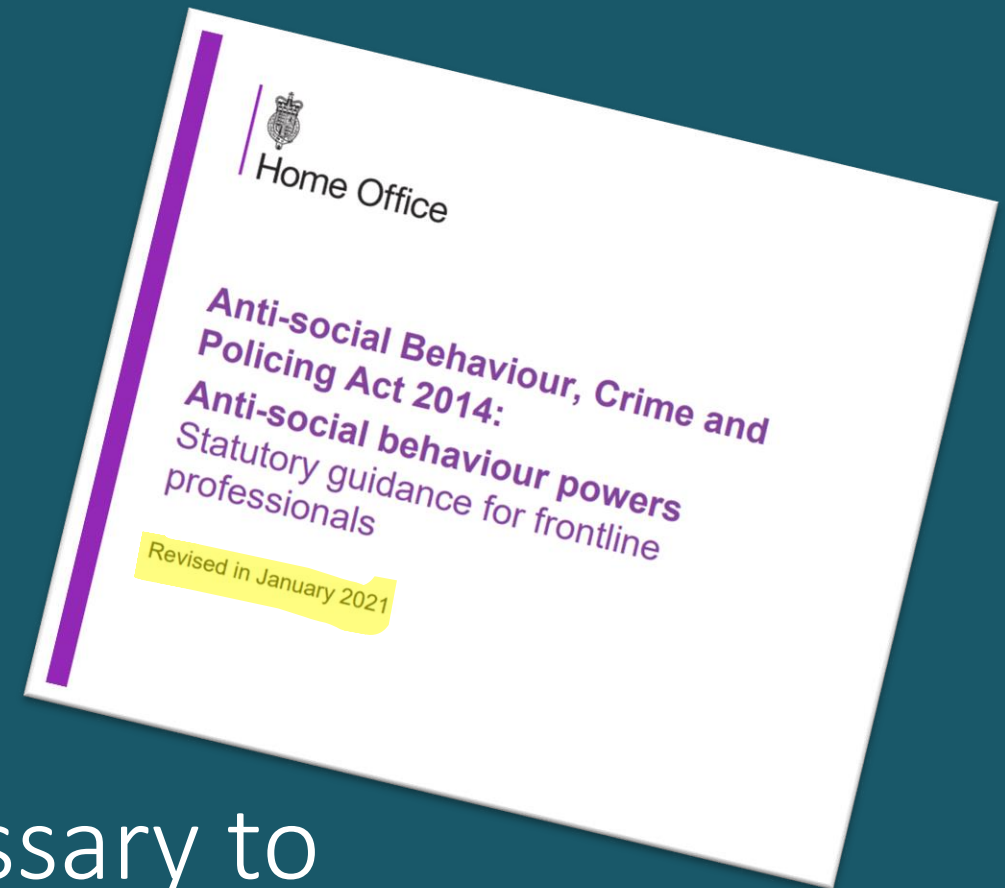
We strongly recommend that victims or complainants are kept informed while consideration is being given to deciding the most appropriate response, and that they are informed about the intended course of action. Local agencies also need to consider how victims are best supported and should ensure that victims are aware of their right to the Community Trigger case review, if they meet the locally defined threshold.

Giving victims a say

The Anti-social Behaviour, Crime and Policing Act 2014 included two specific measures designed to give victims and communities a say in the way that complaints of anti-social behaviour are dealt with, and to help ensure that victims' voices are heard. These measures are:

- **the ASB Case Review/Community Trigger:** this gives victims of persistent anti-social behaviour the ability to demand a formal case review where the locally defined threshold is met, in order to determine whether there is further action that can be taken. The relevant bodies in the local area must agree on, and publish their Case Review/Community Trigger procedures; and

Anti-social behaviour powers – Statutory guidance for frontline professionals



What further action is necessary to resolve the case?

Initial Process

- Threshold met?
- Allocation of Single Point of Contact
- Clear communication channels
- Support referrals
- Victims Voice
- Harm centred approach
- Independent chair
- Identification of key agencies
- Obtain case records
- Set date
- Confidentiality agreement



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Who should attend the Community Trigger?

- Independent chair
- Landlord
- Police
- Council (ASB Team, CSP, Housing, Environmental Health, Social Care)
- Mental health
- Support agencies (Domestic Abuse Support Agency, Mental Health, Alcohol & Drugs Services)
- Fire & Rescue Services
- Any relevant agency - case dependant
- **Victim to attend initial part of review to deliver impact statement (or victim representative)**



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At the Review

- Minutes
- Housekeeping
- Identification of lead agency/ agencies
- Representations by panel members
- Chair determined Action Plan
- Flexibility for Review Date
- SPOC to update victim



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Interventions Checklist

INFORMAL INTERVENTIONS:

INTERVENTION	DESIGNATED RESPONSIBILITY	TIMESCALE	AUTHORITY
Written Warning: Inc. Tenancy Warning			All agencies can issue written warnings.
Mediation			All agencies; consider sharing costs.
Restorative Practice Verbal Warning			Any Agency.
Acceptable Behaviour Agreement/Acceptable Behaviour Contract			All agencies. Verbal warnings should be documented.
Parenting Contract Support/Counselling			All agencies but lead agency should ensure the contract is counter-signed by other agencies incl. Police.
			Any Agency.
			Any Agency.

FORMAL LEGAL INTERVENTIONS:

Notice Seeking Possession/s.21 for starter tenancy or s.128 Notice for introductory tenancy			Landlord: social, LA or private. This tool must only be used where there is a legitimate intention to take back possession of a property.
			Landlord: social, LA or private.

Part 1 Civil Anti-Social Behaviour Injunction (housing related)			Usually Landlord but can be any authority.
Part 1 Civil Anti-Social Behaviour Injunction (harassment, alarm and distress)			Any authority but landlords will usually apply for housing related civil injunction.
Committal (where an anti-social behaviour injunction has been breached)			Responsibility lies with the agency who secured the injunction.
CONSIDER WITHOUT NOTICE CIVIL INJUNCTION WHERE THERE IS A THREAT OR USE OF VIOLENCE			See above
Legal Undertaking where Part 1 Anti-Social Behaviour Injunction threshold is not met			Any authority.
Environmental Protection Act 1990 powers including Abatement Notices			LA.
Community Remedy			Police or authorised agency.
Community Resolution			Police.
Conditional Caution/Youth Conditional Caution (Except where DA/HATE is a factor)			Police.
Dispersal Power			Police/LA. Social Landlords if designated by LA.
Community Protection Notice			LA following consultation with agencies.
Public Spaces Protection Order			LA/Police.
Closure/Partial Closure Notice/Order			Police.
Harassment Warning			

ASB Community Trigger Action Plan

Community Trigger Action Plan
3rd June 2021

Present:

Name / Role	Organisation
Alf Stewart, Independent Chair	Summerbay Borough Council
Susan Kennedy Community Trigger Coordinator	Ramsay Borough Council
Toadie Rebechi, Head of Communities	Ramsay Housing Association
Charlene Robinson, Head of Housing Operations	Ramsay Housing Association
Harold Bishop, Legal Services Manager	Ramsay Borough Council
Beth Brennan, Housing Manager	Ramsay Housing Association
Helen Daniels, Community Safety Officer	Ramsay Borough Council
Joe Mangel, Community Services Support officer	Ramsay Borough Council
Madge Bishop, Borough Inspector	Ramsay Police
Felicity Scully, Neighbourhood PC	Ramsay Police
Henry Ramsey	Environmental Protection officer
Daphne Clarke	Ramsay Womens Aid

Action	Lead officer	To be completed by:
<p>Ramsay Housing Association to:</p> <ul style="list-style-type: none"> Check existing CCTV, provide footage to Police (for any criminal action re assault, threats, motorbikes, reckless driving, and any other identified offences) Condition of property (no.3); consider tenancy breaches in respect of property and garden condition, abandoned vehicle, dog nuisance and general ASB breaches. Liaise with dog warden re: dog nuisance. Investigation into no. 3 re: hate graffiti/prevent referral. Door knocking to identify 'hidden' victims, gather evidence and complete any relevant victim risk assessment/safeguarding referral. Assess the individuals encouraging the behaviour and determine appropriate course of action, eg. Warnings, tenancy breaches. Proportionality Assessment for tenancy enforcement action Safeguarding referral regarding domestic abuse (Sue) Referral for building inspection in respect of balcony safety (48 hours) 	CR & BB	16.06.21 (unless stated otherwise)

<ul style="list-style-type: none"> Consider evidence and pursue injunction application on relevant individuals (including homeowners- affecting housing management function) Consider tenancy history and breaches to determine appropriate course of tenancy action (If a NOSP and demoted notice been served already in light of persistent ASB this may determine next steps). Neighbourhood agreements to be issued to all residents in the block. Liaison with CT Coordinator (SK) 		
<p>Police to:</p> <ul style="list-style-type: none"> Police to identify individuals on motorbikes. To consider using relevant legislation (such as Police Reform Act 2002 Section 59 and 60 give police the power to seize vehicles that are being driven in a way that causes, or is likely to cause alarm, distress, or annoyance) Police to consider action in relation to other behaviours exhibited- threats, assaults etc) Submit intelligence log regarding domestic abuse and follow up on any safeguarding concerns. Police to provide MG11/statement in support of Injunction. Police to liaise with Ramsay Housing Association in relation to tenancy enforcement action. Liaise with CT coordinator (SK) To conduct regular patrols with council wardens 	MB & FS	10.06.21
<p>Local Authority</p> <ul style="list-style-type: none"> Local authority to consider issuing CPNW on owner occupier, Bob's wife. Consider rapid deployment CCTV within 7 days 	HD & HB	10.06.21
<p>WOMENS AID (OR EQUIVALENT): -</p> <ul style="list-style-type: none"> Offer assessment/support. To provide update to Community Trigger Coordinator (SK) and Community Safety Officer (HD). 	DC	10.06.21
<p>CT Coordinator</p> <ul style="list-style-type: none"> Circulate: 		



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THE ASB PLEDGE

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What will ASB Help provide?

- Recommendations to improve your Community Trigger Policy and Procedures
- Best practice template documents such as*:
 - policies and procedures
 - website information
 - Terms of reference to help govern review meetings
 - Confidentiality agreement
 - Chairs pack
 - Checklist of interventions
 - Vexatious complainant guidance
 - Standard letter templates
 - Review a Community Trigger Hearing Panel & provide any recommendations
- * This list is not exhaustive



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Thank you



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