

# Anti-Social Behaviour and Policing Act 2014

## “Community Trigger”

### A guide for Councillors as to the practical application of the trigger within Havant.

The Chair of the Operations and Place Shaping Board has requested that officers prepare a report for Councillors on the practical application of the “Community Trigger” within the Havant area.

#### Overview

The Community Trigger gives victims of persistent anti-social behaviour the right to request local agencies to review of their case and bring agencies together to take a joined up, problem solving approach to find a resolution.

It is not a complaints procedure – it is intended to offer a safety net for vulnerable victims and to help avoid individuals being passed between agencies without resolution. It can be used for both anti-social behaviour and hate incidents.

The responsibility for investigating a Community Trigger rests with the multi-agency Community Safety Partnerships (Havant Locality Board). In Havant it has been agreed that in the first instance this responsibility will be discharged on behalf of the Partnership by the Neighbourhood Quality Manager.

*Note.....should the matter raised relate to the lack of action by employees of the Council then the lead Manager would be decided in consultation with the Havant Locality Board.*

#### Who can use the Community Trigger?

- A victim of anti-social behaviour or hate crime,
- Another person acting on behalf of the victim.

*Note.....An individual acting on behalf of a group of residents or community group would need to have the written authority of the others to speak on their behalf and to share their information.*

#### How to activate the Community Trigger?

- Through contact with Hampshire Constabulary on non-emergency number 101.

*Note.....Should a Councillor find themselves in a position where they are considering whether a Community Trigger should be activated they are welcome to seek the guidance and support of the Neighbourhood Quality team (phone 02392 446606 or email [neighbourhood.quality@havant.gov.uk](mailto:neighbourhood.quality@havant.gov.uk))*

#### Process

- The Police control room upon receipt of a trigger notification will initiate an email to the Neighbourhood Quality Team for the attention of the manager.
- The Manager will undertake an initial review of the case to ascertain whether the community trigger threshold has been met (see below)

- The Manager will in undertaking this review speak to the person who initiated the trigger and also the person on whose behalf the trigger has been raised.
- Should the matter meet the trigger threshold the manager will notify the victim and or person who raised the trigger and instigate partnership meetings to enable the exchange of information relating to the matter.
- The Manager will, within 21 days, seek to identify whether all reasonable steps have been taken to resolve the matter and feedback to the victim their findings
- If further action is required, the manager will seek to reach an agreement between the agencies and the victim(s) as to the next steps.
- The Manager will be responsible for ensuring that the victim(s) and indeed the person who raised the trigger on their behalf is updated on the progress of the case and actions agreed.
- If the matter does not meet the trigger thresholds the manager will still report back to the victim and/or the person who raised the trigger and advise them as to what other options are available to them.

*Note.....It may not be possible to share all information in the case with all parties although every effort will be made to ensure that reasons for this are explained on a case by case basis.*

#### **Community Trigger threshold:**

**Individual –** Three complaints in the previous six months. Reporting behaviour causing harassment, alarm or distress to a member or members of the community and you think no action has been taken or are not satisfied with the action taken.

**Group –** Five individuals in a local community have reported separately similar incidents of anti-social behaviour to members of the Community Safety Partnership. They all think that no action has been taken or are not satisfied with the action taken. The individual acting on behalf of the group must have all other individuals consent.

*Note....It is considered best practice for a Councillor to secure the written consent of their constituent to raise the matter on their behalf.*

To meet the criteria, incidents need to:

- Cause harassment, alarm or distress.
- Been logged within one month of the incident.
- Last incident has occurred within the previous six months.

#### **Time Frame:**

The relevant Manager should aim to have Community Triggers dealt with within 20 working days. More complex cases may take longer, in these cases the individual or group will be notified that the deadline date will not be met.