

Review of Havant Locality Board – Community Trigger

Report by: Scrutiny Board

For Recommendation

Key Decision: No

Cabinet Lead: Councillor Leah Turner

1.0 Purpose of the Report

1.1 At its meeting held on 20 February 2018, the Scrutiny Board considered a report (Appendix A) from the Communities and Housing Scrutiny and Policy Development Panel, setting out its findings and recommendations following a scrutiny review of the Havant Locality Board and its effectiveness in relation to the Community Trigger.

1.2 The Scrutiny Board endorsed the recommendations set out in the report.

2.0 Recommendations

It is recommended that Cabinet;

2.1 request the officers to maximise publicity for the Community Trigger on the Council's website and the website for the Safer Havant Partnership;

2.2 request the officers to provide a training course on the Community Trigger to all existing Councillors and to include this course as part of the Councillor's induction programme; and

2.3 request the Leader of the Council to clarify the roles and responsibilities of the Cabinet Leads in relation to Community Safety and anti-social behaviour. Such clarification should include a clearer explanation of the term 'Community Safety'.

3.1 Appendices

Appendix A – Report by the Communities and Housing Scrutiny and Policy Development Panel

Background Papers

[Panel's Findings Pack](#)

The Panel's report was agreed and signed off for publication by:

Head of Service: 27.02.18

Head of Finance: 05.03.18

Head of Legal: 05.03.18

Contact: Councillor Diana Patrick

Title: Scrutiny Lead for the Communities and Housing Scrutiny and Policy
Development Panel

E-Mail: diana.patrick@havant.gov.uk

APPENDIX A

HAVANT BOROUGH COUNCIL

Scrutiny Board

20 February 2018

Review of the Havant Locality Board – Community Trigger

FOR RECOMMENDATION

KEY DECISION NO

REPORT BY: Communities and Housing Scrutiny and Policy Development Panel

1.0 EXECUTIVE SUMMARY

- 1.1 This review was undertaken to investigate the effectiveness of the Havant Locality Board (formerly known as the Safer Havant Partnership) with regard to dealing with the Community Trigger.

2.0 RECOMMENDATIONS

- 2.1 The Scrutiny Board recommend Cabinet to;
- 2.1.1 request the officers to maximise publicity for the Community Trigger on the Council's website and the website for Safer Havant Partnership;
- 2.1.2 request the officers to provide a training course on the Community Trigger to all existing Councillors and to include this course as part of the Councillor's induction programme; and
- 2.1.3 request the Leader of the Council to clarify the roles and responsibilities of the Cabinet Leads in relation to Community Safety and in particular anti-social behaviour: such clarification to include a clearer explanation of the term "Community safety".

3.0 RESOURCES:

- 3.1 The above recommendations can be delivered within the existing budget.
- 3.2 The Council does not have the capacity to deal with a large number of community triggers. It is therefore critical that a proper assessment process is undertaken and Councillors are trained in the processes to reduce the officers' workload

4.0 LEGAL:

- 4.1 The community trigger is a mechanism for victims of persistent anti-social behaviour to request that relevant bodies undertake a case review introduced

APPENDIX A

under the Anti Social behaviour, Crime and Policing Act 2014 (“the Act”). A case review would entail the relevant bodies sharing information in relation to the case, discussing what action has previously been taken, and collectively deciding whether any further action could be taken. Relevant bodies are set out in section 105 and include local authorities, the police, health providers and providers of social housing. Any individual, community or business can make an application for a case review, and the relevant bodies must carry out a case review if the threshold is met. The threshold will be set by the relevant bodies and could, for example, be three reports of separate incidents of anti-social behaviour in a six month period, where there has not been an adequate response to that behaviour. The threshold may also be set with reference to the persistence of the behaviour, the potential for harm to the victim, and the adequacy of response from agencies. Subsection (4) provides that the threshold should be set no higher than three complaints, but agencies may choose to set a lower threshold. Subsection (11) defines a “qualifying complaint” as one which is made within one month of the incident occurring and provides that the application for the case review should be made within six months of the original complaint. The community trigger is intended as a backstop safety net for the victims of anti-social behaviour who consider that there has not been an appropriate response to their complaints about such behaviour.

4.2 The relevant bodies in each local government area must make and publish arrangements for review procedures (subsection (2)). Paragraph 8 of Schedule 4 allows for joint arrangements to be made for a larger area such as the police force area. The procedures must include the point of contact for making applications and ensure that applications are passed to all the relevant bodies in the area. The bodies carrying out the review must inform the applicant of their decision on whether the threshold for review is met, the outcome of the review and any recommendations made as a result of the review (subsections (6) to (8)). The bodies carrying out the review may make recommendations to a person who carries out public functions, including any of the bodies that have taken part in the community trigger review, and the person must have regard to the recommendations.

4.3 Subsection (9) requires relevant bodies to publish information about the number of community trigger applications they received, the number of times the threshold was not met, the number of case reviews carried out and the number of reviews that resulted in further action.

5.0 STRATEGY:

5.1 The Community Triggers contributes towards the Council’s aim to improve neighbourhoods and their environmental quality.

6.0 RISKS:

6.1 There are no risks rising from the contents of this report.

7.0 COMMUNICATIONS:

APPENDIX A

7.1 N/A

8.0 FOR THE COMMUNITY:

8.1 The recommendations seek to improve the processes and procedures of the Community Trigger and allow for better support for vulnerable families within the Borough.

9.0 METHODOLOGY

9.1 The Council is required to review how the Havant Locality Board discharges its function every year. In view of the wide range of functions delivered by the Board it was decided to limit this year's review to the procedures and processes involved in the Community Trigger process

9.2 The Communities and Housing Scrutiny and Policy Development Panel held an initial meeting with the Neighbourhood Development Team Leader and Transformation Officer to discuss the procedures and processes of the Community Trigger.

9.3 From this discussion, the Panel identified three agencies to interview to discuss their experience of the Community Trigger.

9.4 Full details of the methodology of the project are set out in the separate Findings Pack.

10.0 KEY FINDINGS

10.1 The Panel were pleased to note that although there were initially issues dealing with anti-social behaviour in the Borough, the Community Trigger appeared to offer an effective tool to progress any issues.

10.2 The Panel were concerned to hear that from a victim's perspective, there was concern that the agencies did not appear to take the issue seriously before the trigger was activated. There was also concern about the delay before any action was taken. However, once trigger was activated the victim understood the reasons for the delay and was pleased with the processes and outcome.

10.3 From the interviews with agency representatives, it was clear that all felt that the trigger had allowed for support to be delivered in a more effective manner to vulnerable victims of anti-social behaviour.

10.4 The multi-agency approach required the agencies to concentrate on the vulnerability of the victim and allowed for a wide range of support and advice to be available for vulnerable victims of anti-social behaviour. In addition, the trigger enabled agencies involved with a case to share information and give a joint and consistent response to cases that were the subject of individual but similar concerns reported to multiple organisations.

APPENDIX A

- 10.5 There are however areas which could be improved. The agencies interviewed acknowledged that the public are mainly unaware of the Community Trigger, which could be overcome by better publicity on the Council's and Safer Havant Partnership's websites. Councillors could also play an important role in maximising awareness of the process and helping victims of anti-social behaviour. The Panel therefore considered that the training course given to new Councillors in 2016 should be extended to all Councillors.
- 10.6 The Panel accepted that there is a limited resource capacity to deal with community trigger cases. This workload pressure is currently being reduced by the agencies working together more to help resolve issues before the trigger could be activated.
- 10.7 The use of Councillors to guide victims or potential victims through the process should also help reduce the workload for the agencies and enable them to deal with more cases which may arise from a greater awareness of the process.
- 10.8 There is no clear understanding or agreement amongst the relevant Cabinet Leads and officers over the arrangements for the discharge of functions relating to community safety and in particular anti-social behaviour. The Panel felt that this could potentially lead to duplication, a Cabinet Lead acting beyond his or her powers, delays in progressing any issues, or issues being missed.
- 10.9 Full details of the findings of the project are set out in the separate Findings Pack.

Background Papers

[Findings Pack](#)

Contact: Councillor Diana Patrick
Title: Scrutiny Lead for the Communities and Housing Scrutiny and Policy Development Panel
E-Mail: diana.patrick@havant.gov.uk