

Community Trigger Process

Culture & Communities Scrutiny Panel 10th March 2022

Introduction



- The Community Trigger was introduced under the Anti-social Behaviour, Crime and Policing Act 2014.
- Purpose - To give victims and communities the right to request a review of their case and bring agencies together to take a joined up, problem solving approach to find a solution.
- Vulnerable or repeat victims of ASB being missed due to agencies working in isolation (Fiona Pilkington case)
- Information regarding problems in an area not being shared between agencies
- Poor coordination of problems and lack of problem solving or joint working between agencies

Which agencies are part of the Community Trigger?



- Middlesbrough Council
- Cleveland Police
- South Tees Clinical Commissioning Group (CCG) if required
- Co-opted Housing Associations (Thirteen lead contact)

When can I request that the Community Trigger is activated?



Middlesbrough's Community Trigger threshold:

- An individual, business or community group has made **three** or more reports regarding the **same** problem in the past six months to Middlesbrough Council, Cleveland Police, or their Housing Association Landlord, or
- More than one individual, business or community group has made **five** or more reports about the **same** problem in the past six months to Middlesbrough Council, Cleveland Police, or their Housing Association Landlord.

When can I request that the Community Trigger is activated?

Qualifying Requests:

- Requests cannot be made more than 6 months after the problems to review have occurred.
- Requests cannot be made where the problems were not reported to official agencies within 1 month of their occurrence.
- Generally requests cannot be made about problems that occurred outside of Middlesbrough.
- The Community Trigger process is a request for a **review**. It is not a **complaint** process.

Activating Trigger & process



- All requests must be made by telephone, email or letter to the Council's Neighbourhood Safety Team.
- Acknowledgement letter sent
- Information request made to all 'responsible' agencies
- Legal Services decide if threshold met
- Case Review Panel meeting arranged
- Applicant informed of outcome



Community trigger

Every job protects our town. [Get your coronavirus vaccine or booster now - no appointment needed.](#)

The Community Trigger is a process you can use to ask agencies to review their response to anti-social behaviour you've reported.

You can use the Community Trigger if you've made **three or more separate reports** about the same problem in the past six months to Middlesbrough Council, Cleveland Police, or your landlord.

You can also use the Community Trigger if more than one individual, business or community group has made **five or more reports** about the same problem in the past six months to Middlesbrough Council, Cleveland Police, or your landlord.

You can use the Community Trigger on behalf of someone else if you have their written consent. No anonymous requests to activate the trigger will be accepted.

How to use the Community Trigger

You can email the Community Safety Team on communitysafety@middlesbrough.gov.uk, or write to Middlesbrough Community Safety Team, Grove Hill Community Hub, Bishopton Road, Middlesbrough, TS4 2RP.

We'll confirm that we've received your request within three working days.

The Community Trigger is used to make sure there's a review when cases have been reported and no action has been taken. It's not a complaints procedure. A meeting will take place between appropriate agencies to discuss the anti-social behaviour, and which actions have been considered and taken. The group will review how partners responded and make recommendations on how the problem can be resolved. You'll get feedback from the review meeting within 15 working days.

More information

- [Information on the Community Trigger](#) from the Anti-social Behaviour, Crime and Policing Act 2014 legislation
- A [summary report](#) on the use of the Community Trigger process

Cookie settings

Case Review Panel Considerations

1. Have the reports been acknowledged?
2. Was the victims vulnerability assessed?
3. Did any response consider the vulnerability of the victim?
4. Was there appropriate information sharing / problem solving / joint working?
5. Were procedures followed?
6. Was the victims vulnerability reduced to a satisfactory level?
7. Was the problem reduced to a level where the behaviour reported is no longer a cause for concern?
8. Case review panel may make recommendations and/or produce an action plan.

Total no. of trigger requests

Community Triggers by Quarter – Financial Year 2021/22						
Quarter	Total	Date Received	Ward		Met Threshold	Appeals
Q1 (Apr-Jun)	2	Jun-21	North Ormesby		Y	N
		Jun-21	Coulby Newham		N	N
Q2 (Jul-Sep)	4	Jul-21	North Ormesby		N	Y
		Jul-21	Park End & Beckfield		N	N
		Aug-21	Brambles & Thorntree		Y	N
		Sep-21	Hemlington		N	N
Q3 (Oct-Dec)	4	Oct-21	Brambles & Thorntree		Y	N
		Dec-21	Berwick Hills & Pallister		Y	N
		Dec-21	Berwick Hills & Pallister		Y	N
		Dec-21	Berwick Hills & Pallister		Y	N
Q4 (Jan-Mar)						

Early intervention/prevention

- Active Intelligence mapping (AIM) – multi agency problem solving approach
- Operational task & finish groups
- Set up location individual perpetrator records
- Preventative measures/liaison with other agencies i.e. Police, Fire, Schools, Early Help, YOS, Social Care
- Evidence gathering – Diary sheets, CCTV, warden reports
- Supporting victims (residents & businesses) throughout process
- Warning letters/home visits
- Acceptable behaviour contracts
- Joint patrols
- Final warnings
- Legal action (injunctions, house closures, Criminal Behaviour Orders, PSPO etc)

Q&A