

# TRIGGER REVIEW PACK





# TRIGGER REVIEW

## 2014

The Community Trigger is part of the Anti-Social Behaviour, Crime and Policing Act 2014 and was introduced across North Yorkshire and the City of York in \*\*\* 2014.

The Community Trigger review mechanism works as a backstop safety net for individuals or groups of individuals who have suffered from several incidents of anti-social behaviour and, despite reporting them to the relevant organisations, the problem is considered to be unresolved.

You can request for your case to be reviewed providing it meets certain criteria. The relevant organisations will look collectively at the issues you have reported to as well as any actions that have been undertaken to determine if that action was appropriate and reasonable. In some circumstances, the organisations may make recommendations for further action needs to be taken by whom to resolve the problem.

The process is consistently applied throughout North Yorkshire and the City of York and the following organisations have signed up to the Trigger Review mechanism:

- Hambleton District Council
- Richmondshire District Council
- Harrogate Borough Council
- Craven District Council
- Scarborough Borough Council
- Ryedale District Council
- Selby District Council
- City of York Council
- Registered Social Landlords within North Yorkshire and the City of York
- North Yorkshire Police
- Hambleton, Richmondshire and Whitby Clinical Commissioning Group
- Scarborough and Ryedale Clinical Commissioning Group
- Harrogate and District Clinical Commissioning Group
- Craven, Airedale and Wharfedale Clinical Commissioning Group
- Vale of York Clinical Commissioning Group

The purpose of the Community Trigger is to review the case and action that has been taken as a result of the anti social behaviour incidents being reported.

**A Community Trigger case review is not a complaints procedure and will not make recommendations or consider the conduct of any individual from any organisation. If you want to make a complaint about an individual's conduct, you must use the complaints procedure of the specific organisation.**

# TRIGGER REVIEW

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### **When can you request a Case Review?**

You, or someone acting on your behalf, can request a Community Trigger Review of your case if:

- You have formally reported 3 separate incidents of anti social behaviour within a 6 month period to the police or local council or your housing provider (if relevant).
- You must have reported each incident within 1 month of it taking place and the reports must have been officially recorded on the organisation's recording system.
- You remain dissatisfied due to inadequate action based on reasonable expectation and timescales.

Determining whether the action taken to resolve the anti social behaviour was adequate for the case will be decided by your local community safety office.

They will invite organisations who have been involved in your case to give them information about what action, if any, has been taken. They will consider whether the action should have been adequate to tackle the anti social behaviour based on reasonable expectation of what can be done and the timescales in which they have had to deal with the issue – organisations may still be dealing with the issue but the timescales have been such that a resolution has not yet been achieved eg applying for a Criminal Behaviour Order on an offender etc.

Your local community safety office is independent from the agencies that will have been involved in your case and will ensure that they provide an unbiased but informed decision on whether your case should progress through a full case review.

Regardless of whether or not your case progresses to a full case review, the issues will be referred to the most appropriate agency to deal with your case.

### **Who can request a review?**

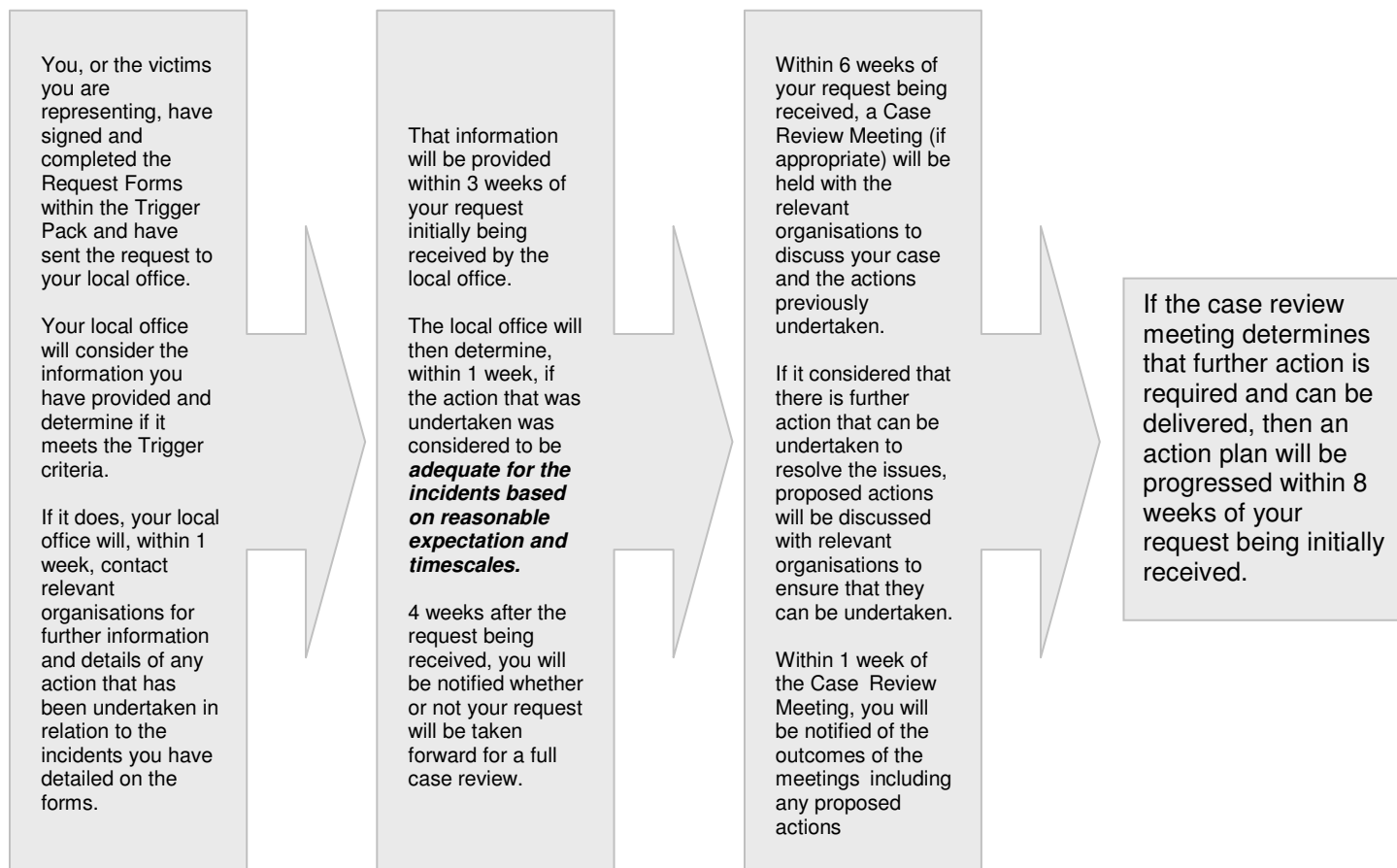
Any victim who has reported 3 incidents of anti social behaviour within a 6 month period and remains dissatisfied can request that a full case review be considered.

Case reviews can also be requested by a third party such as MP, local councillor, community group or carer for a vulnerable person who someone with disabilities that would prevent them from requesting a case review themselves.

A third party can only request a case review on behalf of a victim/s if they have the victim/s consent.

# TRIGGER REVIEW 2014

## What will happen to your request for a case review?



Maximum 8 weeks from receipt of case review request to conclusion

## Completing the request forms

On the following 3 pages, there is an example of how to complete the request forms.

Each victim must complete a separate form. If you are the victim and have reported all 3 incidents, then you only need to complete the one form.

Once you have completed each section, and signed to give consent for your local community safety office to gather information about the incidents, you should tear / cut the forms out of the booklet and return the pages to the appropriate office as detailed on page 20.

You then keep this booklet as your record and guidance for what will happen with your request. There is a section on page 21 for you to complete to keep track of your request progress.

# TRIGGER REVIEW 2014

## Example form:

### SECTION ONE: Contact Details

*Explain why requesting these details, and who should complete it if somebody is acting on a victim's behalf. Explain that a person acting on behalf of a victim will be the future point of contact.*


Your Name:	A N Other	
Organisation / group (if applicable)	N/A	
Position in organisation / group (if applicable)	N/A	
Your Contact Details:	Address	1 Any Crescent AN Village AN1 50T
	Email	An.other@anyemail.com
	Telephone	0123456789101
Are you the victim or representing a victim/s?	Victim:	YES <input checked="" type="checkbox"/>
	Representing a victim:	NO <input checked="" type="checkbox"/>
Victim's Name (if different to above):	As above	
Victim's Address (if different to above):	As above	

**If you are representing a victim/s, you must have signed consent to request a case review**

### SECTION TWO: Consent from victim

If you are the victim and requesting the case review, please sign the below declaration. If you are acting on behalf of a victim involved in this case, please ask them to sign the below declaration before submitting the case review request form.

***"As a victim of the incident/s indicated on this form, I give consent for the Hambleton and Richmondshire Community Safety Partnership to request information from relevant organisations including the local council, police, health providers and housing associations about the case, and to share that information with appropriate agencies in order to determine if a case review meeting should take place."***

Victim Name	Signature	Date
A N Other		18 March 2014

### SECTION THREE: Incident Information

<b><u>INCIDENT ONE</u></b>				
Date and Time of Incident:	25 November 2013, 8pm			
Brief Details including location:	Groups of lads swearing and throwing stones at window. They ran off when I opened the door. Outside my house.			
Reported to:	Name (if known)	Unknown		
	Organisation	North Yorkshire Police		
Incident or Reference Number (if known)	Unsure			
Date and Time of Report:	25 November 2013, approx 8.10pm			
Method of reporting:	Telephone <input checked="" type="checkbox"/>	Email <input type="checkbox"/>	Written <input type="checkbox"/>	In person <input type="checkbox"/>
Action taken by whom:	Said an officer would come out but haven't seen anyone or know if they did anything			

<b><u>INCIDENT TWO</u></b>				
Date and Time of Incident:	26 November 2013, 4pm for 2 hours			
Brief Details including location:	Boy racers revving their engines, scaring the little children in the park and loud music playing. Outside the village green, opposite my house.			
Reported to:	Name (if known)	Someone Jones		
	Organisation	AN Council		
Incident or Reference Number (if known)	Not given			
Date and Time of Report:	28 November 2013, 10am			
Method of reporting:	Telephone <input type="checkbox"/>	Email <input type="checkbox"/>	Written <input type="checkbox"/>	In person <input checked="" type="checkbox"/>
Action taken by whom:	Diary Sheets given by local council, sent back after 1 month. No further action taken			

<b><u>INCIDENT THREE</u></b>			
Date and Time of Incident:	31 December 2013/ 1 January 2014 11:30pm for 1 hour		
Brief Details including location:	Group of lads being loud and rowdy along the street, sat on the street corner drinking out of cans of lager and throwing them in my garden. On the street outside my house and empty cans thrown in garden.		
Reported to:	Name (if known)	Unknown	
	Organisation	North Yorkshire Police	
Incident or Reference Number (if known)	AN1234567/2014		

Date and Time of Report:	1 January 2014, 12:15am			
Method of reporting:	Telephone <input checked="" type="checkbox"/>	Email <input type="checkbox"/>	Written <input type="checkbox"/>	In person <input type="checkbox"/>
Action taken by whom:	Patrol officers came round at 2am when the group had gone and all was quiet, I had to ring for an update on 1 January to know if anything had been done.			

#### SECTION FOUR: Reason for requesting a case review

*Reaffirm the dissatisfaction due to inadequate action based on reasonable expectation and timescale*

What is the current situation?
<i>The group started to cause trouble at the end of last summer; they don't live in the area but seem to migrate here as they know that they won't get into trouble. I have stopped reporting issues as no one wants to take notice or action and I am not prepared to confront them - I use a walking stick and feel vulnerable speaking to them. They tend to come round on a Friday night.</i>
Please could you explain why you are unhappy with the action that has been taken?
<i>The group of lads have not been dealt with. No one seems to know who they are and they have not been spoken to by anyone in uniform about their behaviour. They seem to think that they own the area and can do what they want without punishment, they won't listen to the residents and are intimidating to approach especially for our elderly neighbours and scary for the young children in the area.</i>
What would you like to see done to resolve the issue?
<i>I would like to see a uniformed officer come and speak to them when they are in the area and make sure that they understand that they can not behave as they are and the effects that they are having on me and my neighbours.</i>
Are you currently receiving support from any agency in relation to these incidents? Please provide details
<i>No</i>



# TRIGGER REVIEW REQUEST FORM 2014

Please complete one form per victim

## SECTION ONE: Contact Details

*Explain why requesting these details, and who should complete it if somebody is acting on a victim's behalf. Explain that a person acting on behalf of a victim will be the future point of contact.*

Your Name:			
Organisation / group (if applicable)			
Position in organisation / group (if applicable)			
Your Contact Details:	Address		
	Email		
	Telephone		
Are you the victim or representing a victim/s?	Victim:	YES	NO
	Representing a victim:	YES	NO
Victim's Name (if different to above):			
Victim's Address (if different to above):			

**If you are representing a victim/s, you must have signed consent to request a case review**

## SECTION TWO: Consent from victim

If you are the victim and requesting the case review, please sign the below declaration. If you are acting on behalf of a victim involved in this case, please ask them to sign the below declaration before submitting the case review request form. One form needs to be completed for each victim.

***"As a victim of the incident/s indicated on this form, I give consent for the Hambleton and Richmondshire Community Safety Partnership to request information from relevant organisations including the local council, police, health providers and housing associations about the case, and to share that information with appropriate agencies in order to determine if a case review meeting should take place."***

Victim Name	Signature	Date

## SECTION THREE: Incident Information

*Explain what information is important; remind need to have been reported within one month of the incident having taken place and this request is within 6 months of the first incident.*

<b><u>INCIDENT ONE</u></b>				
Date and Time of Incident:				
Brief Details including location:				
Reported to:	Name (if known)			
	Organisation			
Incident or Reference Number (if known)				
Date and Time of Report:				
Method of reporting:	Telephone	Email	Written	In person
Action taken by whom:				

<b><u>INCIDENT TWO</u></b>				
Date and Time of Incident:				
Brief Details including location:				
Reported to:	Name (if known)			
	Organisation			
Incident or Reference Number (if known)				
Date and Time of Report:				
Method of reporting:	Telephone	Email	Written	In person
Action taken by whom:				

<b><u>INCIDENT THREE</u></b>				
Date and Time of Incident:				
Brief Details including location:				
Reported to:	Name (if known)			
	Organisation			
Incident or Reference Number (if known)				
Date and Time of Report:				
Method of reporting:	Telephone	Email	Written	In person
Action taken by whom:				

**SECTION FOUR: Reason for requesting a case review**

*Reaffirm the dissatisfaction due to inadequate action based on reasonable expectation and timescale*

What is the current situation?

Please could you explain why you are unhappy with the action that has been taken?

What would you like to see done to resolve the issue?

Are you currently receiving support from any agency in relation to these incidents? Please provide details.

Any other information you would like to provide in relation to the incidents?

**Once each section is completed and consent section has been signed, please tear / cut the forms from the booklet and send into your local community office.  
Details of each office can be found on page 21.**



# TRIGGER REVIEW REQUEST FORM

## 2014

Please complete one form per victim

### SECTION ONE: Contact Details

*Explain why requesting these details, and who should complete it if somebody is acting on a victim's behalf. Explain that a person acting on behalf of a victim will be the future point of contact.*

Your Name:			
Organisation / group (if applicable)			
Position in organisation / group (if applicable)			
Your Contact Details:	Address		
	Email		
	Telephone		
Are you the victim or representing a victim/s?	Victim:	YES	NO
	Representing a victim:	YES	NO
Victim's Name (if different to above):			
Victim's Address (if different to above):			

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	Organisation			
Incident or Reference Number (if known)				
Date and Time of Report:				
Method of reporting:	Telephone	Email	Written	In person
Action taken by whom:				

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Date and Time of Incident:				
Brief Details including location:				
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	Organisation			
Incident or Reference Number (if known)				
Date and Time of Report:				
Method of reporting:	Telephone	Email	Written	In person
Action taken by whom:				

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Date and Time of Incident:				
Brief Details including location:				
Reported to:	Name (if known)			
	Organisation			
Incident or Reference Number (if known)				
Date and Time of Report:				
Method of reporting:	Telephone	Email	Written	In person
Action taken by whom:				

**SECTION FOUR: Reason for requesting a case review**

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What is the current situation?

Please could you explain why you are unhappy with the action that has been taken?

What would you like to see done to resolve the issue?

Are you currently receiving support from any agency in relation to these incidents? Please provide details.

Any other information you would like to provide in relation to the incidents?

**Once each section is completed and consent section has been signed, please tear / cut the forms from the booklet and send into your local community office.**

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Your Name:		
Organisation / group (if applicable)		
Position in organisation / group (if applicable)		
Your Contact Details:	Address	
	Email	
	Telephone	
Are you the victim or representing a victim/s?	Victim:	YES NO
	Representing a victim:	YES NO
Victim's Name (if different to above):		
Victim's Address (if different to above):		

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## SECTION TWO: Consent from victim

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Victim Name	Signature	Date

### SECTION THREE: Incident Information

*Explain what information is important; remind need to have been reported within one month of the incident having taken place and this request is within 6 months of the first incident.*

<b><u>INCIDENT ONE</u></b>				
Date and Time of Incident:				
Brief Details including location:				
Reported to:	Name (if known)			
	Organisation			
Incident or Reference Number (if known)				
Date and Time of Report:				
Method of reporting:	Telephone	Email	Written	In person
Action taken by whom:				

<b><u>INCIDENT TWO</u></b>				
Date and Time of Incident:				
Brief Details including location:				
Reported to:	Name (if known)			
	Organisation			
Incident or Reference Number (if known)				
Date and Time of Report:				
Method of reporting:	Telephone	Email	Written	In person
Action taken by whom:				

<b><u>INCIDENT THREE</u></b>				
Date and Time of Incident:				
Brief Details including location:				
Reported to:	Name (if known)			
	Organisation			
Incident or Reference Number (if known)				
Date and Time of Report:				
Method of reporting:	Telephone	Email	Written	In person
Action taken by whom:				

**SECTION FOUR: Reason for requesting a case review**

*Reaffirm the dissatisfaction due to inadequate action based on reasonable expectation and timescale*

What is the current situation?

Please could you explain why you are unhappy with the action that has been taken?

What would you like to see done to resolve the issue?

Are you currently receiving support from any agency in relation to these incidents? Please provide details.

Any other information you would like to provide in relation to the incidents?

**Once each section is completed and consent section has been signed, please tear / cut the forms from the booklet and send into your local community office.**

**Details of each office can be found on page 21.**



# TRIGGER REVIEW

## 2014

### What do you need to do now?

Once you, or each victim, have completed each section and have signed the consent section, you need to tear/ cut the forms from the booklet and return the forms to your local community safety office as detailed below:

Harrogate Borough council area	
Craven District council area	
Selby District council area	
Hambleton District council area	
Richmondshire District council area	
Ryedale District council area	
Scarborough Borough council area	
City of York council area	

### What will happen once your request has been received?

You will give contact details of your local contact and they will consider the information you have provided and determine if it meets the Trigger criteria as set out on page 3.

If it does, your local office will, within 1 week, contact relevant organisations for further information and details of any action that has been undertaken in relation to the incidents you have detailed on the forms.

That information will be provided within 3 weeks of your request initially being received by the local office.

The local office will then determine, within 1 week, if the action that was undertaken was considered to be ***adequate for the incidents based on reasonable expectation and timescales.***

4 weeks after the request being received, you will be notified whether or not your request will be taken forward for a full case review; that Case Review Meeting (if appropriate) will be held with the relevant organisations to discuss your case and the actions previously undertaken within 6 weeks from your application being received.

If it is considered that there is further action that can be undertaken to resolve the issues, proposed actions will be discussed with relevant organisations to ensure that they can be undertaken. Within 1 week of the Case Review Meeting, you will be notified of the outcomes of the meetings including any proposed actions.

If the case review meeting determines that further action is required and can be delivered, then an action plan will be progressed within 8 weeks of your request being initially received.

If, for any reason, these timescales will not be adhered to, your local community safety office will notify you. Your local community safety office will keep you informed of progress at every stage.

# TRIGGER REVIEW

## 2014

### Case Review Meeting

If your request is progressed to a full case review meeting, there are four organisations who are responsible for carrying out the review; local council, police, clinical commissioning group and co-opted housing providers.

The individuals who represent these organisations will not be the individuals who have worked on your case but will be their line manager (or equivalent). This will ensure that an individual is not reviewing his/her own actions on the case.

The Case Review meeting can identify further actions that can be undertaken, can identify that no further action can be undertaken and that everything reasonable has been done or it can make recommendations to other organisations about the case. It must be noted, however, that an organisation who receives a recommendation as a result of a case review meeting is not duty bound to carry out the recommendation.

If further actions are identified, the meeting will first make sure that these are achievable by the identified organisation and then your local contact will discuss the outcomes with you to make sure that you are satisfied with the recommended actions.

### Case Review Request Progress Record

You can use this page to record the progress of your case review request. If for any reason, your request will not be dealt with in line with the published timescales, your local contact in the community safety office will inform you of any issues.

Action	Published timescale	Date actioned
Forms sent to local office	n/a	
Determination and notification if case meets the criteria for further information gathering	Within one week of local office receiving the forms	
Determination and notification if case meets the criteria for full case review meeting	Within four weeks of local office receiving the forms	
Case Review meeting to be held (if appropriate)	Within six weeks of local office receiving the forms	
Notification of outcome of Case Review meeting	Within one week of case review meeting being held	
Action plan agreed	Within eight weeks of local office receiving the forms	
Actions undertaken	As determined by the action plan	

### Appeal Process

If your request is not progressed to a full case review meeting, or the case review meeting determines that there are no further actions that can be undertaken, there is a right of appeal and this will be explained in further detail at the appropriate stage.

