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| **South Nottinghamshire Community Safety Partnership**  ***Working together to make Broxtowe, Gedling and Rushcliffe Safer*** |



**Application Form requesting Anti-social Behaviour Case Review (Community Trigger), Rushcliffe Borough Council**

Rushcliffe Borough Council in partnership with Nottinghamshire Police and other agencies are working to reduce anti-social behaviour (ASB). Help is available to support repeat and vulnerable victims of ASB across Rushcliffe.

The Community Trigger gives victims and communities the right to review the action taken where an ongoing problem has been reported. The process is designed to make sure that the Council, local police and other partners, including registered housing providers, work together to tackle anti-social behaviour in a timely manner.

We will do this by talking to you, sharing information among all the relevant agencies and using our resources to try and reach an agreeable outcome.

Once complete, please return this form to:

Rushcliffe Borough Council

Community Safety

**Rushcliffe Arena  
Rugby Road  
West Bridgford  
NOTTINGHAM  
NG2 7YG**

Or by email to [customerservices@rushcliffe.gov.uk](mailto:customerservices@rushcliffe.gov.uk)



**Community Trigger Process**

Feedback rejection decision to victim

Feedback acceptance decision

Within 2 working days SPOC confirms receipt of Community Trigger & informs victim of timescales for full response which will not exceed 20 working days from receipt of Community Trigger

**Threshold**

**Met**

Assessment of Community Trigger against threshold & risk assessment of Victim completed

By Borough Council, Police & RSL if appropriate.

Community Trigger Submitted.

This can be online or letter/email

Does **NOT** meet threshold

Community Trigger is Referred to the Multi Agency Panel

Which reviews the Community Trigger & agrees an Action Plan to address the outstanding ASB issue.

Inform Victim of Action That is to be Taken to Resolve the ASB Issue

Resolution

Regular updates on action taken must be provided by the Single Point of Contact to both the victim and the Chair of the Multi Agency Panel

If the victim remains unsatisfied with the response received, they should be referred to the Office of the Police and Crime Commissioner.

**What is a Community Trigger?**

The Community Trigger was introduced by the Anti-Social Behaviour, Crime and Policing Act 2014 on 20th October 2014. It provides victims and communities the right to request a review of their anti-social behaviour complaints and brings agencies together to take a joined up, problem solving approach to find a solution. If a Community Trigger submission meets the defined threshold, a case review will be undertaken by the local community safety partnership. Agencies will share information, review what action has been taken and decide whether additional actions are possible,

**You can submit a Community Trigger request if:**

1. You have reported within the previous six months three or more separate, but related incidents to agencies and the problem persists; or
2. You are aware that other people in the local community have reported separate, but related, anti-social incidents to agencies in the last six months and the problem persists.

**Please note**: The trigger will be started if five or more individuals have made separate, but related reports over a six-month period.

**Please note**: a qualifying complaint of anti-social behaviour is if the complaint is made within one month beginning with the date on which the behaviour is alleged to have occurred.

Applicants should be aware that the complaints about anti-social behaviour do not have to have been made solely to the Council. If complaints have been made to the police, a social housing provider, or a health provider, concerning anti-social behaviour within Rushcliffe Borough then the procedure applies.

**You cannot submit a Community Trigger if:**

The agency/agencies involved have given you a timeframe for actions to be completed and this has not yet expired.

The agency/agencies involved have taken action but you are unhappy with the conduct of a particular agency. This should be directed back to senior officers within the relevant agency dealing with the issue and dealt with through their usual complaint’s procedure.

**What is Anti-Social Behaviour?**

Anti-social behaviour is a broad term used to describe the day-to-day incidents of crime, nuisance and disorder that make many people’s lives a misery – from litter and vandalism, to public drunkenness or aggressive dogs, to noisy or abusive neighbours. Such a wide range of behaviours means that responsibility for dealing with anti-social behaviour is shared between a number of agencies, particularly the police, councils and social landlords.

**Who is dealing with Community Trigger submission?**

Your Community Trigger submission will be dealt with by the South Nottinghamshire Community Safety Partnership in Rushcliffe, which is made up of a number of agencies which include:

* Rushcliffe Borough Council
* Nottinghamshire Police
* Other agencies or organisations, for example, social housing providers Jigsaw Homes.

The Investigating Officer for Rushcliffe Borough Council is the Community Safety Officer.

**When will I get a response?**

We will confirm receipt of your Community Trigger request within 2 working days of your submission.

**Appeal Process.**

Should the anti-social behaviour victim(s) not be content with the outcome of a case review, a Community Trigger **may only** be escalated to the Nottinghamshire Police and Crime Commissioner’s office where one of the following measures is satisfied:

1. The Community Trigger review has failed to consider a relevant process, policy or protocol.
2. The Community Trigger review has failed to consider relevant factual information.

The role of Nottinghamshire Police and Crime Commissioner will be to consider due process and ensure that Rushcliffe has properly and affectively undertaken a review. In considering a Community Trigger escalation the Nottinghamshire Police and Crime Commissioner can either:

1. Uphold the appeal and refer the case back to the South Nottinghamshire Community Safety Partnership – Rushcliffe asking them to consider a particular process, policy or protocol not previously considered;
2. Determine that the South Nottinghamshire Community Safety Partnership – Rushcliffe has reviewed the case, considering all relevant policies, process and protocols satisfactory in line with its Community Trigger Procedure.

A Community Trigger review cannot be escalated where a complainant is dissatisfied that a particular agency has not utilised a particular enforcement tool and where it has been established through the review that appropriate consideration has been given to the use of that tool but, having consideration of the facts and relevant protocols, that agency has determined that it would not be appropriate to utilise the enforcement tool.

The appeal process will essentially be a desk top review and will not involve hearings or meetings with victim’s although the Commissioner may consider meeting with the victims in exceptional circumstance. The Commissioner’s appeal process will be subject to periodic review to ensure that victim’s interests are adequately considered. The current appeal process can be found on his website <http://www.nottinghamshire.pcc.police.uk/Get-in-touch/Community-Trigger-Appeal.aspx>

**Community Trigger Application**

Are you completing this form on behalf of someone?

**Yes No**

If Yes, do you have consent from with the victim / victims to make the request?

**Yes No**

**Your contact details**

|  |  |
| --- | --- |
| **Full Name** |  |
| **Your Address** |  |
| **Telephone number** |  |
| **Email Address** |  |

**Details of person affected if different from above**

|  |  |
| --- | --- |
| **Full Name** |  |
| **Address** |  |
| **Telephone number** |  |
| **Email Address** |  |

Please describe details of each incident you wish to include within the review. Please use separate sheets if there are more than three incidents you wish to report.

**Incident details: Incident 1**

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| --- | --- |
| **Date of Incident** |  |
| **Location of incident** |  |
| **Who did you report this to? (Please tick all that apply)** | **Police**  **Council**  **Social Landlord**  **Other**  **If other please state who:** |
| **If you have an Incident / Reference number please insert it.** |  |
| **Please provide a brief description of incident** |  |
| **Please describe how the incident affected you** |  |
| **What action, if any, do you believe has been taken** |  |
| **What action would you like to see taken to address this?** |  |

**Incident 2**

|  |  |
| --- | --- |
| **Date of Incident** |  |
| **Location of incident** |  |
| **Who did you report this to? (Please tick all that apply)** | **Police**  **Council**  **Social Landlord**  **Other**  **If other please state who:** |
| **If you have an Incident / Reference number please insert it.** |  |
| **Please provide a brief description of incident** |  |
| **Please describe how the incident affected you** |  |
| **What action, if any, do you believe has been taken** |  |

**Incident 3**

|  |  |
| --- | --- |
| **Date of Incident** |  |
| **Location of incident** |  |
| **Who did you report this to? (Please tick all that apply)** | **Police**  **Council**  **Social Landlord**  **Other**  **If other please state who:** |
| **If you have an Incident / Reference number please insert it.** |  |
| **Please provide a brief description of incident** |  |
| **Please describe how the incident affected you** |  |
| **What action, if any, do you believe has been taken** |  |

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| **Additional Information** | |
| Please use the space to provide any additional information you feel relevant. | |
| **Consent from Victim** | |
| **If you are the victim and requesting the case review, please sign the declaration below. 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 form.** | |
| ***“As a victim of the incident/s indicated on this form, I give consent for the South Nottinghamshire Community Safety Partnership – Rushcliffe to request information from relevant organisations, including Rushcliffe Borough 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’s Name:** |  |
| **Signature:** |  |
| **Date:** |  |