

ESSENTIAL REFERENCE PAPER 'B'

East Herts Community Trigger

- In October 2013 Herts County Council arranged a workshop for all local authorities, Police and several Housing Associations. Criteria for Community Triggers were discussed based upon the 4 pilot areas and local knowledge.
- The following criteria was agreed:

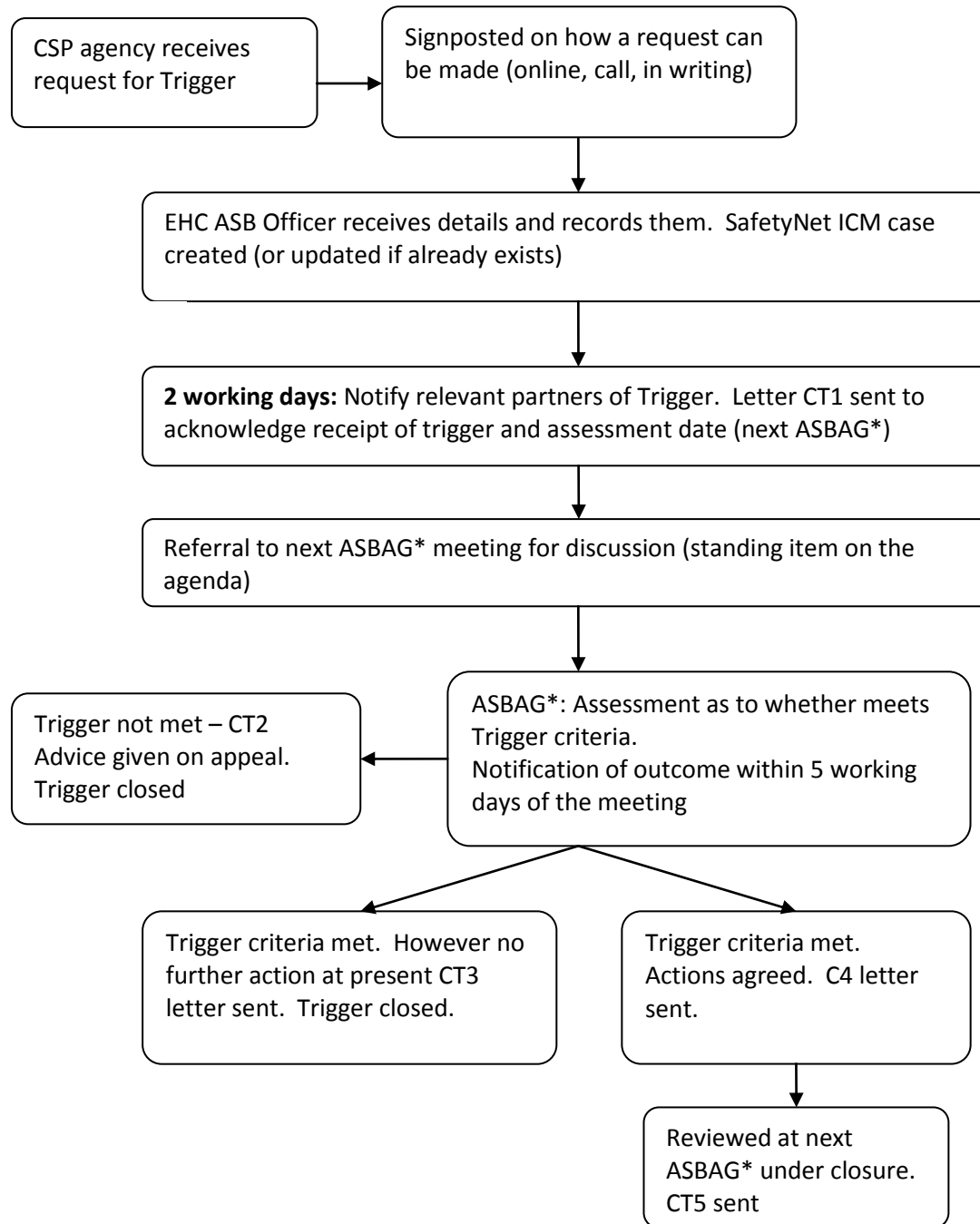
Three reports from an individual about separate incidents in 6 months or 3 individuals have separately reported similar in 6 months. Where the same incident has been reported to more than one agency this is classed as one incident.

- In January this year, Julie Pomfrett (ASB & Projects Officer) established a working group with Herts Police, Riversmead and Circle Housing South Anglia as to how the process for the Community Trigger could work in East Herts.
- It was agreed that a single point of contact (SPOC) was needed to receive the initial complaints to ensure continuity and easier for the public to access. The ASB Officer at East Herts Council was identified as the SPOC as their role covers the whole district, is full time and chairs the ASBAG (Anti-social Behaviour Action Group). Consideration has been given to when this officer is on leave, and deputies from other organisations will cover.
- It was agreed that the trigger could be accessed in the following ways:
 - Online:** A specifically designed online form has been designed (that can be completed and submitted. The forms will be sent to EHC ASB Officer email address, as well as the Community Safety inbox (to allow for resilience).
 - By phone:** All relevant agencies have been briefed on the process of the CT and should they receive a call from someone wanted to use the CT they should direct to EHC ASB Officer or website Upon receiving a call the EHC ASB Officer will take relevant details (the same as on the online form)
 - In writing:** CTs may be received in writing however this will not actively be encouraged as a letter may not contain the required information. Should someone prefer to make a request in writing the online form can be sent to them for completion.

- Anonymous CTs are **not** accepted, however the details of the problems will be passed to relevant agencies for intelligence purposes.
- Any CTs received require the individual to consent to the information being shared with agencies. Should consent not be given then the CT will not be pursued. Existing information sharing protocols will cover any subsequent exchange of information.
- The victim/complainant will be written to acknowledging receipt of the CT. This will be within **2** working days of the CT being received. This is seen as an achievable timeframe as the letter will be a standard letter and there will be no investigation needed prior to the letter being sent out. In absence of the EHC ASB Officer, arrangements can be made for colleagues to cover. The letter will advise that the CT has been added to the agenda of the next ASBAG and the date provided.
- Relevant agencies will be notified of the CT that has been received. Requested to have information ready for the next ASBAG where case will be discussed.
- An ICM case will be created on SafetyNet (web based case multi-agency case management system) for the individual if there is not already one in existence. Findings from the trials noted the benefit in using existing procedures and shared IT systems. SafetyNet has a built in risk assessment for any ASB victims and witnesses and capacity to save documents and allocate actions. In addition by recording on SafetyNet it will allow agencies to see if a victim/witness has requested a CT previously.
- All CTs received will be taken to the next ASBAG meeting for assessment. The ASBAG meets on a six weekly basis to review and discuss cases of ASB in the district. It is a multi-agency meeting that is attended by statutory and non-statutory CSP partner agencies.
- The ASBAG was agreed as the best mechanism for the CTs to be discussed as it is an established group with good attendance. It was felt unnecessary to arrange a specific sub group for CTs as agency attendance would be mirrored to the ASBAG and problematic to find dates and times that all agencies can make.

- ASBAG meetings take place often enough to ensure that any CT received will be dealt with in an acceptable time frame. However, should an agency have a concern or case presents as high risk then a sub group meeting will be arrange where appropriate.
- The CT will be added as a standard item to the ASBAG agenda. It will be the last item on the agenda and therefore allow any agencies that do not need to attend to leave the meeting, such as Youth Connexions and Thriving Families.
- The CT is **not** a replacement for agencies existing complaints procedures. The CT should not be used as a complaint procedure against an individual officer or agency. The CT is a process for problem solving and finding solutions for the victim(s), as well as providing a mechanism for multi-agency accountability which cannot be achieved through single agency complaints procedures.
- There will have to be a minimum of three agencies present to review any trigger. Wherever possible there will be an agency present who has not previously been involved in the case to increase an impartial decision being made.
- The victim(s) will be notified of the outcome within 5 working days of the ASBAG meeting. Standard letter formats will be produced.
- This process went to the CSP Board in March 2014 and was supported by all agencies. East Herts therefore launched the Trigger in June 2014, ahead of the legislation coming into effect. This enabled us to have a period of time to see if the process worked and make any changes.
- A leaflet has been produced and an article went in Link magazine. Other areas have used the process East Herts have developed.
- 3 Community Triggers have been received so far. Advice and guidance on the trigger can be found at www.eastherts.gov.uk/communitytrigger. Please see the attached process map for the trigger.

East Herts Community Trigger process



Letters

CT1: Acknowledgement of Trigger and date of next ASBAG* given where case will be assessed.

CT2: Trigger has not met criteria. Advice given on case and details of appeal.

CT3: Trigger has met criteria however all possible action has already been undertaken. Details on appeal given.

CT4: Trigger has met criteria. Outline actions agreed and contact of lead officer

CT5: Trigger has been closed. No further action.

Appeals

All appeals should be in writing to the Chair of the CSP Board for their investigation.

*Anti-social Behaviour Action Group