



HERTSMERE COMMUNITY  
SAFETY PARTNERSHIP

Hertsmere  
Community Trigger  
Process and Procedure

July 2017

## **1.0 Introduction**

The Anti-social Behaviour (ASB), Crime and Policing Act received Royal Assent in March 2014. The Bill introduces new powers in regards to ASB, dangerous dogs, forced marriage, sexual harm and illegal firearms used by gangs and in organised crime. It also includes changes to improve the provision of services to victims and witnesses.

Focusing specifically upon ASB the Bill is seeking to achieve the following:

- To introduce more effective powers for tackling anti-social behaviour, which provide better protection for victims and communities, act as a real deterrent to perpetrators and give victims a say in the way their complaints are dealt with.
- To replace the existing 19 powers to deal with anti-social behaviour with six faster, more effective ones.
- To give landlords powers to deal swiftly with the most serious anti-social behaviour committed by their tenants.

**Appendix A** summarises the new powers and how they replace the existing ones.

## **2.0 Community Trigger – Hertsmere**

The Community Trigger is a process which allows members of the community to ask Hertsmere Borough Councils Community Safety Partnership to review their responses to complaints of anti-social behaviour. The Trigger is designed to ensure partners work together to try and resolve repeat incidents of anti-social behaviour.

The criteria for the Community Trigger is:

- Three reports from an individual about separate incidents in a 6 month period  
or
- 3 individuals have separately reported similar incidents in a 6 month period

The single point of contact (SPOC) is the Community Safety Intervention Officer at Hertsmere Borough Council who will receive the initial complaint.

**Appendix B** explains the proposed process.

## **3.0 The process: Community Trigger received**

The Community Trigger reporting form can be completed and either emailed, completed online or posted to the Community Safety Intervention Officer, Hertsmere Borough Council, Civic Offices, Elstree Way, Borehamwood, Hertfordshire, WD6 1WA or email to [community.trigger@hertsmere.gov.uk](mailto:community.trigger@hertsmere.gov.uk) as well as [partnership.support@hertsmere.gov.uk](mailto:partnership.support@hertsmere.gov.uk) (to allow for resilience).

### **3.1 By phone**

All relevant personnel are briefed on the process of the Community Trigger and when a call is received from someone wanting to use the Community Trigger they will be directed to the Community Safety Intervention Officer. Upon receiving a call, the SPOC will take relevant details (the same as the form).

### **3.2 In writing**

Should someone prefer to make a Community Trigger request in writing, the form can be sent to them for completion.

Anonymous Community Triggers will **not** be accepted; however, the content of the problem will be passed to relevant agencies for intelligence purposes.

Any Community Triggers received will require the individual to consent to the information being shared with agencies. If consent is not given then the Community Trigger will not be pursued. Existing information sharing protocols will cover any subsequent exchange of information.

### **4.0 Responding to the Community Trigger**

Upon receipt of the Community Trigger, the following actions will be taken by the Community Safety Intervention Officer.

The victim/complainant will be written to acknowledging receipt of the Community Trigger within **2** working days (excluding weekends and bank holidays) of the Community Trigger being received by the SPOC. 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 acknowledgement letter being sent out. In the absence of the Community Safety Intervention Officer, arrangements will be made for colleagues to cover. The letter will advise that the Community Trigger has been added to the agenda of the next Anti-Social Behaviour Action Group (ASBAG) meeting and the date of the next meeting will be advised.

Relevant agencies will be notified that a Community Trigger has been received. The agencies will need to have information ready for the next ASBAG where the case will be assessed.

A case will be created on SafetyNet (the ASB shared database) for the individual if there is not already one in existence. It is expected that given the nature of the issues it will already be on the system.

### **5.0 Undertaking the Community Trigger assessment**

All Community Triggers received will be taken to the next ASBAG meeting for assessment. The ASBAG meets six weekly to review and discuss cases of ASB in the Hertsmere. It is a multi-agency meeting that is attended by statutory and non-statutory Community Safety Partnership (CSP) partner agencies.

### **6.0 ASBAG assessment**

The Community Trigger will be added as a standard item on the ASBAG agenda. It will be the last item on the agenda which will allow those agencies that do not need to be involved in the discussions to leave the meeting.

The ASBAG chair or deputy will go through the Community Trigger(s) received since the last meeting, as well as reviewing any previous ones that have been discussed.

There will need 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 ensure an impartial decision is made.

## **7.0 Outcomes**

The victim/complainant will be notified of the outcome following the ASBAG assessment of the Trigger within 5 working days (excluding weekends and bank holidays) of the ASBAG meeting.

### **7.1 The criteria is not met**

The ASBAG may decide that the Community Trigger criteria has not been met. A letter will be sent to the victim/complainant advising this and the reasons why. Advice and guidance will be given on how to report any further problems and details of the appeals process will be provided.

### **7.2 The criteria has been met but no further action**

The ASBAG agrees that the Community Trigger criteria has been met, however at present there is no further action that can be taken (e.g. awaiting Court dates or insufficient evidence for enforcement action). The case will be added to the ASBAG agenda for monitoring. Advice and guidance will be given to the victim/complainant on how to report any further problems and details of the appeals process will be provided.

### **7.3 The trigger has been met**

The ASBAG agrees that the Community Trigger has been met and recommendations and actions will be agreed for further investigation. This may include additional actions for agencies that have previously been involved in the case, or new actions for agencies who may not previously have been involved. The review will have a problem solving focus and will not attribute blame. A single point of contact will be agreed to lead on the case and allocated on SafetyNet. A letter will be sent to the victim/complainant advising of the proposed actions. The trigger will remain on the ASBAG agenda for discussion until the case can be closed.

## **8.0 Appeals**

The Chair of the Joint Action Group (JAG) is the lead for appeals. The JAG is the mechanism for the appeal, and appeals will be discussed under the standing ASB item when appropriate. All appeals will be dealt with and the victim/complainant will be notified of the outcome within 28 days.

## **9.0 Communication and publicity**

Information about the Community Trigger process will be publicised via:

- Hertsmere Borough Council website
- Links on CSP partners websites

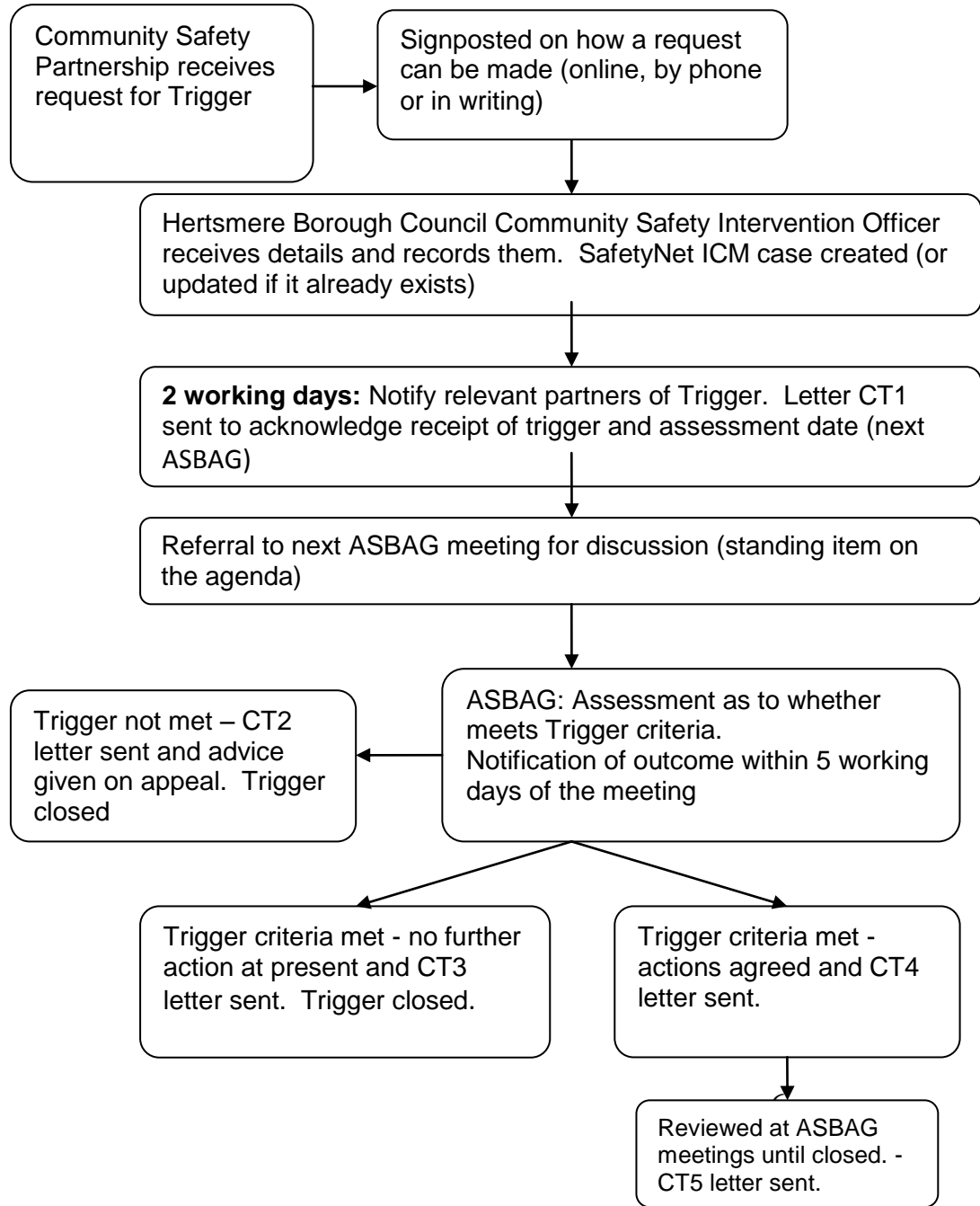
## Appendix A: The new powers to address ASB

Previous powers

New powers

People	
Anti-social Behaviour Order Anti-social Behaviour Order (ASBO) Post conviction ASBO Drink Banning Order (DBO) DBO on conviction ASB Injunction (ASBI) Individual Support Order Intervention Order	<b>Criminal Behaviour Order</b>  <b>Criminal Behaviour Order (CBO)</b>  <b>Injunction to prevent Nuisance &amp; Annoyance (IPNA)</b>
Places	
Litter Clearing Notice Street Litter Clearing Notice Graffiti/defacement Removal Notice Designated Public Place Order Gating Order Dog Control Order Premises Closure Order Crack House Closure Order Noisy Premises Closure Order S161 Closure Order	<b>Community Protection Notice</b>  <b>Public Space Protection Order</b>  <b>Closure Notices &amp; Closure Orders</b>
Police powers	
S30 Dispersal Order S27 Directions to leave	<b>Dispersal Powers</b>

**Appendix B: 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:  
 Community Safety Manager, Chair of the Joint Action Group (JAG)  
 Hertsmere Borough Council  
 Civic Offices  
 Elstree Way  
 Borehamwood  
 Hertfordshire  
 WD6 1WA

Or emailed to [community.trigger@hertsmere.gov.uk](mailto:community.trigger@hertsmere.gov.uk)

## Appendix C: Community Trigger Referral Form



### Community Trigger Reporting Form for reporting Anti-Social Behaviour

**This form is to be completed when there is evidence of three reports from an individual about separate incidents in 6 months or 3 individuals have separately reported similar in 6 months.**

#### Your contact details

Please provide your details so that we can contact you. If you are completing this form on behalf of a friend or a client of your service, please provide details of the person affected by this situation. We will use this to ask any further questions or provide feedback on your referral as necessary.

Your details will not be shared with agencies outside of the Hertsmere Community Safety Partnership (CSP) but will be stored in line with Data Protection principles. Please confirm you are willing for disclosure to agencies in order for the Trigger to be investigated (tick box).

- Yes
- No

If you tick 'No' it will be treated as an anonymous Community Trigger referral, which will **not** be accepted, however details will be recorded and shared with agencies.

**Name:**

**Address (including postcode):**

**Telephone number:**

**Mobile Number:**

**Email address:**

**Preferred method of contact:** Email / Phone / Writing (please circle)

**Which of these best describes you?**

Private tenant / Owner occupier / housing association / other (please circle)

Where applicable please provide details of your landlord / housing association

Name:

Address:

**Please describe what has happened or is happening?**

**Who, and how, have you reported these problems to previously?**

**How have the incidents affected you?**

**What outcome would you like from the Community Trigger?**

**Keeping you informed**

- We will keep you informed about progress.
- We will acknowledge receipt of your referral within two working days.
- An initial assessment of your situation will be carried out at the next Anti-social Behaviour Action Group (ASBAG).
- You will be notified of the outcome of the assessment within five working days of the ASBAG meeting.
- If your referral meets the criteria an officer from an appropriate lead agency (in discussion with you) will review your situation and advise of the next steps.



## Diversity Monitoring Form 1

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Hertsmere Borough Council is responsible for ensuring all of the services we provide on behalf of the local population are provided equally regardless of Age, Ethnicity, Disability, Religion/Belief, Gender or Sexual Orientation. To make sure this happens we need to monitor take up and use of services. The information you give will be kept confidential and will be used to enable the Council to monitor delivery of its services.

Thank you for your co-operation.

### GENDER

Are you:-

Male

Female

### ETHNICITY

What is your ethnic group?

#### White

British

Irish

Any other white background, *please write in*.....

#### Mixed

White & Black Caribbean

White & Black African

White & Asian

Any other mixed background, *please write in*.....

#### Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background, *please write in*.....

#### Black or Black British

Caribbean

African

Any other black background, *please write in*.....

**Chinese or other Ethnic Group**

Chinese  
 Other Ethnic Group, *please write in*.....  
 **Gypsy or Traveller**

**DISABILITY**

The Disability Discrimination Act 1995 defines a person as disabled if they have a physical or mental impairment which has a substantial and long-term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day to day activities. Do you consider yourself to have a disability as defined above?

YES  NO

If yes, please specify the nature of your disability

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**SEXUAL ORIENTATION**

**How would you define your sexual orientation**

Heterosexual  Bisexual   
Gay  Lesbian

**AGE**

**Date of birth:-**

Or alternatively, the following age banding:

0 – 4	<input type="checkbox"/>	5 – 15	<input type="checkbox"/>	16-19	<input type="checkbox"/>
20-24	<input type="checkbox"/>	25 – 29	<input type="checkbox"/>	30 – 44	<input type="checkbox"/>
45 – 59	<input type="checkbox"/>	60 – 64	<input type="checkbox"/>	65 – 74	<input type="checkbox"/>
75+	<input type="checkbox"/>				<input type="checkbox"/>

**RELIGION/BELIEF**

What is your religious belief?

Buddhist	<input type="checkbox"/>	Muslim	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
Christian	<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
No religion	<input type="checkbox"/>	Other	<input type="checkbox"/>		<input type="checkbox"/>

Any other religion, please write in:-.....