

**REPORT TO:** Leader's Portfolio Meeting

25 September 2014

**LEAD OFFICER:** Director, Health and Environmental Services

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## **COMMUNITY TRIGGER PROCESS**

### **Purpose**

1. To inform the Leader about the Community Trigger process that comes into force on 20 October 2014.
2. This is not a key decision because the South Cambridgeshire Crime and Disorder Reduction Partnership (CDRP) has responsibility for the final decision to agree a local Community Trigger process.

### **Recommendations**

3. It is recommended that the Leader supports the proposed Community Trigger process as set out at Appendix A.

### **Reasons for Recommendations**

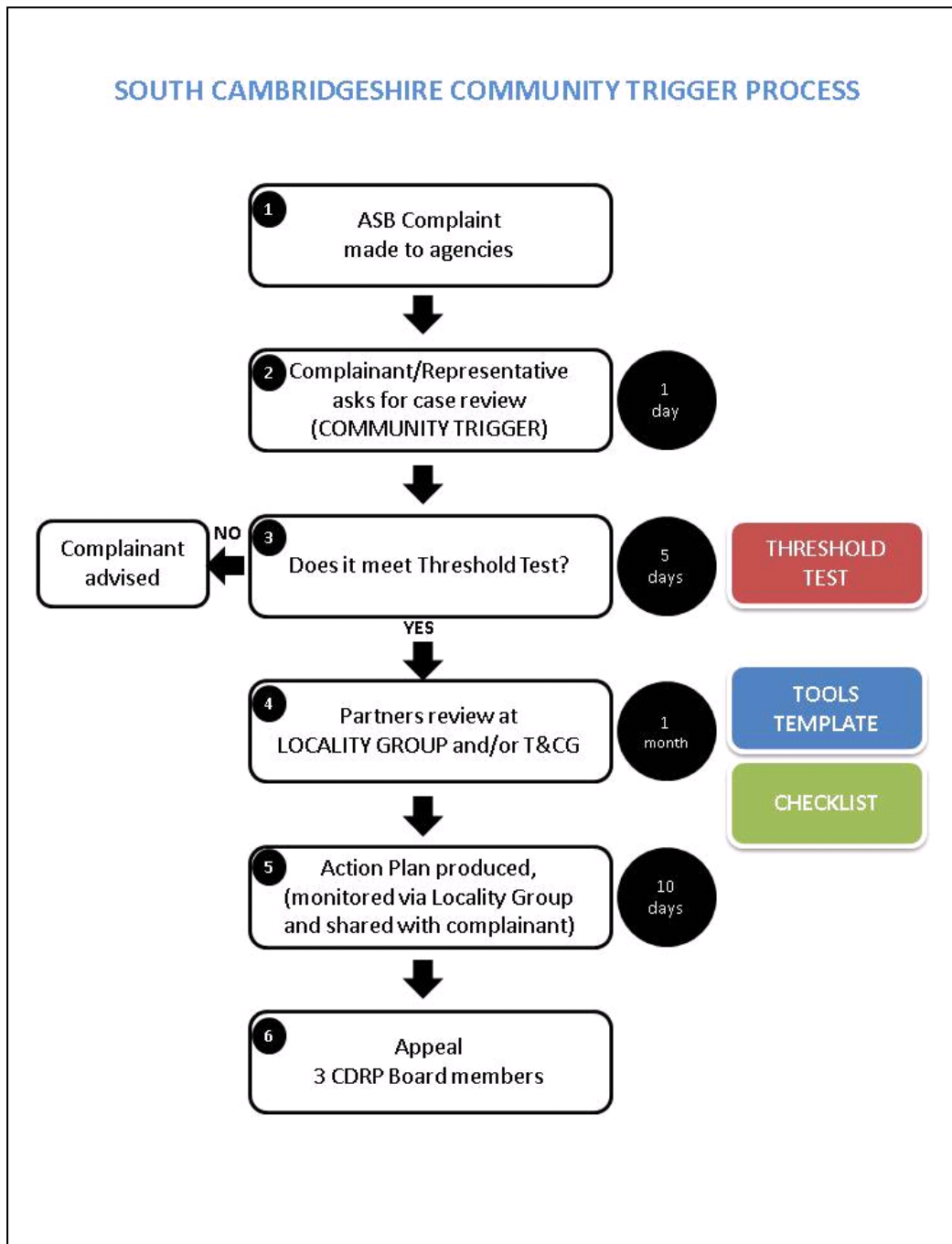
4. The proposals for the Community Trigger process are based on the new legislation and guidance and have been developed with partners and colleagues across the county to ensure a consistent approach is taken.

### **Background**

5. The Anti Social Behaviour, Crime and Policing Act 2014 introduces the requirement for CDRPs to set up a "Community Trigger" process that allows victims of Anti Social Behaviour (or their representative) to ask for a case review. The CDRP is responsible for setting up a process for handling review requests and responding to them.
6. Each CDRP is now setting up a Community Trigger process. This work is being co-ordinated across Cambridgeshire by Inspector Terri Griffin. The Community Trigger processes need to be in place by 20 October 2014.

### **Considerations**

7. The process below is the recommended way forward for South Cambridgeshire district based on the legislation, guidance and discussion at the countywide working group:



8. There is some flexibility about how we set up our process. The following overall approach for South Cambridgeshire district is based on county conversations, and existing organisational relationships.
- A. ONE POINT OF CONTACT (SPOC) FOR THE WHOLE DISTRICT:  
Community Safety Officer, South Cambridgeshire District Council
  - B. CONSISTENT APPROACH ACROSS ALL PARTNERS: draft text agreed across the county on each relevant partner website pointing queries or “triggers” towards SCDC website
  - C. ONE COMMUNITY TRIGGER FORM: the SCDC ASB page will have an overview of the Community Trigger process (see Appendix A), and a web form

(based on a countywide template) for the request for a case review to be submitted.

- D. **FOCUS ON EXCELLENT CUSTOMER CARE:** As a Partnership we want to deliver the best services for our residents. The emphasis will therefore be on listening to the customer's concerns, and quickly reviewing to see what else, if anything, we can do. This may be challenging in terms of timescales and resources, however by listening and responding to concerns it provides an opportunity to deliver excellent services.
  - E. **USE ECINS TO SHARE INFORMATION QUICKLY:** Each agency will upload the relevant information it holds on the case to ECINS within 5 working days of being requested to. This will enable the review to take place quickly and thoroughly.
  - F. **WORKING EFFICIENTLY:** Rather than set up new groups to handle case reviews, we will add any Community Trigger cases to the agendas of the existing network of Tasking and Coordination Group (T&CG) meetings and Locality Groups to ensure cases are reviewed swiftly, with the potential of initially reviewing a case within one week.
  - G. **MONITORING:** We have to keep a record of how many applications for Community Trigger are received; this will be reported in a brief regular agenda item at the monthly CDRP T&CG.
9. The proposed approach has been considered by the CDRP Tasking & Coordination Group, and is recommended for approval at the CDRP Stakeholder Event on 9 October 2014.

### **Options**

10. The Leader could:
- (a) support the proposed Community Trigger process as set out at Appendix A.
  - (b) suggest amendments to the proposed Community Trigger process (Appendix A) for inclusion in the report to the CDRP Stakeholder Event on 9 October.

### **Implications**

11. In the writing of this report, taking into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues, the following implications have been considered:

### **Staffing**

12. The District Council will record Community Trigger requests and co-ordinate the responses from partners, working through the existing monthly Locality Groups.

### **Risk Management**

13. The CDRP will initially review the Community Trigger process, assessing functionality and number of reviews requested in January 2014.

### **Consultation responses (including from the Youth Council)**

14. Partners that are represented on the CDRP T&CG have been consulted to date. All partners were happy to progress as recommended.

## **Effect on Strategic Aims**

### **Aims 1 & 3 – ENGAGEMENT & WELLBEING**

15. The Community Trigger will allow victims of Anti Social Behaviour (or their representative) to ask for a case review. The process is designed to give victims and communities reassurance that agencies are taking reports of anti-social behaviour seriously.

## **Background Papers**

Where [the Local Authorities \(Executive Arrangements\) \(Meetings and Access to Information\) \(England\) Regulations 2012](#) require documents to be open to inspection by members of the public, they must be available for inspection: -

- (a) at all reasonable hours at the offices of South Cambridgeshire District Council;
- (b) on the Council's website; and
- (c) in the case of documents to be available for inspection pursuant to regulation 15, on payment of a reasonable fee required by the Council by the person seeking to inspect the documents at the offices of South Cambridgeshire District Council.

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