Feedback on Use of the Community Trigger under the Anti-Social Behaviour Crime and Policing Act 2014

1. Summary Statement

1.1 The Community Trigger was introduced under the Anti Social Behaviour and Crime and Policing Act 2014 which came into force in October 2014. The Act introduced significant changes in the way that local authorities had to respond to the management of Anti-Social Behaviour.

1.2 The objective of the Community Trigger is to give victims and communities the right to demand action on problems with anti-social behaviour that they have reported in the past, but feel that no action has been taken. In the simplest terms the Community Trigger is a case review of the response to the anti-social behaviour and an opportunity for further action to be considered where behaviour persists. It exists to empower victims and to offer a safety net for vulnerable victims.

1.3 The activation of the Community Trigger can be done by anyone as long as the victim who reported the anti-social behaviour in the first instance has given consent. The purpose of the Community Trigger is to put victims first and to hold agencies responsible for managing anti social behaviour to account.

1.4 The statutory bodies responsible for the Community Trigger include the Council, Police, Clinical Commissioning Group and registered providers of social housing.

2. Background Information

2.1 The Act sets out the statutory framework in which anti-social behaviour cases need to be reviewed. However, it is for the relevant bodies to agree local processes and procedures to meet the needs of the community.
2.2 Sandwell implemented the Community Trigger through a task and finish group that specifically focused on the introduction of the new tools and powers as part of the anti-social behaviour Crime and Policing Act 2014. Sandwell engaged in a wider process across the West Midlands region, in consultation with the Police and Crime Commissioner, West Midlands Police and other local authorities across the West Midlands.

2.3 A communication strategy was developed to raise the profile of the Community Trigger. A publicity drive leading up to the Community Trigger going live included:

- A poster campaign advertising the community trigger in all local centres, libraries, parks, leisure centres across the borough.
- Press releases in local newspapers
- Social Media publicity
- Briefings to members, front line employees and the voluntary sector
- Radio interviews – RAJJ FM
- A dedicated Web Page and link to the report
- E–learning for front line employees

2.4 The threshold is the qualifying stage at which the anti-social behaviour case meets the criteria to be reviewed. There are statutory requirements which apply but local authorities can set their own baseline. Sandwell adopted the agreed threshold along with neighboring authorities and West Midlands Police which is as follows:

- Three separate incidents relating to the same problem in the past six months to the council, Police or your landlord.
- Reported one incident or crime motivated by hate (due to race, religion, disability, sexual orientation or transgender identity) in the last six months and no action has been taken.
- At least five people have made reports about the same problem in the past six months to the council, Police or your landlord and no action has been taken.

2.5 The Local Authority is the lead for the Community Trigger and the Anti-Social Behaviour team within the Neighbourhood’s Directorate is responsible for the co-ordination and management of any activation that is received. It is a statutory requirement to have a Single Point of Contact (SPOC) for the Community Trigger. It is the Anti-Social Behaviour Team Manager who is responsible for making relevant bodies aware of the Community Trigger application and request to review the case.
2.6 Since the community trigger went live in October 2014 there have been 8 requests for a Community Trigger to be activated. Each case has been investigated and we can confirm that only 1 met the threshold. From the cases we have received to date learning outcomes have been identified which will assist in supporting victims of Anti-Social Behaviour.

2.7 A snap shot and overview of the cases shown in Appendix 1 offer a description of the types of activations received.

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## Appendix 1

<table>
<thead>
<tr>
<th>Type of ASB</th>
<th>Agency</th>
<th>Threshold Met</th>
<th>Findings</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noise</td>
<td>Police</td>
<td>No</td>
<td>Action had been taken and was still on-going by Police and Environmental Health &amp; Trading Standards</td>
<td>ASB Case was opened. Town Lead was allocated as a point of contact and co-ordinated communication between agencies.</td>
</tr>
<tr>
<td>Noise</td>
<td>Police and Environmental Health &amp; Trading Standards</td>
<td>No</td>
<td>Action had been taken and noise monitoring equipment installed no statutory noise was established.</td>
<td>The activation of the trigger identified new evidence. ASB case was opened and door knocking exercise was carried out.</td>
</tr>
<tr>
<td>Noise/Verbal Abuse</td>
<td>Registered Social Landlord (RSL)</td>
<td>Yes</td>
<td>An Inadequate response had been taken and was not proportionate to the serious nature of the ASB.</td>
<td>Review evidence and information provided to consider enforcement action. A multi-agency meeting was co-ordinated with the Registered Social Landlord and their legal team.</td>
</tr>
<tr>
<td>Misuse of Communal Areas/Mini Mopeds</td>
<td>Police</td>
<td>No</td>
<td>There was an adequate response on-going case that was being managed via tasking and ASB had in fact reduced</td>
<td>The customer decided to withdraw the activation and acknowledged that action was being taken and misunderstood the trigger activation.</td>
</tr>
<tr>
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<td>Findings</td>
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</tr>
<tr>
<td>------------------------------------------------</td>
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</tr>
<tr>
<td>Misuse of Communal Areas/Weapons being used to shoot animals</td>
<td>Police and ASB Team</td>
<td>No</td>
<td>There was on-going investigation and adequate response provided by police and council</td>
<td>All powers were being explored there was not anything additional to be considered at the point of the activation</td>
</tr>
<tr>
<td>Noise/Rubbish</td>
<td>Police and Environmental Health &amp; Trading Standards</td>
<td>No</td>
<td>This was withdrawn the customer decided not to pursue the activation</td>
<td>In response to the activation the case was reviewed and an ASB case opened by the council and a co-ordinated response between agencies and recognition of need for intense support as vulnerable person.</td>
</tr>
<tr>
<td>Drugs</td>
<td>Police and ASB Team</td>
<td>No</td>
<td>Adequate response had been provided and there had not been any recent complaints received it related to historical incidents</td>
<td>Future complaints or on-going reports would be investigated and the ASB team were identified as a point of contact if they were able to provided new information to act upon.</td>
</tr>
<tr>
<td>Misuse of Communal Areas</td>
<td>Police</td>
<td>No</td>
<td>The customer was advised to activate the trigger but upon contact requested that it was withdrawn and was satisfied with the partnership response.</td>
<td>N/A</td>
</tr>
</tbody>
</table>