

Sutton Community Trigger Procedure

Version: 1.1

Date: March 2022

Review Date: March 2025



LBS Statutory Framework

These terms of reference set out the membership, remit and responsibilities of the Community Trigger Case Review Multi-Agency Meeting. Community Trigger and Case Review are terms used interchangeably. For the avoidance of doubt, the term Community Trigger will be used from here on in.

The purpose of a Community Trigger meeting is to ensure relevant agencies, including Sutton Council, The Metropolitan Police, the relevant Clinical Commissioning Group (CCG) and Sutton Housing Partnership meet their statutory obligations in relation to Part 6 of the Anti-Social Behaviour, Crime and Policing Act 2014. This provision allows victim(s) to invoke the Community Trigger if they feel their reports of anti-social behaviour (ASB) (to the Police, Council, or Registered Providers of Social Housing (RP)) have not resulted in meaningful action to bring an end to that behaviour.

The Community Trigger is designed to deal with complaints of ongoing persistent ASB. The process is a statutory safety net providing a mechanism to ensure that victims' voices are heard. It permits victims, their representatives such as a family member, friend, carer, councillor, Member of Parliament or other professional the right to request that the relevant bodies adopt a collaborative, information sharing and problem solving approach to review their case.

The overarching purpose of the Community Trigger meeting is to problem solve the case utilising the knowledge and expertise of agencies and by forging collaborative partnerships to formulate a strategy to facilitate a solution to the case. The primary objective is not to check that policies and procedures have been adhered to, or to apportion blame, rather to consider whether anything further can be done to bring an end to the ASB and/or harm being caused to the victim.

Where a locally defined threshold is met, relevant bodies must assess how they have responded to qualifying complaints, identify the core problem, secure a satisfactory resolution and consider what further action might be taken to ensure they meet the needs of their community.

What is Anti-Social Behaviour (ASB)

For the purposes of the Community Trigger, Anti-Social Behaviour (ASB) is defined under s.105(4) of the Act as:

‘Any behaviour by a person(s) that causes or is likely to cause alarm, harassment or distress to any person’.

This is a higher threshold for ASB than is set out elsewhere in the Act, and does not therefore necessarily include behaviour which is regarded as a nuisance or annoyance. The victim’s perspective should also be considered. Therefore relevant bodies will need to be clear about what constitutes ASB in this context.

Some examples of ASB could include:

- Detrimental impactive behaviour
- Drugs or Alcohol related behaviour
- Graffiti
- Littering
- Loitering
- Noisy neighbours
- Threatening behaviour
- Persistent behaviour

-
- Bullying
 - Dogs

Victim

A victim may be an individual of any age, a vulnerable person, a business or a community group, who is subjected to persistent ASB.

There is no legislative requirement that qualifying complaints need to be from the same individual, relate to the same specific incident, the same type of behaviour or the same perpetrator(s).

Risk Assessment

It is good practice for agencies to assess the risk of harm to the victim, and their potential vulnerability, when they receive a complaint about anti-social behaviour. This should be the starting point of a case-management approach to dealing with anti-social complaints. The welfare, safety and well-being of victims must be the main consideration at every stage of the process.

It is therefore important to identify the effect that the reported anti-social behaviour is having on the victim, particularly if repeated incidents are having a cumulative effect on their well-being. A continuous and organised risk assessment will help to identify cases that are causing, or could result in, serious harm to the victim, either as a one-off incident or as part of a targeted and persistent campaign of anti-social behaviour against the victim.

LBS considers the potential cumulative effect of ongoing ASB on the victim rather than simply assessing each separate incident in isolation. A Risk Assessment process is embedded into the way we deal with ASB by way of a Matrix to assess the severity of the vulnerability of each complainant and the risk of harm. The completed risk assessment matrix is considered as part of the partnership review and the action plan. In cases when the trigger threshold is not met but a victim is considered vulnerable, the victim is offered additional support (e.g. Victim Support, CATCH Hate, Stop Hate UK). Relevant partner agencies are also alerted of the vulnerabilities.

Objectives

To enable the victim(s) voice to be heard in terms of the impact of the ASB on their physical and emotional health, household members and visitors to their home, ability to use and enjoy their home, conduct their usual daily activities uninhibited in their home and neighbourhood. To enable a fair and objective review of the case by inviting all agency records and representatives from relevant agencies are available for the Community Trigger meeting.

To promote fairness and independence throughout the Community Trigger meeting by ensuring the Chair of the meeting is independent of the case and is not involved in the case investigation or operational response in the matter. The appointed Chair must hold a senior management position and be familiar with ASB case management. Panel representatives should be of a suitable seniority that they are able to make operational decisions on behalf of their organisation and commit to actions and resources.

To enable participants of the Community Trigger meeting to voice opinions and suggestions to assist in formulating a strategy to facilitate a successful resolution of the case.

To ensure that where a review of a case identifies prior failings in the management of it, that these are recognised as learning outcomes and that no individual or agency is held to account or face reprisals

which could invite reputational damage. Instead, the Community Trigger meeting focus is committed to taking an honest approach when acknowledging previous failings. This is to build trust and confidence in the process and to promote future improvement.

To formulate a collective strategy to facilitate the successful conclusion to the anti-social behaviour.

To nominate a lead agency to create an **Action Plan** which delegates specific tasks to individuals within a reasonable timeframe.

To establish a reporting method to enable all agency representatives to be kept up to date when actions have been completed or where new actions are identified.

To confirm which agency will communicate with victim(s) and act as liaison to enable victim(s) to be kept updated and make further representations where necessary.

To set further meeting dates to reappraise the case where the initial strategy has been unsuccessful or to act as a debrief to highlight learning outcomes and best practice. This will include publicising the case on the London Borough Of Sutton website where appropriate to raise the profile of the Community Trigger mechanism.

To facilitate the ethos of Parliament's intentions in creating the Community Trigger by committing to the successful resolution of a case of anti-social behaviour, where it is reasonably practicable to do so.

To promote the collaborative benefits of the Community Trigger by inviting third party agency participation where identified and when appropriate.

To engage the participation of agencies who can provide outreach emotional support for the victim(s).

Be respectful of all participants' views but challenge those which are not inclusive or tolerant of others.

LBS Procedure

In order to foster continuous improvement LBS may audit/produce the following and implement change where necessary:

- Data on triggers: Number of triggers, Threshold met and number of action plans produced
- Case studies to ascertain best practice and good outcomes
- Further report monitoring after 6 months following the action plan conclusion

Under S.104(2)(b), once agreed, one relevant body must publish the Community Trigger procedure to ensure that victims are aware that they can apply to activate the procedures in appropriate circumstances. Consideration should be given to where this information is published and how accessible the information is. It is good practice to have a number of methods to contact an agency including by telephone, post or on-line application.

LBS collaborates with the relevant agencies to ensure that a variety of platforms such as policies, partner websites, posters, leaflets and staff briefings are utilised to promote and inform residents and front line staff of the trigger activation process. This information is accessible in English and foreign languages on the LBS website. Other accessible routes are also available for people with Disability through Sutton's contact centre.

SPOC

S.104(3) States that there must be an established point of contact (SPOC) for requesting a review, and that the nominated contacts' phone, email and postal address should be readily available to the public.

LBS Procedure Timeline

Day One

- ASB complaint is received from the victim or a representative acting on their behalf into the Safer Sutton Team Mailbox.
- The complaint is forwarded to the relevant SSPS Officer, who by email will acknowledge the complaint and identify the nominated SPOC.
- Written consent of the victim is secured before any information about them is shared either with other agencies or a third party requesting the review on their behalf.

Multi Agency Information Sharing within 10 Working Days

- For effective assessment of community trigger multi agency information sharing is essential.
- Local Community Safety Partnership facilitates an effective partnership relationship and information sharing with statutory and non statutory agencies.
- The victim or their advocate provide consent for their information to be shared for the purpose of conducting the ASB case review.
- There are also specific requirements for any person exercising public functions to disclose relevant information, if requested, for a purpose connected with the carrying out of an ASB case review under Part 3 of Schedule 4 of the 2014 Act.
- The same provisions also allow any other person from disclosing information for a purpose connected with the carrying out of an ASB case review.
- Local partners will be requested to share relevant information initially (10 working days) to assess if the threshold for community trigger is met.
- **Additional information may also be shared for multi agency assessment of the response to the ASB reports and to facilitate development of an action plan.**
- Such information sharing requests shall be responded to within a reasonable time frame to facilitate any ASB case review and can be provided in writing or as oral feedback at the multi agency meeting.

Within 15 Working Days of complaint

- To determine whether the threshold has been met, the complaint is reviewed by the SPOC. Consideration is given to the effect that the behaviour in question is having on the lives of those subjected to it, recognising for example, the debilitating impact that persistent or repeated ASB can have on its victims and the cumulative impact if that behaviour persists over a period of time.
- Relevant agencies are then contacted to provide details of actions previously undertaken in response to the victims' complaints of ASB.
- The case is then allocated to the lead agency or agencies which had the most involvement in the case. Responses from agencies could require longer in complex cases, therefore a reasonable timescale is allowed for the lead agency to review, act and respond to the complainant.
- Under s.104(6) the decision is communicated to the victim whether or not their trigger meets the threshold for review and they are informed by the SPOC about the intended course of action via letter or email.

Sutton Community Trigger/ ASB Case Review Threshold

The case review empowers repeat victims of antisocial behaviour or their advocate(s) to ask for a review of the actions partner agencies have taken to resolve their concerns. To be eligible, you need to have experienced and reported three incidents of ASB in the last six months to the Council, Police or landlord where no effective action has been taken.

The qualifying ASB incidents should be reported to the relevant bodies by the victim or their advocate/supporter within one month of the date of the incidents. The relevant bodies should also be allowed reasonable time to respond to the reports before a Community Trigger is activated.

The following points will also be considered when considering the threshold on a case by case basis:

- Harm/potential harm caused by ASB
- Vulnerability and risks to the victim
- Adequacy of response from relevant bodies
- whether relevant bodies had reasonable time to resolve complaints

Once a Community Trigger final response and/or an action plan has been communicated to the victim(s), sufficient and reasonable time should be allowed for the action plan to be implemented before a further Community Trigger process can be initiated. Similarly, a 'New set' of incidents has to be reported in accordance with the local threshold before a subsequent case review may be activated.

Please also note the Escalation Appeals/Review Process below.

Trigger Threshold Not Met

Where the threshold in s.104(4) is not met, s.104(5) of the Act provides the relevant bodies with the flexibility to decide if they want to activate the trigger nonetheless. Although the formal procedures will not be invoked, this does provide an opportunity for the relevant bodies to review the case to determine whether there is more that can be done. In making this decision the relevant bodies may take account of:

- The persistence of the ASB about which the original complaint was made,
- The harm caused, or the potential for harm to be caused, by that behaviour,
- The adequacy of the response to that behaviour.

The ability to take into account the adequacy of the response to the ASB means that even where there have been fewer than three complaints, relevant bodies can consider whether no, inadequate or incomplete action has been taken, and if this should be a relevant factor in determining whether the case should be reviewed in these circumstances.

Trigger Threshold Met

The legislation does not prescribe how case review requests should be assessed, what reviews should look like or how they should run. At LBS, the Community Trigger is built into the Community MARAC and Problem Solving Meetings (PSM). A separate Community Trigger case discussion will be held within the appropriate meeting to facilitate the review and any appropriate action planning.

However, the Community Triggers will not be automatically treated as a case for either of the forums to manage on an ongoing basis.

Community MARAC Meetings/ Community Trigger Case Review Meeting

The LBS Community Multi-Agency Risk Assessment Conference (MARAC) is a multi-agency formal meeting where information is shared confidentially between relevant bodies, about complainants, vulnerable victims, or perpetrators of ASB for the purposes of reducing the risks of harm and safeguarding those at risk.

The aim is to identify the highest risk, most complex cases and problem-solve issues of concern. Victims also include those experiencing hate crime.

Community Trigger Case Review discussion may form part of a Community MARAC Meeting or be held as an ad hoc Community Trigger Case Review Meeting depending on the complexity and time allocation on a case by case basis.

Participation in Community Trigger case review meetings must be representative of agencies exercising public and non-public functions in the locality of areas to which the reports of anti-social behaviour are occurring. Participation may include representatives from:

- The London Borough of Sutton Council
- The Metropolitan Police Service
- Clinical Commissioning Group
- Sutton Housing Partnership
- Providers of social housing with housing stock in the locality of the reports of anti-social behaviour
- The London Fire Brigade
- London Probation Service

The Community Safety Team at Sutton Council are responsible for inviting participants to the Community Trigger review meetings. They will maintain an inclusive approach and invite representatives from other agencies with a specific expertise or with knowledge of the area, victim(s), residents, and alleged perpetrator(s). To ensure that victims are offered the most effective interventions available, other services such as Children and Adult Social Care, Health Services (including Mental Health), Drug/Alcohol Services or Youth Offending Team (YOT) may also be engaged at Community MARAC. Consideration is also given to involving somebody independent such as Victim Support to represent the victim and provide an external or fresh perspective on the case and the actions taken.

The main focus of the Community MARAC is on managing the risk to the vulnerable victim and/or perpetrator and providing options for increased safety. It also considers other persons affected and manages the behaviour of any perpetrator. The panel will decide on the best approach to manage the overall risk to the victim, perpetrator or community and an effective safety planning strategy.

Sutton Council is the lead authority responsible for the management of the Community Trigger mechanism within the London Borough of Sutton. They will arrange the venue for Community Trigger multi-agency review meetings, identify and invite participants and appoint a Chair. Where the Community Trigger activation relates to anti-social behaviour case management previously undertaken by Sutton Council, a Chair will be appointed from another agency with no prior involvement in the case. It is the responsibility of Sutton Council to identify and invite the participation of that Chair.

Problem Solving Meetings

Problem Solving Meetings are multi-agency intelligence led partnership meetings focused on location based anti-social behaviour and related crime and disorder issues. Such ASB hot spots are resolved through a collaborative problem solving approach.

Applications for ReDeployable Cameras are considered for approval at Problem Solving Meetings. Requests for cameras require evidence demonstrating the scale of the issue and how the camera will help resolve this. Cameras are deployed for short periods of time to help resolve the issues through evidence gathering or as preventative measures whilst other actions take place to bring about resolution.

Recommendations/Action Plan

S.104(8) States that complainants must be informed of case review outcomes and any recommendations made as a result.

Case reviews are likely to result either in the relevant bodies being satisfied that responses to the original complaints were appropriate and sufficient, or with recommendations for further action.

The recommendations will take the form of an action plan to resolve the ASB. Whenever possible, the relevant bodies should involve the victim in devising the action plan to help ensure that it meets their needs.

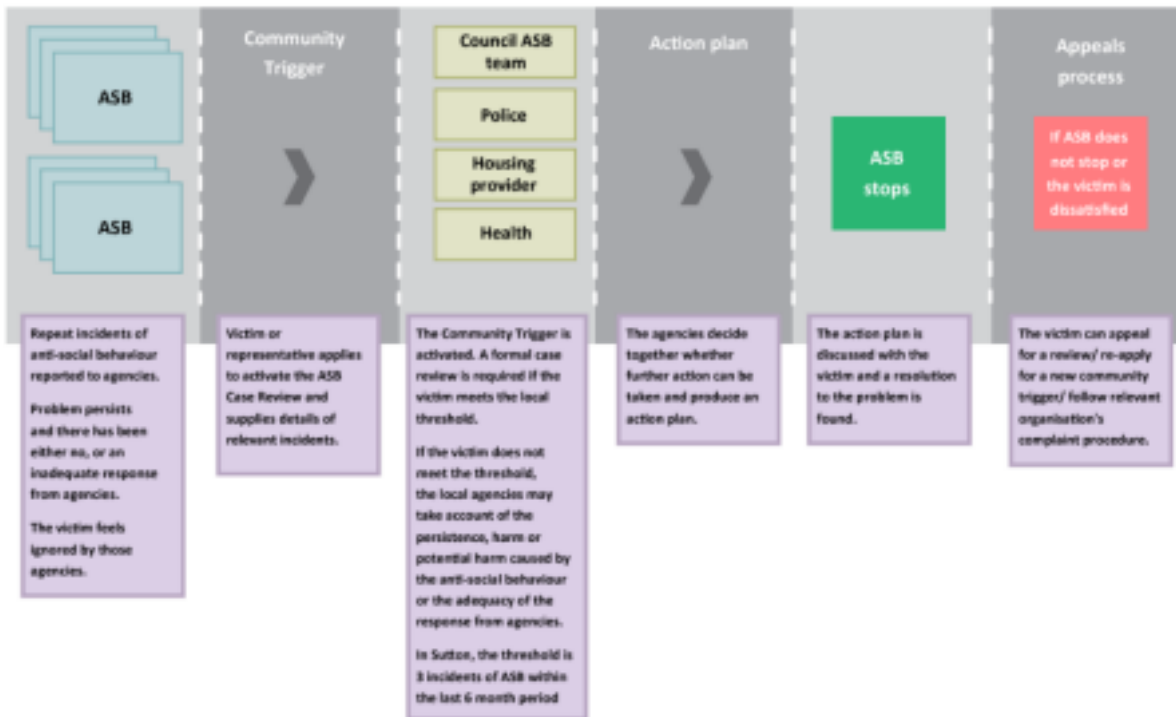
Outcomes may also include relevant bodies making recommendations about service provision to other agencies. The legislation places a duty on a person who carries out public functions to have due regard to those recommendations. This means that they are not obliged to carry out the recommendations, but that they should acknowledge them and may be challenged if they choose not to carry them out without good reason.

Within 10 working days of Case Review Meeting

Within ten (10) working days of the Community MARAC meeting the SPOC sends correspondence to the victim, complainant or advocate outlining:

- Issues raised or identified,
- Actions taken by the relevant bodies
- Outcome of those actions
- Recommendations
- Agencies responsible for undertaking the recommendations
- Supportive organisations (Victim Support etc.)
- Escalation process
- Review process
- Timescales (actions, appeals and reviews)

The ASB Case Review/Community Trigger



Conflict of interest

All participants are required to declare a potential conflict of interest to the Chair of the Community Trigger meeting at their first available opportunity. A potential conflict can include, but is not limited to:

- Having a current or previous personal relationship with any person identified in the Community Trigger meeting including victim(s), alleged perpetrators(s), witnesses or residents in the locality of the areas where the reports of anti-social behaviour have been made.
- A business interest in the locality of the area where the reports of anti-social behaviour have been made.
- A legal interest relating to any persons identified in the Community Trigger meeting or property or business within the locality of the reports of anti-social behaviour.

The Chair of the Community Trigger meeting is responsible for deciding if a declaration of a conflict of interest renders that participant unsuitable. The Chair will determine if a replacement representative from that participant's respective agency is required. The Chair of the Community Trigger meeting holds the final decision on the content of the Action Plan.

Where there is disagreement by participants on any aspect of the Community Trigger meeting, including the behaviour of participants, their views and opinions, proposed actions or the capability of participants to complete actions, the Chair is responsible for facilitating the most appropriate resolution to manage conflict. The Chair must minute any decision they make to reflect their decisions are fair, reasonable and proportionate to ensure the best interests of the victim(s) are considered and to facilitate a solution to the reports of anti-social behaviour.

Publishing Data

On behalf of all the relevant bodies in our locality, LBS will, via our website annually publish the following information:

- The number of case review applications made during that period
- How many times the threshold was Not met
- The number of case reviews carried out
- How many case reviews resulted in recommendations being made Published information will not include details which could identify victims.

Escalation/ Appeals/Review Process

Schedule 4 (Part 1, s.3) states that review procedures must include provision for a process where applicants are dissatisfied either with the way their trigger application was dealt with, or how the case review has been carried out. There are no further statutory provisions on the nature of this appeal process, or to whom appeals can be made; local procedures should therefore cover how and where complaints are escalated.

In Sutton, victims can appeal if they are dissatisfied either with the way their trigger application was dealt with, or how the case review has been carried out, within 2 weeks of receiving the final response. Such an appeal will be considered by a Senior Manager within the Community Safety Partnership other than the chair of the trigger meeting. Where appropriate, the victim can raise the issue with the Housing Ombudsman Service, the Independent Police Complaints Commission or individual agencies' complaint process for further review or seek legal advice.

As the lead agency and as a matter of good practice LBS will monitor, review and follow up on community trigger cases six months after the community trigger case resolution to ensure that no further action or response is required.

It is possible that even after a case review there may be successive requests to activate the trigger from the same complainant. Therefore, a new set of incidents has to be reported in accordance with the local threshold before a subsequent case review can be triggered.

Some concerns have been raised about the potential for persistent complainants to abuse the trigger process, diverting resources away from those most in need. Our organisation has the power to take action under various statutes and has a responsibility in enforcing the law to ensure that it does so fairly and in cases only where there is an objective justification for action.

If we believe that the complaints that you have made are false, or otherwise not allegations on which we feel we should act, we will consider taking appropriate action against you as a complainant. This is particularly so if your behaviour has caused distress to neighbours or others and has put an unnecessary burden on our resources. Such behaviour might include:

- Making allegations which we discover are untrue, in which case we will investigate whether they should be accepted and come to a decision whether to act on them or to inform you that we do not accept what you are saying. Other things to consider might be.
- Complaining about someone in a 'vexatious' way, which might mean repeatedly making petty allegations against them, particularly where other individuals do not find their behaviour distressing or upsetting.
- Repeatedly contacting us, whether by phone, email or in person, to make the same allegation to different employees, or to make similar allegations in slightly different ways.

-
- Unreasonably refusing to accept our decision on the nature and extent of any enforcement action in a case, in the context of the Community Trigger.
 - Refusing to specify the grounds of your complaints about the behaviour of one of your neighbours or others, despite offers of help from us.
 - Refusing to cooperate with the ASB investigation process.
 - Refusing to accept that certain issues are not within the scope of our ASB policy.
 - Insisting on the alleged ASB being dealt with in ways which are incompatible with our ASB policy, procedure or with good practice.
 - Making unjustified complaints about staff who are trying to deal with the issues, and seeking to have them replaced.
 - Changing the basis of the allegations as our enquiries proceed.
 - Denying or changing statements you made at an earlier stage.
 - Repeatedly introducing trivial or irrelevant new information during our investigations.
 - Submitting falsified documents created by you or others.
 - Adopting a 'scattergun' approach: unnecessarily making parallel complaints of ASB with various organisations.
 - Making excessive demands on the time and resources of our organisation's staff with lengthy phone calls, emails to numerous staff members, or detailed letters every few days, and expecting immediate responses.

Community Trigger Application Form

Your Contact Details

Full Name	
Date of Birth	
Address	
Name of Housing Provider if your property is not privately owned?	
Phone Number - AND (Time you prefer to be contacted)	
Email Address	

Incident Details - Incident 1

Date of Incident (1)	
Location of Incident	
Brief Details of incident	
Any witnesses? Please provide details	

Who did you report it to?	Council	Police	Social	Other	Date Reported
Incident Reference Number?					
What if any action has been taken?					
How has this incident affected you? Please provide as much detail as possible.					
Are you the victim? (one household = one victim)	YES		NO		
If you are the victim	Do you know the perpetrators address?		Does the perpetrator know your address?		
Has the victim given you consent to share this information with Relevant Agencies?	(Please sign attached Letter of Consent)				
	YES		NO		
Does this involve a Hate crime? If yes, please provide more details in the box opposite.	Hate Crime is any incident motivated by prejudice on the basis of a person's race, religion, sexual orientation, disability or transgender identity.				
	YES		NO		
	Additional Information:				

Incident Details - Incident 2

Date of Incident (2)					
Location of Incident					
Brief Details of incident					
Any witnesses? Please provide details					
Who did you report it to?	Council	Police	Social	Other	Date Reported
Incident Reference Number?					
What if any action has been taken?					
How has this incident affected you? Please provide as much detail as possible.					
Are you the victim? (one household = one victim)					
If you are the victim	Do you know the perpetrators address?		Does the perpetrator know your address?		
Has the victim given you consent to share this information with Relevant Agencies?	(Please sign attached Letter of Consent)				
	YES				NO

Does this involve a Hate crime? If yes, please provide more details in the box opposite.	<p>Hate Crime is any incident motivated by prejudice on the basis of a person's race, religion, sexual orientation, disability or transgender identity.</p> <p style="text-align: center;">YES NO</p>
	Additional Information:

Incident Details - Incident 3

Date of Incident (3)					
Location of Incident					
Brief Details of incident					
Any witnesses? Please provide details.					
Who did you report it to?	Council	Police	Social	Other	Date Reported
Incident Reference Number?					
What if any action has been taken?					
How has this incident affected you? Please provide as much detail as possible.					

<p>Are you the victim? (one household = one victim)</p>		
<p>If you are the victim</p>	<p>Do you know the perpetrators address?</p>	<p>Does the perpetrator know your address?</p>
<p>Has the victim given you consent to share this information with Relevant Agencies?</p>	<p>(Please sign attached Letter of Consent)</p> <p>YES NO</p>	
<p>Does this involve a Hate crime? If yes, please provide more details in the box opposite.</p>	<p>Hate Crime is any incident motivated by prejudice on the basis of a person's race, religion, sexual orientation, disability or transgender identity.</p> <p>YES NO</p>	

Additional Information:

Community Trigger Risk Assessment

Community Trigger Risk Assessment		
1. Other than this occasion - how often do you have problems?	Daily Most days Most weeks Most months Only occasionally	
2. Do you think the current incident is linked to previous incidents? If so why?	Yes No	
3. Do you think that incidents are happening more often and/or are getting worse?	Yes No	
4. Do you know the offender(s)?	They know each other well They are 'known' to each other They do not know each other	
5. Does the perpetrator (or their associates) have a history of or reputation for intimidation or harassment?	Perpetrator or their associates are currently harassing the complainant Perpetrator or their associates have harassed the complainant in the past Perpetrator or their associates have not harassed the complainant, but have a history or reputation for violent behaviour or harassment Perpetrator or their associates have no history or reputation for harassment or intimidation	

<p>6. Are you aware whether the perpetrator has had problems in the past 12 months with drugs (prescription or other), alcohol or mental health leading to problems in leading a normal life? Details:</p>	<p>No Yes</p>	
<p>7. Which of the following do you think that this incident deliberately targeted? Specify:</p>	<p>You Your family Your community None</p>	
<p>8. Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender or disability? Details:</p>	<p>Yes No</p>	
<p>9. In addition to what has happened, do you feel that there is anything that is increasing you or your household's personal risk (e.g. because of personal circumstances)? Details:</p>	<p>Yes No</p>	
<p>10. How affected do you feel by what has happened? Details:</p>	<p>Not at all Affected a little Moderately affected Affected a lot Extremely affected</p>	
<p>11. Do you feel isolated due to the abuse/lack of support network?</p>	<p>No Yes</p>	
<p>12. Has yours or anyone's health been affected as a result of this and any previous incidents? Details:</p>	<p>Physical health Mental health</p>	

13. If a victim, has the perpetrator made serious threats to kill or to cause serious harm to you or your family? Details:	No Yes	
14. Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this? Details:	No Yes	
15. Do you have any friends and family to support you?	Complainant lives alone and is isolated The complainant is isolated from people who can offer support The complainant has a few people to draw on for support The complainant has a close network of people to draw on for support complainant has a close network of people to draw on for support	
16. Apart from any effect on you, do you think anyone else has been affected by what has happened? Details:	Your family Local community Other	

Letter of Consent

To whom it may concern,

I (insert name, dob,address, contact details.....)

(.....)

confirm that I would like (insert name and profession.....)

to act on my behalf to make a request for a community trigger.

I confirm that I am happy for my personal details to be shared with the relevant authorities in order to carry out appropriate checks on the details of my complaints, and if deemed to meet the threshold, for my case to be discussed at a multi-agency meeting. I also consent to the results and recommendations that come out of a multi-agency meeting to be shared with (insert name.....).

Print Your Name

Your Signature

Date

This form has been duplicated without the scores and is now part of the referral/application form

Community Trigger Risk Assessment		Scores
1. Other than this occasion - how often do you have problems?	Daily Most days Most weeks Most months Only occasionally	5 3 2 1 0
2. Do you think the current incident is linked to previous incidents? If so why	Yes No	2 0
3. Do you think that incidents are happening more often and/or are getting worse?	Yes No	2 0
4. Do you know the offender(s)?	They know each other Well They are 'known' to each other They do not know each other	2 1 0
5. Does the perpetrator (or their associates) have a history of or reputation for intimidation or harassment?	Perpetrator or their associates are currently harassing the complainant Perpetrator or their associates have harassed the complainant in the past Perpetrator or their associates have not harassed the complainant, but have a history or reputation for violent behaviour or harassment Perpetrator or their associates have no history or reputation for harassment or intimidation	6 4 2 0
6. Are you aware whether the perpetrator has had problems in the past 12 months with drugs (prescription or other), alcohol or mental health leading to problems in leading a normal life? Details	No Yes	0 5
7. Which of the following do you think that this incident deliberately targeted? Specify:	You Your family Your community None	4 3 1 0
8. Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender or disability? Details:	Yes No	3 0
9. In addition to what has happened, do you feel that there is anything that is increasing you or your	Yes No	3 0

household's personal risk (e.g. because of personal circumstances)? Details:		
10. How affected do you feel by what has happened? Details	Not at all Affected a little Moderately affected Affected a lot Extremely affected	0 1 2 3 5
11. Do you feel isolated due to the abuse/lack of support network?	No Yes	0 3
12. Has yours or anyone's health been affected as a result of this and any previous incidents? Details:	Physical health Mental health	3 3
13. If a victim, has the perpetrator made serious threats to kill or to cause serious harm to you or your family? Details	No Yes	0 6
14. Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this? Details:	No Yes	0 1
15. Do you have any friends and family to support you?	Complainant lives alone and is isolated The complainant is isolated from people who can offer support The complainant has a few people to draw on for support The complainant has a close network of people to draw on for support complainant has a close network of people to draw on for support	3 3 1 0
16. Apart from any effect on you, do you think anyone else has been affected by what has happened? Details:	Your family Local community Other	3 2 1
Total Scores		

Useful Addresses / Links

The Housing Ombudsman
Exchange Tower,
Harbour Exchange Square,
Isle of Dogs,
London
E14 9GE

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Website: <https://www.housing-ombudsman.org.uk/>

Anti-social Behaviour, Crime and Policing Act 2014: Anti-social behaviour powers Statutory guidance for frontline professionals

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/956143/ASB_Statutory_Guidance.pdf