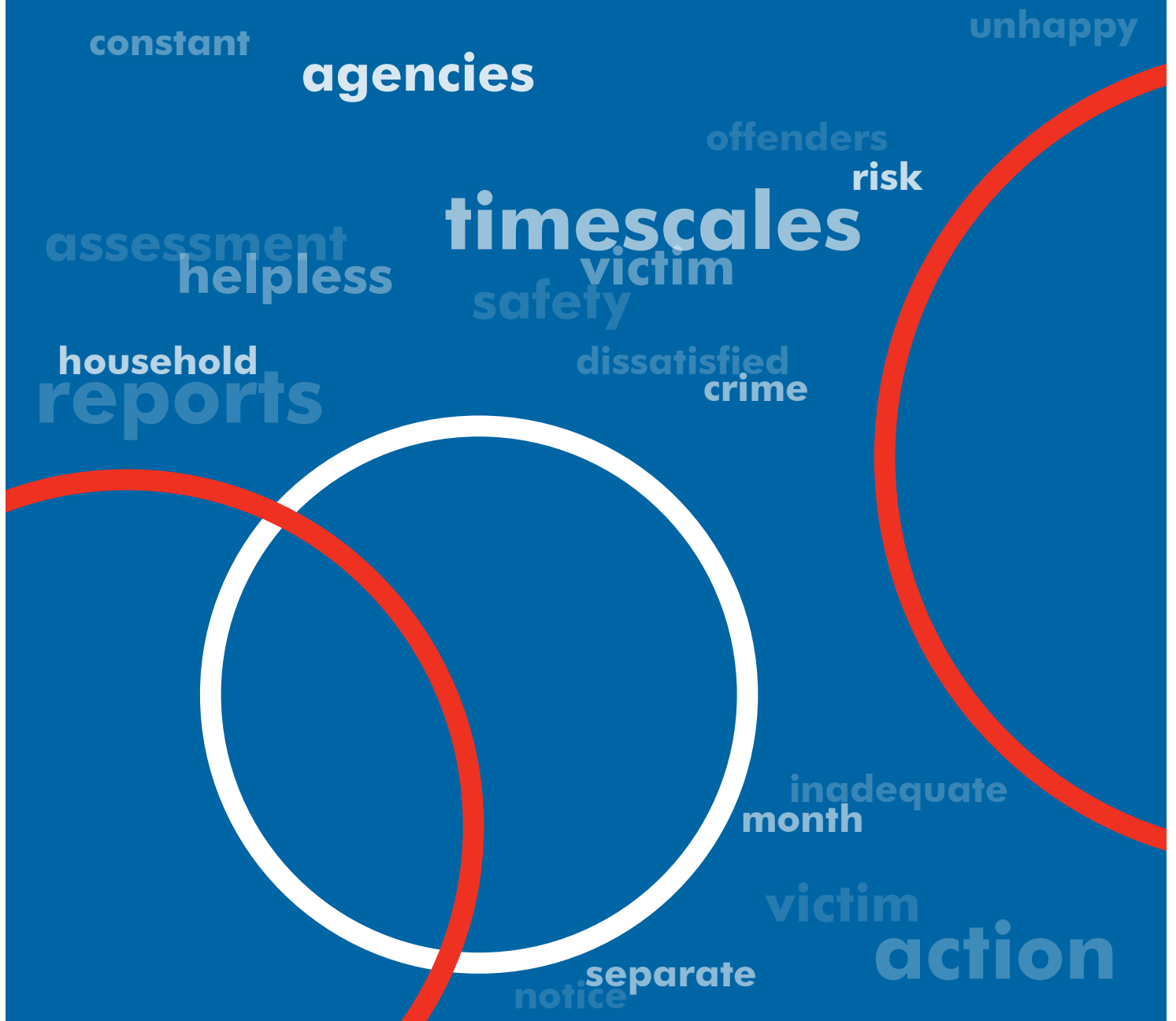
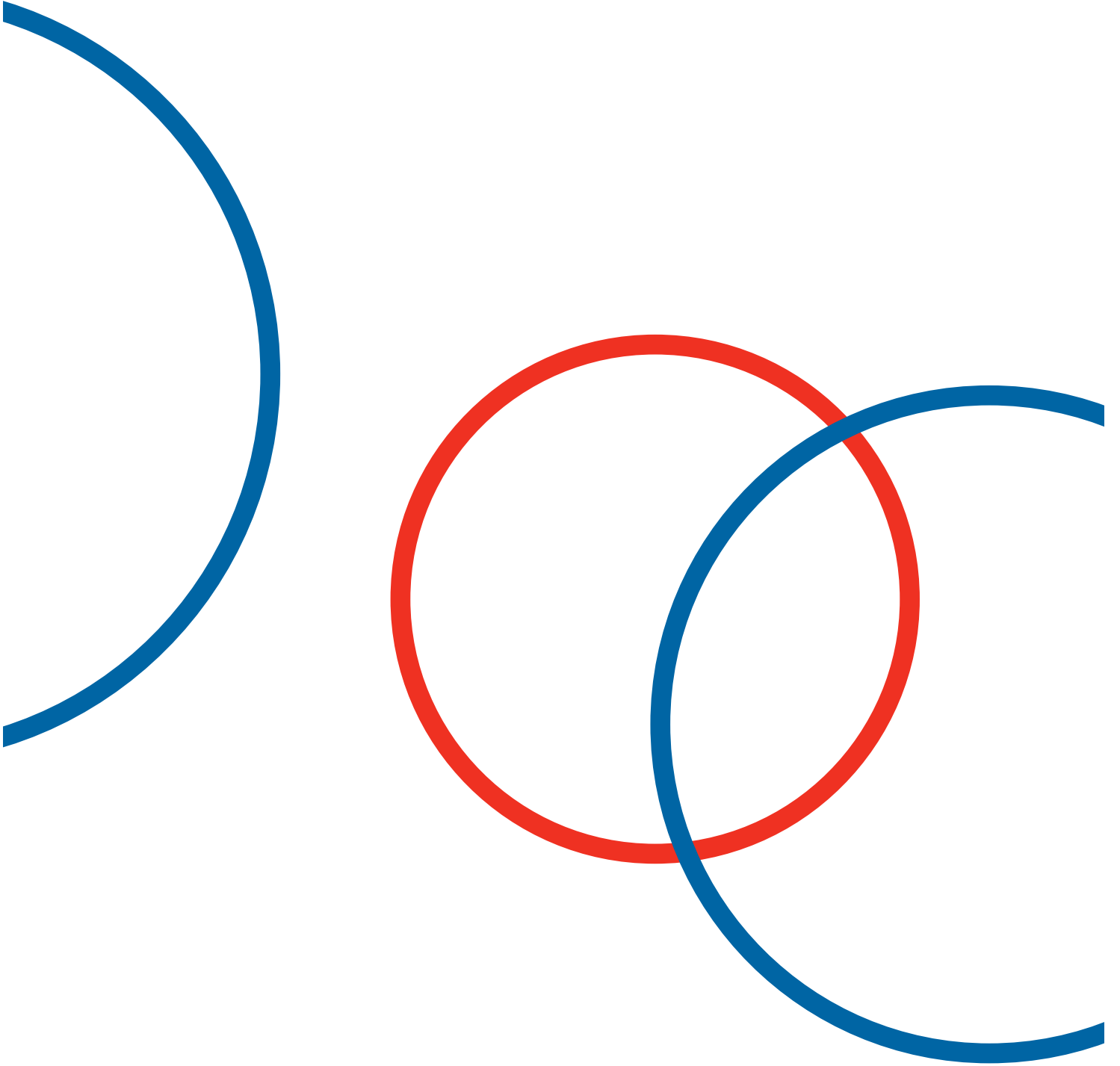


COMMUNITY TRIGGER

# Anti-Social Behaviour Case Review Application Pack

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This document can be translated into your own language

Bu belgenin kendi dilinize tercüme edilebilir

Ten dokument może zostać przekształcona w swoim własnym języku

這份檔可以翻譯成你自己的語言

Ta dokument je treba prevesti v svoj jezik

اس دستاویز کو آپ کی اپنی زبان میں ترجمہ کیا جا سکتے ہیں

**A Community Trigger case review is not a complaints process. If you want to make a complaint about an individual's conduct, you must use the complaints procedure of that individual's specific organisation.**

The 'Community Trigger' anti-social behaviour case review (case review) is part of the Anti-Social Behaviour, Crime and Policing Act 2014 and was introduced across North Yorkshire and the City of York in October 2014.

The case review process acts as a 'backstop safety net for victims' - individuals or groups of individuals - who have suffered from and reported at least three incidents of anti-social behaviour in a six month period. Each report needs to have been made within one month of the incident occurring.

You can request for your case to be reviewed by a panel providing it meets certain criteria (detailed overleaf). The review panel will be drawn from relevant organisations that will look collectively at the issues you have reported. They will also look at any actions that have been undertaken to determine if that action was adequate based on reasonable expectations and timescales. The review panel may make recommendations for further action to be taken in order to try to resolve the problem.

The process is consistently applied throughout North Yorkshire and the City of York. The following organisations have a duty to participate in the Trigger case review process:

- City of York Council
- Craven, Airedale and Wharfedale Clinical Commissioning Group
- Craven District Council
- Hambleton District Council
- Hambleton, Richmondshire and Whitby Clinical Commissioning Group
- Harrogate Borough Council
- Harrogate and District Clinical Commissioning Group
- North Yorkshire Police
- Registered Social Landlords within North Yorkshire and the City of York
- Richmondshire District Council
- Ryedale District Council
- Scarborough Borough Council
- Scarborough and Ryedale Clinical Commissioning Group
- Selby District Council
- Vale of York Clinical Commissioning Group

**The purpose of the Community Trigger is to review specific cases and actions that have been taken as a result of anti-social behaviour incidents being reported. The emphasis will be to ensure that appropriate levels of enforcement and support are either in place or have been considered.**

## Who can request a case review?

Any victim who has reported three incidents of anti-social behaviour within a six month period can request that a case review be considered, provided that each report was made within one month of an incident taking place.

Case reviews can also be requested by a third party such as an MP, local councillor, community group, or a carer for a vulnerable person or for someone with disabilities that would prevent them from requesting a case review themselves.

A third party can only request a case review on behalf of a victim(s) if they have the victim(s) signed consent. Checks will be made to ensure that third party requests are genuine - the victim(s) will be contacted to ensure that they are happy with the request being made.

## When can you request a case review?

You, or someone authorised to act on your behalf, can request a case review if:

- You have formally reported three separate incidents of anti-social behaviour within a six month period to the police or local council or your housing provider (if relevant)
- You must have reported each incident within one month of it taking place and the reports must have been officially recorded on the organisation's recording system

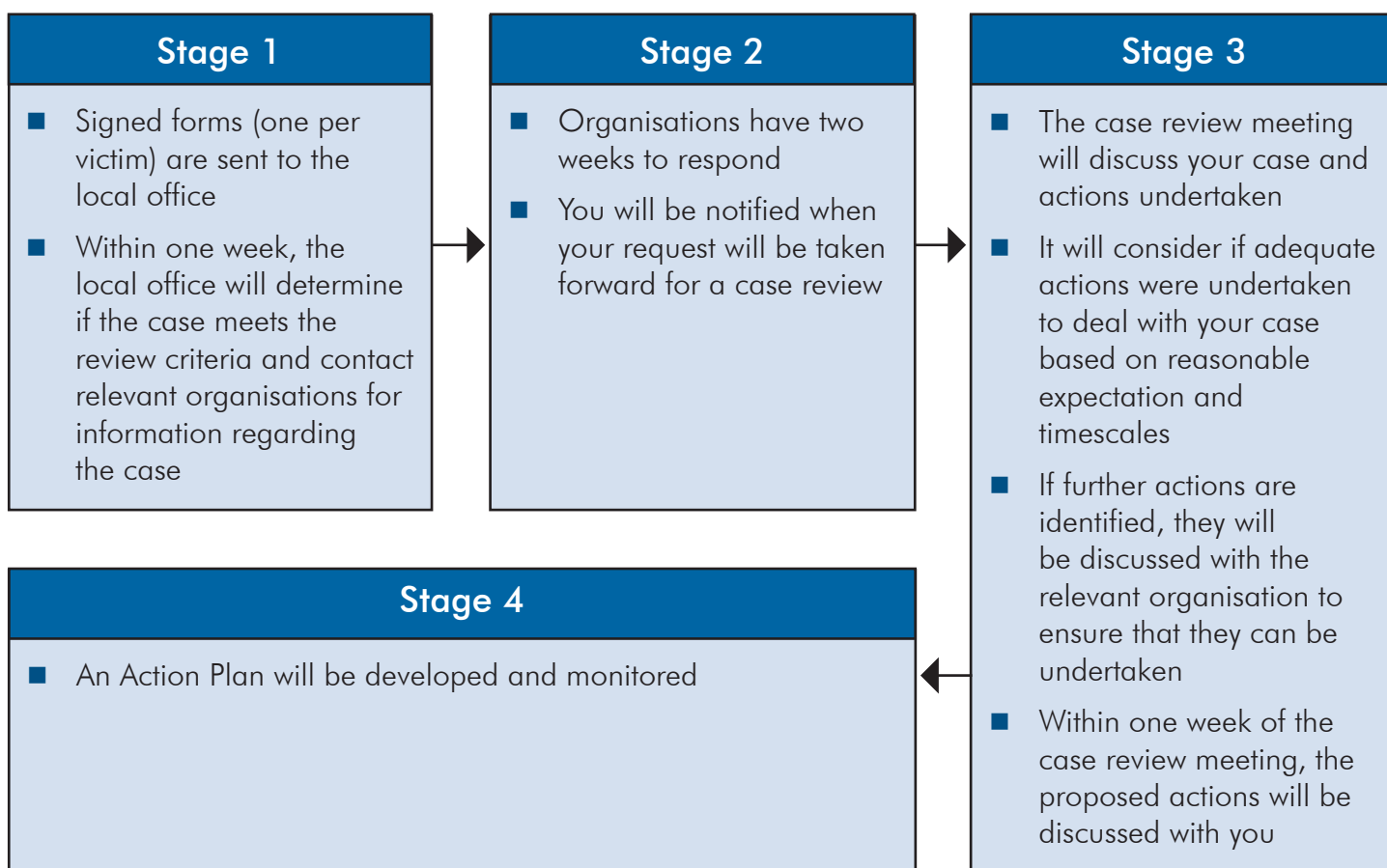
Your local delivery team office will decide if a case review meeting should be undertaken, and co-ordinate that review.

The case review meeting will consider whether adequate action based on reasonable expectation and timescales has been carried out to resolve the issues you have reported. In considering whether actions have been adequate and reasonable expectations and timescales met, regard will be had to the organisation's anti-social behaviour policy and procedures and service standards.

In preparation for the case review meeting, the local delivery team will invite organisations which have been involved in your case to give information about what action, if any, has been taken.

If, for any reason, your case does not progress to a case review meeting, the issues may be referred to the most appropriate organisation for further consideration. You cannot request that a further case review is undertaken unless new incidents have taken place.

## What will happen to your request for a case review?



### Completing the case review request forms

On the following three pages, there is an example of how to complete the request forms.

Each victim must complete a separate form. If you are the victim and have reported all three incidents, then you only need to complete the one form.

Once you have completed each section, and signed to give consent for your local community safety office to gather information about the incidents, you should return the forms to the appropriate office as detailed on page 7.

You should keep this booklet as your record and guidance for what will happen with your request. You can keep a track of progress on page 8.

## SECTION ONE: Contact Details

Please provide us with your contact details; we need to be able to keep in contact with the person who is requesting the case review. This will be the point of contact for all correspondence throughout the case review process.

<b>Your Name:</b>	A N Other			
<b>Organisation/group (if applicable)</b>	N/A			
<b>Position in organisation/group (if applicable)</b>	N/A			
<b>Your Contact Details:</b>	<b>Address:</b>	1 Any Crescent AN Village AN1 50T		
	<b>Email:</b>	An.other@anyemail.com		
	<b>Telephone:</b>	0123456789101		
<b>Are you the victim or representing a victim(s)?</b>	<b>Victim:</b>	YES	<input checked="" type="checkbox"/>	NO
	<b>Representing a victim:</b>	YES	<input type="checkbox"/>	NO
<b>Victim's Name (if different to above):</b>	As above			
<b>Victim's Address (if different to above):</b>	As above			

**If you are representing a victim(s), you must have signed consent to request a case review**

## SECTION TWO: Consent from victim

If you are the victim and requesting the case review, please sign the declaration below. If you are acting on behalf of a victim involved in this case, please ask them to sign the below declaration before submitting the case review request form.

*"As a victim of the incident(s) indicated on this form, I give consent for the Local Delivery Team to request information from relevant organisations including the local council, police, health providers and housing associations about the case, and to share that information with appropriate agencies in order to determine if a case review meeting should take place."*

Victim's Name	Signature	Date
A N Other	A N Other	18 March 2014

**Even if consent is refused, the organisations may share information where required or permitted under statutory provisions.**

## SECTION THREE: Incident Information

INCIDENT ONE	
Date and Time of Incident:	25 November 2013, 8pm
Brief Details including location:	Groups of lads swearing and throwing stones at window. They ran off when I opened the door. Outside my house.
Reported to:	Name: (if known) Unknown
	Organisation North Yorkshire Police
Incident or Reference Number (if known)	Unsure
Date and Time of Report:	25 November 2013, approx 8.10pm
Method of reporting:	Telephone: <input type="checkbox"/> Email: <input type="checkbox"/> Written: <input type="checkbox"/> In person: <input checked="" type="checkbox"/>
Action taken by whom:	Said an officer would come out but haven't seen anyone or know if they did anything
INCIDENT TWO	
Date and Time of Incident:	26 November 2013, 4pm for 2 hours
Brief Details including location:	Boy racers revving their engines, scaring the little children in the park and loud music playing. Outside the village green, opposite my house.
Reported to:	Name: (if known) Someone Jones
	Organisation: AN Council
Incident or Reference Number (if known)	Not given
Date and Time of Report:	28 November 2013, 10am
Method of reporting:	Telephone: <input type="checkbox"/> Email: <input type="checkbox"/> Written: <input type="checkbox"/> In person: <input checked="" type="checkbox"/>
Action taken by whom:	Diary Sheets given by local council, sent back after 1 month. No further action taken

INCIDENT THREE									
<b>Date and Time of Incident:</b>	31 December 2013/ 1 January 2014 11:30pm for 1 hour								
<b>Brief Details including location:</b>	Group of lads being loud and rowdy along the street, sat on the street corner drinking out of cans of lager and throwing them in my garden. On the street outside my house and empty cans thrown in garden.								
<b>Reported to:</b>	<b>Name: (if known)</b> Unknown								
	<b>Organisation:</b> North Yorkshire Police								
<b>Incident or Reference Number (if known)</b>	AN1234567/2014								
<b>Date and Time of Report:</b>	1 January 2014, 12:15am								
<b>Method of reporting:</b>	<table border="1"> <tr> <td><b>Telephone:</b></td> <td><input checked="" type="checkbox"/></td> <td><b>Email:</b></td> <td><input type="checkbox"/></td> <td><b>Written:</b></td> <td><input type="checkbox"/></td> <td><b>In person:</b></td> <td><input type="checkbox"/></td> </tr> </table>	<b>Telephone:</b>	<input checked="" type="checkbox"/>	<b>Email:</b>	<input type="checkbox"/>	<b>Written:</b>	<input type="checkbox"/>	<b>In person:</b>	<input type="checkbox"/>
<b>Telephone:</b>	<input checked="" type="checkbox"/>	<b>Email:</b>	<input type="checkbox"/>	<b>Written:</b>	<input type="checkbox"/>	<b>In person:</b>	<input type="checkbox"/>		
<b>Action taken by whom:</b>	Patrol officers came round at 2am when the group had gone and all was quiet, I had to ring for an update on 1 January to know if anything had been done.								

## SECTION FOUR: Reason for requesting a case review

The more information you provide in this section, the better understanding the case review meeting will have of the current situation and your expectations of solution.

### What is the current situation?

The group started to cause trouble at the end of last summer; they don't live in the area but seem to migrate here as they know that they won't get into trouble. I have stopped reporting issues as no one wants to take notice or action and I am not prepared to confront them - I use a walking stick and feel vulnerable speaking to them. They tend to come round on a Friday night.

### Please could you explain why you are unhappy with the action that has been taken?

The group of lads have not been dealt with. No one seems to know who they are and they have not been spoken to by anyone in uniform about their behaviour. They seem to think that they own the area and can do what they want without punishment, they won't listen to the residents and are intimidating to approach especially for our elderly neighbours and scary for the young children in the area.

### What would you like to see done to resolve the issue?

I would like to see a uniformed officer come and speak to them when they are in the area and make sure that they understand that they cannot behave as they are and the effects that they are having on me and my neighbours.

### Are you currently receiving support from any agency in relation to these incidents? Please provide details

No



## What do you need to do now?

Once you, or each victim, have completed each section and have signed the consent section, you need to remove the forms from this booklet and return by post or in person to your community safety delivery team office as detailed below:

<b>City of York Council area</b>	Local Delivery Team, Community Safety, West Offices, Station Rise, York, YO1 6GA
<b>Craven District Council area</b>	Local Delivery Team, Community Safety, 1 Belle Vue Square, Broughton Road, Skipton, BD23 1FJ
<b>Hambleton District Council area</b>	Local Delivery Team, Community Safety, Civic Centre, Stone Cross, Northallerton, North Yorkshire, DL6 2UU
<b>Harrogate Borough Council area</b>	Local Delivery Team, Safer Communities, Harrogate Borough Council, PO Box 787, Harrogate, HG1 9RW
<b>Richmondshire District Council area</b>	Local Delivery Team, Community Safety, Mercury House, Station Road, Richmond DL10 4JX
<b>Ryedale District Council area</b>	Local Delivery Team, Community Safety, Ryedale District Council, Ryedale House, Malton, YO17 7HH
<b>Scarborough Borough Council area</b>	Local Delivery Team, Community Safety, Scarborough Borough Council, Town Hall, St Nicholas Street, Scarborough, YO11 2HG
<b>Selby District Council area</b>	Local Delivery Team, Community Safety, Selby Police Station, Portholme Road, Selby, YO8 4QQ

## What will happen once your request has been received?

You will be given the contact details of your local representative who will progress your case to a case review meeting should it meet the criteria as set out on page 2.

If it does, your local office will, within one week, contact relevant organisations for further information and details of any action that has been undertaken in relation to the incidents you have detailed on the forms.

That information will be provided within three weeks of your request initially being received by the local office.

The local office will then notify you of when your case will be considered at a case review meeting. This will be within six weeks of your application for a review being received. Your local representative will keep you updated throughout the process.

If it is considered that there is further action to be undertaken to resolve the issues, proposed actions will be discussed with relevant organisations to ensure they can be undertaken. Within one week of the case review meeting, you will be notified of the outcome, including any proposed actions. An action plan will be developed within eight weeks of your request being initially received.

If, for any reason, these timescales will not be achieved, your local delivery team office will notify you.

## Case Review Meeting

If your request is progressed to a case review meeting, there are four organisations responsible for carrying out the review - local council, police, clinical commissioning group and co-opted housing providers. Other organisations may be invited as required.

The individuals who represent these organisations will not be the individuals who have worked on your case but will be their line manager or above. This will ensure that an individual is not reviewing his/her own actions on the case.

The case review meeting may identify further actions that may be undertaken, it may identify that no further action can be undertaken and that everything reasonable has been done, or it can make recommendations to other organisations about the case. It must be noted, however, that an organisation which receives a recommendation as a result of a case review meeting is not duty bound to carry out that recommendation.

If further actions are identified, the meeting will first make sure that these are achievable by the identified organisation. Your local contact will discuss the outcomes with you to make sure you are satisfied with the recommended actions and an action plan will be developed.

## Case Review Request Progress Record

Use this page to record the progress of your case review request. If for any reason, your request will not be dealt with in line with the published timescales, your local contact in the community safety office will inform you of any issues.

Action	Published timescale	Date actioned
Forms sent to local office		
Acknowledgement of receipt of application; information gathering	Within one week of local office receiving the forms	
Notification of when case review meeting will be held	Within four weeks of local office receiving the forms	
Case Review meeting to be held (if appropriate)	Within six weeks of local office receiving the forms	
Notification of outcome of Case Review meeting	Within one week of case review meeting being held	
Action plan agreed	Within eight weeks of local office receiving the forms	
Actions undertaken	As determined by the action plan	

## Appeal Process

If your request is not progressed to a full case review meeting, or the case review meeting determines that there are no further actions that can be undertaken, there is a right of appeal. This will be explained in further detail at the appropriate stage.

# **THIS BOOKLET IS AVAILABLE IN LARGER PRINT**

## **Community Safety Delivery Team contact details:**

City of York Council area - **01904 551550**

Craven District Council area - **01756 700600**

Hambleton District Council area - **01609 779977**

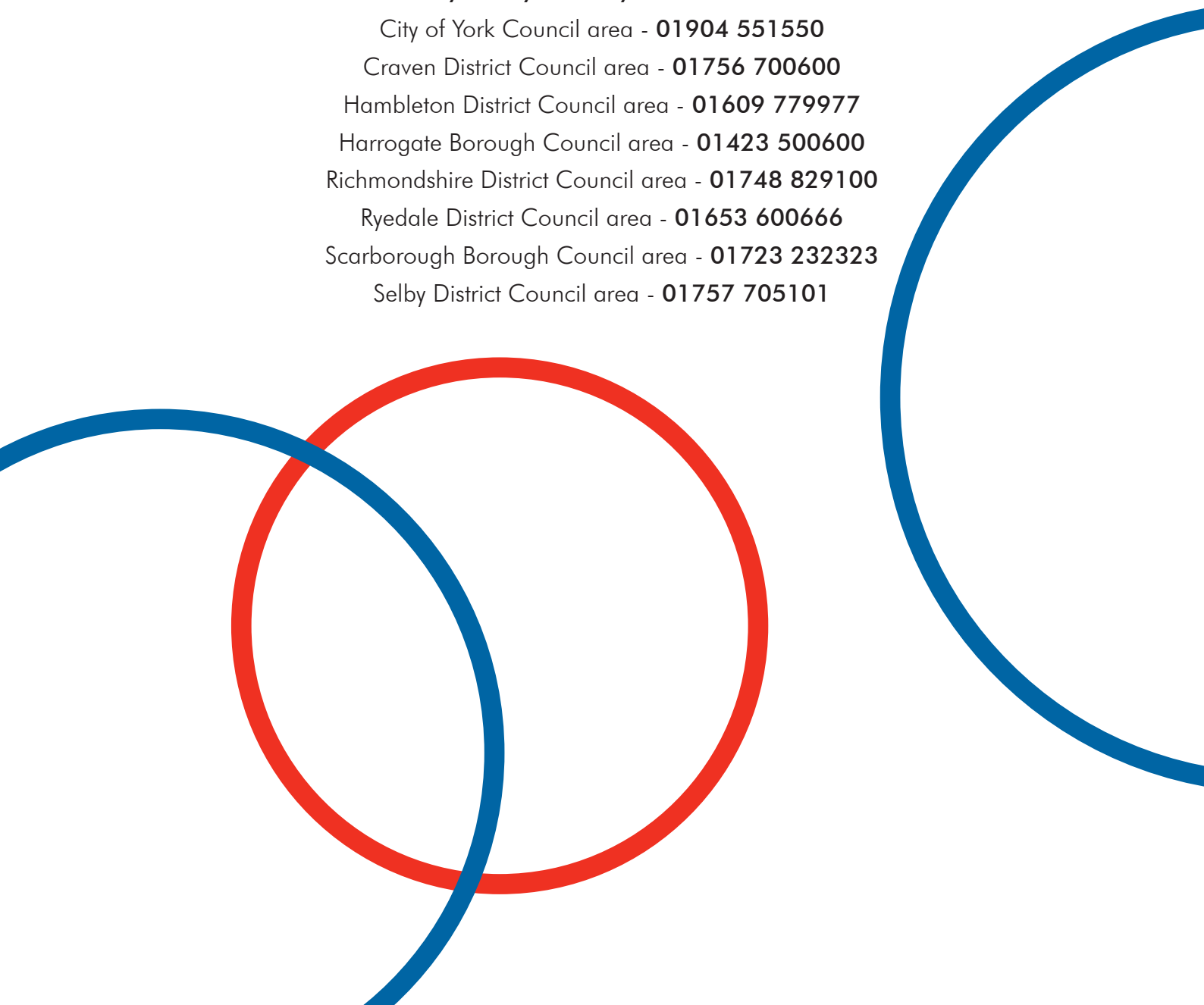
Harrogate Borough Council area - **01423 500600**

Richmondshire District Council area - **01748 829100**

Ryedale District Council area - **01653 600666**

Scarborough Borough Council area - **01723 232323**

Selby District Council area - **01757 705101**



separate  
agencies

crime

victim

helpless  
unhappy  
sad

dissatisfied  
constant  
problem

notice

household

community  
dissatisfied  
crime

risk  
victim

solution  
month

review