

ASB Act and Community Trigger Update

1. Community Trigger

- 1.1 Following the update on a commencement date of 13th May 2014 at the last meeting we can confirm that they have commenced the provisions to start the administrative process of making arrangements and preparing for the implementation of the new process which we have already been working on in Stockton. The provisions covering the publicising and actual implementation of the Community Trigger process have yet to be given a commencement date but it is thought to be sometime in October.
- 1.2 We have continued work on the detailed procedure following agreement from SSP on the proposed threshold and process for Stockton's Community Trigger. We are in the process of identifying and agreeing representatives and single points of contacts in each of the relevant bodies to provide information and carry out the case reviews when the trigger is activated. We are at present attempting to identify a contact from the Clinical Commissioning Group and emails have been sent to progress this.
- 1.3 Vicky Hatton from Community Safety and Michelle Stowe from Legal attended an LGA one day workshop on Implementing the Community Trigger on 4th June 2014. The programme included setting the local threshold, establishing processes, approaching case reviews and outcomes. The event was useful in identifying if we are on the right path with the process in Stockton and representatives from some of the pilot areas were in attendance to share best practice in approaches and key lessons learned from the Trigger pilots already in place.
Below is some of the key points and useful information taken from the workshop;
- The Home Office is updating the guidance that was previously published in October last year to publish the updated version ahead of commencement.
 - The Home Office are working with the College of Policing to produce an e-learning package but they cannot say that this will be up and running before commencement.
 - Leeds, one of the pilot areas in attendance, has a threshold and process in place that the process for Stockton is most closely modelled on and they gave feedback on being clear about what would meet the definition of no action to activate the trigger which we have done in our threshold.
 - A lot of the trigger requests in Leeds were noise related. In Leeds they have Environmental Health Officers within their multi-agency ASB Team, in Stockton they are separate Services/Departments so we need to ensure we have appropriate representation on the case reviews to effectively review service delivery across all relevant Council departments.
 - A lesson learnt from the pilots was to ensure staff answering calls on ASB have the right training to facilitate effective information sharing between partners. This had already been identified and discussed at the meeting we held in April so we will be addressing this in Stockton.
 - Leeds found that the Trigger acted as a 'safety net' to capture customers who may not have accessed service otherwise – they opened 15 new enquiries from requests that did not activate the Trigger as it had identified people that have not made any previous reports.

- The pilot areas recommended clear literature and publicity on the process to manage and meet victim's expectations of the process as it is to trigger a review not a complaint.
- We noted the timescales set by the pilots for acknowledgement, information being collated, decision on activation being made and review panels taking place to help set realistic timescales for Stockton's process.
- Many areas haven't included incidents of hate crime specifically as a separate threshold to activate the trigger as they have existing robust processes in place already to review incidents of hate crime which is the decision we have taken in Stockton.