

## **ASB Case Review (Community Trigger) Procedure**

### **Purpose:**

To give victims the right to request a review of their case and bring agencies together to take a joined up, problems solving approach to find a solution. It came into effect on 20<sup>th</sup> October, 2014 as part of the Anti-Social Behaviour, Crime and Policing Act, 2014.

### **When can it be used?**

When anti-social behaviour has been reported to West Berkshire Council, Thames Valley Police or a housing association and the victim feels that the issue has not been resolved.

In order to activate the Community Trigger the following threshold must be met:

- At least 3 reports from one person within a 6 month period; or
- 5 reports from different people within a 6 month period

The legislation also sets out what is a qualifying complaint: the report of anti-social behaviour must have been reported within one month of the alleged behaviour taking place and the application for the Community Trigger is made within 6 months of the report of anti-social behaviour.

### **Who can use it?**

The ASB Case Review can be used by a victim of anti-social behaviour or any person acting on behalf of a victim, for example a family member, friend, carer or professional person, with the victims consent.

**It should not be used for making a specific complaint about the handling of a case, nor as an alternative way of reporting anti-social behaviour.**

If you wish to request a case review please complete the online application form or request an application form via [communitytrigger@westberks.gov.uk](mailto:communitytrigger@westberks.gov.uk). Please ensure that you give as much detail as possible to ensure that agencies have all the information required to make the initial enquiries.

### **The Process**

Once the application form is received, an acknowledgement will be sent within 2 working days.

Agencies will then decide whether the threshold has been met. The decision will be verified by the Building Communities Together Team and/or Area Commander for West Berkshire and the applicant will be notified of the decision.

If the threshold is met a case review will be undertaken by partner agencies. Agencies will share information relating to the case, review what action has previously been taken and decide whether additional actions are possible. Recommendations and an action plan may be made.

The applicant will be informed of the outcome of the review.

The ASB Case Review process will take 30 days from start to finish. It starts from the time the request is made by the applicant and ends when the outcome of the review has been communicated back to the applicant. (The 30 day period does not include the time period involved for any actions suggested in any action plan to take effect. The outcome of the case review could be a recommendation of an action plan set over a range of future dates).