

Community Trigger Flow Chart

Broxtowe Borough Council Anti-social Behaviour Community Trigger Applications

Stage 1

3 working days

The Council's Complaints Officer will acknowledge Community Trigger applications, usually within 3 working days, and will register and refer the application to the Head of Public Protection for action.

Stage 2

20 working days

The Head of Public Protection will:-

- determine that the application meets the criteria for a qualifying complaint
- notify partner agencies of Trigger activation
- request partner information as appropriate

Trigger activation:

3 qualifying complaints of anti-social behaviour

Qualifying Complaint:-

- complaint made within 1 month from when the alleged behaviour occurred, and
- the application for the review is made within 6 months of the first complaint.
- each report must have been formally recorded by the Police, Local Clinical Commissioning Group, social housing provider or local council.

(a) If the threshold is not met the applicant will be notified and the reason(s) for the decision explained.

(b) If the threshold is met the Head of Public Protection will convene a Community Trigger Panel made up of representatives from relevant bodies including the Police and Broxtowe Borough Council and notify the applicant.

Stage 3

12 weeks

A Community Trigger Panel Case Review will be held to agree an action plan. The Panel will look at the actions (if any) that have been undertaken to determine the adequacy of the response to the behaviour complained about based on reasonable expectations and timescales. Action Plan agreed as appropriate. Action Plan monitored.

If the applicant remains dissatisfied following the full execution of this procedure, they may request that the case is escalated through Broxtowe Borough Council's Complaints Procedure, to the Monitoring Officer, then to Nottinghamshire Police and Crime Commissioner, and finally to the Local Government Ombudsman or Housing Ombudsman. Please contact the Complaints Officer for details of how to escalate.