

HAVERING COUNCIL COMMUNITY TRIGGER PROCESS CHART

1. Request for Community Trigger received into Community Safety inbox-

Community Safety Manager and any relevant SMT members informed and forwarded on the trigger request email. Relevant CSO appointed by Community Team Manager to lead on case



2. Acknowledgement letter sent to the victim or person on their behalf (consent is required for a third party report) within two working days of receipt. Letter sent by lead CSO



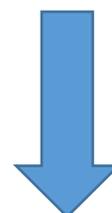
3. Relevant agencies/departments informed of trigger request and asked to provide all relevant information within seven working days from receipt of the review request.



4. Once information is received, lead CSO to put together report and refer case to Community Safety manager for threshold decision to be made.



5. Threshold met: Written response sent to victim within 12 working days from receipt of review request and case referred to the next Community MARAC or if appropriate arrange a stand-alone case review meeting to prevent any delay.



6. Threshold not met: If the victims does not meet the threshold the local agencies may take account of the persistence, harm or potential harm caused by the anti-social behaviour or the adequacy of the response from the agencies and allow the referral to proceed as above. If the decision is that the Threshold has not been met the lead CSO will send a written response within 10 working days from receipt of the review request and signpost if applicable to the appropriate agency.



7. Review referred to the next Community MARAC meeting or stand-alone case review. Report to be sent to the panel members if possible 5 working days before the meeting.



8. Community MARAC or Review panel meets. Outcomes and recommendations agreed – victim invited to present at panel unless exceptional circumstances prevents this and the chair decides it is in appropriate. Reasoning to be provided to the victim in writing by the chair 48 hours before the panel hearing. Lead CSO to present the case and manage the logistics of those presenting evidence.



9. Report from panel chair sent to agencies and victim within 5 working days following panel. Lead CSO to write report and to send to chair for their comments. Once the chair has commented and approved, the report is to be sent to senior managers as defined by the chair. A redacted copy of the report (with all personal information removed) will be sent to the victim/complainant.

Agreed actions and recommendations progress to be reviewed at the monthly Community MARAC meeting and regular updates to be provided to the victim/complainant.