

Community Trigger Process Chart

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

Neighbourhood and Criminal Justice Manager (or nominated CSS SMT member) and Community Safety Team Manager informed and forwarded on the trigger request email. Relevant CSO appointed by Community Safety Team Manager to lead on the case.



2. Acknowledgement letter sent to 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 review request-**

Once information is received, lead CSO to put together report on the template document. Case to be discussed with Neighbourhood and Criminal Justice Manager (or nominated CSS SMT member) and Community Safety Team Manager for threshold decision to be made.



4. **Threshold met:** Written response sent to victim within **12 working days from receipt of review request** and process continues

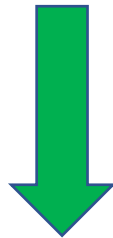
Threshold not met: Written response sent out within **10 working days from receipt of review request** and signposted if applicable to the appropriate agency

Lead CSO to send the relevant letter



5. Panel meeting to be convened within **28 working days of receipt of review request**.
Report to be sent to panel members **two working days before meeting**

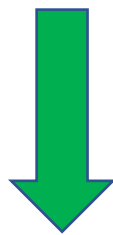
Lead CSO to arrange panel with Neighbourhoods and Criminal Justice Manager to chair (or nominated CSS SMT member). The panel is to be made up of independent representatives from the relevant partners/agencies. The victim/complainant is to be invited to give evidence and those involved in the case are required to provide evidence to the panel.



6. Review panel meets. Outcomes and recommendations agreed - **victim invited to present at panel unless exceptional circumstances prevents this and the chair decides it is inappropriate. Reasoning to be provided to the victim in writing by the chair 48 hours before the panel hearing**

Lead CSO is to present the case and manage the logistics of those presenting evidence.

Notes to be taken by lead CSO for report



7. Report from panel chair sent to agencies and victim within **five 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) is to be sent to the victim.