

Community Trigger Case Review

Appeal Process

Under the North Yorkshire and City of York Community Trigger Case Review process, applicants have a right to appeal either of the following decisions:

- To not undertake a case review meeting
- The outcome of a Case Review Panel meeting

Within 21 days of the applicant being notified of either decision being made, the applicant has the right to follow the appeal process (as detailed below) and have the request recorded by their Local Delivery Team representative.

Informal Appeal

In the first instance, applicants should speak with their Local Delivery Team representative as an informal appeal against either decision.

It may be the case that it is only part of the decision that the applicant disagrees with and the issue may be simply rectified under local resolution with recommendations being altered appropriately.

Should the informal appeal process not adequately deal with the issue, then the formal appeal process should be adopted.

Formal Appeal

A formal appeal process will **not** be instigated unless the informal appeal process has been undertaken.

The process will differ slightly depending on the decision which is being appealed.

To not undertake a case review meeting:

This appeal would be transferred to a Local Delivery Team representative with responsibilities for considering Community Trigger Case Review applications from another local authority area in North Yorkshire or the City of York. It would be transferred to another area which was similar in make up to the originating case.

The Case Review Application forms would be transferred as if they had been received by that representative initially. That local representative would follow the process within the existing published timescales to determine if the case should be reviewed under the Community Trigger case review process.

That local representative would respond directly to the applicant and inform the originating Local Delivery Team of their decision. Should the appeal determine that a case review meeting should take place; the originating Local Delivery Team would take responsibility for co-ordinating the case review meeting as if they had made the decision for the case review to be undertaken.

The outcome of the Case Review Panel meeting:

The case file as prepared for the first review panel would be passed to a similar Case Review Panel via a Local Delivery Team contact with responsibilities for considering Community Trigger Case Review applications in another local authority area in North Yorkshire or the City of York. It would be transferred to another area which was similar in make up to the originating case.

The original decision/outcome would also be passed to the appeal Case Review Panel meeting and they would be asked to conduct a review as if it were a case from their area in line with the published process and timescales.

The local representative for the area in which the appeal Case Review Panel meeting is held would contact the applicant directly to inform them of the outcome of the appeal, and would notify the originating Local Delivery Team. It would then pass to the originating Local Delivery Team to ensure that any action plan was undertaken and monitored.