

Community Triggers

Know your facts

What is the Community Trigger?

If you have already reported ongoing Anti-Social Behaviour (ASB) to either the Police, your District/Borough Council or your housing provider and you feel that the agencies involved have not taken action to resolve it, you can activate the Community Trigger.

The Community Trigger has been designed to give victims of ongoing Anti-Social Behaviour (ASB) the right to request a review of their case and bring agencies together to take a joined up, problem solving approach to find a solution. It is also called an ASB Case Review.

When can I activate the Community Trigger?

The Community Trigger can be used if you have complained to your District/Borough Council, Suffolk Police and/or your housing provider:

- on **three** or more occasions about separate incidents of anti-social behaviour in the past **six** months, and;
- reported each incident of anti-social behaviour within **one** month of it happening, and;
- request a case review within **six** months of when you reported the incidents

This is called the threshold and if the threshold is not met the ASB Case Review will not take place.

The Community Trigger can be used if your concern is about anti-social behaviour where you consider that the agencies involved have not taken action in respect of your complaint.



IPSWICH
BOROUGH COUNCIL



West Suffolk
Council



Who can apply to activate the Community Trigger?

An application can come directly from the victim(s) of anti-social behaviour or from a third party (with the victim's consent), such as a family member, friend or local elected representative (a councillor or MP).

How do I activate the Community Trigger?

You can activate the Community Trigger and request a review of your case by going to your District/Borough Council website - click on the relevant logo above to be directed to the council's website. Using the search option on the website, search for anti-social behaviour case review or community trigger and you will be directed to a webpage where you will be provided with a list of ways you can request a review.

The options include:

- Online reporting form
- Email
- Telephone
- Details of who you should write to
- By visiting your Council office

Information you will be asked to provide:

To request a case review you will need:

- your name, address and contact details
- the dates of each time you have complained
- who you reported the incidents to
- details of who you complained to (name, organisation, and/or incident reference numbers you were given)
- information about the anti-social behaviour

What happens next?

Your application will be reviewed by the relevant bodies involved in your case. You will be notified whether or not your case meets the Community Trigger threshold. If it does not, you will be given advice on what else you can do.

If your case does meet the criteria, the relevant bodies; including local authorities, the police, local health teams and registered providers of social housing have a duty to carry out a review of your case.

They will consider what actions have been taken, and whether other actions need to be taken.

You will be allocated a single point of contact and you will be kept updated on your Community Trigger application, including the outcome of the review, and if any recommendations for future actions are made.

Complaints

The Community Trigger does not replace individual organisations complaints procedures or your opportunity to complain to the Local Authority Ombudsman or Independent Police Complaints Commission (IPCC), if you are unhappy about the service you have received.