

Community Trigger

The Community Trigger is an ASB case review and is designed to give victims of anti-social behaviour the right to a review of their case, bringing together partner agencies to find a joined-up solution or identify additional tasks that will bring about a resolution.

It allows victims of persistent ASB the opportunity to voice their concerns and be heard.

The process is a safety net for victims of anti-social behaviour who believe they have not had a satisfactory response to their reports of anti-social behaviour.

Any case that meets the threshold requires the relevant organisations to undertake a formal review of the case, to find out the impact on the victim and the effect that it is having; organisations include police, local authorities, health services and providers of social housing.

A qualifying complaint is:

- reported at least three anti-social behaviour incidents or at least one hate crime to either us, the police or your housing provider in the last six months:
- reported the incident within one month of it happening:
- request a case review within six months of when you reported the incidents.

The case review only ensures there is a review where incidents have been reported and no action has been taken.

In addition, the Community Trigger can be activated by a person on behalf of the victim, someone who is aware of the circumstances and acts with the victim's consent. This might include a family member, friend, carer, councillor, Member of Parliament or other professional.

