

# The Community Trigger.

## Empowerment or Bureaucratic Exercise?

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Don't suffer in silence

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# Executive Summary

In May 2012 the Home Office issued a White Paper entitled 'Putting Victims First: more effective responses to anti-social behaviour'. This was a precursor to the development of the 2014 Anti-Social Behaviour, Crime and Policing Act. In her foreword, the Home Secretary at the time (our current Prime Minister) stated that the government wanted to **empower victims and communities**. It is worth quoting the full paragraph here:

*We want to empower victims and communities. Too often people in a local area are desperate to have the behaviour that's blighting their neighbourhood dealt with, they just don't know how to get the authorities to take action. Elected Police and Crime Commissioners and neighbourhood beat meetings will help, but we will support local communities by introducing a new Community Trigger to compel agencies to respond to persistent anti-social behaviour. We are working with a number of leading local areas, including Manchester, West Lindsey and Brighton & Hove to trial the trigger this year.*<sup>1</sup>

Following a long tradition in the field of anti-social behaviour, no plans were put in place to evaluate the effectiveness of legislation brought in to address the issues identified in the White Paper. This report specifically analyses the way in which the Community Trigger has been introduced in law, interpreted around the country, and utilised in practice. It will indicate a wide breadth of usage and a situation that falls far short of the aim of empowering victims. In many cases, we would suggest it is nothing more than a bureaucratic exercise, creating more paperwork, draining already tight public resources, and yet still not bringing desperately-needed respite for victims.

Specific issues we have identified in this report are that:

- there is great confusion over how to use the Community Trigger;
- there has been limited publicity of the Community Trigger meaning that many victims who would be entitled to activate it are unaware of its existence;
- statutory guidance to make the Community Trigger accessible to all victims has been frequently ignored; and
- data on its usage is very difficult to obtain and effectively compare.

Alongside these issues, we are concerned that victims are not being properly represented or heard in the case reviews that do take place. Fundamentally, victims of anti-social behaviour are not being put first.

ASB Help was set up after the landmark case of Fiona Pilkington who killed herself and her disabled daughter Francecca in 2007 in desperation after police failed to adequately respond to her 33 calls to report harassment. The Community Trigger should be a power that can prevent another case like the Pilkington one occurring. Without some important changes to the way it is being both interpreted and used in practice, we believe another Fiona Pilkington could easily happen again. We believe she would not have known it existed given the lack of promotion and if in her area the only way of activating the Trigger was through the Police by calling 101 it is highly unlikely she would have had the emotional strength to try that given all her past difficult experiences of calling that very same number. There is potential in the Trigger but work needs to be done to make it more accessible and improve agency attitudes towards its purpose.

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<sup>1</sup> Home Office. *Putting Victims First. More Effective Responses to Anti-Social Behaviour*. May 2012, page 3

# 1. Introduction

## 1.1 Government White Paper: Putting Victims First

In recognition of the fact that the old approach to anti-social behaviour wasn't working, with more than half of ASBOs (Anti-Social Behaviour Orders) breached and many of them repeatedly, a consultation was undertaken amongst victims to discover what they wanted to see happen.

Their response was:

1. That their problem be taken seriously
2. An efficient service and a quick response
3. The problem to stop and not happen again. <sup>2</sup>

The aim of the Home Office White Paper *Putting Victims First: effective responses to anti-social behaviour* was to help make that happen and was an important precursor to the drafting of the 2014 Anti-Social Behaviour, Crime and Policing Act.

Seeking to take on board the needs of the victims, the government put forward the following four main approaches to address the concerns of victims:

1. Local agencies must focus their response to anti-social behaviour on the needs of victims through helping agencies to identify and support high risk victims and give frontline professionals more freedom in applying restorative or reparative approaches and improving the way anti-social behaviour is measured in the Crime Survey for England and Wales so that it is based more on people's actual experiences rather than perceptions.
2. Support people and communities in establishing what is and isn't acceptable locally and in holding agencies to account, to be done primarily through the Community Trigger.
3. Ensure professionals have the powers they need to deal with the persistent anti-social behaviour which causes serious harm to victims or their community by streamlining the old 19 tools to deal with anti-social behaviour to just 6.
4. Focus on long term solutions to anti-social behaviour by addressing the issues that drive much of it in the first place such as binge drinking, drug use, mental health issues, troubled family backgrounds and irresponsible dog ownership. <sup>3</sup>

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<sup>2</sup> Home Office. *Putting Victims First. More Effective Responses to Anti-Social Behaviour. May 2012, page 6*

<sup>3</sup> Home Office. *Putting Victims First. More Effective Responses to Anti-Social Behaviour. May 2012, page 6-7*

## 1.2 Community Trigger Trials

One of the main ways the Home Office planned to empower victims and communities was set out in the Home Secretary's foreword to the White Paper:

*Elected Police and Crime Commissioners and neighbourhood beat meetings will help, but we will support local communities by introducing a new Community Trigger to compel agencies to respond to persistent anti-social behaviour.*<sup>4</sup>

The suggestion that elected Police and Crime Commissioners and neighbourhood beat meetings help enable this is not something we have seen victims of anti-social behaviour experience. That is perhaps a subject for a separate report. The Community Trigger was tested at a pilot stage and therefore went through a level of rigour that the other powers introduced in the 2014 Act did not. This certainly indicated a real commitment on behalf of the Government to get the Community Trigger right.

The Community Trigger enables a victim to insist on a multi-agency case review if they have crossed a certain threshold (three incidents in the past six months is the stated minimum) and are not getting respite from the anti-social behaviour. Whether they have reported it to the police, their local authority, a housing provider or other appropriate agency, they are entitled to activate the Trigger.

The pilot brought out some really positive experiences from victims who had activated the Trigger:

*"As soon as we pressed it [the community trigger] things just really changed for the better. Previously agencies had seemed powerless, but all of a sudden you had someone saying they were going to sort it out for you."*

*"Although I didn't get the full action I wanted, I'm very glad I used the trigger as there have been a number of positive consequences. We were given the specific name of a person to communicate with [which hadn't happened before] and this was very reassuring. The community trigger made it clearer and easier to see what action was taken, it gave us a focal point."*<sup>5</sup>

That said, there were some issues arising from the trials, especially around information sharing and how it was publicised. The report emphasised the importance of having all agencies on board and in agreement about how triggers are dealt with, stressing that there needs to be trust between agencies and that the trigger is a process of problem solving and finding solutions for the victim, not an investigatory complaints process.

There were concerns on how the trigger and its process would be publicised, especially to ensure the most vulnerable victims crying out for help learned of its existence. We had some real concerns about the mechanics of the Trigger which we felt were too vague – the lack of a standardised trigger, how exactly victims were going to pull the trigger and particularly, how anyone would know 3 or more people had reported the same incident/behaviour without adequate response.

This report looks at how the Community Trigger has fared now it is law. Is there confusion over how it should be interpreted? What plans were put in place to publicise it? Is it true that agencies must work together for it to achieve its aims? What sort of take-up has there been of the Community Trigger and crucially have victims found it to empower them in their quest for an end to the anti-social behaviour they are suffering? Or has it all been a waste of time?

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<sup>4</sup> Home Office. *Putting Victims First. More Effective Responses to Anti-Social Behaviour. May 2012, page 3*

<sup>5</sup> Home Office. *Empowering Communities, Protecting Victims. Summary report on the community trigger trials. May 2013, page 27*

## 2. The 2014 Act

As the Anti-Social Behaviour, Crime and Policing Bill passed through Parliament, there was heated debate about some aspects of the Bill, in particular the Injunction for Nuisance and Annoyance (as it was called at that point) and the Public Spaces Protection Order. The Community Trigger was not a point of focus.

The Act was introduced along with statutory guidance. In regard to the Community Trigger the Act itself does not even refer to it by this name. Herein begins the confusion.

Entitled the 'response to complaints about anti-social behaviour' the legislation refers throughout to carrying out an ASB case review. There is no mention of the Community Trigger. There is also no mention that a victim should activate it only where they are dissatisfied with what has been done (something set out in the White Paper). As long as someone has passed the threshold of a certain number of complaints, they can activate the review.

The legislation also requires relevant bodies in a local government area to publish information about how many applications they have had for ASB case reviews, how many did not pass the threshold, how many case reviews took place and how many resulted in recommendations. No explanation is given of where this information should be published.

Turning to the statutory guidance, the Community Trigger is given pride of place as the first power to be covered on page 3 of the guidance. Now entitled the Community Trigger, this is where the suggested threshold is given. The statutory guidance is clear:

*'The Community Trigger can be used by a person of any age, and **agencies should make it as accessible as possible to all victims**' (bold mine, page 4)*

*'Agencies should consider how to maximise awareness of the Community Trigger, in particular among vulnerable people' (page 4)*

*'Using the Community Trigger must be straightforward for the victim. It is good practice to have a number of methods to contact an agency, and consideration should be given to the fact that some victims may feel more comfortable contacting one agency than another.'* (page 9)

*'The Community Trigger can be used by any person and agencies should consider how to make it as accessible as possible to young people, those who are vulnerable, have learning difficulties or do not speak English' (page 9)*

And as for the data, it *'must be published at least annually (page 10)'*.<sup>6</sup>

The next chapter looks at how the legislation and statutory guidance have been interpreted by different parts of England and Wales. We are using the clear statutory guidance as our benchmark and given that it is statutory, we should be seeing this implemented without exception. This is far from the reality.

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<sup>6</sup> Home Office. *Anti-Social Behaviour, Crime and Policing Act 2014: Reform of anti-social behaviour powers. Statutory guidance for frontline professionals, July 2014*

## 3. Interpretation of the Legislation

The Community Trigger was brought into force on 20th October 2014. In practice different local authority areas introduced their Community Trigger at different times, some accompanied by a press release, many simply added to a relevant webpage.

### 3.1 How it is published

We have compiled a Community Trigger Directory <sup>7</sup> which shows the relevant information for each local authority area on what their threshold for the Trigger is and how it can be activated. Compiling this directory has required a great deal of work because in many cases the information has been well hidden. If the police is the lead agency for the Trigger, local authority websites have not even bothered to publish the information. This means that a victim who is suffering ASB that is not a police matter may not even be aware of this empowering resource available to them.

Astonishingly, very few Police and Crime Commissioners have chosen to display information about the Community Trigger on their website. Given that they were specifically mentioned by the Home Secretary in her foreword to the 2012 White Paper as able to help victims who can't get their local agencies to take action, it is deeply concerning that such little regard has been given by PCCs to equipping victims in this way.

In fact, just seven PCC websites give clear information on the Trigger including how it could be activated in each local authority area within their region. That represents just 16% of the total. 23 PCC websites had no information at all, the remainder a combination of less helpful information such as the original press release of its launch (without details of how to use it) or minutes from a meeting analysing how it would be implemented! <sup>8</sup>

An interesting insight came out of one of these papers – a review that indicated that a low take-up of the Community Trigger was due to a lack of awareness and lack of a clear lead but also that “it’s a culture thing – realising that the Trigger is not just a tick box to offer, but a tool empowering victims”.<sup>9</sup>

The fact it goes under two different names can also hinder the process – you can search local authority, police and Police and Crime Commissioner websites in one region, for example Essex, and any search for Community Trigger will bring up no results. This is because in Essex they are calling it the ASB Case Review. It is highly unlikely, however, that a victim will search for it anyway because they do not know of its existence. There has been no national promotion of this empowering tool nor has the media shown interest.

We commissioned a YouGov poll in February 2016 and just 3% of those polled had heard of the Community Trigger (or ASB Case Review).

A Google search on all other powers introduced in the 2014 Act will show a host of recent news articles of where they have been applied. Turn to the two powers introduced for ‘local involvement and accountability’ – the Community Trigger and the Community Remedy – and there has been nothing at all in the news. The statutory guidance indicated the Government’s desire to put these first. The reality is quite different.

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<sup>7</sup> Found online at [www.asbhelp.co.uk/community-trigger-directory](http://www.asbhelp.co.uk/community-trigger-directory)

<sup>8</sup> Information found by searching on each PCC website for the search terms ‘Community Trigger’ and ‘ASB Case Review’, research conducted 8 August 2016

<sup>9</sup> Found on Hampshire PCC website <http://www.hampshire-pcc.gov.uk/Document-Library/ASBConference2015/Community-Trigger.pdf> (link since removed)



There are some areas which are so poor they deserve a particular mention. When asking Telford and Wrekin Council where their information on the Community Trigger was published, I was simply told *“we suggest that people contact our Customer Quality team, who then raise it with the heads of service”*<sup>10</sup> which completely misses the point of the functionality of the Trigger.

In Staffordshire, at the time of writing this report, there was great confusion over the Community Trigger. Local authority websites were directing victims to the Staffordshire Police website, to a page entitled Community Trigger<sup>11</sup> but which was in fact referring to complaints over the police’s stop and search facility, and absolutely nothing to do with anti-social behaviour! It is most unfortunate that this power goes by such a similar name. Searching PCC websites for the Community Trigger often brought up the stop and search facility instead.

Its name is misleading since this power applies just as much to individuals struggling with the target behaviour of a neighbour as it does to ASB affecting a community. We suggest that a name like the ASB Trigger would have been so much clearer.

In Islington, an additional requirement has been added, that a case must be closed for the Community Trigger to be activated.<sup>12</sup> This is completely contrary to the legislation. Unsurprisingly they are reporting zero Triggers to date.

Other areas mention that the Trigger should be used if the victim feels the agencies have not responded in a satisfactory way to their complaints but the legislation actually removed this requirement and as long as a victim has met the threshold (usually three incidents in the past six months) then they can activate the Trigger.

### 3.2 Access

The statutory guidance states that consideration should be given to access and that the needs of vulnerable victims should be taken into account. It also reminds agencies that some victims may feel more comfortable contacting one agency than another.

We have done considerable research on how each local authority area has taken these points into consideration. Our findings are presented in the Appendix to this report. There are situations where the only way someone can activate the Community Trigger is through the police, and only by calling 101.

With Fiona Pilkington in mind, since it would have been the 101 number she had been calling anyway to report the harassment, it is highly unlikely that she would have felt any confidence in calling that same number to expect a different result.

With any victim, if the issue is against a neighbour (and many of the persistent, repeat ones will be), to supply a telephone number as the only way of activating the Trigger is to seriously misunderstand the experience of victims of persistent anti-social behaviour. Fearful of leaving their home, sensing everything they say can be overheard, they would not feel able to activate a Community Trigger in this way.

Conversely, some areas only supply a form that needs to be downloaded and completed before returning it by post or scanned in an email. We believe this shows stark disregard to the situations some of the most vulnerable victims of anti-social behaviour suffer. They do not have online access

<sup>10</sup> Email from Community Safety Worker, 10 February 2015

<sup>11</sup> <https://www.staffordshire.police.uk/article/2043/Community-Triggers-Explained>, July 2016

<sup>12</sup> <https://www.islington.gov.uk/policing-safety/report/antisocial/community-trigger>

at home and therefore their only option is to go down to their local library and print the unwieldy 5 page PDF which cannot even be edited online. Given the sensitivity of many of these situations, we wonder how victims can possibly be expected to endure the stress and embarrassment of trying to fill out such a form in their local library and be sure their information remains confidential. Surely this has made it as inaccessible as possible and another source of frustration for people already feeling let-down by their local agencies.

We have seen some best practice on webpages as shown in Boxes 3.1 and 3.2 (London Borough of Waltham Forest, Blaenau Gwent) but only 20% of all local authority areas were found to supply four different ways to activate the Trigger (email, online form, phone, post). 36% of local authority areas give only one option and this is not just inadvisable, it runs contrary to the whole spirit of the statutory guidance.

In terms of poor examples, we supply a few, noting that we assume this is the only way the Trigger has been promoted. We have not visited the areas nor are resident there so are unaware of any posters displayed at the Council offices or any door-to-door leaflets but consider the latter to have been unlikely given the budget cuts in recent years.

We have chosen specific examples to help illustrate the issues rather than with any desire to point the finger. Some may well have improved their Trigger accessibility since this report was drafted. Most have not been directly contacted to explain the issues.

Blackburn with Darwen Council <sup>13</sup> refers to the future as if it was posted to the website before it came into power, and never updated. It is unclear how you activate it, just saying 'email if you have queries about it'. Likewise, Basildon District Council <sup>14</sup> still refers to it as a pilot scheme.

In terms of general inaccessibility Derby City Council <sup>15</sup> has an 8 page Word form with no instructions on where to send it once completed and South Hams District Council <sup>16</sup> in Devon mentions an online form but there isn't one there. It is common to see reference to an online form but it is actually a paper form to download and complete, rather than an online form which is submitted online.

The statutory guidance mentions providing a named contact which would be helpful for victims, but likely to be extremely useful for agencies too. This has only rarely been embraced, with some notably good examples in Kettering Borough Council, Liverpool City Council, and throughout South Wales where they have set up a dedicated website specifically for the Community Trigger.<sup>17</sup>

In the next chapter we will look at the number of Community Triggers that have been activated across England and Wales. We believe there is a clear correlation between the number of zero returns where not a single Trigger has been activated, and the lack of proper promotion and access of the power in that local area.

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13 Found on the webpage <http://www.blackburn.gov.uk/Pages/Community-trigger.aspx>

14 <http://www.basildon.gov.uk/article/5331/Request-An-Anti-social-Behaviour-Case-Review>

15 <http://www.derby.gov.uk/community-and-living/crime-prevention/community-trigger/>

16 <http://www.southhams.gov.uk/CHttpHandler.ashx?id=12201&p=0>

17 Found on the following webpages: [http://www.kettering.gov.uk/info/98/anti\\_social\\_behaviour\\_and\\_nuisance/1666/community\\_trigger](http://www.kettering.gov.uk/info/98/anti_social_behaviour_and_nuisance/1666/community_trigger), <http://www.merseysidepcc.info/home/down-to-business/community-trigger.aspx> and <http://www.southwalescommunitytrigger.wales/>

### Box 3.1 London Borough of Waltham Forest

The information is clear, a specific contact is given with a variety of ways of contacting them and victims will be represented throughout the process by the ASB Victims Champion, who is also the contact for activating the Trigger.

#### What is the Community Trigger?

The Community Trigger is designed to give victims of 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.

The trigger cannot be used to report general acts of crime, including hate crime.

#### When can I activate the Community Trigger?

The Community Trigger can be used if you have complained to Waltham Forest Council, the police and/or a registered housing provider (social landlord) on 3 or more occasions about separate incidents in the last 6 months and you consider that no action has been taken by relevant agencies.

The ASB must have been reported within 1 month of the alleged behaviour and the application to use the trigger made within 6 months of the report of ASB.

#### How do I activate the Community Trigger?

If you decide to activate the Community Trigger you will need to give the following details:

- Dates of each time you've complained
- Details of where you complained (name, organisation and/or Incident Reference Number)
- Information about the anti-social behaviour

**Online Form:** [Community Trigger form](#)

**Telephone:** 020 8496 6830

**Email:** [communitytrigger@walthamforest.gov.uk](mailto:communitytrigger@walthamforest.gov.uk)

**Post:** Waltham Forest Community Safety Team, ASB Victim's Champion. Rowan House, 1 Cecil Road, Leytonstone, E11 3HF

#### What can I expect?

Once you have activated the Community Trigger, agencies must decide whether or not the threshold has been met. The threshold decision will be made by managers from the police, council and Waltham Forest Housing. This decision will be made within **10 working days**.

If the threshold is met, a case review will be undertaken by partner agencies. The group will review how the partnership has responded to include sharing of information, reviewing actions already taken, and if necessary, make recommendations on how the problem can be resolved. This review will take place within **28 days of the decision being made**.

Each victim has the right to appeal the decisions made by the panel (regarding whether or not the threshold has been met – or with the decision made at the review stage). For Waltham Forest, appeals will be considered by the Chair of ASBRAC (Police Chief Inspector), Head of Community Safety (LBWF) and Head of Neighbourhood Services (Waltham Forest Housing). Appeals will be heard within **15 working days of the appeal being received**.

**Victims will be represented throughout the process by the ASB Victims Champion**

**Help with completing online forms**

If you don't have access to a computer, you can visit a Library Plus branch where you can use a self-service pc to log your request/report. Staff are available to support you if you need it.

Source: <https://www.walthamforest.gov.uk/content/community-trigger-0>

### Box 3.2 Blaenau Gwent

Blaenau Gwent County Borough Council has a summary of what the Trigger is for and then refers the user to the relevant Gwent Police page. It also gives the data on number of Triggers activated. <http://www.blaenau-gwent.gov.uk/resident/emergencies-crime-prevention/community-safety/anti-social-behaviour>

Once on the Gwent Police page, there is a clear explanation of what it is and named contacts and a variety of ways to activate the Trigger for each area which Gwent Police covers.

#### The Community Trigger. What does it mean?

The role of the community trigger is to provide an opportunity for victims of persistent anti-social behaviour to request a review of actions taken by agencies when they feel these actions have not been adequate to resolve the problem.

The community trigger does not replace the internal complaints procedures for each organisation, which will still be available to deal with any issues the victim/complainant may have with a single agency.

In the first instance, any anti-social behaviour should be reported either to the Registered Social Landlord and/or the Local Authority or Police.

The community trigger should be viewed as a last resort for victims of Anti- Social Behaviour if they believe that inadequate action has been taken to deal with their reported incidents. The community trigger enables the victims of persistent Anti-Social Behaviour to request a review by a panel consisting of senior representatives of, Local Authority, Local Health Board, Police and Registered Social Landlords (Housing Provider). The Panel will review the actions taken so far by the agencies involved and may make recommendations regarding further action which needs to be taken.

#### Who to contact for Community Trigger Applications in Gwent

Blaenau Gwent County Borough Council  
Civic Centre  
Ebbw Vale  
NP23 6XB

**Lead Person:** Helena Hunt

**Email:** [helena.hunt@blaenau-gwent.gov.uk](mailto:helena.hunt@blaenau-gwent.gov.uk)

**Telephone:** 01495 356147

Excerpts taken from source: <https://www.gwent.police.uk/advice-and-guidance/victims-of-crime/community-trigger/>

## 4. The Data

If collating information for our Community Trigger Directory was difficult, gathering data which is set out in law to be published has been even harder. Very few have published this information within their pages on anti-social behaviour as a matter of course and many expressed their lack of knowledge that it needed to be published. At the time of writing this report over one quarter of all local authority areas had still not responded to requests for this information made five months previously in March 2016 (see Appendix for the data collected to date).

Of greater concern still, more than half of local authorities/police contacted treated it as a Freedom of Information request. There have also been instances of being passed from one agency to another – something agencies are regularly criticised for doing by victims of anti-social behaviour. Hampshire Constabulary, for example, are the point of contact for the Hampshire Community Trigger. When contacted, they informed me they do not hold information about the number of Triggers that have occurred and that we need to contact each Council instead. Not only is it strange they do not hold this data, but also disappointing that they are not willing to take the initiative and report on it by contacting their Council contacts (which one assumes they have for forwarding on any Trigger requests) or putting us in direct contact with them.

The data, found in the Appendix, is very difficult to collate to give a national picture of the number of Triggers because everyone is reporting it to different reporting periods! Some are reporting a year from when the Trigger was introduced in October 2014, others just to each of their own financial years. Others simply report how many to date.

What the data does indicate, however, is a high level of confusion over what it is all about. Northumberland is the clearest example where they have had 39 Community Trigger requests but none of those 39 met the threshold for a case review. We would suggest that perhaps the Trigger has not been communicated clearly to have such an unusual result.

Most tellingly in these results is the fact that 43% of local authority areas report a zero return, that is no Triggers activated and therefore no case reviews required. Given the findings in Chapter 3, this comes as no surprise. There are areas where the Trigger is hard to access, others where victims would struggle to know it even existed. Hidden away, inaccessible – what kind of empowerment is really on offer?

We believe the desire to put victims first was a genuine one. However, the interpretation by local agencies has often not transmitted this sentiment into reality. Agencies have hidden behind it, seen it as another complaints process, or simply yet more work when they already feel over-burdened. Yet, if we place ourselves firmly in the shoes of victims of persistent anti-social behaviour, traumatised, desperate and at the end of their tether, would our focus be different? The next chapter looks at the impact on victims of a Community Trigger that is not yet fit for purpose.

## 5. The Impact for Victims

The Community Trigger Pilot indicated that victims had felt very positive about the process. We have asked victims to let us know if they have used the Community Trigger and how their experience has been. Unfortunately we have yet to receive a positive response, though we would hope that other agencies would know of instances where the Trigger has given victims respite and tightened up agency practice.

### 5.1 Victims' Experience of the Trigger

We have heard from victims from a variety of circumstances which give anecdotal evidence that all is not well in the use of the Community Trigger.

1. BB had tried to contact every agency she could think of. When she resorted to the Trigger, she tells us most of the recommendations were overruled but that those upheld have not been actioned anyway. She writes:

*"To be honest I am more disgusted with the agencies that are there to supposedly protect us than those who are making our lives hell. They have done more or less nothing to address this problem and we are expected to just sit here and wait for the next event."*

2. JM has suffered anti-social behaviour in the form of neighbour noise and property vandalism for over three years. When she activated the Community Trigger, no one knew what it was! Her situation illustrates some of the other issues still problematic in tackling anti-social behaviour, namely partnership working and information sharing.

*"I have now been informed that there is nothing more that anyone can do (nothing has been done). The situation is now worse than ever. I have been told that the council cannot evict them without the landlord of the property serving notice. The council tell me that they cannot approach the landlord due to the data protection legislation."*

3. ME activated the Community Trigger but was told the threshold had not been met. She appealed this but was told that "all available and appropriate support had been offered". ME claims the appeal letter was full of inaccuracies, and crucially the problems persist so even if procedures have been followed and support offered, why has nothing been done to bring proper respite to the victims? ME states how they have suffered:

*"I had a nervous breakdown and lost my job, both my husband and I jump at every bang and we have to time leaving our property for when they are not there."*

This highlights the deeper issue that a Community Trigger is not primarily to check whether procedures have been followed. It is to put victims first and work together to bring respite for them.

4. LP heard nothing back from activating the Community Trigger about neighbours smoking cannabis and the smell permeating her flat until she contacted ASB Help and the charity investigated what had happened with a police contact. It turned out there had been an oversight in her case! The same occurred for DM who heard nothing back after activating the Trigger until ASB Help stepped in, at which point he immediately received a response.



## 5.2 Victims First?

A general picture emerges from these glimpses into the experience of victims who have activated the Community Trigger and it is not a picture that is placing victims at the forefront.

From their perspective it looks exactly like an opportunity to repeat themselves yet again in another written form, wait a few days, then receive a letter to tell them that procedures were followed. It is when we look at how the Community Trigger is being interpreted and applied through the eyes of victims of anti-social behaviour that we must ask the question as to whether this is simply a bureaucratic exercise with little or no value to victims. Arguably it could make matters worse as they have had to spend yet more time writing about the situation, raising hopes once more that something will be done, all to still be kept at arm's length and told nothing more will happen.

Let's remember that no victim of anti-social behaviour chooses to be a victim. Whilst there are some complicated situations where both parties can be victims and perpetrators, we believe that in the vast majority of cases there are innocent victims who find they are sidelined and become simply a case to push from desk to desk.

We believe there needs to be a radical shift in the outworking of the Community Trigger, one that puts the victim in the centre of the situation, that helps the victim see what has been done and truly understands their frustration. Exemplary practitioners in the field of anti-social behaviour meet with the victim and explain what can realistically be done. They then also meet with the perpetrator and act as an intermediary to seek to bring resolution to the problem. Where the issues continue, they are not frightened to act and they keep the victim informed of what is being done. This is putting victims first, and with practice like that, we would not expect the Community Trigger to be needed.

It is a sorry state of affairs that it is precisely where the practitioners do not empathise with the victim, where it is simply a job for them rather than an empowering way to help others, that the Community Trigger is needed. Yet, when activated, these same practitioners find the words to defend what they have done in a case review and the victim is simply told nothing more can be done. As such it is probably true to say that agencies must work together for the Community Trigger to achieve its aims. We were told by one victim that their housing provider sought legal advice and did not comply with the process refusing to hand over files and answer questions. It is only when these practices are challenged and changed that we can be confident the victims are being heard and that another Fiona Pilkington cannot occur again.

One way to assist in this is to have an advocate for the victim activating the Trigger. We believe that the case review would benefit hugely from having a victim representative present, such as from Victim Support as London Borough of Hillingdon are doing.<sup>18</sup> Another good option would be to ensure there are independent members sitting on the case review, something Oxford City Council has been keen to implement. Even better, to truly place the victim at the centre of the situation, we would suggest panels consider inviting the victim to present their case at the review if they wish. This could have huge potential to identify agencies that are failing. If we put victims first we will not be scared to open ourselves up to examination.

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<sup>18</sup> <https://www.hillingdon.gov.uk/article/29903/Community-Trigger>



# Conclusion

The Community Trigger was introduced from a genuine desire to help victims of persistent anti-social behaviour. The idea that a group of agencies will look together at a case has great potential to highlight failings in a particular agency. It provides a forum where agencies can challenge one another on how they are tackling anti-social behaviour.

Unfortunately, where organisations do not have a good relationship, it is easy to see how such multi-agency case reviews can turn into finger pointing rather than constructive criticism. The lack of a representative for the victim also increases the risk of not putting the victim in the centre of the review and instead focusing on the procedures they have followed and the work done with perpetrators, ultimately looking to cover their backs. Key questions can be missed then such as: Does the victim know things are being done? What support can be given to the victim?

Victims sometimes say they feel like they are the problem because of reporting the anti-social behaviour. Until agencies can put the victim first, not just in rhetoric but in practice, this is going to continue. People do not choose to become a victim of anti-social behaviour. They do not like having to bother agencies all the time, in fact they probably waited as long as possible before making that first call. By the time they are at the stage of activating the Community Trigger, there has been deep damage for their health as a result of living with the effects of anti-social behaviour. Add to that the stress and frustration of not getting results through their local agency and feeling that no-one cares and the pressure is intense.

In our view, the key issues are that:

- There is confusion about how to use the Community Trigger. Some treat it as a complaints process rather than the opportunity to reassess a case with partner agencies. The fact it goes by two different names and has a different threshold set locally adds to the confusion as does the unusual name, rather too similar to the police stop and search complaints process.
- There has been limited publicity of the Community Trigger with no national promotion and no budget to promote it locally. The media has taken no interest and many have no idea of its existence, as supported by the findings of the YouGov poll we commissioned.
- Consideration to making the Community Trigger accessible has not been implemented across the board. The statutory guidelines advise that information about the Trigger is made clear and that there be a number of ways of activating it. In our experience, the availability and prominence of information on local authority and other relevant websites and literature are at best inconsistent and, at worst, well hidden.
- There is a lack of clear communication between partners within a particular area and in general about Community Trigger reporting requirements. Under the 2014 Act, bodies who carry out an ASB case review are obliged to publish every year how many triggers have been activated and how many case reviews have been carried out. Accessing this information is extremely difficult and some Community Safety Partnerships have treated it as a Freedom of Information request rather than a statutory requirement! Those that do publish it use a wide variety of time periods and none, making comparison of data almost impossible.
- Victims are not represented at the case reviews and see little benefit from the process, especially when simply told 'all procedures were followed'. It has not been swift, it has not led to a friendly point of contact, it has not put them first.

We ignore all this at our peril. The Community Trigger has the potential to be effective but only if we treat it as something empowering for victims and not just another bureaucratic exercise.

# Appendix

## Community Trigger data from agencies

Local Authority Area	Methods provided to activate the Community Trigger					Details of statutory Trigger data			
	Online form	Email	Postal	Tel. No.	Nothing found	No. r'cd	Not met threshold	No. case reviews	No. w recs
<b>ENGLAND</b>									
<b>NORTH EAST</b>									
County Durham UA <sup>3</sup>		Y		Y		5	5	0	0
Darlington UA		Y		Y		4	4	0	0
Hartlepool UA					Faulty link	0	0	0	0
Middlesbrough UA	Y		Y	Y		0	0	0	0
Northumberland UA <sup>4</sup>	Y					39	39	0	0
Redcar and Cleveland UA		Y	Y	Y		1	1	0	0
Stockton-on-Tees UA		Y	Y			0	n/a	n/a	n/a
Tyne and Wear (Met County)									
Gateshead		Y	Y	Y		2	2	0	0
Newcastle upon Tyne	Y	Y	Y	Y		1	1	1	1
North Tyneside	Y					26	8	13	2
South Tyneside		Y		Y		3	3	0	0
Sunderland		Y	Y	Y		1	0	0	0
<b>NORTH WEST</b>									
Blackburn with Darwen UA		Y							
Blackpool UA	Y					1	0	1	1
Cheshire East UA <sup>5</sup>		Y	Y	Y		0	n/a	n/a	n/a
Cheshire West and Chester UA <sup>6</sup>		Y	Y	Y		0	n/a	n/a	n/a
Halton UA	Y	Y	Y	Y		0	n/a	n/a	n/a
Warrington UA		Y	Y	Y		1	1	0	0
Cumbria									
Allerdale	Y								
Barrow-in-Furness	Y	Y	Y	Y		0	n/a	n/a	n/a
Carlisle	Y					0	n/a	n/a	n/a
Copeland	Y		Y			0	n/a	n/a	n/a
Eden			Y			1	1	0	0
South Lakeland		Y				0	n/a	n/a	n/a
Greater Manchester (Met County)									
Bolton	Y	Y	Y	Y		16	14	2	2
Bury	Y					0	n/a	n/a	n/a
Manchester	Y		Y			3	1	3	3
Oldham	Y	Y	Y	Y		0	n/a	n/a	n/a
Rochdale	Y								
Salford		Y		Y		2	2	0	0
Stockport	Y	Y	Y	Y		0	0	0	0
Tameside		Y	Y	Y		0	0	0	0
Trafford	Y	Y	Y	Y		0	n/a	2	n/a

Local Authority Area	Methods provided to activate the Community Trigger					Details of statutory Trigger data			
	Online form	Email	Postal	Tel. No.	Nothing found	No. r'cd	Not met threshold	No. case reviews	No. w recs
Wigan	Y	Y	Y	Y					
Lancashire									
Burnley	Y	Y	Y	Y		0	0	0	0
Chorley		Y		Y		0	0	0	0
Fylde	Y			Y		0	n/a	n/a	n/a
Hyndburn	Y	Y	Y	Y		0	n/a	n/a	n/a
Lancaster	Y	Y	Y	Y		4	2	2	1
Pendle	Y								
Preston	Y	Y		Y					
Ribble Valley	Y			Y		0	n/a	n/a	n/a
Rossendale	Y	Y	Y	Y		0	n/a	n/a	n/a
South Ribble	Y		Y	Y		0	0	0	0
West Lancashire		Y	Y			0	n/a	n/a	n/a
Wyre	Y			Y		2	0	2	2
Merseyside (Met County)									
Knowsley	Y		Y			1	0	1	0
Liverpool		Y		Y		2	2	0	0
Sefton	Y	Y	Y	Y		15	13	2	2
St. Helens	Y	Y	Y	Y		4	3	1	1
Wirral	Y								
<b>YORKSHIRE AND THE HUMBER</b>									
East Riding of Yorkshire UA	Y	Y	Y	Y		0	n/a	n/a	n/a
Kingston upon Hull, City of UA		Y	Y	Y		1	0	1	0
North East Lincolnshire UA	Y	Y	Y	Y		2	1	1	0
North Lincolnshire UA	Y	Y	Y	Y					
York UA			Y						
North Yorkshire									
Craven			Y						
Hambleton			Y						
Harrogate			Y			3	2	1	1
Richmondshire		Y	Y						
Ryedale			Y						
Scarborough			Y			4	2	2	2
Selby		Y				0	n/a	n/a	n/a
South Yorkshire (Met County)									
Barnsley			Y	Y		8	0	7	6
Doncaster		Y	Y	Y		3	0	3	3
Rotherham		Y							
Sheffield		Y	Y	Y		18	3	15	15
West Yorkshire (Met County)									
Bradford		Y	Y	Y		0	n/a	n/a	n/a
Calderdale		Y		Y		0	n/a	n/a	n/a
Kirklees	Y	Y	Y	Y		3	3	3	2
Leeds		Y	Y	Y		16	7	9	9
Wakefield	Y	Y	Y	Y		15	15	0	0

Local Authority Area	Methods provided to activate the Community Trigger					Details of statutory Trigger data			
	Online form	Email	Postal	Tel. No.	Nothing found	No. r'cd	Not met threshold	No. case reviews	No. w recs
<b>EAST MIDLANDS</b>									
Derby UA									
Leicester UA			Y			7	3	4	1
Nottingham UA	Y			Y		34	30	4	0
Rutland UA			Y						
Derbyshire									
Amber Valley	Y					1	1	0	0
Bolsover			Y			0	n/a	n/a	n/a
Chesterfield			Y			0	0	0	0
Derbyshire Dales			Y						
Erewash			Y			1	0	1	1
High Peak	Y					0	n/a	n/a	n/a
North East Derbyshire	Y								
South Derbyshire			Y			1	1	1	1
Leicestershire									
Blaby			Y						
Charnwood	Y		Y	Y					
Harborough			Y			0	n/a	n/a	n/a
Hinckley and Bosworth			Y			0	n/a	n/a	n/a
Melton			Y						
North West Leicestershire			Y			2	1	1	1
Oadby and Wigston			Y			0	n/a	n/a	n/a
Lincolnshire									
Boston	Y	Y		Y					
East Lindsey			Y	Y		0	n/a	n/a	n/a
Lincoln			Y	Y		3	1	2	2
North Kesteven			Y	Y		0	0	0	0
South Holland			Y	Y		0	n/a	n/a	n/a
South Kesteven	Y					2	0	2	1
West Lindsey	Y					1	0	0	0
Northamptonshire									
Corby		Y	Y			0	n/a	n/a	n/a
Daventry		Y	Y			0	n/a	n/a	n/a
East Northamptonshire		Y		Y		0	n/a	n/a	n/a
Kettering	Y	Y	Y	Y		1	1	0	0
Northampton		Y	Y	Y		0	n/a	n/a	n/a
South Northamptonshire		Y	Y						
Wellingborough		Y	Y	Y		2	2	0	0
Nottinghamshire									
Ashfield	Y	Y	Y	Y		3	0	3	0
Bassetlaw	Y								
Broxtowe		Y	Y	Y		0	0	0	0
Gedling					No link	0	0	0	0
Mansfield		Y		Y		2	2	0	0

Local Authority Area	Methods provided to activate the Community Trigger					Details of statutory Trigger data			
	Online form	Email	Postal	Tel. No.	Nothing found	No. r'cd	Not met threshold	No. case reviews	No. w recs
Newark and Sherwood	Y			Y					
Rushcliffe	Y					0	0	0	0
<b>WEST MIDLANDS</b>									
Herefordshire, County of UA	Y					0	n/a	n/a	n/a
Shropshire UA <sup>7</sup>	Y					3	3	0	0
Stoke-on-Trent UA			Y	Y		9	1	9	6
Telford and Wrekin UA					No link				
Staffordshire									
Cannock Chase						1	0	1	0
East Staffordshire		Y	Y	Y		3	0	3	3
Lichfield		Y	Y	Y		2	2	2	0
Newcastle-under-Lyme		Y	Y	Y		3	1	3	3
South Staffordshire		Y	Y	Y		1	1	0	0
Stafford		Y	Y	Y		1	1	1	0
Staffordshire Moorlands		Y	Y	Y		2	0	2	1
Tamworth		Y	Y	Y		3	1	2	0
Warwickshire									
North Warwickshire		Y	Y	Y		0	0	0	0
Nuneaton and Bedworth					Faulty link	2	0	2	2
Rugby	Y	Y	Y			1	0	1	0
Stratford-on-Avon	Y		Y			0	0	0	0
Warwick		Y	Y			3	2	1	0
West Midlands (Met County)									
Birmingham	Y			Y					
Coventry		Y		Y		3	2	1	0
Dudley	Y	Y	Y	Y		13	8	5	4
Sandwell	Y								
Solihull	Y	Y	Y	Y		10	4	6	0
Walsall		Y	Y	Y					
Wolverhampton	Y		Y	Y		6	6	0	0
Worcestershire									
Malvern Hills		Y	Y	Y		0	n/a	n/a	n/a
North Worcestershire		Y	Y	Y		2	0	2	2
Worcester		Y		Y		1	0	1	1
Wychavon		Y		Y		0	n/a	n/a	n/a
<b>EAST</b>									
Bedford UA <sup>8</sup>	Y					0	n/a	n/a	n/a
Central Bedfordshire UA <sup>9</sup>		Y	Y			2	0	2	1
Luton UA		Y	Y	Y		3	0	1	1
Peterborough UA		Y	Y	Y		5	5	0	0
Southend-on-Sea UA		Y	Y	Y					
Thurrock UA	Y								
Cambridgeshire									
Cambridge	Y					2	0	2	1

Local Authority Area	Methods provided to activate the Community Trigger					Details of statutory Trigger data			
	Online form	Email	Postal	Tel. No.	Nothing found	No. r'cd	Not met threshold	No. case reviews	No. w recs
East Cambridgeshire		Y	Y			1	1	0	0
Fenland		Y	Y			0	0	0	0
Huntingdonshire		Y				0	0	0	0
South Cambridgeshire	Y					4	1	3	3
Essex									
Basildon	Y		Y	Y		1	1	n/a	n/a
Braintree	Y					1	0	1	0
Brentwood	Y	Y	Y	Y		0	0	0	0
Castle Point		Y	Y	Y		0	n/a	n/a	n/a
Chelmsford	Y	Y	Y	Y		0	n/a	n/a	n/a
Colchester	Y			Y		0	n/a	n/a	n/a
Epping Forest	Y	Y	Y	Y		1	1	0	0
Harlow	Y	Y		Y		2	2	0	0
Maldon	Y		Y	Y		1	1	1	0
Rochford	Y								
Tendring						0	n/a	n/a	n/a
Uttlesford			Y	Y		0	n/a	n/a	n/a
Hertfordshire									
Broxbourne		Y		Y		0	n/a	n/a	n/a
Dacorum	Y	Y	Y	Y		1	0	1	0
East Hertfordshire	Y			Y		3	2	2	0
Hertsmere		Y	Y	Y		0	n/a	n/a	n/a
North Hertfordshire		Y	Y	Y		3	0	3	2
St Albans				Y		0	n/a	n/a	n/a
Stevenage	Y	Y		Y		0	0	0	0
Three Rivers		Y	Y			2	1	?	1
Watford		Y	Y	Y					
Welwyn Hatfield		Y	Y	Y					
Norfolk									
Breckland	Y					0	n/a	n/a	n/a
Broadland	Y					0	n/a	n/a	n/a
Great Yarmouth	Y					1	1	0	0
King's Lynn and West Norfolk	Y					0	n/a	n/a	n/a
North Norfolk	Y					0	n/a	n/a	n/a
Norwich	Y					1	0	1	0
South Norfolk	Y					0	n/a	n/a	n/a
Suffolk									
Babergh	Y	Y	Y	Y		0	n/a	n/a	n/a
Forest Heath	Y	Y		Y					
Ipswich	Y	Y	Y	Y		6	4	2	2
Mid Suffolk	Y	Y	Y	Y		1	1	0	0
St. Edmundsbury	Y	Y		Y					
Suffolk Coastal		Y	Y						
Waveney		Y	Y						

Local Authority Area	Methods provided to activate the Community Trigger					Details of statutory Trigger data			
	Online form	Email	Postal	Tel. No.	Nothing found	No. r'cd	Not met threshold	No. case reviews	No. w recs
<b>LONDON</b>									
Inner London									
Camden		Y	Y	Y					
City of London	Y					0	0	0	0
Hackney	Y	Y	Y	Y		7	5	2	2
Hammersmith and Fulham	Y	Y		Y		1	1	0	0
Haringey	Y		Y	Y		10	10	0	0
Islington	Y	Y	Y	Y		0	0	0	0
Kensington and Chelsea	Y		Y	Y		5	1	4	4
Lambeth	Y					6	3	3	3
Lewisham	Y		Y	Y		0	n/a	n/a	n/a
Newham	Y	Y	Y			1	1	0	0
Southwark	Y		Y			9	2	9	9
Tower Hamlets	Y	Y	Y	Y		5	2	2	2
Wandsworth	Y					3	3	0	0
Westminster	Y								
Outer London									
Barking and Dagenham	Y	Y		Y		14	11	14	14
Barnet		Y	Y	Y		0	n/a	n/a	n/a
Bexley	Y	Y	Y	Y		8	8	3	2
Brent	Y								
Bromley	Y		Y	Y		4	0	0	0
Croydon	Y	Y	Y	Y		1	0	0	0
Ealing					No link				
Enfield		Y	Y			0	n/a	n/a	n/a
Greenwich	Y					9	6	3	3
Harrow		Y				0	n/a	n/a	n/a
Havering				Y					
Hillingdon		Y				3	0	3	2
Hounslow	Y	Y	Y	Y					
Kingston upon Thames			Y	Y		0	n/a	n/a	n/a
Merton		Y	Y	Y		1	1	n/a	n/a
Redbridge	Y	Y	Y			18	15	3	3
Richmond upon Thames	Y					4	3	0	0
Sutton		Y	Y			4			
Waltham Forest	Y	Y	Y	Y		5	2	3	3
<b>SOUTH EAST</b>									
Bracknell Forest UA	Y					0	0	0	0
Brighton and Hove UA	Y					11	11	n/a	n/a
Isle of Wight UA				Y					
Medway UA		Y	Y	Y		7	7	1	1
Milton Keynes UA						4	2	1	1
Portsmouth UA				Y					
Reading UA		Y	Y	Y		1	1	0	0

Local Authority Area	Methods provided to activate the Community Trigger					Details of statutory Trigger data			
	Online form	Email	Postal	Tel. No.	Nothing found	No. r'cd	Not met threshold	No. case reviews	No. w recs
Slough UA	Y		Y	Y		6	3	3	3
Southampton UA				Y					
West Berkshire UA		Y	Y			1	1	0	0
Windsor and Maidenhead UA		Y	Y	Y		2	1	1	1
Wokingham UA	Y	Y	Y	Y		0	n/a	n/a	n/a
Buckinghamshire									
Aylesbury Vale		Y							
Chiltern	Y					1	0	1	0
South Bucks	Y	Y	Y	Y		0	n/a	n/a	n/a
Wycombe			Y			1	0	1	1
East Sussex									
Eastbourne	Y					0	0	0	0
Hastings		Y	Y			2	2	2	2
Lewes		Y	Y			1	0	1	0
Rother		Y	Y			0	n/a	n/a	n/a
Wealden		Y	Y			0	n/a	n/a	n/a
Hampshire						7	1	contact Councils	
Basingstoke and Deane				Y					
East Hampshire				Y					
Eastleigh				Y					
Fareham				Y					
Gosport				Y					
Hart				Y					
Havant				Y					
New Forest				Y		2	0	1	
Rushmoor				Y					
Test Valley				Y					
Winchester				Y					
Kent									
Ashford		Y	Y	Y		0	n/a	n/a	n/a
Canterbury	Y								
Dartford	Y		Y	Y		0	n/a	n/a	n/a
Dover	Y		Y			4	0	4	0
Gravesham	Y					2	2	2	2
Maidstone	Y					0	n/a	n/a	n/a
Sevenoaks	Y					0	n/a	n/a	n/a
Shepway		Y	Y	Y		2	0	2	2
Swale	Y		Y	Y		18	17	1	1
Thanet	Y					0	0	0	0
Tonbridge and Malling	Y		Y	Y		3	2	1	1
Tunbridge Wells	Y		Y	Y					
Oxfordshire									
Cherwell		Y	Y						



Local Authority Area	Methods provided to activate the Community Trigger					Details of statutory Trigger data			
	Online form	Email	Postal	Tel. No.	Nothing found	No. r'cd	Not met threshold	No. case reviews	No. w recs
Oxford		Y	Y			8	4	4	4
South Oxfordshire	Y	Y	Y	Y		3	0	3	3
Vale of White Horse	Y	Y	Y	Y		3	0	3	3
West Oxfordshire		Y	Y	Y		0	n/a	n/a	n/a
Surrey									
Elmbridge		Y		Y		0	n/a	n/a	n/a
Epsom and Ewell		Y				1	0	1	0
Guildford	Y			Y		7	4	3	3
Mole Valley		Y	Y			0	n/a	n/a	n/a
Reigate and Banstead	Y					0	n/a	n/a	n/a
Runnymede			Y	Y		0	n/a	n/a	n/a
Spelthorne		Y	Y			1	1	0	1
Surrey Heath		Y				0	n/a	n/a	n/a
Tandridge	Y		Y			0	n/a	n/a	n/a
Waverley	Y					1	1	0	0
Woking		Y	Y			0	n/a	n/a	n/a
West Sussex									
Adur and Worthing		Y	Y	Y		2	1	2	2
Arun		Y	Y			0	n/a	n/a	n/a
Chichester	Y					0	n/a	n/a	n/a
Crawley	Y		Y	Y		2	0	2	2
Horsham	Y		Y						
Mid Sussex	Y	Y	Y	Y		2	2	2	2
<b>SOUTH WEST</b>									
Bath and North East Somerset UA	Y		Y						
Bournemouth UA	Y		Y						
Bristol, City of UA	Y		Y	Y		34	9	26	19
Cornwall UA <sup>10</sup>				Y					
Isles of Scilly UA <sup>11</sup>					No link	0	n/a	n/a	n/a
North Somerset UA		Y		Y		5	2	2	0
Plymouth UA			Y			10	9	1	1
Poole UA			Y			1	0	1	1
South Gloucestershire UA	Y		Y			2	1	1	1
Swindon UA					No link	0	n/a	n/a	n/a
Torbay UA									
Wiltshire UA <sup>12</sup>		Y	Y			1	1	0	0
Devon									
East Devon				Y		1	1	0	0
Exeter					No link	2	1	2	2
Mid Devon				Y		1	1	0	0
North Devon				Y		4	2	2	2
South Hams		Y	Y	Y					
Teignbridge	Y	Y	Y	Y					
Torridge		Y	Y	Y					

Local Authority Area	Methods provided to activate the Community Trigger					Details of statutory Trigger data			
	Online form	Email	Postal	Tel. No.	Nothing found	No. r'cd	Not met threshold	No. case reviews	No. w recs
West Devon		Y	Y	Y					
Dorset									
Christchurch	Y		Y			1	1	0	0
East Dorset	Y		Y			2	1	1	1
North Dorset	Y		Y			0	n/a	n/a	n/a
Purbeck	Y		Y			0	n/a	n/a	n/a
West Dorset	Y		Y			2	0	2	2
Weymouth and Portland	Y		Y			0	n/a	n/a	n/a
Gloucestershire									
Cheltenham	Y			Y		0	n/a	n/a	n/a
Cotswold	Y			Y		0	n/a	n/a	n/a
Forest of Dean	Y			Y		0	n/a	n/a	n/a
Gloucester	Y			Y		4	4	0	0
Stroud	Y			Y		0	n/a	n/a	n/a
Tewkesbury	Y			Y		1	1	0	0
Somerset									
Mendip	Y		Y						
Sedgemoor	Y		Y						
South Somerset	Y		Y						
Taunton Deane	Y		Y						
West Somerset	Y		Y						
<b>WALES</b>									
Isle of Anglesey	Y	Y	Y	Y		1	0	1	1
Gwynedd		Y	Y			1	1	0	0
Conwy		Y	Y	Y		0	n/a	n/a	n/a
Denbighshire	Y	Y	Y	Y		1	1	0	0
Flintshire		Y	Y	Y		0	n/a	n/a	n/a
Wrexham	Y	Y	Y	Y		0	n/a	n/a	n/a
Powys		Y	Y			1	1	1	n/a
Ceredigion					No link				
Pembrokeshire				Y		0	n/a	n/a	n/a
Carmarthenshire					No link	0	n/a	n/a	n/a
Swansea	Y					0	n/a	n/a	n/a
Neath Port Talbot	Y					0	n/a	n/a	n/a
Bridgend	Y					0	n/a	n/a	n/a
The Vale of Glamorgan	Y					0	n/a	n/a	n/a
Cardiff	Y					1	1	n/a	0
Rhondda Cynon Taf	Y					1	0	1	1
Merthyr Tydfil	Y					1	0	1	0
Caerphilly		Y	Y	Y		1	0	1	1
Blaenau Gwent		Y	Y	Y		0	n/a	n/a	n/a
Torfaen		Y	Y	Y		2	1	0	0
Monmouthshire	Y	Y	Y	Y		0	0	0	0
Newport		Y	Y	Y		1	0	1	1



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