

FACTSHEET

COMMUNITY TRIGGER

Feel like No One's Listening? Agencies not being effective?

The Community Trigger is a legal tool that has been created for YOU. If you feel like no-one is listening you can insist on a review of your case, and make your local agencies take action.

How it Works

If you (or others) have reported an incident 3 or more times within a 6 month period and not received a satisfactory response, you can activate the Community Trigger (also known as ASB Case Review) through your Local Authority. This has been designed to give you, the victim, the right to demand that agencies deal with persistent anti-social behaviour.

There will be a multi-agency case review which involves various agencies (eg. local Police, Local Authority, Housing Association, NHS). This is different from a single-agency complaints process which looks at faults in the way an agency responded. The Community Trigger process is more of an attempt to ultimately fix the problem and stop the anti-social behaviour.

Local Point of Contact

Each Local Authority must specify the point of contact for activating the Community Trigger and ensure that applications made to that point of contact are passed on to all the relevant bodies in the local government area. We have a list of Community Triggers and the website link with the details on how to activate it for each local area on our website (www.asbhelp.co.uk/community-trigger-directory). How easy it is to activate the Trigger varies from one area to another.

If your local area is not listed, it should still have an active Community Trigger (if in England and Wales) so just call your local Council or the police on 101 and ask for the details remembering that in some areas it is called the ASB Case Review.

Please note: since each threshold for the Community Trigger is set locally, you may want to check your local area's decision on this in case the threshold is even lower than reporting it 3 times in 6 months. For example, in Brighton and Hove, the trigger can be activated if just one incident has been reported and no action has been taken after a week.

Why Trigger?

The Community Trigger has the potential to make a difference. The multi-agency case review can make recommendations where they see a particular agency has failed in addressing the anti-social behaviour properly. It can lead to a different and more effective approach to a problem. It is your legal right. Don't suffer in silence.