



# Community Trigger

## What is the Community Trigger?

The Community Trigger is a process whereby members of the community can request a review of the response to their complaints of anti-social behaviour.

It brings agencies such as the Police, Local Council and Housing Provider together to review the investigation of your case and ensure that an appropriate response has been provided.

The Community Trigger does not replace organisations' own complaints procedure, or your opportunity to complain to the Local Government Ombudsman or Independent Police Complaints Commission, if you are unhappy about the service received from an individual officer or agency.

## Who can apply?

The Community Trigger can be used by anyone - individuals, businesses or community groups – if one of the following criteria is met:

If you, as an individual have reported the same problem **3 or more times in the past 6 months** to the Council, Police or Housing Provider

**OR**

Different individuals have made reports about the same problem **3 or more times in the past 6 months** to the Council, Police or Housing Provider.

*If you do not meet this criteria the decision may still be made to carry out a review based on factors such as:*

- The persistence of the anti-social behaviour
- The harm or potential harm caused by the anti-social behaviour
- The adequacy of the response from agencies

## What can I expect?

Once you have made a request for a Community Trigger, your council will ask the agencies involved to provide details of your complaints and the actions taken.

The date on which it was reported (this must be within 1 month of the incident)

Date of incident

Description of ASB

How did this cause you harassment, alarm or distress?

Who did you report this to? If you reported to more than one organisation please tell us about them all and provide any reference numbers or incident numbers provided to you.

The date on which it was reported (this must be within 1 month of the incident)

What are you hoping for from this review? .....

Have you made a formal complaint through the Complaints Procedure of the organisation? Yes/No

If so, to which agency have you made the complaint? .....

# Form for Requesting an Anti-Social Behaviour Review

I am requesting a review of my anti-social behaviour case because I believe I have experienced harassment, alarm or distress. I am making this application within **6 months** of the last report of anti-social behaviour.

*Please indicate below which of the criteria you believe applies:*

- I am the victim and I have reported the same problem 3 or more times in the past 6 months to the Council, Police or my Housing Provider.

|                   |  |
|-------------------|--|
| Name of Applicant |  |
| Address           |  |
| Telephone Number  |  |
| Email Address     |  |

- We are a group of people who have individually made reports about the same problem 3 or more times in the past 6 months.

*Complete the details of each person who has complained.*

|                   |  |
|-------------------|--|
| Name of Applicant |  |
| Address           |  |
| Telephone Number  |  |
| Email Address     |  |

|                   |  |
|-------------------|--|
| Name of Applicant |  |
| Address           |  |
| Telephone Number  |  |
| Email Address     |  |

|                   |  |
|-------------------|--|
| Name of Applicant |  |
| Address           |  |
| Telephone Number  |  |
| Email Address     |  |

*If you are making this request on behalf of another person please complete the section below:*

|   |  |
|---|--|
| Name of person on whose behalf this application is made                 |  |
| Their address   |  |
| Their telephone number  |  |
| Their email address   |  |
| Relationship to applicant eg relative, carer, local councillor          |  |
| Does this person know that you have made the request for an ASB review? |  |

In order for us to decide if you meet the threshold for an ASB review we need to have details of **at least 3** of the incidents that you have reported. Please complete the form below:

|  |
|--|
| Date of incident   |
| Description of ASB   |
| How did this cause you harassment, alarm or distress?  |
| Who did you report this to? If you reported to more than one organisation please tell us about them all and provide any reference numbers or incident numbers provided to you. |
| The date on which it was reported (this must be within 1 month of the incident)  |

|  |
|--|
| Date of incident   |
| Description of ASB   |
| How did this cause you harassment, alarm or distress?  |
| Who did you report this to? If you reported to more than one organisation please tell us about them all and provide any reference numbers or incident numbers provided to you. |

Your request will then be scheduled for discussion at the next Anti-Social Behaviour Risk Assessment Conference - ASBRAC (a monthly multi-agency meeting).

You will be sent a letter acknowledging receipt of your request and the date of this meeting.

At the meeting partner agencies will carry out an initial assessment to consider if the criteria has been met and the actions that are needed.

If your request does not meet the criteria a review will not be carried out and you will be informed by letter of this outcome.

If your request does meet the criteria the group will undertake a review on how partners have responded and make recommendations on how the problem can be resolved.

A response will be sent to you by the council, explaining the outcome of your review.

If you are unhappy with the way your application was dealt with or the way the review was carried out, you can contact the Chair of your Local Community Safety Partnership (or if you live in Lincoln, contact the Chair of Crime and Disorder Scrutiny Committee) for an evaluation of your case to ensure the correct procedures have been followed.

## How do I make a request?

There are a number of ways to request a Community Trigger.

*You can either:*

- Complete the attached application form and post it directly to your local council\*
- Visit your council website and fill in the Community Trigger online form
- Phone your council\* direct

*\*Local council contact details can be found on the back of this leaflet.*

### **North Kesteven District Council**

Community Safety Team  
Kesteven Street  
Sleaford  
Lincolnshire  
NG34 7EF  
Telephone: **01529 414155**  
or **01522 699699**  
[www.n-kesteven.gov.uk](http://www.n-kesteven.gov.uk)

### **East Lindsey District Council**

Community Safety Team  
Tedder Hall  
Manby Park  
Louth  
Lincolnshire  
LN11 8UP  
Telephone: **01507 613095**  
[www.e-lindsey.gov.uk](http://www.e-lindsey.gov.uk)

### **South Kesteven District Council**

Community Safety Team  
Council Offices  
St Peter's Hill  
Grantham  
Lincolnshire  
NG31 6PZ  
Telephone: **01476 406080**  
[www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)

### **South Holland District Council**

Community Development Team  
Council Offices  
Priory Road  
Spalding  
Lincolnshire  
PE11 2XE  
Telephone: **01775 761161**  
[www.sholland.gov.uk](http://www.sholland.gov.uk)

### **City of Lincoln Council**

Public Protection and Anti-Social  
Behaviour Team  
City Hall  
Beaumont Fee  
Lincoln  
Lincolnshire  
LN1 1DD  
Telephone: **01522 873378**  
[www.lincoln.gov.uk](http://www.lincoln.gov.uk)

### **Boston Borough Council**

Community Safety Department  
West St  
Boston  
Lincolnshire  
PE21 8QR  
Telephone: **01205 314318**  
[www.boston.gov.uk/](http://www.boston.gov.uk/)  
[CommunityTrigger](#)

### **West Lindsey District Council**

Communities and Localism  
Guildhall  
Marshalls Yard  
Gainsborough  
Lincolnshire  
DN21 2NA  
Telephone: **01427 676676**  
[www.west-lindsey.gov.uk](http://www.west-lindsey.gov.uk)