

## TOP TIPS

- The Case Review or “community trigger” gives victims suffering ASB the opportunity to ask agencies for a review of their case.
- An individual, a business, or a community group can request a review. Your local police or local council will be able to provide you with information about the Community Trigger process in your area.
- Community Triggers are not a complaint against specific agencies. They are an opportunity to find solutions to prevent further ASB.
- The Case Review cannot be used to challenge decisions by the Crown Prosecution Service to not charge individuals with offences or finalise criminal proceedings. A separate complaints procedure exists for these issues.

The Anti-Social Behaviour Case Review, also referred to as the Community Trigger, can be used by victims of anti-social behaviour to request a review of their case by relevant agencies where they believe they have not had a satisfactory response. Relevant agencies are usually Police, Local Authorities, Health, and Housing Providers.

Anti-social behaviour includes a range of nuisance and criminal behaviours which cause alarm, harassment, or distress to others. Whether someone’s actions can be classed as anti-social behaviour relies heavily on the impact it has on other people. The Community Trigger is an important protection for those subjected to anti-social behaviour.

Agencies responsible for Community Triggers must publish a Community Trigger policy, the process for requesting a review, and a relevant point of contact in the agency. The policy must also set a threshold for when the Community Trigger can be applied. This threshold can be no higher than three qualifying complaints in a six-month period.



## Who Can Use the Community Trigger Process?

Any victim of anti-social behaviour can use the Community Trigger. A victim can be an individual or someone acting on their behalf with their consent such as family member, carer, Member of Parliament or other professional.

Businesses and community groups can be victims of anti-social behaviour and can apply for Case Reviews.

The local Community Trigger policy will explain how to make an application to use the Community Trigger. Your local police or local council will be able to provide you with information about the Community Trigger process in your area. Any application needs to ensure it meets the threshold and have sufficient qualifying complaints to be accepted by the relevant bodies. For this process a qualifying complaint is:

- ▶ where the anti-social behaviour was reported within one month of the alleged behaviour taking place; **and**
- ▶ the application to use the Community Trigger is made within six months of the report of anti-social behaviour.

Anti-social behaviour is behaviour causing alarm, harassment or distress to a member or members of the public. When deciding if the threshold has been met the relevant bodies should also consider the persistence of anti-social behaviour, the harm or potential harm caused by the behaviour, the cumulative effect of the behaviour and the adequacy of the response by agencies.

## What will the outcome be?

Once a Community Trigger application has been accepted the relevant bodies will share information about the case, consider any new information, and review the previous actions taken. They may invite the victim to a case review meeting to hear, and understand, the impact the anti-social behaviour is having.

Once all the information has been considered a decision is made on whether further action can be taken. If so, an action plan can be put in place to resolve the anti-social behaviour. At all times during the process the victim is informed of what is happening and wherever possible they should be involved in devising the action plan.

