



HARTLEPOOL
BOROUGH COUNCIL



The Community Trigger (ASB Case Review)

When and how to use it



What is the Community Trigger?

A right under the Anti-social Behaviour, Crime and Policing Act 2014 for repeat victims of anti-social behaviour to request a case review of how their local Council, Police Force, and Clinical Commissioning Group have dealt with their reports. Housing Associations operating in an area can also chose to voluntarily be part of the Community Trigger process.

It is designed to empower victims and bring agencies together to take a joined up, problem solving approach aimed at dealing with some of the most persistent, complex cases of anti-social behaviour.

Who can activate the Community Trigger?

Victims of anti-social behaviour can request the activation of the Community Trigger.

In addition the Community Trigger can be activated by a person on behalf of a victim 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.

When can you use the Community Trigger?

You must have reported at least three separate incidents of anti-social behaviour in the last six months to; Hartlepool Borough Council; Hartlepool Community Safety Team; Cleveland Police; Tees Valley Clinical Commissioning Group; or to your landlord if you are a housing association tenant.

What is Anti-social Behaviour?

Anti-social Behaviour is defined as behaviour that causes harassment, alarm, or distress to any member of the public.



What happens if you activate the Community Trigger?

1. Your request will be acknowledged by Hartlepool Community Safety Team within 5 working days.
2. You will be provided with a named point of contact for your Community Trigger request.
3. You will be offered a referral to Cleveland's Victim Care and Advice Service.
4. You will be offered the opportunity to speak to someone about the anti-social behaviour that you have previously reported, and about why you have made a Community Trigger request. This person can then update relevant bodies on your behalf about your situation when they undertake a case review.
5. The relevant bodies (i.e. Council / Police / CCG / Housing Associations) will carry out a case review of your reports and situation. They will consider whether the Community Trigger criteria has been met, what actions have been taken, and whether it is appropriate for any other actions to be taken.
6. You will be told the outcome of the case review meeting. This will include whether your request has met the Community Trigger criteria, whether any further actions have been recommended, how to appeal any decision.
7. If your request does not meet the Community Trigger criteria you may where appropriate be given advice on what else you can do.
8. The Community Trigger process does not replace organisations own complaint procedures, and you still have the opportunity to complain to the Local Government Ombudsman, or to the Independent Office for Police Conduct.



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Community Trigger requests

To request the activation of the Community Trigger
please contact:

**Hartlepool Community Safety Team
Hartlepool Police Station
Avenue Road
Hartlepool
TS24 8AJ**

Tel: 01429 523100 (office hours)

E-mail: community.safety@hartlepool.gov.uk

www.hartlepool.gov.uk/communitytrigger