

What is the Community Trigger?

The Community Trigger is a process that victims and communities can use to request a review of their case if they feel agencies have not taken action in respect of their anti-social behaviour complaint.

For the purpose of the Community Trigger, anti-social behaviour is defined as*

- Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person.
- Conduct capable of causing nuisance or annoyance etc. to a person in relation to that person's occupation of residential premises
- Or conduct capable of causing housing-related nuisance or annoyance to any person.

*Definition taken from the Anti- Social Behaviour, Crime and Policing Act 2014

The Community Trigger is intended to encourage a collaborative problem-solving approach amongst the police, district council and other relevant bodies when dealing with serious and persistent cases of anti-social behaviour to identify whether further action can be taken to resolve the problem.

When can I use the Community Trigger?

- The Community Trigger can be used if your concern is about anti-social behaviour or a hate crime, where you consider that the agencies involved have not taken action in respect of your complaint.
- It meets the locally defined threshold.

The local threshold is:

- You have reported an ASB issue to the Council, Police and/or Registered Housing provider (Social Landlord) on three separate occasions relating to that same issue in the last six months and you are requesting a review of that process; **or**
- The issue or concern affects more than five households or business premises.

Also, in order to activate the Community Trigger:

- The anti-social behaviour must have been reported within one month of it taking place. **and**
- The application to use the Community Trigger must be made within six months of the report of the anti-social behaviour.

How do I activate the Community Trigger?

You can activate the Community Trigger in any of the following ways:

Complete the Community Trigger **online reporting form** at:

For Babergh District Council residents:

www.babergh.gov.uk

For Mid Suffolk District Council residents:

www.midsuffolk.gov.uk

or

Email:

community.trigger@baberghmidsuffolk.gov.uk

or

Telephone: 01449 724642 to request a **printed version** of the form.

or

Write to:

Community Trigger, Communities (Safe)
Babergh and Mid Suffolk District Councils
Endeavour House
8 Russell Road
Ipswich IP1 2BX

What happens if you activate the Community Trigger?

Your application will be reviewed by the relevant bodies involved in your case.

You will be told whether or not your case meets the Community Trigger threshold. If it does not, you may be given advice on what else you can do.

If your case does meet the criteria, the relevant bodies will carry out a review of your case. They will consider what actions have been taken, and whether other actions need to be taken.

You will be allocated a single point of contact and you will be kept updated on your Community Trigger application, including the outcome of the review, and if any recommendations for future actions are made.

The Community Trigger does not replace individual organisations complaints procedures or your opportunity to complain to the Local Authority Ombudsman or Independent Police Complaints Commission (IPCC), if you are unhappy about the service you have received.



THE COMMUNITY TRIGGER

When and how to use it

Mid Suffolk & Babergh District Councils are working together with Suffolk Police and Partners to tackle anti-social behaviour.