



Safer Leicester Partnership  
Working together for a safer City

## Community Trigger

### FACTSHEET

The Anti-Social Behaviour Police and Crime Act 2014 received Royal assent in March, 2014. The relevant provisions of the Act came into force on 20<sup>th</sup> October 2014. This fact sheet provides information on one of the key elements in the Act which is the procedure on the Review of Response to Complaints, also known as the Community Trigger.

### What is a Community Trigger?

The Community Trigger is a process which allows members of the community to ask their Community Safety Partnership, in Leicester's case this is the Safer Leicester Partnership, to review their response(s) to specific complaints of anti-social behaviour.

The process is designed to ensure that no-one continues to suffer the harmful effects of anti-social behaviour and hate incidents. Local authorities, police and health services are required to jointly deal with antisocial behaviour complaints raised by members of the community. Private registered providers of social housing also have a duty to cooperate with this group, as they play a key role in tackling antisocial behaviour in local areas.

The Community Trigger gives victims and communities the right to request that actions previously taken to resolve any complaints about anti-social behaviour are reviewed, particularly where they believe that an ongoing problem has not been addressed to their satisfaction.

The Community Trigger is designed to ensure that partners work together to review the actions taken to date, identify whether any additional actions **can** be taken to resolve the issue. This is done by sharing information and using resources to try and reach an agreeable outcome.

The Community Trigger is not a first port-of-call; it is only to be used if members of the community believe that there has been a failure to respond to their original complaint.

*Nb: The Community Trigger does not replace the complaints procedures of individual organisations, or the individual's opportunity to complain to the [Local Government Ombudsman](#) or the [Independent Police Complaints Commission](#)*

## When can the Community Trigger be used?

The Community Trigger can be used in the following situations:

- If you (as an individual) have complained to the Council, Police or a Registered Housing Provider (social landlord) about three separate incidents of anti-social behaviour in your locality in the last six months.
- If three individuals in your local community have complained separately to the Council, Police or Registered Housing Provider (social landlord) in the last six months about the same incident of anti-social behaviour in the locality.
- If you have been a victim of a Hate Crime or Incident in the last six months.

## How Are Community Triggers Activated?

In order to activate the Community Trigger, individuals are required to complete a form and forward it to; the Chair of the Safer Leicester Partnership, [kirk.master@leicester.gov.uk](mailto:kirk.master@leicester.gov.uk) and the Head of Community Safety [daxa.pancholi@leicester.gov.uk](mailto:daxa.pancholi@leicester.gov.uk)

## What to Expect?

- Once a Community Trigger has been activated, the Chair of the Community Safety Partnership will acknowledge the request within 5 working days.
- Agencies involved in the issue will be asked to provide details of the complaints and actions that have been previously considered and taken; and an assessment will be made as to whether the community trigger meets the threshold or not.
- If the request meets the threshold then the individual(s) will be informed of this and when to expect a response. If the request does not meet the threshold, then this will be communicated to the individual(s) together with an explanation as to how the decision was reached.
- If the community trigger does meet the threshold, the appropriate agencies and partners will discuss in detail the anti-social behaviour. The partners will review how the partnership has responded to date and make recommendations on how the problem can be resolved (there may be instances where every possible step has already been considered and partners are unable to do more).
- A response will be sent to the individual(s) by the Chair of the Community Safety Partnership, explaining the action taken together with information on how the Partnership will attempt to resolve the anti-social behaviour, where appropriate.

***We value diversity and work to ensure that Leicester is an inclusive city. Community Trigger applications may be rejected if they are thought to be prejudicial, discriminatory, malicious, unreasonable or frivolous.***