

Community Trigger

Anti-social behaviour is defined as any behaviour causing harassment, alarm or distress. Persistent anti-social behaviour can damage or seriously affect another person's quality of life. Community triggers make it easier for victims and communities to get this behaviour stopped.

In Gwent, with effect from 20 October 2014, the community trigger provides victims and communities the right to demand that persistent anti-social behaviour is dealt with effectively by the various agencies involved.

It is a new provision in the Anti-social Behaviour, Crime and Policing Act which received Royal Assent in March 2014.

What does the community trigger mean?

The community trigger provides an opportunity for victims of persistent anti-social behaviour to request a review of actions taken by agencies when they feel these actions have not been adequate to resolve the problem.

The community trigger does not replace the internal complaints procedures for each organisation, which are still available to deal with any issues the victim/complainant may have with a single agency.

In the first instance, any anti-social behaviour should be reported either to the registered social landlord and/or the local authority or police.

The community trigger should be viewed **as a last resort** for victims of anti-social behaviour if they believe that inadequate action has been taken to deal with their reported incident.

The community trigger enables the victims of persistent anti-social behaviour to request a review by a panel consisting of senior representatives of the local authority, health board, police and registered social landlords (housing provider).

The panel will review the actions taken so far by the agencies involved and may recommend further action which needs to be taken.

Who can activate the community trigger?

- victims of anti-social behaviour
- a victim's representative on their behalf, e.g. family member, friend, carer, councillor, MP or other professional person as long as they have the victim's consent
- businesses or community groups

Assistance will be provided to victims who require additional support.

When can the community trigger be activated?

A community trigger can be activated if the victim has complained to a local authority, police and/or registered social landlord three times about separate anti-social behaviour incidents in the last six months and believes that the action taken to resolve their complaint has been inadequate.

Each report must be made within one month of the anti-social behaviour incident occurring, and all three complaints must be made within six months of the first complaint.

Three such 'qualifying complaints' meet the threshold for community trigger activation.

The community trigger may also be activated where five individuals or groups from the local community have complained separately to the council, police and/or registered social landlord in the last six months about the same location, culprit or problem, and they believe that the action taken has been inadequate.

The community trigger may also be activated if the victim has complained to the council, police and/or registered social landlord about separate hate incidents in the last six months, and believe the action taken has been inadequate.

A hate incident is defined as any incident where the main motivation is the disability, race, religion, transgender identity or sexual orientation of the victim.

How can a community trigger be activated?

The community trigger can be activated as follows:

- telephone (01633) 851704
- email community.trigger@newport.gov.uk
- write to Community Trigger Officer, Newport City Council, Regulatory Service (Environment & Community), Civic Centre, Godfrey Road, Newport NP20 4UR

What happens next?

After applying for a community trigger review you will be contacted by the nominated contact within the council and receive an acknowledgement within five working days.

The relevant agencies involved will be contacted to check what information they hold and the review panel will then decide whether the application has been successful.

If successful, the panel, made up of senior representatives from the council, police, registered social landlords and local health board, will review the case. The panel will decide whether to make recommendations to the relevant agencies to take further action, or will uphold the action taken by those agencies to date.

The council will write to let you know when you can expect a response. In some cases a response can be provided quickly but in more complex cases involving more agencies, this may take slightly longer.

However, you should not wait longer than 10 working days, from the date of receipt, to hear whether your application has been passed to the review panel.

You should not wait more than 30 working days for written confirmation of the decision made by the review panel. This will either be upholding the actions taken by agencies so far, or recommending further action to be taken to resolve the anti-social behaviour experienced.

Dissatisfied with the panel decision?

If you are dissatisfied with the way the application was processed, or how the review was carried out, an appeal process is available and can be supplied upon request.