

# Community Trigger

## Leicester, Leicestershire and Rutland

Responding to and tackling anti-social behaviour and hate motivated incidents is a high priority for agencies across Leicester, Leicestershire and Rutland. The County, City and Rutland have strong mechanisms which allow the police, council, housing providers, other organisations and communities to work in partnership with each other to tackle anti-social behaviour and hate incidents.

### What is a Community Trigger?

The Community Trigger is a process which allows members of the community to ask the Community Safety Partnership to review their response to complaints of anti-social behaviour. Registered Housing Providers (social landlords) will also be included in this process.

The Community Trigger gives victims and communities the right to require action to be taken where they believe an ongoing problem has not been addressed. It helps us and you by making sure that no-one suffering the harmful effects of anti-social behaviour and hate incidents falls through the net. It will also ensure that all that can be done is being done.

The Trigger is designed to ensure we work together to try to resolve any complaints about anti-social behaviour. We will do this by talking about the problem, sharing information and using our resources to try to reach an agreeable outcome.

Local authorities, police and health services will deal jointly with complaints raised by members of the community to try to resolve ongoing antisocial behaviour issues. Private registered providers of social housing will 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 is not a first port-of-call; it is only to be used if you believe that there has been a failure to respond to your complaint.

If you have experienced ASB and want to report it, please call:

Police – 101

Harborough District Council – 01858 828282 or email  
[communitysafety@harborough.gov.uk](mailto:communitysafety@harborough.gov.uk)

If you have experienced a hate Incident please contact the Hate Incident Monitoring Project – 0116 305 8263 or [www.leics.gov.uk/reporthat](http://www.leics.gov.uk/reporthat) or call the Police on 101

In an emergency call 999.

### **When can I use the Community Trigger?**

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.

It should also be noted that in order for a Community Trigger to be considered you must have made your initial complaint of the ASB within one calendar month of the incident occurring.

Furthermore you must request the Community Trigger to be activated within six months of the date of that initial complaint.

The Trigger does not replace the complaints procedures of individual organisations or replace your opportunity to complain to the [Local Government Ombudsman](#) or to the [Independent Police Complaints Commission](#) if you believe that your complaint has not been dealt with adequately.

### **How do I activate the Community Trigger?**

In order to activate the Community Trigger please contact the Community Safety Team [communitysafety@harborough.gov.uk](mailto:communitysafety@harborough.gov.uk).

### **What can I expect?**

Once you have asked for a Community Trigger to be activated, the Community Safety Team shall acknowledge your request within 5 working days.

They shall ask the agencies involved to provide details of your complaints and actions that they have considered and taken to date. The Senior Community Safety Officer and officers from partner agencies shall look at this information in order to decide whether a Community Trigger should be activated.

You shall then be informed if your enquiry meets the threshold and whether a Community Trigger will be activated and a review undertaken. If it does not meet the threshold you shall be informed with an explanation on how the decision was reached.

If it does meet the threshold, a meeting will take place between officers from the appropriate Community Safety Partnership agencies who have had an involvement in the case, including the Registered Housing Provider and other partners (if they are involved) to discuss the anti-social behaviour and what actions have been considered and taken. The group will review how the Partnership has responded and draft a report of its findings.

A response will be sent to you by the Senior Community Safety Officer explaining the action taken and also suggestions on how the Partnership will attempt to resolve the anti-social behaviour.

### **Appeals**

If you are not entirely satisfied with the response you receive you have the right to an appeal.

The appeal shall be conducted by the Chair of the Community Safety Partnership, who shall convene a meeting of senior officers of the Partnership in order to discuss your case further.

### **Equality and Diversity**

We value diversity across Leicester, Leicestershire and Rutland and work to ensure that it is an inclusive sub region. Community Trigger applications may be rejected if they are thought to be prejudicial, discriminatory, malicious, unreasonable, vexatious or frivolous.