



HILLINGDON

LONDON

Please read the following information before completing the Community Trigger request:

What is a Community Trigger (ASB case review)?

The Community Trigger gives victims and communities the right to request a formal review of their case when they believe that they have had no response, or an unsatisfactory response to their complaint of anti-social behaviour. The Community Trigger is activated where the locally determined threshold is met. The process provides victims of persistent anti-social behaviour with the opportunity to express how the anti-social behaviour has impacted their lives, to provide them an understanding of what is being done to help and what can further be done to help in seeking a resolution.

This is **not** an alternative complaints procedure and **will not** review concerns about service provision. Service complaints should be directed to the individual service complaints procedure.

What is the threshold for a Community Trigger?

- Reported anti-social behaviour to the **qualifying agencies** (council, police and/or a housing association, also known as registered providers) **three times about separate incidents in the last six months and where no effective action has been taken.**
- Each report must be made to either the **council, police, or registered housing provider** within **one month of it taking place and all incidents reported must have taken place in the last 6 months.**
- The anti-social behaviour has persisted and there has been either **no, or an inadequate response from agencies.**

When can you expect a response?

- You will receive an acknowledgement to confirm receipt of your submitted Community Trigger request within 3 days of the application being opened and acknowledged by the review team.
 - You may be contacted by a member of the team should there be any missing information or should we require any clarification.
 - If threshold was not met, you will be contacted in writing to confirm the reason/s why and to provide you with the opportunity to discuss the matter further.
 - If threshold is met, a panel meeting will be organised with all relevant agencies and professionals to allow for the Community Trigger to be reviewed and for recommendations to be made.
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Community Trigger (ASB Case Review)

Representative details (only complete this section if you are a representative of the victim/reporter)	
First name (s)	
Surname (s)	
Date of birth	
Address	
Contact details (including telephone number and email address)	
Relationship to the victim/reporter	
Has the victim/reporter given you their consent to submit this Community Trigger (ASB Case Review) request? <i>The victim may need to be contacted to establish the facts and the review process will not be able to commence until the victim's consent is obtained.</i>	

Victim/reporter details	
First name (s)	
Surname (s)	
Date of birth	
Gender	
Ethnicity	
Address	
Contact details (including telephone number and email address)	
Your tenure (please confirm whether you are an owner-occupier, privately renting, social housing tenant, please also confirm details of your landlord, where relevant)	

Incident summary		
Is your request for a community trigger (ASB case review) related to incidents of anti-social behaviour?	Yes No Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Is your request for a community trigger (ASB case review) related to a hate crime?	Yes No Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
If you have ticked <i>other</i> , please provide further information?		
Have you previously reported three separate anti-social behaviour incidents within the last six-month period to the relevant agencies and there has been either no, or an inadequate response from agencies? (the relevant agencies are the council, the police, and local registered social housing providers).	Yes No	<input type="checkbox"/> <input type="checkbox"/>

Incident details (please provide us with further information relating to the three <u>qualifying</u> anti-social behaviour related incidents)		
Incident one	Date of incident report	
	Reference number of incident report	
	Name of the agency you reported the incident to	
	Name of person spoken to (if known)	
	Summary of incident	
	Where did the incident take place?	
	Who was involved in the incident	
	Has anyone else witnessed this?	
	If known, the details and address of the perpetrator, or location of incident	
	What was the outcome or conclusion of the agencies investigation into this report and what feedback did you receive?	
Incident two	Date of incident report	
	Reference number of incident report	
	Name of the agency you reported the incident to	
	Name of person spoken to (if known)	
	Summary of incident, including the outcome	
	Where did the incident take place?	
	Who was involved in the incident	
	Has anyone else witnessed this?	
	If known, the details and address of the perpetrator, or location of incident	
	What was the outcome or conclusion of the agencies investigation into this report and what feedback did you receive?	
Incident three	Date of incident report	
	Reference number of incident report	
	Name of the agency you reported the incident to	
	Name of person spoken to (if known)	
	Summary of incident, including the outcome	
	Where did the incident take place?	
	Who was involved in the incident	
	Has anyone else witnessed this?	
	If known, the details and address of the perpetrator, or location of incident	
	What was the outcome or conclusion of the agencies investigation into this report and what feedback did you receive?	

Other information	
How are these incidents affecting you?	
What do you think caused the incidents?	
Please provide any other information that you consider relevant to the Community Trigger (ASB Case Review)	
What outcome are you hoping for?	

Once the application form has been received, a decision will be made on whether this falls within the remit of the Community Trigger and meets the threshold.

In the event of any further incident(s) of anti-social behaviour occurring, please call the police non-emergency 101 reporting line. If there is an immediate threat to your personal safety, please call the police on 999.
