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# The Community Trigger for Anti-Social Behaviour



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## What is the Community Trigger?

The  [Community Trigger](#) gives residents and communities the right to request that agencies deal with persistent incidents of anti-social behaviour (ASB) by reviewing their case and any previous actions taken. Long-running problems can affect a person's quality of life and reduce a community's trust in police and other agencies.

## What is the criteria for the Community Trigger?



Three reports from an individual about separate incidents in six months or three individuals have separately reported similar incidents in six months.

Where the same incident has been reported to more than one agency this is classed as one incident.

## Who can use the Community Trigger?

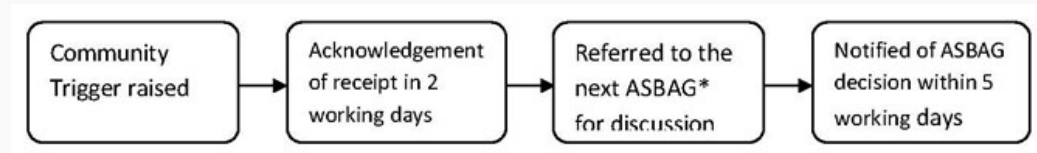
Any resident of Hertsmere can request a trigger if they feel they meet the above criteria. In addition, someone can request one on behalf of their relative or friend should they have their consent to do so. Anonymous requests will not be processed.

## How do I access the Community Trigger?

You can raise the trigger by downloading and completing the  [Community Trigger Referral Form](#) or complete the  [online form](#) or call 020 8207 7801. All completed forms need to be emailed or sent to the Community Safety Intervention Officer, Hertsmere Borough Council, Civic Offices, Elstree Way, Borehamwood, Hertfordshire WD6 1WA or [community.trigger@hertsmere.gov.uk](mailto:community.trigger@hertsmere.gov.uk) and [partnership.support@hertsmere.gov.uk](mailto:partnership.support@hertsmere.gov.uk). You

can request a hard copy of the form to be sent to you by using the contact details above.

### What happens next?



\*Anti-social Behaviour Action Group

### Outcomes

The trigger does not provide agencies with any additional powers to address ASB. The trigger is to ensure that the most appropriate actions have been taken.

If the trigger criteria have been met but no further action can be taken based on the available evidence the case will be monitored at the ASBAG.

If the ASBAG feels that the criteria have not been met advice will be given about the case and how ASB can be reported.

### What happens if I am not satisfied with the outcome?

Following the result from the ASBAG, should you wish to appeal the outcome, you can do so by contacting the Chair of the Joint Agency Group (JAG) for the case to be reviewed. This has to be in writing and sent to: Community Safety Manager, Chair of the Joint Agency Group, Hertsmere Borough Council, Civic Offices, Elstree Way, Borehamwood, Hertfordshire WD6 1WA or emailed

to [community.trigger@hertsmere.gov.uk](mailto:community.trigger@hertsmere.gov.uk) and [partnership.support@hertsmere.gov.uk](mailto:partnership.support@hertsmere.gov.uk).

### Are the details provided confidential?

Your details will not be shared with agencies or individuals outside of the Hertsmere Community Safety Partnership (CSP) and will be stored in line with Data Protection principles.

### Does this replace existing complaints procedures?

The trigger should not be used as a replacement for the existing complaints procedures or to make a complaint against an individual officer or agency. The Community Trigger is a process for problem solving and finding solutions for those concerned, as well as providing a mechanism for multi-agency accountability which cannot be achieved through single agency complaints procedures.

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