



## **The Community Trigger**

**We are listening**

### **Feel like nobody is listening?**

The Safer Buckinghamshire Board is working to reduce anti-social behaviour, and there is more help available to support repeat and vulnerable victims. This document explains what you can do if you feel that no action has been taken to tackle the anti-social behaviour you have reported.

### **What is Community Trigger?**

The Community Trigger gives victims and communities the right to require action to be taken where an ongoing problem has been reported and not addressed. The process is designed to make sure that the Council, local police and other partners, including social housing providers, work together to tackle anti-social behaviour in a timely manner.

We will do this by discussing the problem with our partners, sharing information and acting together to direct our resources to the right places.

It is important to remember that the Trigger is not for making a complaint or reporting new anti-social behaviour cases, if you want to make a complaint about the way in which an organisation has dealt with your case, you should ask them about their complaints procedure.

### **How do I use the Trigger?**

The Community Trigger can be used when three reports have been made to the Council, police or registered social landlord about the same issue in the last 6 months and you feel no action has been taken.

To use the Trigger you can either complete the form at the end of this document or go to your local area website to complete the form online.

Once you have completed this form, please email it to:  
[communitytrigger@buckinghamshire.gov.uk](mailto:communitytrigger@buckinghamshire.gov.uk) or post to: Community Safety Team c/o Directorate for Deputy Chief Executive Localities and Strategic Partnerships, Buckinghamshire Council, The Gateway, Gatehouse Road, Aylesbury, HP19 8FF Tel 0300 131 6000

You will need to provide details of each time you have complained, the organisation you reported it to, the name of the employee you spoke to, a reference number (if this was given to you), and information about the incident(s).

If you have an ongoing complaint that is being dealt with by one of the organisations mentioned, your case cannot be referred through the Community Trigger.

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

Once your Community Trigger application has been received you will be contacted via your preferred method of communication within 3 working days. The ASB Officer or Gatekeeper will review your application within 10 working days, requesting information from relevant agencies. You will be advised whether or not the Community Trigger threshold has been met. A response will be sent to you within a further five working days and you will be advised of the next steps. Should a case review meeting be held, you will be contacted within a further 5 days with details of the outcome of the meeting and providing suggestions on how the Partnership can attempt to resolve the problem.

### **I don't meet the Trigger criteria, what do I do now?**

If you are suffering from anti-social behaviour you can report it by contacting Thames Valley Police on 101, or Buckinghamshire Council (during office hours) on 0300 131 6000. You can also report it to your housing officer or housing association if you are a tenant of a social landlord.

The Community Trigger does not replace individual organisations' complaints procedures or your opportunity to complain to the Local Authority Ombudsman, or Independent Police Complaints Commission (IPCC), which you can use if you are unhappy about the service you have been provided by an individual officer or service.

### **Equality and diversity**

We value the diversity of Buckinghamshire and work to ensure that it is an inclusive community. Trigger applications may be rejected if they are thought to be prejudicial, discriminatory, malicious, unreasonable or frivolous.

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## Applicant Contact Details

If you require any help or guidance in completing this form you can contact the Anti-Social Behaviour Officer by email at [communitytrigger@buckinghamshire.gov.uk](mailto:communitytrigger@buckinghamshire.gov.uk) or telephone 0300 131 6000.

Please provide your details so we can contact you. If you are completing this form on behalf of a friend or client of your service, please ensure that you enter their details in the first section and yours in the second. Please also provide a signed and dated covering letter from them advising us that you are applying on their behalf.

**\*Mandatory Fields**

\*Your name:

\*Your full address, including postcode:

\*Daytime contact number:

Evening contact number:

Mobile number:

Email address:

Preferred method of communication:

Which of these options best describes you?

Housing Association tenant

Private tenant

Owner/occupier

Other

I confirm that the information given in this Community Trigger application is correct to the best of my knowledge (**please tick**)

By requesting that a Community Trigger case review is undertaken, I give my consent for the relevant partner agencies to share information (**please tick**)

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I confirm that I give my authority for the below named person to apply for the Community Trigger on my behalf (*please tick if applicable*)

**If you are filling in this application on behalf of someone else, please complete your details here:**

\*Your name:

\*Your full address, including postcode:

\*Daytime contact number:

Evening contact number:

Mobile number:

Email address:

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## Incident Details

Please complete these details as fully as possible, this will allow us to undertake a thorough review of the ASB incidents that you have mentioned and allow us to make the most appropriate recommendations for your situation.

### Incident One\*

Date of Incident:

Reported by:

Where did it take place?

Please provide full details of incident:

*(Include details of the person/s causing the ASB and what they did)*

How are you/were you affected by the incident?

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Who did you report this to?

What actions did they take?

Why do you believe that no action has taken place?

Reference number *(if applicable)*:

## **Incident Two\***

Date of Incident:

Reported by:

Where did it take place?

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Gateway, Gatehouse Road, Aylesbury, HP19 8FF Tel 0300 131 6000

Please provide full details of incident:

*(Include details of the person/s causing the ASB and what they did)*

How are you/were you affected by the incident?

Who did you report this to?

What actions did they take?

Once you have completed this form, please email it to:  
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Why do you believe that no action has taken place?

Reference number *(if applicable)*:

**Incident Three\***

Date of Incident:

Reported by:

Where did it take place?

Please provide full details of incident:

*(Include details of the person/s causing the ASB and what they did)*

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How are you/were you affected by the incident?

Who did you report this to?

What actions did they take?

Why do you believe that no action has taken place?

Reference number *(if applicable)*:

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## Background Information

**Please let us know of any background information regarding the anti-social behaviour that you would like us to take into account when reviewing your application.**

Please provide details of any special circumstances which you would like us to take into consideration:

Please provide details of any other information relevant to your Community Trigger:

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