



WYCOMBE
DISTRICT COUNCIL



Working for a safer
Wycombe District



The Community Trigger
We are listening

Feel like nobody is listening?

Wycombe Community Safety Partnership (WCSP) is working to reduce anti-social behaviour, and there is now more help available to support repeat and vulnerable victims. This leaflet 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 either:

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 OR five individuals have separately reported the same issue in the last six months and feel no action has been taken.

To use the Trigger you can either complete the form at the end of this leaflet or go to www.wycombe.gov.uk/asb to complete the

form online.

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 you have requested a Community Trigger your application will be assessed and you will receive an email within seven working days. If it meets the criteria, the ASB Team will review your application and arrange a meeting with

appropriate partners within 15 working days. A response will be sent to you within a further three working days detailing 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 the Anti-Social Behaviour Team (during office hours) on 01494 421087. 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 Wycombe district 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.



Please complete the following questions with as much detail as possible and send to the Freepost address given at the bottom.

Have you reported this issue before? (if no, please report this by calling the relevant agency)	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, which organisation did you report this to and when?	Date: Organisation: Date: Organisation: Date: Organisation:
Please tell us the names of any supporting professionals you have previously communicated with regarding this issue (i.e. police, housing officers, social workers, Council staff)	
Does this issue affect more than one person/household or business premise?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please provide as much detail as possible, including the names, addresses and contact details of those affected.	
Where did the incident(s) take place?	
When did the incident(s) take place? Please include date(s)/time(s)/duration	
Who was involved in the incident(s)? Please include names, addresses, description of physical appearance and clothing and the number of people involved.	
Please describe what happened	

Did anyone witness this incident? If yes, please provide their details.	
How are/were you affected by the incident(s)?	
Can you confirm that no action has been taken (to your knowledge)?	
Why do you believe that no action has taken place?	

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 provide details of the person affected by this situation, ensuring you have their permission.

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 <input type="checkbox"/> Private tenant <input type="checkbox"/> Owner/occupier <input type="checkbox"/> Other <input type="checkbox"/>

Please return to:

**Community Services Team Leader
 HY120
 Wycombe District Council
 Queen Victoria Road
 High Wycombe
 Bucks
 HP11 1BB**

