

Community Trigger

Leicester, Leicestershire and Rutland

Responding to and tackling anti-social behaviour and hate motivated incidents are a top 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.

We want to make sure we get it right first time, but recognise there may be occasions when we don't.

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 is taken where 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 and resolve any complaints about anti-social behaviour. We will do this by talking about the problem, sharing information and using our resources to try and reach an agreeable outcome.

The Trigger does not replace the complaints procedures of individual organisations, or your opportunity to complain to the [Local Government Ombudsman](#) or the [Independent Police Complaints Commission](#).

Local authorities, police and health services will deal jointly with complaints raised by members of the community to try and 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

Blaby District Council -

Charnwood Borough Council -

Harborough District Council -

Hinckley Borough Council -

Melton Borough Council -

North West Leicestershire District Council -

Oadby and Wigston Borough Council –

Leicester Anti Social Behaviour Unit (LASBU) –

Rutland County Council -

If you have experienced a hate Incident please contact the Hate Incident Monitoring Project – 0116 305 8263 or www.leics.gov.uk/repothate

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 in the last six months and you consider there has been no action taken.
- If five individuals in your local community have complained separately to the Council, Police or Registered Housing Provider (social landlord) in the last six months about similar incidents of anti-social behaviour and they consider no action has been taken.

How do I activate the Community Trigger?

In order to activate the Community Trigger you are required to complete the attached form and forward it to [CSP Chair & Community Safety Manager email / postal address](mailto:CSP.Chair@leics.gov.uk).

What can I expect?

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

They shall then ask the agencies involved to provide details of your complaints and actions that they have considered and taken to date.

At this point, you shall be informed if your enquiry meets the threshold and whether a Community Trigger will be activated. If it does not meet the threshold you shall be informed with an explanation on how that decision was reached.

If it does meet the threshold, a meeting will take place between the appropriate Community Safety Partnership agencies, or 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 make recommendations on how the problem can be resolved.

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

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 or frivolous.

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