

# Community Trigger

## What is the Community Trigger?

The Community Trigger is a process which allows members of the community to ask local agencies to review their responses to complaints of anti-social behaviour if they are dissatisfied with the outcome.

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 resolve complaints of anti-social behaviour.

You can use the community trigger if you meet one of the following criteria:

- you have made 3 or more complaints in the last 6 months about the same problem and you think no action has been taken, or;
- If 5 individuals have complained separately about the same or similar incidents in the last 6 months where you think no action has been taken, or;
- you have complained about 1 incident motivated by hate in the last 6 months from one individual where you think no action has been taken

## What is the process?

A Community Trigger Application is made to Community Safety & Safeguarding Officer of Lancaster City Council. The Officer will ask the agencies involved to provide details of your complaint and the actions that they have considered and taken. We will aim to do this within 10 working days.

If your application has met the threshold required, it will be reviewed by a multi-agency panel. This will be done within 1 month.

After speaking with the other agencies and reviewing your application, it may have not met the threshold required for further action.

You will be kept informed of any decision that is made during this process. If your application has not met the Threshold and you are unhappy with this response, you can request 2<sup>nd</sup> stage review

## What happens if your application meets the threshold?

A meeting will then take place between the appropriate agencies which may include Lancashire Constabulary, Lancaster City Council, Housing Provider and other partners (if they are involved) to discuss the anti-social behaviour, what actions have been considered and taken.



The group will review how the agencies involved have responded. During this review, the group will look if there are any further actions required or not. If there are further action, the group will make recommendations to the relevant agencies.

You will be kept informed of any decision that is made during this process.

**What happens if your application does not meet the threshold?**

After speaking with the other agencies and reviewing your application, it may have not met the threshold required for further action. If your application has not met the Threshold and you are unhappy with this response, you can request 2<sup>nd</sup> stage review.

This can be done by writing to Community Safety, Lancaster City Council, Cable Street, Lancaster LA1 1HH or via email to [communitysafetyteam@lancaster.gov.uk](mailto:communitysafetyteam@lancaster.gov.uk). You will be informed of the outcome of the review. We will aim to do this within 10 working days.

**What happens if your application is reviewed but has NO further actions agreed?**

After speaking with the other agencies and reviewing your application, the group may feel no further actions are required. If you are unhappy with this response, you can request 2<sup>nd</sup> stage review.

This can be done by writing to Community Safety, Lancaster City Council, Cable Street, Lancaster LA1 1HH or via email to [communitysafetyteam@lancaster.gov.uk](mailto:communitysafetyteam@lancaster.gov.uk). You will be informed of the outcome of the review. We will aim to do this within 10 working days.