



Operating as Wolverhampton's Local Police & Crime Board

The Community Trigger

What is the Community Trigger?

The Anti-Social Behaviour, Crime and Policing act 2014 introduces a number of measures to improve the way in which agencies work together to tackle anti-social behaviour (ASB). These include ways of giving victims a greater say in how ASB is dealt with. The Community Trigger gives victims of ASB or hate crime the right to request a case review if they are not satisfied with how their case has been dealt with by agencies.

If the Community Trigger request meets the required threshold, agencies including Wolverhampton City Council, Wolverhampton ASB Team, West Midlands Police and social housing providers will have a duty to carry out a case review.

What is the threshold for the Community Trigger?

For a case review to take place, one of the following criteria needs to be met:

- ***If you as an individual have reported three separate incidents relating to the same problem in the past six months to the Council, Police or registered social landlord [and you are not satisfied with how your case has been dealt with];***

OR

- ***If you as an individual have reported one incident or crime motivated by hate (due to race, religion, disability, sexual orientation or transgender identity) in the last six months and no action has been taken;***

OR

- ***If you are at least five people who have made reports about the same problem in the past six months to the Council, Police or your registered social landlord and no action has been taken.***

To qualify for a review under the Community Trigger the ASB/hate crime must be reported within one month of the alleged behaviour taking place.

Who can use the Community Trigger?

The Community Trigger can be used by:

- A person who believes they have experienced harassment, alarm and distress and are not satisfied with the response they have received from agencies;
- A person acting on behalf of a victim, for example, a family member, friend, carer, councillor, MP or other professional person. The victim's consent should be sought by the person using the Community Trigger on their behalf;

- The victim can be an individual, a business or a community group.

How do I request a review of my case under the Community Trigger?

You can request a review of your case by:

1. Completing an on line form – available from <http://www.wolverhampton.gov.uk/article/5618/Community-Trigger>
2. Downloading a Community Trigger request form - available from <http://www.wolverhampton.gov.uk/article/5618/Community-Trigger>
3. 'Phoning us on 01902 551188 and we will take your details over the 'phone.

What happens next?

Once we receive your Community Trigger request form, we will then assess your case and, if the threshold has been met, the agencies involved in your case will conduct a review of the way in which it has been dealt with. If the review panel feels that further action is required, they may make recommendations to the relevant agency. You will be kept informed throughout the review process.

A map detailing the Community Trigger process is attached

Further information

If you require more information about the Community Trigger, you can email us at community.trigger@wolverhampton.gov.uk.

The Safer Wolverhampton Partnership