

What is anti-social behaviour?

For the purposes of the Community Trigger, anti-social behaviour is defined as behaviour causing harassment, alarm or distress to a member, or members of the public. Some of the most common incidents of anti-social behaviour are:

- Noisy neighbours
- Noise from barking dogs
- Intimidation
- Abusive language or behaviour
- Violence or threat of violence
- Graffiti/vandalism and low level criminal damage
- Motorbikes and mopeds on footpaths and public parks

Before Broxtowe Borough Council can consider taking action in relation to anti-social behaviour in the borough the perpetrator(s) must be identifiable and each complaint needs to be supported by relevant, sufficient and appropriate evidence which may include a signed witness statement by the complainant, an officer of the council or a police officer.

Anti-social Behaviour Case Review

Broxtowe Borough Council, Nottinghamshire Police, registered social housing providers and Clinical Commissioning Groups work together to tackle anti-social behaviour.

The Anti-Social Behaviour, Crime and Policing Act 2014 introduced new measures to help those who are experiencing anti-social behaviour.

This leaflet explains what you can do if you believe that adequate action has not been taken to tackle anti-social behaviour you have reported.

The Anti-social Behaviour Case Review is a process you can use to ask agencies to review their response to anti-social behaviour you have reported.

The process is designed to ensure that a review can be requested where cases have been reported and it is felt that little or no action has been taken. It is not a complaints procedure.

Once you have asked for a Community Trigger Case Review you will receive an acknowledgement usually within three working days. If your situation meets the threshold criteria a meeting will take place between all appropriate agencies. The group will review how your case has been dealt with and make recommendations on further actions where appropriate.

If the threshold is not met you will be informed and the reasons for the decision explained.

Anti-social Behaviour Crime and Policing Act 2014 Anti-social Behaviour Community Trigger Case Review

What is the Anti-social Behaviour Case Review?

The Anti-social Behaviour Case Review (commonly referred to as the Community Trigger) gives victims and communities the right to require that action is reviewed where it is felt that on-going anti-social behaviour has not been addressed. You can request for your case to be reviewed by a panel made up of representatives from relevant bodies including Broxtowe Borough Council and Nottinghamshire Police that will look collectively at the issues you have reported.

They will look at the actions (if any) that have been undertaken to determine the adequacy of the response to the behaviour complained about based on reasonable expectations and timescales.

The Community Trigger Case Review is not a complaints process. If you want to make a complaint about an individual council officer's conduct please use Broxtowe Borough Council's Complaints Procedure by writing to:

The Complaints Officer
Broxtowe Borough Council
Council Offices
Foster Avenue
Beeston
Nottingham NG9 1AB

Tel: 0115 917 3576

Typetalk: 18001 0115 9177777

www.broxtowe.gov.uk

Who can request a Community Trigger Case Review?

Criteria

Where there have been three separate incidents of anti-social behaviour reported which have caused harassment, alarm or distress, in a six month period any person can request a review.

- Each report must have been formally recorded by the Police, Council, local Clinical Commissioning Group or social housing provider.
- The three reports do not have to have been made to the same organisation.
- A third party can request a case review on behalf of a victim if the victim has signed a consent form.
- A third party request may be made, for example, by a carer, family member, community group, residents association, MP, local councillor or support worker.
- All complaints about anti-social behaviour must have been made within one month of the incident taking place to be considered for the community trigger.

How do I request a Community Trigger Case Review?

If you believe your circumstances meet the criteria for the Community Trigger you will need to complete an application form. You can complete this form online at www.broxtowe.gov.uk

Alternatively telephone 0115 917 3576, or email complaints@broxtowe.gov.uk, or request an application form by writing to:

The Complaints Officer
Broxtowe Borough Council
Council Offices
Foster Avenue
Beeston
Nottingham NG9 1AB

You will need to provide details of each occasion that a complaint has been made and to whom (name/ date/ organisation).

Broxtowe Borough Council's Complaints Officer (CO) is the single point of contact and will receive emails, letters and on-line requests. All telephone requests for a review will be forwarded to the CO. The CO will acknowledge receipt, usually within 3 working days. The CO will forward the information to the Head of Public Protection.

What happens if you meet the criteria?

If your request meets the criteria the Head of Public Protection will co-ordinate as appropriate a meeting of relevant organisations. The meeting will determine the adequacy of the response. If it is felt further action is necessary, an action plan will be formulated and subsequently monitored. You will be kept informed of progress.