



WHAT YOU NEED TO KNOW ABOUT THE ANTI-SOCIAL BEHAVIOUR CRIME AND POLICING ACT 2014: THE REQUIREMENT TO RESPOND TO COMPLAINTS (THE COMMUNITY TRIGGER)

This briefing is one of eight papers that set out the new powers and tools available in the Anti-Social Behaviour, Crime and Policing Act 2014. These powers come into operation from 20 October.

The community trigger enables local people to hold bodies to account on how they have responded to complaints about ASB.

Purpose:

To encourage partnership working across a local area to find solutions and interventions that are effective to tackle ASB. And to enable local people to raise concerns where action is not taken or not effective.

How does the community trigger work?

Relevant bodies in a local authority area should agree and publish procedures relating to ASB case reviews. Reviews should take place where a person requests it and where the agreed threshold has been met.

The threshold must be agreed by the relevant bodies but cannot be less than:

- an application for a review has been made **and**
- at least 3 qualifying complaints have been made in the last 6 months.

In setting the threshold the relevant bodies can also take account of the:

- persistence of the ASB
- harm or potential harm caused by the ASB
- adequacy of response to the ASB.

To be a qualifying complaint it must be made within a month of the alleged ASB occurring and the application for the case review must be made within 6 months from the date of complaint.

Who should respond to the community trigger?

The relevant bodies are:



- local authorities
- police
- clinical commissioning groups
- social housing providers co-opted to the group.

Details:

- the review can include recommendations to a person exercising a public function, including relevant bodies, and the person must have regard to those recommendations in exercising that public function
- the applicant must be informed of the outcome of the review and any recommendations made as a result
- relevant bodies should also publish the number of applications made, and the number that have met the threshold and triggered a review, and made recommendations
- the arrangement under which social housing providers in a local area are co-opted or involved and included is for local determination
- local social housing providers should co-operate with relevant bodies in a local government area in matters that concern ASB reviews.

Tips:

- since it will be determined locally how social housing providers are to be involved or co-opted as relevant bodies, work locally through your existing provider networks/ landlords forum to offer a solution/ structure to the relevant bodies
- get actively involved in the development of the community trigger and the agreed local threshold
- make sure that your internal procedures mean you can co-operate with and respond to reviews and any recommendations made as a result
- ensure that your ASB and complaints procedures clearly signpost to the community trigger and how to use it.

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Sign up to the [Respect Charter](#) – the ASB Charter for housing. It will help you to examine and improve your ASB services, to ensure that they are delivered effectively and efficiently.

For more information on how we can help you to prepare for and use the new tools and powers, and support your work on anti-social behaviour, contact [Gez Kinsella](#) or see our [website](#).