



KIM MCGUINNESS
NORTHUMBRIA
**POLICE & CRIME
COMMISSIONER**

ANTI-SOCIAL BEHAVIOUR AND THE COMMUNITY TRIGGER (ASB CASE REVIEW)

OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORTHUMBRIA
JULY 2022



Anti-Social Behaviour and the Community Trigger (ASB Case Review)

Anti-social behaviour (ASB) covers a lot of different types of behaviour and can affect people in many different ways.

For the purpose of the Community Trigger, ASB means behaviour causing or likely to cause nuisance, annoyance, harassment, alarm or distress to any member of the public or which may have a detrimental effect on someone's quality of life.



What is a Community Trigger (ASB Case Review)?

A Community Trigger (also known as an ASB Case Review) is an important safety net for victims and communities experiencing ASB to request a review of their ASB case and to bring agencies together to find a solution for the victim(s).

An activation should be made where the Threshold is met and where victims are unsatisfied with the response they have received from the relevant agencies.

In essence, the Community Trigger process is designed to put victims at the heart of the case investigation process and for agencies to ensure you feel supported and listened to.

In Northumberland, Tyne and Wear, Community Trigger activations across all of the 6 Local Authorities are coordinated by the Northumbria Office of the Police and Crime Commissioner who will:

- Acknowledge receipt of your Community Trigger request
- Contact you to discuss your case and obtain further information
- Liaise with the relevant Community Safety Partnerships

- Share information with agencies who are responsible for managing anti-social behaviour
- Record and publish relevant data relating to Community Trigger activations

The local Community Safety Partnership would take the lead on arranging the ASB Case Review Panel and providing feedback to the victim(s) and the OPCC.



Threshold

In Northumberland, Tyne and Wear, the threshold to activate a Community Trigger is:

- At least three qualifying complaints have been made about anti-social behaviour in the past 6 months and/or;
- The victim(s) of ASB are considered to be 'high risk'



How to activate a Community Trigger

If you meet the threshold for the Community Trigger you can contact us to raise a request in the following ways:

- By online form: [Community Trigger Online Form](#)
- By Email: enquiries@northumbria-pcc.gov.uk
- By Phone: 0191 221 9800
- By Post: Community Trigger Activation, Office of the Police and Crime Commissioner, Victory House, Balliol Business Park, Benton Lane, Newcastle upon Tyne, NE12 8EW



Publishing Data

There is a legal requirement under the Anti-Social Behaviour Crime and Policing Act 2014 for relevant bodies to publish information including:

- The number of applications for ASB Case Reviews received
- The number of times the threshold for review was not met

- The number of anti-social behaviour case reviews carried out
- The number of anti-social behaviour case reviews that resulted in recommendations being made

This information will be published annually on this page.

As this is the first year (2022-23) the Office of the Police and Crime Commissioner has coordinated this process, data will be available here in April 2023. For up to date data for Community Trigger activations in your area, please see the following links to your relevant Council:

- [Gateshead Council](#)
- [Newcastle City Council](#)
- [North Tyneside Council](#)
- [Northumberland County Council](#)
- [South Tyneside Council](#)
- [Sunderland City Council](#)



Frequently Asked Questions

Can someone activate a Community Trigger on my behalf?

Yes. Providing you give consent for that person to contact us, a Community Trigger can be activated on your behalf. This may be a friend, or family member, a support worker or agency or an Elected Member (Local Councillor). If a friend or family member is contacting us on your behalf, we may need to speak to you initially to obtain your consent.

Can I activate a Community Trigger if my case is closed?

If your ASB case is resolved (if there are no ongoing incidents), you would not meet the threshold to activate a Community Trigger. If you are dissatisfied with the level of service you received whilst your complaints were being investigated, you should contact the relevant authority or organisation and ask how to raise a formal complaint.

If the incidents of ASB are ongoing (even if the case is 'closed') and if you meet the threshold, you are able to submit a request to activate the Community Trigger.

Why do I need to give my consent to share my information?

Under the Data Protection Act 2018 (GDPR) we require your consent to share information with relevant agencies such as your Local Authority, Northumbria Police and supporting agencies.

We do not require your consent to share information if you disclose a safeguarding matter or concern.

What happens if I do not consent to my information being shared?

If you do not consent to your information being shared, we will be unable to process your request to raise a Community Trigger. This is because we need to share the information you give us with the relevant agencies so that they can review your case.



Frequently Asked Questions

If I give consent, who will you share my information with?

The information will be shared with agencies who sit as part of the Community Safety Partnership and who are involved in your case. This may include:

- Northumbria Police
- Your Local Authority
- Your landlord
- The Fire Service
- NHS
- Victim Support agencies
- Agencies who are advocating on your behalf

If I give consent, will you share my information with the person/people causing the anti-social behaviour?

No. The information you provide to Northumbria OPCC will not be shared with the person(s) causing anti-social behaviour. The information you provide will be given to partners who will carry out a review of the ASB incidents, actions taken and to assess whether any further action can be taken to support you and resolve the case.

Can I raise a Community Trigger activation anonymously?

No. In order to process and progress a Community Trigger activation, we need to know who is experiencing issues so that we know who to contact throughout the process.

I am experiencing anti-social behaviour but I do not meet the threshold to activate a Community Trigger – what should I do?

If you do not meet the threshold to activate the Community Trigger you should speak to the agency dealing with your case.

If you are unsure if you meet the threshold, our online form can provide advice and guidance.

If you need help with activating a Community Trigger or assessing whether you meet the threshold, please get in touch with us.



Frequently Asked Questions

If you do not meet the threshold now, you may do so in the future. Please keep this information to hand should you need it.

What happens once I activate the Community Trigger?

Once you activate the Community Trigger we will contact you within 5 working days to discuss your case further and carry out an assessment of risk. With your consent, information will then be shared with the relevant Community Safety Partnership who will:

- Confirm if they agree that the Threshold has been met
- Arrange an ASB Case Review if the Threshold has been met

When the Case review is arranged, you will be invited to attend the beginning of the meeting to talk about how the behaviour has impacted you. If you do not wish to attend you can still take part by:

- Allowing an advocate to attend on your behalf, or with you
- Submitting a letter to be read out at the meeting
- Submitting 10 questions for the Panel to answer

Why can't I stay for the full ASB Case Review meeting?

At the meeting, agencies will discuss sensitive and private information relating to all parties involved in the case, including perpetrators of the ASB. We are unable to share all of this information with you.

What is the difference between the Community Trigger and a complaint against a Service?

Complaints processes are designed to look at faults in a way a particular agency has responded.

The Community Trigger process is not designed to apportion blame. It is there to bring agencies together to ultimately try to fix the problem and draw up a multi-agency action plan to resolve the ASB.



Frequently Asked Questions

What happens if I cannot, or do not want to, attend my ASB Case Review?

The Community Trigger process should be driven by you (the victim of ASB). If you cannot attend, or do not want to attend, the case review you can:

- Ask for the panel to be rearranged to a more convenient time (please note that this may impact our timescales)
- Submit your thoughts/feelings and or questions in writing to be read out at panel
- Arrange for your support worker or advocate to attend on your behalf

Will activating a Community Trigger stop any ongoing action in my case?

Activating a Community Trigger should not stop any ongoing action in your case, however, once agencies review all information, they may decide that there is a more suitable solution to dealing with the ASB. This will be discussed with you as part of your case investigation.

What happens if I am not satisfied with the outcome of the ASB Case Review?

If you are not satisfied with the outcome of the ASB case review, you have the right to appeal.

Appeals can be made directly to the Community Safety Partnership or to the OPCC.

Will the OPCC investigate my ASB case?

No. The role of the OPCC in this instance is to oversee and coordinate the Community Trigger process. We will not be directly involved in case investigations.



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