



The Community Trigger

When and how to use it

The Safer Crawley Partnership includes Sussex Police, Crawley Borough Council and registered housing providers. They work together to tackle anti-social behaviour (ASB) and hate incidents throughout the town.



What is the Community Trigger?

The Community Trigger is intended to encourage a collaborative problem-solving approach amongst the police, council and other relevant bodies when dealing with serious and persistent cases of anti-social behaviour and hate crime, and to identify whether further action can be taken to resolve the problem.

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.

When can you use the Community Trigger?

You must have reported at least three separate incidents of anti-social behaviour or hate crime to the police, council or, if you are a housing association tenant, to your landlord in the last six months.

Each incident needs to have been reported within one month of the incident taking place.



How do you activate the Community Trigger?

- Fill out the eform at www.crawley.gov.uk/communitytrigger
- Contact your housing association, the council or the police for a paper form
- Call your housing association, the council or the police and provide the relevant details over the telephone.

What happens if you activate the Community Trigger?

- Your application will be reviewed by the relevant bodies involved in your case
- You will be told whether or not your case meets the Community Trigger criteria
- If it does not, you may be given advice on what else you can do
- If your case does meet the criteria, the relevant bodies will carry out a review of your case. They will consider what actions have been taken, and whether other actions need to be taken
- You will be allocated a single point of contact and they will keep you updated on your Community Trigger application, including what the outcome of the review is, and if any recommendations for future action are made.

The Community Trigger won't replace organisations' own complaints procedures, and you'd still have the opportunity to complain to the Ombudsman or Independent Police Complaints Commission if you are unhappy about the service you have received.

This leaflet explains how and when you can activate the Community Trigger to request that a case review be carried out for complaints of anti-social behaviour.

If you or someone you know would like help with understanding this document please contact us.

Sussex Police
Neighbourhood Policing Team
Crawley Police Station
Northgate Avenue
Crawley
RH10 8BF

Crawley Borough Council
Nuisance and Anti-Social Behaviour Team
Crawley Borough Council
Town Hall
The Boulevard
Crawley
RH10 1UZ

If you are a housing association tenant you can also contact your landlord at their address.

