

How does it work?

After you have applied the *community trigger*, we will check that your case meets the criteria:

- 1) Three reports by the same person within six months
or, five reports involving the same location, culprit or problem from more than one individual or group within six months
- 2) Trigger application made in a reasonable time – allowing time for action to have been taken.

You'll be contacted about your application within three days.

If you have been successful in applying the trigger we'll let you know what happens next within seven days, and we aim to let you know the outcome within three weeks.

The community trigger does not replace individual agencies' complaints processes.



The *Community Trigger* process in South Gloucestershire includes:

- Avon and Somerset Police
- South Gloucestershire Council
- Local housing providers including Merlin Housing Society
- South Gloucestershire Clinical Commissioning Group

Call 101
for a large text version



Merlin
www.merlinhs.co.uk



against anti-social behaviour



South Gloucestershire
Council

NHS
South Gloucestershire
Clinical Commissioning Group

Have you reported

Anti-Social Behaviour

or a

Hate Incident?

Feel like

nothing's happening?

Use the
Community Trigger
to make sure

your voice is heard

What is *anti-social behaviour*?



It can be any behaviour which makes you feel harassed, alarmed or distressed, and can affect anyone, including community groups and businesses.

Graffiti, littering, damage to property, noise, street drinking and people hanging around outside shops or homes causing a nuisance, can all be reported as anti-social behaviour to the council, police or housing providers.

What is *the community trigger*?



The *community trigger* is for you if you feel that no one is dealing with the anti-social behaviour problems or hate crime you are experiencing.

If you have already reported the problem to the council, police or housing provider, the *community trigger* is a way for you to ask the agencies to review your case. It will make sure we continue to work together to try to solve the problem.

How to use *the community trigger*



It doesn't matter which organisation you have reported the problem to previously, if you want to use the *community trigger* use the details below.

Fill in the online form at:
www.southglos.gov.uk

Write to:
Anti-Social Behaviour Team
South Gloucestershire Council
PO Box 299, Civic Centre
High Street, Kingswood
Bristol BS15 0DR

Call 01454 868582
and say you want to use the Community Trigger

What is a hate incident?

It can be any criminal or anti-social behaviour incident which you feel is targeted at you personally because of your race, religion, age, disability, transgender status or sexual orientation.



I feel intimidated by street drinkers



Rubbish is left in the playground



My shop windows get smashed



Our bins are set on fire



Drunks urinate in my doorway



Car stereos keep me awake



I get graffiti on my wall