

## 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



against anti-social behaviour



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](http://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**