



## **WILL YOU TAKE THE ASB HELP PLEDGE?**

### **What is the Community Trigger?**

The community trigger is a statutory provision introduced in the Anti-Social Behaviour, Crime and Policing Act 2014. For the first time, it provided victims of anti-social behaviour with a legal right to demand agencies review their case where no effective action has been taken to resolve the anti-social behaviour.

### **How Does the Community Trigger Process Work?**

The community trigger process is administered by either the police or council, depending on the area you live or work. Anyone can invoke the community trigger for themselves or on behalf of an individual (with their consent). To be eligible, a victim must have suffered at least three incidents of anti-social behaviour in the preceding six months. Each incident must have been reported to either the police, council, or housing provider within 30 days of it taking place. The community trigger should only be activated if no effective action has been taken to bring the anti-social behaviour to an end. The process is not an alternative route to make a service complaint; it is designed manage cases of serious and persistent anti-social behaviour.

### **Why is the Community Trigger a Positive Tool for Everyone?**

We know that when the community trigger process is used correctly, it benefits every stakeholder; victims have their cases resolved and agency partners can benefit from the expertise of other professionals to formulate a solution to often entrenched and resource intensive cases.

Despite the benefits of the community trigger to all stakeholders, there is no national consistency in how the process is managed. Unfortunately, a myth has emerged that the process is about exposing failings in an agency's management of a case. This is incorrect! The community trigger is not designed to find fault. Its central purpose is to find a solution and protect victims. To remedy this, ASB Help has developed 'THE ASB HELP PLEDGE'.

**Contact us now and sign up to the ASB PLEDGE!**



## What is the ASB Help PLEDGE?

The PLEDGE is an opportunity for agencies who administer the community trigger to review their policy and amend it (where necessary) so that it meets national standards of best practice. ASB Help will guide you through the process and provide you with best practice template documents and training.

The ASB HELP PLEDGE can also be taken by registered providers of housing to ensure their anti-social behaviour policies and public facing literature includes information on the community trigger process. It will enable stakeholders to demonstrate their commitment to victims of anti-social behaviour and the communities they work in. THE ASB HELP PLEDGE IS FREE!!

The PLEDGE focuses upon 6 key areas which are listed below: -

**Promote awareness:** Actively encourage the use of the community trigger to residents & partner agencies

**Legality:** Confirm your organisation is legally compliant and embraces the spirit of the community trigger

**Ensure accessibility:** Publicise the community trigger so the most vulnerable know what it is & how to invoke it.

**Develop your process:** Embrace the full potential of the community trigger by continually reviewing & learning from best practice.

**Generate inclusivity:** Use community trigger review meetings to work collaboratively & strategically, formulating solutions to end the ASB.

**Establish a precedent** of using the community trigger to put victims first and deter perpetrators.

An agency has successfully taken the ASB HELP PLEDGE when their policies and procedures meet best practice, this includes registered providers of housing. On completion, you will be given the ASB HELP PLEDGE logo to promote your organisation's commitment to victims of anti-social behaviour.



Contact us now to register your interest, find out more or to start the ball rolling: -

Email: [admin@asbhelp.co.uk](mailto:admin@asbhelp.co.uk)

Website: [www.asbhelp.co.uk](http://www.asbhelp.co.uk)

Follow us on twitter: @asbhelp

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