

Community Trigger

What is the Community Trigger?

It is designed to make sure that we work together to try resolving your complaint of anti-social behaviour. How will we do this? We'll talk about the problem, share information and act together to try and resolve the complaint.

This is not a first-port-of call; it's to be used if you believe that there has been a failure to respond to your complaint.

The Community Trigger will not 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 from an individual officer or service.

How can I use the Community Trigger?

You are able to use the Community Trigger in the following scenarios:

- If you (as an individual) have complained to Chorley Council, Lancashire Police Constabulary and/or a Registered Housing Provider (social landlord) three times about separate incidents in the last six months, and you think that no action has been taken.

OR

- If five individuals in the local community have complained separately to Chorley Council, Lancashire Police Constabulary and/or a Registered Housing Provider (social landlord) in the last six months about the same incident of anti-social behaviour.

OR

- If you (as an individual) have complained to Chorley Council, Lancashire Police Constabulary and/or a Registered Housing Provider (social landlord) once about an incident or crime motivated by hatred (Hate incident / crime) in the last 6 months.

You can either:

- Enquire via telephone on - 01257 515151
- Send an email to: contact@chorley.gov.uk – providing your name, address and brief details of your request.

We will then send you a form to complete. You will need to provide more details of your complaints and where applicable, the consent of the anti-social behaviour victim

to prove that we can discuss the case with you. When we receive the completed form we will then progress your application.

If you have an ongoing complaint that is being dealt with, your case is not appropriate for the Community Trigger.

What can I expect?

Once you have activated a Community Trigger, Chorley Council's Neighbourhood Team will ask the agencies involved to provide details of your complaints and the actions that they have considered and taken - This can take up to 10 working days.

The Neighbourhood Team will then confirm with you that the trigger threshold has or has not been met. If the threshold has not been met you will be informed via letter with the reasons. If it is met, a case review will be undertaken by the partner agencies - this will take place at a monthly meeting. Agencies will share information related to the case, review what action has previously been taken and decide whether additional actions are possible.

The review encourages a problem-solving approach aimed at dealing with some of the most persistent, complex cases of anti-social behaviour.

The applicant is informed of the outcome of the review. Where further actions are necessary an action plan will be discussed with the applicant, including timescales - this can take up to a further 10 working days after the review meeting.

If the applicant is not satisfied with the outcome of the review, they are able to request a second stage review of their case. This will be carried out by the Head of Health, Environment and Neighbourhoods in Chorley.

Please Note: We are currently updating our online form, which will be available in the future. Further information can be found in the FAQ's in the download section.