

## Don't suffer in silence – report it

If you are suffering from anti-social behaviour you can report it by contacting Nottinghamshire Police on **101** or Ashfield District Council on **01623 450000** and ask for **Community Protection**. You can also report it to your housing office or housing association if you are a tenant of a social landlord.



The Community Trigger does not replace an organisation's own complaints procedures and members of the public should still utilise the complaints procedure of an individual organisation if they are unhappy about the service they received or conduct of an individual officer.

### Equality and Diversity

We value the diversity of the Ashfield District and work to ensure that it is an inclusive community. Trigger applications may be rejected if they are thought to be prejudicial, discriminatory, malicious, unreasonable or frivolous.

If you require this form translating or interpreting into sign language, Braille, other languages other than English or other accessible formats such as large print, please call:  
**01623 450000**



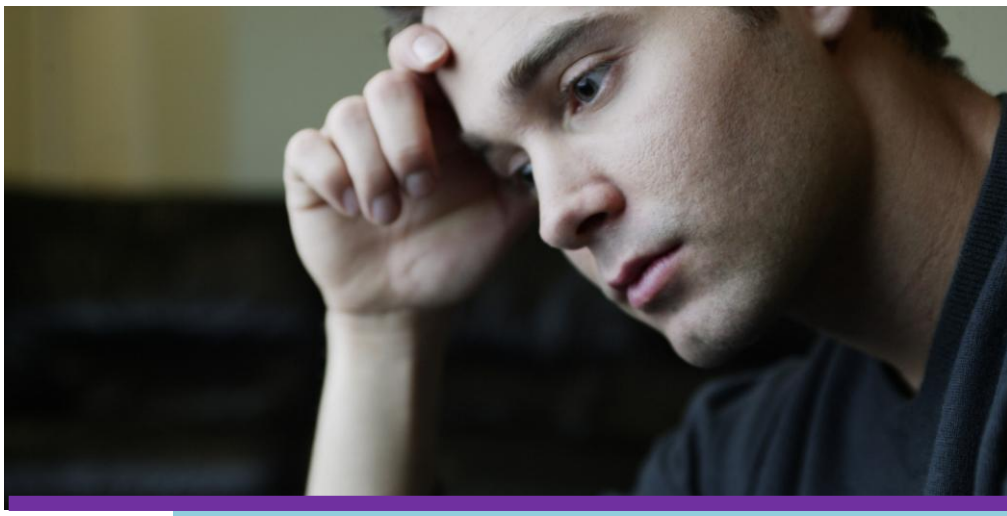
Appendix A  
**Are you  
frustrated  
and feel that  
nobody is  
listening?**



**Help is available to support repeat victims of  
anti-social behaviour**

## The Community Trigger





Ashfield District Council in partnership with Nottinghamshire Police and other agencies are working to reduce anti-social behaviour (ASB). Help is available to support repeat and vulnerable victims of ASB across Ashfield. This leaflet explains what you can do if you are not satisfied with the outcome after reporting ASB.

### What is the Trigger?

The Community Trigger gives victims and communities the right to review the action taken where an ongoing problem has been reported. The process is designed to make sure that the Council, local police and other partners, including registered housing providers, work together to tackle anti social behaviour in a timely manner.

We will do this by talking to you, sharing information among all the relevant agencies and using our resources to try and reach an agreeable outcome.

### When can I Trigger?

If you have complained about Anti-social behaviour (ASB) on three or more separate occasions either to the Council, Police or your housing provider then you may be able to use the Community Trigger. The problems you have reported must have taken place within the last six months and each incident reported within one month of it occurring.

## How do I trigger?

If you think your issue or concern meets the criteria for the Community Trigger you will need to complete an application form.

You can complete this form online at **[www.ashfield-dc.gov.uk](http://www.ashfield-dc.gov.uk)**

Alternatively telephone 01623 450000 and ask for a member of the Community Protection team. Someone can fill in the form over the telephone with you or you can also request an application form by writing to:

**Ashfield District Council  
Council Offices  
Urban Road  
Kirkby-in-Ashfield  
Nottingham  
NG17 8DA**

Or email **[asb@ashfield-dc.gov.uk](mailto:asb@ashfield-dc.gov.uk)**



You will need to provide details of each time you have complained, to who (name, organisation and/or incident reference number), information about the anti social behaviour and what action you understand was taken. We are keen to know what you would like to be done to address the issue.

Your application will be assessed and you will receive an initial response within seven working days. If it meets the criteria, an officer from Ashfield District Council will review your application and arrange a meeting of appropriate partners within 20 working days.

A response will be sent to you within a further two working days detailing the outcome of the meeting and also suggestions on how the Partnership can attempt to resolve the problem.

If you still feel dissatisfied you will be given details of what to do next.