



Multi-Agency Anti-Social Behaviour (ASB) case reviews (also known as the Community Trigger)

When and how to use it

What is an ASB case review?

An ASB case review gives victims and communities the right to request that actions previously taken to resolve any complaints about anti-social behaviour are reviewed,

Members of the public can use this process to request a review of their complaint about anti-social behaviour if they feel that agencies have not taken appropriate action about their complaint. It has been designed to ensure that local agencies such as the police, Mid Sussex District Council (MSDC) and housing providers work together to resolve serious and persistent cases of anti-social behaviour and hate crime.

What is anti-social behaviour?

The Crime and Disorder Act 1998 defines anti-social behaviour as acting in a manner that has "caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household" as the perpetrator.

When can I request an ASB case review?

You can use the ASB case review if:

- You have reported three separate incidents to either MSDC, Police or your registered social housing provider within the preceding 6 month period and feel no effective action has been taken to resolve the ASB; or
- You have reported one hate crime or incident (motivated by hate due to race, religion, disability, sexual orientation or transgender identity in the last six months and no effective action has been taken to resolve the matter.

A manager within one of the relevant agencies can also decide that a review is necessary to safeguard a vulnerable victim of anti-social behaviour.

How do I activate this?

You can activate a review by:

- Completing an online form at:
<https://www.midsussex.gov.uk/forms/?form=36018&w=1>
- Email communitytrigger@midsussex.gov.uk
- Telephone 01444 458166 and ask for the Anti-Social Behaviour team to request a printed version of the form
- Write to: Mid Sussex Anti-Social Behaviour Team, Mid Sussex District Council, Oaklands, Oaklands Road, Haywards Heath RH16 1SS.

What happens next?

- You will be allocated a single point of contact (SPOC), who will keep you updated on your application, including the outcome of the review and if any recommendations for future action are made. This will normally be an officer who has had no direct involvement in the case.
- Your application will be acknowledged and you may be asked to provide further information if necessary.
- The form and any further information will be examined to determine if the threshold for a review has been met and this will be communicated to you.
- Where the threshold has not been met, a letter will be sent to you within 5 working days of the decision explaining the reasons why. You may be given advice on what else you can do.
- If your case meets the threshold, the relevant agencies will carry out a formal review of your case which will take the form of a meeting and chaired by an independent body. You will have an opportunity for your voice to be heard, either at the start of the meeting or if you prefer, through a written victim impact statement. They will consider what actions have been taken and whether further actions are required.
- A plan of action will be agreed and will be communicated to you by your SPOC.

The ASB case review is only available to victims of serious and persistent anti-social behaviour where they feel no effective action has been taken to resolve their case. It does not replace organisations' own complaints procedures. If you have an active complaint to one or more of the agencies involved in your case this will need to be resolved before you can submit a request for a case review. You still have the opportunity to complain to the Local Government Ombudsman or Police Complaints Commission if you are unhappy about the service you have received.

If you have any questions relating to this process please contact MSDC's Anti-Social Behaviour Team via 01444 458166 or email antisocialbehaviour@midsussex.gov.uk.