**Anti-social behaviour case review**

**What is the anti-social behaviour case review?**

The anti-social behaviour case review (previously referred to as community trigger) gives victims and communities the right to request a review of their anti-social behaviour case. The anti-social behaviour case review should ensure victims feel heard, give them an understanding of what is being done to help them, and build their confidence in the agencies involved.

The focus of the anti-social behaviour case review is on the ongoing anti-social behaviour and should be used if you believe your complaint has not been appropriately addressed or no effective action has been taken.

The review does not replace the complaints procedures of individual organisations, or your opportunity to complain to the Local Government Ombudsman or Independent Police Complaints Commission.

**Who can request an anti-social behaviour case review?**

In order to activate the anti-social behaviour case review, you must have.

* Reported ASB to the council, police and/or a registered housing provider about separate incidents in the last six months and no effective action has been taken.  
  or
* Reported one hate crime incident where no effective action has been taken.

Each report must be made to either the council, police, or registered housing provider within must have taken place in the last 6 months.

A victim can be an individual person, business, or community group. A third party can make an application for an anti-social behaviour case review on behalf of a victim, so long as the application is made with their consent. This can include (but is not limited to) a friend, relative, carer, councillor, Member of Parliament, or another professional person. The victim may need to be contacted to establish the facts and the review process will not be able to commence until the victim’s consent is obtained.

**How to submit an anti-social behaviour case review?**

To request an anti-social behaviour case review you can complete, email, write a letter or call us.

If you decide to request an anti-social behaviour case review, you will need to give the following details:

* dates of each complaint
* details of where you complained (name, organisation and/or Incident Reference Number)
* information about the anti-social behaviour.
* your contact details, including telephone number and e-mail address.

Please send your request to: [ASBEnquiries@sefton.gov.uk](mailto:ASBEnquiries@sefton.gov.uk) Tel: 0345 140 0845

Online: [Contact Form (sefton.gov.uk)](https://forms.sefton.gov.uk/contactform/) or in writing: SASBU, Agile Office, The Meadows leisure centre, Hall Lane, L31 7BB