

## Higher risk building trigger

|   |   |  |
|---|---|--|
| 1 working day from receipt of report<br><b>Incident report</b>  | A report has been received raising concerns about unacceptable behaviour in the shared areas of the higher-risk building. An email to be sent to the reporter to confirm receipt and next steps.<br>The report relating to unacceptable behaviour should be sent to the ASB team leader / team manager for assessment at <a href="mailto:localities@hillington.gov.uk">localities@hillington.gov.uk</a> .   |  |
| ↓   |   |  |
| 3 working days from the report being received<br><b>Triage / Risk Assess</b>  | Information requested by the ASB team from relevant services internal / external for information known. The report is risk assessed along with all the information to decide if the threshold has been met. A case on the reporting system should be created in all instances and the reference number provided to the reporter.  |  |
| <b>If YES</b> – Case assigned and reviewed between the ASB team leader / team manager. A 'professionals' meeting should be arranged within 1 working day to formulate a plan for immediate remedials and agreed actions by all attending parties. |   | <b>If NO</b> – The reporter is informed that a case will be raised by the ASB team leader for the standard case work process. The reporter should also be made aware of the appeals process. |
| ↓   |   |  |
| 2 working days from the 'professionals meeting' the following actions to be completed<br><b>Engagement</b>  | <ul style="list-style-type: none"> <li>• Contact made with the reporter for any further information / updates and an action plan agreed.</li> <li>• Site visit to the building conducted with services internal / external</li> <li>• Repairs are completed to secure the building as necessary.</li> <li>• Door knocking to residents and information letters given out which include relevant contact details and included in the letter should be information on ASB awareness / safety advice</li> </ul>  |  |
| ↓   |   |  |
| Within 7 days from the above actions being completed<br><b>Interventions</b>  | <ul style="list-style-type: none"> <li>• Non legal remedies (informal) to be considered and agreed with the team leader / team manager and the ASB officer for the ward locality.</li> <li>• Legal remedies (formal) - A legal meeting to take place to consider legal remedies available</li> </ul>  |  |
| ↓   |   |  |
| 5 working days from meeting with legal<br><b>Case management and review</b>   | <ul style="list-style-type: none"> <li>• Once legal action has been agreed the case officer, with support from the team leader / team manager, should prepare the court bundle and forward to Legal Services for the application to be filed at the court.</li> <li>• Site visits and regular contact with the reporter to continue in addition to any other interested parties</li> <li>• Legal orders implemented and process followed as per the Anti-social Behaviour, Crime and Policing Act 2014</li> <li>• Further professionals meeting arranged, and action plan agreed</li> <li>• Case to remain open for a minimum of 8 weeks</li> </ul> |  |

## Higher risk building trigger

### High Risk Building Trigger Procedure Note

**Threshold:** A report of anti-social behaviour (ASB) will meet the threshold for escalation into the Higher Risk Building Trigger Procedure when the behaviors present either:

**An actual risk** of serious harm, injury, or loss of life to residents, staff, or visitors; or  
**A credible potential risk** of serious harm, injury, or loss of life, based upon nature, frequency or escalation of the behaviour.

**Assessment Criteria:** The threshold is considered met when the reported ASB:

1. **Directly compromises the safety systems** of the building (e.g. fire safety, access control), or
2. **Creates a foreseeable risk** of a serious incident occurring if not addressed, or
3. **It is part of a pattern of escalating behaviors** that increases the likelihood of a serious incident.

### Purpose

To ensure that all staff across the Landlord Service are aware of the Higher-risk building trigger and associated process and understand that the key role of the trigger process is to formally identify and mitigate behavioural risks / emerging risks which have a direct impact on the safety of residents occupying our higher-risk buildings. In turn, the management interventions deployed will trigger a review of the Safety Case for the relevant building.

### Triage / Risk Assessment

#### Unmet Threshold

In all instances, if the threshold is not met, a referral should be sent to the public protection team email address at [publicprotection@hillingdon.gov.uk](mailto:publicprotection@hillingdon.gov.uk), a case will be raised to the ASB team for response and investigation via the case management process.

If the person who has made the report is dissatisfied with the decision that the threshold has not been met, they can appeal this decision via the complaint procedure. The complaint can be made via our website [Complaints - Hillingdon Council](#)

Indicators that the threshold is met may include, but are not limited to:

- Criminal activity that compromises people's building safety such as fire-setting or tampering with the active fire safety systems
- Repeated unauthorised access by individuals known to pose a risk, aggressive or violent behaviour in communal areas including use or threatened use of weapons within communal areas

## Higher risk building trigger

- Vandalism or sabotage of safety-critical infrastructure such as fire doors, alarms, automatic opening vents, emergency lightening and signage.

### **Engagement**

- The professionals meeting should include colleagues from relevant services including (but not exclusively) Police, Repairs Team Leader, Fire Service representative, Housing Officer, ASB officer for the locality, Axis and Homeless Prevention Services.

### **Interventions**

Non-legal remedies (informal) to be considered - Warning letters to be issued, regular site visits to be coordinated so a professional presence is in the building – this should continue for a minimum of 4-weeks providing reassurance to the residents. Any identified repair work needs to be raised and escalated as an emergency, so the site remains secure.

Legal remedies (formal) to be considered – Injunctions (for person known or unknown), partial closure orders, CPWs, CPNs, FPNs, tenancy enforcement action (if identified link to a council property).

| Governance        |   |              |          |
|-------------------|---|--------------|----------|
| Effective from:   | 10/07/25  | Review Date: | 10/07/27 |
| Procedure Owner:  | Director of Community Safety & Enforcement      |              |          |
| Procedure Author: | Bonnie Clarke - ASB Team Leader (Complex Cases) |              |          |
| Approved by:      | Fire Safety Board                               |              |          |
| Version Number:   | 1   |              |          |

## Higher risk building trigger

### Translations

If you would like to receive this information in another language please contact us on 01895 277 038

اگر آپ یہ معلومات کسی دوسری زبان میں حاصل کرنا چاہتے ہیں تو برائے مہربانی ہم سے ٹیلیفون 01895 277 038 پر رابطہ کریں۔

Urdu translation.

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01895 277 038 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Punjabi Translation.

જો તમે આ માહિતી બીજી ભાષામાં પ્રાપ્ત કરવા માંગતા હો, તો કૃપા કરીને અમારો સંપર્ક કરો ટેલિફોન 01895 277 038

Gujrati traditional.

यदि आप यह जानकारी किसी अन्य भाषा में प्राप्त करना चाहते हैं तो कृपया हमसे टेलीफोन 01895 277 038 पर संपर्क करें

Hindi

Hadii aad rabto macluumaad dheerad ah, oo habkale loo dhigey fadlan nala soo xidhiidh nambarka 01895 277 038

Somalia