

Housing & Community Safety Scrutiny Sub-Committee

Wednesday 31 January 2018

7.00 pm

Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1
2QH

Supplemental Agenda

List of Contents

| Item No. | Title | Page No. |
|----------|-------------|----------|
| 7. | Fire Safety | 1 - 32 |

Contact Fitzroy Williams on 020 7525 7102 or email:
Fitzroy.williamsscrutiny@southwark.gov.uk

Date: 26 January 2018

| | | | |
|------------------------------------|--------------------------------|---|--|
| Item No. 7 | Classification: Open | Date: 31 January 2018 | Meeting Name: Housing and Community Safety Scrutiny sub- Committee |
| Report title: | | Fire Safety | |
| Ward(s) or groups affected: | | Borough-wide | |
| Cabinet Member: | | Councillor Stephanie Cryan, Deputy Leader and Cabinet Member for Housing | |

RECOMMENDATION(S)

1. That Housing and Community Safety Scrutiny sub-Committee note progress on fire safety issues as set out below.

BACKGROUND AND PURPOSE

2. Officers have been requested to report back on matters relating to fire safety in the Council's management of our residential assets. That report is below.

KEY ISSUES FOR CONSIDERATION

3. On 14 June 2017 a major fire broke out at Grenfell Tower in West London which resulted in the tragic death of 71 people. It is widely accepted that this fire has proved to be a catalyst for wide-ranging reviews of approaches to fire safety by housing providers and housing authorities nationwide. That is especially so in Southwark given the history of the fire at Lakanal in 2009 and the subsequent Coroners' findings in 2013.
4. This report covers work undertaken to ensure that residents are safe in their homes following that tragic incident. This report, therefore, includes:
 - A response to the findings in the final report of the Resident Fire Safety Scrutiny Panel 2017
 - A response to the findings in the Fire Risk Management Audit Report.
 - A fire safety communications plan.
 - The current position with recommendations for actions arising from fire risk assessments of housing estates.
 - A report on progress on the recommendations from Overview and Scrutiny Committee of June 2017
 - A brief report on the current position at the Ledbury Estate.
 - A report on the management approach towards regulatory requirements around fire safety.

Resident Fire Safety Scrutiny Panel Report

5. On 13 July 2017 Officers reported to Overview and Scrutiny Committee that an independent Resident Fire Safety Scrutiny Panel had been established to review how the Council safeguards residents from fire risk.
6. On 10 November 2017 the final report from the Resident Fire Safety Scrutiny Panel 2017 was published. That report explored issues of managing and

improving fire safety; fire safety communications and awareness; maintenance of fire safety facilities; repairs and refurbishments; resident responsibilities; and what is done for the vulnerable.

7. The Council welcomes that report as a positive contribution to the development of fire safety management in Southwark and looks forward to building on this work with residents. This panel is believed to be one of very few in the country and is a great example of a successful partnership with residents.
8. Appendix 1 sets out the initial draft response to the findings. The report and draft response are to be reported to Tenant Council at its meeting on 19 February 2018 with recommendations on how progress against the actions will be reported.
9. The actions arising from this report will be monitored at Divisional Management Team level with a regular progress report to Housing and Modernisation Senior Management Team at a frequency to be agreed with the new Strategic Director of Housing.

Fire Risk Management Audit Report

10. On 13 July 2017 Officers also reported to Overview and Scrutiny Committee that BB7 had been commissioned to undertake a review of the Council's fire safety processes and procedures.
11. On 24 October 2017 BB7 published its audit report reviewing processes and procedures around the governance and management of fire risk. This report was then presented to Overview and Scrutiny Committee on 15 November 2017.
12. Appendix 2 sets out the initial response to the findings of the audit. There are three main actions arising from the recommendations in the report: the introduction of a fully documented Fire Risk Management System; a review of void processes to incorporate more in depth fire risk assessments; and a review of the security gates and grilles procedure.
13. The actions included in the response will be monitored at Divisional Management Team level with a regular progress report to Housing and Modernisation Senior Management Team at a frequency to be agreed with the new Strategic Director of Housing.

Communications

14. Appendix 3 is the communications plan developed by Housing and Modernisation and the Corporate Communications Team designed to deliver a consistent fire safety message through a range of communication tools.
15. This plan addresses a number of the key findings in the Resident Fire Safety Scrutiny Panel Report.
16. The plan includes both internal and external communications utilising both the Council website and The Source, the Council's intranet, as well as more traditional media.

Fire Risk Management – fire risk assessments and associated actions

17. The Regulatory Reform (Fire Safety) Order 2005 requires a landlord to undertake fire safety risk assessments (FRAs) of the common parts of a residential block of flats. There is no fixed period for reviewing an FRA but in Southwark high-rise blocks (seven storeys plus), hostels, sheltered housing units and tenants halls are all physically reviewed annually. For all other buildings they are assessed annually with a physical review based on the timeline identified by the FRA but which is no longer than every three years. In addition there are 'trigger points' to generate an FRA before a new one is due. This will include any material changes to the building following repairs or improvement works or a significant fire incident.
18. The Council has 2,335 current fire risk assessments (FRAs) for purpose built blocks on our housing estates which are all current and in date.
19. On average each FRA will generate between 8 and 9 recommended actions to mitigate the risk identified. These actions will be prioritized according to the level of risk identified by the Fire Safety Surveyor and allocated to the relevant team through the use of Apex, an asset management system, introduced in spring 2017. Progress in undertaking these actions is monitored by twice-monthly manager meetings and a number of management reports are being developed to support that process alongside training for managers in the use of the system. The introduction of Apex will allow managers to monitor real time progress against these actions.
20. Apex is currently recording 7,397 resolved FRA actions, a level of activity recently that has prompted the LFB to refer other housing authorities to Southwark for advice and assistance on best practice. The LFB have also commented that they have no recorded incidents of reportable fires in the escape routes of our flatted blocks from July 2017 to date.
21. FRA actions for issues identified in common areas of our flatted blocks have reduced over the last six months:
 - July 2017 222 actions
 - August 145 actions
 - Sept 135 actions
 - Oct 104 actions
 - Nov 89 actions
 - Dec 72 actions.
22. This level of reduction is attributed to the zero tolerance approach and fortnightly inspections by housing staff.
23. Current figures from the Customer Resolution Unit show that since July there have been 15 formal complaints and 20 members enquiries about the removal of items from communal areas.

Overview and Scrutiny Recommendations

24. On 19 June 2017 – Overview & Scrutiny Committee (OSC) held an urgent discussion on fire safety and 7 recommendations were made.

- That the cabinet member orders a review of council high rise blocks in Southwark to ascertain the need for and cost of fitting sprinkler systems and any other fire safety measures in those buildings. OSC assumes wider government guidance will be given but this review should not be delayed while that guidance is forthcoming. We encourage Tenant Council to submit a letter to the cabinet member setting out any further representations on fire safety measures, and this should form part of the review.
- The cabinet member should consider making all fire risk assessments for high rise flats above 7 floors public via the council's web site
- The cabinet member should encourage TRAs to hold local meetings with fire fighters to review their fire evacuation arrangements and check that access routes are clear.
- The cabinet member consults with Tenant Council in order to find appropriate representatives to accompany officers on site visits where testing of cladding and building materials is taking place.
- The council reviews best practice and current procedure around fire safety relating to scaffolding used on council buildings
- That the appropriate cabinet member reviews internal guidance documents in respect of both new build and refurbishment projects to ensure they are up to sufficient standard in respect of fire safety.
- That the leader and the cabinet member lobby the government to investigate and respond to the cause of the Grenfell fire quickly and provide funding for fire safety solutions.

25. Progress against those recommendations was reported to OSC on 13 July 2017.
26. As a further update on the first recommendation BB7 had been engaged to review the Council's fire safety processes and procedures and also an independent resident advisory group was established to review how the Council safeguards residents. These reviews are both complete and draft responses, as detailed above, are attached to this report as appendices 1 and 2.
27. Also, on the second recommendation, FRAs for taller blocks have now been published on the Council's website.
28. It is worth noting, for the third recommendation, that the LFB would look to the 'responsible person' ie the landlord to provide fire safety advice of this nature. The Council's Fire Safety Manager has attended very many TRAs over the last six months, a position that is unsustainable. Consequently a set of Technical FAQs have been developed to assist RSOs and other Council staff to provide basic fire safety advice.

Ledbury Estate

29. As at 12 January 2018
- all tenanted households were registered for housing
 - 50 properties were void
 - 26 households had accepted offers and were waiting to move
 - 8 households were awaiting a viewing
 - The draft Local Lettings Policy for Sylvan Grove gives first priority to Ledbury residents. It is anticipated that this will be approved by the end of January.
 - An independent Tenant and Leasehold Advisor has been appointed by the TRA.
 - The numbers of fire wardens have been reduced from 7 in each block to 2
 - New door entry systems at all four towers are now operational.

- A weekly resident newsletter is being delivered to all residents.

The maintenance of sterile common areas – a zero tolerance approach

30. The standard Southwark Tenancy Agreement terms and conditions has included an obligation on tenants to keep common areas clear since at least 1994. This clause was emphasised further during the review of the tenancy agreement in 2009 following the Lakanal fire. Similar clauses appear in Southwark leases.
31. This clause reflects the requirements in Approved Document B (Building Regulations) and in the Regulatory Reform (Fire Safety) Order 2005 which requires a landlord to ensure that 'routes to emergency exits from premises and the exits themselves are kept clear at all time'.
32. Enforcement is through the completion of fire risk assessments at regular intervals alongside an inspection regime, intelligence-led targeting and ad hoc dynamic risk assessments by officers on the ground.
33. Keeping our common areas clear has been problematic for housing staff who have faced a number of difficulties which led to inconsistent enforcement across the borough. Those difficulties have included assaults on staff and poor press coverage.
34. Internal conversations were already taking place within Housing and Modernisation on the relative merits of a managed approach against a zero tolerance approach in order to better ensure more consistent enforcement, however, the final outcome of those discussions were overtaken by the tragedy at Grenfell Tower in West London which has changed the risk environment around fire safety in residential buildings nationwide.
35. There are a number of reasons why a zero tolerance approach has been adopted:
 - it is simple to adopt and there is no ambiguity
 - it reduces the risk of accidental fire and arson – a significant problem for Southwark
 - it allows for more effective management, particularly considering the size and complexity of our stock
 - it makes the assessment of fire risk easier
 - it is the preferred approach of the LFB as confirmed by the Borough Commander at Committee in November 2017
 - It limits the liability of Southwark Council
 - It is in line with the tenancy agreement and lease.
 - It ensures compliance with articles 11 and 14 of the RRO 2005 (para 42 below)
 - It is recommended as best practice by the LGA
 - It is not reasonable to expect emergency services to negotiate obstacles when carrying out their duties in emergency situations
 - It is not reasonable to expect residents to negotiate obstacles when entering or exiting their homes
36. 'Zero tolerance' is the term used to describe keeping our common areas clear in best practice documents, this is also referred to as maintaining sterile common areas – terminology used by the London Fire Brigade, in Building Regulations and in British Standards.

37. The Cabinet Member for Housing has agreed to review the use of a zero tolerance approach to managing common areas and terms of reference for that review have been agreed. The review will include:
- consideration of the recommendations made by BB7 in their independent review of fire safety processes;
 - consideration of the recommendations made by the Residents Fire Safety Scrutiny Panel
 - consideration of the views of the London Fire Brigade
 - available guidance, including British Standards, legislative and regulatory requirements and best practice
 - consideration of the approaches adopted by other housing providers
 - the tenancy agreement and leases
 - an analysis of the resources required for either a zero tolerance or a managed approach
 - an analysis of the volume and nature of complaints received since zero tolerance was fully implemented
 - an analysis of fires in common parts since zero tolerance was implemented compared to before.
38. It is anticipated that the review will be completed by the end of March 2018.
39. LFB advice from 'Fires in Communal Areas' 2014 advises:

“What am I required to do as a Landlord or Resident

What am I required to do as a Landlord?

The management of common parts and escape routes is essential to ensure occupants can escape safely from the premises in the event of a fire. The Regulatory Reform (fire safety) Order places a responsibility on the person in control of a premises, known as the “Responsible Person” to:

Carry out a fire risk assessment which must focus on the safety in case of fire of all persons lawfully on the premises.

Consider persons at special risk, such as disabled people and children.

The fire risk assessment must consider the means of escape in event of fire.

These means of escape must be:

Kept clear of combustibles and obstructions.

Be checked on a regular basis to ensure this is the case.

These actions will reduce the potential for accidental fires to start and it also significantly reduces the threat of deliberate fires.

Where necessary it may be required to enforce covenants or tenants agreements.

What am I required to do as a resident?

Your actions should not hinder the landlord in fulfilling their requirements under the Fire Safety Order to maintain and manage the means of escape and keep common areas free from combustibles and obstructions.

It is essential that escape routes are kept completely clear of items of furniture, prams, buggies, rubbish, clothes drying facilities, bicycles etc.

Nothing should be allowed to accumulate in the escape route that would hinder the safe evacuation of residents and visitors in the event of a fire.

Prior to any items being stored in the escape routes, agreement should be sought through the landlord and the fire risk assessment reviewed to assess suitability. Not doing so could result in lease and/or tenancy being enforced up to and including the agreement being revoked by the courts. “

Contractual, Regulatory and Statutory Framework

40. The key statutory requirement is the Regulatory Reform Order (Fire Safety) 2005 which requires a landlord to undertake regular assessments by a competent person of the fire safety risks of a residential block of flats. This assessment of a building should attempt to ensure that it is at least maintained as designed in order to protect the integrity of fire safety features such as compartmentation and sterile escape routes.
41. As well as containing the spread of fire (compartmentation) it is as important to ensure that a fire cannot start in the common areas and compromise either the resident's escape or fire brigade access. All flats at the design stage are intended to have sterile common areas. Consequently a Fire Risk Assessment will generally recommend that flammable materials and any items causing an obstruction or hazard in common areas should be removed. The Council will be in some difficulty should it not comply as far as is reasonably practicable with the recommendations made by a competent person in a fire risk assessment.
42. Specifically the RRO 2005 requires at para 14 (1) that “Where necessary in order to safeguard the safety of relevant persons, the responsible person must ensure that routes to emergency exits from premises and the exits themselves are kept clear at all times”
43. In completing a fire risk assessment under the RRO a fire safety surveyor will reference Approved Document B (Building Regulations) 2013.
44. The key part of ADB for FRAs is that “a satisfactory standard of means of escape for persons in the event of a fire in a building” should be maintained and “The building shall be designed and constructed so that there are appropriate provisions for the early warning of fire, and appropriate means of escape in case of fire from the building to a place of safety outside the building capable of being safely and effectively used at all material times.”
45. The effectiveness of Building Regulations themselves have come in to question following the Grenfell tragedy. Dame Judith Hackitt is conducting an independent review for government which aims to report in June 2018. Interim findings were published in December identifying the following 6 areas for change:
 - “ensuring that regulation and guidance is risk-based, proportionate and unambiguous
 - clarifying roles and responsibilities for ensuring that buildings are safe
 - improving levels of competence within the industry
 - improving the process, compliance and enforcement of regulations

- creating a clear, quick and effective route for residents' voices to be heard and listened to
 - improving testing, marketing and quality assurance of products used in construction”
46. The Regulatory Framework for social housing in England states, in the ‘Home’ standard, that housing providers will “(b) meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.”
47. The Housing Act 2004 is the second key statutory requirement. This focuses primarily on the individual dwelling but also refers to the means of escape from a home.
48. The Housing Act 2004 introduced the Housing Health and Safety Rating System as a means of assessing the condition of a property. The Act requires landlords to look after
- “The exterior of the dwelling and structural elements of the dwelling, and
 - The inside facilities which are part of the dwelling”
49. The statutory operating guidance on the assessment of hazards under the Housing, Health and Safety Rating System advises that the ‘likelihood of a fire starting; the chances of detection and its speed of spreading; and ease and means of escape’ are all to be considered as part of an assessment of potential hazards.
50. Clause 11a of the standard Southwark tenancy terms and conditions says: “You must not use the communal areas of the block or estate for anything other than access, rest and quiet recreation (unless otherwise designated).”
51. Clause 13a says: “You must not cause or allow fire exits, or routes, from the property or in any communal area, to be blocked or obstructed, or otherwise to act so as to create a health and safety risk.”
52. Clause 13e says: “We will undertake our statutory and contractual responsibilities, including fire risk assessments to make sure the health and safety of our tenants is not put at risk”
53. Clause 14a says: “It is your responsibility to make sure that rubbish and unwanted items are properly disposed of and any rubbish or recycling must be placed in the designated area on the agreed day of collection in line with our instructions”
54. Clause 17f says: “You must not cause or allow the storage or use in the property including the communal areas, private balcony, store or a garage, which is an integral part of the property, any liquid petroleum and paraffin (e.g. Calor gas) containers or cylinders, or dangerous chemicals, gases or materials or any other inflammable materials or gases.”

Impact on vulnerable households

55. Further consideration is being given to the development of a fire safety policy specifically addressing the needs of more vulnerable households in particular

covering the issues around a case by case examination of mobility scooters; whether there is scope for individual personal protection systems (eg personal misting systems, vibrating alarms); and the use of Personal Emergency Evacuation Plans in SHUs and Extra Care units.

Consultation

56. During July 2017 a report setting out fire safety management arrangements on Council estates was presented to Tenants Council and the Area Housing Forums. That report included the advice that the Council would be enforcing the Tenancy Agreement in respect of the installation of security gates and grilles on Council property without consent and in respect of obstructions in communal areas.
57. Consultation with UNISON on the Councils approach to fire safety was undertaken during July 2017.

APPENDICES

| No. | Title |
|------------|--|
| Appendix 1 | Draft response to Resident Fire Safety Scrutiny Panel Report |
| Appendix 2 | Draft response to Fire Risk Management Audit Report |
| Appendix 3 | Housing & Modernisation Fire Safety Communications Plan |

AUDIT TRAIL

| | | |
|---|---|------------------------|
| Cabinet Member | Councillor Stephanie Cryan, Deputy leader and Cabinet member for Housing. | |
| Lead Officers | Paul Langford, Director of Resident Services David Markham, Director of Asset Management | |
| Report Author | David Eatwell, Area Manager, Resident Services. | |
| Version | Final | |
| Dated | 22 January 2018. | |
| Key Decision? | No | |
| CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER | | |
| | Officer Title | Comments Sought |
| | Director of Law and Democracy | No |
| | Strategic Director of Finance and Governance | No |
| | List other officers here | |
| | Date final report sent to Constitutional Team | 23 January 2018 |

Housing and Modernisation

Response to the recommendations from the Residents Fire Safety Scrutiny Panel report.

We welcome this report and appreciate the contribution made by residents working with Graham Turner to produce the report in a short timescale.

The report covers 6 key themes and is structured to follow those 6 themes through to a series of comments on how the Panel feel that the area of work in question can be improved: “What might be Improved”. This response focuses on those ‘recommendations’ and sets out our intended action in response alongside some commentary from the relevant managers on work done to date.

| Managing and Improving Fire Safety | | | | |
|---|---|---|-----------------------------------|--|
| | What might be improved? | Action | By whom | By when |
| 1. | p.11 Additional fire protective measures such as the installation of sprinklers in Southwark’s high rise residential buildings may enhance building safety and improve resident confidence in the stay put evacuation strategy | Review the scope for further fire protective measures following the publication of the final report of the ‘Independent Review of Building Regulations and Fire Safety’ led by Dame Judith Hackitt | Fire Safety Team (FST) | End March 2019 |
| Update/Comments: | | | | |
| <ul style="list-style-type: none"> • The retrofitting of sprinklers to our high rise buildings was considered as part of our response to the Lakanal Coroners Rule 43 recommendations. • In addition all blocks of seven storey and above with a fire risk rating of moderate and above have all had major works completed to reduce the overall risk rating. In line with LFB advice we concentrated our efforts on those buildings with our most vulnerable residents and installed sprinkler systems in our SHU’s and hostels. • For general needs blocks we fitted enhanced LD2 type smoke and heat detection in our high rise and complex buildings and continue to install these at all other blocks during the course of the Major Works programme. We also work with the SAIL team in order to assist vulnerable residents living in high rise and other general needs blocks. | | | | |
| 2. | p.11 Additional engagement with residents to improve trust in the stay put policy | Draft and deliver a comprehensive communications plan including a section on the ‘stay put’ approach. Review the fire safety strategy and include a strategy for continuing resident engagement. | Area Manager (Central) FST | End January 2018 End March 2019 |

| | | | | | |
|---|------|---|--|------------------|------------------|
| Update/Comments | | | | | |
| <ul style="list-style-type: none"> We have identified two main actions to help build trust in the stay put policy where that is applied to a building: introducing a new communications plan which includes an emphasis on stay put and reviewing our overall fire safety approach and including in that an increased emphasis on resident engagement. The 7-storey and above blocks already have Fire Safety Information Packs (FSIP) which were delivered to residents in 2015 which explains in plain language why 'stay put' is recommended. These FSIPs are reviewed alongside the fire risk assessment for that building. We have now decided that (FSIPs) will be drafted for all blocks of flats – again simultaneously with the FRA - and that programme is due to be completed by 2020. Council communications (in particular the website) will point residents towards the LFB website explaining evacuation policies and what 'stay put' may be recommended for their building. The communications plan includes an action to complete a Fire Safety update report at 6 monthly intervals for Tenants Council and Area Forums, HOC and TMOC.. The overall Fire Safety Strategy is being reviewed in line with the recommendations arising from the BB7 report. | | | | | |
| 3. | p.11 | Better provision of electrical appliance safety information and advice to improve awareness of the fire related risks | Draft and deliver a comprehensive communications plan including a section on the website | AM (Central) | End January 2018 |
| Update/Comments | | | | | |
| <ul style="list-style-type: none"> The communications plan will include a review of the Council website to include additional information on electrical appliances and a link to the LFB website.. Vulnerable new tenants will be offered a visit from the LFB which will be arranged at tenancy sign-up and undertaken approximately 6 weeks after the tenancy starts. That visit will emphasise the risks from overloading plugs and sockets. | | | | | |
| 4. | p.11 | The competency of Fire Wardens – training and certification to be provided to support role requirements | Draft criteria for the appointment of fire wardens. | Fire Safety Team | End March 2018 |
| Update/Comments | | | | | |
| <ul style="list-style-type: none"> The high demand from housing providers across the country for Fire Wardens has not been without issue regarding the quality of these staff including those on the Ledbury Estate. In order to counter this, Ledbury Wardens have been given Southwark specific training from departments within the Council including the Fire Safety Team and Engineering. Every watch that comes on duty is briefed and debriefed and they are inspected regularly (unannounced) by Southwark Council staff. Any Warden not meeting the high standards set by the Council (and expected by the residents) is dealt with immediately - there is a 'zero tolerance approach' to poor performance. The level of training provided to Wardens and staff on site at the Ledbury has increased significantly to take into the account the installation of a common | | | | | |

parts fire alarm system into all four blocks on the Ledbury Estate. The current arrangement with a common parts fire alarm system, two Wardens per block and 24 hour on site Council staff far exceeds that as laid down in the newly written guidance 'Waking Watch/Common Fire Alarm-Guidance to support a temporary simultaneous evacuation strategy in a purpose built blocks of flats'.

- This guidance will be tailored to meet the specific demands of any building for any future incidence.
- Southwark Council have kept the London Fire Brigade informed at all times and they fully support the Council's approach to the fire strategy at the Ledbury.

| FSSP Communications and Awareness | | | | |
|--|---|---|------------------------|------------------|
| | What might be improved? | Action | By whom | By when |
| 5. | p.18 A more proactive approach in the delivery of communications and the development of a fire safety communications strategy, which encompasses a range of communications methods which can be delivered to residents at planned regular intervals. | Draft and deliver a comprehensive communications plan | Area Manager (Central) | End January 2018 |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> • The communications plan is completed and includes a range of communications tools and a timetable for both delivery and review. This plan will be included in the report to Housing and Community Safety Scrutiny sub-Committee on 31 January 2018 | | | | |
| 6. | p.18 Development of a formal policy/process that can assist the fire safety manager in the delivery of fire safety information and advice to residents | Review the fire safety strategy and include a strategy for continuing resident engagement | FST | End March 2019 |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> • The overall Fire Safety Strategy is being reviewed in line with the recommendations arising from the BB7 report. | | | | |
| 7. | p.18 Resident confidence in the stay put policy with additional engagement, provision of information and promotion. | Draft and deliver a comprehensive communications plan including a section on the 'stay put' approach. | Area Manager (Central) | End January 2018 |

| | | | | |
|--|--|--|------------------------|------------------|
| Update/Comments | | | | |
| <ul style="list-style-type: none"> See point 2 above | | | | |
| 8. p.18 | Improvements to the website so that all available fire safety information is located or accessed from one dedicated Fire Safety section/portal. This will assist Southwark employees as well as residents in obtaining current fire safety information | Draft and deliver a comprehensive communications plan including a section on the website | Area Manager (Central) | End January 2018 |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> The Southwark website currently includes a dedicated section on fire safety, however, that section does need to be refreshed to make it more visible and to ensure that content is current and appropriate. A Review of website content will complete by end February 2018 and improved links to fire safety information will be included as part of the communications plan. This will include links to external agencies where appropriate for further guidance and advice. Council communications (in particular the website) will point residents towards the LFB website explaining evacuation policies | | | | |
| 9. p.18 | Provision within the website for online fire safety videos and interactive tutorials that residents can be signposted to when residents take up tenancies, tenancy checks, or promoted within Southwark Life magazine, council tax notifications, rent statements, posters etc | Draft and deliver a comprehensive communications plan including a section on the website | Area Manager (Central) | End January 2018 |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> A Review of website content will complete by end February 2018 and improved links to fire safety information will be included as part of Communications Action Plan. This will Include links to external agencies where appropriate for further guidance and advice. | | | | |
| 10. p.18 | Exploit current available communications opportunities and seek new ones for the delivery of fire safety advice i.e. using quarterly rent statements, Southwark Life Magazine, website home page banners and pop -ups, RSO tenancy checks, council tax | Draft and deliver a comprehensive communications plan. | Area Manager (Central) | End January 2018 |

| | | | | |
|--|--|---|--|---|
| | reminders, fridge magnets, etc | | | |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> The communications plan includes a range of communications tools and a timetable for both delivery and review. | | | | |
| 11. p.18 | How residents are encouraged to take personal responsibility for ensuring that they maintain their fire safety awareness and understanding of the fire safety provisions that are provided in their homes and buildings to keep them safe. | Review the Tenancy Sign-up process Draft and deliver a comprehensive communications plan. | Area Manager (voids) Area Manager (Central) | End February 2018 End January 2018 |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> That starting point for this is at sign-up of a new tenancy and the sign-up pack is being refreshed to ensure that the respective obligations in the tenancy agreement are highlighted at the time. Lettings staff are being trained accordingly. The communications plan attached to this as an appendix includes detail on improving wider communications with residents. As FSIPs are completed they will be delivered to all residents, included in sign-up packs and made available to our Sales and Acquisitions Team to forward on to new lease assignees. | | | | |
| 12. p.18 | Utilisation of resident representatives to act as fire safety champions who can promote fire safety messages at local level with the provision of newsletters and information at meetings. | Develop training package for fire safety champions as part of programme to develop repairs inspectors. | Resident Involvement Manager | End July 2018 |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> At any given time we have in the region of 120 constituted TRAs in the borough, we also have a regime of regular estate inspections which involve residents - the vast majority of whom will be TRA representatives. We will explore options to develop fire safety champions and how it might be delivered more effectively by linking with other existing resident involvement Dissemination of information and future training offer to the formal consultation structure and individual TRAs, while working with other engaged residents to produce volunteers. Resident repairs inspectors will be given the opportunity to participate in the work. | | | | |
| 13. p.18 | Enhanced guidance and training for RSO's so that fire safety information and guidance opportunities are maximised when tenancy visits and checks occur. | Development of new mandatory training package for RSOs (and other staff but focused on RSOs) to be refreshed every three years. | Organisational Development | June 2018 |

| | | | | |
|--|--|--|--|---|
| Update/Comments | | | | |
| <ul style="list-style-type: none"> In addition to a mandatory programme of training for RSOs – which will be refreshed on a three year cycle we have also developed a set of internal technical FAQs for publication on our intranet 'The Source' which is designed to ensure consistency of message across the Council as a whole. These have been designed to complement the expert advice from our Fire Safety Team. | | | | |
| 14. p.19 | Improve the appearance and quality of fire safety guidance leaflets (council and LFB) that are currently provided to new tenants, so that they are more likely to be read and include on them the leaflet version/production date so that currency of the information can be verified. | Review the Tenancy Sign-up process Draft and deliver a comprehensive communications plan. | Area Manager (voids) Area Manager (Central) | End February 2018 End January 2018 |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> Version control is now in place on LFB Home Fire Safety Guidance included in the sign-up pack and the review of that pack will include a process for ensuring the most up to date copies are used. | | | | |
| 15. p.19 | The provision and re- enforcement of fire safety information at 2 yearly tenancy checks. Re issue paper fire safety guidance leaflets (council and LFB) as original copies that are provided at tenancy sign up may be out of date or lost and information forgotten by residents. | RSOs to be provided with a link to the current fire safety leaflets and the periodic tenancy visit procedure to highlight the importance of the conversation around fire safety. | completed | completed |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> RSOs and Lettings Officers have been provided with a link to the current, correct version of the leaflet for sign-ups and tenancy checks. We are also reviewing the tenancy visit procedure to reinforce the importance of the conversation around fire safety. | | | | |
| 16. p.19 | Provide additional fire safety information interventions for older children and students (Secondary school and upwards) such as the effects of deliberate fire setting and impact on community. | tbc | | |

| | | | | |
|--|--|--|--|--|
| Update/Comments | | | | |
| <ul style="list-style-type: none"> Discussions with colleagues in Community Safety and Education have started to explore the scope for joint working with the Council's Fire Safety Team on providing fire safety awareness | | | | |

| | | | | |
|----------|---|---|---------------------------------------|-----------------|
| 17. p.19 | The checklist on the RSO pro forma that is used for tenancy checks to be enhanced with additional fire safety enquiries/checks. | Periodic tenancy visit procedure to be reviewed to incorporate additional check where appropriate | Strategy and Business Support Manager | End August 2018 |
|----------|---|---|---------------------------------------|-----------------|

| | | | | |
|---|--|--|--|--|
| Update/Comments | | | | |
| <ul style="list-style-type: none"> This action has been given a slightly longer timescale for completion because we need to be assured that RSOs have the right information and knowledge to respond to additional fire safety questions. RSOs are not intended to be fire safety experts and although a set of technical FAQs have been developed to assist and support them we need to review the effectiveness of those before we extend the fire safety information they are able to give. | | | | |

| FSSP Maintenance of Fire Safety Facilities | | | | |
|---|--------------------------------|---------------|----------------|----------------|
| | What might be improved? | Action | By whom | By when |

| | | | | |
|----------|--|--|---------------------------|----------------|
| 18. p.24 | Enhanced training for call handlers so that calls can be handled more effectively. | Review training programme for Customer Services Officers | Head of Customer Services | End April 2018 |
|----------|--|--|---------------------------|----------------|

| | | | | |
|---|--|--|--|--|
| Update/Comments | | | | |
| <ul style="list-style-type: none"> Customer Services Officers in the contact centre rely on the accuracy of information held on our management systems to ensure accurate advice is given to callers. As much detail as possible is therefore required within Housing IT systems so officers can find the information required, the focus of our communications plan, however, is to ensure that adequate, suitable and appropriate fire safety advice is available on our website. Contact centre officers undergo an extensive 6 week training programme, which includes visits with contractors to sites around the borough. As many of our staff also live in the borough, local knowledge is generally reasonable, though with over 170 blocks over seven stories tall, it is not reasonable to expect them to know the details of each. | | | | |

| | | | | |
|----------|---|--|---------------------------|-----------|
| 19. p.24 | Reduce the queueing and waiting times so that callers are responded to by a call handler in a reasonable time frame | Continued provision of performance data to Asset Management Core group | Head of Customer Services | completed |
|----------|---|--|---------------------------|-----------|

| | | | | |
|--|--|---|--|----------------|
| Update/Comments | | | | |
| <ul style="list-style-type: none"> Data collected and reported to Core Group is used to improve the customer experience. Contact Centre performance is directly related to demand (i.e. the number of people calling the contact centre at any given moment in time). The number of people calling is directly related to factors such as inclement weather, major heating/power outages and in particular poor contractor performance. These factors drive call volumes upwards and sometimes make it difficult to achieve the targets that have been set. Contact Centre performance is reported in a number of different ways, in an attempt to reflect customer experience. We report average wait time (i.e. the time it takes from choosing an option – e.g. Repairs - to speaking with an officer) as well as reporting on the longest waiting call in a period. In addition to this we report on percentages of people waiting more than 5 and 10 minutes. All the data taken together gives a robust view of customer experience. | | | | |
| 20. p.24 | Review of the OOH mobilisation and decision making framework to ensure that the necessary attendance is made to incidents that are reported. | Undertake review of OOH process | Head of Repairs and Maintenance | End Sept 2018 |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> Asset Management will undertake a review of the Council’s out of hours provision over the next 9 months. Terms of reference will be agreed by end of January and the review should completed by September. | | | | |
| FSSP Repairs and Refurbishment | | | | |
| | What might be improved? | Action | By whom | By when |
| 21. p.26 | Enhanced monitoring, checking and supervision of repair/remedial works. | Look at ways of increasing numbers of works in progress inspections | Head of Repairs and Maintenance/Head of Engineering/Head of Investment | End March 2018 |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> FST will attend pre-contract meetings with Major Works contractors. CRTOs/Project Officers/all site based staff to receive fire safety refresher training every three years Following the Grenfell tragedy, CRTOs accompanied FST on FRA visits. | | | | |
| 22. p.26 | The numbers of completion/sign off checks to | Look at ways of increasing numbers of post | Head of Repairs and | End March 2018 |

| | | | | |
|---|---|---|--|--------------------|
| | be increased to ensure that required standards are met, resident satisfaction and standards of living maintained. | inspections | Maintenance/Head of Engineering/Head of Investment | |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> Colleagues from both the Engineering and Repairs teams, including Fire Safety Officers, already attend handover visits on new build projects to ensure compliance. | | | | |
| 23. p.26 | Ensure that those responsible for the checking progress and signing off of major fire safety or related works are able to carry out the tasks effectively by guaranteeing that they have the required professional & technical qualifications, competencies and accreditations to undertake the role. | Review appointment criteria to ensure appropriate checks are undertaken | Investment Manager | end September 2018 |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> Consider undertaking self-audits for internal staff and external contractors to ensure competencies In house fire safety team has a mix of expertise, competence and qualification to undertake this task and their FRA work. The FS team is involved from design to completion of major works and new build projects. We also regularly check the competencies, training and qualification of our major work and repair contractors | | | | |
| 24. p.26 | The time it takes for snagging works to be followed up and completed. | Set timescales for completion | Investment Manager | end September 2018 |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> Ensure contractors are competent in first instance? Practical completion will not be accepted on any contracts until all snagging items are completed, except for very minor issues.' | | | | |
| FSSP Resident behaviours | | | | |
| What might be improved? | | Action | By whom | By when |

| | | | | |
|--|--|--|--------------------------------|----------------|
| 25. | Private Lease agreements – consider improving lease agreements so that clauses relating to homes/ overall building fire safety are enhanced and suitably sufficient to inform owner of the effect and impact that unauthorised alterations may have on fire safety provisions within buildings | Review scope for lease variations | MySouthwark Homeowner Manager | End April 2018 |
| <p>Update/Comments</p> <ul style="list-style-type: none"> It is recommended that we only consider varying all future leases not, varying our existing leases retrospectively as this can only be done on an individual voluntary basis which means consulting with each individual leaseholder. Updating the lease to incorporate more robust clauses relating to fire safety is positive and an opportunity to review and update other clauses in the lease. If a leaseholder does not want a new lease we cannot amend it or go to the FTT for a determination as essentially our existing lease is not defective all we want to do it improve it which isn't a valid reason for and FTT. Even if we had a defective lease they still have discretion whether to grant new lease terms. There are between 4 – 6 different types of leases in Southwark with approximately 16,000 leaseholders. There are significant costs to varying leases. We currently charge 305.87+VAT. In addition there would be Land Registry costs, mortgage company costs, leaseholders solicitors fees (approx. £650-£700 per variation and Paris Smith costs There would also be the administrative costs of consulting every individual leaseholder which would require additional staffing resources for some considerable length of time as it is not like varying the tenancy agreement where we can consult with everyone, consider their feedback then go ahead and vary the agreement on mass. We would also have to ensure we had the right resources for the project in our legal compliance team to do each variation. | | | | |
| 26. | Consider making online training module/s available for residents as a means of improving fire safety knowledge within homes/buildings | Develop training package for fire safety champions as part of programme to develop repairs inspectors. | Resident Involvement Manager | End July 2018 |
| <p>Update/Comments - see point 12 above</p> | | | | |
| 27. | That decisions on applications for alterations are completed by the council within the specified 4 week timescale to prevent the commencement of unauthorised alterations taking place after the cut off time | Sales & Acquisitions to review timescales in procedure. | Sales and Acquisitions Manager | End June 2018 |
| <p>Update/Comments</p> | | | | |

| | | | | |
|---|--|---|----------------------------------|----------------|
| <ul style="list-style-type: none"> • Option to be discussed with our internal partners to confirm whether 4 weeks is still a realistic timeframe for considering alterations. This will not be possible for significant alterations (extensions etc) in which case we will look at our wording to ensure that any reference to timeframes are stressed as a guideline and not a rule. • At the start of the applications process we provide applicants with a clear understanding of our processes and the matters we review prior to providing consent. We also advise residents that starting works without consent in writing will result in a breach of the lease. We do not believe there are many applicants who are completing works without consent in writing. | | | | |
| What is done for vulnerable groups of people | | | | |
| | What might be improved? | Action | By whom | By when |
| 28. | The provision of home fire (domestic) sprinklers for residential fire prevention in the homes of vulnerable residents that do not wish to or may not be suitable for supported living in accommodation such as sheltered units | Develop a fire safety policy for vulnerable households including case by case assessments on the safe storage of mobility scooters, the use of personal misting systems and the use of PEEPs.17 | Area Manager/Fire Safety Manager | September 2018 |
| Update/Comments | | | | |
| <ul style="list-style-type: none"> • Explore suitability of portable misting systems for those considered particularly at risk • Is there LFB funding? • MA practitioners meetings to recommend perhaps | | | | |

BB7

The action plan detailed below sets out the recommendations including in the Fire Risk Management Audit report completed by BB7 and published on 24 October 2017. The plan identified each recommendation, includes an appropriate action and includes some commentary on progress to date.

| | | | | |
|--|--------------------|---|------------------|----------------|
| p.6 | Recommendation 3.2 | Southwark Council should seek to establish, document, implement and maintain a fire risk management system in accordance with the national guidance contained within PAS 7: 2013 – Fire risk management system specification. | | |
| Action: Gain PAS 7 certification and implement in full | | | Fire Safety Team | End March 2019 |
| Comment: The Council accepts the overall finding of this review: that our FRMS needs to be fully documented and tested against PAS 7 as the appropriate form of accreditation. Quotes have been requested for the implementation of PAS 7. | | | | |
| p.7 | Recommendation 3.3 | Southwark Council will need to formalise it's procedures for keeping up-to date with legal and regulatory requirements. This could be achieved quite simply by documenting the above within the organisations fire risk management strategy. | | |
| Action: see rec 3.2 above | | | Fire Safety Team | End March 2019 |
| Comment: | | | | |
| p.7 | Recommendation 3.4 | There is benefit in ensuring a consistent approach to fire risk management organisation wide. Southwark Council should determine the boundaries and applicability of its fire risk management system, establish its scope and document the organisations fire risk management strategy. | | |
| Action: see rec 3.2 above | | | Fire Safety Team | End March 2019 |
| Comment: | | | | |
| p.9 | Recommendation 4.2 | In accordance with PAS 7: 2013 – Fire risk management system specification, an organisation wishing to comply with the standard must establish a fire safety policy that satisfies clause 4.2, Notably this policy needs to be reviewed and include a commitment to continual improvement | | |
| Action: Fire Safety Policy to be reviewed alongside review of FS strategy | | | Fire Safety Team | End March 2019 |
| Comment: The Council agrees that a review of the Fire Safety Policy is due and this will be completed alongside the work to introduce a fully documented FRMS – see 3.2 above | | | | |
| P.10 | Recommendation 4.3 | It is advisable to produce an organisation chart identifying key duty-holders and to review the job descriptions of each duty-holder within the organisation and ensure that fire risk management roles, responsibilities and authorities are clearly communicated to those in post. | | |
| Action: The development of the organisation chart with associated roles and responsibilities will included in the Fire Safety Policy see 4.2 above. | | | Fire Safety Team | End March 2019 |
| Comment: | | | | |

| | | |
|---|------------|--|
| p.13 | Rec. 5.1.1 | Southwark Council should develop a process diagram or procedure to ensure that fire safety information is captured at an early stage when considering a new project, and that there is a defined process for determining the fire strategy applicable to a particular building, updating it if necessary to an as built fire strategy and ensuring that all relevant permissions are sought. |
| Action: The Council agrees and this will be completed as part of the work to introduce a fully documented FRMS – see 3.2 above | | Fire Safety Team Major Works |
| Comment: It is important for the in house fire safety team to be involved at design stage of all major works and new build projects. For major works projects the most recent FRA is referenced in the design stage | | |
| p.72 | Rec 5.1.2 | Void premises provide an opportunity to inspect the internal parts of general needs blocks of flats and in particular should Type 4 fire risk assessments be required, an opportunity should be identified to undertake them without having to disturb residents. It should be worth Southwark Council documenting its void inspection process and including consideration of fire safety |
| Action: Review Voids Procedure | | Area Manager (voids)/Head of Repairs and Maintenance |
| Comment: With immediate effect Type 4 surveys will be done in the blocks forming the three year major works programme (commencing 18/19) as and when voids become available. | | |
| p.13 | Rec 5.1.3 | Void premises provide an opportunity to inspect the internal parts of general needs blocks of flats. If doubt exists as to the adequacy of compartmentation, then a void property will offer an opportunity to undertake them without having to disturb residents. It would be worth Southwark Council documenting its void inspection process and include consideration of Type 4 fire risk assessment. A suitable procedure should be formulated for the implementation of a Type 4 fire risk assessment. |
| Action: Review Voids Procedure | | Area Manager (voids)/Head of Repairs and Maintenance |
| Comment: With immediate effect Type 4 surveys will be done in the blocks forming the three year major works programme (commencing 18/19) as and when voids become available. | | |
| p.14 | Rec 5.1.3a | We would recommend a formal procedure be produced for the consideration of security grilles on a case by case basis and that a specific security threat and risk assessment be undertaken. On estates where anti-social behaviour is high, there may be an opportunity to combine technological advances in fire and security to best effect. |
| Action: Review security gates and grilles procedure | | Resident Services |
| completed | | |

| | | |
|--|------------|---|
| <p>Comment: The Council has adopted a formal procedure which includes a case by case assessment when residents have installed security grilles on our property without our consent. That assessment will include a review of alternative security solutions including the installation of a PAS 24 compliant security door if one is not present prior to the removal of the grille. As a rule the Council reviews procedures every three years or when there is a significant change to statutory or regulatory requirements.</p> | | |
| p.15 | Rec. 5.2 | Southwark Council should establish fire safety objectives as part of its FRMS. |
| Action: see rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: | | |
| p.16 | Rec 5.3 | In accordance with clause 5.3 within PAS 7: 2013 – Fire risk management system specification, an organisation wishing to comply with the standard must define and document its fire risk management strategy. |
| Action: see rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment | | |
| p.17 | Rec. 6.1 | We recommend that Southwark Council appoints a specific fire risk management representative(s), who, irrespective of other responsibilities, shall have defined roles and responsibilities and authority for establishing, implementing and maintaining the fire risk management system. They will ‘champion’ fire safety and report back to senior management on the performance of the system for review including recommendations for improvement. |
| Action: See rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: Likely to be Fire Safety Manager, but see BB7 item 2 – this could be integrated into IRMS under Corporate H&S. | | |
| p.18 | Rec 6.2.1 | Having identified all employees with roles and responsibilities that have a bearing on the organisational governance of fire risk, it would be worthwhile undertaking a training needs assessment for these roles. The outcome of these assessments will afford line managers or trainers a list of learning outcomes and an opportunity to test comprehension. |
| Action: see rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: The development of an L&D plan for each member of staff is a key element of our performance management framework | | |
| p.19 | Rec 6.2.2a | Consideration should be given to the provision of training for key personnel on fire safety legislation such as the implications of the Regulatory Reform (Fire Safety) Order 2005 and the Housing Act 2004. Consideration should be given to the provision of training on the national guidance for Fire safety in purpose-built blocks of flats. Consideration should be given to the provision of training on the national guidance for fire safety in specialised housing such as sheltered and extra care. |
| Action: See rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: Include in refresher training for key staff as above Review SHO and EC staff training needs | | |

Appendix 2 – Fire Safety – Housing and Community Safety sub-Committee 31 January 2018

| | | |
|---|------------|---|
| p.19 | Rec 6.2.2b | In relation to specific fire risk management representatives (as mentioned in 6.1 above), we recommend that the competency criteria for fire risk managers offered in Appendix C is adopted. |
| Action: See rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: | | |
| p.20 | Rec 6.4 | We recommend that Southwark Council documents its strategy with defined lines for internal communication amongst the various levels and departmental functions with the organisation and the strategy for receiving, recording and responding to communications from wider stakeholders that require assurance. This will include communication of the significant findings of fire risk assessments, and the need to maintain fire safety information that may be relied upon. |
| Action: see rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: | | |
| p.21 | Rec. 6.4.1 | We recommend that Southwark Council drafts a guidance note for the benefit of staff and residents as to the basic principles of fire safety that necessitate the staircases and communal areas are kept sterile, and then explain the reasons for adopting a 'zero tolerance' based on fire risk management rather than a specific fire risk |
| Action: The Council agrees and will develop guidance as part of technical FAQs | | Fire Safety Team End March 2018 |
| Comment Technical FAQs have been drafted and review of zero tolerance approach underway | | |
| p.21 | Rec. 6.5 | The Annexes within PAS 7 offer a model pro-forma for various fire risk management system procedures. These could be adopted by Southwark Council as a means of ensuring a consistent approach to standard processes. |
| Action: See rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: | | |
| p.22 | Rec 7.2 | Southwark Council should document its procedure for control of work on-site as part of its fire risk management system and communicate this to contractors. There may well be a need for method statements and an assessment of risks to relevant persons. The procedure will document the process of isolation and de-isolation. |
| Action: See rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: Post-review, LBS provided documentation evidencing control of work on-site. See p 22 of report | | |
| p.24 | Rec 7.3 | Southwark Council should document its processes for maintenance and testing to ensure they operate effectively in the event of fire. Due consideration should be given to the means for determining the competency of internal operatives and external contractors and storage of maintenance and testing documentation. |
| Action: In place | | Engineering Team Complete |
| Comment: Post-review LBS confirmed Apex system being utilised to record such information and drive programmes of maintenance. | | |

| | | |
|--|-----------|--|
| p.25 | Rec 7.4 | Southwark Council should document its processes for establishing, implementing its fire risk assessment programme. Southwark should give consideration to joining the FRACS (Company) Register. |
| Action: see rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: Consideration is currently being given to joining the FRACS (Company) Register | | |
| p.26 | Rec. 7.4a | Southwark Council should review the latest guidance on fire safety in specialised housing and adopt relevant recommendations. |
| Action: Complete | | Fire Safety Team Complete |
| Comment: The role of the Fire Safety Manager is to maintain expert knowledge in fire safety and liaise with operational managers across the Department to ensure their understanding of latest guidance in fire safety for their discipline. | | |
| p.p.27 | Rec 8.2 | An internal fire risk management system audit programme should be established to review the conformity of Southwark Council's fire risk management system against the requirement of PAS 7. |
| Action: see rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: | | |
| p.28 | Rec 8.3 | Southwark Council should consider an integrated risk management system approach to management review. Clause 8.3 in PAS 7 places a requirement on the organisation to review the FRMS, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. Reviews should consider opportunities for improvement or the need for changes to the management system. These may be discipline specific i.e. fire, health and safety, or business continuity; or they may relate to general system changes or opportunities for improvement of the integrated risk management system. We believe the current Health and Safety Advisory Group and Bi-annual Health and Safety report could provide a vehicle for this process to be integrated once the FRMS has been developed and implemented. |
| Action: see rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: : Likely to be Fire Safety Manager, but see BB7 item 2 – this could be integrated into IRMS under Corporate H&S. | | |
| p.29 | Rec 9.1 | Southwark Council need to implement a process for identifying nonconformities with the fire risk management system and take corrective actions. |
| Action: see rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: | | |
| p.29 | Rec 9.2 | Southwark Council should continually improve the suitability, adequacy and effectiveness of its fire risk management system |
| Action: see rec 3.2 above | | Fire Safety Team End March 2019 |
| Comment: | | |

FIRE SAFETY COMMUNICATION PLAN

The aim is to develop a fire safety communication strategy to deliver consistent fire safety message/information internally and externally through a range of communication channels.

INTERNAL

| | <i>Issue</i> | <i>Action</i> | <i>Responsible</i> | <i>Timelines</i> |
|----|--|---|---|---------------------------------|
| 1 | Ensure all Council Officers have easy access to fire safety information and are empowered to provide a consistent message on fire safety queries | Draft, approve and populate technical FAQs – link to the technical FAQs to be populated on the source, accessible on the G-Drive and e mailed to all departments within the council | Comms Team / Fire Safety Team/David Eatwell | end January 2018 –annual review |
| 2. | Uniformity of approach and a consistent message within the council | Review procedures in light of the recent changes and the audit reports, to include: <ul style="list-style-type: none"> • Sterile communal area • Mobility scooter s • Gates across balcony • Security Grilles and Gates | Strategy and Business Support Manager | 30 June 2018 |
| 3. | Uniformity of approach and a consistent message within the council | Draft Members Briefing to respond to issues raised by Members including the rationale for sterile area and removal of security grilles/gates | David Eatwell/ Dave Rowson | end January 2018 |
| 4. | Report to Housing and Community Safety Scrutiny | Report drafted, signed off and agreed | David Eatwell/Tony Hunter | 23 January 2018 |
| 5. | Response to the Fire Safety Scrutiny Panel reports | Review the findings and recommendations of BB7 and Residents Panel Review and create and implement an action plan | Tony Hunter/Helen Williams/Robertson Egueye/David Eatwell | 28 February 2018 |

FIRE SAFETY COMMUNICATION PLAN

EXTERNAL

| | <i>Issue</i> | <i>Action</i> | <i>Responsible</i> | <i>Timelines</i> |
|---|---|--|--|---------------------------------|
| 6 | Ensure Fire safety information available within the website is easy to find and located in one dedicated area | <p>Update general fire safety information on the website:</p> <ul style="list-style-type: none"> • advice to all householders in the Borough including information on electrical appliance safety and advice to improve awareness of the fire related risks • specific fire safety advice for residents of Council flats/blocks • specific fire safety advice for Council leaseholders • Provide link to LFB website explaining evacuation policies and other specialist advice. • Update FAQ's on website in line with the above | Comms Team / Area Managers/Fire Safety Team | 28 February 2018 –annual review |
| 7 | Provide update and action plan to the Fire Safety Scrutiny Panel reports to residents | Publish audit reports and our response and action plans on website | Comms Team /Abi Oguntokun/Fire Safety Team | 28 February 2018 |
| 8 | The link to fire safety advice for households should be more prominent and easy to find on the home page with banners and pop ups | Prioritise fire safety information on the website to ensure easy accessibility | Helen Williams/ Stuart Tailor - Digital Communications Officer/ Modernise team | 28 February 2018 |
| 9 | Provide up to date advice to residents and ensure residents understand fire safety | Draft and send updated fire safety letter to all residents explaining why | Comms Team, Area Managers, Fire Safety Team | 28 February 2018 |

FIRE SAFETY COMMUNICATION PLAN

| | | | | |
|----|---|--|--|------------------------|
| | information that are provided | we are enforcing 'sterile common parts' – to be in line with the information on website and FAQ | | |
| 10 | Update fire safety information provided at sign ups/tenancy visits | <p>Review the Tenancy Sign-up process to ensure that the respective obligations in the tenancy agreement are highlighted</p> <p>Review the tenancy visit procedure to reinforce the importance of the conversation around fire safety</p> <p>Review Fire Safety information Pack (FSIP) for 7-storey and above blocks which were delivered to residents in 2015.</p> <p>Draft FSIP for all other blocks of flats</p> | Area Manager (voids) | 29 June 2018 |
| 11 | Encourage Residents to take personal responsibility for fire safety awareness | <p>Completed FSIP to be delivered to all residents, included in sign-up packs and made available to Sales and Acquisitions Team to forward on to new lease assignees.</p> <p>All new and updated FSIP to be published on website.</p> | Area Manager (voids)/Fire Safety Manager | As FSIPs are published |

FIRE SAFETY COMMUNICATION PLAN

| | | | | |
|----|--|--|--|---------------------------|
| 12 | Additional Fire safety awareness information | <p>Ensure Fire safety messages are delivered with a degree of frequency:</p> <p>Include fire safety link to website in letter to residents - The link to be made more prominent with pop-ups and banners</p> <p>Utilise other communication channels including using quarterly rent statements, Southwark Life Magazine, leaflets, fridge magnets, etc</p> <p>Standard fire safety notice for estate noticeboards</p> | Comms Team/ Area Managers | 30 March 2018 |
| 13 | Additional support for Tenants/residents living with increased fire risk due to personal health issues and other vulnerabilities | <p>Ensure systems are flagged to identify those vulnerable groups or individuals most at risk from a range of issues including fire safety</p> <p>Yearly physical inspection for sheltered housing blocks, high rise and hostels</p> <p>Provide a tailored fire safety advice to vulnerable residents including a home Fire Safety Visit by the LFB for the more vulnerable new council tenants - to be arranged at tenancy sign-up and undertaken</p> | <p>Comms Team/Area Managers</p> <p>Area Manager (Void)</p> | 30 January 2018 – Ongoing |

FIRE SAFETY COMMUNICATION PLAN

| | | | | |
|----|---|---|----------------------------|---|
| | | approximately 6 weeks after the tenancy starts | | |
| 14 | Keep resident representatives involved and updated on fire safety information and actions | Draft and provide updates to Tenants Council, Homeowners Council, Area Housing Forum and TMOC every 6 months | Area Managers | February 2018, July 2018 and every 6 months thereafter for continuing resident engagement |
| 15 | Formalise procedures for keeping up-to date with legal and regulatory requirements | Establish, document, implement and maintain a fire risk management system in accordance with the national guidance Additional training and certification for the Fire Safety Surveyors/Assessors. | Tony Hunter/Helen Williams | 29 June 2018 - to be reviewed annually |
| 16 | Enhanced guidance and training for RSOs | Mandatory programme of training for RSOs – which will be refreshed on a three year cycle | Area Managers | 29 June 2018 – and every 3 years thereafter |
| 17 | Compliance/Peer to peer review | The Fire Safety Manager to continue to attend regular strategic fire safety meetings with LFB to ensure that the council is meeting its statutory duties and regulatory requirements. The Fire Safety Manager to continue to attend London Council | Helen Williams | Ongoing – to be reviewed every quarter |

FIRE SAFETY COMMUNICATION PLAN

| | | | | |
|--|--|---|--|--|
| | | Fire Safety Sub-group meeting where Information and intelligence are shared to ensure the council's approach to fire safety is both current and effective | | |
|--|--|---|--|--|

HOUSING & COMMUNITY SAFETY SCRUTINY SUB-COMMITTEE

MUNICIPAL YEAR 2017-18

AGENDA DISTRIBUTION LIST (OPEN)

NOTE: Original held by Scrutiny Team; all amendments/queries to Fitzroy Williams Tel: 020 7525 7102

| Name | No of copies | Name | No of copies |
|--|--------------|--|--------------|
| Co-Opted Members | | Fitzroy Williams, Scrutiny Team SPARES | 10 |
| Michael Orey (Homeowners' Council) | 1 | External | |
| John Nosworthy (Homeowners' Council Reserve) | 1 | Caroline Vicent | 1 |
| Cris Claridge (Tenants' Council) | 1 | | |
| | | | |
| | | Total: 14 | |
| | | Dated: June 2017 | |