

## 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"> <li>• Sterile communal area</li> <li>• Mobility scooter s</li> <li>• Gates across balcony</li> <li>• Security Grilles and Gates</li> </ul>	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

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**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"> <li>• advice to all householders in the Borough including information on electrical appliance safety and advice to improve awareness of the fire related risks</li> <li>• specific fire safety advice for residents of Council flats/blocks</li> <li>• specific fire safety advice for Council leaseholders</li> <li>• Provide link to LFB website explaining evacuation policies and other specialist advice.</li> <li>• Update FAQ's on website in line with the above</li> </ul>	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

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	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

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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

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		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

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		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		
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