

Resident Safety Leadership Post Grenfell

Keith Scott
Director Resident Safety
LB Camden



Objectives

- Learn what's important for Residents 'Our survey says'.
- Challenges
- Fire risk management system considerations
- Five pillar resident safety leadership strategy
- Q&A

Resident Safety Survey 2017 – Question 1 Results

We asked: ‘ *What does Resident Safety mean to you?* ’

295 people responded

- **219 people** wanted the Council to take landlord action on security
- **116 people** wanted action on fire safety measures, repairs, utilities or access
- **74 people** made suggestions about action on internal and external security, anti-social behaviour and crime
- **29 people** wanted action on highways, parking, the public realm or refuse storage and collection
- **63 people** made other comments and suggestions

Resident Safety Survey 2017 – Question 2 Results

We asked: ‘ *What do you think should be done to improve building safety?*’

293 people responded

- **134 people** wanted specific landlord or action on repairs
- **110 people** wanted action on security, anti-social behaviour and crime
- **107 people** wanted action on Fire Safety
- **16 people** wanted action to provide resident training, raise awareness, and for residents to take responsibility for their actions
- **73 people** made other comments and suggestions

Resident Safety Survey 2017 Q3. Results

We asked: ‘ *What do you think should be done to improve Fire Safety?* ’

269 people responded

- **180 people** asked for Specific Fire Safety Measures
- **107 people** asked for resident fire safety information, training and Involvement
- **72 people** wanted residents to be made aware of their responsibilities and for the Council to enforce those responsibilities
- **25 people** asked action by the Fire Brigade or access for emergency vehicles
- **75 people** made other comments and suggestions

Results overview

Significant areas of focus

- **Security**
- **Fire Safety**
- **Physical condition of the building**
- **Information, education and engagement**
- **Residents role and responsibilities**
- **Enforcement**

The biggest challenges

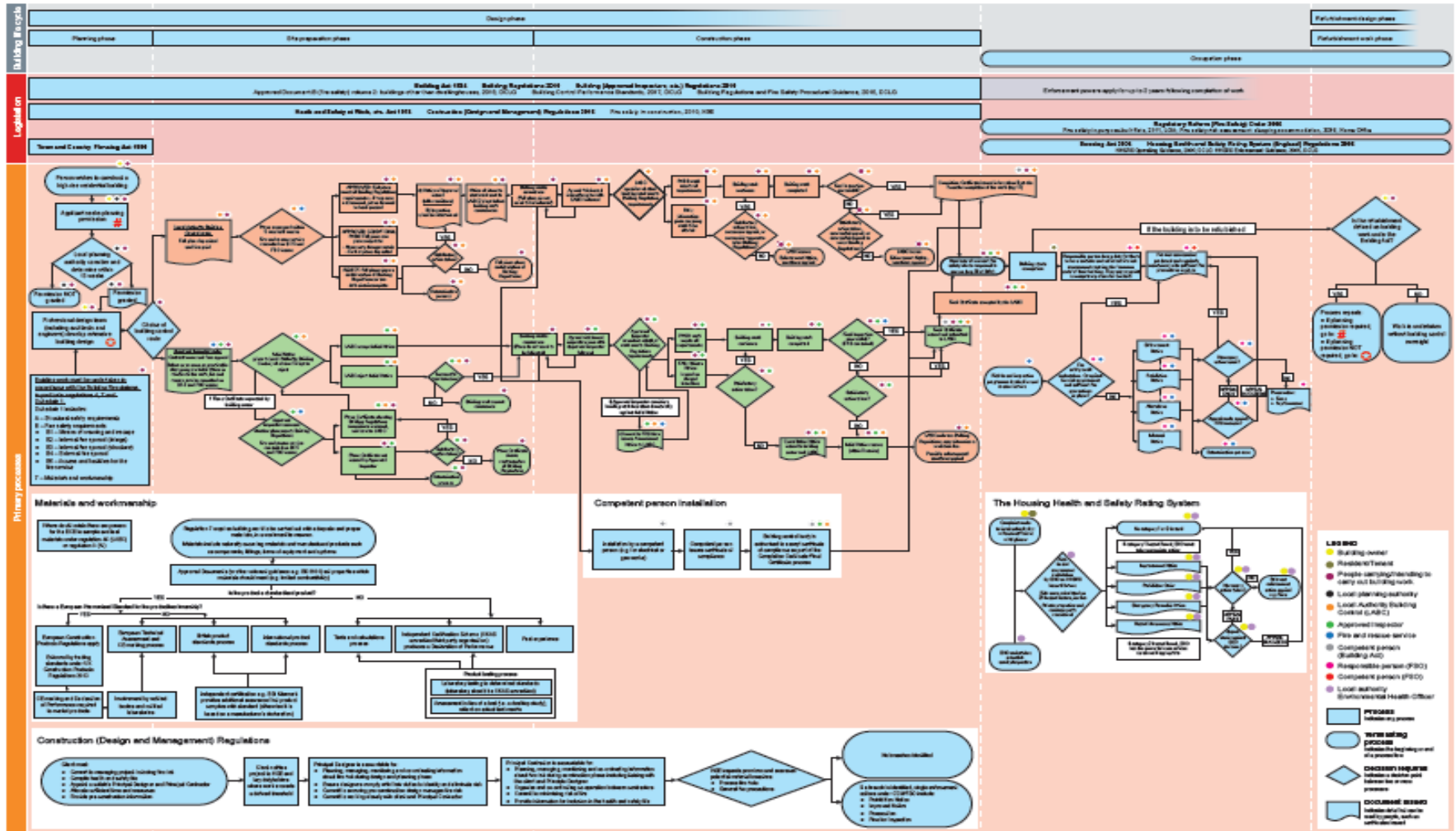
- Clearly setting out and communicating what property safety and resident safety includes.
- Identifying a clear resident safety strategy
- Identifying the safety hazard profile of the housing stock.
- Gaining the trust of the residents.
- Using the available resources in a risk based approach to target the life threatening hazards.
- Maintaining momentum and commitments that Camden has initiated.

How difficult can it be.....

Hackitt Review – Interim Report



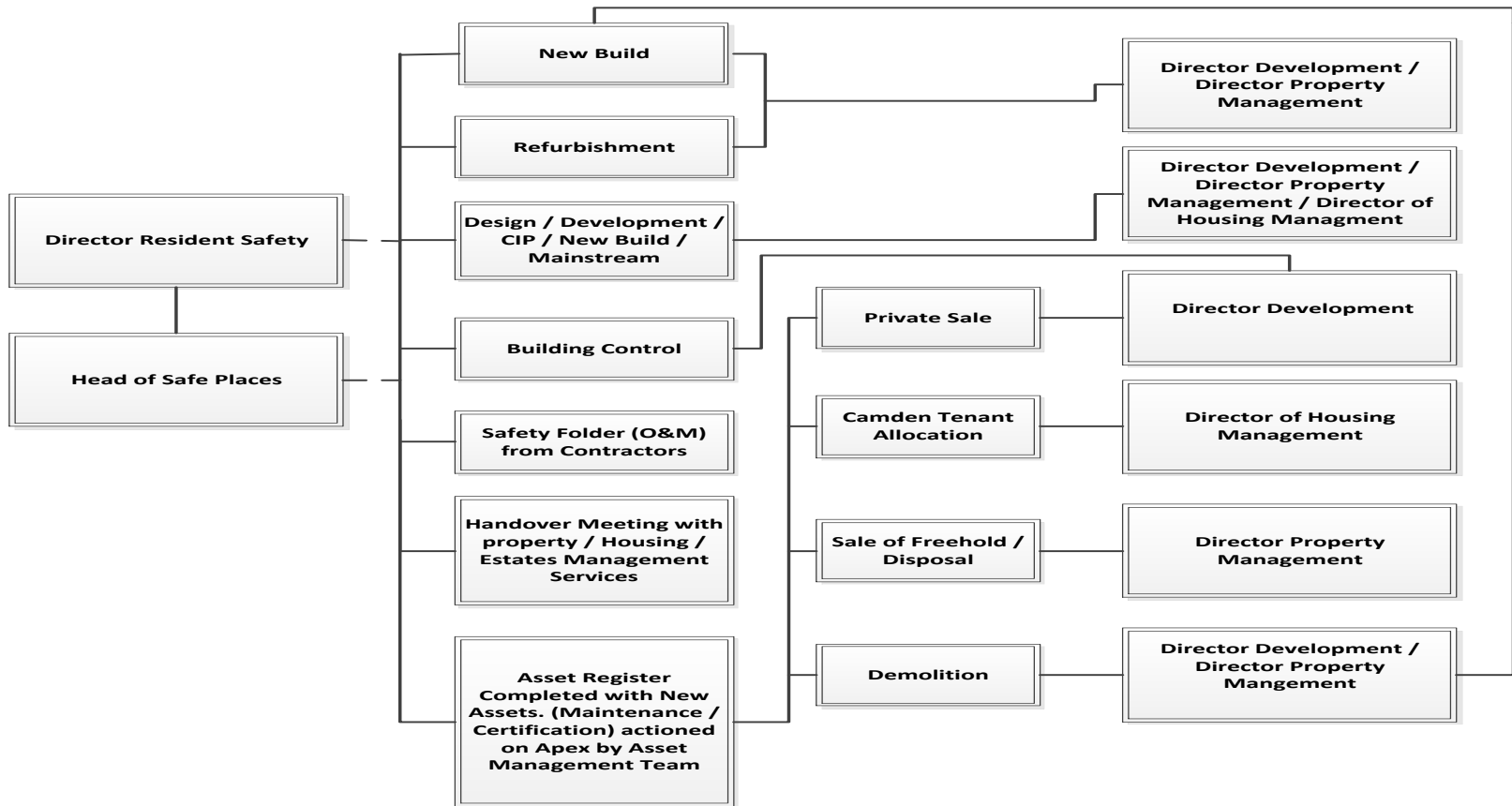
Mapping the building and fire safety regulatory system – high-rise residential buildings



Managing a property in Camden

Managing Property Safely within LB Camden: Interrelationships and how they work.

Health and Safety Technical Support (All areas)	New Builds & Major Refurbishment / Rebuild of existing stock	Disposition of Property	Directorate Responsibilities
--	---	-------------------------	------------------------------



Fire Risk Management System - Considerations

- Property Asset Register
- Do you have all the FRA's to match Property Asset Register
- Mixed use developments, residential above commercial units
- Competency of Fire Risk Assessors
- Fire Risk Register
- Fire Risk Assessment Principles
- Level 3 & 4 FRA's
- Process and recording
- Close out actions on FRA
- Openness and transparency
- Generate trust

Fire Risk Assessment Principles

The RRO does not apply to individual dwellings, i.e. beyond the flat entrance door, and so does not include measures to protect residents from a fire within their home. The RRO is concerned with fire safety within the common parts.

The FRA must consider the “general fire precautions” and the principal precautions for a purpose built block of flats would be;

- Measures to reduce the risk of fire and the risk of the spread of fire
- Means of escape from fire
- Measures to ensure that escape routes can be safely and effectively used
- An emergency plan, including procedures for residents in the event of fire
- Measures to mitigate the effects of fire.

Fire Risk Assessment

1. Measures to reduce the risk of fire and the risk of the spread of fire
2. Means of escape from fire
3. Measures to ensure that escape routes can be safely and effectively used
4. An emergency plan, including procedures for residents in the event of fire
5. Measures to mitigate the effects of fire.

The assessment would need to take account of;

1. Any sources of ignition, such as storage within communal areas and the measures in place to prevent any fire spreading, i.e. the effectiveness of fire doors, the state of wall/ceiling finishes, levels of compartmentation etc.
2. Are there sufficient exit routes, with signage and lighting for the expected number of residents and visitors.
3. Fire doors, venting of smoke, emergency lighting, free of obstructions etc.
4. Fire action notice clearly displayed and communicated to residents.
5. In addition to assessing the assessment of fire doors, compartmentation etc. the assessment will include any maintenance records of fire safety equipment, such as Dry Risers etc.

FRAs – Type 3 and 4

Camden has introduced a policy to carry out enhanced Fire Risk Assessments, commonly known as Type 3 and Type 4, which go beyond the scope of the RRO.

Type 3 are non-destructive surveys to common parts and homes. In this FRA the assessor will inspect a sample of flats to assess the fire safety precautions within the home, including whether detectors/alarms are fitted, are fire doors fitted and in good condition, and whether compartmentation is intact without the removal/destruction of panels, kitchen units etc.

Type 4 are destructive surveys in that the assessor will remove kitchen units, access and duct panels etc. to examine walls, ceilings, floors for breaches of compartmentation often found where services (telecoms, electricity, gas, water etc.) have been installed post-construction.

FRAs – Type 3 and 4

Camden, when agreeing the programme of FRAs with the assessors, will identify if there are Void properties within the blocks which can be used to carry out Type 4 (destructive) surveys within a dwelling.

Where Void properties are unavailable Camden will engage with residents to provide access to the assessors to carry out a Type 3 (non-destructive) survey within their home.

In communal areas a certain amount of destructive survey will be undertaken where required. This may include taking down ceiling panels, riser panels etc. and will be re-instated following the survey.

Residents will also be invited to attend the fire risk assessment as they are often the most knowledgeable of the building and issues which may have a bearing on fire safety generally. This may include history of anti-social behaviour, previous fire incidents and neighbours who may require assistance in the event of fire or who pose an increased risk of starting fires.

FRA process and recording

Camden has taken a number of actions to improve the quality of Fire Risk Assessments, the implementation of actions to address the FRA recommendations and the recording of the satisfactory completion of said recommendations. These actions include;

- Revision of the FRA template to simplify the essential questions and ensure all crucial elements are recorded fully.
- The assessors will be provided with all previous FRAs, servicing and maintenance records and plans of buildings to consider while undertaking the FRA
- FRAs will be undertaken using a PDA which will automatically download the completed assessment and photographs to the Apex system.
- The assessors will still be able to quality check the FRA before signing off, as required by their 3rd party accreditation.
- Camden's fire safety team will carry out quality assurance checks on a sample of FRAs before confirming acceptance.
- The Apex system will record all recommendations and target date for compliance and these will be flagged to the relevant responsible officer for action. Escalation flags will be generated to senior managers if actions are not confirmed as complete within target.
- Actions marked as complete will generate Post Inspections for the Quality Assurance/Fire Safety teams to check..

Openness and Transparency

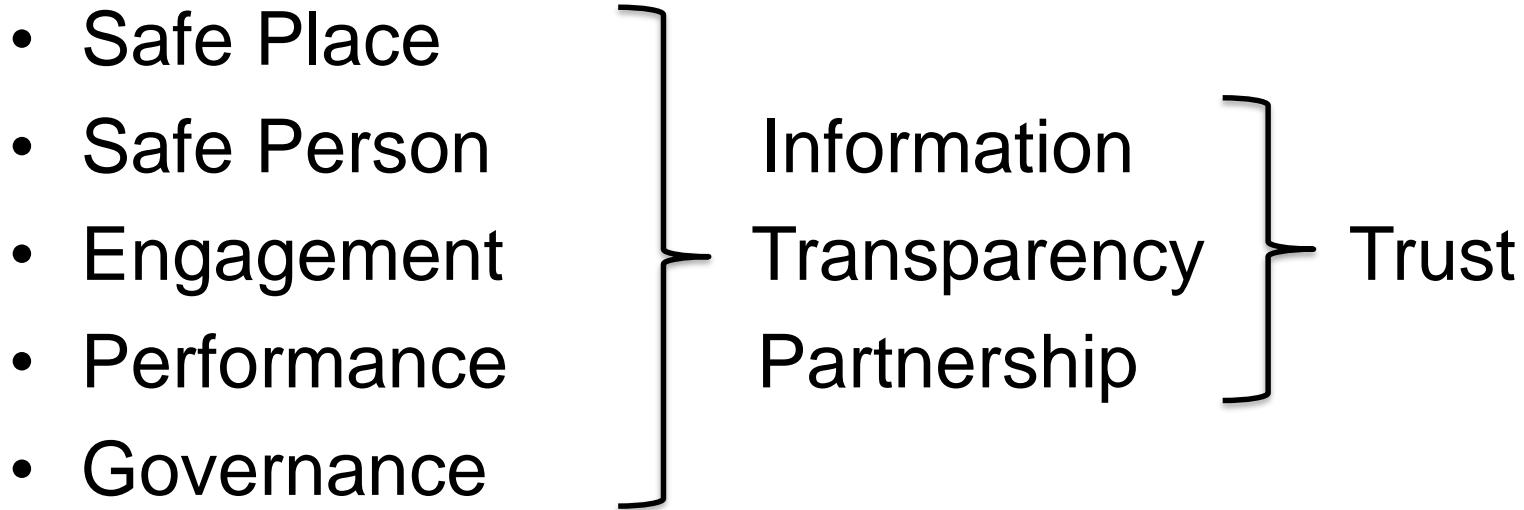
All new Fire Risk Assessments will be published on the Camden Open Data portal which all residents and the general public can access.

FRAs will also be available within each block that they relate to.

Progress on addressing the recommendations of the FRAs will also be available on Camden Open Data portal.

Camden will take into account any recommendations of the Resident Fire Safety Panel and will report back on progress.

Five pillar strategy to improve and maintain Resident Safety Leadership



Safe Place

- **Safety Sign-off:** At each safety critical stage of design, building standards, construction, maintenance and repair.
- **Building Control:** From conception to disposal identify the safety critical materials, construction methods, operational maintenance and disposal requirements.
- **Construction:** Ensuring compliance with the safety standards identified in the contract. Ensuring that the most life threatening hazards are removed at the design stage.
- **Repairs:** Safety built into choice of materials, worker competencies and sign-off safety validation.
- **Planned Maintenance:** Risk based approach ensuring that safety is part of the formula for expenditure allocation using a risk rating system. Ensuring that safety integrity is maintained.

Safe People

- **Information:** Identify building hazards and control measures. Transparent with information. Ensure access to information for those who need it.
- **Instruction:** Provide learning and development for those that need it. This includes tenants and residents, Camden technical support and management as well as relevant external bodies (blue light etc.)
- **Training:** Provide formal training where required focussed on risk based requirement to enable people to act in a safe way.
- **Safe Practise:** Ensure that everyone concerned understands what and why safe practises are required.
- **Positive Culture:** Improve values, attitudes and beliefs towards safety which support an improving and sustainable safety culture.

Engagement

- **Tenants and Leaseholders:** Improve and maintain opportunities for Residents participation in safety management, practices and delivery. T&R Associations, DMC's & Citizen Assembly.
- **Fire Safety Advisory Panel:** Scrutinise Hazard profiles of premises, analyse existing fire safety controls, review wider practises to improve life safety and security participation.
- **Members & Officers:** Revitalise political and working practises to utilise best use of current resources. Review emergency planning In light of experience.
- **External Organisations:** Engage and participate with Investigations and professional organisations to drive proactive information sharing of Gold Standard Practises. Community Safety Partnership etc.
- **Public Enquiries:** Ensure positive outreach to public enquiries from the Political and technical perspectives to support life safety changes in building standards and fire safety practices.

Performance

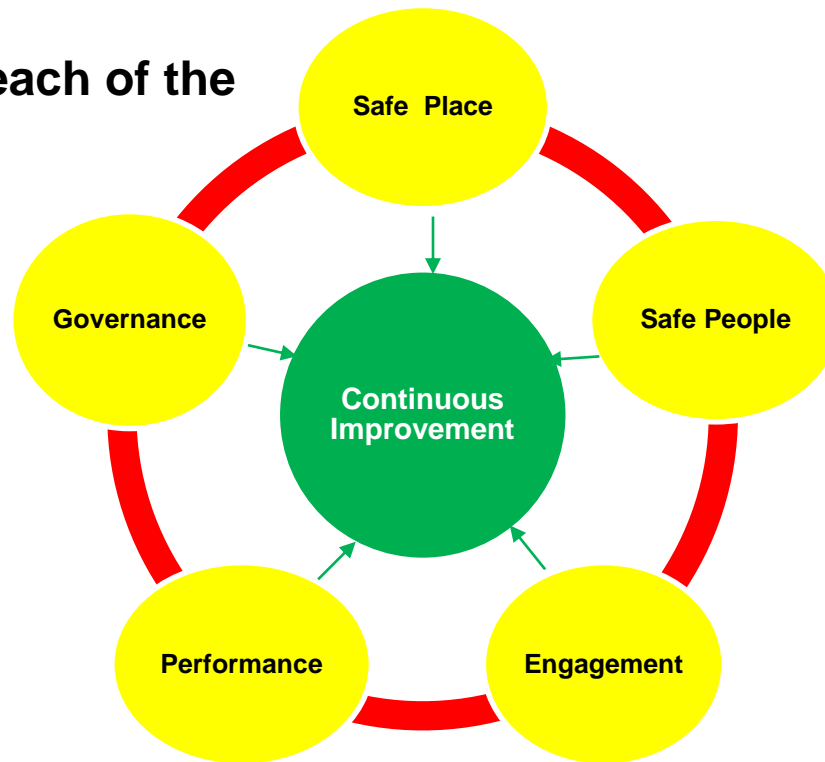
- **Data collection:** Review validity of existing data and identify improvements to better enable knowledge management.
- **Analysis:** Using valid data, analyse Borough property hazard profiles for each building. Feed into corporate risk register.
- **Set Objectives:** Using a risk based approach target resources at the life threatening hazards first followed by the less significant hazards. Must be SMART.
- **Measure:** Introduce systems to measure implementation, including safety sign-off and review of the control measure applied.
- **Review Objectives:** Regularly review the delivery of objectives taking into account the dynamic nature of repairs and maintenance reporting, technical developments and changes in standards.

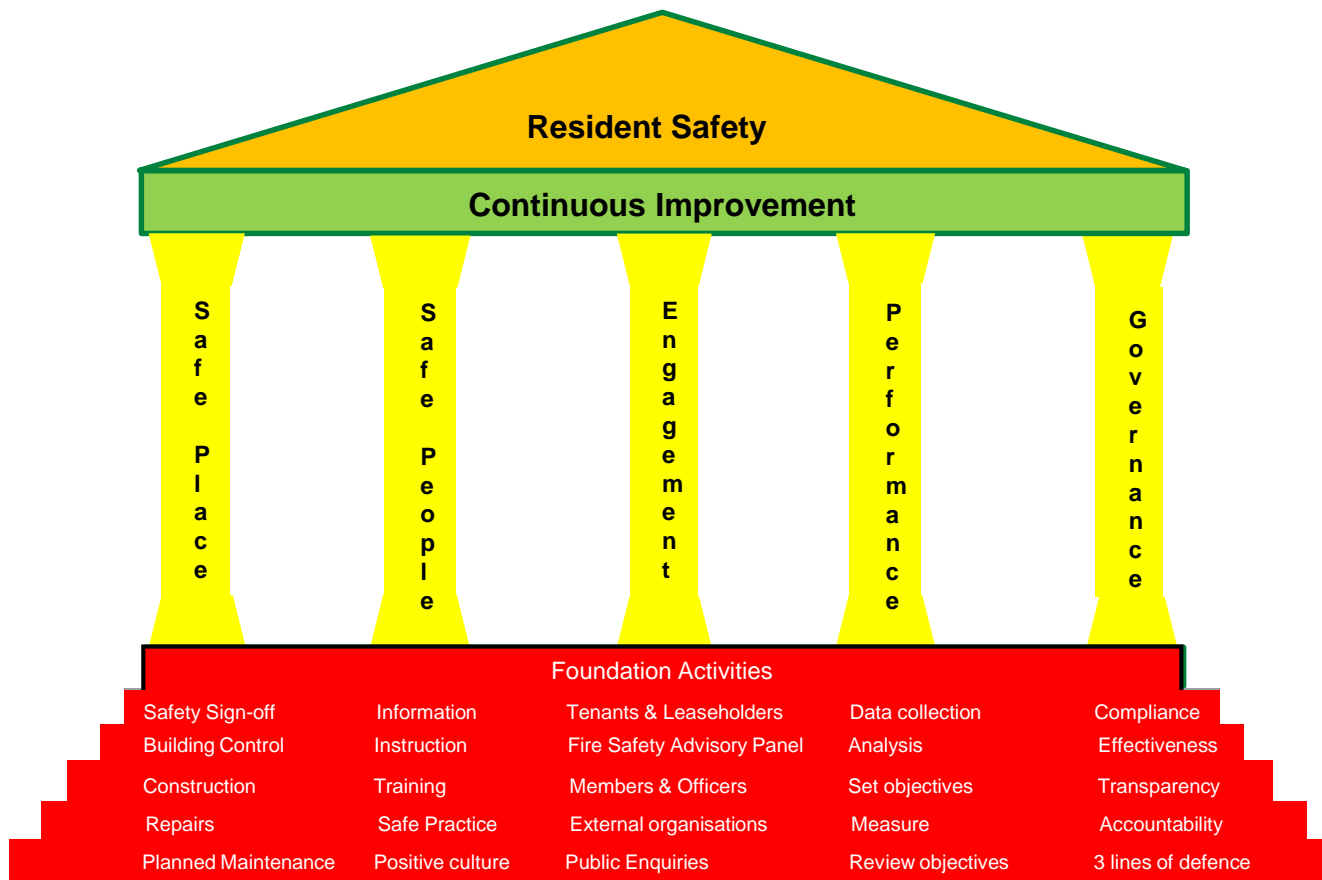
Governance

- **Compliance:** Review compliance procedures to include residents and tenants, Members and Officers.
- **Effectiveness:** Review the effectiveness and efficiency of safety practices. Applying the 'value added' principle to resident safety partnerships.
- **Transparency:** Continually monitor the production of information, data and knowledge sharing to enable full and meaningful participation by residents.
- **Accountability:** Review accountability practices for those with responsibilities or resident safety.
- **Three Lines of Defence:** (1st) Review front line operations. (2nd) Compliance with Safety function standards etc. (3rd) And internal and external audit.

Continuous Improvement

PDCA cycle for each of the five pillars.





Five Pillar Resident Safety Leadership Strategy

Resident Safety Leadership System Outcomes

- Residents will be and feel safer because:
- Life safety hazards will be removed.
- Residual risks will be controlled where the hazards cannot be removed.
- Standards will be complied with and improvements identified.
- Residents will be and feel like meaningful partners

Achievements to date



- Appointed first Director of Resident Safety
- Initiated process of rebuilding trust with residents
- Identified the five pillar strategy for resident safety leadership
- Revised organisations safety policy and arrangements
- Initiated a Fire Safety Advisory Panel
- Monthly meetings with Borough Fire Manager (LFB)
- Appointed Resident Engagement and Property Safety lead officers
- Reviewed the quality and processes for Fire RA.
- Worked successfully with residents and LFB to manager change of condition events
- Improvements in safety competency for officers and residents



Questions and Answers

Thank you for listening

Keith Scott

Director of Resident Safety

Keith.scott@Camden.gov.uk