

Building Safety Resident Engagement Strategy 2023- 2024

Enfield Housing

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1. Introduction

The Councils Housing Service manages the occupation, refurbishment and maintenance of Enfield Council's homes and is responsible for the safety of residents affected by these undertakings; under the Health and Safety at Work Act, the Housing Act, the Fire Safety and Building Safety Acts and associated secondary legislation. This strategy supports the council's Housing Resident Engagement Strategy 2021-24 and outlines Enfield Housing's approach to Resident Engagement in relation to building safety in complex and high-risk buildings.

It responds to the new regulatory regime required by the Building Safety and Fire Safety Acts, The Charter for Social Housing Residents and Enfield's ambition to be the Safest Borough in London. In drafting it, we will consult with and take on board the views of The Customer Voice Building Safety sub-group and Residents living in all 52 higher risk blocks.

The purpose of this strategy:

This strategy sets our approach and intention when informing and involving residents in the process of engaging them on matters associated to the management of their building and the process to be followed in the event of an incident or fire in their building. As we engage with residents further on "felt safe" sentiment, additional information will form part of individual strategies unique to all 52 blocks which will be made available to residents.

Roles and Responsibilities

This strategy will be reviewed on an annual basis and signed off by:

- The Director of Housing and Regeneration
- The Investment and Resident Safety Programme Director / Principal Accountable Person
- The Head of Building Safety / Accountable Person
- The Cabinet Member for Social Housing

This strategy will be reviewed in line with any changes to the legislation due to be published by Government, and in response to priorities identified by Residents, the Principle Accountable Person and to the Accountable Person and should there be any changes to the Building Safety Regulator and The Housing Safety Board.

The accountable person must take all reasonable steps to:

1. prevent a 'building-safety risk' (the risk of a fire spreading or a structural failure); and
2. reduce the seriousness of any risk that arises

If there is only one accountable person for a higher-risk building, that accountable person will also be the principal accountable person.

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If there is more than one accountable person for a higher-risk building we are responsible for, we will automatically become the principal accountable person for that building and will engage with the other accountable person as necessary. As well as the duties above, the principal accountable person for a building must also:

- register occupied buildings which the Building Safety Act 2022 applies to with the Building Safety Regulator (BSR) by 30 September 2023;
- register all new buildings before people move in;
- prepare a safety case report for the building, to show that they have assessed all building-safety risks and taken all reasonable steps to control them; and
- apply for a building assessment certificate for the BSR when instructed to do so.

2. The Building Safety Act 2022

The Building Safety Act 2022 sets out requirements for building owners to demonstrate that they have effective measures in place to identify and manage safety risks. The Act also enables residents in higher risk buildings to have a say in the management of their building and raise concerns directly with the Accountable Person who will have a duty to listen to them.

The Act requires that clear routes to resolve issues raised by residents about their safety is established, and residents have a chance to participate in decision making, as well as have access to key building safety information.

The Act stipulates that the resident engagement strategy must include details regarding the information that will be provided to residents and flat owners about the decisions relating to the management of the building in which they reside, what decisions residents will be consulted on, as well as information on how the methods for promoting participation will be measured and reviewed.

The Building Safety Act sets out a new duty holder role for the safety management of higher-risk residential buildings, known as the Accountable Person. The Council's Accountable Person is our Head of Building Safety, who is responsible for managing fire and structural safety risks in our buildings.

The Accountable Person must take all reasonable steps to provide a copy of the strategy to each resident of our high-risk buildings, who is aged 16 or over and resides in or owns a residential unit in the part of the building. In addition, a resident or flat owner can request further specific information regarding their building,

provided the information requested does not contravene data protection law. This information requested must be provided by the Accountable Person as soon as reasonably practicable.

The council's Investment and Resident Safety Director is the Principal Accountable Person and has overall responsibility for ensuring building safety risks are being managed appropriately and statutory obligations are met. These include:

- Registering all new buildings before occupation and existing buildings (between April 2023 – October 2023) with the Building Safety Regulator
- Preparing and submitting a Safety Case Report demonstrating that Accountable Person(s) have assessed all building safety risks
- Applying for a building assessment certificate when directed by the Building Safety Regulator
- Establishing a mandatory occurrence reporting system and adhere to reporting requirements
- Preparing a residents' engagement strategy
- Operate a system for investigation of relevant complaints e.g. a complaint relating to a building safety risk

3. Our approach to resident engagement in building safety

We will engage with residents with the ambition of making Enfield a safe place to live.

Our strategy seeks to ensure that:

- Residents are kept informed and able to participate in decision making regarding the safety of their building and understand the benefits to them.
- A clear procedure is set for residents to raise concerns about the safety of their home, including communal areas of buildings. More information can be found in the Council's Complaints Procedure.
- Residents know exactly what to do in the event of a serious incident in the block where they live. Information in their handbook will highlight key elements of safety both in the home and in communal areas including immediate and emergency communications.
- Residents feel safe in the buildings in which they live.
- Residents understand how they will be involved in decisions about their building's safety, particularly during any refurbishment.
- How we will communicate with residents, including the channels and forums through which different information will be shared.
- Residents understand what steps will be taken to ensure the engagement takes account of the diverse needs of their residents.
- How core information about building safety will be shared proactively with residents.

- How appropriate detailed information about building safety will be made available to residents on request.
- How complaints about safety will be handled effectively and efficiently.
- How residents will be informed about their own safety responsibilities, and how these will be managed.
- How implementation of the strategy will be measured.

The method for achieving this is to implement the following objectives:

Objective 1 Listen and Communicate: Communicate with all our residents in high-risk properties in ways that meets their needs, keeping them up to date and well informed and making sure that our residents' voices are heard and acted upon.

Objective 2 Involve: Involve residents and empower them to play a key role in helping to keep their homes and building safe, as part of this we will make sure that residents are aware of their responsibilities.

Objective 3 Evaluate: Monitor and evaluate the effectiveness of engagement and participation so that we can continue to maintain and strengthen our relationship with residents.

Resident Profiling

There is an established process for gathering information for residents who would not be able to leave the building in an emergency. Resident information such as language, disability or impairment and age will be collated and made available per block. Where residents choose to share this information with us, whether temporary (recuperating from surgery for instance) or longer term we will ensure that the Resident Relationship Officer is made aware through regular engagement.

This year, Enfield Council's Housing Management Directorate undertook a programme of audits of tenants living in HRBs. This information helped to provide the necessary information to London Fire Brigade and emergency services in the case of an emergency and includes the resident's ability to evacuate their building. This information will be available as a Personal Evacuation Plan (PEP) required to be completed by each tenant at the time of moving into any property or if circumstances change that impact their ability or inability to exit their home or building in an emergency.

4. The mechanisms for achieving these objectives are:

4.1 Building Safety Resident Engagement Strategy

The Council will develop and maintain a Building Safety Resident Engagement Strategy which will achieve the desired outcomes set out above. Reference to this strategy. The strategy will be revised periodically in accordance to circumstances set out in the Building Safety Act 2022, this includes but is not limited to, in the event

that the PAP or AP changes. At each revision, residents will need to be made aware and consulted on the that version of the strategy.

4.2 Stakeholder mapping

Our stakeholder mapping will be one of the tools for us to support an effective engagement strategy, strengthening our residents' relationship with Enfield. We will identify residents who are interested to form part of our stakeholder mapping for each high-risk building. Our map will be created using a set of criteria such as interest, relationship, and influence among those volunteers who will become Enfield Building Safety Champions.

4.3 System for decision making

We will encourage residents to get involved in decision making relating to the safety of their building and provide them with safety related information on works due to be carried out to their building, enabling them to have an opportunity to inform us of their concerns.

A Building Safety Panel will be formed. At these meetings tenants and leaseholders who have volunteered as Building Safety Champions will discuss safety issues and influence the decisions they have been consulted on.

4.4 Direct route to the Accountable Person

Our information will support our residents to understand how they can be involved in this engagement strategy. It will also tell them how they can obtain further information about the safety measures in place for their building from the Accountable Person by emailing buildingsafety@enfield.gov.uk.

4.5 Programme for engagement

The council is required to develop a building safety case file and building safety case report for each of its 49 in scope, high risk residential buildings. This is defined as buildings that are over 18 meters tall or 7 storeys or above, containing at least two flats. The significant findings of these reports will be published. Activities to publicise and promote the new arrangements for sharing building safety information will be held.

4.6 A programme of engagement will be set out utilising activities below:

- Residents' Associations and Friends Groups to have a permanent agenda item for Building Safety updates.
- Estate walkabouts
- Digital participation e.g. social media, customer feedback
- Building Safety Champions meetings

- On Your Doorstep Events
- Leaseholders and Tenants Conferences

4.7 The purpose of the engagement is for residents to be encouraged to have an input and to influence building safety decisions relating to the management of the building in which they live. The initial focus of engagement will be:

- what safety information will be provided to residents
- what decisions they will be consulted on in accordance with the Building Safety and Fire Safety Acts
- how residents' views will be considered

4.8 How methods for promoting participation will be measured and reviewed

4. 8A Progress will be measured by monitoring and evaluating:

- residents' understanding of the ways they can take part and influence decisions
- the support and resources provided for residents to take part, and
- resident satisfaction with services, provided by survey results

4.8b The Building Safety Team will produce a report for this engagement strategy which will:

- include analysis of our engagement with residents living in high risk and complex buildings
- provide an update on the implementation of these recommendations, further actions, and continued direction of travel, supported by the latest data on resident engagement and feedback
- include an assessment of the impact made to improve engagement between residents and the Council

4.8c Methods of communication

Methods of communication will be resident led with their preferences laying the foundations for our approaches. We will aim to be modern, agile and responsive to meet their needs. Our methods of communication will be in writing, emails, letters, posters, newsletters, website updates, social media and through residents' forum consultation events. We will provide translation and other accessibility services on request.

Information

The following information will be made available for review for all residents via the council's internet, where a file relating to our higher risk buildings will be stored, this will include:

- The most recent fire risk assessment
- The most recent building safety case report for the high-rise buildings.
- Details as to how building safety assets are managed
- Details of and the schedule for, any planned maintenance and repairs of building and fire safety features
- The outcome of any building safety inspection checks for the building that have been undertaken
- Building Safety Service organisation chart
- Building Safety Panel consisting of involved residents to work with Enfield to raise and action their concerns, issues, and feedback in relation to the safety of their building. This group will have an agreed Terms of Reference and meet once a quarter. This strategy will be shared with this group for their input and approval.

5 Objective 1: Listen and communicate

Achieving Objective 1 by Listening and communicating

We will use a range of ways to communicate with residents to cater for, as much as possible, the diverse needs of our residents. We will endeavour to make adequate provisions for residents on request, for example, who have a physical or visual impairment, have other disabilities or who do not speak English. All letters, leaflets and emails about safety will be readily available in Turkish and Somali but also can be translated into the language of the resident's choosing and Braille type, on request at no charge.

All enquiries will be responded to within 5 working days by telephone or email or another method where a preference is indicated, to promote a culture of safety by clear communications stating the reasons why a course of action has been taken and explaining the risks involved to the resident.

Enfield will publish its Fire and safety Assessment findings.

Enfield will publish its Fire Risk Assessment and Building Safety Case Report significant findings. As this is the first time the Building Safety Case Reports will have been produced, publication of these will be set for after the reports have been approved by the Building Safety Regulator.

We will use a range of appropriate and tailored communication methods and tools, adapted to our residents' needs, to share key messages with them.

Our communication tools include:

1. Meaningful Consultation

It is essential that we ensure consultation is accessible to everyone and through a variety of online, phone and paper-based methods, including:

Activity	Detail
Letters	Letters sent to all residents with information survey appointments and that they will be contacted again directly by consultants. Further information will be shared about how they can provide feedback and how to get involved in they can have their say.
Posters	Posters will be used to provide information related to building or fire safety. These will be placed in notice boards in blocks and communal spaces.
A5 Leaflet	An A5 Leaflet will replicate the posters in blocks and will include useful numbers and information
Dedicated email address	A direct dedicated email address has been set up for residents to email LBE with any concerns.
Telephone Survey	Survey to be carried out by Market Research company to gather sentiment from residents of each block on how safe they feel in their home and/or their building and if they would know what to do in the event of a fire.
Text Messaging	Text messages to be sent to residents informing them of in engagement activities planned with them ie telephone survey
Emails	Emails will be used to provide updates on progress and how to get involved in matters that concern them as well as providing web links
Online feedback form	An online feedback form will be set up to collect resident comments and will be hosted on the corporate website
Pre-arranged visits for vulnerable residents (if required)	A dedicated meeting will be arranged with residents who may be vulnerable or have support needs in line with Enfield Council's Safeguarding and health and safety policy.
Site visits and walkabouts	Officer site visits will be arranged with residents to highlight any issues in their block in person.
Resident Building Safety Portal	Online Building Safety Residents Portal for reporting of any structural or fire related concerns. Latest Building Management Plans available along with an FAQs. Building Safety Manager details and other important information associate to the management of their block.

Residents requesting further information will be provided with a dedicated email address to ask any questions they may have. BuildingSafetyCase@enfield.gov.uk. This email address will be available for residents to submit any questions. A set of Frequently Asked Questions (FAQs) has been drafted, and a briefing document including FAQs will be shared with customer facing colleagues to help answer any residents' queries received about the Building Safety Case Report programme.

Corporate Communication Channels include:

Communications Channel
Housing News
Digital newsletter for tenants and leaseholders
Enfield Council online
Have your say pages online
Customer Voice Group
Building safety sub-group
Social media (Twitter and Facebook)
Physical and Digital Noticeboards
Resident conferences and surgeries
Tenants and Leaseholders Associations

6 Objective 2: Involve

Achieving Objective 2 by Involving residents

Residents will be invited to become the Building Safety Champion for their block.

The Building Safety Champions and members of the Customer Voice will be provided with the Housing Safety training iLearn modules, to better equip and prepare them to consult and engage on matters relating to safety in their blocks.

The modules are:

- a. Asbestos
- b. Damp and mould
- c. Housing Health and Safety Rating System (HHSRS)
- d. Hoarding
- e. Introduction to social
- f. Legionella awareness
- g. Person centred approach to fire evacuation
- h. Fire Safety in Social Housing

The appropriate Building Safety Champion and a member of the Customer Voice will be invited to attend the monthly safety inspections and annual safety audit of their block.

Comments, compliments and complaints received relating to safety will be reported at the monthly Housing Safety Board and reported to the Building Safety Panel the following month.

Customer feedback will regularly be considered by the Building Safety Panel and any actions that require escalation will be passed to the Housing Safety Board.

The Building Safety Panel will be led by the Building Safety Team (supported by the Resident Liaison and Engagement Team) and will meet quarterly. They will be asked to set an annual safety priority which will be specific, measurable, achievable, relevant and time targeted. This safety priority will be included in the Building Safety work plan. To support this, suggestions will be put forward by the Head of Building Safety for consideration.

7 Objective 3: Evaluate

Achieving Objective 3 How methods for promoting participation will be measured and reviewed

After every incident in the block, an incident investigation will be undertaken by a health and safety or fire safety Officer from the Building Safety Team. The incident report will be completed within 20 working days.

As part of the investigation, the Investigating Officer will ask the residents directly affected, and the Building Safety Champion for their recollections and comments.

All incident investigations will seek to establish significant findings and associated actions needed to prevent a recurrence. These will be reported and tracked at the Housing Safety Board which meets every month.

The significant findings and associated actions being taken to prevent a recurrence, will be sent to the resident and the Building Safety Champion.

Agenda and minutes of the meetings will be produced and issued to all members.

Building Safety Team will produce a Resident Leaflet/Booklet to accompany the Resident Handbook for all high-risk buildings, giving details of what needs to be done to promote and protect safety, both;

by residents

- how to recognise and report safety concerns
- that they must not act in a way that creates a significant risk of a building safety risk materialising
- they must not interfere with or damage a "relevant safety item" (which is defined as anything forming common parts that is intended to improve building safety)
- have key contacts
- how to arrange bulky waste collections,
- what their block's evacuation strategy is
- how to be a safe neighbour

by Enfield,

- Seek out information from people who cannot evacuate unaided to pass on to the London Fire Brigade. In turn provide them with appropriate information and signposting to other Services
- Achieve and maintain 100% compliance with our landlord responsibilities
 - Asbestos
 - Damp and mould
 - Housing Health and Safety Rating System (HHSRS)
 - Hoarding
 - Introduction to social housing
 - Legionella awareness
 - Person centred approach
 - Fire Safety in Social Housing
- completing hard wired fire and carbon monoxide detection installation and renewal in all our homes
- relevant maintenance and improvement updates
- fire action – what to do in the event of a fire and how to report it
- keeping communal areas clear and safe
- make sure that when undertaking major works in high-risk buildings that all relevant health and safety aspects are given the highest priority and that residents are aware of any safety issues that relate to the work concerned
- Communicate this strategy and our building safety approach to residents of all 52 in scope blocks
- Publication of the Fire and Building Safety assessment information and where to find these
- Prioritise any customer contact or complaints which may have a building safety implication
- Communicate our Don't Walk By initiative, supported by the Housing Academy Safety training
- Provide contact information for Building Safety Officer, Housing Patch Manager, First Responder, and Caretaker

The shorter and accessible version of the strategy will be provided to residents on the corporate website www.enfield.gov.uk. Residents will have three weeks to provide their feedback and then will be communicated to as and when the strategy is revised.

Complaints about building safety

Complaints about safety will be handled effectively and efficiently. There is an established process which is overseen by Housing Service Development and Improvement. How residents escalate complaints will be added to the council website and communicated through usual channels with appropriate links.

Processes will be defined aligned to how complaints are managed associated to:

- the building
- the PAP and how residents can make a complaint to the Regulator about the PAP and the number of days in which a complaint takes to be considered and resolution met.
- how residents make a complaint to the Regulator
- compliments and complaints scheme if there is any
- complaints raised by contractors against Enfield Council

We will continue to:

Develop this strategy, including taking into account any emerging legislative requirement, as we look to the future.

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