



Ministry of Housing,
Communities &
Local Government

Resident Involvement and the Social Sector (Building Safety) Engagement Best Practice Group

Social Housing Division

Sarah Carpenter

Residents Voice



Drivers for the Social Sector (Building Safety) Engagement Best Practice Group



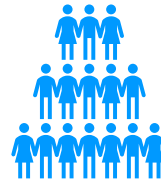
The voices and views of social housing residents following the tragic fire at Grenfell Tower on 14 June 2017.



The publication of Dame Judith Hackitt's *Independent Review of Building Regulations and Fire Safety* on 17 May 2018



The publication of the Government's Green Paper, '*A new deal for social housing*' on 14 August 2018



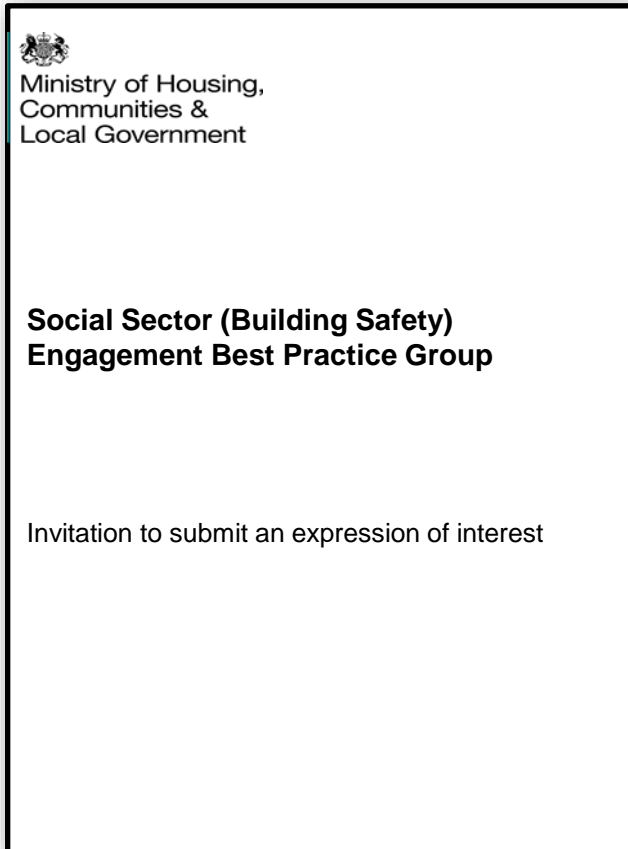


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Expression of interest for membership of the Best Practice Group

‘We will be particularly interested in applications from social landlords which include proposals to nominate a resident to be part of the Group who will play a key role in the development of the proposals.’

‘Details of how you intend to involve your residents in the design and evaluation of initiatives we are piloting and proposals for how you will support a resident to attend the Group.’





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Members of the Best Practice Group

Victoria Elvidge
Chair



Chelmer Housing Partnership
East

Clarion Housing Group
Countrywide

Optivo
London, South East and Midlands

Phoenix Community Housing
South London



Poole Housing Partnership (ALMO)
South West

Stockport Homes (ALMO)
North West

Your Homes Newcastle (ALMO)
North East

Sheffield City Council
South Yorkshire



Tim Birchall
Bedfordshire Fire and Rescue Service

Paul Everall
Local Authority Building Control





Aims and Objectives

The Social Sector (Building Safety) Engagement Best Practice Group (“the Best Practice Group”) **has been testing ways to engage effectively with residents in giving them a strong voice in an improved system of building safety.**

Developing good practice in the fields of engagement and communication with residents; specifically on fire and safety issues.

Helping to develop a stronger culture of engagement between residents and landlords by building on the existing good practice in the social sector.

Considering how approaches to resident engagement with regards to fire and building safety can be disseminated, as one step towards delivering the culture change that is needed.



1 Chelmer Housing Partnership, Stockport Homes Group and Your Homes Newcastle have been focusing on answering the question:

What are the most effective ways of communicating fire safety information to residents?

- ***The members of this sub-group have been testing communication preferences with targeted groups of residents, including whether an infographic, letter or email is the most effective in relaying fire safety information.***
- ***Used a survey based approach.***
- ***The aim of this initiative is to identify how to improve social residents' understanding of the fire safety information available to them.***





Landlord and Resident Responsibilities

2

Clarion Housing Group, Phoenix Community Housing and Poole Housing Partnership have been focusing on answering the question:

What are the most effective messages to residents to facilitate arranging access to their homes to support fire safety?

- ***The members of sub-group have been testing if communicating personalised and relevant information to residents makes gaining access easier. Gathering data on who residents' 'trusted voices' are on this type of message - with a particular focus on people with vulnerabilities such as hoarding disorders.***
- ***Used a range of methods to carry out their initiatives, including workshops, resident engagement days and testing the nudge approach***
- ***The aim is to develop approaches for landlords that would support access to residents homes in a variety of situations.***





Action to take in the event of fire

3 **Optivo and Sheffield City Council** have been focusing on answering the question:

What are the most effective ways of to communicating to residents what to do in the event of a fire?

- ***The members of this sub-group have been testing to what extent residents of social housing would follow the recommended course of action in the event of a fire and whether a written guide or pair of animated videos are more effective in enabling residents to a) understand, b) trust and c) recall information given to them explaining what to do in the event of a fire.***
- ***Used a survey based approach.***
- ***The aim is to identify which method of communication has the greatest impact on residents.***





Co-creation with residents

The residents of the Group have been at the heart of designing the initiatives, enabling their voices to be heard and to influence decisions that affect their lives

“I have gained a real insight into building safety and have used my knowledge to speak to other residents about their understanding of fire safety. My practical knowledge of living in a high rise block for over 15 years has contributed to the pilot and I have felt that my input has been valued and influenced how the project has been planned to ensure residents’ needs are considered.”

John Cairns, Resident, Stockport Homes

“I think that being a resident rep on this Group has shown that the Government is committed to the inclusion of ordinary residents, and it also shows that the way forward is in encouraging landlords to work in a collaborative partnership, it reassures people that action is being taken and the people that need to listen, are.”

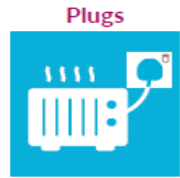
David Burbidge, Resident, Clarion Housing Group



Some findings and products

Fire safety in your home

Top tips for keeping you and your family safe



Plugs

Turn off appliance plugs when not in use.



Doors

Do not leave a fire door open and never disconnect an automatic closer.



Appliances

Do not leave appliances running when no one is home.



Smoking

Do not smoke in bed and always put out cigarettes fully.



Smoke alarms

Test your smoke alarm weekly and do not cover or remove.



BBQ

If you have a balcony, do not have a BBQ on it.



Cooking

Do not leave cooking unattended.



Belongings

A tidy home with fewer belongings can reduce the risk of a fire spreading.



Candles

Do not leave candles unattended and always put out fully.



Matches

Store matches and lighters in a safe place, away from children.



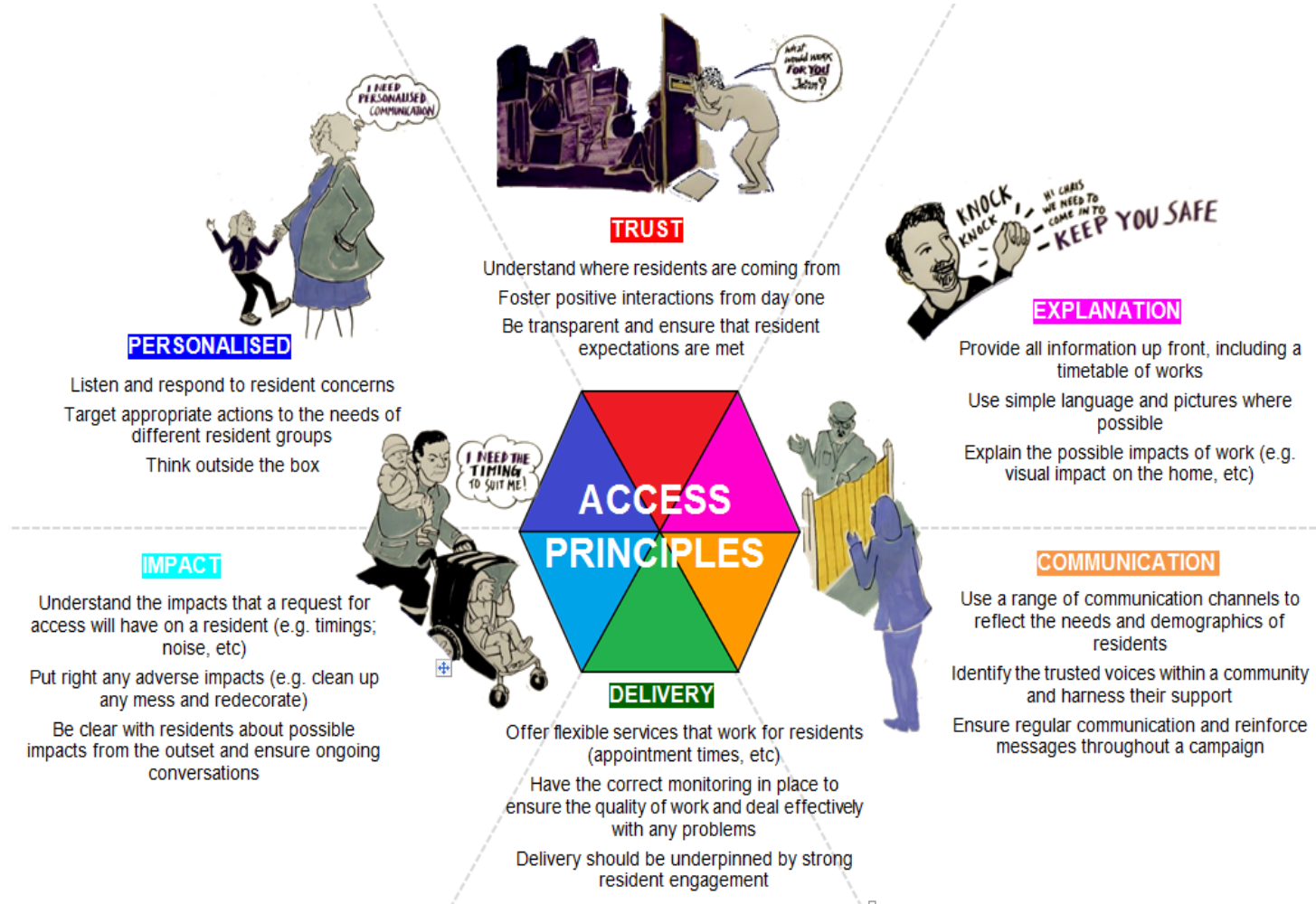
Electrical

Do not overload electrical sockets and switch them off when not in use.



Flammable

Do not store anything flammable such as petrol in your home.





Next Steps for the work of the Best Practice Group



The intention is that the work of the Group will help engagement with all residents and landlords and building managers, and not just those in the social sector.



It will ultimately be reflected in relevant parts of Government's Good Practice Guidance to support implementation of the Residents Voice Measures in the Building Safety Bill



We are planning to run a cross-tenure Good Practice Group to build on the work of the original group and continue helping shape the guidance for the new regulatory system



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Questions?