



Building Safety Engagement Strategy

1.1 Introduction & Aims

This document is our first Building Safety Engagement Strategy. It'll focus on our higher-risk residential buildings (HRRB), which are defined as being 18 metres and above, or 7 storeys or above, whichever is reached first¹. A list of all HRRB's can be found in Appendix 1, "Matrix of Engagement".

This strategy sets out how we'll approach our engagement with residents of HRRB's, and any new buildings that meet the criteria.

The key aims of this engagement strategy are:

- To empower all customers living in HRRB's to be able to effectively play their part in keeping their building safe
- To set out how our customers will be able to engage with us around the safety of their building, to promote the benefits of being involved, and to supply methods that are accessible to every customer
- To show how we will consult with customers on the building safety information that they wish to be provided with and how they wish to receive it, and
- To improve our methods of engagement through customer co-design

1.2 Context

Following the Grenfell Tower tragedy in 2017, the Government launched an inquiry led by Dame Judith Hackitt, the former chair of the Health and Safety Executive. The review concluded the need for major housing sector reform and the need for customer safety to be a greater priority throughout the life cycle of a building (from design and construction, through to when people are living in their homes).

In December 2018 the Government approved all recommendations made by Dame Hackitt.

Following the inquiry, (known as the Hackitt Enquiry), the Government produced the Draft Building Safety Bill, which went through the House of Commons to become the Building Safety Bill on 5th July 2021.

One of the key recommendations of the inquiry, and included in the Building Safety Bill, is '**a stronger role for customers**'. This aims to ensure that customers' voices are properly heard and listened to, and that customers receive core information about building safety from their landlords, with the right to request more detail.

¹ <https://www.gov.uk/government/publications/building-safety-bill-factsheets/buildings-included-in-the-new-more-stringent-regulatory-regime-factsheet>

In addition to the Hackitt Review, the Government also published the 'Charter for Social Housing Residents: Social Housing White Paper' in November 2020.

The White Paper further highlights the importance of improving customer engagement, with the aim of:

- Ensuring every home is safe and secure
- Having complaints dealt with promptly and fairly by social landlords, and
- Having customer voices heard by their landlord through regular engagement opportunities

2.0 Our Approach

With the above national context in mind, this Engagement Strategy highlights our approach to ensuring meaningful, effective, and accessible engagement in relation to the building safety of HRRB's. This strategy has been developed through a process of customer co-design at pilot projects, and we will supplement the strategy with bespoke information sheets for each applicable block, as highlighted in 2.3

In this section of the strategy, we'll outline:

- 2.1 Methodology
- 2.2 Customer Engagement
- 2.3 Customer Information Sheets
- 2.4 Personal Emergency Evacuation Plans
- 2.5 Information at the start of a tenancy
- 2.6 Managing Agents
- 2.5 Further Information

2.1 Methodology

The following section supplies a step-by-step outline of how we created this strategy.

- We consulted with the customers of all VIVID's HRRB's to establish how and when each block would like to receive building safety information relevant to their block, as well as a copy of this strategy to provide feedback on.
- The results of these surveys will be used to complete the 'Matrix of engagement' (appendix 1), where we have supplied the details for each tall towers bespoke engagement strategy.
- The feedback provided will be used to make further adaptations where necessary to complete the final version of this strategy.

2.2 Customer Engagement

Within VIVID, we supply a wide range of engagement opportunities to meet the diverse needs of our customers .

They include:

- Focus Groups
- Interviews
- Surveys and updates – email, postal and telephone
- Webinars
- Website updates
- Public Meeting
- Roadshows and
- Notice board information

We also supply the opportunity for customers to suggest engagement opportunities they think would be better suited to them and their building.

For more information about further engagement opportunities, and to provide suggestions for further engagement opportunities, please contact the customer engagement team at:

gettinginvolved@vividhomes.co.uk

2.3 Customer Information Sheets

We have engaged with customers from all our HRRBs to develop bespoke building safety information sheets for each building. These information sheets include:

- All steps to take in case of a fire
- What fire safety measures are in place in the building
- What these fire safety measures do
- Photos of each of the fire safety measures

The consultation was sent to customers, and has allowed us to make bespoke changes to the customer information sheets based on customer feedback on:

- The content
- The language
- The photos
- The amount of information (i.e., more or less required)
- Whether they understand everyone's role in keeping a building safe
- What formats they would like to receive the information
- How often they would like to receive the information

We will review the building safety information sheets on an annual basis, or sooner if there has been a change to the safety information of the building e.g., if the fire evacuation plan changes, if we upgrade current safety systems, install new safety systems, or if there is a change to the Fire Risk Assessment.

Customers will be given a copy at the start of their tenancy, there will also be a copy found on the notice board in the communal area of the building-

If as a customer you have not received a copy of the building safety information sheet, please get in contact via at: <https://www.vividhomes.co.uk/contact-us> and we will arrange for a copy to be sent to you via post or email. Alternative languages and formats can be requested, and we will accommodate where possible.

2.4 Personal Emergency Evacuation Plans (PEEPS)

We will contact all customers in HRRB's to complete a person-centred fire risk assessment. We will use the outcome of these fire risk assessments to decide whether a PEEP is needed. A PEEP is a documented plan for the evacuation of people who are unable to evacuate without assistance, and/or require some assistance to do so.

A family member or carer may aid in the completion of a PEEP; however, the customer must sign off the PEEP before completion.

All completed PEEPs will be transferred to the PEEP register and placed in each premises' Gerda box². All information will be held securely and in line with General Data Protection Regulations (GDPR); access will only be shared with people or organisations who need to know such information for the development or implementation of the PEEP.

Customers may request a copy of their PEEP, and we will supply the copy as soon as reasonably possible.

PEEPS will be renewed annually, or sooner if a customer informs VIVID of a change in circumstance that makes the current PEEP obsolete. Customers can do this by contacting their neighbourhood officer, or the customer experience team at: <https://www.vividhomes.co.uk/contact-us>

2.5 Information at the start of the tenancy

We will provide customers in HRRB's with all relevant information at the start of their tenancy, in a format that suits the customer, including:

- Building Safety Information Sheet
- What to do in case of a fire
- The importance of gas safety
- The implications of no access to the property
- Not to store anything within the loft or communal area including communal cupboards
- Information of outstanding repairs with a timescale for completion
- A completed Fire Risk Assessment

Existing customers who wish to access the above information can do so by contacting our fire safety team at: firesafety@vividhomes.co.uk

² A Gerda Box is a fire safety information box which contains all building & fire safety information for a building, the purpose of which is to assist Fire & Rescue services to access information quickly in the event of an emergency.

2.6 Managing Agents

In blocks where there is a managing agent in place, the managing agent may be responsible for completing the following:

- PEEPs
- Regular block visits
- Completing an annual Fire Risk Assessment
- Grounds Maintenance

Both VIVID, and VIVID customers living in these blocks, are informed of all work & changes completed by the managing agents. Customers will also receive updates from the managing agents about the fire safety strategy of the building.

The responsibilities of the managing agents differ for each block, customers who wish to receive specific information about their managing agent can contact the Managing Agent Officer via <https://www.vividhomes.co.uk/contact-us> or via the Neighbourhood Officer for the area.

We are working with the Managing Agents to establish a defined list of responsibilities and will provide an update to the appendix of this strategy with individual details for each block & managing agent when complete

2.7 Further Information

If prescribed information, or a copy of a prescribed document is requested by a customer, we will provide the customer with the information or document as soon as reasonably possible. This will be within 10 days for postal requests, and 2 days for digital requests, as per our service standards. Any information requested must not be in breach of data protection legislation or contradict any obligation of confidence.

We will cater to the diverse needs of our customers. For example, we will supply all material in another language or in a format that meets the further needs of any one of our customers if asked.

Where required we will also supply information to a designated other, such as a family member, for example within our Older Person's schemes.

Customers may contact the Building Safety Manager at firesafety@vividhomes.co.uk request further information around the safety of their building or to discuss any concerns they may have.

For more important information, please visit our website: <https://help.vividhomes.co.uk/maintaining-my-home/building-and-fire-safety#top>

