 

**17th August 2022**

**Beam Parklands Fire Response - Lessons Learned**

On Tuesday 19 July a severe fire occurred in the Beam Parklands and Ballard’s Road area in Dagenham, destroying and badly damaging a number of homes. Some residents affected by the fire have lost everything, while other families have sadly lost pets in the fire or had their homes severely damaged.

Unfortunately, some families are still unable to return home and people are staying with family and friends, in hotels, or in temporary accommodation.

As an authority which places its residents at the heart of what we do, the London Borough of Barking and Dagenham, working alongside its partners and residents, responded to this major incident and are now looking to review our performance and the support provided to those involved with a view to ensuring that any assistance is prompt, practical and effective for our residents. We have engaged Protect and Prepare Ltd to assist us with that process.

With that in mind we would like you to complete the following questionnaire which will be used as part of a wider review to identify any best practice or lessons learned to improve future performance.

Once the questionnaire is completed we may wish to conduct a follow up telephone interview to ensure your answers are fully understood and can be considered appropriately. If you do not wish to be contacted please do indicate that in the box below.

If you have any questions regarding this process please contact timcutbill@protectandprepare.co.uk.

Thank you for your support.

Andy Opie

Operational Director, Enforcement & Community Safety

Please turn over for questionnaire.

**Resident Questionnaire**

Please provide as much information as possible. Any information provided will be treated in confidence and only used for the purposes of this review and when no longer necessary upon completion of the review will be confidentially destroyed

Once completed please save the document and email it to timcutbill@protectandprepare.co.uk by the 31st August 2022.

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| --- | --- |
| What is your name? |  |
| What is your address? |  |
| What is your contact phone number? |  |
| What is your contact email address? |  |
| Would you be prepared to take part in a follow up discussion should it be requested? |  |
| For context please briefly describe how the fire affected you personally. |  |

**Question 1: Regarding the support provided by the London Borough of Barking and Dagenham, what do you think went well (When considering your answer think about the support provided both during the fire and afterwards).**

**Question 2: Regarding the support provided by the London Borough of Barking and Dagenham, what do you think didn’t go so well (When considering your answer think about the support provided both during the fire and afterwards).**

**Question 3: What do you think London Borough of Barking and Dagenham could do differently in the future to provide an improved response (When considering your answer think about the support provided both during the fire and afterwards).**

**Question 4: Is there anything additionally you would like to add?**

**Thank you for your support.**