

Higher Risk and Complex Buildings Residents Engagement Strategy 2025-2027

Version 3

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The purpose of this strategy.

Our strategy for engagement will ensure that you as residents understand the safety of your building that is required from the 'Golden Thread of Information' set out in the Building Safety Act.

The Golden Thread of Information is a crucial concept for ensuring building safety and transparency for you as residents.

It is a comprehensive, digital record that contains all the information needed to understand, manage, and maintain the safety of a building. It ensures that everyone involved, including you as the resident, in the building's lifecycle has access to accurate and up-to-date information.

We will also ensure we are meeting all requirements for both the Fire Safety Act 2021 and Building Safety Act 2022, as well as keeping abreast of all new government publications and consultations including the consultation on emergency evacuations and information sharing between building owners and the fire and rescue services.

We will review this strategy every 2 years and work to:

- Act in line with the strategy
- Review and update this document based on changes in law and/or consultation with you – if there are any major changes to the strategy, we'll update you.

Introduction

This is a Building Safety Resident Engagement Strategy for residents of LBBD Council's high-rise residential buildings.

In this strategy, 'high-rise' buildings mean those residential buildings with at least 7 storeys or that is at least 18 metres in height.

You can find a full list of high-rise buildings we have registered with the Building Safety Regulator at <https://www.lbld.gov.uk/housing/council-tenant-services/your-home/safety-your-home/high-rise-hub>

Background

Legal background

There are now three Government regulators covering landlords, residents, and buildings.

Regulators are organisations that set rules and policies to ensure a fair system.

- The Regulator of Social Housing (RSH)

This regulator is focused on tenants (leaseholders are not covered). RSH protects social housing tenants by setting economic and consumer standards. They also issue judgements and regulatory notices. Consumer standards (established in 2012) apply to councils and are backed by inspections to ensure they are being complied with.

- The Housing Ombudsman (Tenants and Leaseholders)

The Housing Ombudsman's role is to resolve disputes involving social landlords. The Housing Ombudsman has a new complaints code that landlords must self-assess against. When the Ombudsman finds cases that identify organisational failure these are referred to the RSH.

- The Building Safety Regulator (Tenants and Leaseholders)

The Building Safety Regulator ensures residential buildings over 7 floors or 18 metres in height are safely designed and constructed and continue to be safe when occupied.

Since the introduction of the Building Safety Act in 2022, high-rise residential buildings must be registered with the Building Safety Regulator, based in the Health and Safety Executive (HSE).

[The HSE is Britain's national regulator for workplace health and safety].

This includes residential buildings and mixed-use buildings, for example residential buildings alongside shops, and covers buildings containing tenanted and leasehold properties.

As building owners, we will send Building Safety Case reports for all our registered high-rise buildings to the Building Safety Regulator. Building Safety Case reports describe how the building is designed, constructed, managed, and maintained to make sure that it is safe for residents to live in it. Your Building Safety Case report will be published within the '**High Rise Hub**' on our website under the relevant building at <https://www.lbdd.gov.uk/housing/council-tenant-services/your-home/safety-your-home/high-rise-hub> as and when registered.

As building owners, we must also prepare a resident engagement strategy, describing how we will include residents over the age of 16 and anyone who owns a residential unit in building safety decisions.

Our high-rise properties

The Council manages 23 residential high-rise buildings.

Our tenants

In LBDD, our vision for Barking and Dagenham is outlined in the Borough Manifesto, which aims to create a better future for all residents over the next 20 years. The manifesto is based on community feedback and sets out aspirations and targets to improve various aspects of life in the borough, ensuring that every resident has a fair opportunity to succeed in a rapidly changing world. The targets are ambitious yet realistic, focusing on making Barking and Dagenham a better place to live, work, and study.

Later in this strategy, we will lay out some of the ways we will engage with you, explain how we will continue to invite you to talk about the issues that matter to you, and describe how we will share opportunities for you to have your say.

Developing our strategy

Barking & Dagenham Council is committed to fostering a strong, inclusive, and engaged community. This strategy outlines our approach to engaging with residents to ensure their voices are heard and their needs are met.

Our strategy for engagement will ensure that you as residents understand the safety of your building that is required from the '**Golden Thread of Information**' set out in the Building Safety Act.

The Golden Thread of Information is a crucial concept for ensuring building safety and transparency for you as residents.

It is a comprehensive, digital record that contains all the information needed to understand, manage, and maintain the safety of a building. It ensures that everyone involved, including you as the resident, in the building's lifecycle has access to accurate and up-to-date information.

Objectives

1. **Enhance Communication:** Ensure clear, transparent, and accessible communication channels between the council and residents. Make sure you understand how you can be involved in building safety decisions.
2. **Promote Participation:** Encourage active resident participation in decision-making processes.
3. **Build Trust:** Foster trust and collaboration between the council and the community. Share how we are using formal engagement, (e.g., meetings and resident panels) and informal (e.g., day to day conversations) engagement activities to gather feedback to improve services.
4. **Improve Services:** Use resident feedback to continuously improve council services.
5. **Communicate** with you in your preferred ways to help you keep safe at home.
6. Be clear on **our responsibilities** and share information on fire safety measures and the activities we carry out to keep you safe.
7. Ensure you as a resident are aware of **your responsibilities** and encourage you to play an active and effective role in ensuring your building is and continues to be safe.

Key Actions

We will engage all residents living within our high risk and complex buildings to seek their views on:

- the type(s) of issues they wish to be consulted on
- how their views can be obtained
- the type(s) of safety information they would like to receive and
- way(s) they would like to receive this information.

Residents will have the opportunity to express their views on the below key building safety points

- Fire Risk Assessments
- Fire door inspections to both communal and front entrance doors
- Block inspection reports
- Fire Safety Control Measures and Systems
- Fire Evacuation Plans
- Building Safety Case report
- Frequency of lift maintenance

Defining building and fire safety

Your safety is our top priority. This strategy talks about how we will be working to get you involved in building and fire safety in your homes.

In this strategy, ‘**building safety**’ means structural safety and key parts of the building such as walls and foundations. Building safety covers the safety of people in or about buildings in terms of structural safety, risk management and work to improve the standard of the building.

Understanding our residents

The success of this strategy depends on how well we know our residents living within our high rise and complex buildings. This means that we need to understand the needs of every household living within these buildings to ascertain if it would be necessary to prepare **Personal Emergency Evacuation Plan** (PEEP) for them.

Fire Safety Advice for vulnerable residents

You can contact us for a fire safety advice for vulnerable residents, if you feel you would like advice on how to stay safe at home or if you have or experience any of the following:

- *Mobility issues*
- *Blind, sight impairment, or loss of eyesight*
- *Bed bound*
- *Hearing impaired*
- *Wheelchair user*
- *Cognitive issues*

Contact us at residentsafetyengagement@lbdd.gov.uk or on **0208 227 2360**.

Our approach is not founded on the principle of us telling our residents that they are safe, but rather about asking them if they feel safe in their home. We should not say, “we are doing this, therefore you are safe”. We must ask residents the question “do you feel safe in your home and your building?”

Our success also relies on us regularly reviewing fire safety information and the methods we use to do this. Our strategy is to ensure we build trust with our residents by co-designing/creating our engagement communication strategies and by working as a team to provide an agreed cohesive approach.

We will engage all residents living within our high rise and complex buildings to seek their views and develop a ‘**bespoke resident engagement and communication plan**’.

Residents will be provided a QR code or a link to our ‘One Borough’ voice via letter, encouraging residents to complete an online survey in relation to how they would like the Council to engage with them.

If the number of responses received across each block falls below 51%, we will utilise other forms of engagement which includes, telephone calls, surgeries and door knocking exercise to try to increase the uptake in the survey participation.

The questions on the survey will be based on the how information is received by residents living within our high risk and complex buildings, in relation to building and fire safety concerns. This includes information on the following;

- Fire Risk Assessments
- Fire door inspections to both communal and front entrance doors
- Block inspection reports

- Fire Safety Control Measures and Systems
- Fire Evacuation Plans
- Building Safety Case report
- Frequency of lift maintenance
- Fire detection systems

Additionally, the survey will ask residents on the various ways in which they would like key messages relayed to them. Whether this be using more traditional methods such as:

- Letters / Emails
- Noticeboards
- Newsletters
- Residents' meetings / surgeries
- Online engagement platform (One Borough Voice)
- Email and / or
- Use of modern digital technology mediums. For example, producing short videos of safety tours with the latest fire safety advice. Taking our tenants on a tour of a virtual home, identifying potential hazards, and highlighting fire safety features that will protect them and their families.

We will take appropriate steps to ensure that any chosen method(s) of communication reflects our residents' communication preferences and different learning styles.

The Council has set up a dedicated “**High Rise Hub**” on our website to store all relevant building and fire safety information, relating to all our high-rise blocks which will be easily accessible by residents. A copy of the bespoke engagement and communication plan will be stored on the individual high-rise hub <https://www.lbld.gov.uk/housing/council-tenant-services/your-home/safety-your-home/high-rise-hub>.

As part of the survey, we will be requesting residents to express interest in volunteering to assist with creating awareness on the importance of keeping their blocks safe by becoming a ‘**Resident Safety Representative**’. Our aim is that over time, each high rise and complex building in the borough, is represented either by a resident safety representative or residents' groups.

Engaging with residents on housing matters

We will engage residents on housing matters relating to:

- The management, maintenance, improvement or demolition of your building.

- The provision of services or amenities in your building or to residents in the building.

This will cover issues relating to:

Resident Safety

For the following we will write to residents and offer contact methods for residents to share information with us.

- Assessing and managing the needs of residents regarding the provision of support to evacuate in an emergency, and regarding staying safe at home. e.g. 'Would you need support to evacuate in an emergency?'

We have written to residents on your building to ask if they would need help to evacuate in an emergency. If any resident feel they would need support to evacuate in an emergency currently or at any time in future, they should send an email to residentsafetyengagement@lbbd.gov.uk.

The building and services in the building

For the following we will write to residents and strive to offer up to 3 weeks for residents to contact us to share comment on what we are proposing (where the issue is not an emergency.) We will strive to provide resident information via newsletters or resident consultation via their preferred communication contact means.

- Proposed changes or changes to the building or grounds, e.g. changes to rubbish disposal arrangements, such as closing of bin chutes to reduce fire risk, removal of trees, ivy or shrubs where they prove to be a fire hazard.
- Proposed changes to entrances and exits, on a temporary or permanent basis due to repairs.
- Introduction of new or additional safety features in the building, e.g. installation of emergency lighting in communal areas.
- Fire and building safety changes, altering the style of the building, e.g. upgrade of doors to modern fire doors.
- Installation, removal and/or replacement of fire safety measures from the communal areas e.g. fire alarm, permanent open vents.
- Change of the evacuation strategy and or introduction of a Waking Watch team.
- Window replacement following Fire Risk Assessment recommendations.

- Access for Fire Risk Assessment visit
- Fire safety works notices

Mandatory Occurrence Reporting

The Building Safety Act 2022 requires us to track and report building safety incidents and risks for our high-rise buildings. These incidents and risks are called ‘**safety occurrences**’ and must be reported to the Building Safety Regulator.

We take building safety very seriously, therefore if you see something not quite right with the building you live in (or visit), we want to hear from you. This is called ‘**Mandatory Occurrence Reporting**’ – in simple terms, it’s just a way for you to let us know if there is a problem in your building, so we can sort it out quickly thereby keeping you and your neighbours safe.

It should not be used in emergencies, if there is immediate danger then always ring 999.

Examples of the types of things you can report are:

- The spread of fire (or something that could lead to the spread of fire)
- Total or partial collapse of the building
- Defective building work
- Unexpected failure or the degradation of construction materials
- The discovery of structural defects
- Failure of a critical fire safety measure, such as an automatic opening vent, smoke extraction, fire doors or smoke detectors

To report something, you can contact us by telephone on **0208 215 3000** between 8:00am – 5:00pm, Monday-Friday or via email: fireandbsrcompliance@lbbd.gov.uk .

- To report a Mandatory Occurrence Notice, complete the form below: <https://www.lbbd.gov.uk/housing/council-tenant-services/your-home/safety-your-home/mandatory-occurrence-reporting-mor>.
- We have 10 days to investigate the issue to understand what happened or had the potential to happen and why. We may also need to take action to reduce or fix the building safety issue.
- If you are not happy with how your report has been dealt with, you can make a complaint via complaints@lbbd.gov.uk.

- And if, after following our complaints procedure you are still unsatisfied, you can escalate to the Building Safety Regulator by calling **0300 790 6787** or by completing the online form <https://www.gov.uk/guidance/contact-the-building-safety-regulator>.
- More information on the building safety regulator can be found at www.hse.gov.uk/building-safety/regulator.htm.

Engaging with residents on capital works

Capital works are large or major works to the structure or exterior of your building and can be for maintenance, construction, alteration or improvement.

Capital works projects can make a huge difference to our residents by providing important upgrades to their homes, improving fire-safety, maintaining buildings and heating systems, addressing any issues, and making estates nicer places to live.

We identify many projects based on our '**stock condition survey**' (a rolling process of checking all LBBB housing buildings across the borough). We also consider repairs history, resident reports, and Fire Risk Assessments. Projects are planned up to five years in advance.

Residents' views are crucial to making sure a project delivers what our residents need. We know that residents have unique insight into their homes, buildings, communities and we understand that things could have changed since the project was originally identified.

The way we engage with residents varies between projects and locations, but similar broad strokes apply across many of the projects we deliver. This includes:

1. Identifying and scoping a project
2. Initial engagement with residents
3. Procurement & 'section 20' consultation
4. Introducing the contractor
5. Engagement during the works
6. Completion of project

Consulting with you

When will we consult you?

Where we need to make a building safety decision requiring major building works, we will write to residents to:

- Explain the building safety issue to residents
- Provide supporting information from relevant experts on why the works have been proposed e.g. Fire Risk Assessment, London Fire Brigade, or the Fire Safety Advisor team.

We will then seek your feedback on:

- The potential solutions, if there are more than one
- The impact of the options proposed
- The potential length of time for those proposed options
- Details of who could carry out the potential works

In some cases, the recommendation from an expert such as the London Fire Brigade or a Fire Safety Advisor does not allow us to consult on certain elements of the proposed solution. In cases like these, we will engage with you and share the rationale for our decisions. We may also not consult you beforehand if works are urgent or in response to an emergency where it would be impracticable to consult you in advance. However, we will still make sure to inform you of what works are taking place, and why and when they will be taking place.

We will also consult residents when carrying out works which result from a building safety decision, if the works will:

- Take place for a period of more than one day
- Limit access to any part of a building
- Cause a nuisance to residents

During this period, we will ask for your feedback on:

- The days and times when works are to take place
- How we can best mitigate disruption to you and other residents

- Details of who will carry out the works (including information on our procurement route and why we have selected the chosen contractor)

How will we consult you?

In the initial stages, a Resident Safety and Engagement (RSE) Officer will contact residents by their preferred option, share their contact details, and offer residents opportunities to discuss the project and provide feedback in writing or via meetings. These meetings will either be held online or in person and may take the format of a drop-in session or a presentation. The RSE team may also knock on the doors of each home affected by the building safety decision to gather the views of residents. The RSE team will work with staff such as Housing Officers, Caretakers, Building Safety Managers and Sheltered Housing Managers to identify residents who may need additional support to provide feedback, and adapt communications for them e.g. residents with additional needs, residents requiring translation services.

How will we consider your views?

When we consult on a building safety decision or on building safety works, we will give due consideration to the feedback, and the level of responses, and answer any questions from residents during our consultation activity and throughout the project. The RSE team will gather views and consider them with the wider teams. This process will vary by project depending on the scale and complexity of the works taking place.

On smaller projects, the Project Manager will gather the views from the residents and consider them throughout the entire lifecycle of the project, from scoping and design, to snagging and completion. At each step in the project, the RSE team requests feedback from residents which is gathered in several ways. We encourage residents to feed back to us electronically, often via email directly to the RSE team, but where we are seeking more specific and detailed input from residents, or for larger projects, we may encourage residents to feedback via an online form or survey. The results of these surveys will be shared with the RSE team to take on board.

How will we respond to residents?

The RSE officers will respond directly to individual feedback from residents. If there are any questions that cannot be responded to immediately, the RSE Officer will take them away and provide a response to the resident soon after the event using an appropriate contact method. If there are survey results or responses to questions raised that are relevant and helpful to

residents, we will share an update with all residents. On some of our more complex projects, we prepare a Frequently Asked Questions (FAQs) document that we post to all residents and may also be available on our website. The FAQs document will usually be updated and promoted to residents throughout the lifecycle of the project.

How long will consultations last?

Where we can consult, and where works are not urgent, the RSE team will provide a minimum of one month to gather feedback from residents on a building safety decision or on building safety works.

How will we review our consultation process?

We review how we consult with you by using a resident feedback process in the closing stages of a project. This allows for you to tell us how we can do better in future. This is part of the end stage for every project. The feedback we collect, and the level of responses we receive from residents helps our future communications to residents and our planning for how we work on site. It also helps with decisions on who we work with to deliver projects and allows us to hold contractors directly accountable on your behalf.

Consulting on this strategy

We will review this strategy every two years and seek resident feedback via consultation. Each consultation period will last at least 3 weeks or more. We will write to residents to share consultation dates and invite residents to have their 'say' via survey promoted via multiple channels including email, letters to your home, and other preferred methods of communication.

After feedback has been received, it will be reviewed by the Resident Safety and Engagement team. Due consideration will be given to feedback from residents, and feedback will be recorded and shared with the Regulatory Compliance & Accountability Board which includes Leads and Heads of Service for relevant departments. Levels of resident participation in consultations, such as number of respondents and engagement impressions, will be recorded and this will be reviewed and shared in consultation findings.

Roles and responsibilities

How to stay safe at home - your roles and responsibilities

It is important to note that in addition to the Council, our residents also have a role to play in ensuring the safety of not only their immediate household, their visitors, and guests but also towards their neighbours and others that reside within their block. We, therefore, request that residents support us in keeping them and their family safe by adhering to the following: -

- Providing the Council / third party contractors access to their property to complete mandatory inspections like, gas, electricity etc.
- Not doing anything that places themselves or other residents at risk. For example, not making alterations to the flat entrance fire doors, parking mobility scooters and e-scooters in the communal areas or taking gas bottles into our blocks etc.
- Familiarising themselves as to what to do if there is a fire within their property or another part of the building.
- Informing us if their circumstances change and they are no longer able to evacuate in the event of an emergency.
- Reporting any repairs within their dwelling and any repairs observed within the communal areas to our Repairs team on 0208 592 7388 or via the online repair portal https://housing-repairs.lbld.gov.uk/?analytics_consent=accepted.
- Ensuring that the fire alarms and / or smoke detectors within their property are functioning, by checking these at least once a month.
- Keeping communal areas and landings clear of personal items including refuse sacks in line with the Council's 'Zero Tolerance' policy.
- Facilitating access to inspect, repair or improve aspects of their dwelling as identified as requiring fire remedial works.
- Using the bin chutes to dispose of rubbish safely and contacting the Caretaking team if help is needed to dispose of bulky items rather than storing them on the communal landings.
- Noting that lithium batteries must be disposed of in line with the manufacturer's guidelines.
- Do not smoke in our communal areas or tamper with communal fire safety control measures, including fire safety signages or notices.

- Do not wedge open any communal fire doors or remove self-closing devices from your own front entrance doors.
- Do not tamper with your front door to avoid comprising the integrity of the fire door.
- Report any concerns in relation to fire safety issues to the dedicated inbox set up for safety concerns at residentsafetyengagement@lbbd.gov.uk.

Our role in keeping in our residents safe

We see this as an exciting opportunity to re-connect with our residents, placing them at the heart of what we do. Working in partnership with them to establish a relationship grounded on trust and accountability and in which we collectively deliver positive change, whilst also ensuring that they feel safe in their homes. We commit to doing the following: -

- To carry out routine block inspections to identify any repairs and ensure landings and communal areas are kept clear of items.
- To work in partnership with our residents and colleagues in the London Fire Brigade (LFB) in accordance with best practice.
- Continue to listen to and act on the voices of our residents.
- Carry out our compliance duties within the communal areas and within your dwellings in line with current regulations.
- Conduct quarterly inspections on fire doors in each high-rise building.
- Populating safety information and updates in a timely manner.
- Our Caretakers will clear any fly-tipped rubbish from our communal areas and report back safety concerns observed to the relevant department(s).
- Take appropriate action against tenants and leaseholders that do anything that places themselves or others at risk.

Barking and Dagenham Council will be the Principal Accountable Person (PAP) thus responsible for managing the risks posed to people in and around the building, from structural failure or the spread of fire in the parts of the building.

The PAP will have the below specific responsibilities:

- They will implement a single residents' engagement and communication plan for each building (this will be agreed in cooperation with the other Accountable Persons).
- They will establish and operate the Council's implemented system for the investigation of residents' complaints on building safety.

- They will be responsible for the application for registration and certification for the whole building, including bringing together a single safety case report.
- They will be responsible for displaying information about the most recent building assessment certificate, compliance notices and details of those responsible for managing building safety for the building.
- Where a special measures order has been made, they must ensure that no building assessment certificate relating to the building is displayed in the building.
- They will take the lead responsibility for coordinating the golden thread of safety information for the building, keeping the golden thread updated and ensuring it is accurate and accessible; and
- They will establish and put into operation when appropriate, the system for mandatory occurrence reporting.

For further information on building safety can be accessed via [Building Safety Act 2022 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2022/26/contents)

Access to your property

There will be times when you' will have to provide access to your flat for us to carry out different types of building and fire safety inspections or maintenance. Your tenancy conditions say you must give access to your home for inspections and repairs when requested to do so. We will normally give you reasonable notice except in the case of an emergency, such as a burst water pipe. You must let us in to your property to carry out work that may affect your health and safety, or that of other residents.

Reasons why we may wish to gain access to your home include to:

- inspect the state of repair and condition of your home or those next to it.
- carry out gas safety inspections.
- carry out electrical inspections.
- complete Fire Risk Assessment Actions and related works.
- repair, alter or improve your home, or those next to it. This includes electrical wiring, gas and water pipes or drainage and heating systems.
- make sure no-one is breaking their tenancy conditions or Health and Safety regulations.

If we are unable to contact you after multiple attempts e.g. formal letters and telephone calls, we may take legal action. Your tenancy conditions state that if we need to get into your home very

urgently and you do not agree, or we cannot contact you, we have the right to force entry to your home without a court order. Examples of when we could do this include when there is a serious leak of water from your home, or we urgently need to repair something that poses a health and safety risk to you or your neighbours. If we must force entry to your home in an emergency, we will leave it secure. If you have caused us to force entry, for example if you overfill your bath and flood the property below, we will charge the cost to you.

Safety checks and fire safety measures

As well as our responsibility to provide you with relevant fire and building safety information, we also have a statutory duty to carry out fire and building safety compliance checks in shared areas. These checks can cover:

- **Structure** - checks into the structural safety of the building, for example the condition of external walls or roof spaces.
- **External Undertakings** which are checks into building access and third-party arrangements, for example commercial tenancies, or neighbouring buildings.
- **Health and Safety** – checks into general building risks for example bin storage management, fly tipping, trip hazards, security gates or storage of combustible items.
- **Building Works** - checks into major site projects for example monitoring the standard of contractor working practices or activities.
- **Stakeholder Concerns** - follow up on comments and concerns reported by residents, commercial tenants, contractors, and our onsite staff that might impact the safety of the building.
- **Fire Safety Measures** - checks into the condition of fire prevention and safety features that include:

- Fire Doors – We are required to complete annual checks of individual flat entrance fire doors, and quarterly checks of all fire doors in common parts of buildings.
- Means of Escape - checks into designated pathways that people can use to evacuate during an emergency for example stairways, emergency lighting, wayfinding signage or exit doors.
- Fire Safety Facilities and Services - checks into the condition of fire safety equipment for example fire detection (alarms or detectors), fire suppression (sprinklers or ventilation), firefighting equipment (dry riser mains or firefighting lifts) and management of plant areas (gas or electric riser cupboards).
- Fire Safety Information - Upkeep and sharing of safety critical information for example Fire Risk Assessments (FRA), fire action notices or secure information boxes (PIB) for fire and rescue services.
- Personal Emergency Evacuation Plan (PEEP) – We will write to all residents on quarterly basis to ascertain if they require PEEP.

Complaints

Our complaints system for building safety concerns in high-rise buildings

As part of our commitment around transparency, we will ensure you know how to make a complaint if you are unhappy with a service from us.

What constitutes a complaint?

A ‘building safety’ complaint is a complaint that falls into the following categories:

1. **Safety complaint** – A complaint about the council’s failure to address structural and fire risk in high-rise buildings relating to the safety of people in or about the building arising from (a) the spread of fire, or (b) the collapse of the building or any part of it.
2. **Accountable Person complaint** – A complaint about our failure to carry out activities that relate to the structural and fire responsibilities outlined in the Building Safety Act managed by the Building Safety team. These responsibilities can include failure to

evidence that we have carried out mandatory occurrence reporting, failure to respond to raised concerns etc.

3. **Safety Information complaint** – A complaint about inconsistent, inadequate, or inaccessible updates to you on building safety issues.
4. **Contractor or Third-Party complaint** – A complaint about any contractor, acting on our behalf and carrying out works in a high-rise building, behaving in an unacceptable manner, failing to act in accordance with our code of conduct, or Equality and Diversity Policy.

How to make a complaint

As a Local Authority, we do our best to provide our residents with great services, but there is always room for improvement. We value our residents' comments and suggestions to help us provide better services for our community.

We also appreciate it when our residents tell us if we are doing something well, it's good to hear when a service received has met or exceeded expectations.

We ask that if residents are reporting something for the first time, they allow us an opportunity to resolve it before they submit a complaint. Rather than making a complaint that can take time to progress, they can report a problem. By reporting a problem, we can begin resolving the issue immediately. You can do this by emailing us at residentsafetyengagement@lbbd.gov.uk or contacting us on **0208 227 2360**. We want to learn from our mistakes, so we can prevent similar problems in the future.

A formal complaint can be logged via our [Complaints and compliments | London Borough of Barking and Dagenham \(lbbd.gov.uk\)](#). If a resident remains unhappy, they should log a complaint with the Building Safety Regulator at [How can the Building Safety Regulator help you? \(contact-building-safety-regulator.service.gov.uk\)](#)

Measuring impact

As we develop how we will deliver our strategy, we will set up methods for measuring how successful it has been and ask you how well you think we are doing in meeting the aims of this strategy. Some of the ways we will measure your satisfaction with the strategy, and check that we are meeting our aims, will be to ask questions via postal and email survey about key elements of building and fire safety. We may ask you questions such as how satisfied you are that:

- You know how to keep safe at home
- You are aware of the fire safety measures in your building
- You know the evacuation plan for the building
- You are aware of the communal area policy for your building
- You know how to report a concern. We will measure, record and review the response rates for each registered high-rise building to ensure we are hearing from residents and adopt methods to increase participation from residents where necessary.

As time goes on, we will measure impact by assessing performance against results from previous years consultation results, and reviewing any other feedback received regarding the strategy. As we develop and update the strategy based on resident feedback, we will check that information from previous communications are still relevant and up to date e.g. checking your preferred communications methods has not changed.

More widely, we will also monitor our performance on building and fire safety checks in your buildings and continue to carry out our long-standing satisfaction surveys such as Repairs surveys and Tenant Satisfaction Measures (TSMs.)

**Barking &
Dagenham**

