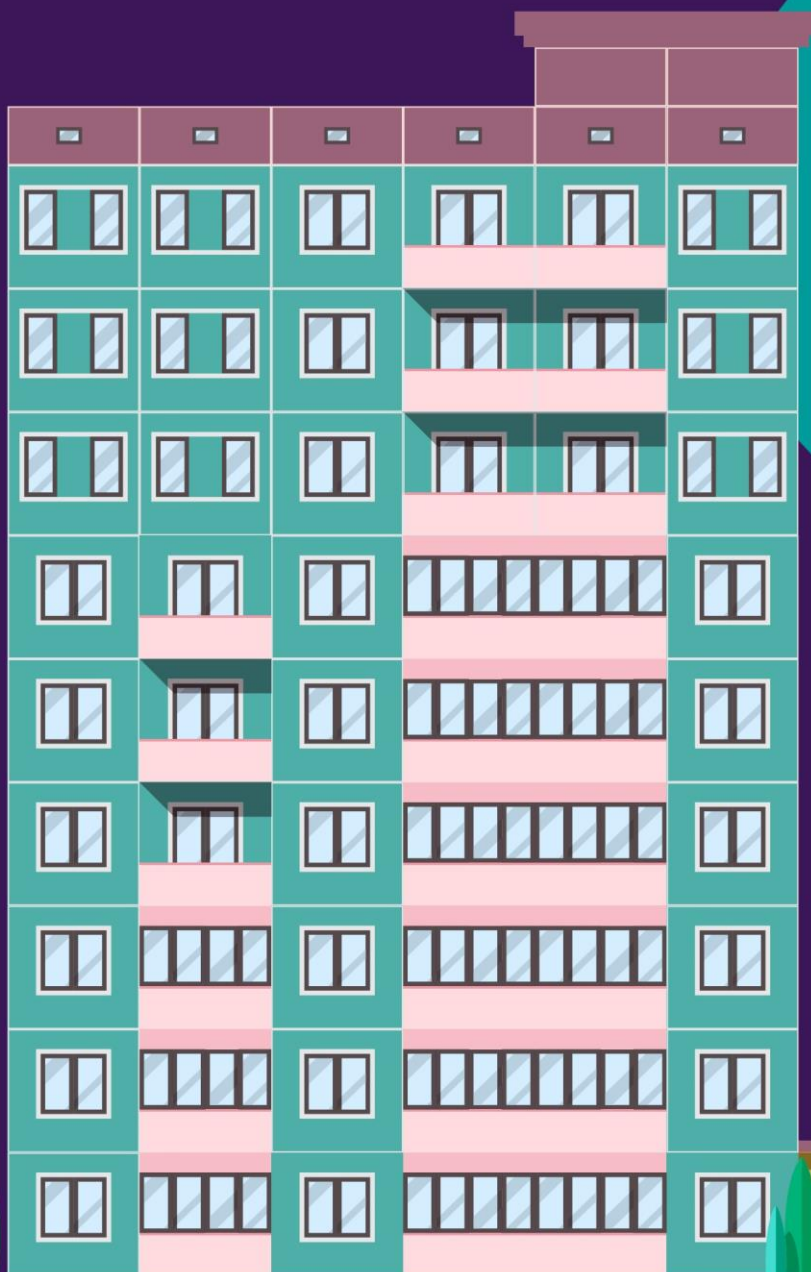


Resident Engagement and Communication Plan



**Laburnum
House,**
Bradwell Avenue,
Dagenham,
Essex,
RM10 7AF



**Barking &
Dagenham**

Welcome

Foreword



Housing is at the heart of our community's well-being, and we are committed to provide safe, affordable, and quality homes for all residents.

Building safety is non-negotiable. It's important we ensure our housing meets the highest standards of safety and quality.

We'll continue to work with you, providing key information on new regulations and what this means for you.

What's equally important is listening to our residents and involving you in how we manage and improve where you live – every step of the way.

We welcome your feedback and questions about how we maintain the safety standards of your home, because everyone deserves to have a safe living environment.”

Leona Menville

Strategic Director, Homes, Environment and Communities





1. Introduction

Building Safety is about managing and controlling risks that may result in the spread of fire or risks that could result in a structural failure.

The Building Safety Act 2022 was introduced in the wake of safety concerns for occupants of high-rise buildings, over 18 meters (7 floors) after the 2017 Grenfell Tower tragedy. The legislation is intended to improve the design, construction, and management of higher-risk buildings.

The new legislation also empowers residents in high-rise buildings to have greater say in how their building is kept safe. Residents will be able to raise building safety concerns directly to the owners and managers of their buildings.

We have developed a strategy which sets out how we will consult and engage with our residents that live in our tower blocks.

2. What is a bespoke Resident Engagement and Communication Plan

In May 2024, we sent you a copy of our Highrise and Complex Buildings Engagement Strategy which set out how we planned to engage with you in relation to building safety.

Alongside this strategy we also sent you a Resident Feedback Questionnaire since we wanted to know more about how safe you felt and whether you knew how to report fire safety concerns. Also, how you would like to be communicated with in relation to information that is available.

These questionnaires helped to inform this bespoke Resident Engagement Plan that has been created and personalised specifically for you and the other residents of Laburnum House having considered your needs and preferences.



This plan sets out how we will work in partnership with you regarding specific arrangements for your building.

3. Compliance/ Building Safety Team

We recognise the importance of keeping our residents and their families that reside in our tower blocks safe. We have restructured our teams, to include the following posts.

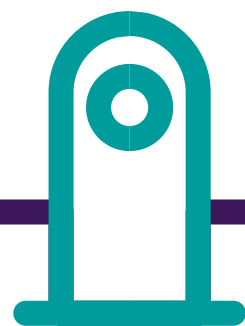
A Fire and Building Safety Lead who will lead on building safety aspects in relation to fire safety.

Fire Safety Surveyors who are responsible for checking that all Fire Risk Assessments have been completed within the correct timescales and all actions from these are commissioned and completed to a satisfactory standard.

A Resident Safety Engagement team is also being created so that you as our residents have a single point of contact for all things Resident Engagement related from a Building Safety perspective. You can find out more about who your Resident Safety Engagement Officer is by emailing us at

residentsafetyengagement@lbbd.gov.uk





Principal Accountable Person contact

The named accountable person for our high-rise buildings is:-

E: fireandbsrcompliance@lbbd.gov.uk

London Borough of Barking and Dagenham

Town Hall Square, 1 Clockhouse Ave, Barking IG11 7LU

T: 0208 227 2360

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4. What you have told us so far

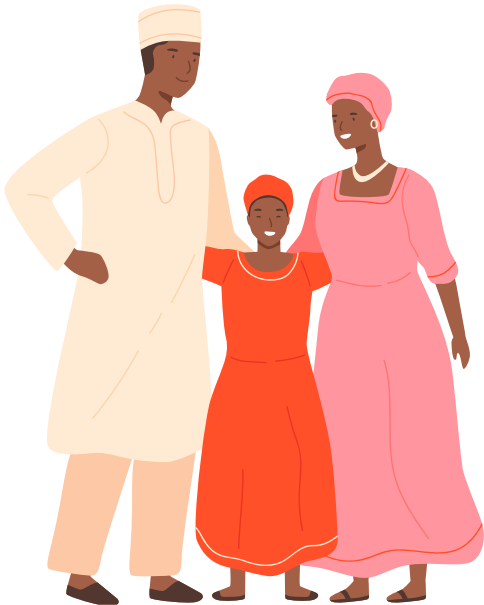
Firstly, we would like to start by thanking those of you who took time to partake in the survey. Your valuable feedback has inputted to the creation of this plan.

We received responses from 37 households in Laburnum House.

- We were pleased to see that of those households that responded 70% advised that they felt very safe or fairly safe. However, we want to improve on this and will continue to work hard to reassure the remaining 14% that felt neither safe nor unsafe and the remaining 16% that felt unsafe.
- Of the resident that had taken part of in the survey, 51% confirmed that they had read the High Rise and Complex Building Strategy. The general feedback received was that it was clear and easy to understand. We recognise that the document was long and have tried to use more infographics to share information with you.
- Three residents came forward from those we already hold information on to say that they or a family member would need help evacuating in the event of a fire or an emergency. The Landlord Services Officer will contact these households.
- 92% of those residents which responded confirmed that they knew how to report a fire safety repair in the communal area or raise a building safety concern.

- 89% of residents that responded confirmed they understood the part they had to play in keep themselves and their neighbours safe. We plan to send out further information advice on this and also hold a training exercise in the near future.
- Three people informed us that they had specific communication needs, of which two people requested that the Council use plain English and the third advised that they would prefer if the information could be translated. These documents will be uploaded to our One Borough Voice platform with a page specifically designated for residents of Laburnum House. This site has a feature to translate documents in to alternative languages.
- We are pleased to see that there were 3 people that expressed an interest in forming a Resident Panel from your block. Our Resident Engagement Officer will contact these people and start

discussions around forming a panel.



Reminder of useful information

- If you or a family members circumstances change, and you need help evacuating in the event of an emergency or a fire you can tell us by residentsafetyengagement@lbbd.gov.uk
- Report a fire safety repair by calling our Repairs department on **0208 227 2360**. Please ensure that you inform the operative that this is fire related so that they can action this repair quickly.
- You can report a building safety concern by emailing residentsafetyengagement@lbbd.gov.uk

 A detailed illustration of Laburnum House, a multi-story residential building. The building has a grid-like facade with many windows. The ground floor is a darker teal color, while the upper floors are a lighter teal. There are several balconies with pink railings. The building is set against a white background with some greenery and a small yellow structure at the base.

5. Sharing information, how you wished to be communicated with

Based on what you told us you advised us that you preferred to be communicated with as follows:-

LABURNUM HOUSE, BRADWELL AVENUE,
DAGENHAM, RM10 7AF

BUILDING SAFETY FEEDBACK



**Barking &
Dagenham**

We recently invited you to complete a short survey to share your views on the types of information you want to receive in relation to your block, including health and safety. Thank you for taking the time to provide invaluable feedback which we've set out below.

Feedback

40% of residents in your block responded to our survey

We asked:

How safe do you currently feel living in your block/flat?

27% Very safe
43% Fairly safe
14% Neither safe nor unsafe
6% Fairly unsafe
10% Very unsafe

We asked:

How would you like to be notified of any works taking place within your block?

 **47%** said via letter
 **49%** said via email
 **2%** said via notice boards
 **2%** text message

We asked:

How would you like to receive health and safety information?

 **45%** said via letter
 **45%** said via email
 **3%** said via notice boards
 **3%** said via text message
 **3%** Short videos

We asked:

How would you like to receive block inspection forms?



49% via email
38% via post

We asked:

How would you like to receive Fire Risk Assessment reports?



49% via email
43% via post

We asked:

How would you like to receive Fire door inspections?



54% via email
43% not interested

We asked:

How would you like to receive Fire Evacuation plans?



54% via email
41% via post



84% of residents were satisfied with the types of information you receive



92% of residents said they know how to report a fire safety issue or a repair to the communal area

Once again, we would like to thank all our residents who took time to take part in completing the survey. Your valuable feedback has enabled us to produce this plan which is bespoke to your block.

Should there be any further information about safety measures in your building that you would like such information may include (but is not limited to):

- The Full Building Safety Case Report and any assessments in the Building Safety Case report.
- How assets in the building are managed and maintained, e.g., frequency of lift maintenance.
- Information on the maintenance of fire safety systems.

If you put your request in writing to us and include your name, address, email address and type of information requested, we will then endeavour to get this to you within 10 days. If we are unable to provide the requested information we will provide you with a reason as to why.

We kindly ask that when requesting any information, you let us know how you'd like to receive that information. Where possible we will make best endeavours to ensure we can meet your chosen preference. Alternatively, if no preferred method is given, we would look to provide this electronically.



6. Residents Panels

As a responsible landlord we want to do more to engage with our residents that live in our high-rise blocks on building safety.

As part of our efforts, we want to set up a Resident Panel that is made up of residents across our 32 high-rise blocks.

The Resident panel will be able to:

- discuss and influence what building safety decisions should be involved in
- input on how the impact of works on residents can be reduced
- explore how we can better communicate our messages and co-create our overarching Resident Engagement Strategy.



Interested in joining our Resident Panel?

If you are interested in joining our Resident Panel and are keen to help shape services and ensure that yours and other residents voices are captured when it comes to building safety then please email residentsafetyengagement@lbbd.gov.uk for further information.



7. Residents training

Our Resident Safety Engagement team will be looking to set up resident training which will likely include training on how to stay safe in your home. Further details on this will follow.

8. Resident Engagement Communication Plan Summary

Laburnum House - Resident Engagement Plan Summary
Date 13 September 2024

Building name and address	Laburnum House Bradwell Avenue Dagenham Essex RM10 7AF
Basic info proposed - age of block, height, no. of storeys, construction	Laburnum House was constructed in 1968 and is made up of 16 storeys.
Buildings Evacuation Strategy and what to do in the event of a fire	On identifying a fire at this block, you should follow the instructions indicated on the fire escape plan displayed within the building and provided during tenancy sign up.
List of fire and smoke control equipment	<ul style="list-style-type: none">Automatic Opening Vent (AOV)Fire extinguishersDry risersLightning protectionEmergency lightingSprinklersFlat entrance doorsCommunal access doorsLifts
Location of fire escape routes, fire doors and other aids (smoke alarms, emergency lighting, fire alarm activation devices, other evacuation equipment)	Emergency escape plans provided and stored within Premises Information Boxes.

Measures inside flats and in the buildings communal area to keep residents safe	FD30s - front entrance doors have been installed to improve compartmentation in the event of a fire.
Building information residents would like	<ul style="list-style-type: none">Information relating to works taking place within your block via emailBlock inspection via emailFire Risk Assessments via emailFire Evacuation plans via email
Future work planned on your buildings / estate	To be confirmed
Building Safety Risk	Based on the 2023 Fire Risk Assessment this building has been assigned a risk rating of High.
What Residents need to do if they feel they would need assistance escaping from a fire or in the event of an emergency	<p>Should you feel you may require assistance escaping from a fire or in event of an emergency then please email residentsafetyengagement@lbbd.gov.uk. Please include your name, address and include the word PEEPs in the title.</p> <p>We routinely write to all residents that live in flats every 9-10 months to ensure that their situation hasn't changed.</p>



their property or another part of the building.

Training – engaging with residents on their training needs (needs analysis)

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.

Complaints procedure – How we will respond to resident's complaints and enquires below:

www.lbbd.gov.uk/housing/council-tenant-services/your-home/safety-your-home/high-rise-hub

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.

To report something, you can contact us by telephone on 0208 215 300 between 8am to 5pm, Monday to Friday or via email:

fireandbsrcompliance@lbbd.gov.uk

To report a complaint you can do so via the Council's Complaints procedure, you can

call and log this via 0208 215 3000 or online at

www.lbbd.gov.uk/council

We are currently in the process of developing a resident training programme to deliver training on but not exclusive to keeping safe in your home.

We take building safety very seriously, 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 and keep you and your neighbours safe.

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

To report a Mandatory Occurrence Notice complete the form

[and-democracy/complaints-andcompliments](#)

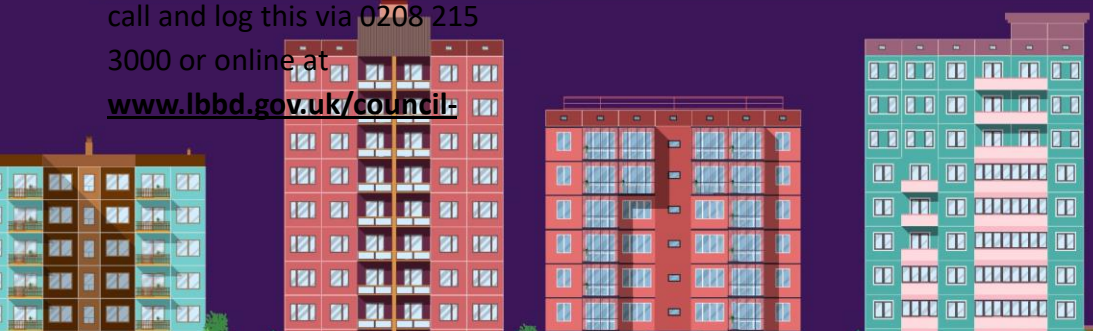
We will reply within 10 working days of receiving your complaint. If we cannot reply within 10 working days, we will agree a date with the you.

If you remain unhappy with the outcome of a complaint you can escalate a complaint to the Building Safety Regulator directly.

To contact the Building Safety Regulator directly: Telephone 0300 790 6787 (Monday to Friday, 8.30am to 5pm, except on Wednesdays when they are open from 10am to 5pm).

Fill in the form on their website

www.gov.uk/guidance/contact-the-building-safety-regulator



Barking & Dagenham