

# thirteen

## Managing and building homes

### Customer Engagement Policy Consultation Report

#### Introduction

#### **Policy Review – Fire Safety Policy**

The current Fire Safety Policy was due for renewal and, in line with the Customer Involvement Framework, involved customers who had expressed an interest in reviewing policies and were provided with a copy of the Fire Safety Policy and asked to read it prior to answering a series of questions. Involved customers were given the policy and questions on 2nd October 2019 with a deadline for responses to be received by 9th October 2019.

The majority of the questions were closed questions with the involved customers being given the opportunity to make comments on three occasions.

#### Findings

The policy was sent out to 32 involved customers (24 by email and 8 by letter) and 12 responses were received.

The responses received are as follows:

	Yes	No
1. Do you think the Fire Safety Policy is clear and easy to follow?	10	2
2. Do you think the wording in the Fire Safety Policy is easy to understand?	9	3
3. If you have answered NO to either of the above questions, please give details to explain why.		

#### Detail:

**Comment:** Some of the wording for me, yes, I understand it but not everyone does i.e. people with dyslexia or older people

**Response:** Whereby residents have difficulty understanding any policy documents  
Thirteen will explore the option to deliver the information in an appropriate format upon request. For example, braille, large font etc.

**Comment:** It is too long, and people will not read it

**Response:** Thirteen has done considerable work into reducing the length and complexity of their documentation and although the document may appear long it has to include certain elements to ensure it covers everything required from a regulatory and compliance perspective. Therefore we would struggle to reduce the information further but are committed to reviewing the appropriateness continuously.

**Comment:** It is rather long winded and full of jargon - I think that many elderly residents would find it difficult to understand.

**Response:** Please see responses above which cover this.

**Comment:** Thirteen has covered everything, fire alarms, emergency exit and everything else.

**Response:** Great

**Yes No**

**4. Are there any changes you think should be made to the policy? 4 8**

**5. If you have answered yes to question 4 please give details below to explain the reasons for this answer:**

**Detail:**

**Comment:** Maybe print it on different coloured backgrounds as this can sometimes help.

**Response:** Whereby residents have difficulty understanding any policy documents Thirteen will explore the option to deliver the information in an appropriate format upon request. For example, braille, large font etc.

**Comment:** Shorter and easier to understand

**Response:** Thirteen has done considerable work into reducing the length and complexity of their documentation and although the document may appear long it has to include certain elements to ensure it covers everything required from a regulatory and compliance perspective. Therefore we would struggle to reduce the information further but are committed to reviewing the appropriateness continuously.

**Comment:** 4.2 Fire Risk Assessments - for continuity this should have (FRAs) after it as in 4.1.

**Response:** The abbreviation in 4.1 is detailed to identify what FRA means. There is no requirement to continuously explain this throughout the document.

**Comment:** Simplify it making it easier to understand.

**Response:** Please see responses above which cover this.

**Comment:** I cannot think of anything, they seem to have covered everything.

**Response:** Great

**6. Do you have any other comments regarding the policy?**

**Comment:** Why isn't anyone who lives in a flat with only 1 exit equipped with a fire blanket should a fire break out in their home?

**Response:** Providing fire blankets is not a statutory requirement and Thirteen do not advocate the tackling of fires by anyone who has not had the appropriate training. All flats have a fire safety plan in place should a fire break out. For any residents unfamiliar with the fire safety plan for their home please contact the neighbourhood co-ordinator.

**Comment:** It is set out clear. Providing it is followed correctly, I see no problems.

**Response:** Great.

**Comment:** Yes, after Grenfell Tower I feel we need this in place. High rise tenants need to work closely with Thirteen staff to make sure that they are up to scratch with the safety standards too.

**Response:** We encourage all resident engagement in association with fire safety and high risk residential buildings.

**Comment:** No. Very happy for this policy to go to board

**Response:** Great.

## **Conclusion**

The majority of the customers found this policy clear and easy to follow. No amendments have been made to this policy following customer consultation. If residents have difficulty reading or translating the information a request for an alternative format or support in understanding can be made via the governance team.

## **Action**

Feedback to all the comments has been provided by Thirteens Asset Service Standards Manager.

This policy has now been approved and is available to view on the Thirteen website.

I agree that the Customer Consultation was carried out, the results agreed as above, and the Fire Safety Policy has now been shared with the customers involved.

Name .....NAL SCOLLEN.....

Signature .....V. Scollen.....

Date .....11.3.2020.....

