



Croydon Council resident health and safety group

Background

The tragic fire at Grenfell in June 2017 was a national disaster that has thrust tenant involvement and the tenant voice, amongst other issues into sharp focus. The Hackett Review report published in May 2018 and the Green Paper address a further exploration of safety, involvement and complaints and called for the government to improve how it engages with residents and give them a much stronger voice in building safety.

Another key theme that runs across the Green Paper and the proposals is the intention to make building and fire safety information available and accessible to residents. Also involving residents on building safety processes and procedures and making it easy for residents to report concerns on building safety.

The recommendations included:

- Ensuring information on building and fire safety procedures available in accessible ways to residents
- Helping to improve residents understand of building safety
- Easy access to information about fire safety, including Fire Risk Assessments
- A resident engagement strategy which shows residents rights and responsibilities, how information is shared with residents and involving residents in work that may impact on resident safety
- A clear system and process for residents who want to raise concerns about safety in buildings.

Croydon's response

We are creating a new **resident led health and safety advisory panel** to place residents at the very heart of Croydon's commitment to deliver these recommendations and comply with requirements and expectations raised since the Grenfell fire.

While there will be a focus on fire safety, the group will address other aspects of health and safety in buildings, including:

- Fire safety
- Gas safety
- Electrical safety
- Asbestos
- Legionella/water
- Housing Health and Safety Rating System (HHSRS), Decent Homes criteria
- Trips and falls
- Lifts

Outcomes/impact

Residents living in council homes and buildings are often the best people to understand the risks in the buildings where they live. Empowering residents, giving them new skills and getting them involved in making decisions creates a culture of trust and demonstrates that the health, safety and wellbeing of our residents is important to us. Other benefits include:

- Greater awareness of risks specific to where residents live
- Better control and identification of risk
- Helps to develop a positive health and safety culture where risks are managed sensibly
- Buildings become safer and healthier
- Less accidents and ill-health
- Talking, listening and cooperating can help to identify joint solutions to problems
- Creates a desire to improve the overall environment in a building

About the group and how it will work

It's critical that membership of the group is representative of a diverse mix of tenants and leaseholders, including those living in high rise buildings, street properties, sheltered blocks and in general needs blocks. The resident involvement team will review membership as the group develops and target specific groups of residents where necessary to ensure a diverse range of participants.

Members will be invited to join a closed group which will be hosted on Facebook to enable residents who are unable to engage face to face or attend meetings to have an equal opportunity to contribute to discussions. A face to face 'launch' event, hosted by the resident involvement team, will be organised as the group starts to take shape. The closed Facebook group will be administrated, managed and moderated by the resident involvement team.

Looking ahead

It is anticipated that smaller task and finish groups will form to focus on specific themes, for instance, safety advice and information for residents living in high-rise blocks. The resident involvement team will facilitate engagement with key stakeholders such as the LFB, councillors and council officers from the repairs, capital delivery, tenancy, safety compliance and other services as required.

As the group evolves over the coming months, and becomes representative of a diverse range of residents, a core steering group or panel will be proposed. This panel will support relevant council officers and ensure that tenant and leaseholder voices are at the heart of the council's approach to buildings safety.

Activity	When	Notes
Awareness raising and promotion	Nov 18-March 19	Publicity in Open House, social media, website and recruitment drive.
Communication / invitation sent to residents who have registered their interest	April 19	Gauge involvement preferences, area of interest
Discussion group evolution with themes emerging	April / May 19	
Question relating to health and safety included in STAR survey	May 19	STAR survey distributed to all Croydon tenants and leaseholders
STAR survey distributed and feedback gathering	June 19	
Emerging themes from resident feedback and group discussion	July/August 19	
Begin to shape themes into specific work streams or task and finish groups and reflect back key themes to residents	July/August 19	
Initiate steering group development and host resident safety group networking meeting.	September 19	Stakeholder engagement as appropriate
Invite residents to and group members to submit applications for steering group. Draft terms of reference developed.	September 19	
Steering group established and 'work plan' development.	October 19	