

Housing Select Committee			
Report title	Emergency Services Review - Housing		
Key decision	No	Item No.	6
Ward	All		
Contributors	Executive Director for Customer Services		
Class	Part 1	Date: 16 th May 2013	

1 Summary

- 1.1 In February 2013, the Overview and Scrutiny Committee launched a review of the emergency services in the borough. Each sub committee will take forward the elements of the review relevant to its own work area and report on findings. This report

2 Recommendations

The committee is asked to note the information contained in the report.

3 Background

- 3.1 Significant changes are impacting on local public services affected by policy changes and financial constraints. This includes the three local emergency services: Metropolitan Police, London Fire Brigade and the London Ambulance Service; and also the provision of accident and emergency services across South-East London.
- 3.2 The London Mayor's Office for Policing and Crime (MOPAC) has confirmed that 65 police stations, with front-counter access for the public, will be closed across London, with two of those in Lewisham (Sydenham and Brockley) and a further two stations identified for reduced opening hours (Catford and Deptford). In Lewisham, the proposals would mean an extra 54 police officers by 2015, than those in place in October 2011, and an increase of 109 more officers in Safer Neighbourhood teams over the same period.
- 3.3 Two of the fire stations proposed for closure are in Lewisham: New Cross and Downham. The Commissioner stated that if implemented, the Brigade would maintain its existing average target response time of getting its first fire engine to an emergency within six minutes and the second fire engine, if needed, within eight minutes.
- 3.4 The Accident and Emergency service provided by the London Ambulance Service is divided into three operational areas, West, East and South. Lewisham is covered by the South operational area. Currently there are 28 ambulance stations in the South area, three of which are in Lewisham.
- 3.5 In 2011, The London Assembly carried out a strategic review of the future of the London Ambulance Service. It highlighted that demand is already higher for the LAS than other regional ambulance services, and the number of incidents attended by the LAS has increased 12 per cent in four years. The review also concluded that the organisation is being forced to make large budget reductions after a sustained period of growth. These will see the LAS lose almost a fifth of its current workforce in the next five years, including 560 frontline staff.

- 3.6 The Accident and Emergency Department of Lewisham hospital is currently under threat of closure as the Trust Special Administrator, appointed by the Secretary of State for Health to address the financial crisis in neighbouring South London Healthcare NHS Trust, has recommended the closure of the A&E at Lewisham as part of his plans to address the financial crisis at SLHT.
- 3.7 The Housing Select Committee have been asked to take forward the Landlord and Tenant specific implications:
- Identify the related impact on services and performance locally, particularly in relation to tenants and housing providers (Lift call outs, fire safety checking responsibilities etc);
 - Consider the potential impact of any service changes specifically in relation to tenants and housing providers.
- 3.8 This report will provide some background to work undertaken to date, highlight issues coming from the Lakanal House inquest recommendations.

4 Lakanal House

- 4.1 The findings of the inquest into the Lakanal House fire in Southwark were announced in March 2013, after the launch of the review into emergency services. Although not directly referenced in the scoping report, these recommendations are as important for social housing as the closures and budget constraints outlined above. The three agencies involved in the inquest have six weeks to respond to the recommendations, therefore these may change in the near future.
- 4.2 The inquest into the three women and three children that died on the 3rd July 2009 concluded on Thursday 28th March 2013.
- 4.3 The inquest returned an inquisitive and narrative verdict on the 6 people that died and wrote to the Fire Sector Federation, the London Fire Brigade, the DCLG and LB of Southwark.
- 4.4 The letter to Southwark recognises that they have done a lot of work since the fire. Fire Risk Assessments have been undertaken to all high rise housing blocks in the borough, completing all fire safety works by March 2012. Fire safety and advice leaflets have been given to all residents in high rise blocks.
- 4.5 The recommendations made by the coroner to Southwark are outlined below and can be applied to all social housing.

Publication and promotion of fire safety:

- 4.6 Demonstrate to those who are about to enter into occupation of a flat or maisonette the fire safety features of their dwelling and of the building in general; this should include walking residents through relevant features such as escape balconies and demonstrating how to open fire exit doors and where these lead;
- 4.7 Give residents clear guidance as to how to react if there is a fire in the building, namely to explain whether they should attempt to get out of their flat or maisonette and leave the building, or whether they should remain in their flat; that guidance should explain clearly how to react if circumstances change, for example, if smoke or fire should enter their flat or maisonette;

- 4.8 Consider additional ways in which information might be disseminated to residents, for example, by fixing inside each flat and maisonette a notice about what to do in case of fire.

Signage in high rise residential buildings:

- 4.9 In common areas explain whether residents should normally remain in their flats or maisonettes or whether they should evacuate the building, in which case evacuation procedures should be explained;
- 4.10 Provide clear information to residents to enable them to find escape routes;
- 4.11 Use pictograms to assist those for whom English is not their first language;
- 4.12 Provide information to those in the emergency services which would assist them to understand a building's layout and enable them quickly to find a particular flat or maisonette once inside the building;
- 4.13 Landlord to liaise with London Fire Brigade regarding use of premises information plates and boxes.

Policy and Procedures concerning fire risk:

- 4.14 The Regulatory Reform (Fire Safety) Order 2005 ("FSO"), came into force in October 2006, and imposed obligations in relation to fire risk assessments in certain buildings.
- 4.15 Policy and procedures should be reviewed concerning fire risk assessments of high rise residential buildings, prioritising such buildings for regular rigorous review and considering the skills and experience needed to undertake an assessment of higher risk residential buildings;
- 4.16 Consider the training required for members or staff considered to be competent to carry out assessments;
- 4.17 Identify when individual flats or maisonettes should be inspected and how these should be selected for inspection;
- 4.18 Ensure that assessors have access to relevant information about the design and construction of high rise residential buildings and refurbishment work carried out to enable an assessor to consider whether compartmentation is sufficient or might have been breached.

Training of staff engaged in maintenance and refurbishment work on existing buildings:

- 4.19 Consider the training needs of personnel who will be involved in procuring or supervising work to existing high rise residential buildings – whether maintenance, refurbishment or rebuilding of parts of buildings – to ensure that materials and products used in such work have appropriate fire protection qualities. Staff should, for example, be trained to understand the significance of the compartmentation principle and to appreciate when Building Control should be notified about work to be undertaken.

Access for emergency vehicles:

- 4.20 Liaise with emergency services to consider access for emergency vehicles to high rise residential buildings, having particular regard to obstructions such as vehicle parking in locations which emergency services might need to use.

Retro fitting of sprinklers:

- 4.21 Evidence adduced at the inquests indicated that retro fitting of sprinkler systems in high rise residential buildings might now be possible at lower cost than had previously been thought to be the case, and with modest disruption to residents.
- 4.22 It is recommended that authorities consider the question of retro fitting of sprinkler systems in high rise residential buildings.

Applying the recommendations

- 4.23 Appendices 1 - 3 contain an initial response from RPs, from Lewisham Homes and from RB3 in relation to these recommendations
- 4.24 The inclusion of sprinklers will be a consideration on all council new build schemes.

5 Liaison between the Fire Service and landlords

- 5.1 The Fire Service have attended the Lewisham Affordable Housing Group (LEWAHG) a number of times over recent years to discuss things like lift call out and sprinklers. LEWAHG is attended by a fluctuating number of housing providers (including Lewisham Homes and RB3), usually averaging around 15 organisations, however minutes of each meeting are circulated to a wide group of attendees and non-attendees. Extracts from relevant agenda/minutes are below.
- 5.2 June 2008 – Fire Safety Responsibilities. David Bosley and Divya Patel from London Fire Brigade updated the meeting on their work to improve safety in HMOs and to cement relationships with RSLs. Targeting priority areas – good intelligence on where fires are likely to start. Alcohol often involved. Want info from RSLs on types of HMOs (most common being converted house into two flats) and types of tenancy (e.g. identify vulnerable residents?). LFB can offer free smoke detectors, free fire safety visits and offer to come and speak to housing officers.
- 5.3 April 2009 - Reducing Calls to Persons in Lifts. Tejinder Ajimal explained that Lewisham Fire Service (LFS) would no longer be attending to release persons stuck in lifts unless it was a real emergency (e.g. stuck in machinery). LFS currently attend 490 cases per annum which directs resources away from real emergencies. RSLs need to make sure there are signs in lifts giving an appropriate number to call, and would also need to ensure there is an out of hours service. LFS will make a charge to the landlord where it is called out unnecessarily in the future.
- 5.4 October 2009 – Camberwell Fire Recommendations. John Brown (Head of Emergency Planning, Lewisham) introduced himself and circulated some handouts. The investigation into the Camberwell fire was still ongoing. It was thought to have been started by a TV set in a 9th floor flat, but there had been unusually rapid spread of the fire.
- 5.5 January 2011 - Emergency Planning in Lewisham. John Brown (Lewisham) introduced his paper that had been circulated in advance. The background is that in a recent hostel fire it had not been possible to contact the necessary people. Very

important to have key contact details. Lee King (Fire Service) explained that on the back of Southwark fire lots of work being done. He asked RPs to consider the status of their fire risk assessments. Also asked for building plans to be available as it really helps in an emergency.

- 5.6 Smoke Free Homes. Lyn Burton from the NHS has been liaising with LEWAHG members to encourage Smoke Free Homes. Primarily from a health perspective but also to be viewed as fire prevention.

6 Way Forward

- 6.1 The Strategic Housing team will continue to work with housing providers to fully respond to the issues raised in the review and take forward the final recommendations for the Lakanal House inquest.

If you have any queries relating to this report please contact Jeff Endean, Housing Strategy and Programmes Manager, x46213

Appendix 1

Responses from Registered Providers to the Lakanal recommendations:

	Recommendation	L&Q	Phoenix Community Housing	Hexagon HA	Affinity Sutton
	General Comments			Hexagon does not have High Rise Residential Dwellings, however it does have low rise residential dwellings where best practise elements of this and the coroners report will have some additional fire safety benefits for us to implement. As such work is underway reviewing areas that can be improved.	<p>Our response to the tragedy of the Lakanal fire is that we have robust and comprehensive policy and systems in place covering our housing stock throughout England.</p> <p>The recommendations following the Lakanal fire in Southwark are being studied by a task team within Affinity Sutton to ensure we respond positively but also realistically taking into account the particular circumstances of the fire and the type of property we have to see what lessons are relevant to our own stock.</p>
1	<p>Demonstrate to new residents of flat/maisonettes the fire safety features of their dwelling and of the building in general;</p> <ul style="list-style-type: none"> walking residents through relevant features such as escape balconies; demonstrating how to open fire exit doors and where these lead; etc. 	<p>L&Q recognise that this was an issue in Lakanal House and will discuss the feasibility of this being adopted moving forwards.</p> <p>L&Q do not have any scissor construction properties (like Lakanal House) and our fire risk assessments reviews being carried out will look more closely at the means of escape routes available from maisonettes.</p>	<p>We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.</p> <p>At viewing time, the tenancy officers run through the important safety features of a property.</p>	<p>This walk through activity takes place only when sign up happens on site.</p> <p>But this is not really applicable as we do not have any buildings with other than the most 'obvious' fire safety features e.g. the fire exit is the main exit route</p> <p>However options for DVD and Mobile Apps are currently under</p>	

	Recommendation	L&Q	Phoenix Community Housing	Hexagon HA	Affinity Sutton
				investigation.	
2	<p>Give residents clear guidance as to how to react if there is a fire in the building;</p> <p>Explain whether they should attempt to get out of their flat or maisonette and leave the building, or whether they should remain in their flat; guidance should explain clearly how to react if circumstances change, for example, if smoke or fire should enter their flat or maisonette.</p>	<p>The fire action notice needed for each property are bespoke; are specified by the fire risk assessor; and cover the details listed. These are provided by the H&S Team and then installed by the housing teams.</p>	<p>We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.</p> <p>A fire safety leaflet is give in the tenancy sign up pack that gives this information.</p> <p>In addition, our Fire Action Notices also give this information.</p>	<p>Advice has been given in line with London Fire Brigades advice at time of construction of particular schemes.</p> <p>In light of this report a review of all schemes will be taken in conjunction with LFB to ensure up to date compliance</p>	
3	<p>Consider additional ways in which information might be disseminated to residents, for example, by fixing inside each flat and maisonette a notice about what to do in case of fire.</p>	<p>L&Q's H&S team will be liaising internally with communications and housing teams to explore other avenues.</p>	<p>We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.</p> <p>This is something we could consider.</p>	<p>This aspect is currently under review, a self adhesive reminder would be a welcome addition.</p>	
4	<p>In common areas explain whether residents should normally remain in their flats/maisonettes or whether they should evacuate the building - in which case evacuation procedures should be explained</p>	<p>This area is also covered on the bespoke fire action notice used by L&Q.</p>	<p>We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.</p> <p>Our Fire Action Notices give this information.</p>	<p>We are reviewing this aspect of our current policy to see if further benefit can be achieved.</p>	
5	<p>Provide clear information to residents to enable them to find escape routes</p>	<p>The need for directional signage in our properties is considered as part of the fire risk assessment process and will continue to be so.</p>	<p>We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.</p> <p>Where required, signage and emergency lighting is</p>	<p>Standard Fire Escape signs and emergency lighting in place</p>	

	Recommendation	L&Q	Phoenix Community Housing	Hexagon HA	Affinity Sutton
			provided to help residents find their way safely out of the buildings.		
6	Use pictograms to assist those for whom English is not their first language	The directional signage used by L&Q complies with current British Standards and all contains pictograms. They also conform to the HTM standard depicting flames which has been shown by research to enhance understanding of the sign by 75% over 'standard' signs without the flames.	<p>We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.</p> <p>Where required, signage (with pictures) and emergency lighting is provided to help residents find their way safely out of the buildings.</p>	Currently not utilised to its full extent, will be reviewed in line with 3 above	
7	Provide information for the emergency services to assist them to understand the building's layout and enable them quickly to find a particular flat or maisonette once inside the building	In our properties, we do not currently provide information to specifically assist the fire service. The H&S team will consider through the fire risk assessment whether this is required depending on the building layout. For new developments, we are looking at including this in our technical standard to ensure this is done.	<p>We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.</p> <p>This is something we could consider.</p>	This will form part of the activity outlined in 2	
8	Landlord to liaise with London Fire Brigade regarding use of premises information plates and boxes.	In line with the above, the fire brigade will be liaised with accordingly.	<p>We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.</p> <p>This is something we could consider.</p>	As part of activity outlined above	
9	Policy and procedures should be reviewed concerning fire risk assessments of high rise residential buildings, prioritising such buildings for regular rigorous review and considering the skills and experience needed to	The Head of H&S and the Fire Safety Manager have Emergency Fire Service experience and both hold/are working to Fire Safety & Engineering qualifications. L&Q uses an internal team of fire safety professionals to conduct its FRAs. This allows greater control and	<p>We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.</p> <p>We have recently updated our Fire Safety policy and continue to develop our</p>	Hexagon does not have High Rise residential buildings however it recognises the advice given and is reviewing all its schemes in line with recommendations outlined to benefit from best practise.	

	Recommendation	L&Q	Phoenix Community Housing	Hexagon HA	Affinity Sutton
	undertake an assessment of higher risk residential buildings	<p>allows knowledge to be shared between assessors easily. All L&Q fire risk assessors have qualifications in fire safety management and fire risk assessment. They keep up to date by attending refresher courses and update seminars.</p> <p>All our high rise properties were prioritised as 'high risk' and were visited for a fire risk assessment in the early stages of L&Q fire management in 2010/11. These buildings are also currently being reviewed as part of our 3 year programme. Our housing staff visit these properties quarterly also and will identify damaged doors, communal storage etc.</p>	related procedures. In recent time we have carried out audits with the LFRS on our building greater than 5 stories. All our FRA's are reviewed in the timescales given by our competent Fire Risk Assessor.		
10	Consider the training required for members or staff considered to be competent to carry out assessments	<p>L&Q uses an internal team of professionals to conduct its FRAs. This allows greater control and allows knowledge to be shared between assessors easily. All L&Q fire risk assessors have qualifications in fire safety management and fire risk assessment.</p> <p>Training is regularly reviewed for the fire risk assessors with courses and seminars being available.</p>	<p>We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.</p> <p>We only use competent external providers for carrying out our FRA's.</p>	Refresher training has been identified to learn from this report. FRAs are normally undertaken for Hexagon by qualified external contractors.	
11	Identify when individual flats or maisonettes should be inspected and how these should be selected for inspection	The inspection of flats/maisonettes is a difficult area; to gain a proper understanding of a unit's fire resistance would require the removal of panels from walls to	We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.	These will be reviewed at the time of agreeing remedial or retrofitting works and 100% will be pre and post inspected.	

	Recommendation	L&Q	Phoenix Community Housing	Hexagon HA	Affinity Sutton
		check the material and depth causing damage and disruption to the residents. Guidance on this issue has also been recommended by the Coroner.	This is something we could consider on its own, or as part of a wider tenancy check inspection.		
12	Ensure that assessors have access to relevant information about the design and construction of high rise residential buildings and refurbishment work carried out to enable an assessor to consider whether compartmentation is sufficient or might have been breached.	Due to L&Q's large stock portfolio and lack of detailed property information, it isn't possible for our fire risk assessors to obtain documentation on the original development or past refurbishment works. These matters will be raised during the due diligence process of any future stock transfers and our H&S now liaise with development on future projects.	We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments. We do provide our Fire Risk Assessor with information about our Major Works Programme.	All surveyors have full access to Health and Safety Files, drawings and reports.	
13	Consider the training needs of personnel who will be involved in procuring or supervising work to existing high rise residential buildings – whether maintenance, refurbishment or rebuilding of parts of buildings – to ensure that materials and products used in such work have appropriate fire protection qualities. Staff should, for example, be trained to understand the significance of the compartmentation principle and to appreciate when Building Control should be notified about work to be undertaken.	H&S have already provided fire safety management training for NSOs & Caretakers. A similar course aimed at surveying staff is also being produced and will be rolled out shortly. This has been identified as mandatory training. While this training will provide surveyors with useful information, additional professionally delivered training maybe required in some cases. We're also planning a seminar for our property services staff to address issues identified in our properties and raised through the inquest. External professional parties will be invited to attend to provide guidance to staff involved in property design, build and maintenance. This will also be set	We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments. As a result of our recent FRA's we are introducing a 'compartmentation check' process. We are currently working on the training, pro-formas, corrective actions, etc. This will be implemented before the end of the current financial year.	All planned & responsive surveyors to undergo refresher training, including the importance of compartmentation over the next 12 months.	

	Recommendation	L&Q	Phoenix Community Housing	Hexagon HA	Affinity Sutton
		as mandatory training.			
14	Liaise with emergency services to consider access for emergency vehicles to high rise residential buildings - having particular regard to obstructions such as vehicle parking in locations which emergency services might need to use.	This is currently considered when designing new developments or through the fire risk assessment unless on a joint audit with the fire service and will continue to be monitored by this method. Our housing staff also highlight obstructions if identified on estate inspections.	<p>We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.</p> <p>In recent time we have carried out audits with the LFRS on our building greater than 5 stories. Vehicular access was considered during these. These are our high risk buildings</p>	Part of the overall discussions and action plans as part of item 7	
15	Consider the question of retro fitting of sprinkler systems in high rise residential buildings	This issue has been raised to our Executive Group and other departments through a paper on the Lakanal House inquest and will be considered appropriately.	<p>We always follow the guidance provided by our suitable and sufficient Fire Risk Assessments.</p> <p>This is something we have considered. However, as we do not have building greater than 30m, this is not something we will pursue at this moment in time.</p>	Part of the activities to be undertaken in item 9	

Appendix 2

Response from Lewisham Homes to the Lakanal recommendations:

	Recommendation	Lewisham/Lewisham Homes Action to Date		Lewisham/Lewisham Homes Action for the future	
		Action	Date	Action	Date
1	<p>Demonstrate to new residents of flat/maisonettes the fire safety features of their dwelling and of the building in general;</p> <ul style="list-style-type: none"> • walking residents through relevant features such as escape balconies; • demonstrating how to open fire exit doors and where these lead; • etc. 	All new residents are provided with a DVD that's incorporates general fire safety advice		Consider providing building specific fire safety information at the letting stage of a new Tenancy. Showing the new tenant alternative escape routes from properties in complex blocks.	
2	<p>Give residents clear guidance as to how to react if there is a fire in the building;</p> <p>Explain whether they should attempt to get out of their flat or maisonette and leave the building, or whether they should remain in their flat;</p> <p>guidance should explain clearly how to react if circumstances change, for example, if smoke or fire should enter their flat or maisonette.</p>	Information is given to residents in fire action notices and a fire safety leaflet has been provided to all residents in Dec 2012 and leaseholders March 2013		Provide site specific fire safety leaflets where appropriate.	
3	Consider additional ways in which information might be disseminated to residents, for example, by fixing inside each flat and maisonette a notice about what to do in case of fire.	Information is given to residents in fire action notices which have been displayed in all Lewisham Homes blocks		Look at site specific fire safety action notices within dwellings in complex design blocks	
4	In common areas explain whether residents should normally remain in their	Information is given to residents in fire action notices which have		Carry out an audit of all existing fire action notices to	

	Recommendation	Lewisham/Lewisham Homes Action to Date	Lewisham/Lewisham Homes Action for the future
	flats/maisonettes or whether they should evacuate the building - in which case evacuation procedures should be explained	been displayed in all Lewisham Homes blocks	ensure that they contain correct evacuation strategy for the premises.
5	Provide clear information to residents to enable them to find escape routes	Signage is provided in complex blocks where the escape route is not intuitive and simple.	Seek clarification from LFB on interpretation of guidance contained in <i>Fire safety in purpose-built blocks of flats (local government group published July 2011)</i> and Coroner Rule 43 recommendations
6	Use pictograms to assist those for whom English is not their first language	All new fire exit signage is pictogram signage	Ensure all signage is compliant with current regulations
7	Provide information the emergency services to assist them to understand the building's layout and enable them quickly to find a particular flat or maisonette once inside the building	On complex buildings Premises Information Boxes (PIB) are provided with plans for LFB operational use	Liaise with LFB to have plans of complex buildings stored on their database and available to all fire appliances via the mobile data terminal on each fire engine. Define requirements and consider use of premises information plates and Premises Information Boxes (PIBs).
8	Landlord to liaise with London Fire Brigade regarding use of premises information plates and boxes.	On complex buildings Premises Information Boxes (PIB) are provided with plans for LFB operational use	Liaise with LFB to have plans of complex buildings stored on their database and available to all fire appliances via the mobile data terminal on each fire

	Recommendation	Lewisham/Lewisham Homes Action to Date	Lewisham/Lewisham Homes Action for the future
			engine. Define requirements and consider use of premises information plates and Premises Information Boxes (PIBs).
9	Policy and procedures should be reviewed concerning fire risk assessments of high rise residential buildings, prioritising such buildings for regular rigorous review and considering the skills and experience needed to undertake an assessment of higher risk residential buildings	FRA programme for all blocks in place carried out by external consultants using competent persons. Current arrangements are all higher risk buildings are assessed annually and all lower risk buildings every two years.	Continue to monitor performance of consultants by joint inspections and regular performance meetings
10	Consider the training required for members or staff considered to be competent to carry out assessments	External consultants are used to carry out fire risk assessments. Procedures are in place to be provided with information on the competency of any new persons being used by the consultants	Continue to monitor performance of consultants by joint inspections and regular performance meetings
11	Identify when individual flats or maisonettes should be inspected and how these should be selected for inspection	The Regulatory Reform Order (Fire Safety) 2005 applies to communal areas of residential buildings. The FRA process has been confined to communal areas	Consider using void process to undertake FRA's to include flat or maisonette.
12	Ensure that assessors have access to relevant information about the design and construction of high rise residential buildings and refurbishment work carried out to enable an assessor to consider whether compartmentation is sufficient or might have been breached.	External consultants carry out fire risk assessments. Procedures require Lewisham Homes to be provided with information on the competency of any new persons being used by the consultants	Continue to monitor performance of consultants by joint inspections and regular performance meetings
13	Consider the training needs of personnel who will be involved in procuring or supervising work	Lewisham Homes Repairs operatives have had training on	We are planning workshop sessions with LFB and the

	Recommendation	Lewisham/Lewisham Homes Action to Date	Lewisham/Lewisham Homes Action for the future
	<p>to existing high rise residential buildings – whether maintenance, refurbishment or rebuilding of parts of buildings – to ensure that materials and products used in such work have appropriate fire protection qualities.</p> <p>Staff should, for example, be trained to understand the significance of the compartmentation principle and to appreciate when Building Control should be notified about work to be undertaken.</p>	<p>fire door installation and maintenance by Chiltern International Fire Consultancy</p> <p>For works completed as part of the Decent Homes Programme Lewisham Homes has engaged consultants to oversee the programme with Principal Contractors having design and build responsibility.</p> <p>For the major investment programme, the responsibility for designing, procuring and/or supervising the projects resides with the professional consultants that Lewisham Homes have engaged.</p> <p>Consequently there is no need for our in-house staff to receive specific training on fire compartmentation or when to apply for Building Regulations approval.</p>	<p>fire investigation company that worked in detail on the investigation on Lakanal House. The aim of this is to cascade issues/awareness through the organisation to those supervising or managing works to Lewisham Homes properties</p> <p>Invitations will be extended to senior representatives from contractors working for Lewisham Homes which will include Decent Homes Contractors.</p>
14	Liaise with emergency services to consider access for emergency vehicles to high rise residential buildings - having particular regard to obstructions such as vehicle parking in locations which emergency services might need to use.	Parking signage in place and enforcement of illegal parking by external contractor on LH sites. Barriers are GERDA keys for which the LFB hold a master key	Continue to liaise with Brigade at Borough Commander level
15	Consider the question of retro fitting of sprinkler	Sheltered Housing prioritised, with	Consider use of retro-fitting

	Recommendation	Lewisham/Lewisham Homes Action to Date		Lewisham/Lewisham Homes Action for the future	
	systems in high rise residential buildings	one block completed and surveys to be undertaken on remaining blocks to look at a programme of sprinklers retro-fitting.		sprinklers where intrusive surveys identify major risks, or the design of blocks and arrangements for fire safety in the dwellings has degraded to pose a very high fire risk.	
16	Strategic Housing to share action plan with providers and get feedback on their proposed actions.				

Appendix 3

Response from Regenter B3 to the Lakanal recommendations

	Recommendation	Regenter B3 Action to Date		Regenter B3 Action for the future	
		Action	Date	Action	Date
1	<p>Demonstrate to new residents of flat/maisonettes the fire safety features of their dwelling and of the building in general;</p> <ul style="list-style-type: none"> walking residents through relevant features such as escape balconies; demonstrating how to open fire exit doors and where these lead; etc. 	At the initial viewing we will talk through the fire safety features of the building and demonstrate how to exit the building safely through the fire exits.		In addition to this we will create a leaflet and include this in their welcome pack	
2	<p>Give residents clear guidance as to how to react if there is a fire in the building;</p> <p>Explain whether they should attempt to get out of their flat or maisonette and leave the building, or whether they should remain in their flat;</p> <p>Guidance should explain clearly how to react if circumstances change, for example, if smoke or fire should enter their flat or maisonette.</p>	At the initial viewing we will demonstrate and give clear guidelines on when to leave the building and also clear guidelines on circumstances on when they will need to stay.		We will introduce this information into the newsletter and on the website and also the viewing welcome pack.	
3	Consider additional ways in which information might be disseminated to residents, for example, by fixing inside each flat and maisonette a notice about what to do in case of fire.	New notice boards are being erected in entrance on every block with clear guidelines on fire safe features of their dwelling such as nearest fire escape, and direction to fire exit doors		We will introduce this to all TRA meetings, newsletters, website and all viewing welcome packs.	

	Recommendation	Regenter B3 Action to Date		Regenter B3 Action for the future	
4	In common areas explain whether residents should normally remain in their flats/maisonettes or whether they should evacuate the building - in which case evacuation procedures should be explained	We will explain this on all initial viewing and sign up.		This will also be placed on all notice boards at the entrance of every block, on the website and in all welcome pack.	
5	Provide clear information to residents to enable them to find escape routes	This will be explained on all initial viewings to new residents		We will create a leaflet to be included in all signup welcome packs.	
6	Use pictograms to assist those for whom English is not their first language	Inform new residents at initial viewing that we have the use of language line		This will be included on our website and notice board in pictures that will demonstrated fire exits.	
7	Provide information the emergency services to assist them to understand the building's layout and enable them quickly to find a particular flat or maisonette once inside the building	This will be explained on all initial viewings to new residents		This will be including on the new notice boards to be erected in entrance of block.	
8	Landlord to liaise with London Fire Brigade regarding use of premises information plates and boxes.	RB3/Rydons are in the process of reviewing all premises where Fire Safety related information is held		RB3 to meet with LFB following the review of the current Fire Safety related information held on estates/in blocks.	
9	Policy and procedures should be reviewed concerning fire risk assessments of high rise residential buildings, prioritising such buildings for regular rigorous review and considering the skills and experience needed to undertake an assessment of higher risk residential buildings	Rydon will undertake annual Risk Assessments reviews. During the period, where any alterations are made to the building fabric, following such works, Fire Risk Assessments will be carried out to the areas affected.		Continued compliance	

	Recommendation	Regenter B3 Action to Date		Regenter B3 Action for the future	
10	Consider the training required for members or staff considered to be competent to carry out assessments	Rydon employ Specialist Consultants to undertake Fire Risk Assessments and reviews		If Rydon considers the need to have staff available to undertake reviews; formal training will be provided to staff.	
11	Identify when individual flats or maisonettes should be inspected and how these should be selected for inspection	All communal areas receive an annual Fire Risk Assessment review. If buildings structure changes, the need to review the changes in meeting regulations will be undertaken.		Rydon will undertake Fire Risk Assessment reviews where buildings structure changes exist.	
12	Ensure that assessors have access to relevant information about the design and construction of high rise residential buildings and refurbishment work carried out to enable an assessor to consider whether compartmentation is sufficient or might have been breached.	Rydon will provide the Assessors with the necessary information in accord with building control regulations, supporting documentation and previous assessors report findings. In reporting all actions identified		Rydon will provide continue up date as appropriate in meeting with the necessary regulations	
13	Consider the training needs of personnel who will be involved in procuring or supervising work to existing high rise residential buildings – whether maintenance, refurbishment or rebuilding of parts of buildings – to ensure that materials and products used in such work have appropriate fire protection qualities. Staff should, for example, be trained to understand the significance of the compartmentation principle and to appreciate when Building Control should be notified about work to be undertaken.	Rydon employ qualified building surveyors who work closely with the fire prevention Specialist Consultants.			
14	Liaise with emergency services to consider	To liaise with out of hours on		To erect clear signage at	

	Recommendation	Regenter B3 Action to Date		Regenter B3 Action for the future	
	access for emergency vehicles to high rise residential buildings - having particular regard to obstructions such as vehicle parking in locations which emergency services might need to use.	duty caretakers to assist with opening of gates and obstructions of vehicle at emergency gates.		entrance of gate showing emergency access and exits.	
15	Consider the question of retro fitting of sprinkler systems in high rise residential buildings	There are no high-rise blocks within the RB3 managed stock.			
16	Strategic Housing to share action plan with providers and get feedback on their proposed actions.				