

Resident Engagement Strategy

Graham Court



Regulation and Legislation	<p>This management plan links to:</p> <ul style="list-style-type: none"> • Building Safety Act 2022 • The Fire Safety (England) Regulations 2022
Supporting Documents	<ul style="list-style-type: none"> • Sign up packs and information • The Thrive Deal • Home safety section on the website (thrivehomes.org.uk/homesafety) • Property Compliance Policy • Building Safety Policy • Fire Procedure
Scope	<p>This strategy applies to:</p> <ul style="list-style-type: none"> • Thrive Homes customers and homeowners for properties within the scope of the Building Safety Act • All multi-occupied residential buildings with two or more sets of domestic premises with a shared entrance as per the Fire Safety (England) Regulations • Thrive Homes work colleagues • Thrive Homes contractors • Thrive Homes stakeholders, including but not limited to board members
Reference to 'Thrive' means Thrive Homes and its subsidiaries.	

Version	Date	Author	Reviewer	Changes & Additions
V1.0	October 22	LT/CG	Emma Murphy	New engagement strategy document
V1.1	March 24	KR/CG	Emma Murphy	Review of the document
V1.2	November 25	CG	Emma Murphy	Review of the document
V1.3	January 26	CG	Emma Murphy	Added additional information about our customers and the building.

Thrive is committed to providing safe, well-maintained homes, where customers can be and feel safe.

This plan outlines how communications and engagement about how building safety will be managed for Graham Court, which is a building in the scope of the Building Safety Act 2022.

Jump to...

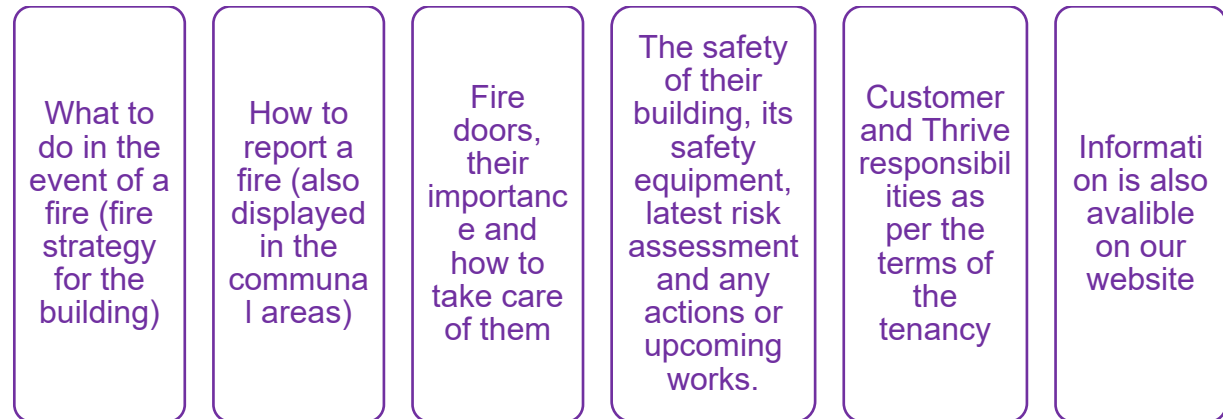
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Customer communications

Thrive is committed to keeping customers informed and creating channels of dialogue in the following ways.

New customers

On day one, when a customer moves into their home, they will receive information on:



About the Building

Graham Court is an 8-storey building with 25 flats, all on social rent. This is a general needs purpose-built block of flats used for residential accommodation and has a stay put policy in place. This means that in the event of a fire, the customer of the affected flat or anyone affected within the communal area can evacuate the building, but the other customers should remain in their own flat unless given instructions by the fire and rescue service to evacuate.

Thrive communicates in a number of different ways and has Language Line available for any customers whose first language is not English. We also have an accessibility tool on our website, which offers features like text-to-speech, translation, reading support, and webpage simplification

Residential Personal Emergency Evacuation Plan (RPEEP)

Thrive encourages customers to identify themselves if they need assistance in evacuating the building in the event of an emergency. Information is displayed on our notice boards and on our website on how to get in touch with the fire safety team.

Once a customer identifies themselves, the fire safety team will complete a Person Centred Fire Risk Assessment (PCFRA) with the customer and agree on an Emergency Evacuation Statement (EES). With the agreement of the customer, this information will be shared with the local fire and rescue services, and basic information will be put in the Secure Information Box.

This information is reviewed yearly with the customer or sooner if required, and dependant on the risk.

Fire safety equipment in the building

Fire equipment	How it is maintained
Sprinkler System	There is 100% sprinkler coverage throughout the building, which includes customers' homes and the communal areas. The sprinkler system is serviced annually and visually checked by Thrive during the flat entrance door inspections.
Automatic Opening Vents (AOV)	This is designed to remove smoke from communal areas and is serviced every six months.
Smoke Shafts	This is designed to remove smoke from the communal areas and is serviced every six months.
Emergency lighting	If there is a power cut, the emergency lights have a battery backup which will last four hours in the communal areas. This is serviced annually and checked monthly
Smoke and Heat Alarms	These are tested annually during the flat entrance door inspection
Dry Riser	This is tested 6-monthly
Firefighters' passenger lift	This is inspected monthly, as well as every six months.
Flat Entranced door inspections	These are completed annually to ensure the fire door works effectively in the event of a fire
Communal fire doors	These are inspected quarterly to ensure the fire door works effectively in the event of a fire.



How customers can access building safety information and certification

Customers can view information about the safety of their specific building at thrivehomes.org.uk/my-home-info.

Safety certificates for their individual home (e.g. LGSR) are available to view on the myThrive hub. Service certificates and detailed fire risk assessments for the building are available on request.

Regular Customer Updates

Thrive's annual communications calendar features topics about building and fire safety, including:

- what to do in the event of a fire and how to report them
- advice about fire doors and smoke and carbon monoxide alarms
- how to report any safety faults or damage to Thrive
- top tips throughout the year, for example, fire safety at Christmas
- refreshers of customer responsibilities and what Thrive does to keep buildings and customers safe.

Where possible, we partner with our local fire and rescue service to provide the most current fire safety advice and participate in relevant campaigns to raise awareness. This includes information like e-bike safety, battery safety, seasonal safety and more.

Direct mail

Each year customers can expect to receive the above information via:

- Four email newsletters
- Two to four postal communications

Indirect communications

This information is also available via:

- Thrive's website
- Thrive's Facebook page
- Customer noticeboards
- Building safety pages

Annual Report for Tenants

Customers can see how Thrive is performing regarding safety from 1st October each year at: thrivehomes.org.uk/annualreport

Customer digital inclusion

In order to ensure our communications are accessible to all, Thrive provides the following:

- four postal newsletters a year for customers without an email address or mobile number on file
- ReachDeck which adds speech, reading and translation to our website, facilitating access for people with accessibility needs
- links to 'download and print' any webpage on our website
- the option to request printed copies of content
- large print for those who have notified us of this need

Repairs, planned maintenance and safety check communications

Repairs and safety checks

We will contact customers to arrange their annual fire door inspection. This may be via an email, letter, text message or telephone call.

Planned maintenance/major works programmes

Where works are required to Graham Court, we will notify customers at the earliest opportunity as follows:

1 Customers will receive written communications detailing the requirements – a copy of this will be available on the myThrive hub.

- a. If a change is considered an immediate health and safety risk to life or compromises the structure of the building, we'll visit customers in person. Otherwise.

2 Customers can comment or challenge the required changes by

- emailing enquiries@thrivehomes.org.uk or fire@thrivehomes.org.uk
- speaking to a member of the team at: thrivehomes.org.uk/talktous
- call 0800 917 6077.

3 If we don't hear from customers, we will contact them using their preferred communication method to share the next steps for the upcoming changes (for example, when the works will commence). If no preference is recorded, we'll contact them by email as default.

Customers can input on any proposed changes until works commence and can ask questions and give feedback at any point in the process too.

Consulting on building management decisions

When a significant decision is being made about the management or the safety of the building, a consultation with residents will take place. This includes but is not limited to:

- major works projects

- changes to escape strategies
- removal of systems or equipment
- where there is a significant impact on the customers.

Customer Engagement (Resident Involvement)

All Thrive customers can become members of Thrive Customer Voice and take part in a range of activities that influence services.

Outside of this, Thrive is required to engage with customers living in buildings within the scope of the Building Safety Act and does so through communications outlined above, as well as the following activities.

Events and meeting opportunities

Thrive offers customers opportunities to have their say and be heard by:

- Monthly inspections of the building
- Annual meet and greets for buildings seven storeys or above, taking place in the building or on a nearby estate.
- Annual fire door inspection, which also includes checking customers' fire alarms, sprinkler heads and checking if customers can evacuate safely in the event of an emergency
- Quarterly communal fire door inspections
- Becoming a block rep and joining our team on inspections of communal areas

Building safety surveys

We send out a survey at least every two years to ensure our customers understand the safety features in their building and that they feel safe in their homes.

The feedback from this survey will be reviewed, and an action plan will be developed and shared with customers.

Via our customer satisfaction surveys, customers will also be asked: 'Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Thrive Homes provides a home that is safe?'

Building Safety Complaints Handling

All complaints within Thrive are dealt with via the complaints team in line with our Complaints Process, which is regulated by the Housing Ombudsman. Customers who live at Graham Court can also approach the building safety regulator. All details are on the Graham Court building safety pages.

Building Safety Internal Communications

Thrive Connect

This is an internal Facebook page to which all colleagues have access. Colleagues can share updates on health, safety and wellbeing matters, including building safety.

Health Hub SharePoint page

We have a dedicated SharePoint area which is available to all colleagues. This has a wealth of information on health, safety and wellbeing. Here, colleagues can report things like near misses. We also have a dedicated SharePoint page for Thrive Homes Services operatives where they can report issues, including near misses, damp and mould, HHSRS risks etc.

Toolbox talks

These are completed with operational teams quarterly, topics include fire safety, asbestos awareness and other health and safety related topics.

Training

Building safety training is provided, when required, to all colleagues at Thrive who have responsibilities related to building safety. This includes everyone from those making high-level building safety decisions who receive more extensive training to colleagues with more limited responsibilities

Emergency planning/ out of hours

Guidance and information about how building-related incidents are managed out of hours. This is available to all who are involved in out-of-hours management.

Consultations

Thrive Homes contributes to government consultations, which include building safety.

Building Safety Contractor Communications

Procurement process

During the procurement process, new contractors will be informed that their responsibilities are to meet the requirements of work on in-scope buildings. This will include competencies, fire stopping, and materials used.

Contract Meetings

All colleagues who manage contractors have regular contract meetings where they will discuss any health and safety, including building safety matters, in accordance with the Control of Contractors procedure.

Monitoring performance and accountability

In accordance with Part 4 of the Building Safety Act 2022, the Responsible Person (RP) must establish:

- Mandatory occurrence reporting
- Resident engagement strategy (Thrive Customer Voice Group)

- Complaints procedure

Thrive Homes will review this plan in line with the fire safety procedure or sooner subject to legal changes, regulatory changes or if internal changes are required.