



Hydewide Residents Eye Inspection Update

Fire Safety inspection – final summary

The aim of the inspection was to make sure that Hyde's Fire Safety services are working as effectively as they can and that residents are being kept safe. It also aimed to make sure that residents feel fully informed, reassured and supported throughout the various stages and necessary inspections and works.

The inspection involved four resident inspectors, and utilised interviews with staff and residents, website and document reviews, shadowing staff on home visits / inspections and surveys.

For further information about HRE inspections contact the Resident Engagement team on email: residentengagement@hyde-housing.co.uk

1. Outcome – to improve the approach to fire safety in sheltered accommodation to ensure residents are kept safe and know what to expect

During the inspection HRE found:

- The approach to fire safety in sheltered accommodation was inconsistent
- Applicable services were not thoroughly documented, leaving residents confused about what services they are due and how they should be delivered
- Approach to the management of communal areas was also inconsistent, with mobility scooters allowed in some and not others

HRE recommended that:

- Fire Safety Services to Sheltered Schemes should be reviewed, to include: guidance for communal areas
- Scheme staff should be appropriately trained, and make contact with local fire services
- Personal Emergency Evacuation Plan (PEEPs) policy should be reviewed, with the policy & guidance used across all areas, and accurate information about residents kept on site
- The use of Gerda/fire boxes should be reviewed and brought in line with consistent Hyde policy. All fire boxes should be listed and kept up to date

Agreed actions

- A. Written guidance should be developed and shared with all front line staff working with communal areas and lounges to ensure a consistent and safe approach
 - B. All Scheme Officers should be trained in fire safety compliance – training to be refreshed annually in case of change in compliance
 - C. All Scheme Officers to make contact with their local fire station and ensure that information about residents onsite is up to date and accurate
 - D. Fire Box contents to be agreed and made uniform across Hyde. These contents should be reviewed every 6 months to ensure they are kept up to date
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2. Outcome – ensure that all necessary policies, procedures and guidance are in place and being followed by all

During the inspection HRE found:

- It was not always possible to find the relevant policy / procedure for all aspects of fire safety services, causing concern that some may not be up to date
- The Communal Areas policy in particular needed reviewing in light of the Grenfell tragedy

HRE recommended that:

- All information relating to the Communal Areas policy should be reviewed, including communal areas posters and letters to residents. All new documents to be reviewed/ approved by involved residents
- Residents affected by this policy should be informed of the changes to the policy and the importance of keeping communal areas clear
- Mobility scooter policy should be created to achieve additional clarity around this issue
- A Disaster recovery/Emergency Incidents Management policy should be created across relevant Hyde departments

Agreed actions

- A. All policies and comms to be reviewed and agreed by HRV /HRE by July 19
 - B. Communications plan to be put in place to ensure both residents and Hyde staff are aware of the policies and correct procedures
 - C. Mobility Scooter policy to be developed and finalised by May 19
 - D. Disaster recovery/Emergency Incidents Management policy to be developed by May 19
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3. Outcome – make sure residents are better informed about the fire safety services they are due

During the inspection, HRE found:

- Residents are often dissatisfied with the level of detail they receive about the fire safety services they receive
- This is adding to dissatisfaction with service charges as residents don't know what they are paying for and whether they are getting that service

HRE recommended that:

- Invoicing for fire safety services should be itemised i.e. each block visited to be broken down into x visits per annum/month = x £s and the detail of what has been completed
- Residents should receive clear communication about what fire safety services they receive

Agreed Actions

- A. Itemised invoicing of fire safety compliance services to be made a requirement in the specification for the new fire safety contract – this has been completed and will be included as a requirement in all future procurement of such services
 - B. Hyde's planned compliance programme (including fire safety) will be communicated with residents on an annual basis. The methods of communication are being investigated and HRV will be consulted on this in July 19.
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4. Outcome – improve communication of FRA4 appointments & outcomes (safety tests for blocks of over 12 stories)

During the inspection, HRE found:

- FRA4 appointments had mainly been made over the telephone, between one to two weeks in advance of the assessment date/s
- Some residents confirmed that no further communication was provided and no one had really explained what the assessment was going to be for
- Those that received a letter felt it needed rewording and reformatting; all the information was there but not easily understandable
- Some found the inspection process daunting due to the number of people in their home and the lack of information around what was being done and why
- No residents had received any results of the testing

HRE recommended that:

- FRA4 appointments need to be confirmed in writing to the resident at least a week in advance of the inspection

HRE recommended (cont'd):

- Supporting information should be sent to residents alongside the appointment letter, to explain specific details of what will happen, how many people will be present, who they are and why they are required. Comms to be approved by involved residents
- Hyde's should clarify fire safety responsibilities to leaseholders and sub-lettees i.e. leaseholder on a 6th floor with severe mobility issues. Identify whether Hyde should have Personal Emergency Evacuation Plans (PEEP) in place and ensure that the fire brigade are aware
- Provide further guidance about the stay put policy, where applicable e.g. why and when it is important for residents to stay put

Agreed Actions

- A. Residents to be informed of FRA4 appointments at least one week in advance. Performance against this action will be monitored by HRV/HRE over 6 months
 - B. New FRA4 information sheet and letter to be shared with HRE/HRV for review & sign off
 - C. Confirmation and evidence required that the personal circumstances of leaseholders/shared owners and sub-lettees of Hyde owned properties are reviewed for fire safety purposes and recorded on Hyde systems
 - D. Resident Services to work with JLP and Fire Safety Expert re posters/communications regarding communal compliance, to ensure messages are consistent re stay put policy
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5. Outcome – additional communication findings

During the inspection, HRE found:

- Residents fed back that – regardless of the height of their building – they would like more information about fire safety testing
- Some residents in lower level blocks were concerned that Hyde did not hold accurate information about their vulnerabilities and potential difficulties in escaping in the event of a fire
- Sheltered Scheme Officers are not always aware when a new resident moves in

HRE recommended that:

- Residents in general should have access to more information about fire safety in their blocks
- Hyde should ensure that all Personal Emergency Evacuation Plans – where needed – are in place e.g. obtained through tenancy checks
- Scheme Officers should always be aware of the residents in their blocks and potential vulnerabilities – this needs to be reviewed as a risk

Agreed Actions

- A. An approach to making this information available more widely will be explored, but the priority is currently on high rise blocks
- B. Maintaining accurate PEEPs is already part of Hyde's policy so the approach to this will be checked and reiterated to staff
- C. A plan will be developed to ensure that Scheme Officers are fully informed about current residents and their needs

For ongoing updates about the progress against this inspection report – join Hyde's resident engagement site The OAK!



Join The OAK... The OAK is Hyde's award-winning Resident Engagement site, where residents join together as a virtual community to discuss Hyde's services & take part in online exercises to improve them. Residents on The OAK receive regular updates about ongoing inspections, updates on progress against actions from past inspections, as well finding out about opportunities to get involved. For more info, or to join, contact the RE team (details below)



HRE online

Did you know that HRE have their own pages on the Hyde website – where you can follow all the updates on their inspections?

Visit: www.hyde-housing.co.uk/tenants/resident-engagement/hre-and-resident-inspections/



Contact the Resident Engagement Team

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