

Appendix 1 - Fire Safety Scrutiny Review Action Plan - Monitoring template – FINAL CLOSED ACTIONS: April 2021

Recommendation 1:

Tower Hamlets Homes, in consultation with the Council and members of the Tower Hamlets Housing Forum, develops, monitors and evaluates a clear, easy-to-use separate notifications process for residents to:

- raise fire safety concerns separately from general repair issues
- receive clear timeframes for remedial actions, according to the level of risk

Track the progress of remedial actions.

Comments from Service:

Comments from Tower Hamlets Homes (THH) - The current system in place is working well and the reporting fire safety concerns has been widely publicised to residents. The current process has been discussed with Tenants and Residents Association Chairs and Members. Fire safety enquiries/ concerns coming into THH via Members Enquiries and Complaints are logged on case with 'Health and Safety' code so can be easily monitored and extracted for reporting purposes.

Repairs system – THH record incidents that have happened on a separate code 'Caused by Fire'. Fire related repairs are logged as a repair and normal approach based on priority system and residents kept informed. Note that the majority of fire safety repairs come from routine inspections, walk about and FRAs findings rather than resident requests.

Accessing services is available to residents in a number of ways – in person, telephone, and writing. Further development work on recording fire incidents is planned which will automatically alert the Health and Safety Team to any fire related incidents.

It would be good to keep the detailed dialogue going as THH are considering adopting the findings of the Dame Judith Hackitt report (particularly on the Resident's voices section) and the national picture will continue to evolve.

Actions	Responsible Officer	Deadline	Comments
<p>1. <i>Housing and Regeneration set up a meeting with Tower Hamlets Homes to discuss</i></p> <ul style="list-style-type: none"> • <i>developing a separate fire safety notifications system / adapting current</i> 	<p><i>Mark Baigent / Susmita Sen</i></p>	<p><i>October 2018</i></p>	<p><i>THH is currently working to identify incoming calls dealt with by the Housing Services Centre at the point of contact and these are generally less than five per week. Fire safety concerns are also recorded on the Tenants and Residents Association Actions Trackers so are visible and monitored and THH hold fire specific</i></p>

<p>repairs system so residents can notify fire safety concerns separately (including for residents who do not have internet access);</p> <ul style="list-style-type: none"> • how monitoring and evaluation feeds into performance indicators referred to in Recommendation 2 • How to feedback to residents on the progress of these items. 			<p>sessions with TRA reps. The new Joint Working Group on Fire safety (made up of involved residents, Tower Hamlets Federation reps, THH Board and THH staff) are also looking at ways of monitoring enquiries. The Tower Hamlets Housing Forum is also working with members on this and data gathering at present.</p> <p>Dec 2020 [Complete] – THH Fire Safety Joint Working Group has been meeting quarterly</p>
<p>2. Tower Hamlets Homes to discuss fire safety notifications processes at the Tower Hamlets Housing Forum to establish best practice around</p> <ul style="list-style-type: none"> • timeframes for responding to residents • timeframes for addressing issues • How best to keep residents updated on progress (including residents without internet access). 	<p>Tower Hamlets Homes</p>	<p>March 2019</p>	<p>THHF members have multiple methods (publicised via newsletters, leaflets, website, articles, noticeboards, social media engagement, annual action days etc.) to promote fire safety and by which residents can raise concerns, including through dedicated channels. RPs have in the main utilised existing resident engagement structures to discuss fire safety. THH has also created a joint working group within its existing Governance structure.</p> <p>All RPs have service standards for responding to resident reports. Remedial actions are completed as appropriate dependent on the particular circumstances of the block and issue.</p> <p>The use of a dedicated reporting facility e.g. by email account may be considered as a good practice example which RPs will consider through the THHF benchmarking sub group.</p> <p>Dec 2020 - Update – THH Fire Safety Joint Working Group has been meeting quarterly. THH are checking what has been discussed in any sub groups.</p> <p>Mar 2021 [Complete] - Fire safety issues and concerns can be raised at the THH Fire Safety Joint Working Group.</p>

Recommendation 2:

The Council develops performance indicators to monitor and manage residents' concerns on fire safety in high rise buildings, in consultation with the London Fire Brigade, Tower Hamlets Homes, Registered Providers and Private Providers, to report to the Housing Scrutiny Sub-Committee.

Comments from Service:

While Housing and Regeneration and Tower Hamlets Homes can consult with Registered Providers in the borough through the Tower Hamlets Housing Forum, the Council has no statutory powers over Registered Providers or Private Providers to require them to report on performance indicators.

Indicators being monitored at present by THH include (Business Critical Indicator) Fire Safety: reduce risk on 9 High Rise Blocks to tolerable, and (Key Performance Indicator) Fire Risk Assessments in place. A key challenge likely to have an impact on THH's ability to reduce the risk on 9 high rise blocks to tolerable, will be the replacement of leaseholder doors, which may receive objections from leaseholders. This could therefore keep the BCI in red status.

For Tower Hamlets, the Fire Brigade has a target of 800 fire safety visits per annum across residential (purpose built flats over 4 floors) and commercial properties. Safety tests which raise concerns are actioned with informal or formal action. Informal action which includes a written letter of deficiency and recommendations and formal action which includes enforcement notice leading to a prosecution if not actioned within the time allowed.

Actions	Responsible Officer	Deadline	Comments
<p>3. Reporting annually to the Housing Scrutiny Sub Committee on the percentage of tall buildings (over 18m) owned by the Council and RPs that have an up to date FRA in place, inclusive of recommendations outstanding for more than 12 months.</p>	<p>Mark Baigent / THHF</p>	<p>June 2019</p>	<p><i>The Tower Hamlets Homes Joint Working Group on Fire Safety is developing a suite of KPIs for THH which will be useful for this recommendation. The Group are to consider the value of a range of indicators in Q2.</i></p> <p><i>Most RPs have in place KPIs that track the completion of FRAs against an agreed programme for all blocks and track completion of recommended actions arising from the FRAs. Some RPs are also monitoring the levels of risk identified by</i></p>

			<p><i>FRA's specifically report on high priority recommendations arising. Timescales for completion of recommendations arising from FRA's will vary dependant on the specific issues found and the level of risk.</i></p> <p><i>Dec 2020 [Complete council properties only] – THH Fire Safety Joint Working Group has been meeting quarterly who also review the THH monthly fire safety dashboard.</i></p>
<p>4. <i>THH to reduce risk on 9 high rise blocks to tolerable, with progress reported to the operational meetings, strategic meetings, Mayor's housing meeting and to the Place Directorate Leadership Team and the HSSC.</i></p>	<p><i>Susmita Sen / Mark Baigent</i></p>	<p><i>March 2019</i></p>	<p><i>Progress on the 9 substantial risk blocks:</i></p> <p><i>Broddick House (1block) completed.</i></p> <p><i>Cranbrook Estate 6 blocks 99.9% complete only fire safety doors remaining. Delays are attributable to national shortage of supply for fire safety compliant doors. However, four suppliers have been identified and procurement for the fire safety doors will commence shortly, followed by works delivery with a completion target of Q3.</i></p> <p><i>Barleymow Estate: 2 blocks Malting and Brewster works are partially complete given the complexities involved. Extensive intrusive structural investigations were conducted by consultants resulting in the need for complex structural reinforcement works. Subject to the Mayor in Cabinet approval works will commence in Q2 taking at least 18months to complete.</i></p> <p><i>FRA's have been commission for the 9 substantial block to establish current risk tolerability.</i></p>

			<p>Progress reported through Council's ALMO client governance.</p> <p>Dec 2020 [In Progress] – Progress is reported periodically at the Bi-Operational and Quarterly Strategic meetings held between THH and the council. FRAs were undertaken in 2019.</p> <p>Brodick House risk was reduced to a Moderate Risk. Malting House and Brewster House risk was reduced to a Moderate Risk and works to remedy the structural risk have started. For the 6 blocks on the Cranbrook Estate the risk remained at Substantial Risk. Phase 2 works are being drawn up after which the risk rating would be reduced.</p> <p>A new round of FRAs are being undertaken for these 9 blocks and will be completed by March 2021. It is expected that the Substantial Risk blocks can only be reduced to a Moderate Risk. This is due to the presence of non-compliant front entrance doors on leasehold dwellings which THH have no enforcement powers to change.</p> <p>Mar 2021 [Complete] - Phase 2 works at the 6 remaining Substantial Risk blocks on Cranbrook estate are commencing in 2021 and expected to be completed in 2022. The new FRAs have been undertaken and we are awaiting the findings from these.</p>
<p>5. Progress updates against the THH Fire Safety action plan (high risk and low risk blocks) reported to operational meetings, strategic meetings, Mayor's housing meeting and to the HSSC.</p>	<p>Susmita Sen</p>	<p>March 2019</p>	<p>The Fire Safety Action Plan has been completed and the work is being delivered through the THH Fire Risk Management Group, the Joint Working Group on Fire Safety and the Capital Delivery programme.</p>

		<p><i>A fire safety update was presented to HSSC at its meeting on 20 November 2018, inclusive of THH’s risk management strategy, its approach to strengthening residents’ voice and influence communications, engagement and response to recommendations from the Hackett review.</i></p> <p><i>At the end of Q1, 100% of tall buildings (over 18 metres) managed by THH had an up to date FRA in place.</i></p> <p><i>For the 9 substantial risk blocks see above.</i></p> <p><i>For rest: A rationalised FRA programme will be agreed with THH in Q2.</i></p> <p><i>Additional KPIs for FRAs and fire safety works:</i></p> <ul style="list-style-type: none"> <i>• The number of FRA to be undertaken per annum (proposed)</i> <i>• Update against the 900 blocks where FRA have been completed as follows</i> <i>• % of works carried out and</i> <i>• % of works remaining for the 900 blocks</i> <p><i>Dec 2020 [Complete] – The monthly fire safety dashboard monitors progress against completion of FRA actions and numbers of blocks with a current FRA. Progress updates are provided to the councils Bi-Op and QSM meetings.</i></p>
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<p>6. London Fire Brigade to report annually to the Housing Scrutiny Sub Committee on the percentage of residential purpose built flats visited, where informal / formal action has been taken.</p>	<p>London Fire Brigade / Marc Gibbons</p>	<p>June 2019</p>	<p>237 fire safety audits carried out on purpose built flats in Tower Hamlets during 2018-19 period. 33 instances of some form of action taken (13.92 %) 7 Formal Action Enforcement Notices issued (2.95 %) 26 Informal Notification of deficiencies issued (10.97%) The target relating to residential premises visits last year were those on the LFB inspection programme whose re-inspection period fell within the 2018/19 period. The frequency of these visits is worked out by the relationship between the risk score attained during the last visit and the premises type. Last year this totalled c.40 visits, all of which were completed within the year.</p> <p>All other visits to residential premises, including purpose built flats were the result of post fire visits, complaints or requests for us to visit for various reasons. Additional hi-rise premises were also inspected due to the presence of ACM clad buildings in the area. However none of these visits were subject to targets</p> <p>Mar 2021 [Complete] – LFB to be invited to Housing & Regeneration Scrutiny Sub-Committee as and when required.</p>
<p>7. Housing and Regeneration to set up an initial meeting with Tower Hamlets Homes to discuss the data available and potential performance indicators, particularly around timeframes to address remedial actions, keeping residents informed and responding to fire safety notifications. (link to Recommendation 1)</p>	<p>Susmita Sen / Mark Baigent</p>	<p>September 2018</p>	<p>Indicators being monitored at present by THH include - Fire Safety: reduce risk on 9 High Rise Blocks to tolerable, and Fire Risk Assessments in place.</p> <p>THH are also in the process of developing a suite of KPIs.</p> <p>Dec 2020 [Complete] – The monthly fire safety dashboard monitors progress against completion of FRA actions and numbers of blocks with a current FRA in conjunction with the 8 year capital investment programme and reported to the councils</p>

			<i>Bi-Op and QSM meetings</i>
8. Housing and Regeneration and Tower Hamlets Homes to discuss with Registered Providers of the Tower Hamlets Housing Forum what data is available to monitor and benchmark Tower Hamlets Homes' performance	<i>Mark Baigent / Susmita Sen / Sandra Fawcett</i>	<i>March 2019</i>	<i>THH has delivered a presentation to the THHF housing management sub group on its approach to fire safety, and performance improvements.</i> <i>Mar 2021 [Complete] – Housing & Regeneration Director attended THHF – 24th March 2021 and led presentation on draft Building Safety Bill.</i>

Recommendation 3:

The Council develops a clear position statement encouraging all Responsible Persons in the London Borough of Tower Hamlets to publish Fire Risk Assessments with a clear programme of works, outlining the scope and timing of the works.

Comments from Service:

In 2017, the Council stated that all Fire Risk Assessments would be published for Council blocks. Accordingly Tower Hamlets Homes have committed to do this in their Business Plan. The Council has no statutory powers to require Registered Providers and Private Providers to publish Fire Risk Assessments but can publicise its expectations around this from other housing providers. THH have published all 911 FRAs along with guidance on the website and publicised this widely. .

Actions	Responsible Officer	Deadline	Comments
9. Housing and Regen to liaise with Communications, the Cabinet Member for Housing and the Mayor to agree wording for the position statement	<i>Mark Baigent / Andy Bate</i>	<i>October 2018</i>	<i>A position statement will be published shortly.</i> <i>The Council's website provides access to fire safety information for all members of the community, whether this is in the home, at work or in school.</i> <i>In addition, the Council's ALMO THH, has also published a communicated fire safety information, advice and guidance to it</i>

			<p>residents whether this be a for fire in the home or in the block. This includes THH's approach to fire safety – buildings and its fire safety strategy.</p> <p>Dec 2020 [Complete] - Fire Risk assessments for THH blocks are available via the THH website.</p> <p>The Council encourages RPs to publish information on FRAs. Data on the % of FRAs that are in place is reported as a KPI to both the Statutory Deputy Mayor for Housing and the HSSC.</p>
<p>10. Communications team to develop and implement a plan of where this will be publicised (website, printed and digital media to be considered)</p>	<p>Housing and Regen / Communications officer</p>	<p>Dec 2018</p>	<p>Dec 2020 [Complete]</p> <p>As above Fire Risk assessments for THH blocks are available via the THH website and a printed version is available upon request.</p> <p>THH are also currently in the process of providing block specific fire safety information to the 34 ten story + blocks, detailing tenants and landlord obligations, standards, levels of protection and equipment within the building. This in line with the recommendations of the Hackitt Review.</p> <p>A few RPs are publishing some of their FRAs, others are planning to do so. Most of the remainder will provide copies or summaries on request.</p> <p>NB. The FRAs identify potential risk and recommendations but do not generally set out the scope and timing of resolution.</p>

Recommendation 4:

The Council develops a Fire Risk Assessment dashboard template, in consultation with Tower Hamlets Homes, Registered Providers, Private Providers and resident representation to accompany published Fire Risk Assessments. The dashboard template should highlight:

- key risks
- works taken and planned to address the risks

Any implications for use of the building by residents.

Comments from Service:

The Council has no statutory powers over Registered Providers or Private Providers to require them to develop and publish dashboards, accompanied by Fire Risk Assessments.

Actions	Responsible Officer	Deadline	Comments
<p><i>11. Housing and Regeneration and Tower Hamlets Homes to meet to discuss developing dashboard templates</i></p>	<p><i>Mark Baigent / Susmita Sen</i></p>	<p><i>October 2018</i></p>	<p><i>This is being considered as a report by the Joint Working Group on Fire safety for THH properties. A methodology to determine the need for FRA's and criteria for prioritisation is in development.</i></p> <p><i>THHF – Whilst this isn't the case for all members for THHF, some RPs do have in place a dashboard that provides management information across the organisation</i></p> <p><i>Some RPs in the UK are developing Health and Safety check lists for each block to be placed in communal areas which may be relevant to the recommendation.</i></p> <p><i>Dec 2020 [Complete] – The monthly fire safety dashboard monitors progress against completion of FRA actions and numbers of blocks with a current FRA. THH have adopted the LGA recommended FRA cycle and prioritisation methodology.</i></p>

Recommendation 5:

The Council develops a joint communication strategy with clear consistent messages, in consultation with the London Fire Brigade, Tower Hamlets Homes, Registered Providers, Private Landlords or their agents and resident representation, to raise awareness with tenants and leaseholders on the following issues:

- communal area fire doors and external fire doors on individual flats must meet the appropriate fire safety standards
- means of escape need to be kept free of storage items (including barbecues on balconies) and obstacles (including grilles over flat windows and doors)
- external areas around entry/exits to buildings must be kept free of obstacles to ensure emergency services can access the building
- minimizing fire risks in homes through referral services, such as London Fire Brigade home visits and encouraging residents or family members to seek mental health support for hoarding issues
- installing smoke alarms to save lives
- certain internal refurbishment works require approvals (including Building Control approvals)
- What to do in an emergency, including when to stay put, when to evacuate and how to develop personalized evacuation plans.

The Communication strategy needs to consider

- a) A variety of communication channels, including digital, non-digital and meetings or ‘fire safety awareness days.
- b) The diversity of the borough and develop communication materials in key languages spoken in the borough.
- c) how information is accessible to those sub-letting and visiting the building

Best practice models in engaging elderly and disabled residents, such as the Social Model of Disability.

Comments from Service:

A joint Communications Strategy could be an effective method to ensure consistent messaging. The Council currently has very little access to Private Landlords and therefore proposes consulting with known private providers to share any lessons learned and approaches to fire safety messages to residents.

Environmental Health has contact details for about 300 of the 600 plus tall private sector residential buildings following the ACM work. Most private sector tall buildings are owned by companies who employ managing agents who would carry out the Fire Risk Assessments and communicate with residents.

Actions	Responsible Officer	Deadline	Comments
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<p>12. <i>Communications Team to liaise with the Chair of Tower Hamlets Housing Forum to <u>set up a working group</u> with the Tower Hamlets Housing Forum Asset Management Sub-group and the Council's communications team to develop key messages</i></p>	<p><i>Andy Bate / Sandra Fawcett</i></p>	<p><i>October 2018</i></p>	<p><i>THHF are very much in support for the development of a joint communications strategy. At present, all RPs have a variety of measures in place to communicate with residents on key messages such as fire safety.</i></p> <p><i>The Council's communications team are currently working with partnership colleagues requesting to attend the next THHF Exec meeting / asset management sub group to take this forward.</i></p> <p><i>Mar 2021 [Complete] – Housing & Regeneration Director attended THHF – 24th March 2021 and led presentation on draft Building Safety Bill.</i></p>
<p>13. <i>The working group to approach Chairs of Tenant and Resident Associations to better understand:</i></p> <ul style="list-style-type: none"> <i>• residents' knowledge of the issues set out in the recommendation</i> <i>• potential challenges or reasons for non-compliance to determine how best to address these in key messages</i> <i>• to provide feedback/ experience from the Fire Safety specific meetings and training held with the THH TRA Chairs</i> 	<p><i>Tower Hamlets Housing Forum / Tower Hamlets Homes</i></p>	<p><i>January 2019</i></p>	<p><i>A timetable and action plan will be drafted following the development of the communications working group.</i></p> <p><i>In the meantime however, RPs have utilised existing resident engagement structures to discuss fire safety, and THH has created a joint working group on fire safety within its existing Governance structures.</i></p> <p><i>Dec 2020 [Complete] – THH Fire Safety Joint Working Group has been meeting quarterly</i></p>
<p>14. <i>The Working Group approach private providers through the Landlord Forum and the Housing Forum to share experiences and practices</i></p>	<p><i>Tower Hamlets Housing Forum / Tower Hamlets Homes</i></p>	<p><i>March 2019</i></p>	<p><i>As above.</i></p> <p><i>Dec 2020 [Complete] – THH Fire Safety Joint Working Group has been meeting quarterly</i></p>

<p>15. Based on its findings on residents' issues, the working group develops key messages in consultation with the London Fire Brigade</p>	<p><i>Tower Hamlets Housing Forum / Tower Hamlets Homes</i></p>	<p><i>March 2019</i></p>	<p><i>As above.</i></p> <p><i>THH have in place a programme for front door renewal and common area door renewal where this has been identified on the FRA. THH have been running a communications campaign on the bullet points above and ensuring fire safe front doors are in place and this extends to a joint letter between THH and LFB encouraging leaseholders and landlords to change doors where necessary or where law applies. THH are developing with the Council an approach to leaseholders buying into THH door replacement programmes.</i></p> <p><i>The THH fire safety team who are visiting residents to give advice and whilst the full details of outcomes have been provided in other reports, key stats up to Feb 2019 include: 3914 visits across 95 blocks, identified 452 vulnerable residents and 34 residents with hoarding tendencies, 22 suspected sublet properties, 35 Air B&B's, 3 properties have been returned following interviews under caution by the Fraud team, 359 Leaseholders have been referred to the LFB to fit smoke detectors and 314 repair works orders have been raised for faulty or missing smoke alarms to be fitted in tenanted properties, 302 HMO's have been referred to the council to check if licences are in place.</i></p> <p>Dec 2020 [In Progress] – <i>The THH fire safety team are visiting residents to give advice and whilst the full details of outcomes have been provided in other reports, key stats up to Feb 2020 include: 6,461 visits, identified 709 vulnerable residents and 43 residents with hoarding tendencies, 263 suspected sublet properties, 35 Air B&B's, 3 properties have</i></p>
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			<p>been returned following interviews under caution by the Fraud team, 515 Leaseholders have been referred to the LFB to fit smoke detectors and 469 repair works orders have been raised for faulty or missing smoke alarms to be fitted in tenanted properties, 329 HMO's have been referred to the council to check if licences are in place. Once Covid-19 restrictions have eased fire safety team visits will continue to the remaining residents</p> <p>Mar 21 [Complete] - The THH fire safety team are still visiting residents and this will continue.</p>
<p>16. The Working Group to develop and implement a communications plan around how best to publicise the key messages:</p> <ul style="list-style-type: none"> • across a variety of communication channels • in different languages spoken in the borough • so visitors to buildings are aware of evacuation routes if applicable • to engage older residents and those with a disability 	<p>Tower Hamlets Housing Forum / Tower Hamlets Homes / Andy Bate</p> <p>Susmita Sen</p>	<p>March 2019</p>	<p>Mar 21 [Complete] - The THH fire safety team are still visiting residents and this will continue.</p>

Recommendation 6:

The Council invites Registered and Private Providers to the Tower Hamlets Resilience Forum and monitors attendance to ensure housing providers are aware of emergency protocols.

Comments from Service:

Following the Fire Safety Scrutiny Review the Civil Protection Unit have delivered a presentation on emergency planning to the Tower Hamlets Housing Forum, followed by Civil Contingencies training/exercising for Registered Providers who are members of the Forum. A representative from THHF is a regular member of the Tower Hamlets Resilience Forum. The CPU is also available to offer the same

services to the Private Sector Landlords Forum and the Private Sector Housing Forum.			
Actions	Responsible Officer	Deadline	Comments
17. Presentation to the Tower Hamlets Housing Forum Executive	Andrea Stone / Ann Corbett	May 2018	Took place on 23 rd May 2018. - Dec 2020 [Complete]
18. Registered Providers to be invited to Civil Contingencies Training/Exercising: Exercise Heron – Nov'17 Exercise Safer City – Mar'18 Exercise Corvus – Apr'18 BRF Workshop – May'18	Andrea Stone / Ann Corbett	May 2018	On-going. Representation at all exercises listed, this is ongoing for future exercising which includes forthcoming Ex Safer City 2019 1 st & 2 nd May 2019. Dec 2020 [Complete]
19. The CPU to ensure the Council's website is updated with clear protocols and guidance.	Andrea Stone / Ann Corbett	July 2018	Action complete, however, updating the website is an ongoing process Dec 2020 [Complete]
20. The Council invites the Chair of the Tower Hamlets Housing Forum to the Tower Hamlets Borough Resilience Forum (BRF) so the Chair can feed back to other Registered Providers on the Tower Hamlets Housing Forum	Andrea Stone / Ann Corbett	On going	Ongoing. Chair of THHF or a deputy attends BRF Dec 2020 [Complete]
21. Civil Protection Unit (CPU) to deliver a presentation to the Private Sector Landlords Forum and to the Private Sector Housing Forum on emergency planning work that the unit delivers	Andrea Stone / Ann Corbett	March 2019	CPU will now deliver a presentation to the re-scheduled Private Renters' Charter Forum on 10 September and at the next Landlords' Forum on 9 October. Training will be offered to landlords. Dec 2020 [Complete]
22. The CPU to offer Civil Contingencies Training on emergency Planning procedures to private landlords via the Private Sector Landlords Forum and the Private Sector Housing Forum	Andrea Stone / Ann Corbett	March 2019	As per above action. Dec 2020 [Complete]

Recommendation 7:

The Council develops and maintains an emergency contact database of Private Providers of dwellings in High Rises.

Comments from Service:

Due to limited access to general private providers, the Council will prioritise approaching large private rented sector providers in high rise buildings. Contact details for 300 of the +600 private blocks in the Borough are available, for those with some form of cladding. Cladding status updates is reported to the MHCLG monthly, however as at 8th August 18, there are approximately 8 buildings were contact details are available although cladding status is yet to be confirmed. Once confirmed this will be reported to MHCLG.

Emergency contact details should be visible and available on housing blocks; however can also range from managing agents (some off shore), lettings agents and various landlords. Building Owners are responsible for maintaining emergency contact details and to provide these details to their residents. The London Fire Brigade should pick up on emergency contact details as part of the Fire Risk Assessments. The Council already holds a comprehensive list of contact details for high rise blocks it's been involved with (300), but they are not emergency details – it is not the Councils responsibility to hold emergency contact details.

Actions	Responsible Officer	Deadline	Comments
23. N/A – See comments above.			N/A <i>Dec 2020 [Complete]</i>

Recommendation 8:

The Council improves engagement with Private Providers by developing a forum to share best practice.

Comments from Service:

Due to limited access to general private providers, the Council will prioritise approaching large private rented sector providers in high rise buildings. Best practice will be shared via existing forums.

Actions	Responsible	Deadline	Comments
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	Officer		
24. <i>Share best practice of Fire Safety through the Private Sector Landlords Forum and the Private Sector Housing Forum.</i>	<i>Marc Lancaster</i>	<i>March 2019</i>	<p><i>A presentation on Fire Safety best practice will be delivered at the Landlords' Forum on 9 October. An extensive briefing on this topic was also delivered to the forum in 2017.</i></p> <p><i>Fire safety is covered in the accreditation training that landlords undertake through the Landlord License Accreditation Scheme. These sessions take place quarterly at the Town Hall and in 2018/19 77 Tower Hamlets landlords were accredited.</i></p> <p><i>Fire Safety is also promoted through the Private Renters' Charter.</i></p> <p><i>Dec 2020 [Complete]</i></p>

Recommendation 9:

The Council encourages Tower Hamlets Homes, Registered Providers and Private Providers in the borough to develop personalized emergency evacuation plans with residents who need assistance to evacuate and priorities any remedial works or adaptations that are required to facilitate safe evacuation

Comments from Service:

The responsibility of developing personalised evacuation plans rests with the landlord.

Comments from THH:

- a) Plans only developed for identified evacuation blocks. LFB advice on 'Stay Put' and 'know your escape plan' widely published by THH along with the LFB Fire Safety Visit offer which covers evacuation plans. LFB orchestrate evacuations during incidents. THH share vulnerability and mobility data with LFB. Signage is displayed in blocks for escape routes and signage improvements plans in place where identified in FRAs)
- b) Continued publicity and discussion by Neighbourhoods Fire Safety Team who are visiting all residents (6-9 storey blocks 2018/19 with 10+ storey blocks already visited)

Actions	Responsible Officer	Deadline	Comments
<p>25. Housing and Regeneration to discuss at the Tower Hamlets Housing Forum:</p> <p>a) THH and Registered Providers' existing services for developing personalised evacuation plans</p> <p>b) Current uptake</p> <p>c) How to improve outreach</p>	<p>Mark Baigent/ Sandra Fawcett / Susmita Sen</p>	<p>March 2019</p>	<p>RPs specialising in supported housing have developed PEEPs. The majority of blocks managed by RPs (General Needs properties) have a 'Stay Put' Policy in place. Some General Needs RPs have provided information on vulnerable residents either directly or indirectly to the LFB.</p> <p>RPs have a variety of methods in place to communicate arrangements.</p> <p>Dec 2020 [Complete] – Residents in the 2 Supported Housing schemes managed by THH have PEEPs in place.</p>
<p>26. Presentation by the London Fire Brigade at the Private Sector Landlords Forum and the Private Sector Housing forum to raise awareness of fire safety and the need for evacuation plans including for those needing assistance.</p>	<p>Dave Tolley / Marc Lancaster / London Fire Brigade</p>	<p>March 2019</p>	<p>Refer to recommendation 8.</p> <p>Dec 2020 [Complete]</p>
<p>27. Promote services available in the borough under communication initiatives referred to in Recommendation 5.</p>	<p>Andy Bate Martin McNamara</p>	<p>March 2019</p>	<p>Landlords are currently using existing resident engagement structures, working groups and communication mediums to discuss and raise fire safety concerns. However a joint communications strategy is yet to be developed, identifying a collective approach to communications and good practices.</p> <p>Mar 2021 [Complete] – A joint communications strategy is no longer considered feasible. LBTH website has been updated to update residents on concerns regarding EWS-1 forms and PRPs maintain their own web-sites.</p>

Recommendation 10:

Within 6 months of the publication of the Government's response to the findings of the Independent Review of Building Regulations, the Director of Place submits a report to the Housing Scrutiny Sub-Committee:

- detailing the legal, financial and resource implications on service areas
- advising how the Council proposes to implement the Review's recommendations
- assessing the impact on residents and the provision of affordable housing

Outlining how the Council will work with Registered Providers and private sector housing providers to engage residents in the implementation of the proposals.

Comments from Service:

Actions	Responsible Officer	Deadline	Comments
<i>28. Produce a draft report on Independent Review of Building Regulations for Place DLT support</i>	<i>John McGeary</i>	<i>October 2018</i>	<p><i>The government did not respond to the Independent Review of Building regs until January 2019 so this unfortunately built in delay to the process. The government has recently launched its consultation on what it sees as the approach to implementing recommendations from the Hackitt Review, so the practical implications for authorities will shortly be known in draft. It is now anticipated that a draft report will be targeted at a September 2019 completion.</i></p> <p><i>Mar 2021 [Complete] – Presentation on Hackitt implementation delivered to Place DLT and to CLT.</i></p>
<i>29. Submit Report to Housing Scrutiny Sub-Committee, to include resource implications, future actions and monitoring approaches</i>	<i>John McGeary/Mark Baigent</i>	<i>November 2018</i>	<p><i>As above the production of the final report is dependent on the issues mentioned above. The council is not in control of this stage of the process until it knows clearly what the government expects to be taken forward and how this is to be implemented. A final report will be completed by November 2019.</i></p>

			<p>An interim update was however provided to HSSC in November 18 which outlined the recommendations from the Hackitt review and work locally and nationally on implementation. The update highlighted:</p> <ul style="list-style-type: none"> - Concerns raised about the Joint Competence Authority (JCA) - Council disappointed with the rushed Part B consultations - Robust assessment of submitted fire strategy documents, providing guidance for developers. - The Councils Head of Building Control is a member of the London District Surveyors Association and in this capacity identifies and disseminates both national and international good practices. <p>Mar 2021 [Complete] – Report on Fire Safety activity will be presented to the April 15 2021 HRSSC meeting.</p>
<p>30. Council services to work with THHF / Chairs of Sub Groups to support implementation of recommendations</p>	<p>John McGeary / Dave Tolley / Sandra Fawcett</p>	<p>December 2018</p>	<p>As above. Once the final outcome from government consultations is understood then we will be able to work with THHF and work with chairs towards detailed implementation. This is anticipated to be around December 2019 but all is subject to government led timetable.</p> <p>Mar 2021 [Complete] – Presentation to THHF on Draft Building Safety Bill delivered on 24 March 2020.</p>
<p>31. Deliver a presentation to the MHCLG on Tower Hamlets as a best practice model for the identification and remediation of ACM cladding on high rise blocks.</p>	<p>Mark Baigent</p>	<p>September 2018</p>	<p>A presentation was delivered to the Secretary of State James Brokenshire MP at the Ministerial Taskforce.</p> <p>Dec 2020 [Complete]</p>

<p>32. Work with MHCLG to help set up a multi-disciplinary task force to enforce the removal of ACM cladding, providing advice</p>	<p>Mark Baigent</p>	<p>March 2019</p>	<p>The multi-disciplinary team is known as the Joint Inspection Team and has been established through the Local Government Association with funding from MHCLG</p> <p><i>Dec 2020 [Complete]</i></p>
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Recommendation 11:

The Planning and Building Control Teams develop clear guidance for developers on the distinct fire safety responsibilities in tall buildings throughout the building process, taking account of:

- requirements under the New London Plan
- international best practice; and
- the findings of and Government response to the Independent Review of Building Regulations and Fire Safety

Comments from Service:

Actions	Responsible Officer	Deadline	Comments
<p>33. To produce draft guidance including best practice for Developers on Fire safety and Tall Buildings</p>	<p>John McGeary and Paul Buckenham</p>	<p>March 2019</p>	<p>The overall position remains uncertain at a national and regional level. The guidance document cannot be committed to yet as the new London Plan policy has not been adopted. Until it is the need to consider fire safety matters at an earlier planning stage is not a policy requirement. Officers will continue to track this and is assembling best practice. Anticipate December 2019 for completion but dependent on London Plan timetable so maybe earlier or later.</p> <p><i>Mar 2021 [Complete] – Drafting guidance on best practice is not feasible as buildings vary enormously and each one needs to be considered individually. The Draft Building Safety Bill and the requirement for drafting and maintaining</i></p>

			<i>an individual “Building Safety Case” is likely to address this issue.</i>
34. <i>To define and confirm a clear planning and building control application process for Fire safety for Tall buildings - publishing this information onto the Councils website.</i>	<i>Paul Buckenham and Umbreen Qureshi</i>	<i>March 2019</i>	<p><i>It remains an ambition to provide this process document but until other things beyond our control are confirmed then this cannot yet be accurately finalised. Anticipate a Feb 2020 completion date but as above this may change.</i></p> <p><i>Mar 2021 [Complete] – Publishing such information is not feasible as the planning and building control process is not related to the height of a building.</i></p>

Recommendation 12:

The Council adopts a proactive approach to encourage residents to enter the Building Control and Planning professions and works with the Local Authority Building Control (LABC), other boroughs and key partners, to develop a joint strategy to attract and retain a skilled Building Control and Planning workforce. The Council should consider:

- Better use of shared resources
 - Apprenticeship schemes to support local residents and economic development
- Incentives to attract young people into university courses.

Comments from Service:

Actions	Responsible Officer	Deadline	Comments
35. <i>Complete and launch the Graduate Planner programme</i>	<i>David Williams</i>	<i>October 2018</i>	<p><i>This work progressed well and was advanced until June 18 when the lead member of staff left the organisation. This work was not subsequently re-allocated as we did not have a further graduate intake in 2018-19 so other casework was prioritised. The Division is shortly embarking on a fresh graduate intake and will restart the work. Estimated completion will not be before end December 2019.</i></p> <p><i>Mar 2021 [Complete] – The process completed in 2020 and</i></p>

			<p><i>we have an active cohort of Graduate Planners recruited into all the graduate posts across the planning division. They attend University on a post-graduate planning course and are supported by the council through the Apprenticeship Levy.</i></p>
<p>36. <i>Develop an action plan with relevant partners for promoting Planning & Building Control as a career (to young people, schools, apprenticeships)</i></p>	<p><i>Vicky Clark / David Williams / Diane Lomas / Christine McInnes</i></p>	<p><i>March 2019</i></p>	<p><i>This work has not progressed due to resource challenges. This work is being reviewed.</i></p> <p>Mar 2021 [Complete] – <i>This specific piece of work was not taken forward due to resource constraints. However, the Division has continued to assess opportunities for younger people to get involved in its work and hosts placements and short term work experience opportunities. A range of posts throughout the structure now also exist from trainee to specific graduate roles targeted at encouraging people to upskill, follow a career path and grow their careers in Building Control and Planning with Tower Hamlets. A number of young people are now employed in career posts in the Division.</i></p>
<p>37. <i>Building Control and Planning to consider market supplement approaches to address recruitment and retention issues at a more experienced level</i></p>	<p><i>John McGeary / Paul Buckenham</i></p>	<p><i>March 2019</i></p>	<p><i>This process has delayed in implementation as it was awaiting the formal introduction of a new corporate policy on Recruitment and retention packages (market supplements).</i></p> <p><i>Work in Building control is underway as the existing original scheme has now expired after its initial 3 year lifespan. Recruitment has taken place and this was without success at senior roles. This will now start to form the evidence needed to make a case for a new recruitment and retention package in Building Control.</i></p> <p><i>Planning is shortly to start its next round of targeted</i></p>

			<p>recruitment to fill some of its experienced role vacancies so once this concludes it will start to give us a clearer view of the recruitment picture.</p> <p>Mar 2021 [Complete] – Market supplements are being considered by Building and Planning Control to ensure that the council is able to recruit staff with the requisite skill and experience. Recruitment is planned for April 2021.</p>
<p>38. Careers education programme pilot to be developed in the Autumn to identify current hard to fill vacancies in the Council, converting these to apprenticeships - Planners to attend and speak at the event.</p>	<p>Vicky Clark / John McGeary / Paul Buckenham</p>	<p>December 2018</p>	<p>This work has not progressed due to resource challenges. This work is being reviewed.</p> <p>Mar 2021 [Complete] – This event was not pursued due to resource challenges. However, during this period graduate roles were reviewed and re-advertised and all roles filled after successful recruitment in 2020.</p>

Recommendation 13:

The Council continues to advocate for Government funding to fit automatic fire suppression systems in local authority housing in the borough

Comments from Service:

Actions	Responsible Officer	Deadline	Comments
<p>39. Housing and Regeneration discusses with the Cabinet Member for Housing, the Mayor, Tower Hamlets Homes and Registered Providers to agree an approach to advocating for funding.</p>	<p>Mark Baigent</p>	<p>October 2018</p>	<p>The Council is supporting the Local Government Association and London Councils to advocate for funding.</p> <p>Whilst some RPs advise that they are actively considering the retrofitting fire suppressant systems to selected blocks others indicate that they are prioritising passive fire protection measures and or waiting for further direction or developments.</p>

			Mar 21 [Complete] THH are not actively looking at retrofitting sprinklers to blocks.
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Recommendation 14:

The Council considers fitting automatic fire suppression systems in High Rises in the borough, prioritizing Vulnerable Residents (including residents with hoarding issues or who require assistance in evacuating) and high risk buildings by carrying out a feasibility study by March on:

- the anticipated cost of work; and
- the impact of the works on other housing services provided by the Council

Comments from Service:

The Council can only consider the implementation of this recommendation in relation to its own housing stock, managed by Tower Hamlets Homes.

Actions	Responsible Officer	Deadline	Comments
<p>40. Housing and Regeneration, in consultation with Tower Hamlets Homes and Registered Providers, conduct a review on:</p> <ol style="list-style-type: none"> 1. The number of High Rise flats in the borough, according to tenure, known Vulnerable Residents and high risk flats 2. Lease terms in mixed tenure to clarify whether the Council can gain access for the works to be carried out 3. Whether the Council can recharge the costs of works to leaseholders 	<p>Mark Baigent / Dave Tolley / Susmita Sen / Sandra / Sandra Fawcett</p>	<p>December 2018</p>	<p>THHF has commenced initial work to identify procedures in place for the evacuation of vulnerable households during a fire. One approach identified as good practice is a secure box with details of vulnerable households accessible to the fire brigade and updated annually. The THHF Asset Management sub group will further discuss this along with other approaches of good practice for wider roll out.</p> <p>Dec 2020 [In Progress] – THH have a programme in place to install Premises Information Boxes to all 34 high rise blocks. THH are waiting for clarity from MHCLG on potential legislative changes before evaluating sprinkler systems.</p> <p>Mar 21 [Complete] – THH expect to take delivery of Premise Information Boxes early April and will then commence the installation.</p>

<p>41. THH stock - Finance prepares a feasibility report with different models of costings for works on:</p> <ul style="list-style-type: none"> • Its housing stocks • the number of flats with known Vulnerable Residents 	<p>Mark Baigent / Paul Leeson</p>	<p>January 2019</p>	<p>The Council is awaiting the outcome of Hackitt recommendations and legislative changes before commencing this piece of work.</p> <p>Mar 21 [Complete] THH are working with the council on the viability of the stock (net Present value) and the level of potential investment required including costs of zero carbon and extensive exceptional fire safety remediation works.</p>
<p>42. Housing and Regeneration presents the feasibility report to MAB, suggesting a preferred option.</p>	<p>Mark Baigent</p>	<p>March 2019</p>	<p>As above.</p> <p>Mar 21[Complete] – As above.</p>