

Building Safety Resident Engagement Strategy

Version 1 : 2024



This document contains information about building safety and how we will work with you to keep your building safe. If you would like it in another language, please contact the building safety team at buildingsafetymanagers@westminster.gov.uk

ئەم بەلگەنامەيە زانىارى لەخۆ گرتوو دەربارەي سەلامەتي بىنا و ئيمە چۆن هاوکارى ئيوە دەکەين بۆ پاراستنى بىناکەتان بە سەلامەتي. ئەگەر ئەمەت بە زمانىكى تر دەويت، تکايە پەيوەندى بە تيمى سەلامەتي بىناو بەکە بە buildingsafetymanagers@westminster.gov.uk

تحتوي هذه الوثيقة على المعلومات المتعلقة بسلامة البناء وكيفية عملنا معك للمحافظة على سلامة المبنى الذي تسكن فيه. وإذا رغبت الحصول على هذه الوثيقة مترجمة الى لغة أخرى، فيرجى منك التواصل مع فريق سلامة البناء عن طريق ارسالك رسالة الكترونية الى buildingsafetymanagers@westminster.gov.uk

কোন নির্মাণের কাজ নিরাপদে করার সম্বন্ধে এবং আপনার নির্মাণ করা ঘরবাড়ি নিরাপদে রাখার জন্য আমরা কি ভাবে আপনার সাথে কাজ করব সেই তথ্য এই নথিতে রয়েছে। আপনি যদি এই তথ্য অন্য কোন ভাষায় চান, তাহলে buildingsafetymanagers@westminster.gov.uk ঠিকানায় দয়া করে বিন্দিং সেইফটি টিমের সাথে যোগাযোগ করবেন।

Este documento contiene información sobre la seguridad en la construcción, y la forma en la que nosotros trabajaremos con usted para mantener segura su construcción. Si usted desea recibirla en otro idioma, por favor, póngase en contacto con el equipo de seguridad en la construcción en buildingsafetymanagers@westminster.gov.uk

Este documento contém informações sobre segurança predial e como trabalharemos com você para manter seu edifício seguro. Caso deseje obter o documento em outro idioma, entre em contato com a equipe de segurança predial pelo e-mail buildingsafetymanagers@westminster.gov.uk

Our commitment

Our top priority is the safety of our residents. We also want you to feel safe and heard.

This strategy has been designed to enhance resident involvement in building safety decisions, utilising their experiences to inform our decision-making and improve engagement. It also fosters cultural change within the organisation, prioritising resident feedback to ensure alignment with the Building Safety Act 2022.

At Westminster City Council, we're dedicated to making our buildings safer by listening to your feedback and experiences. We believe that by putting your insights first, we can ensure you feel safe and heard.



Contents

01

Introduction

02

Delivering resident engagement

03

Consulting on building safety decisions

04

Engagement and communication with residents

05

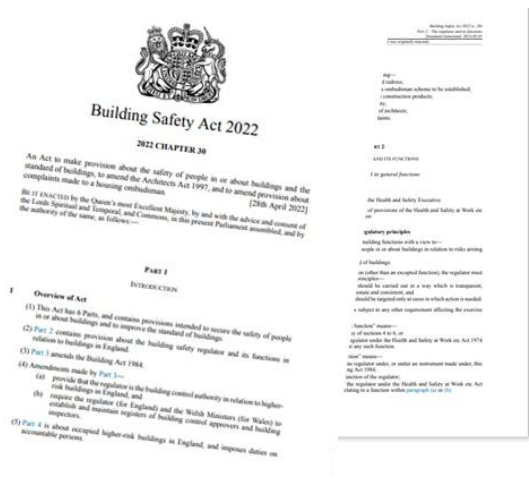
Providing information to residents

06

Complaints

01 Introduction

Background - The Building Safety Act 2022



Following the tragic Grenfell Tower fire in June 2017, the government launched an inquiry, which led to the introduction of the Building Safety Act 2022. This legislation creates a new regulatory framework aimed at overseeing the management of high-rise residential structures, defined as buildings standing at 7 storeys or higher or reaching over 18 metres in height. The act identifies two primary risks: the potential spread of fire and the risk of structural failure.

What does this mean for you as a resident?

You have more of a say in how your building is kept safe, and you have the ability to raise any concerns you may have to nominated persons.

Our new Building Safety Resident Engagement Strategy outlines our commitment to fostering strong relationships with residents living in our buildings.

Our goal is to ensure that residents feel informed and empowered to challenge decisions and participate in any discussions about their building.



The purpose of this strategy

Empowerment

Through accessible channels and transparent communication, we aim to ensure that you have the opportunity to voice your concerns and play an active role in shaping building safety measures.

Participation

We strive to outline clear pathways for resident participation and highlight the benefits of being involved in building safety initiatives.

Resident interaction

We are committed to improving the way we interact with residents about the safety of their homes. Our objective is to create inclusive and responsive communication channels that prioritise your input and feedback.

Information accessibility

By understanding residents' preferences for information sharing, we aim to enhance accessibility and ensure that safety information is readily available and easily understandable.





Awareness and understanding

We aim to ensure that our staff understand residents' rights to participate in decisions about their homes. We will provide comprehensive training and resources to staff members, empowering them to support residents in exercising their rights and contributing to building safety initiatives.

Responsibilities

Our objective is to clarify the responsibilities of both the council and residents in maintaining a safe living environment. Through clear communication and transparent guidelines, we aim to establish mutual understanding and accountability, ensuring that all parties are equipped to fulfill their roles effectively.

This strategy is our commitment to you, our valued residents, as we work together to create safer, more secure living environments for everyone.



Responsibilities and duties



The Building Safety Act has created a new role called the Accountable Person (AP), for residential buildings at higher risk of safety issues. The AP ensures that all requirements of the Act are met.

If there's more than one AP, the one responsible for the building's structure and exterior is called the Principal Accountable Person (PAP). APs must take reasonable steps to prevent safety risks like fires or structural problems.

Additionally, the Building Safety Act establishes the Building Safety Regulator (BSR) to regulate high-rise buildings and oversee the regulatory framework for all residential buildings throughout their life. If a resident feels that their concerns are not being adequately addressed, they have the option to escalate the matter to the Building Safety Regulator.

We take all resident concerns seriously and are committed to resolving them promptly and effectively. If you have any concerns about the safety of your building, please contact us directly using the details below.

Principal Accountable Person - Westminster City Council

Named Person for High Rise Buildings - Jim Paterson

Contacting your Building Safety Team (Building Safety Manager)



Westminster City Council
12th Floor, City Hall
64 Victoria Street
London
SW1E 6QP



buildingsafetymanagers@westminster.gov.uk



0800 358 3783



Building safety resident panel

Our building safety resident panel is where residents of our high-rise residential buildings come together to discuss and consult on building safety matters. We will collaborate closely with this group on all aspects related to building safety, fostering professional relationships and ensuring transparent communication.

The group will play a vital role in building safety and in evaluating our communication and engagement efforts. We will be

accountable to the group for all decisions affecting building safety.

Any resident of our high-rise buildings is welcome to join the group by emailing buildingsafetymanagers@westminster.gov.uk.

For a complete list of contacts, please refer to your building safety information pack that can be found [on our website](#).



Resident Responsibilities

Residents also have a responsibility to prevent or lessen risks and ensure safety in high-rise residential buildings. As residents of high-rise residential buildings, you play a critical role in upholding safety standards for yourselves, your neighbours, and any visitors.

As a resident this means you and your visitors must:

- Not damage, remove or interfere with relevant safety items, such as fire doors, signage, sprinklers, or smoke alarms
- Not do anything that could increase or create a risk of spread of fire or structural failure, for example carrying out refurbishment or building work that increases or creates a building safety risk.

02 Delivering Resident Engagement



We have identified the key groups responsible for making sure our strategy encourages participation and collaboration on building safety risks, issues, and decisions. These groups also ensure we follow regulations and regularly look for ways to improve.

Building Safety Residents panel

The panel will be involved in discussions about building safety and play a key role in decision-making.



Building Safety Team

Responsible for enhancing building safety within our high-rise buildings, managing communications and addressing complaints

Building Safety Working Group

Responsible for reviewing all high-rise buildings and developing our policies and procedures. Ensuring a joined-up approach with other departments.



Health & Safety Committee

Senior Executive Team who provide oversight of the building safety working group



Building safety information pack

For each high-rise residential building, we will develop a tailored building safety information pack in collaboration with residents, Accountable Persons, and Responsible Persons. This pack will include:



Key information about your building.



Essential roles and duties - who is responsible for delivering our strategy and making sure we engage effectively.



Details of inspections and improvement projects scheduled for the building for which we seek residents' views.



How we'll share building safety information with you, including methods and frequency of communication.



Information essential for residents to maintain building safety, including what to do in the event of a fire and additional guidance for anyone who may face challenges evacuating.

How we will consult

CONSULT



We will consult with you, our residents, when we introduce this strategy, and the tailored building safety information packs for the first time or if there are any changes to them.

REVIEW



We will regularly review the building safety information pack with residents to ensure it is effective.

This will be following a submission of a any structural or fire safety incident or after significant material alterations to the building.

Each consultation will last at least four weeks. We'll clearly outline how consultations will be conducted and carefully consider all responses, listening and acting on resident feedback as needed. Additionally, residents will have a say in how we consult them for reviews of the building safety resident engagement strategy and building safety information pack.

Copies of this building safety information pack will be distributed to:

- All residents of high-rise buildings aged 16 or over
- Each owner of a home in the building.

You can access the latest building safety resident engagement strategy via the QR code for an electronic copy, or in hard copy by contacting the building safety team using the details in your building safety information pack.

You can also access the building safety resident engagement strategy and building safety information pack via our website.



www.westminster.gov.uk/housing/building-safety-buildings-we-manage

03 Consulting on building safety decisions

We will maintain ongoing communication with residents on improving building safety and preventing risks. Our goal is to help you feel confident in your understanding of building safety, so that you can actively participate in discussions regarding your homes and buildings.

When we plan to engage with residents

When implementing building safety measures, we will consult with you about:

- The reasons behind the work
- The schedule for the work
- The expected duration of the work
- Areas of the building affected by the work
- Who will carry out the work
- Understand when would be the best time to carry out the work to limit disruption.





We will engage with residents through:

- Workshops and drop-in sessions to discuss proposed alterations
- Postal, verbal, and digital surveys to gather feedback
- The building safety resident's panel.

04 Engagement and communication with residents

Communication approach

We'll use various methods to regularly communicate with residents about building safety. We'll tailor our communication to your preferences and ensure it's easy to understand. This strategy details how we will interact and communicate with you.

Building safety information pack

Alongside this strategy, we will provide a Building Safety Information Pack for each building. This will encompass specific communication methods for your building, guidance for handling fire emergencies, details of safety initiatives and regular updates on upcoming work to your building.

The contents of the pack are based on results from surveys and individual block

consultation meetings, where we have asked residents what they want to see in this pack.

Other communication methods

Various other methods will be used to convey important building safety messages. These methods include:

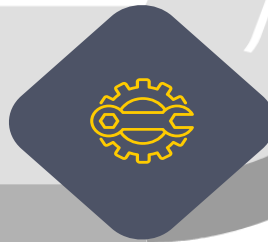
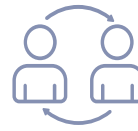
- Email and written communication
- Telephone calls
- Via our online portal commonplace
- On social media and our website
- Newsletters
- Resident Meetings
- Building safety residents panel sessions
- Building noticeboards.



Engaging residents throughout their journey

Residents new to the building

New residents will receive a Building Safety Information Pack to ensure peace of mind from day one. The pack includes safety measures for your building, introduces a contact person for safety matters, explains how to report concerns, and provides fire safety procedures and emergency support information. Tenancy and leasehold agreements will outline residents' responsibilities within the building and their home.



Planned safety measures

During your occupancy, we will conduct various activities aimed at ensuring the overall safety of buildings, adhering to legal requirements and industry standards.

These planned activities encompass:

- Carrying out fire risk assessments
- Inspecting communal and individual fire doors
- Checking firefighting equipment
- Conducting electrical installation condition reports
- Carrying out thorough examinations and maintenance visits for lifts
- Performing gas servicing and safety checks

The frequency of the planned fire safety activities for your building will be specified in your building safety information pack(s).

Responsive building assessments

Responsive building assessments are conducted in reaction to reported safety risks or government guidance changes. Residents will be notified in advance of these assessments, and they will receive details of inspection outcomes once an approved action plan is established. Additional information, such as the potential impacts of safety risks, remediation works, compliance activities, temporary safety measures, and contact details for addressing questions or concerns, may also be provided.



Planned safety remediation project works

We'll keep you informed about any upcoming safety work planned in your building. During the planning phase, we'll collaborate with you, gather your opinions on the proposed work, and listen to any concerns or feedback you have. Throughout the project, we'll maintain open communication channels for your feedback, both prior to, and after, completion.

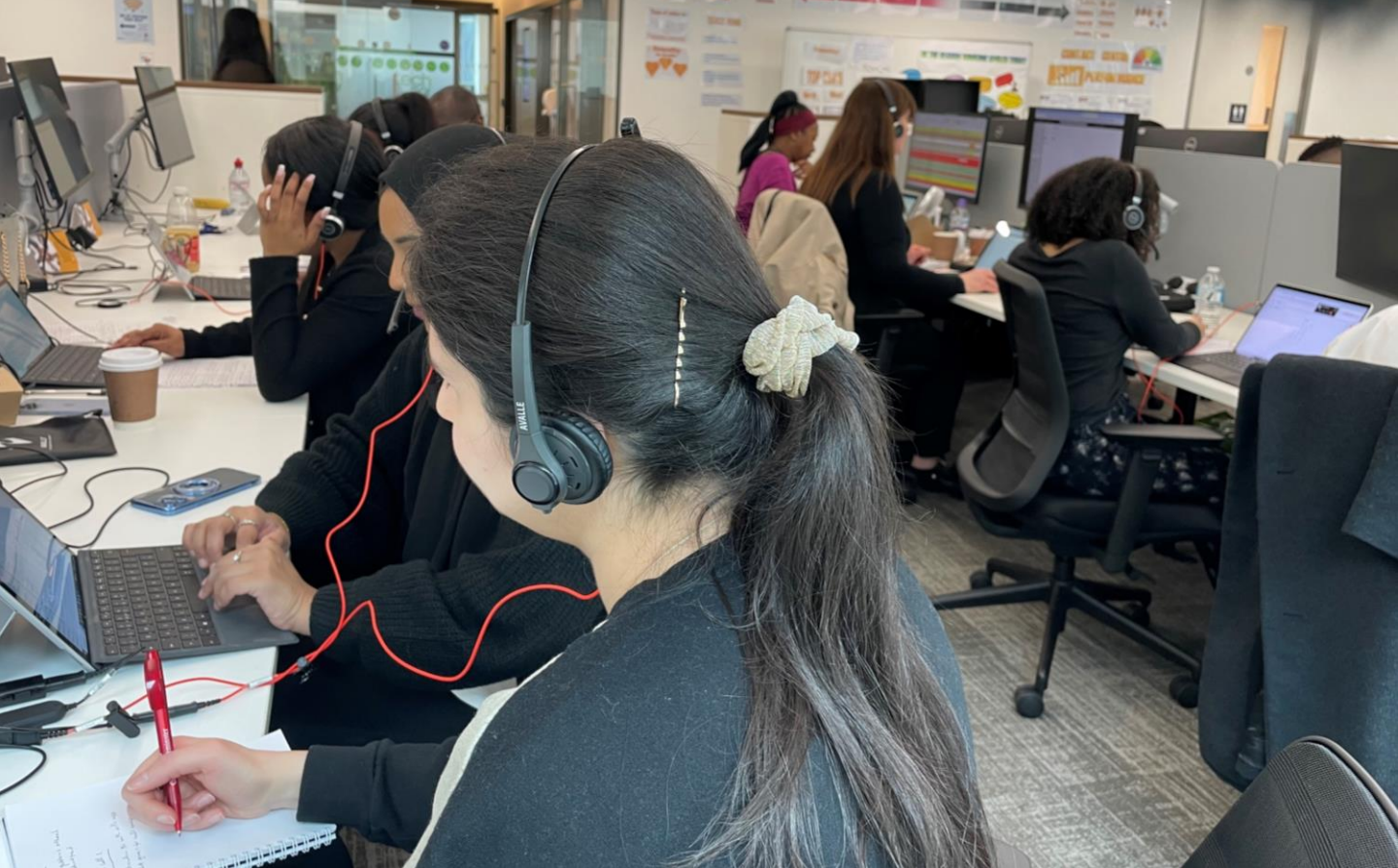
05 Providing information to residents

Information we will share



We will share the following building safety information.

- Current Building Safety Resident Engagement Strategy
- Overview of the complaints system
- Key information about the building
- Procedures for requesting information or document copies, including reasons for any declined requests
- Summary of the latest fire risk assessment for each part of the building
- Overview of the safety case report
- Tips for residents and owners to prevent and minimise incidents
- Procedures for reporting building safety concerns, including using the complaints system
- Evacuation procedures for the building
- Locations of fire safety features like escape routes, fire doors, alarms, and emergency equipment
- Details about the PAP (Principal Accountable Person) for the building and their representatives
- Information about other APs (Accountable Persons) responsible for the building's safety
- Contact information for the Building Safety Regulator (BSR) and responsible persons (RPs) under the Fire Safety Order.
- Roles and duties of these individuals and how they differ from each other
- Key contact details including name, telephone number, email, and postal address
- Results and outcome of regular fire and building safety checks and inspections.



Information we will not provide



We are dedicated to ensuring that building safety information is transparent and available to residents whenever possible. However, there may be instances where we are unable to share information due to restrictions on its disclosure or where it could compromise:

- The safety of the building
- An individual's privacy
- The safety of other residents.

We will provide requested information in the resident's preferred format whenever possible. We strive to make information easy to understand and will make reasonable adjustments for specific needs, such as a preferred language, large print, or braille. Residents can designate an advocate, representative, or carer to request information on their behalf. Please inform us of any specific requirements when making an information request.

How to request information

Information requests can be made by contacting us at:



0800 358 3783



buildingsafetymanagers@westminster.gov.uk



Within 20 working days, we will:

- Provide the requested information
- Specify a timeline for when we can provide the requested information
- Explain the reasons behind our inability to provide the requested information.





Extra help and support

All Council blocks have a Fire Action Strategy detailing what to do during a fire.

Find your block's strategy on a Fire Action Notice in communal areas like the stairwell or lift lobby. Please familiarise yourself with it.

We are reaching out to vulnerable and disabled residents to offer evacuation assistance in case of fire or emergency. For example, if you have limited mobility, or sight or hearing loss.

If you or someone you know needs help to evacuate, inform us. We'll create a PEEP to outline necessary steps for evacuation, which will be shared with emergency services.



housingsafetyteam@westminster.gov.uk



0800 358 3783



www.westminster.gov.uk/fire-safety

Building safety concerns

We are committed to actively listening, learning, and promptly addressing any concerns raised by residents living in our high-rise residential buildings. It is our priority to ensure that the process of raising concerns is accessible and straightforward, enabling us to swiftly investigate and resolve issues.

Raising building safety concerns

- Please let us know straight away if you have any concerns about the safety of your building using the contact details below.
- Additional contacts for your specific building will be available in your building safety information pack, once available.

How to report a building safety concern



Westminster City Council
12th Floor, City Hall
64 Victoria Street
London
SW1E 6QP



buildingsafetymanagers@westminster.gov.uk



0800 358 3783



How we will manage concerns

We've implemented a structured approach to address building safety concerns:

- Your concern will be assigned to a member of the Building Safety team, who will contact you within two working day to acknowledge receipt and initiate investigation
- We may also contact you to clarify or request further information to aid our investigation
- We're committed to providing a response within ten working days. If we're unable to do so, we'll agree on a feasible timeline with you
- Urgent concerns posing risks to health and safety will be promptly addressed, ensuring swift investigation, response, and necessary actions.

06 Complaints

The Building Safety Act 2022 states a “relevant complaint” about building safety may relate to:

- A building safety risk to a specific building
- The performance of an Accountable Person in fulfilling their duties under the Building Safety Act.

Westminster City Council have a formal complaints process accessible to anyone dissatisfied with the quality of service, actions, or inaction by the organisation, its staff, or representatives, affecting residents.

The procedure can be found at:



www.westminster.gov.uk/about-council/complaints#complaints-procedure

Complaints related to building safety can be submitted in accordance with Westminster City Council complaints procedure, that has a two-stage process, allowing residents to challenge decisions and provide feedback during investigations. Our policy details the expected timeframes for responding to complaints.

Building safety complaint

If you wish to make a formal building safety complaint you can do so by the following ways:

Contact your Building Safety Manager, their contact details can be found in your building safety information pack.



buildingsafetymanagers@westminster.gov.uk



0800 358 3783



<https://westminsterportal.icasework.com/form?Type=Complaint&Embed=False&Login=False>

In person: by visiting a housing service center you can find your nearest by visiting



www.westminster.gov.uk/about-council/contact-us/housing-services

The Building Safety Regulator

If you as a resident remain unsatisfied after stage two, you can escalate the complaint to the Building Safety Regulator by either:



0300 790 6787 (Monday to Friday, 8:30am to 5pm, except on Wednesdays when they are open from 10am to 5pm)



Filling in the form on their website
www.gov.uk/guidance/contact-the-building-safety-regulator

Performance Monitoring

We will regularly assess the effectiveness of this strategy to ensure it continues to meet the needs of our residents. To achieve this, we will:

- Listen to and address resident feedback promptly
- Address any challenges or feedback provided by our building safety resident's panel
- Evaluate our response to building safety concerns raised by residents
- Measure participation levels in engagement activities and keep a record
- Enhance areas where engagement proves less effective by requesting feedback for improvement.



Document Version History

Version	Review and amendment details	Date	Revised By
1.0	2024 1 st Resident Consultation Issue	June 2024	Halima Islam

Notes



Our mailing address is:

Westminster City Council
Westminster City Hall
64 Victoria Street
London, England SW1E 6QP
United Kingdom

Add us to your address book

Want to change how you receive these emails?

You can **update your preferences** or **unsubscribe from this list**.

We have updated our Fair Processing Notice – **read more here**.