

TWENTY11 FIRE SAFETY POLICY & MANAGEMENT PLAN

1. Purpose

- 1.1 This policy applies to fire safety arrangements and management requirements for all workplaces, common areas of residential premises and any other premises managed or owned by Twenty11 where landlord responsibilities apply. Twenty11 will adhere to the Regulatory Reform (Fire Safety) Order 2005 and Building Safety Act and Social Housing Act which sets out reforms to the way properties are designed, built and managed, so that safety is observed at all stages of a building's lifecycle. Lines of accountability are set out, so all understand their responsibilities in managing the key aim to protect the safety of tenants and leaseholders, staff and buildings users. Outline management arrangements to reduce the risk of fire and should this arise to limit the spread and likelihood of harm to tenants, leaseholders and other building users as far as reasonably practical.

2. Responsibilities

The duties of management, staff and personnel of Twenty11 shall be clearly communicated and agreed by those listed below. Communications and feedback detailing agreed responsibilities shall be kept and monitored via line management consultations. Where this initiates further training the Home Safety Manager by the Home supported Safety Specialist (Hazards) and the Learning and Organisational Development Manager will help to co-ordinate activities. The Homes Safety Manager and the Head of Property will monitor and record the required training and relevant frequency.

2.1 Board

The Board is collectively and ultimately responsible for the implementation of the organisation's Fire Safety Management Policy and Plan.

2.2 The Director of Property and Development

The hierarchy of the organisation identifies the 'Responsible Person' as the Director of Property and Development the role will be supported as required by the Executive Leadership Team (ELT). The Director of Property and Development will maintain overall responsibility for the implementation and compliance of this policy and will ensure key staff are appointed with the required skills and that all staff and other stakeholders are made aware of their accountabilities to fulfil their role in a safe and competent manner. Key principles can be summarised as:

- The promotion of good practice and continuous improvement with fire safety management across the organisation
- Maintaining effective fire safety management arrangements
- Annual review and approval of the Fire Safety Management Policy document

- Liaising with the Board, directors and managers
- Ensuring the allocation of resources (financial and staff) to implement the Fire Safety Management Policy
- Ensuring those employed to implement this policy and undertake works required to deliver its purpose are competent to do so
- Having an appreciation of relevant fire legislation and guidance including delegating appropriate responsibilities to relevant managers
- Ensuring the allocation of resources (financial and staff) to effectively implement the Fire Management Policy and Management Plan
- Monitoring the Fire Management Policy and Management Plan implementation and setting targets or objectives where appropriate
- Ensuring fire risk assessment programmes are in place and monitored in the business areas responsible for delivery

The Director of Property and Development is the Responsible Person for fire and will be supported by the appropriate managers within areas under their management control. This will involve:

2.3 **Head of Property**

The Head of Property is the person with operational oversight of fire safety and will take the lead in managing day to day activity. They will plan and allocate resources accordingly for normal day to day management activity. The Head of Property will be supported by various qualified staff in undertaking relevant duties. They will ensure that the fire safety management process is compliant with current legislation, arrange and manage annual reviews or special reviews. They will be responsible for:

- Liaising with fire consultants and cascading expert information throughout the organisation as and when required
- Reviewing and monitoring performance of all staff in the delivery of the Fire Management Policy and Management Plan
- Ensuring fire risk assessment programmes are in place and monitored and actions implemented
- Managing the performance and activities of the Home Safety Stem and other teams in delivering all fire safety related actions
- Reporting regularly on the performance of contractors tasked with maintaining fire control measures including operational and quality assurance

- Managing the risks associated with fire safety in buildings and areas covered by the scope of this policy

Ensuring the relevant levels of information and engagement take place with tenants and leaseholders

2.4 **Home Safety Manager**

The Home Safety Manager will be specifically responsible for management of staff managing daily operational performance and will ensure the following:

- Planning inspection programmes and ensuring regular review of the fire risk assessments
- Reporting on the overall performance in relation to fire safety
- Preparation and management of action plans for fire remedial works
- Providing expert advice to the organisation as required
- Managing fire safety contracts and contractors and agreeing amendments to processes and procedures
- Reacting to changes in legalisation and investigating / managing fire safety incidents.
- Monitoring completion of remedial actions and essential repairs and upgrades and responding / escalating issues unable to be dealt by the team under their responsibility
- Co-ordinating fire safety training programmes and associated training matrix
- Ensuring that information relating to fire safety and good practice is regularly communicated to residents

2.5 **Home Safety Specialist (Hazards)**

Home Safety Specialist (Hazards) will be the contract lead for implementing inspection and remedial works programmes, their duties will extend but not be limited to the following:

- Managing our Fire Risk Management programme including arranging for new fire risk assessments to be undertaken as appropriate and ensure these remain compliant and up-to-date and made available on request to residents
- Managing any internal review and updating our fire risk assessments
- Addressing issues noted within individual fire risk assessment action plans and ensuring appropriate actions are taken, which may involve delegation to other appropriate management areas (i.e. new fire doors)

- Overseeing and reporting regularly on the fire risk assessments and associated action plans
- Updating relevant property fire risk assessments and associated action plans, records and reporting on any deficiencies or failures (including those of others)
- Ensuring servicing and maintenance regimes are in place for fire protection systems and equipment and that actions are undertaken when required
- Liaising with fire consultants, stakeholders and staff as and when required
- Providing resident communications relating to fire safety and fire safety management procedures
- Approving and monitoring of commissioning certificates and handover documents
- Development and review of service, maintenance and audit programmes
- Leading on fire safety items referred to in the Staff Partnership Forum
- Managing data and information to ensure fire safety management systems are implemented and maintained
- Managing and checking the validity of data and ensuring information is uploaded on to management systems in a timely manner

2.6 **Community & Sheltered Specialists**

Are responsible for assisting with managing the day-to-day practical implementation of the Fire Management Policy and Management Plan. To fully assist and contribute in the process, they will:

- Understand relevant fire legislation as appropriate
- Ensure the practical implementation of the Fire Management Policy and Plan
- Liaise with the appropriate members of staff on matters of health and safety
- Ensure residents are provided with relevant and accessible fire safety information
- Undertaking relevant fire safety checks including weekly fire alarm call point testing as appropriate with appropriate record keeping
- Ensure the provision of all fire relevant signage in communal areas
- Report promptly any damage to communal fire equipment or furniture, request repair and follow through to its completion

- During communal area inspections - regularly inspect communal fire doors, and where access is gained to homes external fire doors/partitioning etc, and ensure items do not block communal evacuation routes
- During home checks, visual inspection of fire related matters for example smoke detectors, the condition of fire doors and ensuring flammable items are not stored on balconies
- Promote fire safety with residents
- Ensure that Person Centred assessments are kept up-to-date and available to the emergency services
- Assess where possible the ability of tenants to self-evacuate without assistance

2.7 **Staff Partnership Forum (SPF) - Staff Representative**

The Staff Representatives that comprise the Staff Partnership Forum facilitate communication from all staff to the various levels of management within Twenty11. The SPF meet quarterly, any health and safety issues that are raised during the meeting are noted and actioned. The Staff Representatives and the Building Safety Manager acts as the Health and Safety Committee for Twenty11. The role of the Health and Safety Committee is as follows:

- To keep abreast of changes to legislation and associated guidance documents
- To report to the Executive Leadership Team (ELT) matters relating to progress against action plans, deficiencies or concerns in resource requirements and any fire safety related matter that may warrant further consideration
- To ensure consistency of approach to fire safety through effective communication
- To ensure fire safety training is adequate and up to date for all staff
- To monitor, record and measure performance
- To liaise with the Fire and Rescue Service and any other appropriate body
- To report to ELT any issues requiring immediate action which may result in a breach of legislation or danger to health
- To develop, monitor and review policies and procedures that reflect all issues stated above

2.8 **All staff**

All staff who visit Twenty11 properties as part of their duties, are responsible for reporting any issues that they consider may be detrimental to fire safety and for

reporting all accidents, incidents and near misses to the Health & Safety Manager as quickly as possible after the event, to ensure that an investigation is undertaken.

2.9 Contractor Responsibilities

This document is to be read in conjunction with the Code of Conduct for Contractors. Contractors are required to immediately report any fire related risks or concerns to Twenty11 managers and stop ongoing works if their concerns are significant or warrant immediate action. Contractors will also ensure that appropriate plans for training and relevant procedures are in place for managing fire safety. Contractors will not tamper with, restrict or disable any fire escape routes or warning systems due to their activities. Contractors and any subcontractors working for them will be required to operate a hot works permit system. Contractors and any subcontractors working for them will be required to operate a hot works permit system.

2.10 Tenant Responsibilities

This document is to be read in conjunction with current Tenancy Agreement conditions which state that residents are not permitted to make any material alterations to their homes without the express formal written permission of Twenty11 or contravene the standards and guidance set out for managing fire risks particularly those relevant to higher risk areas such as communal lobbies, stairwells and corridors and private balconies where for example the storage of flammable material is prohibited and the use of barbeques on balconies is banned.

3. Legal Framework

To comply with all current fire safety legislation, namely

- The Building Regulations 2010 Approved Document B (Fire safety) Volume 2: Buildings other than Dwelling houses (2006 edition incorporating the 2010 and 2013 amendments)
- Fire Safety (England) Regulations 2022
- Building Safety Act 2022
- The Housing Act 2004
- The Regulatory Reform (Fire Safety) Order 2005 (RRO)
- To comply with current fire safety guidance, namely
 - “Fire Safety in Specialised Housing” produced by the National Fire Chiefs Council
 - “Fire Safety in purpose-built flats” produced by the Local Government Association

Other relevant legislation:

- Health and Safety at Work Act 1974
- Fire & Rescue Services Act 2004
- The Management of Health and Safety at Work Regulations 1999 •
- The Health and Safety (Safety Signs and Signals) Regulations 1996
- Electrical Equipment (Safety) Regulations 2016
- Building Safety Act 2022 Smoke and Carbon Monoxide Alarm (England) Regulations 2015

4. Key Principles

4.1 General Aims

The Regulatory Reform (Fire Safety) Order 2005 requires the appointment of a “Responsible Person”, it has been agreed that Chief Executive Officer for Twenty11 shall be regarded as the Responsible Person in control. This relates to all Twenty11 homes and work premises.

4.1.1 General Needs

Tenants of individual general needs and market rent homes are responsible for their own fire safety within their homes, including carrying out regular tests of their individual fire detection system. We will work closely with colleagues and the local fire service to promote personal safety to tenants.

Generally, the storage of tenant goods will not be permitted in communal access or escape routes in residential premises. Under no circumstances should flammable materials be stored in any communal areas other than designated storage rooms.

Flat entrance doors shall be subject to inspection and assessment annually. Communal corridor doors, including store cupboard doors in common areas, shall be subject to inspection and assessment on a 6 monthly basis. Additionally, we will provide relevant information and promote awareness to tenants to encourage self-checking of doors at regular intervals and encourage the reporting of defects etc. Furthermore, additional inspections will be carried out during home check visits and general maintenance inspections where appropriate.

This requirement will continue to be reviewed, and timescales adjusted based upon the location and use of a door, the recommendations of FRAs and in conjunction with any future HM Govt guidance.

4.2 Evacuation Policy

Evacuation policies for each building will be specific to that building, however as a general premise:

4.2.1 Residential accommodation

Generally, it will be the case that purpose built general needs accommodation, as defined in the fire risk assessment, will be subject to a 'stay put' or 'Safe to Stay' policy. Occupants have the option to stay in the building provided they feel it is safe to do so.

Certain types of adapted accommodation i.e. houses that have been converted into individual units / flats will, unless otherwise defined in the fire risk assessment, require a 'total evacuation' policy: all occupants to self-evacuate once the fire alarm sounds.

4.2.2 Twenty11 offices and community premises (including common areas)

All premises / areas to have a 'total evacuation' policy. All occupants to self-evacuate once the fire alarm sounds.

4.2.3 Evacuation drills

Fire evacuation drills are conducted twice annually in non-residential buildings (including Twenty11 Offices). Performance will be monitored to ensure that buildings can be evacuated in a safe and timely manner. All persons new to the organisation are instructed in the fire evacuation procedure on induction.

4.3 Risk Assessment Review

The building owner on behalf of Twenty11 will undertake a variety of reviews:

- Regulatory Reform Order (RRO) Fire Risk Assessments
- Occupancy Risk Profile

Where it is known or reported that residents have specific vulnerabilities that may affect their ability to escape safely in the event of fire, this should be assessed at any general property inspection or home visit. These needs will be assessed and prioritised by a relevant manager and risk assessed accordingly, by means of Person-Centred Risk Assessments, with the approach set out in section 4.3 adopted in such cases.

Given that for general needs blocks there will be no central Property Information Box a process of notifying the Fire and rescue Service will be adopted which will involve sending individual tenant/leaseholder information to them as the assessment is undertaken protecting GDPR information accordingly.

The Community team will adopt an approach and review timescales proportionate to the risks presented. A programme of fire risk assessment review has been developed and is based on the following general principals.

Property type / frequency of review

- High risk properties – Support / sheltered housing, converted residential property (including those let to charities which may have sub-tenant agreements) and offices reviewed annually
- Low Risk properties – General needs and common areas – reviewed as a minimum every 3 years

The above timescales are indicative and may change if any of the following apply:

- A significant change to the layout or use of the building
- A reason to suspect that the fire risk assessment may no longer be valid
- Following a change in legislation or guidance
- Following a major incident or fire
- On completion of major works or significant repairs / refurbishment
- Following a change to the way the building is managed or occupied

Fire risk assessments will be carried out on all newly acquired or newly built dwellings.

All Person-Centred Risk Assessments will be reviewed when there is a change of circumstance that render any current assessment invalid (for example a change in the mobility of the individual).

4.4 Remedial Actions

Following a risk assessment, it is likely that remedial actions will be highlighted. Any observations made by the assessor at the time of the assessment that are deemed an immediate risk will be notified verbally to Twenty11 prior to the handover of the risk assessment. All other actions will be completed within the following timescales

- High: Within 3 months of the assessment
- Medium: Within 12 months of the assessment
- Low: Within 24 months of the assessment.

The effective date of the fire risk assessment is to be taken as the date of hand over of the risk assessment and not the date of the site visit to conduct the

assessment. This date should be used for calculating the review date and the recommended timescales for any associated remedial work.

4.5 Equality

Twenty11 acknowledges its responsibilities to ensure that persons with disabilities are not put at increased risk in the event of a fire.

4.5.1 Assisted Evacuation

In commercial and community premises Twenty11 will be proactive in becoming aware of people who may need assistance to escape and will develop specific Personal Emergency Evacuation Plans (PEEPs), as required. This may involve the assistance of staff in any evacuation.

In residential premises, should assistance be requested and where practicable Twenty11 will provide advice and guidance to tenants in developing their own means of escape plan in general needs premises. This will not involve the assistance of staff in the evacuation.

Liaison has taken place and advice sought from Buckinghamshire Fire and Rescue Service on the approach for managing and advising on tenants and leaseholders who might need assistance to evacuate during a fire or incident within a building. The approach is set out in 4.3 above and will be subject to periodic review.

4.6 Communication

Communication with Health and Safety Committee through performance reports, updates of changes to legislation and policy and reports on relevant issues.

4.6.2 Communication with Staff

Training will be organised in consultation with the Home Safety Manager and the Learning and Organisational Development Manager and will also be monitored and managed to ensure this happens when required by the Head of Property. Fire safety training for staff will cover a wide range of topics and be programmed on a regular basis and also at induction for new members of staff. This will be categorised into two main areas:

- Task specific: training tailored to fire safety related tasks that individuals may be required to undertake as part of their remit.
- Plan and general fire safety awareness training for all staff covering the main aspects of basic fire safety and any issues relating to our policy. This will be undertaken during induction and repeated every two years thereafter, or as and when industry or regulatory changes dictate. Training on any changes in

legislation which effect the business will be given as a separate event when appropriate.

4.6.3 Communication with tenants

Through appropriate 'Fire Action' signage and in conjunction with other forms of communication provided on a regular basis such as website, videos, home safety events/roadshows, newsletters, leaflets, in home information packs and general correspondence.

4.6.4 Liaison with the Local Fire and Rescue Service

Twenty11 will engage in a regime of regular communication with the Fire and Rescue Service to ensure good lines of communication and operational familiarity with Twenty11 buildings. Twenty11 have a Primary Authority agreement through Red Kite Community Housing with Buckinghamshire Fire & Rescue Service, which means Twenty 11 receives assured and tailored advice (Primary Authority Advice) on meeting regulatory requirements, including fire safety regulations, through a single point of contact.

Twenty11 will work proactively with Bucks Fire Rescue Services to:

- Inform, support, implement and improve fire safety in Twenty11 housing stock
- Hold regular joint meetings to share information, review keys issues and agree solutions as appropriate
- Twenty 11 will work with Buckinghamshire Fire and Rescue Services' Community Safety Coordinators to offer fire safety advice to vulnerable tenants
- Undertake joint talks with tenants, managers and carers from Buckinghamshire FRS staff in Twenty11 premises.
- Proactively identify vulnerable tenants and where apparent, offer fire safety advice and consider measures such as the installation of smoke detection/early warning systems, provision of flame-retardant bedding and installation of standalone fire suppression systems etc.
- Enable a fast-track system of intervention by the Community Fire Safety Coordinator where either Buckinghamshire Fire Rescue Service or Twenty11 identify issues

4.6.5 Communication with contractors

Contractors will be informed of specific requirements through pre-contract meetings, health and safety plans, method statements etc in relation to the works which they are due to undertake.

4.7 **Recording of Information**

The following fire safety related information is recorded centrally:

- Documented fire risk assessments
- Documented reviews or amendments of the fire risk assessment
- Portable appliance testing results
- Evacuation plans

The following fire safety related information is retained:

- Fire precautions records (including regular checking of all fire precaution measures, the fire alarm system tests, the emergency lighting system tests, fixed systems (heating and electrical) and fire extinguishers service records)
- Fire safety training records and fire drills
- Fire history records
- Miscellaneous correspondence relevant to fire precautions policies and measures
- Reports of fire signal activations
- Fire awareness training records for all relevant staff

5. **Summary Statement**

This Policy applies to the fire safety arrangements in all workplaces, common areas of residential premises and any other premises managed and / or owned by Twenty11.

To help minimise the likelihood of fire occurring, and the consequences if a fire occurs, Twenty11 will implement arrangements designed to ensure:

- 'Suitable and Sufficient' fire risk assessments, in accordance with the Regulatory Reform (Fire Safety) Order 2005 are undertaken (at appropriate intervals), the findings will be recorded, and necessary remedial work prioritised and undertaken
- Sheltered Housing schemes are maintained having reference to and where practical and considered necessary the guidance set out in the document "Fire Safety in Specialised Housing" produced by the National Fire Chiefs Council

- All residents are appropriately informed through specific information provided at the outset of their tenancy and through general notices and periodic information of fire control measures and actions to take in the event of an emergency
- Residents who are more at risk because of any special needs have these assessed and any extra controls implemented recorded in the site documentation which is made available to the emergency services - Vulnerable Tenant Plan and Personal Emergency Plans (PEEPS)
- Adequate levels of fire safety awareness and staff competency through effective training programmes
- Adequate and weekly fire testing and where appropriate drills in specific properties and our offices, servicing, maintenance and testing of fire safety equipment – Notwithstanding our safe to stay put requirements
- Effective liaison with the Fire and Rescue Services

6. References

The key documents and references are listed in the legal framework section of this document.

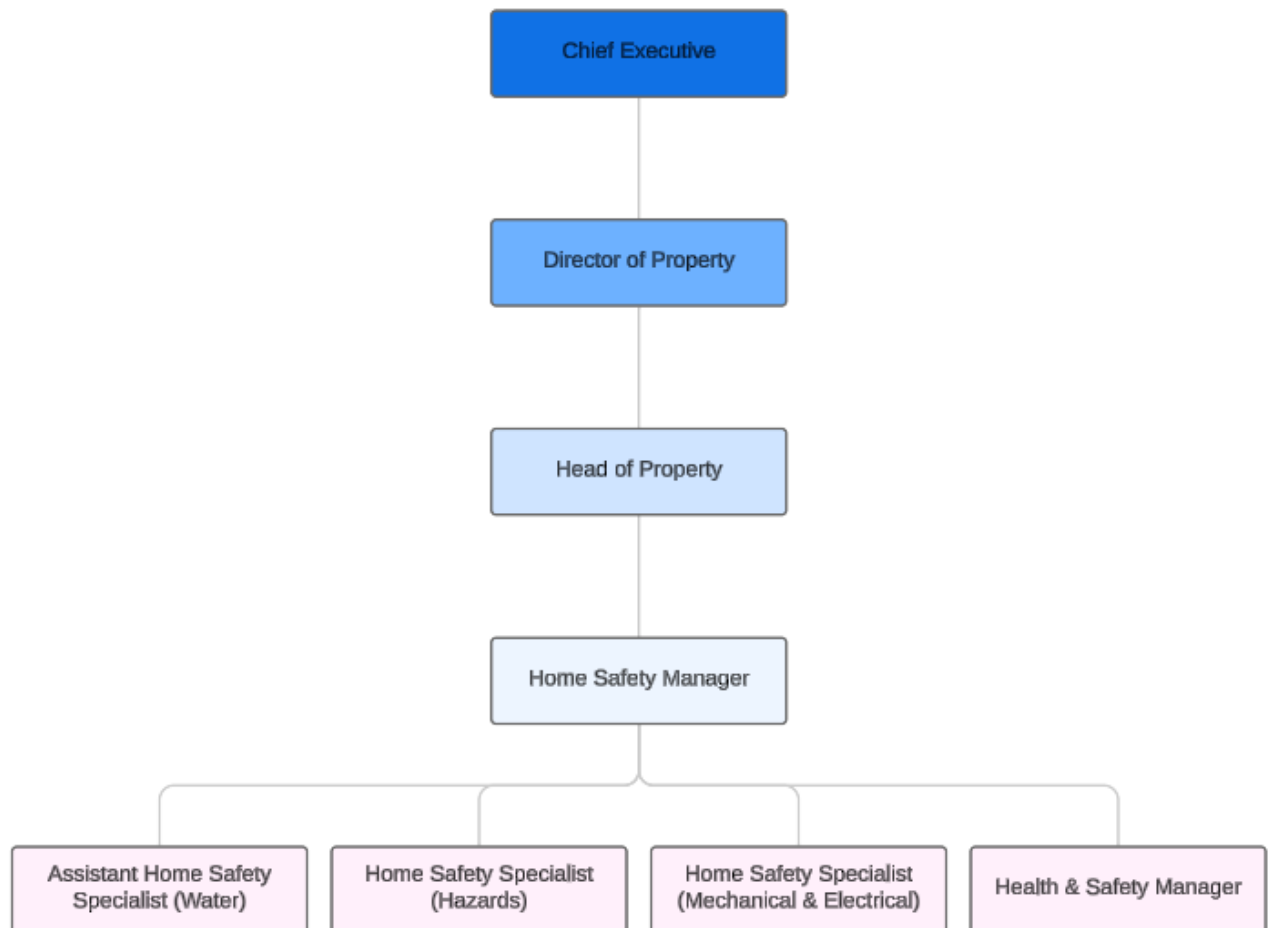
7. Related Policies & Procedures

This document should be read in conjunction with our Health and Safety Policy, which will cover the process for recording, reporting, investigation and analysis of accidents, incidents and cases of ill health in relation to fire safety.

Other related documents include:

- Vulnerable Tenant Plan and Personal Emergency Plans (PEEPS)
- Guidance for items left in communal areas

Appendix 1 Organisation Chart – Home Safety Team



Overview of Twenty11 Fire Safety Management Plan

	Community / Office Buildings	Communal Areas of Residential Properties
Fire Risk Assessment	Responsibility: Home Safety Manager Monitoring: Annually or as specified in the risk assessment	Responsibility: Home Safety Manager Monitoring: Annually or as specified in the risk assessment
Management of actions arising from FRA	Responsibility: Home Safety Manager Monitoring: Monthly	Responsibility: Home Safety Manager Monitoring: Monthly
Monitoring Arrangements Fire Call Points, Door Closures.	Responsibility: Community Specialists Monitoring: Weekly	Responsibility: Community Specialists Monitoring: Weekly
Arrangements for maintenance and inspection Fire alarm systems, Emergency lighting	Responsibility: Appointed Contractor Frequency: Monthly	Responsibility: Appointed Contractor Frequency: Monthly
Fire Safety Checks e.g. Fire extinguishers	Responsibility: Community Specialists Monitoring: Monthly	Responsibility: Community specialists Monitoring: Monthly:

Document Controls			
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