

## 12. Customer Engagement Recommendations – Action Plan

Recommendation	Management Response	Proposed Actions	Timescale	Responsibility
1 The current Customer Engagement structure should be reshaped to increase the frequency of contact with residents of high-rise blocks	Agreed. YHN's engagement team are relaunching their engagement approach. This action will be picked up as part of the refreshed strategy.	Engagement team to develop and delivered tailored approach to residents in high rise blocks	Project to begin scoping in January 2020	Emily Potts, Communications and Engagement Manager
2 A range of activities including some hands-on tasks such as fire behaviour training should be made available with the aim of boosting the number of customers engaging, to promote awareness and discussion around fire safety	This action will be picked up as part of the revised engagement strategy, as detailed above.  While fire behaviour training may not be appropriate for all customers, workshops on topics such as evacuation processes could prove useful.	Engagement team to liaise with compliance team / customers on which activities would be most appropriate and develop deliver approach	Included as part of above project, to begin scoping in January 2020	Emily Potts, Communications and Engagement Manager
3 Placing notices in blocks, Homes and People and on social media to promote customer engagement around fire safety.	Agreed. YHN has already begun to communicate more with high-rise residents on fire safety, as part of the best practice MHCLG project.  This work will continue and be developed in line with findings from the customer	To be picked up as part of the above including:  Review and update website content as part of new YHN website project (due for launch September 2020)  Work with communications team to deliver / develop	As above	Emily Potts, Communications and Engagement Manager

	surveys conducted as part of the MHCLG project.	annual campaign around fire safety  Explore options for block specific comms, tailored to customers eg communications in languages other than English		
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### 13. Additional Recommendations – Action Plan

Recommendation	Management Response	Proposed Actions	Timescale	Responsibility
1 Investigations should be made with the relevant contractors so the smoke detectors in corridors are linked to the enquiry centre	Investigations are being made into which detectors do not link to the enquiry centre	Any detectors that are not currently linked will be connected. These works will be prioritised by risk.	To be completed by January 2021	Steven Studley, Compliance Manager
2 Offer help to residents to replace equipment that could pose a fire risk	Potential to signpost residents to NFS furniture service.	Reminder to staff on the furnishings available through NFS and how to apply on YHN intranet	March 2020	Emily Potts, Communications and Engagement Manager
3 A lettings policy for those moving into high-rise blocks should be created and implemented	Risk assessments are carried out as standard procedure during the lettings process  YHN Customer Services Director is currently reviewing Allocations	N/A  Review is ongoing	N/A  Ongoing	N/A  Matthew Foreman, Customer Services Director

	policy, including high-rise blocks. Once collated, this information will then be shared with NCC as a next step			
4 Plans should be looked into and ideally set into motion to remove mobility scooters being stored in locations that could pose a risk to personal and building safety	<p>Caretakers on duty in blocks currently identify mobility scooters and highlight to compliance team. Compliance team assess options on a person centric approach.</p> <p>Housing Services Teams across the City respond to and deal with issues regarding the in appropriate storage of scooters. Where this poses a fire safety risk, YHNs Fire Safety Officer provides advice and support regarding potential remedies.</p>	<p>We have incorporated the installation of scooter stores into our communal upgrade programme.</p> <p>We are responding to any risks on a one-off basis – this involves discussions with residents about rehousing options and if this is not possible fire safety advice</p>	Ongoing	<p>Communal Upgrade – Lynn Waters</p> <p>Rob Jones, Senior Manager Housing Services</p> <p>Mark Gerrard, Fire Safety Compliance Officer</p>
5 Documents used by staff on tenancy sign up should include more questions to risk assess those moving into high-rise blocks	A risk assessment is conducted with customers ahead of the allocation of a property as part of the standard process. This includes an audit of needs re evacuation. This information is shared with TWFRS, who will visit customers with additional	N/A	N/A	N/A

	needs once they have moved into the property.			
6 YHN should look into offering an annual service check on mobility scooters of residents in high-rises	YHN would be unable to undertake this action. Offering service checks would have implications for liability should something go wrong with the equipment at a later date.	YHN can investigate signposting residents to local charities that offer scooters for rent / scooter maintenance services	June 2020 – to be picked up as part of engagement / comms campaign	Emily Potts, Communications and engagement manager
7 Investigations into the cost of an annual scheme where residents can dispose of unwanted goods free of charge or at a low cost to help eliminate clutter and possible hoarding.	Agree to explore options. YHN will investigate possibility of using existing teams (potentially void clearance) to facilitate an annual rubbish removal day at each block / group of blocks	YHN to explore options internally as a first step.  Potential for clear up days to be promoted as part of communications / engagement campaign	February 2020  Summer 2020	Steven Studley, Compliance manager  Emily Potts, Communications and engagement manager