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The Chair and Members of Cabinet

Dear Councillor,

**AGENDA SUPPLEMENT**

Please see attached the documents for the agenda item(s) listed below for the meeting of the CABINET to be held on TUESDAY, 13 NOVEMBER 2018, the agenda for which has already been published.

10. Annual Report to Tenants (Pages 3 - 14)
11. Housing Fire Management Policy (Pages 15 - 34)

Yours sincerely,

Local Government and Regulatory Law Manager and Monitoring Officer

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## For publication

### Annual Report to Tenants 2017/18 (H000)

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Meeting:	Cabinet
Date:	13 November 2018
Cabinet portfolio:	Homes and Customers
Report by:	Alison Craig

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## **For publication**

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### 1.0 **Purpose of report**

- 1.1 To seek Cabinet approval for the Annual Report to Tenants 2017/18 as required by the Homes England (HE), the social housing regulator to be published and distributed.

### 2.0 **Recommendations**

- 2.1 That the Annual Report to Tenants is approved.
- 2.2 That a copy of the Annual Report is published on the council's website and issued to all tenants and households in the Borough through 'Our Homes' within 'Your Chesterfield'.

### 3.0 **Report details**

- 3.1 Since 2010, housing providers have been required to produce an Annual Report to Tenants.

- 3.2 An annual report for each year ending 31 March, should be made available to tenants and should include details of performance against the HE Regulatory standards, what has been achieved during the year and planned service improvements for the following year.
- 3.3 The annual report for 2017/18 (attached at **Appendix A**) will be published on the website and as the 'Our Homes' part of the next edition of 'Your Chesterfield'.
- 3.4 The 2017/18 report has been redesigned following feedback from a survey of tenants and Cabinet Member for Homes and Customers comments. The redesigned report uses infographics and charts to make a more engaging and eye catching document for tenants to read.
- 3.5 It is likely that a greater emphasis will be placed on the Annual Report to Tenants in future following the recent Social Housing Green Paper and the proposed strengthening of the Regulator.

### **Summary of contents**

- 3.6 Housing Services will respond to the outcomes of the Social Housing Green Paper in respect of regulation and will review and make any necessary changes to the format of the Annual Report as and when required. This review will include a survey of tenants' views following the March 2019 edition of Our Homes.
- 3.7 The report includes details on performance, service delivery and future improvements in relation to the following areas:
- Repairs and maintenance
  - Allocating Homes
  - Rent Collection
  - Tenancy and Estate Management

- Careline
- Value for Money

#### **4.0 Financial implications**

4.1 The costs associated with the Annual Report to Tenants have been contained within the budget for the production of Our Homes.

#### **5.0 Risk management**

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Failure to produce the report	Medium	Low	Use of routinely provided data to ensure report can be developed in a timely manner	Low	Low

#### **6.0 Equalities Impact Assessment (EIA)**

6.1 In the production of its own guidelines and regulations the HE have completed an Equality Impact Assessment on the whole regulatory framework, including the Annual Report to Tenants. We will produce individual equality impact assessments when reporting any changes in subsequent policy, practice and procedure.

#### **7.0 Recommendations**

7.1 That the Annual Report to Tenants is approved.

7.2 That a copy of the Annual Report is published on the council's website and issued to all tenants and households in the Borough through 'Our Homes' within 'Your Chesterfield'

## 8.0 Reasons for recommendations

8.1 To comply with regulatory requirements

### Decision information

<b>Key decision number</b>	<b>Non-key 104</b>
<b>Wards affected</b>	<b>All</b>
<b>Links to Council Plan priorities</b>	To make Chesterfield a thriving borough  To improve the quality of life for local people  To provide value for money services

### Document information

<b>Report author</b>	<b>Contact number/email</b>
<b>Alison Craig</b>	<b>01246 345156</b> <b>alison.craig@chesterfield.gov.uk</b>
<b>Background documents</b> These are unpublished works which have been relied on to a material extent when the report was prepared.	
<b>Appendices to the report</b>	
Appendix A	Annual Report to Tenants 2017/18

# Our Homes

A newsletter for Chesterfield Borough Council tenants and leaseholders

## Housing annual report 2017/18

The annual report is a summary for tenants to view the performance of the housing service as their landlord. We monitor how we are doing in all our service areas to make sure we are efficient, effective and we meet your needs. This report is designed to show the key areas of our performance under the different standards set out by our regulator 'Homes England'. The report sets out some of what we have done and what we are going to do to make services better in the year ahead.

To find out more about the regulatory standards please visit [www.gov.uk/guidance/regulatory-standards](http://www.gov.uk/guidance/regulatory-standards)

## Welcome to our annual report to tenants

It's been another busy year, in which we have made real progress in our commitment to provide you with high quality housing services.

This report highlights what we have achieved as your landlord in the year to 31 March 2018. Our results, and your satisfaction with what we do, remains high and we are very proud of this.

We are always looking at ways to improve your homes, ensure that they are safe, warm and secure and find new ways of building more homes to meet your needs.

For example, work is now well underway on our refurbishment of housing schemes for older people, the £5 million regeneration scheme at Barrow Hill and new build family housing at Boythorpe, Brimington and Brampton.

We promise to work hard to try to improve our housing service even further. If you have any comments, good or bad, we would really like to hear from you.

Councillor Helen Bagley  
Cabinet member for homes and customers

Alison Craig  
Assistant director - housing



# Tenant involvement and empowerment



This standard sets out how we should communicate and involve tenants

We're committed to engaging and working with tenants to improve their quality of life and ensure they can play an active role in shaping what we do and the way we do it.

During the year we:

- Took our tenant participation van out to 70 events across the borough
- Worked with tenants to deliver Community Garden schemes
- Spent environmental improvement budgets on projects co-devised with local residents
- Installed new fencing and gates to improve security for local residents
- Planted bulbs to brighten up areas identified by tenants
- Worked with other agencies on health and wellbeing initiatives to improve the lives of residents

## In focus: Co-designing the business plan

Our business plan sets out our future priorities and how we are going to pay for them.

**In 2017-18 the plan needed revising to:**

- Tackle the challenges posed by the introduction of Universal Credit
- Plan the building of new council houses
- Plan major estate environmental improvement works

**To achieve this we made changes to:**

- Tenant repair obligations
- Rent collection methods
- The tenancy agreement
- The management of voids, lettings and the marketing of empty properties

We took a collaborative approach that involved tenants, local councillors and housing officers

working through each issue to come up with an agreed set of proposals that had the buy-in of everyone concerned.

We put these proposals out to consultation in autumn 2017, which saw 243 residents attend our roadshows and 1,079 respond to the questionnaire. The changes were agreed by the council's cabinet in January 2018 and implemented from April 2018.

We will continue our engagement with tenants in 2018-19 on issues including business planning, a tenancy policy and an anti-social behaviour policy. If you want to work with us on these issues then contact Kim Walsh or Maria Slack on (01246) 345430 or 345431.



# Tenancy standard

This standard looks at how we allocate our properties and support our tenants



1,006  
properties  
re-let



45%  
reduction in the  
number of empty  
properties



1,293  
people on  
housing register

For several years the number of our one bedroom flats that were standing empty was increasing as demand for them fell. In order to increase interest and ensure that the properties did not remain empty we:

- Advertised properties on Rightmove so they were seen by a wider market
- Redecorated hard to let properties so they appealed to potential tenants

As a result we reduced our empty properties from 290 in April 2017 to 157 in April 2018. The number of long term empty flats (six months plus) also fell from 69 to 36 - and this figure has fallen further since April. As the number of long term empty properties falls, our void property turnaround time will improve from the 70.6 days on average it takes at present.



Redecorated kitchen and sitting room with new carpet

91,537  
calls to our  
Careline service.  
95% were  
answered in  
60 seconds



3,651  
emergency  
Careline calls  
attended



2,700  
people  
supported  
through Careline



764 people  
supported  
through  
tenancy  
sustainment



# Home standard

This standard looks at how we maintain your homes

Carried out  
**37,959**  
responsive repairs -  
an average of  
4.2 repairs per  
property

Average  
number of days  
to complete  
a responsive  
repair  
**5 days**

8,861 properties  
required a gas  
service  
**100%**  
completed

Overall repair  
satisfaction  
**79.8%**

## Amount of spending to maintain Decent Homes Standard

£12.1m on property

£700,000 on new build homes and preparation

£1.3m on estates and environmental improvements

Total £14.1m

## Number of properties with replacement:

Heating systems	216
Roofs	237
Kitchens	124
Bathrooms	45
External wall insulation	1,273
Major adaptations	143
Smoke and CO detectors	533 / 60



All our housing stock is of Decent Homes Standard

# Neighbourhood and community standard

This standard sets out how we should work with other agencies to manage estates and tackle anti-social behaviour (ASB)

Number of:

Closure orders 1 

ASB evictions 5 

Injunctions 2 

Notice to quit 19 

Rent arrears evictions 35 



Improvements carried out to estates included:

- Replacement benches at Pevensey Court, Newbold and Everett Close, Brimington



- Work with Holme Hall Unite to develop a community garden (shown above and a close-up shown below)



- New path from Everett Close to the bus stop



- Bulb planting at estates in New Whittington, Staveley and Grangewood

- A programme of tarmacking garage forecourts



- Our neighbourhood rangers working with the Racecourse Rubbish Rangers (shown above) who organise a monthly litter pick of Racecourse park.

- We held fire safety awareness sessions with tenants on our estates following the Grenfell Tower fire to make sure they know what to do in the event of a fire.

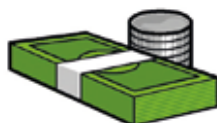
From 2018 onwards we are carrying out larger environmental improvement projects starting with transformative work at Barrow Hill, Heath Court and Grangewood.

# Value for money

This standard looks at how we spend your rent money

Average weekly rent - £77.22

% Rent collection rate - 98.1%



**Rent**  
£36.4m (95.5%)

**Garage rents**  
£0.8m (2.1%)

**Grants**  
£0.5m (1.3%)

**Other**  
£0.4m (1.1%)

**Total**  
£38.1m

## How much we spend

Area of expenditure	Average cost per property	For every £ in rent
Maintaining properties (total cost) of which:	£3,051	85p
Major works	£2,193	61p
Cyclical works	£218	6p
Day-to-day repairs	£403	11p
Void works	£237	7p
Housing management (total cost) of which:	£233	6.5p
Rent collection	£87	2.4p
Letting homes	£47	1.3p
Tenant participation	£14	0.4p
Tackling anti-social behaviour	£38	1.1p
Tenancy management	£47	1.3p
Maintaining estates	£129	3.5p
Supported housing for elderly tenants	£130	3.5p
Other costs (IT, offices, HR, finance)	£56	1.5p
<b>Total cost per property</b>	<b>£3,599</b>	<b>£1</b>

# Priorities for 2018/19

We are committed to working together with our residents and partners to create fair access to high quality, sustainable, decent and affordable homes and communities.

Our priorities are based on consultation with tenants and through our contribution to the Council Plan.

## Increase the supply of high quality sustainable homes

### New build programme

After building new properties at Rufford Close we will build 46 new homes on three sites across the borough in 2018/19 - Manor Drive at Brimington, former Heaton Court at



Brampton and former Brockwell Court at Loundsley Green.

## Making better use of our existing housing stock

### Refurbishment of older persons' accommodation

Following the successful refurbishment of Brocklehurst Court last year we will begin works to refurbish two further older persons schemes – Catherine Court and Glebe Court.



Improving the quality of the schemes will increase housing options for older people across the borough.

## Deliver quality housing and housing support services

### Allocations policy

We will consult on, and introduce, a new fairer allocations policy in autumn 2018. The changes to the policy will simplify the allocation system through:

- Removing the requirement for a potential tenant to have been resident in the borough for over 12 months.
- Introducing risk assessments to check if the potential new tenants can afford the rent
- Limiting the ability for existing tenants to re-register unless there are changes in their personal circumstances
- Allowing pregnant applicants to request a separate bedroom for an as-yet unborn child
- Taking into account property or assets owned by applicants



### Anti-social behaviour policy

We will update our policies on anti-social behaviour to ensure we are using all the powers available to us and working effectively with local partners such as the Derbyshire Constabulary, and Derbyshire Fire and Rescue Service.

# Contact us for council house repairs

Council tenants are being advised that you should continue to call Chesterfield Borough Council to get housing repairs carried out in your home.

The number of calls we receive from you for housing repairs has fallen since April when small changes were made to the list of which repairs you can report.

Some small DIY jobs are now your responsibility, such as changing lightbulbs or using a plunger or sink unblocker liquid to unblock a sink where water is running slowly.

But the vast majority of housing repairs are completely unaffected by the changes and you should still contact us to report any issues you have.

We don't want people to struggle with repairs themselves or pay tradespeople to do the repairs when this continues to be a service offered as part of the rent you pay.

When the changes were introduced measures were also put in place to ensure that vulnerable people will continue to receive help with even minor housing repairs.

We have put details on our website of the housing repairs we carry out and those which are your responsibility as tenants, but if you are unsure the advice is to report the repair issue on the free housing repairs hotline. You will then be advised on what can be done.

## Video guides to help you on your way

To help you carry out the minor DIY tasks that are now your responsibility we have produced a series of videos to guide you.

Our qualified and trained staff give you advice and tips on the best way to carry out each task.

We've started off by producing videos to show how to handle the most common tasks but, over time, we intend to build up the library.

Although primarily intended for council tenants the videos may also prove useful to private home owners in the Chesterfield borough.

The videos can be seen at:  
[www.chesterfield.gov.uk/2736](http://www.chesterfield.gov.uk/2736)

## How to report a housing repair

Residents can report housing repairs online at:  
[www.chesterfield.gov.uk/2736](http://www.chesterfield.gov.uk/2736)

Or you can ring the free repairs hotline on 0800 587 5659 during office hours or email:  
[repair.requests@chesterfield.gov.uk](mailto:repair.requests@chesterfield.gov.uk)



## **For publication**

### Annual Housing Fire Management Update

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Meeting: Cabinet

Date: 13 November 2018

Cabinet portfolio: Cabinet Member for Homes and Customers

Report by: Assistant Director Housing

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## **For publication**

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### **1.0 Purpose of report**

1.1 To provide Members with an update on the actions undertaken in the last twelve months in respect of delivering the Housing Fire Management Policy.

### **2.0 Recommendations**

2.1 That Members note the actions undertaken in the last twelve months in respect of delivering the Housing Fire Management Policy.

2.2 That a further annual report be submitted to Cabinet no later than November 2019.

### 3.0 **Report details**

#### Background

- 3.1 On 3 October 2017, Cabinet approved a revised Housing Services Fire Management Policy (**Appendix A**) following the tragic fire at Grenfell Tower.
- 3.2 A Fire Management Policy pulls together all of the information, policies and procedures relating to fire safety in the residential premises owned and / or managed by the council's Housing Service.
- 3.3 The objectives of the Fire Management Policy are to;
- Comply with all current fire safety legislation (namely the Building Regulations 2010, the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005)
  - Minimise the risk of fire and subsequent danger to occupants of all residential premises owned and managed by Chesterfield Borough Council Housing Services
  - Achieve best practice in the approach to fire safety, obtaining standards above the minimum legislative requirements where possible
- 3.4 It sets out the responsibilities for fire safety management, how these are allocated to specific employees and all other employees. It also sets out the responsibilities of tenants, residents and visitors to these premises.
- 3.5 The policy clearly sets out the evacuation policies for the different types of premises owned and managed by Housing Services and the assistance that the council can give in this process.



3.6 Finally it brings together all the fire safety related information into one document, including:

- Documented fire risk assessments, reviews and amendments
- Fire precautions records e.g. checking of fire alarms, emergency lighting, fixed systems and fire extinguishers
- Fire safety training and fire drills
- Fire history records

3.7 A requirement of the Housing Fire Management Policy is that it be reviewed on an annual basis by the Housing Services Management Team and the Corporate Health & Safety Advisor, and a report will be submitted annually to Cabinet for information.

3.8 Since October 2017 the following actions have been undertaken:

#### Meetings

3.8.1 **Derbyshire Fire and Rescue Housing Association Working Group** - Where fire safety matters are discussed with other housing providers and the Fire Service. This enables CBC to compare the measures they are taking with other housing providers and the Fire Service's recommendations. At the last meeting sprinklers and portable misting systems were discussed. CBC now has entered an agreement with the Fire Service for the maintenance and installation of portable misting systems in high risk tenant's homes. In addition CBC has now installed sprinklers in all of its older persons housing schemes in partnership with the Derbyshire Fire Service.

3.8.2 **The Housing Fire Management Group** met in June 2018, with the next meeting scheduled for December 2018. The areas discussed included:

- Fire Risk Assessment tender

- Grenfell Tower Enquiry
- Stay put policy
- Cladding
- Fire doors

### Fires

3.8.3 Since October 2017 there have been 3 fires reported in the Council's Housing Portfolio:

- June 2018 - St Augustines Avenue, cause of fire not stated by Derbyshire Fire and Rescue Service
- September 2018 - St Johns Road, small fire started in oven
- September 2018 - Thorntree Court, suspected electrical fault. The fire was retained behind the flat fire door and did not affect the common parts of the block or other residents.

### New Fire Risk Assessments

3.8.4 All the common areas to general needs blocks of flats and the former sheltered housing schemes are required to have a Fire Risk Assessment (FRA), in accordance with the Regulatory Reform (Fire Safety) Order 2005. These are carried out in accordance with the 5 year rolling programme of fire risk assessments set out in the Fire Management Policy. In 2017/18 the High risk and Medium risk (Sheltered Schemes, five storey and four and three storey Blocks) buildings had Fire Risk Assessments carried out.

The work identified during these assessments has been undertaken during 2018/19 to ensure that properties are compliant.

The Fire Risk assessment contract for Housing Services has been subject to open tender in 2018/19 and the contract has been awarded to Savills for the next five years (until 2022/23).

### Works carried out

- 3.8.5 The majority of work that has been carried includes:
- replacement fire doors
  - bin stores (movement of)
  - bin chutes (sealing off or replacement hoppers)
  - compartmentation within blocks
  - on-going repairs due to damage and / or routine maintenance

### Sprinklers, Refurbishment and New Build.

- 3.8.6 All of our former sheltered schemes have been fitted with fire sprinkler systems; this includes the newly refurbished Brocklehurst Court. The new build properties at the former Heaton Court site are being designed with sprinklers in situ as standard. This has been legislation in Wales for new build since January 2106. It will demonstrate how Chesterfield Borough Council take fire safety seriously and are proactive in making their new housing amongst the safest new builds in the country.

### Fire Risk Assessments available on the Councils Website

- 3.8.7 All Housing's Fire Risk Assessments can now be viewed on the Council Website. [www.chesterfield.gov.uk/](http://www.chesterfield.gov.uk/). Nationally and as a result of Grenfell Tower, it is likely that all Housing Providers will be asked to publish their Fire Risk Assessments. Again this demonstrates the proactive nature of Fire Management in Chesterfield. In addition, a revised Fire Safety leaflet has been issued to all tenants residing in flats.

## 4.0 **Human resources/people management implications**

- 4.1 All work is being completed within the existing staffing resource.

## 5.0 **Financial implications**

5.1 A budget of £100,000 is approved within the Housing Capital Programme for 2018/19 for Fire Risk Works together with a further budget of £30,000 for Fire Risk Assessments.

## 6.0 Legal and data protection implications

6.1 The Fire Management Policy has been produced to ensure that Chesterfield Borough Council complies with all current fire safety legislation (namely the Building Regulations 2010, the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005)

## 7.0 Risk management

Description of the Risk	Impact	Likelihood	Mitigating Action	Residual Impact	Residual Likelihood
Enforcement action under the Regulatory Reform (Fire Safety) Order 2005.	High	High	Implement the actions set out in the Fire Risk Assessments and carry out annual reviews	Low	Low
Fire Enforcement Notices being served on the council requiring them to carry out immediate remedial work / building closure or legal action resulting in a fine.	High	High	Implement the actions set out in the Fire Risk Assessments and carry out annual reviews	Low	Low
Fire which injures or kills residents	High	High	Implement the actions set out in the Fire Risk Assessments and carry out annual reviews	Low	Medium

## 8.0 Equalities Impact Assessment (EIA)

8.1 An Equalities Impact Assessment was prepared in accordance with the Fire Management Policy in October 2017, no further changes are required at this stage but the EIA will be kept under review alongside the policy.

## 9.0 **Recommendations**

9.1 That Members note the actions undertaken in the last twelve months in respect of delivering the Housing Fire Management Policy.

9.2 That a further annual report be submitted to Cabinet no later than November 2019.

## 10.0 **Reasons for recommendations**

10.1 The meet the requirements of the Regulatory Reform (Fire Safety) Order 2005, to meet our requirements as a social landlord and to ensure the continued safety of residents living within Chesterfield Borough Council's Housing Portfolio.

### **Decision information**

<b>Key decision number</b>	<b>840</b>
<b>Wards affected</b>	<b>All</b>
<b>Links to Council Plan priorities</b>	To contribute to the council's priority to improve the quality of life for local people

### **Document information**

<b>Report author</b>	<b>Contact number/email</b>
<b>Paul Stepto</b>	<b>Ext: 5170</b> <b>paul.stepto@chesterfield.gov.uk</b>
<b>Background documents</b> These are unpublished works which have been relied on to a	

material extent when the report was prepared.	
<i>Housing Fire Management Policy October 2017</i>	
<b>Appendices to the report</b>	
Appendix A	Housing Fire Management Policy October 2017

## 2017 Draft

### Chesterfield Borough Council Housing Fire Safety Policy

<b>Date:</b>	September 2017	<b>Department</b>	Housing Services
		<b>Staff Member Responsible:</b>	Alison Craig
<b>Date Approved by Cabinet:</b>	October 2017		
<b>Dates of Previous Versions:</b>	October 2014	<b>Review Date:</b>	September 2018
<b>Scope:</b>			
<ul style="list-style-type: none"> <li>This policy applies to the fire safety arrangements in common areas of residential premises managed and/or owned by Chesterfield Borough Council.</li> </ul>			
<b>Key Objectives:</b>			
<ul style="list-style-type: none"> <li>To comply with all current fire safety legislation (namely the Building Regulations 2010, the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005)</li> <li>To minimise the risk of fire and subsequent danger to occupants of all premises controlled by Chesterfield Borough Council Housing Services.</li> <li>To achieve best practice in the approach to fire safety, obtaining standards above the minimum legislative requirements where possible.</li> </ul>			
<b>Tenant Involvement:</b>			
<ul style="list-style-type: none"> <li>Observance of fire safety arrangements applicable to the communal areas of residential properties and communal areas</li> </ul>			

## **1. Policy Statement:**

The Chief Executive of Chesterfield Borough Council acknowledges the moral and legal duty to ensure that all employees, tenants, and any other visitors to premises under Chesterfield Borough Council control, are adequately protected from all foreseeable fire risks that may arise.

In order to achieve this, Chesterfield Borough Council will ensure that adequate resources are made available, suitable and sufficient fire risk assessments are conducted, and appropriate preventive and protective measures are identified and implemented in all premises under Chesterfield Borough Council control.

Chesterfield Borough Council aims to provide a safe environment in which our tenants (and other relevant persons) are assured that the risk of fire or fire safety related injury is minimised.

Chesterfield Borough Council will foster and maintain good working relationships with partner services to ensure the ongoing safety of our tenants, employees and customers; this includes Derbyshire Fire and Rescue services

Additionally, Chesterfield Borough Council is committed to ensuring ongoing compliance with all applicable fire safety legislation, in particular the requirements of the Regulatory Reform Fire Safety Order 2005.

## **2. General Aims/Objectives:**

In order to help minimise the likelihood of fire occurring, and the consequences in the event that a fire occurs, Chesterfield Borough Council 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 significant findings recorded and necessary remedial work undertaken in a timely fashion.

See Appendix 4A - Fire Risk Assessment Timetable

- Increased awareness for staff and residents alike through communication and appropriate fire safety management
- Adequate levels of basic fire safety awareness and staff competency through effective training programmes.
- Adequate drills, servicing, maintenance and testing of fire safety equipment, where applicable
- Effective liaison with the Fire & Rescue Service

## **3. Responsibilities and Fire Safety Management**

As the employer and landlord; and owing a duty to the occupants of premises, Chesterfield Borough Council must as far as is reasonably practicable take steps to reduce the risk from fire in Chesterfield Borough Council premises and make sure that everyone in, or nearby, can escape safely if there is a fire.

As such, the Chief Executive has the overall responsibility for any given premises. With respect to fire this includes:

- Ensuring effective fire safety management for work activities undertaken by CBC.
- Ensuring effective fire safety management of properties managed by CBC.



- Ensuring adequate resources are made available to meet CBC's legal fire safety obligations and ensure as far as reasonable the safety of staff and residents.

The Chief Executive may be assisted in his duties by nominated and adequately trained employees. Employees have a duty to co-operate with the Chief Executive so far as is necessary to enable the legislation to be complied with.

Roles and specific responsibilities are to be allocated to employees as necessary. Appendix A1 details the Fire Safety Management Structure within Chesterfield Borough Council Housing Services.

All employees have a duty to take reasonable care for the safety of themselves (and of other relevant persons who may be affected by their acts or omissions at work)

#### **4.0 General Principles**

Chesterfield Borough Council (and by default the Chief Executive) is the regarded as the 'Responsible Person' (as defined in Article 3 of the RRO) as the employer and party being in control of the premises. This relates to all non-residential premises and the common areas only of residential premises.

Chesterfield Borough Council Housing Services will ensure that a property is handed to a tenant with all the necessary fire precautions in place for example smoke alarms, fire doors to the correct standard and the relevant electrical and gas tests carried out.

Residents of individual general needs, market rent, and leasehold properties are responsible for their own fire safety within their private homes, including carrying out regular tests of their individual fire detection system.

Where residents have stored medical oxygen in their properties, they are responsible for informing Chesterfield Borough Council so the Local Fire Service can be alerted to the presence of stored oxygen in the premises.

The storage of bicycles, motorised scooters, pushchairs/prams and other resident 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.

In the case of mobility scooters, where no designated storage area exists, they must not be stored in access or escape routes. Under no circumstances should mobility scooters be charged in any communal areas other than specially equipped designated charging/storage rooms.

A strict no smoking policy will be maintained in all communal areas.

## **5.0 Evacuation Policy**

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

### Residential accommodation:

- General needs purpose built accommodation to have a 'stay put' policy. Occupants have the option to stay in the building provided they feel it is safe to do so.
- Sheltered accommodation to use fire evacuation policy specific to that building.
- Sheltered accommodation should take into account the 'Fire Safety in Specialised Housing Guidance' and 'Person Centred Risk Assessments' need to be taken into account

### Community premises (eg community Rooms)

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

### Evacuation drills

- Fire evacuation drills will be conducted twice annually in residential premises with alarms e.g sheltered schemes. Performance will be monitored to ensure that buildings can be evacuated in a safe and timely manner.
- All persons new to the organisation will be instructed in the fire evacuation procedure on induction.

## **6.0 Equality and Diversity:**

Chesterfield Borough Council Housing Services acknowledges its responsibilities to ensure that persons with disabilities are not put at increased risk in the event of a fire.

### Assisted Evacuation

- In residential premises, where practicable and should assistance be requested, Chesterfield Borough Council Housing Services will provide advice and guidance to assist residents in developing their own means of escape plan in general needs and sheltered premises, Personal Evacuation Plan (PEEP). This will not involve the assistance of staff in the evacuation. Liaison will take place with the Fire and Rescue Service on how best to record and store information on non-ambulant or disabled residents in residential blocks where higher dependency residents are expected (such as sheltered or extra care premises).

## **7.0 Communication**

### Fire Safety Core Group

A group of employees from across Housing Services will form the Fire Safety Core Group who will meet every 6 months.

- To ensure compliance with all aspects of fire safety legislation
- To keep abreast of changes to legislation and associated guidance documents
- To report to Housing Management Team on any and all appropriate matters in particular, progress against action plans, resource requirements and any matter that may require further consideration
- To develop, monitor and review policies and procedures that reflect the role stated above.
- 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 investigate fire incidents

See Appendix A2 for terms of reference of the Fire Safety Core Group

### Communication with Staff

Through training, fire drills, appropriate signage and the intranet.

### Communication with residents

Through appropriate 'Fire Action' signage in conjunction with other forms of communication provided on a regular basis such as web-site, newsletters, leaflets and tenant information packs.

### Liaison with the Local Fire and Rescue Service

Chesterfield Borough Council Housing Services will engage in a regime of regular communication with the Fire and Rescue Service to ensure good lines of communication and operational familiarity of Chesterfield Borough Council's housing stock.

## **8.0 Recording of Information**

All fire safety related information will be recorded by the relevant managers, kept up-to-date and kept centrally. This will include:

- documented fire risk assessments
- documented reviews or amendments of the fire risk assessment
- evacuation plans
- 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.

See Appendix A3 for responsibility

## **9.0 Training**

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 is will categorised into 2 main areas:

- Task specific: training tailored to the specific fire safety related tasks that individuals may be required to undertake as part of their remit.
- Policy and General fire safety awareness: general training for all staff covering the main aspects of basic fire safety and any issues relating to Chesterfield Borough Council Housing.

## **10.0 Monitoring and Review:**

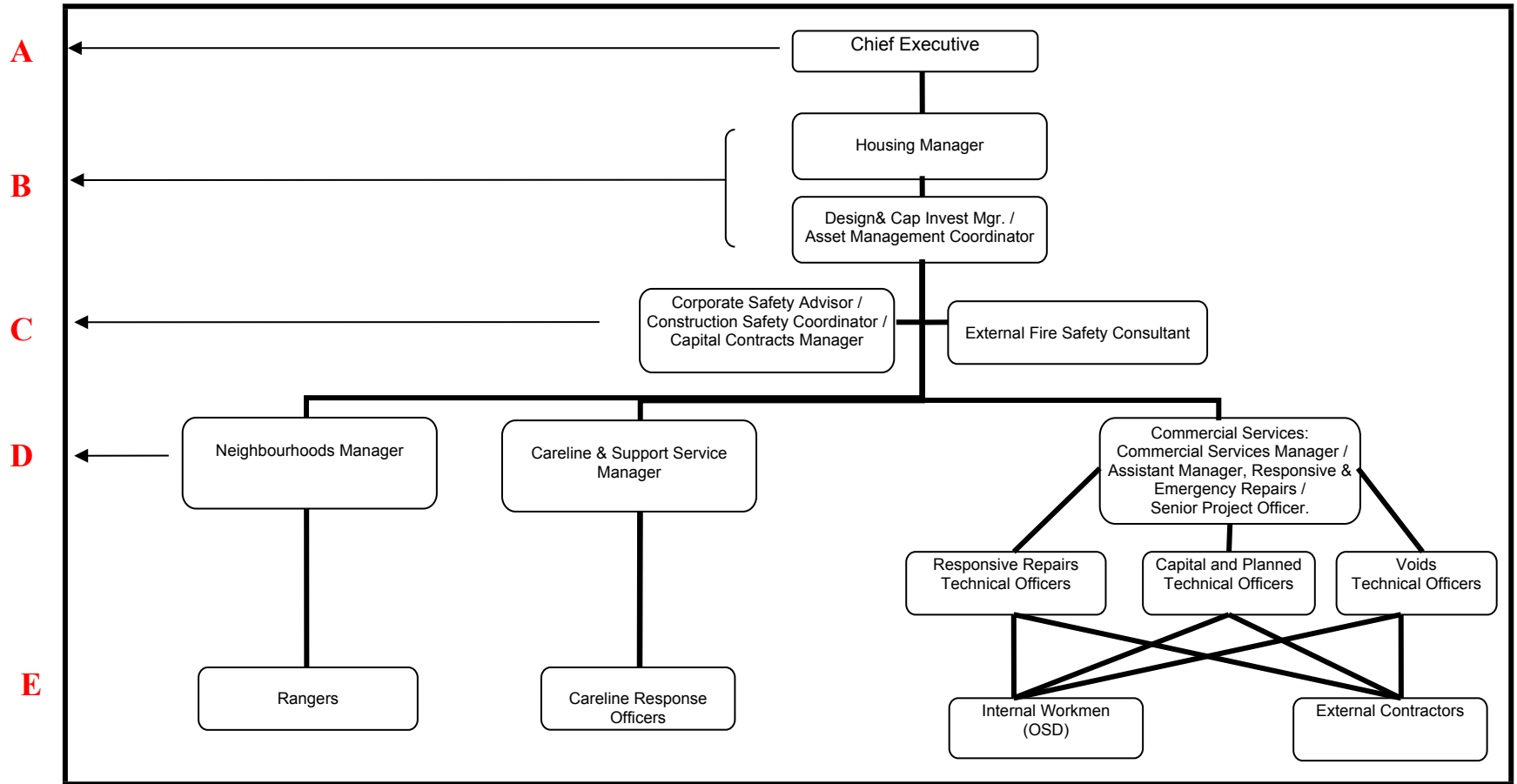
This Policy will be reviewed on an annual basis by the Housing Services Management Team and the Corporate Health & Safety Advisor, and a report will be submitted annually to Cabinet for information.

Appendix A1

Housing Fire Safety Management Structure Chesterfield Borough Council

In the meantime, as usual, if you have any questions or points to raise, please contact me.

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Management & Inspection

Maintenance and Repair

- A: Chief Executive/ Cabinet have overall responsibility of ensuring that the fire safety function within CBC Housing Services is being appropriately managed resourced and funded.
- B: Top level management of fire safety within CBC Housing Services and reporting directly to the Cabinet. Responsible for ensuring overall compliance with the legislation [RRO], completion of fire risk assessments and action plans, drafting and reviewing policies and procedures, managing staff training is provided, assisting in the tender process for the selection of fire systems, contractors etc. This role is seen as high level and not involved in the day-to-day decisions.
- C: 'Department Head' Level whose function will be to assist the Fire Safety Manager [Level B] by providing appropriate staff resource and ensure any staff under their control, who carry out functions that may impact on fire safety (for example External Contractors), have appropriate controls in place. They should ensure that nominated staff within their Department have adequate training and time to carry out any additional roles and responsibilities as necessary.
- D: Senior Level staff with the key role of ensuring that all properties within their remit are being dealt with accordingly and that onsite staff [Level E] are carrying out their function adequately. They will provide a liaison point between Level E and Level B [passing issues 'upwards' and policies/procedures 'downwards']. They will keep copies of all the necessary checks and carry out any necessary work that has been identified.
- E: The people onsite such as Scheme Managers, Rangers, Careline Response Officers, Tradesmen and external contractors. They will have a responsibility for checking/ensuring general building maintenance, carrying out fire safety inspections as required, communicating with residents, identifying issues and reporting of repairs, regular testing of fire safety systems, ensuring good levels of house-keeping and local management etc.

## Appendix A2

### Terms of Reference of the Fire Safety Core Group

#### 1. Role and Responsibilities:

The role and responsibilities of the Fire Safety Core Group is to ensure ongoing compliance with all relevant fire safety legislation. It will keep under review the effective management of fire safety across Chesterfield Borough Council Housing with the object of promoting fire safety at all times.

#### 2. Terms of Reference:

Duties of the Fire Safety Core Group will be:

- i. To ensure compliance with all aspects of fire safety legislation
- ii. To keep abreast of changes to legislation and associated guidance documents
- iii. To report to Housing Management Team on any and all appropriate matters in particular, progress against action plans, resource requirements and any matter that may require further consideration
- iv. To develop, monitor and review policies and procedures that reflect the role stated above.
- v. To ensure consistency of approach to fire safety through effective communication.
- vi. To ensure fire safety training is adequate and up-to-date for all staff
- vii. To monitor, record and measure performance
- viii. To liaise with the Fire and Rescue Service and any other appropriate body

#### 3. Meetings:

The Chair of the Fire Safety Core Group is to be the Housing Manager and the Corporate Safety Advisor.

Meetings are to take place once every six months and are to be attended by:

Housing Manager  
Commercial Services Manager  
Careline and Support Service Manager  
Neighbourhoods Manager  
Design and Capital Investment Manager  
Corporate Safety Advisor  
Asset Management Coordinator  
Assistant Manager, Responsive & Emergency Repairs  
External Consultant - if required

If an attendee is unable to make any given meeting then the responsibility will be delegated to another member of their section.

#### 4. Authority:

The Fire Safety Core Group is authorised by the Housing Manager to undertake any activity within its terms of reference.

**5. Agenda:**

The fire safety core group will discuss at every meeting;

- Programmes of work to be undertaken
- Incidents
- Training
- Fire Risk Assessments
- Non compliance by tenants
- Improvements
- Any other business



Appendix A3 Responsibility for Carrying out Fire Checks and Associated Works

	<b>Sheltered Schemes</b>	<b>General Needs Blocks</b>
<b>Fire Risk Assessment</b>	Housing Manager / Careline & Support Service Manager	Housing Manager/ Neighbourhoods Manger
<b>Management of actions arising from FRA</b>	Housing Manager / Careline & Support Service Manager / Assistant Manager, Responsive Repairs & Maintenance	Housing Manager/ Neighbourhoods Manger/ Assistant Manager, Responsive Repairs & Maintenance
<b>Arrangements for maintenance, repairs and inspection</b>  Fire alarm systems, emergency lighting and extinguishers, Fire related repairs etc.	Assistant Manager, Responsive Repairs & Maintenance	Assistant Manager, Responsive Repairs & Maintenance
<b>Fire Safety Checks and arranging for the necessary works/repairs to be carried out as highlighted in the checks.</b>	Careline & Support Service Manager / Mobile Wardens	Neighbourhoods Manger/ Rangers
<b>Auditing of Arrangements</b>	Housing Manager/ Construction Safety Coordinator / Corporate Safety Advisor	Housing Manager/ Construction Safety Coordinator / Corporate Safety Advisor

Appendix 4A

Fire Risk Assessment Timetable

Year 1 - (High Risk, Low Risk) All Sheltered Schemes, Five Storey and Two Storey Blocks	2016/17
Year 2 - (High Risk), (Medium Risk) All Sheltered Schemes, Five Storey and Four and Three Storey Blocks	2017/18
Year 3 - (High Risk) All Sheltered Schemes and Five Storey Blocks	2018/19
Year 4 - (High Risk, Medium Risk, Low Risk) All 334 General Needs Blocks and Sheltered Schemes	2019/20
Year 5 - (High Risk) All Sheltered Schemes and Five Storey Blocks	2020/21
Year 6 - (High Risk, Medium Risk) All Sheltered Schemes, Five Storey and Four and Three Storey Block	2021/22
Year 7 - (High Risk, Low Risk) All Sheltered Schemes, Five Storey and Two Storey Blocks	2022/23

**High Risk - Every 1 Year**  
**Medium Risk - Every 2 Years**  
**Low Risk - Every 3 Years**