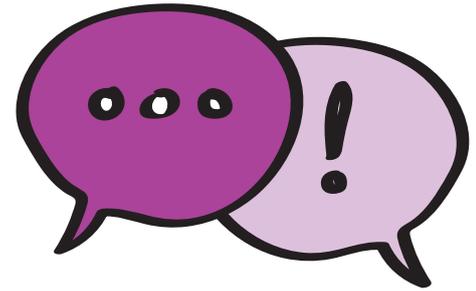


In autumn 2021 we engaged with residents in four blocks of flats in Torpoint about fire safety information. We sent out a fire safety leaflet and then surveyed tenants and leaseholders by email and doorstep survey to get their feedback.



67 residents gave feedback through the initial survey.

13 of these residents joined a focus group to discuss how we can improve our fire safety engagement.

What you said

The fire safety leaflet is easy to understand, and a good reminder, but many residents are too busy to read it in detail:

- Short and succinct information works best – in a visual format.
- An annual safety card would be an adequate reminder.
- Signage and safety information around the buildings could be improved.
- Face to face engagement is valuable, and an annual residents meeting should be held. However, some residents can't attend a group meeting, so a home visit should be offered to make sure they are not disadvantaged.
- Residents on higher stories are generally more concerned about their ability to escape. They would like information from the fire and rescue service about what to do in the event of a fire, especially with children and pets.
- Leaseholders and their tenants should get the same building safety information as the council tenants.



Some residents said that we should review the stay put policy, and (because people will try and get out anyway) advise on the safest way to evacuate.

This raises tenants' lack of faith in the stay put policy. We will look at improving our communication and engagement to help tenants understand why our stay put policy has been chosen as the safest option.



From the feedback we looked at residents' diverse needs which included:

- Reading ability
- Lack of time to read fire safety information
- Disability effecting ease of evacuation
- Disability effecting response to a smoke or fire alarm
- Disability of memory or comprehension that could effect evacuation
- Parent, carers and pet owners who have dependants to evacuate
- Leaseholders and/or their tenants' access to information

From the engagement, a total of **15** recommendations were considered by Cornwall Housing.

The full report is available on the Cornwall Housing website in the residents' engagement area www.cornwallhousing.org.uk

What are we doing as a result of your feedback?



- Due to the positive feedback about the leaflet, we are sending it out to other blocks of flats across Cornwall.
- Our residents' building safety group looked at the feedback and made suggestions of changes or additions to our Building Safety Engagement Strategy
- We intend to introduce a staff training programme on Person-Centred Fire Risk Assessments. This will ensure that disabled and vulnerable tenants can have information that is specific to their needs.
- Signage and bin storage areas for Salamanca Street and Harvey Street will be reviewed. However any additional signage must not cause an additional hazard or be distracting by giving too much information.
- We will hold the first annual residents' meetings for these communities in spring 2022.
- We will test out residents' suggestions about improvements to the fire safety information during phase two of the fire safety engagement project in the autumn of 2022 and This will include a review of the feasibility of training volunteer resident fire safety champions.

Get in touch

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