



***Burning Issues***


***The Reality***



National Housing  
Maintenance Forum




Wolverhampton Homes



## **Wolverhampton Homes Overview**

- ALMO established in October 2005.
- Manages a stock of circa 23,600 properties
- 3\* excellent service with excellent prospects for improvement
- Stock:- established 4 priority categories for the management of fire ~including 49 high-rise
- Approx 34% of stock classified with communal areas



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## Lakanal Fire

Camberwell, South-East  
London



Date of incident : July 2009      Fire started on the 9<sup>th</sup> floor  
6 people died all on 11<sup>th</sup> floor:- 3 women, 2 children and 1 baby  
15 residents and firefighters were injured



## Audit – baseline position

- *Housekeeping:- Cleanliness and Rubbish*
- *Routine Repairs in Communal Areas*
- *Fire Escape Risks*
- *Work Undertaken by Third Parties*



## Housekeeping (Cleanliness and Rubbish)

*(Concierge and Estate Services)*
















# Identification and Execution of Routine Repairs

*(Concierge and Property Services Operations)*



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## Waste Management











# Mobility Scooters Sheffield Tower Block 20<sup>th</sup> Dec 2010



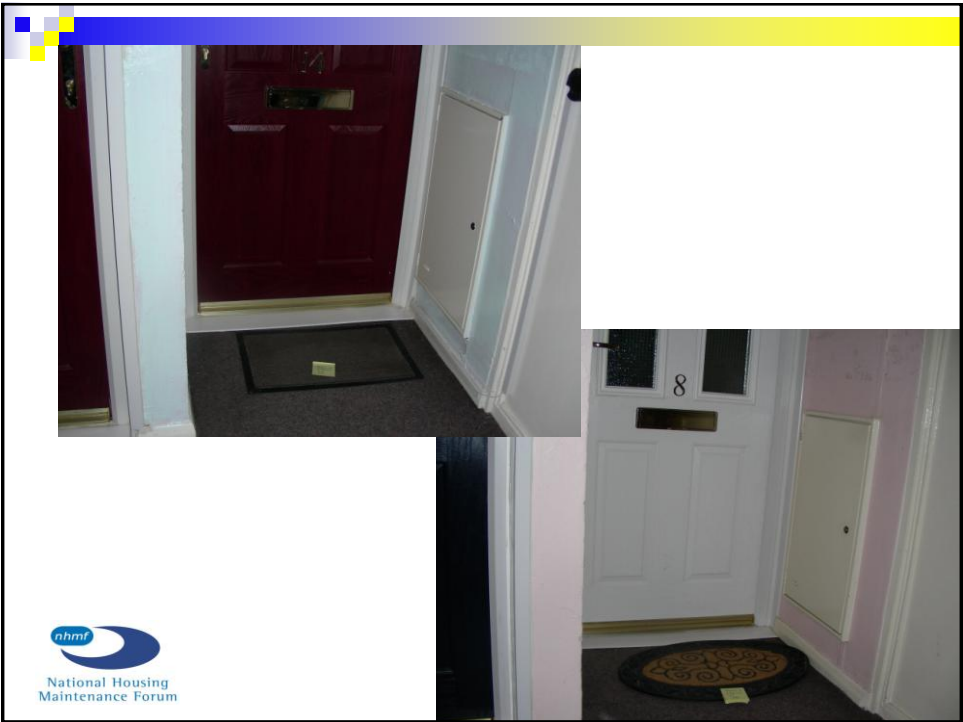
Fire Service Spokesman :-

- *'Fire started because of an electrical fault in a mobility scooter'*
- *Fire started on the 8<sup>th</sup> floor of the 14 storey Parkside Block in Stannington Sheffield Tower Block*
- *3 people taken to hospital plus 9 other people including 2 fire-fighters treated at the scene*
- *'There was a huge amount of smoke going into flats. The smoke spread up to the 11<sup>th</sup> floor'*
- *'People couldn't get out because of the fire and were led to safety once the fire-fighters had put out the fire'*









# Work Undertaken by Third Parties

## Spaghetti Junction!

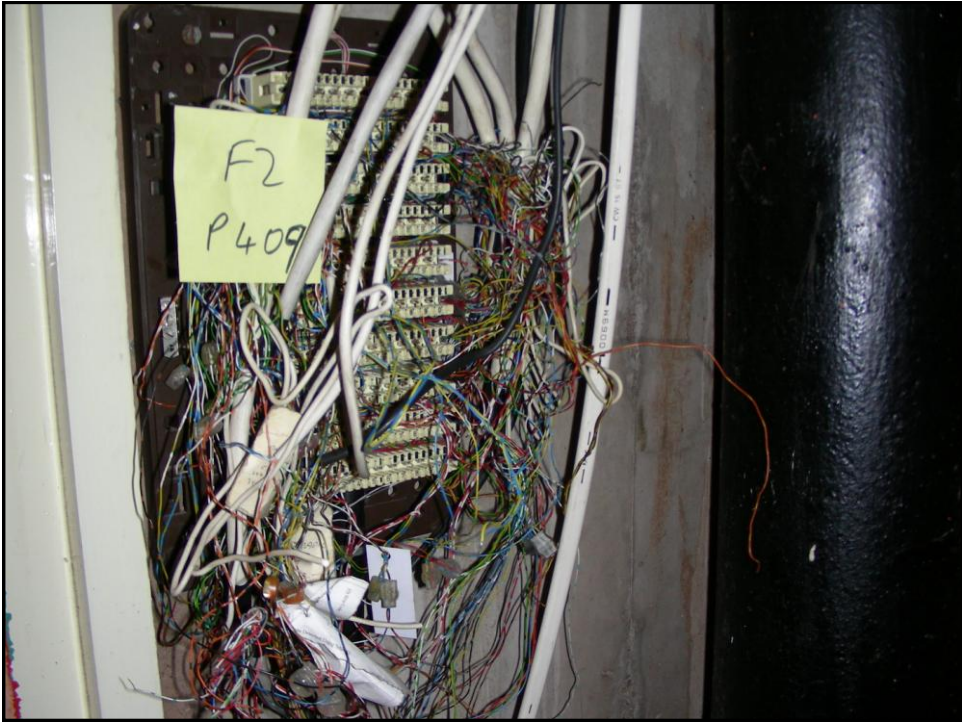
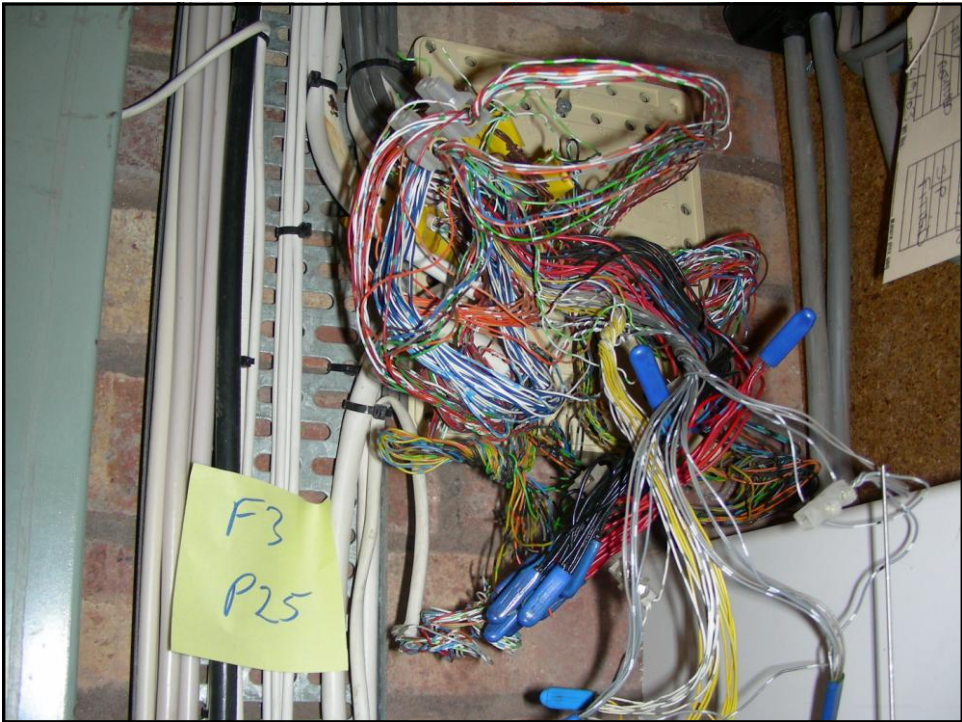
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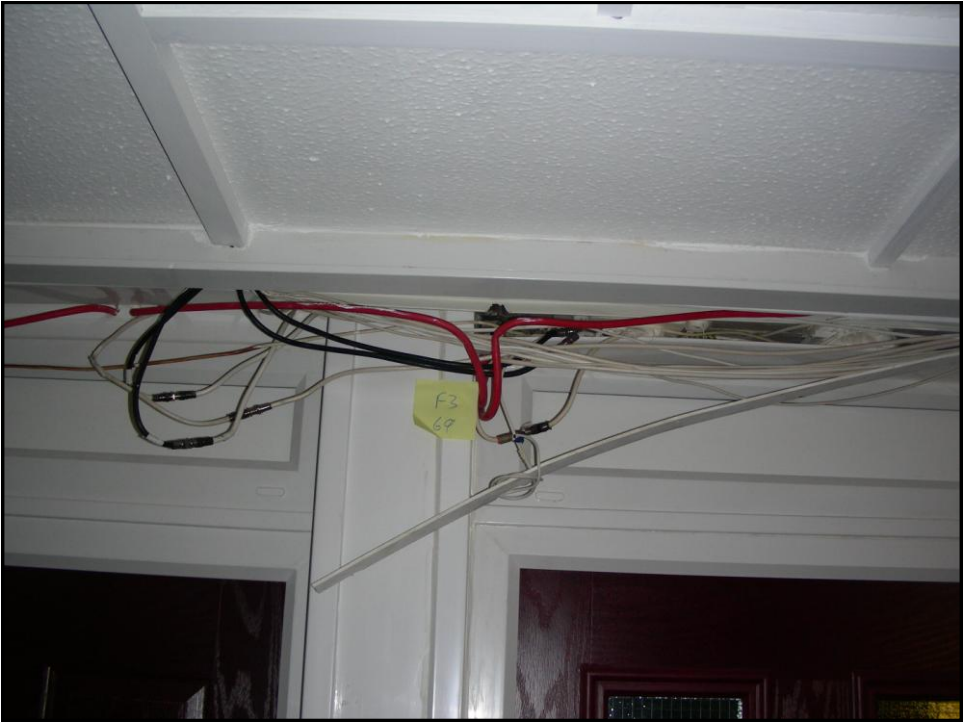
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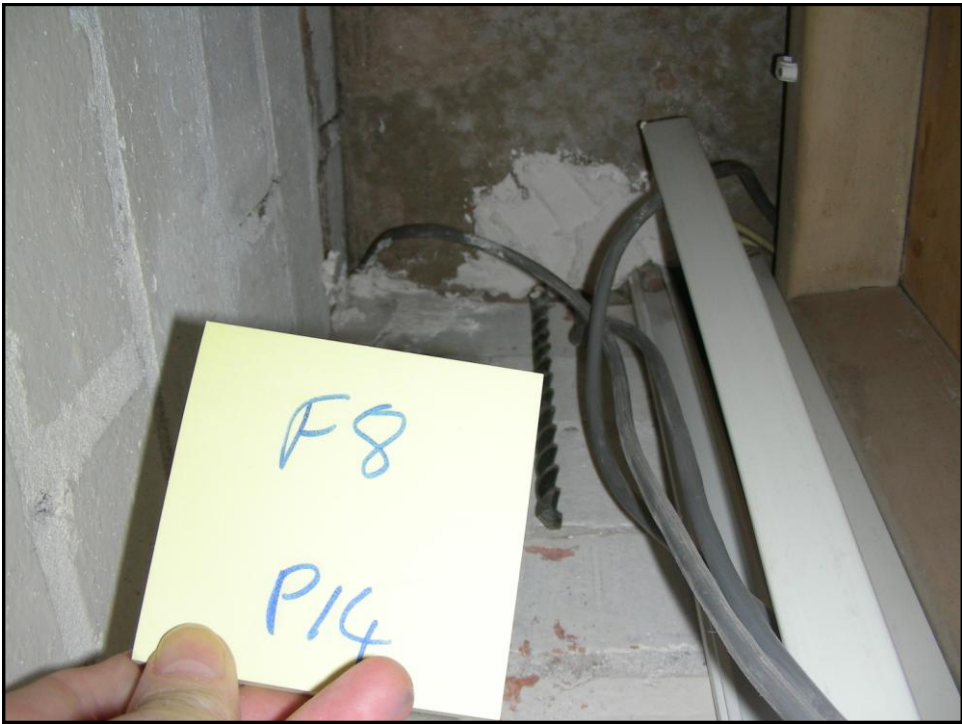
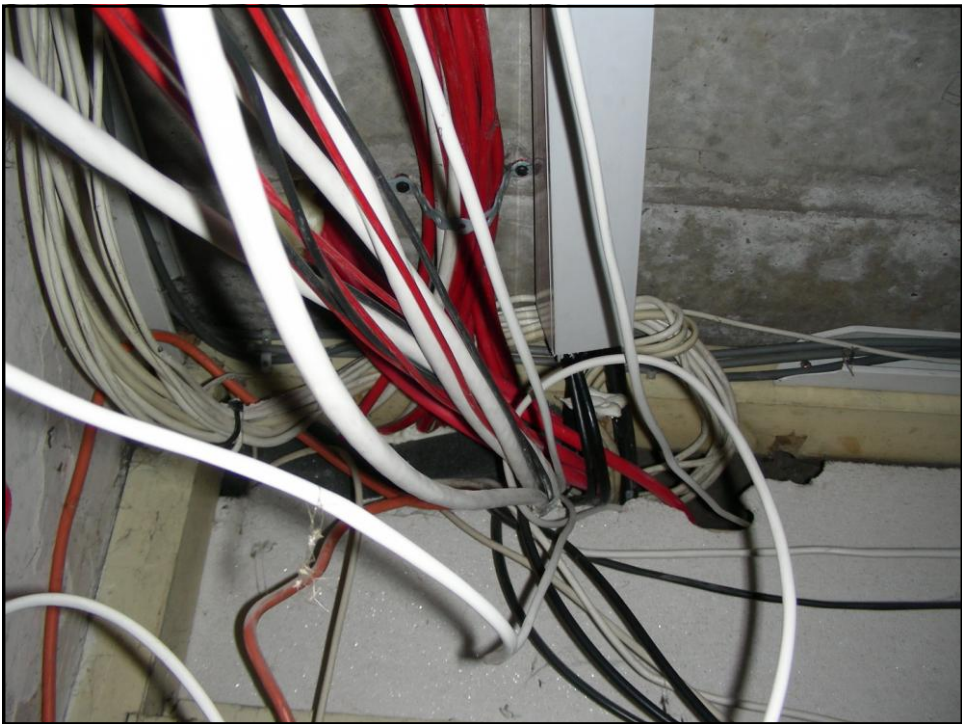


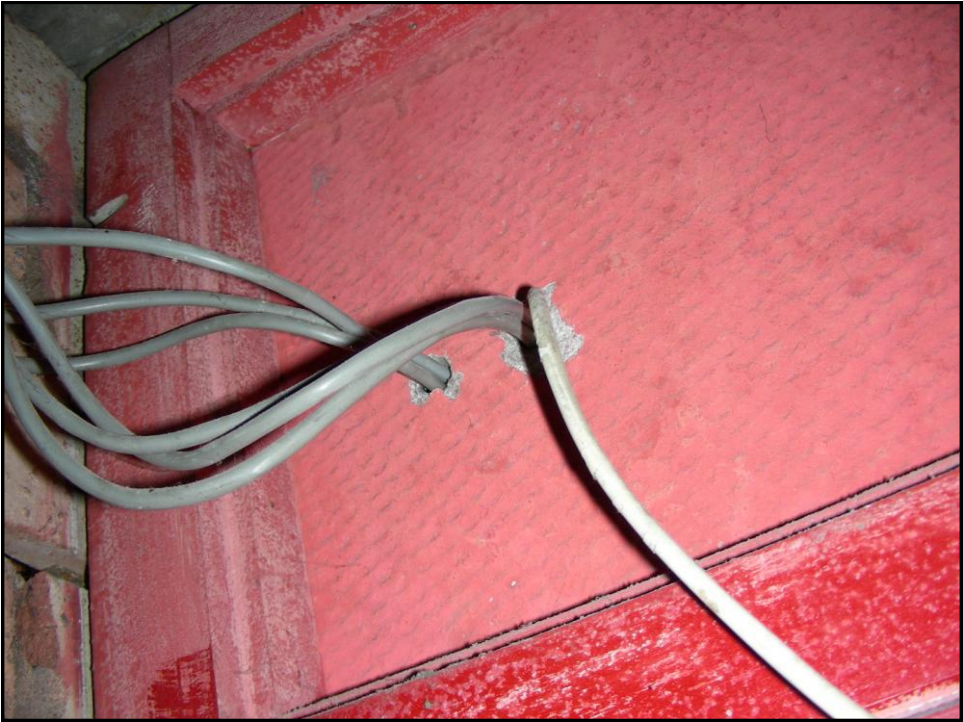
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## **Fire Safety Practice Checklist for Housing Organisations (i)**

- Stock Condition and Archetypes
- Clarity of Roles:- More than a 'Responsible Person'
- Corporate Fire Safety Policy and Procedure
- Fire Safety Risk Assessments
- Fire Safety Information
- Resident Awareness



## **Fire Safety Practice Checklist for Housing Organisations (ii)**

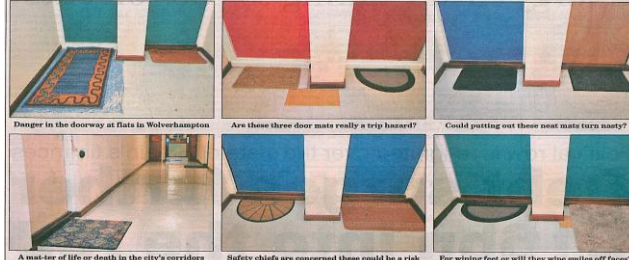
- Fire Certificates
- Non –domestic asset register
- Refurbishment Schemes DH's Programme
- Comprehensive Records
- Staff Training:- technical and non-technical
- 'Zero Tolerance' :- mats/ plant pots
- Managing publicity and media



## Zero tolerance warning over safety rules in homes crackdown

## Prison threat made over plant pots and doormats

## Homes bosses vow 'zero tolerance' on residents who flout rules



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# Stand-off sets in as doormat ban begins



## Wolverhampton Homes

## Audit Commission Finding of Report

- *'The approach to fire safety in flatted blocks is strong. '*
- *'Fire certificates have been introduced which operatives have to complete to confirm they have not compromised fire safety when carrying out works and they are required to identify any fire safety risks they have found.'*



Wolverhampton Homes



# Audit Commission Finding of Report

- *‘Concierge officers undertake daily fire safety inspections and estate managers, voids and repair operatives have all received training to identify issues when they routinely visit blocks.’*
- *‘A fire safety committee also oversees work in this area to ensure that health and safety obligations are being met.’*



# Conclusion and Challenge



*‘Are we actually providing the service that we think you are?’*

*‘Are fire safety measures actually being implemented?’*

