

Plenary 2

Keeping Homes Safe: Learning, Improving and Leading Beyond Grenfell

Speaker:

Kate Lamble, Freelance Producer

James Gibson, RLB

Kelly Rossington, Orbit Housing

Chaired by: Julian Ranson, iON Consultants

Room: Ballroom



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Learnings from the Grenfell Inquiry

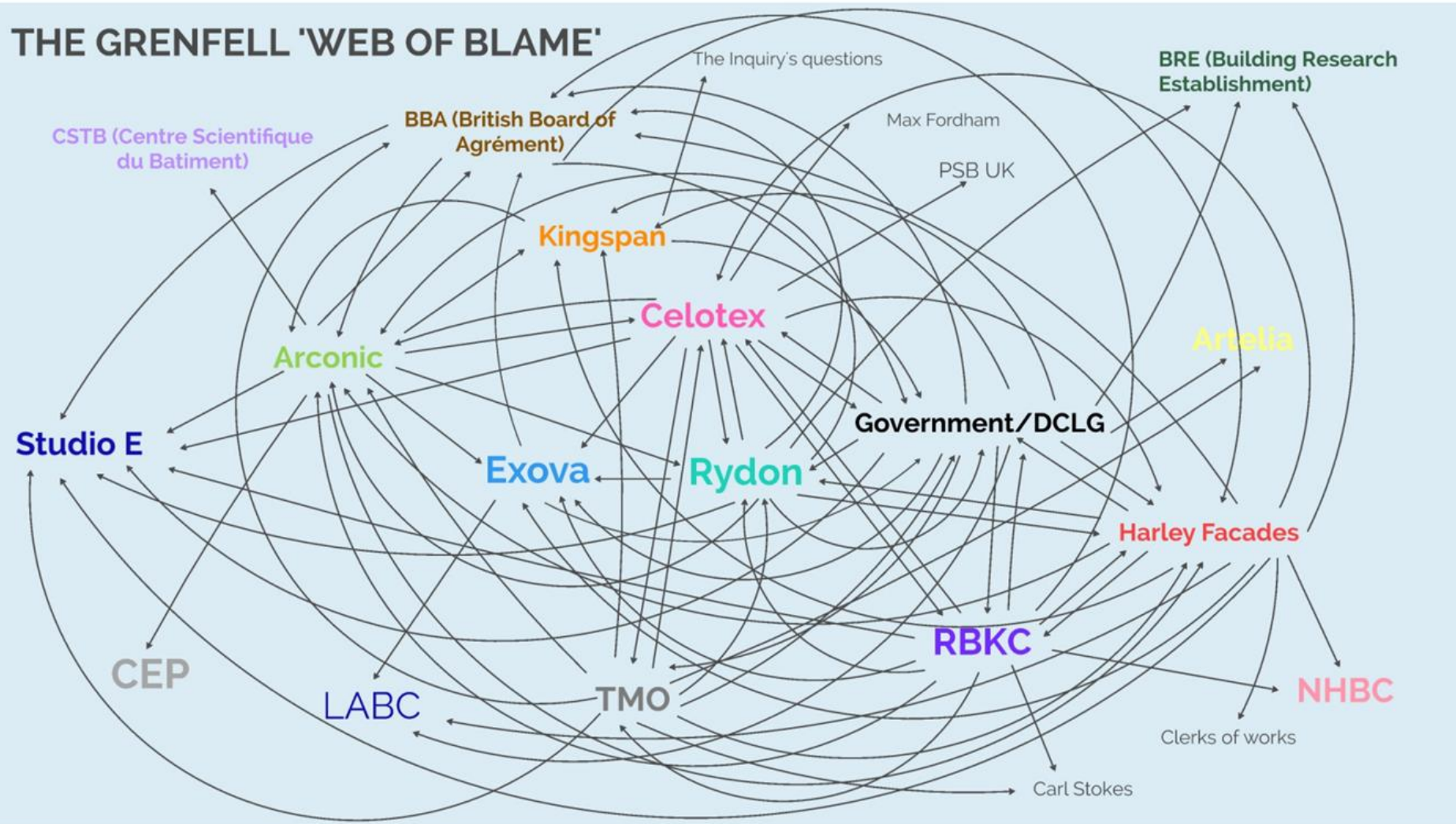
Kate Lamble

Presenter and Producer of The Grenfell Tower Inquiry Podcast, BBC Sounds



- DETAIL MATTERS
- ATTENTION
- ATTITUDE
- KNOWLEDGE
- RESPONSIBILITY

THE GRENFELL 'WEB OF BLAME'



THE NAMES OF ALL 72 PEOPLE WHO DIED AS A RESULT OF THE GRENFELL TOWER FIRE

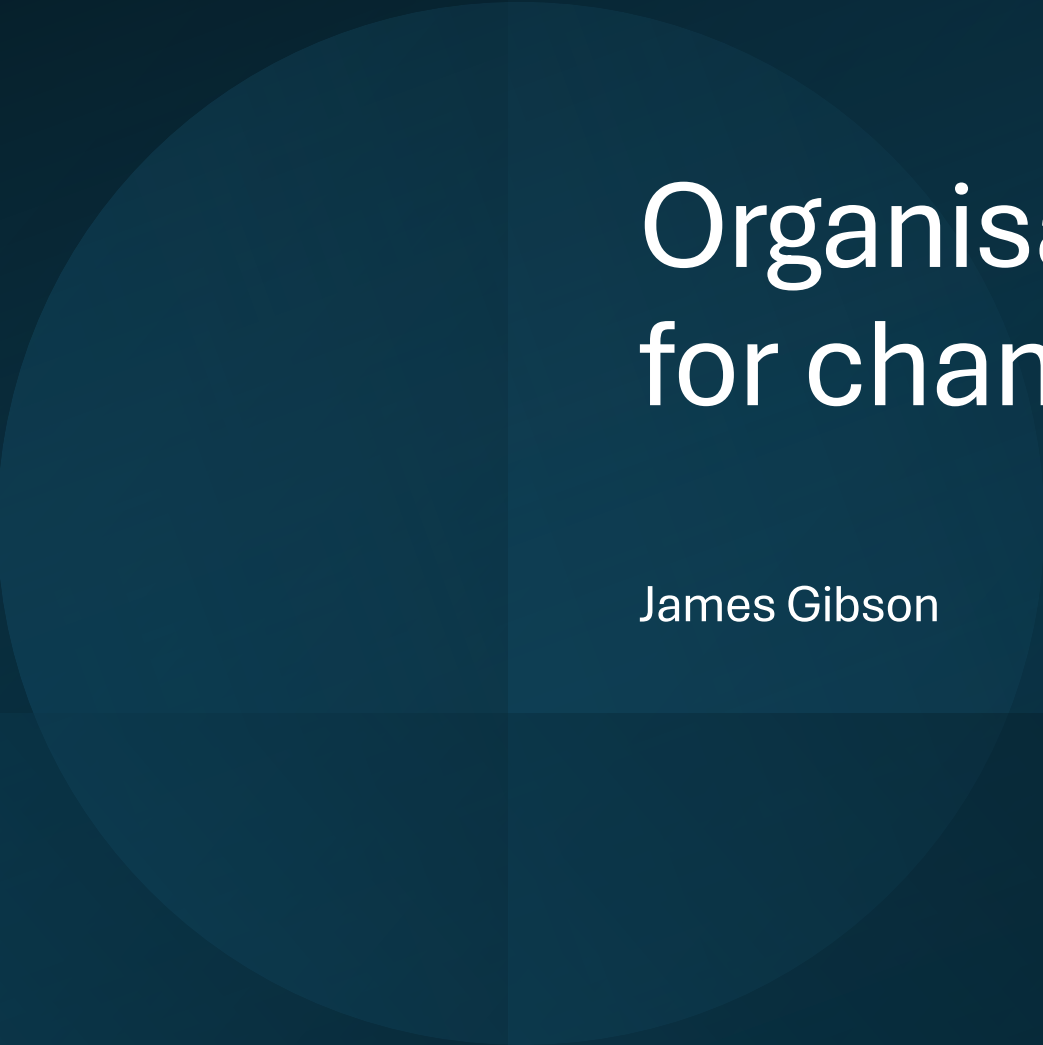
Mariem Elgwahry
Eslah Elgwahry
Fatemeh Afrasiabi
Sakina Afrasehabi
Mohamed Neda
Rania Ibrahim
Hania Hassan
Fethia Hassan
Debbie Lamprell
Jessica Urbano Ramirez
Hamid Kani
Berkti Haftom
Biruk Haftom
Raymond Bernard
Abdeslam Sebbar
Hesham Rahman
Husna Begum
Kamru Miah

Mohammed Hamid
Mohammed Hanif
Rabeya Begum
Majorie Vital
Ernie Vital
Marco Gottardi
Gloria Trevisan
Sirria Choucair
Bassem Choukair
Nadia Choucair
Mierna Choucair
Fatima Choucair
Zainab Choucair
Hashim Kedir
Nura Jemal
Yahya Hashim
Firdaws Hashim
Yaqub Hashim

Gary Maunders
Anthony Disson
Ligaya Moore
Sheila
Victoria King
Alexandra Atala
Mary Mendy
Khadija Saye
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Omar Belkadi
Malak Belkadi
Leena Belkadi
Logan Gomes
Ali Yawar Jafari
Khadija Khalloufi
Mohamednur Tuccu
Amal Ahmedin
Amaya Tuccu Ahmedin

Amna Mahmud Idris
Isaac Paulos
Vincent Chiejina
Joseph Daniels
Steve Power
Abufra Ibrahim
Isra Ibrahim
Fathia Ahmed Elsanousi
Mohammad Alhajali
Denis Murphy
Zainab Deen
Jeremiah Deen
Abdulaziz El-Wahabi
Faouzia El-Wahabi
Yasin El-Wahabi
Nur Huda El-Wahabi
Mehdi El-Wahabi
Pilly Burton



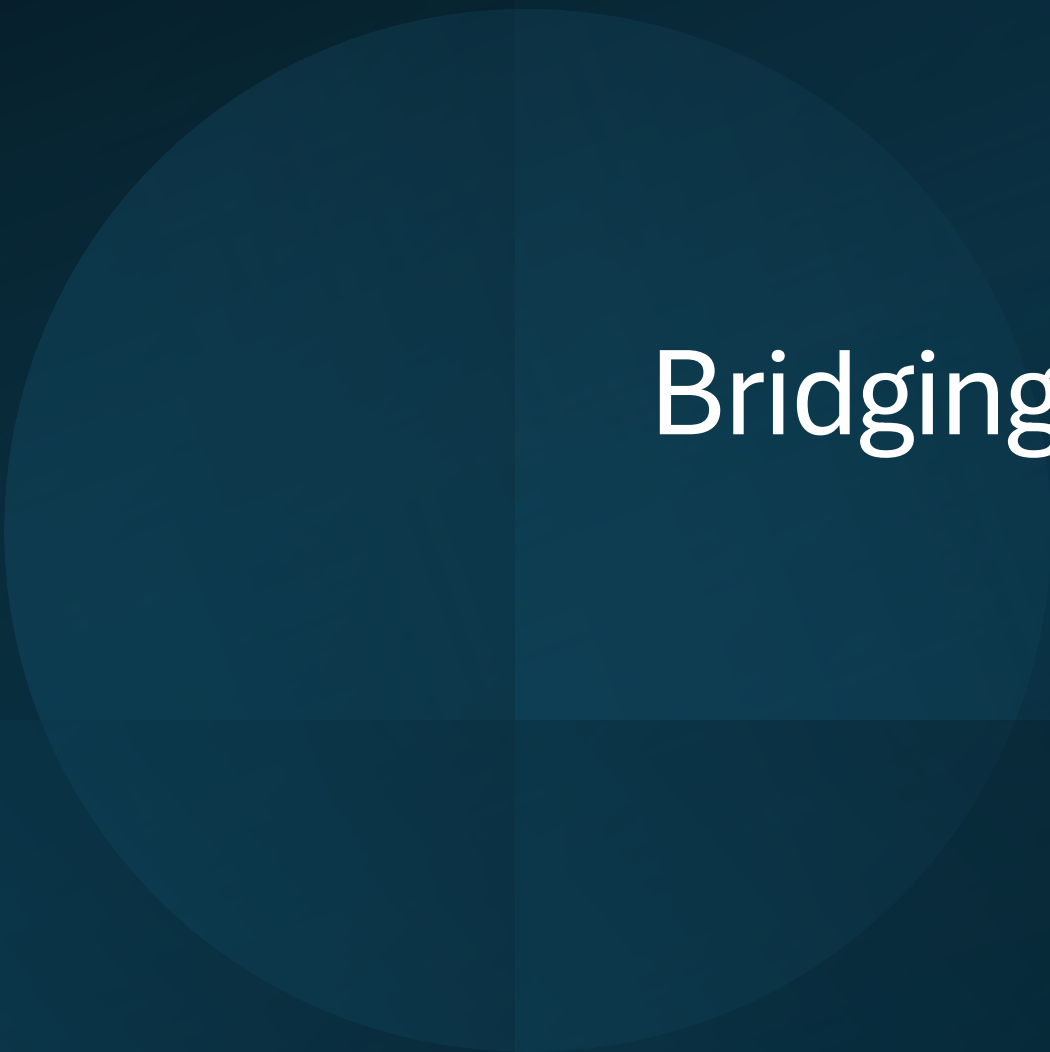


Organisational readiness for change

James Gibson

Do we know what our current skills gap is?

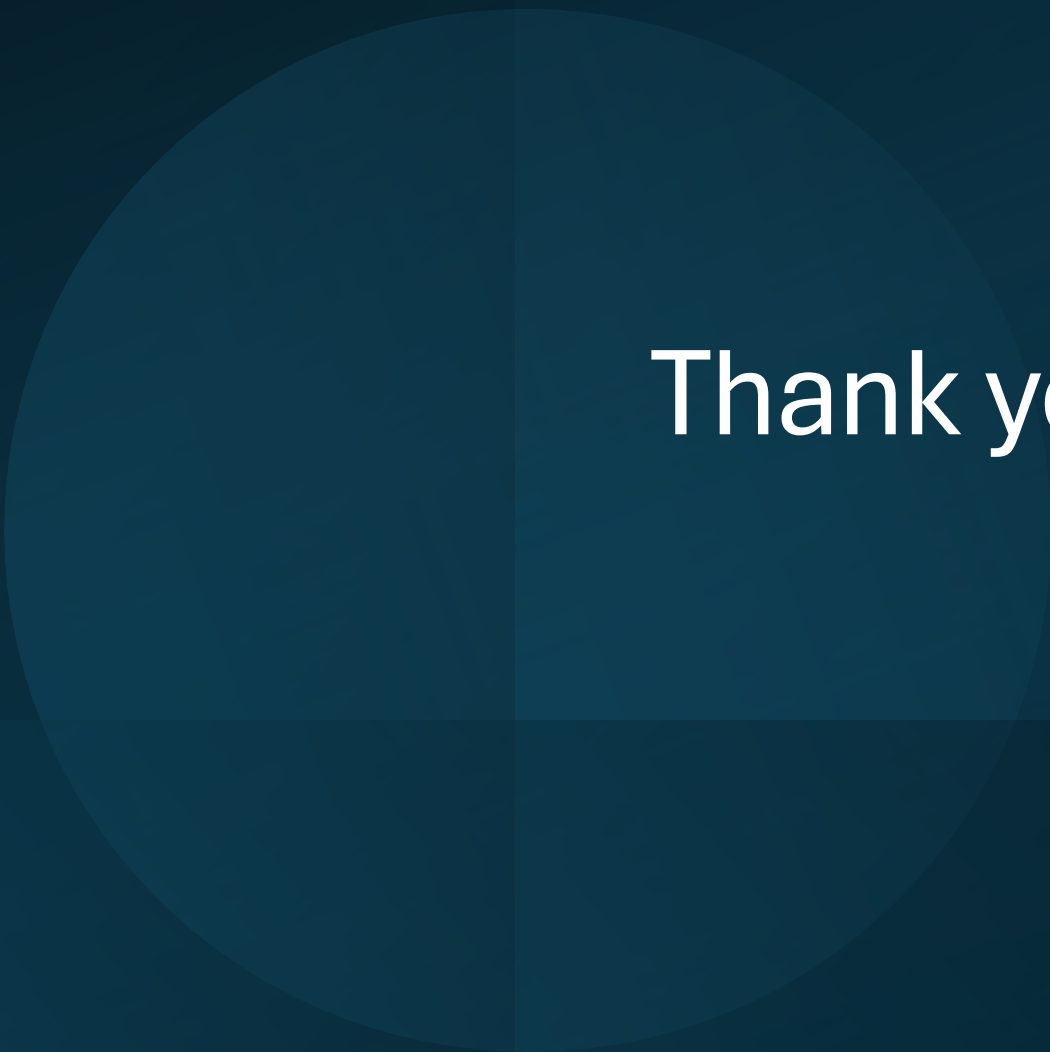
- *Are the organisational objectives articulated, communicated and understood?*
- *Subsequently allowing clear definition organisational and individual roles and responsibilities*
- *Is the organisation clear on what skills are required to successfully deliver their undertakings?*
- *Has the organisation prioritised its gaps, what is the plan?*
- *Competency – no-one should know better what you do and how you want to do it, it is in your hands and sphere of responsibility*



Bridging the gaps

Things don't change overnight

- *Management of Health and Safety at Work Regulations 1999 – Regulation 7*
 - If you need help, find the right help and don't be afraid to ask for it
- *Identify tasks to develop and evidence assurance for activities done by others*
- *Identify how internal competencies can be developed and the milestones which when reached change the organisation's undertakings e.g. implementation of external clerk of works role with a view to long term upskilling of internal teams*
- *What tools (physical and digital) are required to realise our better future?*
- *The 'what did you do and why test'*



Thank you

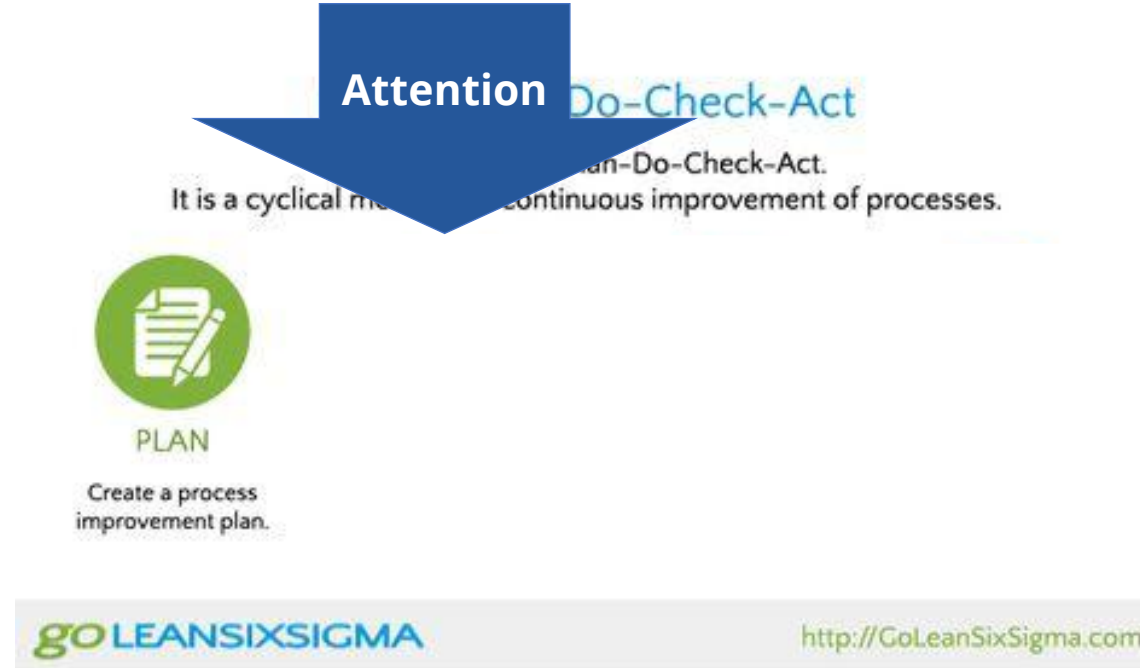
Detail & Attention

Orbit's Experience



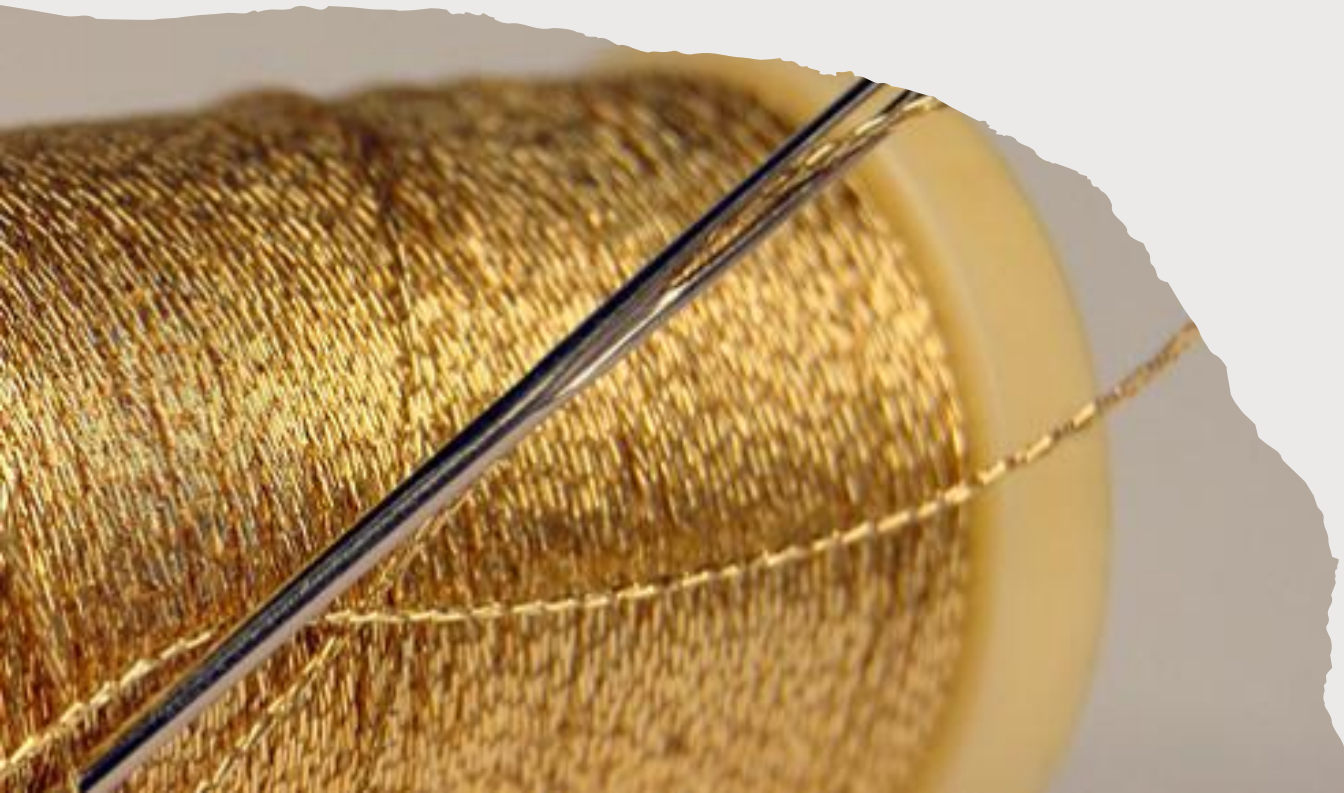
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Why paying attention to PDCA matters



<https://www.nhmf.co.uk/files/bulletin/NHMFBulletin2018.pdf>

Golden Thread is the Key



- To allow us to PDCA, we need to know much more information about our properties, staff, contractors and customers.
- We need the tools to make paying attention to the details possible over multiple sites over many years.
- We BIM'd our HRBs to collect the building data
- rPEEPs will address much of the customer detail
- Much work to be done on competency management across staff and particularly contractors.
- We are currently working with Zutec to enable dynamic management of all this information.

Attitude to Customers

Orbit's Experience



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**“Our first priority
is the safety of
our customers”**

**“Our first priority
is to be legally
compliant”**



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“Changes to the regulatory regime will help, but on their own will not be sufficient **unless we can change the culture away from one of doing the minimum required for compliance,** to one of taking ownership and responsibility for delivering a safe system...”

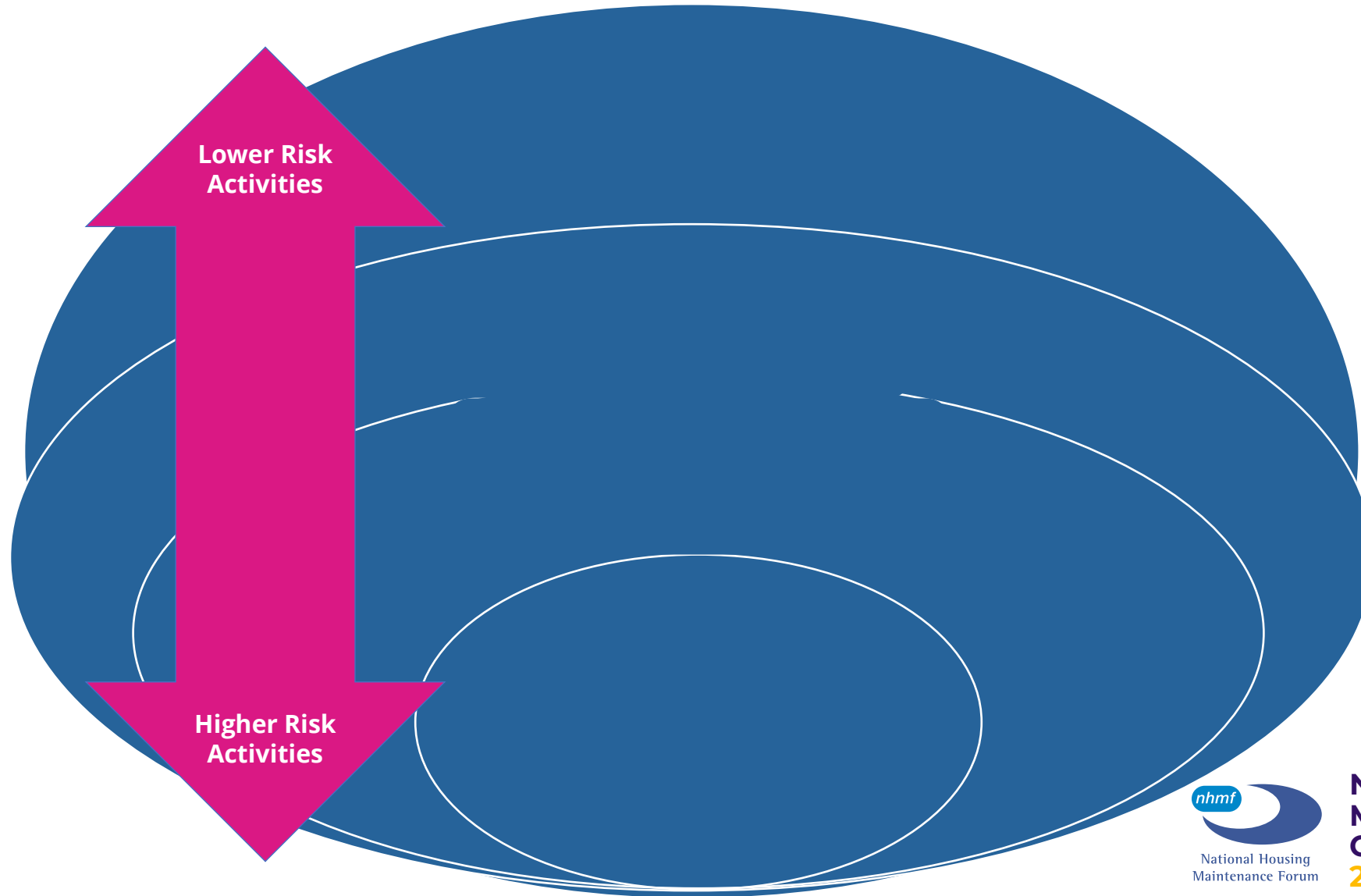
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Knowledge (Competence)

Orbit's Experience

The Right People, Making the Right Decision



Responsibility

Orbit's Experience



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**'Commissioner
and
Commissioned'
Compliance Model**

BS9997

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Thank you.

See you at the
next conference!



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