

Tall Building Resident Engagement Strategy

Appendix -
Morley Court

Plymouth
Community Homes



Tall Building Resident Engagement Strategy for Morley Court

Address: Morley Court 53/84, Plymouth, PL1 1SJ

Resident Engagement Consultation

In January 2024, Plymouth Community Homes (PCH) completed a full resident engagement exercise focused on building and resident safety at Morley Court. This consultation was completed to ensure PCH understands how residents feel and are safe, including understanding their communication needs, to ensure PCH tailors communications and activities to residents, and that the correct platforms are available for residents to have a voice.

We had four responses from 32 properties (overall 13% response rate) in the building.

The results found that:

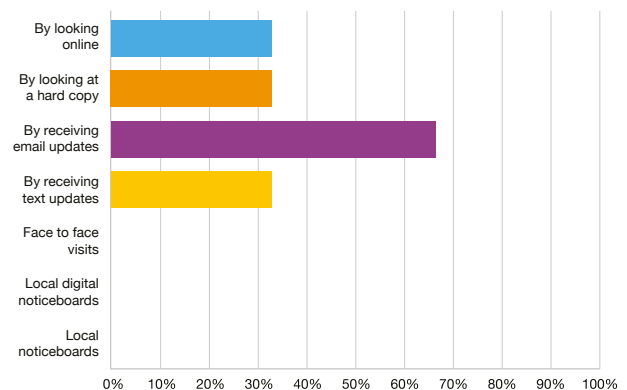
- 50% of respondents were satisfied that their home is safe.
- 75% of respondents know how to inform PCH of changes to assistance needs.
- 100% of respondents knew how to test their smoke alarms and how sprinkler systems work.
- 75% of respondents understood what to do in an emergency of fire or electrical safety inside their flat. There was less awareness of the stay-put policy.
- 50% of respondents were satisfied that their block is safe.
- There was high awareness of safety regarding waste disposal, communal area safety, fire doors, reporting issues, and parking. There was less knowledge regarding the fire risk assessment.
- Respondents wanted to know more about fire safety in individual flats.
- Additional feedback has been shared with relevant departments.

From your responses to the consultation, we now know that:

The majority (over 60%) of residents in the building prefer to be communicated with by email, followed by more than 30% of residents preferring text updates.

Other residents preferred alternative information and communication routes such as through local noticeboards, digital noticeboards, hard copy, online visiting, and face-to-face engagements.

Based on your preferred routes, we ensure communications are tailored to your individual and collective needs, as highlighted in the table below.



We also hold comprehensive records about our residents in this building, and these are regularly reviewed and updated by the tall building team to ensure we are using the most up to date information about our residents.

As of June 2024, we know nine residents who have told us they have physical, mental, mobility, vision, or other impairments.

The age groups in the building are as follows: 25 to 34 (21%), 35 to 44 (19%), 45 to 54 (14%), under 16 (14%), 65 to 74 (10%), 55 to 64 (10%), 16 to 24 (1%), and 75+ (11%).

100% speak English, and we are committed to providing communication methods suitable to their needs.

Assessments

PCH ensures that any vulnerabilities are identified and that necessary assessments are completed.

The Secure Information Box (SIB) has been updated. It is located in the communal foyer area, making it easily accessible for Devon & Somerset Fire and Rescue Service in case assistance is needed for emergency evacuations.

When residents told us they had difficulty safely evacuating their homes, we promptly completed a Person-Centred

Fire Risk Assessment (PCFRA). A PCFRA aimed to assess residents at a higher risk from fire in their homes, whether due to their behaviours or their ability to respond and escape from a fire, such as residents with impairments.

The PCFRA focused on three key areas.

1. An increased fire risk
2. Ability to react to a fire or alarm
3. Ability to respond and escape a fire

Resident Engagement Panel

PCH has established a resident engagement panel for residents at Morley Court. The panel consists of residents and client representatives/advocates and provides residents with a platform to discuss safety within their homes and buildings.

This panel meets at least four times a year. It discusses critical aspects, such as strategy, policy, safety reporting, repairs/projects (building investment), guidance, and other relevant matters residents raise.

If you are interested in taking part in the panel, please contact our Tall Buildings Liaison Officer, Jo Rees, and Interim Fire and Building Safety Manager, Marc Gray.

Interim Fire & Building Safety Manager

Marc Gray

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Tall Buildings Liaison Officer

Jo Rees

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PCH has a communal room at Morley Court that is accessible to residents and PCH colleagues. This room can be used for face-to-face interactions and home visits. If residents wish to have face-to-face interactions, they can use this shared community space for resident meetings to discuss safety within their homes and the building.

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