

Tall Building Resident Engagement Strategy

Appendix -
Lynher House



Tall Building Resident Engagement Strategy for Lynher House

Address: Lynher House, 2-180 James Street, Plymouth, PL1 4HH

Resident Engagement Consultation

In January 2024, Plymouth Community Homes (PCH) completed a full resident engagement exercise focused on building and resident safety at Lynher House.

This consultation was completed to ensure PCH understands how residents feel and are safe, including understanding their communication needs, to ensure that PCH tailors communications and activities and that the correct platforms are available for residents to have a voice.

We had 12 responses from 90 properties (overall 13% response rate) in the building.

The results found that:

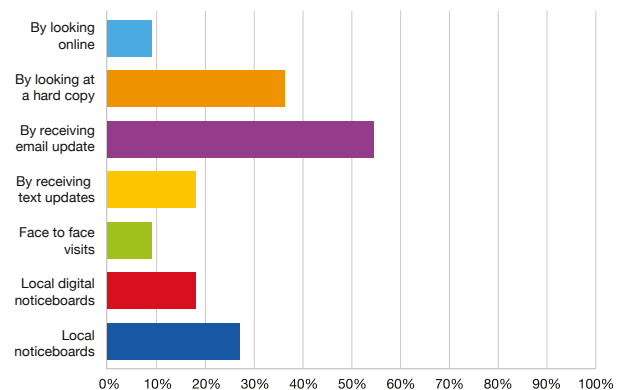
- 83% of respondents were satisfied that their home is safe.
- 45% of respondents know how to inform PCH of changes to assistance needs.
- 83% of respondents had good awareness of what to do in an emergency of fire inside their flat, how to test their smoke alarm and electrical safety within their flat. There was less awareness about the stay put policy and how the sprinkler systems work.
- 82% of respondents were satisfied that their block is safe.
- There was high awareness of safety regarding waste disposal, communal area safety, fire doors, and reporting issues. There was less knowledge about parking and finding the fire risk assessment.
- Respondents wanted to know more about waste disposal and safer communal areas.
- Additional feedback has been shared with relevant departments.

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

The majority (over 50%) of residents in the building prefer to be communicated with by email, followed by more than 30% of residents preferring hard copy communications.

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

Based on your preferred routes, we will 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, 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 we have 20 residents who have told us they have physical, mental, mobility, vision, or other impairments.

The age groups in the building are as follows: 11% (under 16), 11% (16 to 24), 12% (25 to 34), 20% (35 to 44), 10% (45 to 54), 19% (55 to 64), 11% (65 to 74), and 6% (75+).

1% speak Ukrainian, 1% speak Portuguese and fluent English, and 98% 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 aims 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 Lynher House. The panel comprises 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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Some residents have suggested sharing information through local digital notice boards. We are considering investing in TV screens for our tall buildings.

PCH has a communal room at Lynher House that residents and PCH colleagues can access. In addition to home visits, we will use this shared community space for resident meetings to discuss safety within your home and the building based on your preference for face-to-face interactions.

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