

Tall Building Resident Engagement Strategy

Appendix -
Woodlands Court



Tall Building Resident Engagement Strategy for Woodlands Court

Address: Woodlands Court 1/66, Brayford Close, PL5 3RT

Resident Engagement Consultation

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

We had 14 responses from 66 properties (overall 21% response rate) in the building.

The results found that:

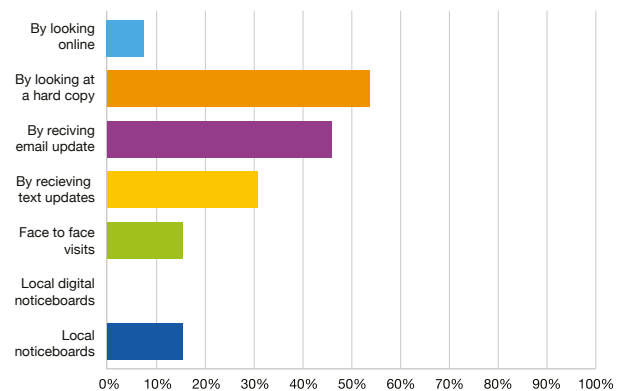
- 83% of respondents were satisfied that their home is safe.
- 45% of respondents know how to inform PCH of changes to assistance needs.
- 83% of respondents had good awareness of what to do in an emergency of fire inside their flat, how to test their smoke alarm and electrical safety within their flat. There was less awareness re 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 hard copy letters or leaflets, followed by more than 40% of residents preferring email.

Other residents preferred alternative information and communication routes such as local noticeboards, text updates, online visits, 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, 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 we have 18 residents who told us that they have physical, mental, mobility, vision, or other impairments.

The age groups in the building are as follows: 21% (55 to 64), 15% (65 to 74), 15% (under 16), 14% (45 to 54), 12% (35 to 44), 10% (16 to 24), 7% (25 to 34), and 6% (75+).

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

Assessments

PCH ensures that these vulnerabilities are captured and, where necessary, assessments completed for those who require assistance in the event of an emergency evacuation. The Secure Information Box (SIB) is now updated, and held in the communal foyer area, so it is easily accessible by Devon & Somerset Fire and Rescue Service.

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 Woodland Court residents. 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

Email: marc.gray@pch.co.uk

Phone: 07745201628

Address: Plumer House, Tailyour Road, Crownhill, Plymouth PL6 5DH

Tall Buildings Liaison Officer

Jo Rees

Email: Jo.rees@pch.co.uk

Phone: 07519559984

Address: Plumer House, Tailyour Road, Crownhill, Plymouth PL6 5DH

Tall Building Resident Engagement Strategy

2024 - 26



Plumer House, Tailyour Road, Crownhill, Plymouth PL6 5DH
info@plymouthcommunityhomes.co.uk | www.plymouthcommunityhomes.co.uk