



FIRE SAFETY POLICY & MANAGEMENT PLAN COUNCIL HOUSING STOCK

Policy Date	June 2020
Approved by Full Council on	
Review Date	June 2022
Author	Adrian Wilgoss, Repairs & Maintenance Manager

CONTENTS

Section	Title	Page
1	Fire Safety Policy	4
2	Background	4
3	Policy	4
4	Legislation	5
5	Fire Safety Management Plan Introduction	5
6	Purpose of the Management Document	6
7	Roles and Responsibilities	9
8	Management Plan Descriptions	11
9	The Regulatory Reform (Fire Safety) Order 2005 (RRFSO)	12
10	Desktop Review Criteria	16
11	Actions Arising from a FRA	16
12	Management Action Priority Matrix	17
13	Communal Area Inspections	17
14	Responsibility and Frequency of Inspection	18
15	Installation of Fire Precautions	18
16	Maintenance of Fire Precautions	18
17	Fire Evacuation Strategy and Planning	19
18	Properties and Evacuation Strategy	20
19	Fire Investigation	22
20	Delivery Processes	22
21	Process One - Property Data Check and Reconciliation	22
22	Process Two - Letter to Resident, Order Placed, Appointment Arranged	23
23	Process Three – Access Gained - FRA/ Service Satisfactory	23
24	Process Four – Access Gained – FRA / Service Unsatisfactory	24
25	Process Five - Completion of FRA	25
26	Process Six-Receipt of FRA/ Service, Check and Records Storage	25
27	Process Seven – Remedial Actions Following the FRA	26
28	Process Eight - Management Actions Following the FRA	27
29	Process Nine - Fire Authority inspection, Audit or Referral	28

30	Process Ten - Communal Area Inspection	29
31	Process Eleven - Routine Repairs	29
32	Process Twelve - Post Inspection (Repairs and New Installations)	30
33	Process Thirteen – Automatic Activation Alarm Protocol	31
34	Process Fourteen - Fire Emergency Incident	32
35	Process Fifteen – Referral for Additional Works	32
36	Process Sixteen – Independent External Audit Process	33
37	Management of Contractor/consultants	34
38	Updating Details of Contractor/Consultants Operatives	35
39	Gaining Access for Asbestos Surveys and Repairs	36
40	Operational Meetings	36
41	Amendments to the Property Portfolio	36
42	Quality Assurance	37
43	Independent External Auditing	38
44	Strategic Validation	38
45	Complaints and Compliments	38
46	Competence Training	38
47	Promoting Fire Safety	38
48	Changes to Regulations, Legislation and Annual Review	38
49	Technical Specification for Fire Doors	39
50	Compliance System – Geometra	42
51	Glossary of Terms	42

1.0 Fire Safety Policy

1.1 This policy applies to all staff and residents where we have a responsibility for fire safety.

1.2 This policy is closely connected and should be read in conjunction with the following:

Arun District Council Corporate Health and Safety Policy

Fire Safety Management Plan

Access Protocol

2.0 Background

2.1 Arun District Council will take all reasonable steps to manage fire safety in its Council housing properties. Our Fire Safety policy and management plan were developed to ensure compliance with current fire safety regulations.

2.2 Good management of fire safety is essential to ensure that fires are unlikely to occur; that if they do occur they are likely to be controlled or contained quickly, effectively and safely; or that, if a fire does occur and grow, that both staff and residents are able to escape to a place of total safety easily and quickly.

2.3 It is Arun District Council's responsibility to:

- Minimise the risk of fire for all staff, residents, contractors and visitors, and ensure appropriate procedures are in place to do this
- Carry out fire risk assessments and identify, implement, and maintain appropriate control measures
- Ensure that all buildings and properties comply with statutory requirements
- Provide staff, residents, contractors and visitors with sufficient and appropriate fire awareness instruction and training

2.4 The Regulatory Reform (Fire Safety) Order 2005, which came into force within the UK in October 2006 reforms several pieces of legislation concerned with fire safety.

2.5 In particular it requires employers (and/or building owners or occupiers) to carry out fire safety risk assessments and keep them up to date. Based on the findings of the assessment, employers need to ensure that adequate and appropriate fire safety measures are in place to minimise the risk of injury or loss of life in the event of a fire.

3.0 Policy

3.1 The Regulatory Reform (Fire Safety) Order 2005 requires us to identify the responsible person for fire safety in the organisation.

- 3.2 The Chief Executive has overall responsibility for Health and Safety at Arun District Council, with the Director of Services having overall responsibility for Fire Safety within Residential Services.
- 3.3 Competent people are then employed below this to ensure the day to day tasks of managing fire safety are adhered to, such as that:
- General fire precautions are taken to ensure the safety of staff, residents, contractors and visitors;
 - Suitable and sufficient risk assessments are carried out and regularly reviewed;
 - Arrangements are put into place for the effective planning, organisation, control, monitoring and review of the preventive and protective measures.
- 3.4 We will establish effective systems to manage fire safety maintaining an open information policy, working with residents, staff groups, contractors and statutory bodies to agree and deliver solutions for fire safety management.
- 3.5 We will implement the fire safety management plan by empowering designated operational staff with the appropriate training, skills and resources needed to safely manage fire risk.
- 3.6 We will identify fire safety issues that pose a significant risk to health and safety and either remove or, where appropriate, put measures in place to manage the risk.
- 3.7 We will put measures in place to ensure that work on fire safety is carried out by competent contractors and consultants in accordance with current legal and regulatory standards and using safe-working practices.
- 3.8 We will ensure that staff are trained at the level required in order to manage their areas of responsibility competently.
- 3.9 Arun District Council is accountable to the Regulator for Social Housing in respect of Fire Safety and provides updates to the Regulator at required frequencies on Fire safety compliance.

4.0 Legislation

- 4.1 Arun District Council's fire safety management plan will assist the organisation in complying with its duties under all relevant legislation.

5.0 Fire Safety Management Plan Introduction

- 5.1 This management plan underpins the Arun District Council Fire Safety Policy and relates to the management of fire safety to mitigate the risk of exposure to fire by reducing the risk, so far as is reasonably possible within the housing properties in the ownership of Arun District Council or where a contractual responsibility exists for the management of all fire safety within the premises.
- 5.2 Statutory responsibility for discharging the landlord obligations to comply with the Regulatory Reform (Fire Safety) Order 2005 (RRFSO) rests with Arun District Council as the owners of the freehold of the individual properties.
- 5.3 Arun District Council is accountable to the Regulator for Social Housing with regards to fire safety. This management plan will ensure that the Council's responsibilities for fire safety are met and that compliance and progress can be demonstrated to the Regulator as and when required.
- 5.4 Arun District Council's property portfolio incorporates a number of property tenures including rented accommodation, supported housing, leaseholders/shared ownership.

6.0 Purpose of the Management Document

- 6.1 The purpose of this management document is to provide key information to ensure that Arun District Council as a landlord meet their legal obligations for fire safety.
- 6.2 To ensure properties remain safe for those who occupy, visit, reside within close proximity and / or work within the property Arun District Council will:
- Provide all Arun District Council employees involved in the management and administration of this service with detailed operating processes.
 - Detail the key requirements and provide relevant information to all contractor/consultants responsible for delivering the service.
 - Provide residents receiving the service with clear guidance on their roles and responsibilities.
 - Demonstrate that Arun District Council complies with the requirements of the Regulations providing additional assurance.
- 6.3 In order to comply with the Regulations Arun District Council will ensure a Fire Risk Assessment (FRA) is undertaken to all properties where required and any subsequent FRA's are carried out in line with the risk rating timescale identified within the previous FRA.
- 6.4 An FRA will also be undertaken in the following situations irrespective of the inspection cycle as follows:

- New Property Acquisitions.
- New Build.
- Refurbishment.
- Change of Tenancy or Tenure where subject to the RRFSO.
- Following a fire at the property

6.5 This management document is a 'live' working document which will be used for operational delivery and monitoring purposes by all Arun District Council colleagues, appointed consultants and contractor/consultants. Use of the Management Document

6.6 These operational and monitoring purposes will include:

6.7 Use of the Management Document

Used by	Purpose of use	Frequency of use
Arun District Council (Responsible Person)	Seek assurance that the Regulations are being adhered to and Arun District Council meets the requirements of the Regulations thereby minimising risks to the business as far as reasonably practicable.	Bi-Annually/ Annually
Housing and Customer Services Working Group	Health & Safety Regulatory Update detailing performance in relation to the implementation of the policy and management plan	Annually
Senior Leadership Team	Health & Safety Regulatory Update to ensure that the Regulations are being adhered to and performance measured.	Quarterly
Group Head of Residential Services	Seek assurance that the Regulations are being adhered to and regularly review Arun District Council/ contractor operational practices and performance.	Monthly
Repairs and Maintenance Manager	Seek assurance that the Regulations are being adhered to and regularly review Arun District Council/ contractor/consultant operational practices and performance.	Monthly

	Ensure the contractor/consultant operates in accordance with the contract. Preparation of the KPI/MPI and OPI reporting suite.	Monthly
	Operational delivery of FRAs, remedial works and re-inspection.	Monthly
	Liaising with contractor/consultants.	Daily
	Liaising with residents.	Daily
	Managing resident's feedback (enquiries, complaints and compliments) handling and progress.	Daily
	Ensure data is updated accurately and in time.	As Required
	Be the Data Manager	Daily
Neighbourhood Services Manager	Fire alarm checks and fire safety inspections	Weekly
	Management of communal areas, ensuring these are kept clear	Weekly
	Collection and updating records in relation to Person Centred Fire Risk Assessments	As Required
Contractor/Consultant	Operational delivery of fire safety inspections and repairs within the programme.	Daily
	Review property addresses and reconcile to ensure the programme remains accurate.	Daily
	Liaise with Arun District Council residents in relation to arranging/keeping appointments.	As required
	Liaise with Arun District Council officers in relation to access issues.	As Required
	Update system(s) with accurate data.	Daily
	Ensure system(s) and interfaces operate effectively as agreed with the Arun District Council.	Weekly
Residents	Agreeing to and keeping appointments to provide access for the contractor/consultant.	As required
	Liaising with Arun District Council officers in relation to any	As required

	contractor/consultant failure to attend/poor repair etc.	
	Provide resident satisfaction update.	As required
	Policy/procedural review forum if interested/involved.	As required
External Validation Consultant	Undertake 10% external validation of FRAs and remedial works in line with the management plan.	Monthly

6.8 Location of Procedural Document/Version Control

6.9 This 'live' document will be held by Arun District Council on the intranet and made available to all Arun District Council officers across the organisation.

6.10 Contractor/consultants will be provided with a copy of the management plan to ensure clarity in how the services must be delivered. All parties involved in the policy and review process will be provided with a copy before the period of review commences.

7.0 Roles and Responsibilities

7.1 The following provides clarity relating to the primary responsibility for complying with the fire safety policy as detailed below:

7.2 Primary Responsibility Detail

Statement of general policy and arrangements for Overall and final responsibility for delivery of the policy	Group Head of Residential Services
Day to day responsibility to ensure delivery in accordance with the policy	Repairs and Maintenance Manager

7.3 Each process map will clearly identify individual responsibilities which will enable monitoring / reporting and will also be used as a training document for all parties.

7.4 Ultimate responsibility for compliance with the Regulations lies with Arun District Council who will act as the 'Responsible Person' and is accountable for ensuring the implementation of this management plan/policy. The Council has final approval of budget requirements to meet delivery and for policy amendments.

- 7.5 The Council, through review of performance will receive assurance that the Regulations are being fully complied with; the safety of the colleagues, residents, contractor/consultants and the wider general public who may be within the vicinity of Arun District Council properties at any time are not or have not been compromised.
- 7.6 The Council is responsible for ensuring and reporting regulatory landlord compliance and will receive regular summary reports on performance in relation to the implementation of this management plan/policy and be responsible for ensuring Arun District Council undertakes any necessary remedial action to comply with the management plan/policy.
- 7.7 Arun District Council
- 7.7.1 The Chief Executive will retain the overall responsibility for consistent monitoring of the management plan, in order to effectively comply with the regulatory standard and report to the Regulator for Social Housing.
- 7.7.2 The Repairs and Maintenance Manager is Data Manager for Residential Services and will lead on the revision of the associated policy and management plan documentation across the Council.
- 7.7.3 The Repairs and Maintenance Manager will ensure the operational delivery of fire safety and remedial work programme and is the Competent Person who will ensure compliance with the Arun District Council policy, management plan and compliance with the Regulations.
- 7.7.4 To provide further clarity the following details the primary responsibilities:
- Ensure that sufficient competent resources and capability are in place to comply with this policy.
 - Agree and set budget requirements for the fire safety contracts ensuring sufficiency to meet compliance with the fire safety policy.
 - Discuss and seek Corporate approval for any amendments to the fire safety contracts.
 - Responsibility for the procurement of the fire safety contracts.
 - Ensure the conditions of the fire safety contracts are being adhered to at all times by all contractor/consultants.
 - Ensure that all contractor/consultants are competent.
 - Ensure the safety of residents, colleagues, contractor/consultants and third parties in close proximity to Arun District Council properties at all times in delivery of the Fire Safety Contract.
 - Ensure colleagues resources are adequate and remain effective in order to deliver the programme successfully.

- Review performance of both the contractor/consultant and service delivery through agreed Key Performance Indicators (KPIs), Management Performance Indicators (MPI), Operational Performance Indicators (OPI) in accordance with the contract.

7.8 Contractor/Consultant

7.8.1 The primary responsibilities of contractor/consultants are detailed below:

- Fully comply with the terms of the contract / works order.
- Comply with all relevant health and safety legislation in delivering the service.
- Provide data as required within defined timescales detailed in the contract/works order.
- Work in partnership with Arun District Council residents.

7.9 Residents

7.9.1 The primary responsibilities of Residents are detailed below:

- Allow access upon reasonable notice to enable the survey, servicing and routine repairs or inspections to be undertaken in accordance with the tenancy agreement
- Allow access for service and repair without delay.
- Report repairs / defects within a reasonable time period dependent upon the nature and urgency of the repair.

7.9.2 In addition residents will be asked to provide feedback where relevant and assist in collection of performance data regarding the customer journey of the fire safety inspection and remedial works. Provide assistance with any reviews of service delivery, policy reviews and procedural amendments.

8.0 Management Plan Descriptions

8.1 Arun District Council aim to ensure that we achieve and maintain full legal compliance with fire legislation and to eliminate as far as is reasonably practicable the risk of injury to relevant persons from fire. This includes colleagues, residents, visitors, contractor/consultants and any other person who may be affected by the work activities or by any person using Arun District Council owned or controlled premises.

8.2 Arun District Council will ensure that information relating to residents (when available) will be shared appropriately with the contractor/consultant to ensure the contractor/consultant can introduce additional flexibility in completing repairs including providing information in alternative formats. All contractor/consultants will

ensure that all residents are fully briefed about the work that will be completed and the operation of any new fire safety systems including all safety devices.

- 8.3 Fire is a significant hazard to the safety of both buildings and their occupants. All buildings and human activity represent some form of fire hazard and risk. Arun District Council aim to maintain an environment safe from fire by identifying the hazards and reducing the risk to a minimum, within our general duties identified in the following areas detailed below: Arun District Council General Duties:

Role	General Duty
Role as an employer	Within any workplace used by colleagues of the Council.
As a Landlord	<ul style="list-style-type: none"> • Within communal areas and dwellings of sheltered housing accommodation. • Within communal areas and dwellings of HMOs (houses in multiple occupation). • High and low rise communal areas of the premises. • offer and provide fire safety advice for safety in the home. • Maintain a policy of installation and maintenance of smoke detection in the home. • Offer and provide fire safety advice to residents of commercially let properties.

9.0 The Regulatory Reform (Fire Safety) Order 2005 (RRFSO)

- 9.1 The Regulatory Reform Fire Safety Order (RRFSO) applies in England and Wales. It simplifies, rationalises, consolidates fire safety legislation and provides a risk-based approach to fire safety thus allowing a more efficient and effective enforcement by the Fire and Rescue Services.
- 9.2 It covers general fire precautions, other fire safety duties which are needed to protect 'relevant persons' in case of fire within/around most 'premises'. The Order requires fire precautions to be put in place 'where necessary' to the extent that it is reasonably practicable in the circumstances.
- 9.3 Responsibility for complying with the RRFSO rests with the 'Responsible Person', who can be the Landlord of the Residents in a property, the Owner of a Property or the Employer of staff working in a Property.
- 9.4 Where Arun District Council owns a property, has its own tenants in the property and managed staff working in the property the 'Responsible Person' role rests solely with Arun District Council.

- 9.5 In some cases a Managing Agent controls a workplace and will be the 'Responsible Person'.
- 9.6 Where there is more than one Responsible Person, the responsibilities of each should be clearly set out in the Management Agreement, Lease or Service Level Agreement.
- 9.7 If there is more than one "Responsible Person in any type of premises (e.g. a multi-occupied complex), all must take all reasonable steps to co-operate and co-ordinate with each other. In this scenario the preferred option will be to agree that a single 'Joint Fire Risk Assessment' is undertaken on behalf of all of the 'Responsible Persons' and that responsibility for completing any remedial actions is agreed by all parties.
- 9.8 The 'Responsible Person' or a 'Competent Person' nominated by the 'Responsible Person' must carry out an FRA which must focus on the safety in case of fire of all 'relevant persons'. It should pay particular attention to those at special risk, such as persons who require assisted evacuation, those that are known to have special needs or are young persons and must include consideration of any dangerous substance liable to be on the premises.
- 9.9 The FRA will identify risks that can be removed or reduced to decide the nature/extent of general fire precautions the 'Responsible Person' needs to take.
- Enforcement of the RRFSO
- 9.10 To meet the requirements of the Regulatory Reform (Fire Safety) Order, Arun District Council will adopt the applicable best practice guides issued or endorsed by the Government, which will include advice notes issued by MHCLG as they apply to the fire safety standards in properties under their control.
These best practice guides include:
- 'Fire safety in purpose-built blocks of flats'
 - 'Lacors - Housing Fire safety' for converted residential properties and HMO's
 - 'Fire safety in Specialised Housing' for sheltered and supported housing blocks
- 9.11 Locations of the Council's property portfolio West Sussex Fire and Rescue Services will enforce the Fire Safety Order within Arun District Council properties.
- 9.12 Powers of the Enforcing Authority - Fire and Rescue Services have the power to inspect all premises to establish if a suitable and sufficient FRA has been carried out, if significant findings have been recorded and the assessment has been acted upon.

- 9.13 If they are dissatisfied with the outcome of the FRA or the action taken an Enforcement Notice may be issued. This may contain specific improvements, or in extreme cases a Prohibition Notice may be issued to restrict the use of all or part of the premises until improvements are undertaken.
- 9.14 If the premises are considered by the Fire and Rescue Services to be high risk, they may issue an Alterations Notice that requires they be informed before any changes are made to the premises or the way it is used.
- 9.15 Failure to comply with any duty imposed by the Order or any notice issued by the Fire Service is a criminal offence.
- 9.16 The RRFSO does not place the enforcing authority under a specific express duty to issue alterations, enforcement or prohibition notices. It provides the powers to do so where they deem necessary.
- 9.17 The Council has the right of appeal to a Magistrate's Court against any notice issued - this may be where Arun District Council agrees there is a need for improvements to the fire precautions but disagree with the enforcing authority on the technical solution to be used (e.g. what type of fire alarm system is needed). This may be referred for an independent determination.
- 9.18 During any inspection the inspecting officer may wish to view the following documents:
- FRA.
 - Fire logbook.
 - Records of colleague training and fire evacuation drills.
 - Records of testing and maintenance of firefighting equipment.
 - Records of testing and maintenance of all fire safety systems including fire alarms, emergency lighting, sprinkler systems and smoke ventilation systems.
 - The Fire Inspector may also wish to inspect all or part of the premises and to talk to employees based on site.
 - Person Centred Fire Risk Assessments (PCFRA)
- 9.19 The Fire Risk Assessment (FRA)
- 9.20 The Council will reconcile property data weekly to ensure that all properties subject to the RRFSO are identified and maintained. All properties subject to the RRFSO will be subject to an initial FRA. A risk rating will be established against each applicable property which will be subject to an annual desktop review.
- 9.21 The FRA is non-destructive but will include fire safety systems and examination of flat entrance doors. It also considers, so far as reasonably practicable, the

separating construction between the flats and the common parts without any opening up of construction. Entry to flats beyond the area of the flat entrance door, is not involved.

- 9.22 If the Assessor identifies there is reason to expect serious deficiencies in structural fire protection – such as inadequate compartmentation, demountable false ceilings in the common parts or poor fire stopping then the assessor will identify that further investigation should be carried out by specialists.
- 9.23 However, this will not be a generic recommendation of all FRAs, the recommendation should be based on identification of issues that justify reason for doubt.
- 9.24 The FRA will be carried out by an appointed competent FRA consultant or in-house resource where available. All FRA's will be completed on or before the identified assessment date detailed within the previous FRA.
- 9.25 The FRA will be electronically recorded and include an assessment of the following:
- Identify any possible dangers and risks including sources of ignition/fuel and oxygen.
 - Consider who may be especially at-risk including people within or around the premises/disabled persons, young children and the elderly.
 - Evaluate, remove or reduce, protect from risk of a fire starting the risk to people from the effects of fire.
 - Remove or reduce the fire hazards or provide control measures.
 - Remove or reduce the risk to people of fire to as low as practicable.
 - Protect people by providing fire precautions, e.g. fire alarm, means of escape, firefighting equipment, emergency lighting if necessary.
 - Take other measures to make sure there is protection if flammable or explosive materials are used or stored.
 - In shared premises discussions will be undertaken with others who have responsibilities for fire safety ie Building Managers to achieve a safe environment.
 - Prepare an emergency plan of actions in the event of a fire.
 - Inform and instruct relevant people on any actions necessary in the event of a fire.
 - Provide and record all training provided to colleagues on fire actions and fire extinguishers keeping all records.
 - Review findings after a fire incident or any significant change in the layout, equipment and/or high turnover of colleagues.

9.26 The Council will use a standardised FRA template and every property used as a workplace or having common areas will receive a FRA. Following completion of the risk assessment an annual desktop review will be undertaken and re-assessed on the basis of their identified risk rating/frequency of assessments are detailed below:

9.27 FRA Reassessment Schedule:

Property Use	Risk Rating	Review Period
Workplace	High	1 year
High Rise Flats (6 storey and over) any tenure	High	1 year – (no ADC buildings in this category)
Sheltered Accommodation	High	1 year
Supported Housing	High	1 year (ADC owned; agency supported)
Rented Flats	High Medium/Low	1 year 2 years
Individual Rented houses	Assessed case by case	Home safe referral to local Fire and Rescue Service following an incident

9.28 Irrespective of the risk rating arising from the FRA, on an annual basis during the month of July, a desktop review will take place for all properties subject to the RRFSSO. The review will consist of the factors detailed below:

10.0 Desktop Review Criteria

Frequency of Review	Criteria Used
Annually	<ul style="list-style-type: none"> • Is the property still in ownership? • Is the property still subject to the RRFSSO? • Has the property tenure changed? • Has there been a material change of use at the property/ major structural alteration? • Has the property been subject to a fire in the previous 12 months? • Has the property been subject to a Fire Inspection from the Fire and Rescue Service? • Has the property been subject to the threat of arson?

10.1 Copies of all FRAs relevant information will be held electronically, easily available to staff and available when the Enforcing Authority undertakes an audit.

10.2 Colleagues across Arun District Council will co-operate with all relevant parties by sharing relevant information subject to data protection requirements

11.0 Actions Arising from a FRA

11.1 Actions arising from the FRA are categorised into the following areas:

- Management Actions.
- Remedial Actions.

11.2 Management Actions are defined as actions to be taken where the users of the property breach the fire safety rules. Arun District Council operates a zero-tolerance approach to fire loading, storage or hindrance of means of escape within any communal shared area within our properties. Arun District Council also operates a no smoking policy in such areas. Examples of issues requiring Management Actions are: combustible materials stored or left, bulky items hindering egress, high volume of false alarms, updating of Person Centred Fire Risk Assessments (PCFRA), residents tampering with the fire protection equipment provided and smoking in communal areas.

12.0 Management Action Priority Matrix

12.1 The following details the priority and timescale for responding to management actions detailed in the FRA:

Priority	Timescale
Urgent	24 Hours
High	1 Month
Medium	3 Months
Low	6 Months

12.2 Remedial Actions are defined as physical actions required to eliminate or reduce the risk of fire or spread of fire and smoke. Examples of remedial actions are: fire resisting doors not closing correctly, fire exit doors not opening easily, minor compartmentation improvements, loft hatch missing, installation of fire detection or emergency lighting.

12.3 Following the completion of the FRA remedial actions are prioritised according to the nature of the risk identified as detailed below:

12.4 Remedial Action Priority Matrix

Priority	Timescale
Urgent	24 Hours
High	1 Month
Medium	3 Months
Low	6 Months

13.0 Communal Area Inspections

13.1 All properties subject to the RRFSO will receive regular inspection of communal areas. The management of the property type will determine who completes and the frequency of inspection which is detailed below:

14.0 Responsibility and Frequency of Inspection

14.1 The following details the property use and responsibility relating to the frequency of communal inspections:

Property Use	Frequency (Min)	Responsibility
Workplace	Weekly	Facilities Manager
High Rise Flats (6 storey and over) any tenure	Monthly	Currently no ADC properties within this category
Sheltered Accommodation	Weekly	Neighbourhood Caretaker
Supported Housing	Weekly	Site Manager (sites are agency managed)
Rented Flats	Monthly	Housing Officer

15.0 Installation of Fire Precautions

15.1 Arun District Council are committed to install mains operated fire detection systems to a minimum of a LD 3 standard in accordance with BS 5839: Part 6 in all domestic properties over the next 5 years. Work will be integrated within our planned improvement programmes; void improvement works and cyclical maintenance contracts to properties owned by Arun District Council.

15.2 Fire alarm systems will be open protocol and generally from C-Tec, Morley or Haes range so they are compatible with existing equipment and maintenance arrangements.

15.3 Arun District Council will ensure that all buildings with shared communal areas, will have compliant fire resisting doors to all properties, service and store cupboards, lobbies and hallways. The technical specification for fire resisting doors is set out in section 12 of this management plan.

16.0 Maintenance of Fire Precautions

16.1 The testing of fire detection systems and fire doors will be undertaken by competent engineers. The frequency for inspection/ testing is detailed below:

16.2 Fire Precaution Equipment and Maintenance Testing Frequency

Equipment	Frequency
Emergency Lighting Systems	6 monthly
Fire Alarms	Quarterly
Fire Doors	Annually
Automatic Activation Technology	Quarterly
Sprinkler System	Annually
Fire Extinguishers	Annually
Dry Riser	6 monthly
Vibrating pillows/ flashing Beacons	Annually
Smoke Extraction	6 monthly
General services- periodic electrical condition inspection, PAT testing, fixed heating, lightning protection,	In line with ADC policy

16.3 The testing frequency may be increased due to individual circumstances or identification of localised high risk in an otherwise low risk property, for example a known hoarder or arsonist.

17.0 Fire Evacuation Strategy and Planning

17.1 Arun District Council will ensure a plan is developed for how occupants will evacuate a property in the event of a fire.

17.2 For converted dwellings, individual houses and commercial properties, the evacuation strategy will be simultaneous; immediate evacuation upon operation of the fire alarm.

17.3 In line with best practice guidance, in the 'Fire safety in purpose-built blocks of flats', Arun District Council would normally adopt a 'Stay Put' policy. However, this evacuation policy requires a minimum of 60 minutes fire resisting compartmentation to be present. 'Stay Put' means that unless the fire is within a flat/ room off a communal escape area, people should be safe to remain in their flat/ dwelling,

unless it too becomes affected by the fire. If there is a need to evacuate the Fire Service will supervise this.

17.4 It is imperative that Arun District Council plan and train relevant parties on the site-specific procedures in the event of an emergency. For each property, an emergency plan will be provided which will include the following:

- How occupants are warned in the event of a fire.
- What colleagues, occupants should do if they discover a fire.
- How the evacuation of the premises should be carried out.
- The needs or risks relating to individuals.
- Where occupants should assemble after they have left the premises and procedures for checking whether the premises have been evacuated.
- Identification of key escape routes, how people can gain access to them and escape from them to a place of total safety.
- The duties and identity of colleagues that have specific responsibilities if there is a fire e.g. Fire Wardens.
- Arrangements for the safe evacuation of people identified as being especially at risk, such as occupants and others with disabilities, children, people working alone and members of the public.
- Any machines, processes, appliances or power supplies that need to be stopped or isolated if there is a fire.
- Specific arrangements, if necessary, for high-fire-risk areas.
- Contingency plans, such as restrictions on the use of the building for when life safety systems, such as evacuation lifts, fire detection and warning systems, sprinklers or smoke control systems are out of order.
- How the Fire and Rescue Service and any other necessary services will be called and who will be responsible for doing this.
- Procedures for meeting the Fire and Rescue Service on their arrival and notifying them of relevant information such as the locations of any persons still in the building or any special risks, e.g. the location of highly flammable materials.

17.5 The fire evacuation strategy considers how Arun District Council will arrange the evacuation of premises based on the FRA and fire precautions we already have in place. There are different strategies as detailed below:

18.0 Properties and Evacuation Strategy

Building Type	Evacuation Strategy
Workplace	Simultaneous Evacuation
High Rise Flats (6 storey and over) any tenure	None in ADC property portfolio
Sheltered Accommodation	Determined by the FRA

Supported Housing	Determined by the FRA
Rented Flats	Determined by the FRA

18.1 Fire Emergency Evacuation Plan (FEED)/Fire Action Notice (FAN) - The Fire Emergency Evacuation Plan for each property will be based on the Fire Risk Assessment and determined by the Competent Person, in most cases, will be in the form of a Fire Action Notice situated in areas of high footfall and/ or near final exits.

18.2 There will be two types of Fire Action Notices

18.2.1 SIMULTANEOUS EVACUATION FAN

- Raising the alarm - Advise occupants on the recommended way to raise the alarm, whether it is verbally or through using an available fire alarm call point.
- Fire and Rescue Services - Advise occupants on the method of contacting the fire brigade.
- Assembly Point - Advise occupants of the location of the assembly point as a safe area.
- Lift - Advise Occupants that in the event of fire, not to use the lift.
- Do not collect belongings – Advise occupants to vacate the premises without delay in the event of a fire.

18.2.2 STAY PUT FAN

- Actions to take if the fire is within your flat
- Actions to take if the fire is not within your flat
- Information to give the Fire Service if an incident occurs

18.3 Person Centred Fire Risk Assessments (PCFRA) - Provisions for the evacuation of people who are not able to easily evacuate a building, for example a physical disability will be set out within the building Fire Emergency Plan, these are known as PCFRA's. Residents vulnerabilities will be discussed at the start of all new tenancies and during tenancy liaison meetings. Where residents are considered to be at risk in the event of an emergency, the Housing Officer conducting these meetings will refer the resident for a PCFRA, to be conducted by qualified Fire Risk Assessors. The Housing Officer should carry out an assessment using the form on pages 270 to 275 of the NFCC Fire Safety in Specialised Housing Guidance to assist the Fire Risk Assessors in this process.

18.4 For people with disabilities who are regular users of a given building, an assessment of their needs must be conducted, in many cases involving an interview with appropriate trained personnel. The assessment will explore the various measures available and specific requirements/instruction to enable emergency planning and their safe evacuation.

- 18.5 Fire Evacuation Drills - Fire evacuation drills will be carried out in all 'manned' buildings by Caretaking staff. This means all workplace, Supported Housing and Sheltered Accommodation. Fire drills will be carried out at sufficient intervals to ensure that all employees located on site and others who may occupy the building take part in two drills per year. Fire drills will be carried out with Lift contractors on site to ensure that the lift returns to ground floor and remains out of service when the fire alarm is sounding.
- 18.6 A well planned and executed fire evacuation drill will confirm understanding of the evacuation plan and assist in providing helpful information for future training.
- 18.7 The Local Responsible Person will use the drill to:
- Identify any weaknesses in the evacuation strategy.
 - Test the procedures after any recent building alterations or changes to working practices or identified in the FRA.
 - Familiarise new colleagues or occupants of the building.
 - Ensuring that the procedures for the safe evacuation of any persons requiring assistance are satisfactory.
- 18.8 Records should be kept of fire evacuation drills and the length of time taken to completely evacuate the building to a place of ultimate or relative safety dependant on the type and use of the building.

19.0 Fire Investigation

- 19.1 Following a fire at any Arun District Council property, the Repairs and Maintenance Manager will conduct an internal fire investigation. The investigation will assess the current FRA and management and remedial actions completed, as well as the effectiveness of any fire precautions present, how procedures worked including learning outcomes.
- 19.2 A fire investigation report will be requested from the appropriate Fire and Rescue Service which will be integrated within the internal investigation report. Additionally, a fire within any Arun District Council property will trigger a new FRA re-assessment to be undertaken.

20.0 Delivery Processes

- 20.1 The following provides the detailed process flows in the delivery of fire safety assessment, remedial work, investment and maintenance. These procedures must be adhered to at all times.

21.0 Process One - Property Data Check and Reconciliation

- 21.1 Details of all properties/assets owned by Arun District Council will be held on the Housing Management database. We will record the current status of all assets in management i.e. occupied or unoccupied (empty) or if the property is leased etc.
- 21.2 The Repairs and Maintenance Manager is Data Manager for Property Services.
- 21.3 Every asset will be defined by a 'fire safety category' in the Database Attributes which will detail if Arun District Council is responsible for an FRA to be undertaken.
- 21.4 Property Fire Safety Categories. All Arun District Council properties within the Housing Management System will be classified either 'FRA required or 'No FRA required'.
- 21.5 Non-Fire Safety Responsible Properties. Arun District Council will provide documentary evidence for all properties where a FRA is not required either by undertaking an inspection to demonstrate no risk is present or by providing evidence beyond reasonable doubt
- 21.6 The details of any contractor/consultant responsible for undertaking the safety inspection will be held within the Housing Management System.
- 21.7 Re-profiling FRA's. Each year the Repairs and Maintenance Manager will seek to re-profile the FRA's required in order to smooth the assessment programme to ensure resources can support the FRA programme. This exercise will be undertaken in July each year.

22.0 Process Two - Letter to Resident, Order Placed, Appointment Arranged

- 22.1 The Repairs and Maintenance Manager identifies properties where the FRA/ service is due to expire within 28 days and sends through a Works Order to the contractor/consultant requesting them to undertake an FRA/service.
- 22.2 The Repairs Support Team will update each property to confirm the date on which the request was made to the FRA contractor/consultant to attend the property to undertake a survey/service.
- 22.3 Each property will have its own unique order number that will be used to identify the job request between the contractor/consultant and Arun District Council. The job number will also be recorded against the property within the housing management/compliance system referenced by the unique property reference number (UPRN) number for that property.

22.4 Where access to an individual property is required and a resident changes the date of the appointment with the contractor/consultant, the contractor/consultant will amend the original date of the appointment with the new date, providing a full audit trail of all contacts with the resident.

23.0 Process Three – Access Gained - FRA/ Service Satisfactory

23.1 On the appointed date, the contractor/consultant will attempt to gain access to the property in order to carry out the survey/service.

23.2 The contractor/consultant will undertake the survey/service. Where the survey/service is satisfactory, the operative will complete an FRA/service record fully and accurately.

23.3 Prior to the document being issued to The Repairs and Maintenance Manager the contractor/consultant's supervisor will check the documentation for accuracy.

23.4 The FRA/service will be sent electronically to the Repairs and Maintenance Manager within 5 working days with the correct document naming convention. The certification will be deposited in Arun District Council's Electronic Document Management system.

23.5 Should the contractor/consultant not be able to send the survey/service record directly to Arun District Council's Electronic Document Management system, then the documentation will be emailed directly to The Repairs and Maintenance Manager who will then check the documentation for accuracy.

- The contractor/consultant will revise the status of the job to 'practically complete' on their system
- The Repairs and Maintenance Manager will mark each individual job as "Complete" on the FRA Tracker.
- The contractor/consultant will retain an electronic copy of the FRA/ service record for his records.

23.6 The Repairs Support Team will record the receipt of the FRA/service record within the housing management/compliance system.

23.7 The Repairs and Maintenance Manager will assess all documentation received for accuracy (see Process Six) and any errors found (wrong UPRN provided, etc.) will be discussed with the contractor/consultant, the documentation will be reassessed / amended as necessary and reissued.

24.0 Process Four – Access Gained – FRA / Service Unsatisfactory

- 24.1 During the survey/service, if the contractor/consultant discovers an urgent action or defect exists, the contractor/consultant will rectify the defect at the time of the inspection.
- 24.2 If it is not possible to complete the action/rectify the defect, the contractor/consultant should try to leave the work area/apparatus in as safe condition as possible and immediately notify The Repairs and Maintenance Manager, adhering to the following Process Maps:
- For Remedial actions follow Process 8
 - For Management actions follow Process 9
- 24.3 The FRA/service documentation will be completed, identifying any remedial action required. The FRA/service record will be posted by electronic means (interface) to Arun District Council's 'document management system' within 5 working days.

25.0 Process Five - Completion of FRA

- 25.1 Once it is established that an FRA is required to a property as Process 1, The Repairs and Maintenance Manager will complete a desktop review of the property information available including the property log book, service records, fire service inspection audit records and any previous FRA.
- 25.2 The Repairs and Maintenance Manager will agree the survey programme with the FRA Consultant/in-House Assessor and raise a works order for the survey.
- 25.3 The FRA Consultant/ In-House Assessor will arrange to attend site and complete the FRA. They will assign a risk rating to the property and action any urgent issues through The Repairs and Maintenance Manager.
- 25.4 On completion of the FRA, The Repairs and Maintenance Manager will complete a desktop review of the assessment and update the survey date, risk rating within the Attributes Database.
- 25.5 The Repairs Support Team will complete the survey order within the within the housing management/compliance system.
- 25.6 Where remedial and/or management actions have been identified follow Process 7 for remedial actions and Process 8 for management actions.
- 25.7 Where no actions have been identified from the FRA, a copy of the FRA will be emailed to the relevant site for reference and stored locally.

26.0 Process Six-Receipt of FRA/ Service, Check and Records Storage

26.1 Following the completion of the FRA/service, the contractor/consultant will forward a copy of the report in Word and Excel file format which will be undertaken within 5 working days of completion.

26.2 The contractor/consultant will ensure all reports have been checked for accuracy before submitting to the Arun District Council Compliance System.

26.3 All Arun District Council landlords' FRA/ service records and other additional documents that evidence compliance, as indicated within the Arun District Council Fire Safety Policy, will be held within the Arun District Council Compliance System. The contractor/consultant will ensure the documents are referenced in accordance with the naming convention detailed below.

26.4 FRA – Document File Format

Compliance Area	Certificate Type	Electronic Folder Location (via FTP)	Document File Format
Fire	FRA	Filezilla - FRA	PDF

26.5 All documents relating to FRA will be held electronically for a period of at least 5 years following the date of the FRA.

26.6 Service Record – Document File Format

Compliance Area	Certificate Type	Electronic Folder Location (via FTP)	Document File Format
Fire	SERVICE	Filezilla - Processed	PDF

26.7 All documents relating to Service will be held electronically for a period of at least 2 years following the date of the Service

26.8 The contractor/consultant will also update their management system, identifying that the service has been completed and the documentation forwarded to Arun District Council.

26.9 Once the documentation is complete the contractor/consultant will:

- Update his management system, with a practical completion date.
- Forward the Word/PDF and Excel documents of the FRA/service record to Arun District Council, adopting the file naming protocol, within 5 working days of the FRA/service visit.

26.10 Arun District Council will complete the following:

- Check the documentation for identification.
- Update within the housing management/compliance system

27.0 Process Seven – Remedial Actions Following the FRA

27.1 Following the completion of the FRA, there may be a number of actions requiring completion to reduce any risks identified to an acceptable level.

27.2 Actions are broken down into either management activities or remedial measures. Management activities are generally completed by the Neighbourhood Housing Team and remedial measures are generally completed by the Repairs and Maintenance Manager /Appropriate Contractor.

27.3 Where any urgent actions are identified, The Repairs and Maintenance Manager is notified by the assessor by telephone who in turn liaise with the neighbourhood management team to act or raise a works order within the housing management/compliance system using priority timescales and must be completed within 24 hours.

27.4 Identified remedial or management actions that do not require urgent action are prioritised for completion as:

Priority	Timescale
High	1 month
Medium	3 months
Low	6 months

28.0 Process Eight - Management Actions Following the FRA

28.1 Management actions can be generated from a number of sources:

- From an FRA.
- From Fire Authority inspection, audit or referral.
- From a communal inspection.
- Following a fire incident.
- Due to access issues to complete work or servicing.

28.2 The nature of the measures will determine who or what team will be responsible for the outcome of the action. The following generally determine the type of measures and responsibilities for action:

Action	Team
Not present or insufficient emergency evacuation plans or PCFRAS.	Repairs and Maintenance Manager
Fire loading (stored materials, fly tipping etc).	Neighbourhood Housing Manager
None present or poorly maintained fire and property logbooks.	Repairs and Maintenance Manager
Building occupancy use (removal of FFE, wedging doors, smoking).	Neighbourhood Housing Manager
Training (lack of instruction).	Repairs and Maintenance Manager / L&D Team

28.3 Where any urgent measures are identified, the Repairs and Maintenance Manager is notified by the assessor by telephone who in turn will liaise with the appropriate team to raise the necessary works orders to complete the actions using priority timescales which must be completed within 24 hours.

28.4 Identified management measures that do not require immediate action are prioritised for completion as follows:

Priority	Timescale
High	1 month
Medium	3 months
Low	6 months

29.0 Process Nine - Fire Authority inspection, Audit or Referral

29.1 From time to time the Local Fire Authority will inspect or audit properties as part of their internal audit programme to ensure the property is safe and conforms with the necessary requirements.

29.2 Where a Fire Authority Audit has already taken place, the person who received the report/notification will notify the Repairs and Maintenance Manager with contact details of the inspecting officer and/ or a copy of any report issued.

29.3 The Repairs and Maintenance Manager will contact Fire Authority to discuss, agree and prioritise any actions highlighted.

29.4 Where a Fire Authority Audit has been arranged, the relevant the person who received the notification will notify the Repairs and Maintenance Manager with contact details of the inspecting officer and date of proposed visit.

- 29.5 The Repairs and Maintenance Manager will liaise with the Fire Authority and will ensure that any actions are completed.
- 29.6 The Repairs and Maintenance Manager will review the FRA for the property, any outstanding actions, fire safety information, servicing information, orders and records. Where no current FRA exists, Process 1 will be followed.
- 29.7 In the case where there are outstanding management and/or remedial actions, the Repairs and Maintenance Manager will order their completion as a priority. For remedial actions follow Process 7 and for management actions, follow Process 8.
- 29.8 In any case, the Repairs and Maintenance Manager will release all relevant information to the Fire Authority.
- 29.9 On satisfactory completion of all actions, the Fire Authority will write to Arun District Council advising the outcome of the audit.

30.0 Process Ten - Communal Area Inspection

- 30.1 All properties subject to the RRFSO will receive regular inspection of communal areas to identify any apparent or emerging risks.
- 30.2 The frequency of inspection and responsibility for completion is highlighted in Table 8 within the Management Plan.
- 30.3 The communal inspection regime is based on anniversary dates held within the fire management system.
- 30.4 The communal inspection will be completed using the electronic pro-forma and loaded onto the fire database by the person/team completing the inspection. The date of the inspection, person completing, and actions can then be tracked through the fire database.
- 30.5 Where remedial actions are identified, follow Process 7 and for management actions, follow Process 8.

31.0 Process Eleven - Routine Repairs

- 31.1 Residents with fire installations that are the responsibility of Arun District Council will report faults and breakdowns to each Arun District Council by telephone, email, in writing or through an employee of Arun District Council in accordance with their tenancy agreement.

- 31.2 Arun District Council will record and enter every valid repair request directly into repairs system, a repair order will automatically be sent to the contractor/consultant from the housing management/compliance system during 'core working hours'. Outside 'core working hours' an Out of Hours emergency service will operate and repairs will be entered in the housing management/compliance system as detailed above.
- 31.3 All jobs are issued with a priority timescale for completion, reflecting the vulnerability of the resident in accordance with the Arun District Council Responsive Repair Policy.
- 31.4 All repairs will be initially recorded on the housing management/compliance system and issued to the appropriate contractor/consultant via a works order, with the resident's details and description of the fault.
- 31.5 On completion of the job, the contractor/consultant will notify Arun District Council.
- 31.6 In some cases the contractor/consultant may identify additional work is required that is outside the scope of the works order and/or potentially rechargeable.
- 31.7 The Repairs and Maintenance Manager will be contacted with details of the works required and the Repairs and Maintenance Manager will determine the works to be undertaken.
- 31.8 Repairs of this nature are detailed below:
- Vandalism.
 - Major/extensive works.
 - Technical assessment/survey.

32.0 Process Twelve - Post Inspection (Repairs and New Installations)

- 32.1 All repairs, renewals and new installations will be subject to a regime of post inspections.
- 32.2 A minimum random sample of 10% will be taken of all repairs/replacements completed.
- 32.3 A minimum random sample of 10% of all new installations will be post inspected by the Repairs and Maintenance Manager.
- 32.4 Post inspections will be increased if performance issues are experienced.

- 32.5 Monitoring of the post inspections will be subject to management reporting on a monthly basis.
- 32.6 The post inspection will be undertaken prior to the invoice being authorised.
- 32.7 Access will be arranged with the resident to carry out the post inspection which will validate the following:
- The works are completed satisfactorily.
 - The value of the work conforms to the agreed works order (including any work variations).
 - The quality of the materials used conforms to the contract specification
 - FRA/service record completed correctly.
 - Resident satisfaction regarding the repair or installation.
- 32.8 Once the inspection is complete the Repairs and Maintenance Manager will either:
- Reject the order and advise the contractor/consultant that defects have been found which require rectifying.
 - Or if the Repairs and Maintenance Manager passes the installation, the job may be completed in the housing management/compliance system
 - Record any resident feedback and integrate within the contractor/consultant performance monitoring.
- 32.9 Once the work has been post inspected the event will be recorded on the housing management/compliance system
- 33.0 Process Thirteen – Automatic Activation Alarm Protocol**
- 33.1 In the event that there is an activation alarm, the alert will be monitored by the either the on-site staff or the call receiving centre.
- 33.2 In the event of a Fire Signal, it will alert the monitoring station that there is an activation. The alarm will also be sounded within the affected property.
- 33.3 The monitoring station will alert the local Fire and Rescue Service of the event as well as the on-call engineer, Arun District Council CCC and the Responsible Person.
- 33.4 The local Fire and Rescue Service will attend the property as an emergency. The on-call engineer will also be in attendance. If a fire has occurred, follow Process 15.
- 33.5 If the alert is considered an unwanted fire signal, for example, where the alarm has been triggered by smoking or burning toast, the local Fire and Rescue Service with

the on-call engineer will check detectors/panel and advise that the system is safe to reset.

- 33.6 The fault signal will alert the monitoring station that there is an activation. The alarm will not sound within the affected property.
- 33.7 The monitoring station will alert the on-call engineer who will attend site to investigate the fault. Examples of a Fault Signal could be; removal of detector heads, damaged detector/electrical fault.
- 33.8 The on-call engineer will repair the fault and reset the panel if possible. If repair is not possible, the on-call engineer will notify Arun District Council CCC who will liaise with the Repairs and Maintenance Manager to agree the solution to remedy. In most cases resolution can be either remedial action, follow Process 7, or management action, follow Process 8.
- 33.9 In the event of a Fire or Fault Signal, the monitoring station will provide an incident report to the Repairs and Maintenance Manager within 24 hours.

34.0 Process Fourteen - Fire Emergency Incident

- 34.1 When a fire incident at an unstaffed location is reported to Arun District Council (by The Fire Service, Housing/Support staff or residents) the Arun District Council staff member dealing with the report must log the incident in Sharepoint.
- 34.2 An email notification must also be sent to the Repairs and Maintenance Manager. The Repairs and Maintenance Manager reviews all details of incidents and follows up as necessary.
- 34.3 Repairs and Maintenance Manager Actions

a) No Action Required

For Minor Incidents the Repairs and Maintenance Manager will note the incident and will sign the incident off where no further actions are required.

b) Further Action Required

When the Repairs and Maintenance Manager considers further action is required one or more of the following courses of actions will follow

- Fire Investigation
- Joint Investigation with Fire Service
- Review of PCFRAS
- Review FRA

- Review active and passive fire protection measures
- Raise repairs as necessary

34.4 The Repairs and Maintenance Manager, with relevant colleague support, will identify if the resident can remain in the property following the fire incident. If this is not possible, decant arrangements will be made.

34.5 The Repairs and Maintenance Manager obtains a copy of the Fire Authority investigation report, incident log and learning and uses this information to assist the Arun District Council fire investigation report.

35.0 Process Fifteen – Referral for Additional Works

35.1 In some cases, the contractor/consultant may identify additional work is required that is outside the scope of the original works order. Referrals should come through the Repairs and Maintenance Manager who will liaise with the contractor and visit the site to undertake an assessment.

Typical examples include the following:

- Extension of a system.
- Upgrading of a system.
- Additional works due to obsolescence.
- Additional works due to vandalism.
- Technical alterations.

35.2 If there is a potential delay due to the additional work the resident will be kept informed of progress.

36.0 Process Sixteen – Independent External Audit Process

36.1 Arun District Council will appoint an Independent External Auditor (IEA) to undertake an external audit to a minimum of 10% inspection of all survey, repair, servicing and replacements completed.

36.2 A sufficient sample of each type should be forwarded to the IEA to achieve the required percentage of external assessments. The Repairs and Maintenance Manager will monitor the access performance of IEA.

36.3 The IEA will arrange access with Arun District Council residents individually and on completion of the audit will provide a report of the findings to The Repairs and Maintenance Manager.

36.4 The format of the report will include the following numbers and percentages:

- Number of survey audits undertaken.
- Number of remedial work audits undertaken.
- Serious defects found (Number and percentage).
- RIDDOR (Number and percentage).
- Individual contractor/consultant performance summary.
- Individual operative performance summary.

36.5 Technical Information to include the following:

- Accuracy of survey.
- Quality of work (satisfactory and non-satisfactory).
- Number and type of defects found.
- Assessment of the effectiveness of the management plan processes.

36.6 Resident experience information to include the following:

- Overall satisfaction.
- Convenient time arranged.
- ID card shown.
- Contractor/consultants worked tidily.
- Good quality.

36.7 The findings of the IEA will be provided to the contractor/consultants. An action plan will be developed with the contractor/consultants based on the findings of each report to ensure continuous improvement. If satisfactory performance is not achieved The Repairs and Maintenance Manager will escalate the issues for formal contract action to commence.

37.0 Management of Contractor/consultants

37.1 Contractor/consultant Details. The Repairs and Maintenance Manager will keep a central register (excel spread sheet), with the contractor/consultants details which will include the following:

Table 10 – Fire Safety Contractor/consultant Details Register

Contractor and Consultant Details	Contractor/consultant Business name.
	Trading address.
	Key Contact Name.
	Contact details.

	Office Contact Phone Number and Mobile Phone.
	Emergency phone number.
	E-mail contacts.
	Copy of certification: Institution of Fire Engineers (IFE) or appropriate schemes operated by certification bodies which have been UKAS accredited.
	Outcome of the annual financial appraisal.
	Insurance details including policy numbers and insurance cover details and excess etc.
	Details of prosecutions served or pending before and throughout the contract award including RIDDOR.
Operatives Details	Full name.
	Mobile phone number.
	Training received – type and date and the date refresher training is required.
	<p>Fire Risk Assessment IFE Installation and servicing – Fire Industry Association (FIA) approved qualification.</p> <p>Fire Alarm/Emergency Lighting Testing Level 3 Award in Requirements for Electrical Installations BS7671 and either the Level 3 Certificate in the Certification of Electrical Installations (inspection, testing and certification of Electrical Installations):</p> <ul style="list-style-type: none"> • Or both the Level 3 Award in the Initial Verification and Certification of Electrical Installations and the Award in the Periodic Inspection, Testing and Certification of Electrical Installations. • Area of the business they're working. • The Contractor/consultant's qualifying supervisor (QS). • Approved Electrician (AE) registered under the Electro-technical Certification Scheme (ECS) ECS card number & Expiry date.
	<p>The qualifications of the operative against the competence assessment including applicable mandatory training, such as;</p> <ul style="list-style-type: none"> • CSCS Skill Card • UKATA CAT B Asbestos Training • Client Contract passport • Contractor/Consultant Sanctions

38.0 Updating Details of Contractor/Consultants Operatives

- 38.1 The contractor/consultant will update the Repairs and Maintenance Manager if there is a change to list of operatives working on the contract or to their qualifications/training/refresher training prior to a new operative commencing or within one month of new qualifications/training
- 38.2 This information will be used to update the contractor/consultant information spreadsheet as above and will be updated by the Repairs Support Team within 5 working days of receipt of the information.
- 38.3 Individual checks and verification of fire risk assessors and registered companies can be made via Institution of Fire Engineers (IFE) and Fire Industry Association (FIA).
- 38.4 NOTE: Unless Arun District Council holds documentary proof that any company has the relevant and up to date qualifications, the company is not permitted to carry out any fire safety assessment or remedial works. Details of contractor/consultant competence must be held on the contract file by the Repairs and Maintenance Manager.

39.0 Gaining Access for Asbestos Surveys and Repairs

- 39.1 The Access Protocol for gaining access and the escalation process if access is not achieved, has been appended to this management plan.
- 39.2 Contractors are responsible for 3 attempts to gain access and contract terms must reflect this. Once their 3 attempts at access have been proved to be unsuccessful, the property is passed to the Repairs and Maintenance Manager along with evidence of access attempts, for escalation.

40.0 Operational Meetings

- 40.1 The Repairs and Maintenance Manager will meet with contractor/consultant representatives on an agreed frequency (normally every month). At this meeting the following documents will be issued, discussed and updated as required:

- Agenda.
- Minutes of previous meeting and any agreed actions.
- Details of the Independent External Audit actions.
- Service programme (updated to reflect the current position at the time of the meeting).
- Continuous Service Improvement Plan.
- Compliments and Complaints.
- Resident's contact information.

- Health and Safety.
- Performance reports and agreed KPIs MPIs and OPIs.
- Invoicing, budget and finance (against the predicted costs).
- Operative competence validation check including details of any changes to operatives working on the contract.

40.2 The Repairs and Maintenance Manager will ensure all required documentation is provided at least 5 working days before the monthly meeting. This will include performance issues, progress updates relating to the action plan and/or operative changes. This will include a timescale for resolution to report to The Repairs and Maintenance Manager for review at the next monthly meeting.

41.0 Amendments to the Property Portfolio

41.1 The following circumstances will require a controlled amendment to the Arun District Council main asset data base and the property attributes relating to the fire categories will need to be updated. This will ensure the database reflects the correct liability for fire safety.

- New build property development.
- Acquisition of property.
- Property Disposal.
- Any asset addition to the housing management/compliance system

41.2 The following circumstances will require an assessment of a potential controlled amendment to the main Arun District Council asset data base, including the property attributes relating to properties where there is a responsibility for fire safety:

- Property refurbishment.
- Change of property tenure.

42.0 Quality Assurance

42.1 Performance Monitoring. The monitoring of a range of performance indicators is crucial in achieving landlord compliance, ensuring continuous improvement and demonstrating value for money.

42.2 Each process contained within this document is interdependent upon a range of KPIs as detailed below:

Cat	Indicator	Frequency
KPI	Number of properties with a compliant assessment against the property list	Weekly
KPI	Number of properties requiring a FRA assessment	Weekly
KPI	Number of properties which require remedial actions and timeline	Weekly
KPI	The number of routine communal inspections against the timescale	Weekly
KPI	The number of fire incidents and completed fire investigation reports	Weekly
KPI	Improvement and prohibition notices issued and actions completed in accordance with the required timescales	Monthly
KPI	Audit checks undertaken in relation to FRA assessments and works undertaken, and engineers work on a minimum of 10% sample	Monthly
KPI	The number of reportable incidents in accordance (RIDDOR)	Quarterly
MPI	Communal Inspections Completed in Time	Monthly
MPI	Resident Satisfaction	Monthly
OPI	Contractor/consultant accreditations and operative qualifications	Monthly
OPI	Fire alarm/emergency lighting and fire-fighting equipment tested on time	Monthly
OPI	Fire Alarm repairs completed right first time	Monthly

42.3 The contractor/consultant has an integrated suite of performance indicators which will be monitored through the contract management procedures.

43.0 Independent External Auditing

43.1 Arun District Council will engage a 'third party' independent external auditor to undertake a sample of 10% against all completed works defined in Process 16.

44.0 Strategic Validation

44.1 Fire Safety Management is a high risk area and this policy will be reviewed on an annual basis. An external strategic review will be undertaken every 2 years which will include all operating procedures.

45.0 Complaints and Compliments

45.1 All resident's compliments and complaints will be directed to the Property Team within Arun District Council and will be responded to in accordance with the Arun District Council Complaints Policy

46.0 Competence Training

46.1 A detailed competence training programme is in operation. This will ensure that colleagues involved in fire safety have the right combination of training, skills, experience and knowledge to ensure that Arun District Council can demonstrate competence.

47.0 Promoting Fire Safety

47.1 Annual safety and awareness campaigns will be proactively supported. These will include the distribution of media materials and initiatives as considered appropriate. They will be used to proactively promote and improve residents understanding of fire safety issues and the importance of fire safety inspections, servicing of equipment and reporting repairs promptly.

47.2 All front-line colleagues will receive training on the importance of remaining vigilant relating to fire safety issues and the signs that can alert colleagues of a concern relating to fire safety.

48.0 Changes to Regulations, Legislation and Annual Review

48.1 The Repairs and Maintenance Manager will proactively monitor legislative and regulatory developments and changes. This will ensure Arun District Council effectively prepare for potential changes and consistently operate within the most up to date regulations/legislation at all times. Potential changes in legislation will be identified where there is considered to be an impact upon policy and changes will be disseminated to all relevant colleagues across Arun District Council, contractor/consultants, consultants and residents. This will be undertaken through internally circulated briefing note which will be discussed in all relevant team meetings dependent upon the nature and implications of the change.

48.2 All colleagues have a responsibility to remain alert and share knowledge and good practice across all teams. This includes dissemination from statutory regulators, institutions, media articles from fire management companies, professional bodies and other trade media.

49.0 Technical Specification for Fire Doors

49.1 Fire-Resisting Door Assembly

49.1.1 All fire-resisting doors are rated by their performance when tested to an appropriate standard. The level of protection provided by the door is measured, primarily by determining the time taken for a fire to breach the integrity of the door assembly, together with its resistance to the passage of hot gases and flame.

49.1.2 The full door assembly has Primary Test Evidence with confirmation of this achievement from a UKAS fire testing facility.

49.1.3 The door is also to be BMTRADA certified/accredited

49.1.4 General requirements

- 30-minute wooden fire-resisting door is to be at least 45mm thick.
- 60-minute wooden fire-resisting door is to be at least 54mm thick.

49.1.5 There should normally be a gap of 2-4mm between the door leaf and the frame.

49.1.6 The gap between the fire-resisting door and the finished threshold must not exceed 10mm.

49.1.7 The door to be installed must be pre-measured and factory trimmed. Any on site trimming must be within the limits specified by the manufacturer

49.1.8 All doors must comply with BS 476 Part 22, with intumescent heat and cold smoke seals.

49.2 Glazing

49.2.1 Glazing is only be fitted to doors, which are designed for the purpose and tested to the relevant standard in accordance with these technical requirements. Any glazing panels to be fitted on site must be fitted in accordance with manufacturer's instructions.

49.2.2 Glazed doors must comply with either BS 476-22, BS EN 1364-1 or BS EN 1634-1

49.2.3 Fire resistant glass must only be used as part of a fire-resistant glazed system – which includes the glass, the glazing seal, beads, fixings and frame. All essential components of such a system must be compatible under fire conditions, and the performance must be referenced to appropriate and relevant test evidence.

49.3 Fire-Resisting Door Frames

49.3.1 In all circumstances the fire-resisting door and frame should be installed as a complete set. The frames along with the doors must be supplied with a Primary Test Evidence report and BMTRADA accreditation.

49.4 Doorstops

49.4.1 The doorstops on an existing timber door-set should be not less than 25mm wide and 38mm long glued and screwed to the existing doorframe at 300mm centres. All new door-sets must be fitted with cold smoke seals and intumescent strips

49.5 Self-Closing Devices

49.5.1 Self-closing devices fitted to fire-resisting doors must be positive in action and capable of closing and latching the door and holding it firmly against the rebates of the frame and it must conform to BS 1154 or 1155.

49.5.2 Service access doors/storeroom doors do not normally require self-closing devices if they are kept locked shut.

49.6 Smoke seals/Intumescent strips

49.6.1 No intumescent material must be fitted to the front face of the door or to the doorframe against the front face of the door. All door furniture i.e. hinges, locks and latches should be bedded in intumescent putty/paste to ensure continuity of the intumescent seal to prevent any weakness of the fire door assembly at these weak points.

49.6.2 The seals must be fitted in accordance with the manufacturers' instructions.

49.6.3 The gap between the door and frame must not be more than 2-4mm as a larger gap may render the intumescent seal ineffective in a fire. In addition, if a door edge mounted smoke seal is being used it brushes right up against the door lining. The smoke seal may also be fitted on the door stop where the closing face of the door meet it, so long as this does not prevent the door closing and securing fully.

49.7 Hinges

49.7.1 Hinges must be pressed steel BS EN 1935: 2002: Building Hardware Single Axis but hinges, 3 hinges per door with the central hinge approximately 500mm down from the top of the door. Brass hinges cannot be used.

49.8 Latches

49.8.1 Doors that do not lock must be fitted with a handle and latch. The nib of the latch must engage into the latch plate at least 12mm to ensure that the closing edge will not spring open when the door deforms.

49.8.2 The voids in the cut-out section for the latch must be filled with intumescent paste.

49.9 Locks

49.9.1 Where a lock is to be fitted to the fire-resisting door it must be of the type that allows the door to be held shut but which does not lock unless a key is used on the outside, such as a thumb turn opening on the inside. The door, whether locked or not, must be openable from inside the room without the use of a key.

49.10 Apertures in Fire-Resisting Doors

49.10.1 Other than locks, the only aperture allowed is for a security spy hole which is to be installed with an intumescent seal.

49.10.2 Doors are to be fitted without a letter plate. Post facilities will be provided by installing a lockable post box alongside the front door, or in some instances, a communal postage facility by the main entrance door.

49.11 Installation

49.11.1 Doors are to be installed as per chosen manufacturers guidelines.

49.12 Finishing

49.12.1 The door is to be fitted painted on both sides, using the paint that was used to achieve Primary testing and BMTRADA accreditation.

49.13 Certification of a Fire-Resisting Door Assembly.

49.13.1 Every door installed is to have a certificate confirming BMTRADA compliance, detailing the level of fire resistance that has been achieved i.e. 30 minutes.

50.0 Compliance System – Geometra

50.1 All data in relation to Health and Safety compliance including Fire Safety is held on the Councils compliance system, Geometra.

50.2 The system holds the date of the last FRA and based on the required frequency, the date of the next scheduled FRA.

50.3 All remedial actions from FRAs are logged with an appropriate target date for completion. The outcome of remedial actions are recorded so that there is an audit trail for all actions logged.

50.4 All service and maintenance visits are logged on the compliance system and documents produced during these visits are attached for evidence and future reference.

- 50.5 The data held on Geometra is used to inform programmes of inspections and assessments as well as planned maintenance programmes for longer term projects.
- 50.6 Geometra holds real time data on compliance and produces a PI or OPI report on compliance and progress on repairs/remedial actions.

51.0 Glossary of Terms

- 51.1 The following provides an alphabetical list of words relating to a specific term or abbreviation used in the management plan as detailed below:

Specific Term / Abbreviation	Definition
Business Continuity Plan (BCP)	This plan details the emergency response procedures following an incident that impacts on the ability of Arun District Council to deliver operations.
Competent Person	A competent person is someone who has sufficient training and experience or knowledge and other qualities that allow them to assist an organisation meet the requirements of health and safety law.
Duty Holder	Is accountable for ensuring the implementation of this management plan. The Council has final approval of budget requirements to meet delivery, and of policy amendments.
Compliance System	The compliance system used by Arun District Council to electronically compliance records and documents. Currently Geometra
Data Manager	The data manager is responsible for ensuring that all required data is collected and held on a secure database. All data is to be fully accessible and reportable in the required format. The data is to be backed up and a recovery plan put in place in the event of system/data loss. The data must be fully auditable for accuracy. The data manager is responsible for ensuring ownership and rights of Arun District Council over any data hosted outside of the organisation and for ensuring that the data is held in full compliance with GDPR
Fire Action Notice (FAN)	Fire action signage clearly communicating to anyone on the premises what action should be taken in the event of a fire.
Fire Industry Association (FIA)	Is the largest fire protection trade association in the UK with the objective to promote, improve and perfect fire protection methods, devices, services and apparatus.

Specific Term / Abbreviation	Definition
Fire Risk Assessment (FRA)	This identifies what we need to do to prevent fire and keep people safe.
Regulator for Social Housing	Has the responsibility for the regulation of social housing providers in England.
Institute of Fire Engineers (IFE)	Assesses knowledge of fire and professional experience, awarding internationally recognised membership grades and fire-related qualifications.
Person Centred Fire Risk Assessments (PCFRA)	Is a bespoke 'escape plan' for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of any emergency.
Performance indicators (PI's)	Performance indicators are categorised into 3 areas Key Performance Indicators (KPI) – A strategically important measurable indicator that that supports the delivery of Arun District Council's business objectives. Management Performance Indicator (MPI) - An important measurable indicator that that supports the delivery departmental objectives. Operational Performance Indicators (OPI) - An important measurable indicator that that supports the management of a particular departmental activity.
Regulatory Reform (Fire Safety) Order 2005 (RRFSO)	Consolidates and rationalises most of the previous fire safety legislation, that was scattered across a large number of statutes and secondary legislation, into one order
Responsible Person	Has the duty to ensure compliance with the Arun District Council policy, management plan and compliance with the Regulations.
Unique Property Reference Number (UPRN)	Is a unique reference number applied to every asset (including property and land) within the housing management/compliance system and used to ensure every asset can be accurately identified