

Appendix 2-action plan

	ISSUE	ACTION	WHO?
1.	Resident focus groups need to be established to gather feedback and interventions from residents. Who, how often?		
2.	This action plan needs to be maintained by a suitable officer – Future Building Safety Manager?		
3.	Communicating key message. Identify key messages around building safety, frequency of sending out message, carry out customer profiling and audience segmentation		
4.	How do we carry out face to face engagement over issues, who will organise it and carry out the contact?		
5.	How will resident and their relatives (with capacity issues), get access to building safety information?		
6.	How does the CoLC inform residents of changes, information, and updates?		
7.	How does CoLC engage with residents on programmed safety work? Who?		
8.	How will FRA's et al, be presented and be accessed? Human intervention or web-based access?		
9.	How will the process for ensuring the deadline for responding to issues, within 1 month be managed and tracked?		
10.	How will customer services be able to react appropriately to building safety info requests and/or reported issues, will training be required and who will deliver?		
11.	Fire Safety Info required on sign up, stay put, fire precautions etc, who and how will updates be managed?		
12.	HO Follow up on 6 weeks to confirm resident is happy with info and knows process for reporting safety issues?		
13.	Zero tolerance on communal areas, requires approval		

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14.	Info of vulnerable residents who may require rescue, held within PIB, for fire service access. Who will attain and maintain this info, who will be responsible?		
15.	Escalation process examined, once info on this is given by building safety regulator. How will this info be rolled out to residents?		

Action plan – Building Safety Resident Engagement Plan.

This is derived from the proposed above plan, identifying areas requiring action to ensure the plan is delivered in full.