

1. Welcome and Introductions

4 panel members

Steve Mansey – Head of Building Safety and Compliance

Chris Ellams – Building Safety Manager

Lauren Burley – Customer Engagement Officer

Steve welcomed attendees and asked panel members to introduce themselves and confirm the block they live in.

2. Review of Previous Actions

- Pam asked whether regular fire safety communications are sent out.
- Steve confirmed that communications are issued based on **fire trend data**.
 - Example: Pendlebury bin chute fire triggered communications reminding residents of safe bin use.
- Reactive communications are also used:
 - CXFB control room sends messages to residents when fire engines attend, reassuring surrounding blocks when there is no ongoing risk.

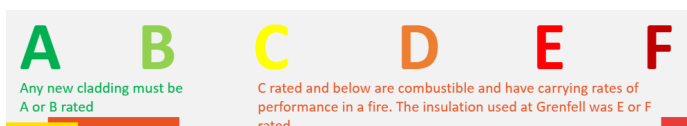
Issue raised:

- Communication follow-up is inconsistent:
 - Example: Lift outages are communicated, but repairs are not always confirmed.
 - **Action:** Control Room and Marketing to improve communication closure.
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3. Building Safety Update – FRAEW's

What is an FRAEW?

- An FRAEW is a specialist fire safety assessment of the outside of a building
- It looks at how the external walls, cladding and insulation would behave in a fire
- It helps us understand if any improvements are needed now or in the future
- All seven buildings in Brinnington were assessed as they meet the high-rise criteria and are similar in design and construction.
- Chris explained the **A–F cladding rating system**.



- Brinnington blocks are rated **C**, meaning replacement is required.

Customer queries:

- Timeline for refurbishment:
 - Steve advised Asset Strategy indicates **10–11 years**, which the assessor has deemed appropriate.
- Request for clearer scheduling/agenda for works.

Discussion:

- Brian raised concerns about differing contractor opinions across projects.
 - Steve confirmed variation is due to **engineering judgement**.
 - Chris referenced relevant guidance.

The assessment identified

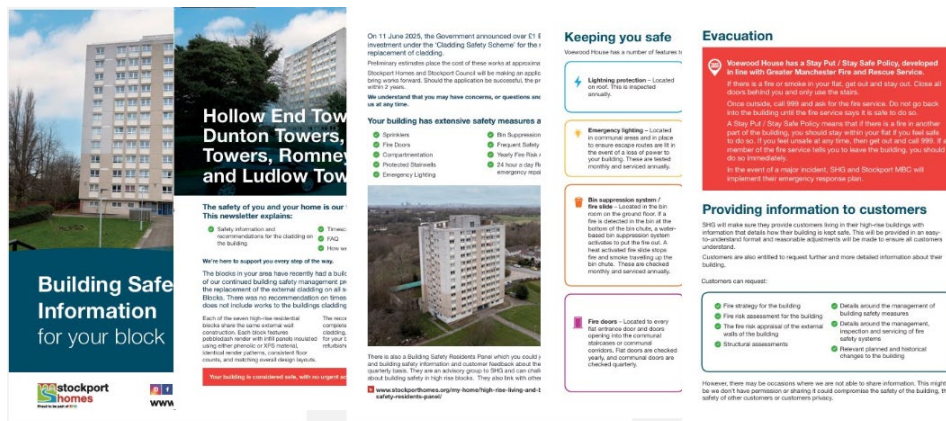
- Combustible insulation materials within parts of the external wall construction
- Areas where fire barriers could be improved when the external walls are eventually replaced
- Opportunities to enhance the overall fire performance of the external wall system

What this means

- The survey recommends replacing the external wall system in the future with modern, non-combustible materials.
- This is a long-term improvement recommendation rather than an urgent safety issue.
- The assessor has confirmed that no immediate safety measures are required.

Importantly

- The materials identified are not the same cladding system that was present at Grenfell Tower.
- The buildings already have a range of safety measures in place, including sprinklers, fire doors, compartmentation and regular fire safety inspections.
- Residents can continue to live safely in their homes while plans are developed for future improvements.
- Pam asked how residents will be considered during works.
 - Chris assured:
 - Resident impact will be central to planning.
 - Potential surveys to gather feedback on concerns and preferred timings.



- Jason suggested balancing messaging:
 - Whilst cladding is rated C, other protections (alarms, sprinklers) are **A-rated**.

4. Applying for Government Funding

- Steve explained:
 - Government has allocated **£1bn funding** for remediation works.
 - Although funding is available in later years (e.g. 2036), SHG is applying earlier to reassure residents.
- Pam asked about prioritisation of higher-risk buildings (DEF ratings).
 - Steve confirmed this is currently unknown.
- Brian noted:
 - Leaseholders may feel frustrated, having purchased properties in good faith.

5. PEEPs (Personal Emergency Evacuation Plans)

Stockport Homes have made attempts to contact all customers about completing the PEEPs and PCFRAs but we have received **feedback from around 66% of all homes in High-Rise**. We will be trying to make contact again with letters, phone calls and door knocks but we really need your help in getting as much information as possible.

What do I need to do?

- If you have yet to respond about this information, please let us know, we may need to build in additional control measures for your home.
- If you or members of your household have changes that may affect either of these areas, please let us know so that we can update our records. Even if you go out and by an e-bike or mobility scooter.

- Pam queried contingency if both lifts are out of service.
 - Steve confirmed:
 - Neighbourhood Officers would refer to the **PEEP register** to support affected residents.
- Steven asked about temporary PEEPs:
 - Chris advised:
 - Residents must notify SHG, but systems are reviewed weekly.
- Discussion on improving data collection:
 - Some panel members felt residents should take responsibility to:
 - Report when support is needed
 - Notify when it is no longer required
- Pam emphasised need for visible SHG presence:
 - Steve confirmed changes:
 - Building Safety Officers will be more **visible and integrated into blocks**
 - Focus on relationship-building with residents
- Additional points:
 - 360 team will now check **fire doors**, supporting community engagement.
 - Pam noted preference for **traditional noticeboards** over digital displays.
 - Issue raised: incorrect councillor shown on Voewood screens.

6. Lancashire Hill Reminder

What we have done:

- 24/7 waking watch implemented in line with NFCC guidance.
- Full SOP's and procedures developed and implemented.
- Specialist provider appointed to recruit, train and manage patrol staff.
- Resident communications issued.
- Updated evacuation signage installed.
- Vulnerable residents identified and PEEPs developed and shared with patrol teams.

Assurance:

- GMFRS have attended site, reviewed the arrangements and confirmed they are satisfied with the measures in place.

- Interim controls are appropriate and proportionate while permanent solutions are progressed.

Next steps:

- Design work progressing for a common fire alarm system, including options to accelerate delivery.
 - The Gateway application will be produced following the submission of the Hanover and Pendlebury applications.
 - Steve explained the **Gateway application process**:
 - Example:
 - Pendlebury approved
 - Hanover (similar building) not yet approved and queried further
 - Highlighted inconsistency due to different assessors.
 - Waking Watch update:
 - Fire alarm installation underway
 - Waking Watch expected to be removed soon.
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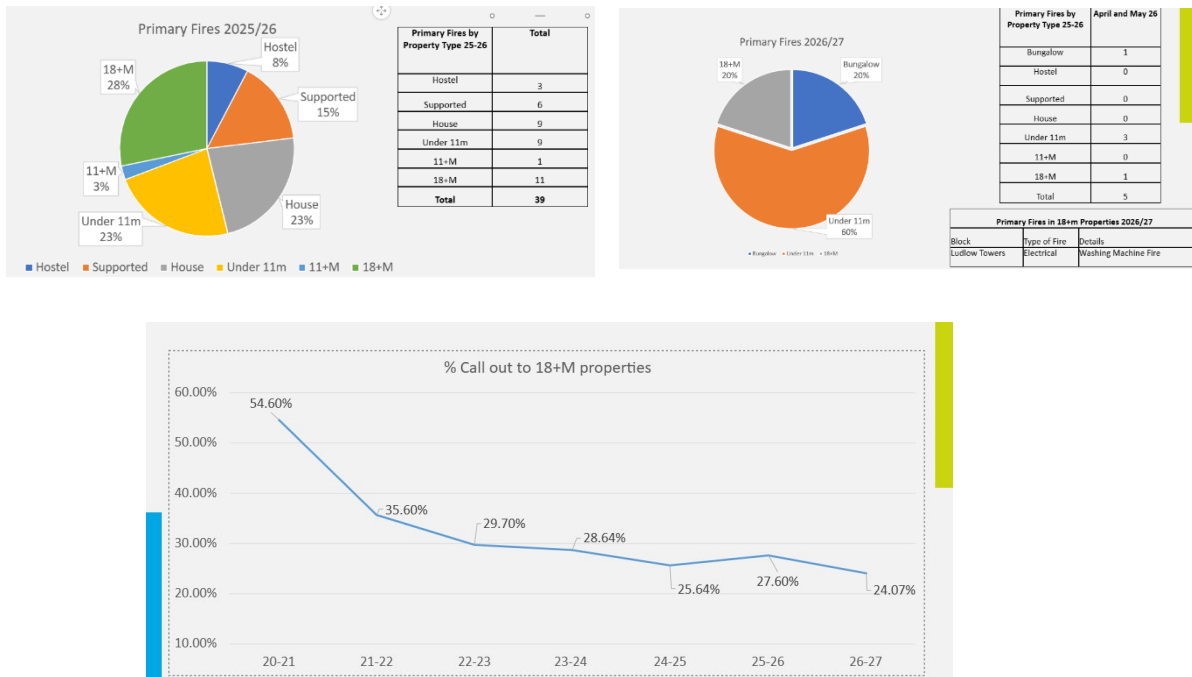
7. Customer Communications Feedback

Key feedback:

- **EVEC summary:**
 - Font size too small
 - Needs clearer explanation of:
 - What it is
 - When works will be completed
- **Grammar/clarity:**
 - Example: “Following Grenfell” sentence needs correction (“comma”, “issued” not “issues”)
- **Layout:**
 - Too many bullet points on one page
 - Suggest:
 - One-page summary
 - QR code linking to detailed information

- **Readability:**
 - Current materials too complex
 - Require simplification for wider engagement
- **FAQs:**
 - Should focus on **current actions**, not future possibilities

8. Fire Data Trends



- Pam asked:
 - Whether SHG is charged for fire brigade callouts and if this is communicated to residents.
- Response:
 - SHG is **not charged**, so no communication required.

9. Legislative Update

- Steve highlighted a new requirement under the **Building Safety Act**:
 - Electrical safety checks will now include **fixed appliances**.

10. Sprinklers

- Jason asked whether sprinklers continue until manually turned off.
 - Steve confirmed: **Yes, they do.**

11. Engagement Opportunities

- Suggested improvements:
 - Regular **Building Safety presence in blocks**
 - Informal engagement (e.g. coffee mornings)
 - Staff presence in foyers with visible “here to help” messaging
 - Posters to raise awareness
 - Collaboration with:
 - Pantry services
 - Local community groups

Action	Owner	Notes / Detail
Improve communication follow-up (e.g. confirm when lifts are repaired)	Control Room & Marketing	Ensure all customer communications include closure updates
Review and simplify customer communication materials	Building Safety Team / Communications	Reduce complexity, improve font size, and create one-page summaries with QR codes
Include balanced messaging on safety measures	Communications Team	Highlight that while cladding may be rated C, other fire safety measures (e.g. alarms, sprinklers) are A-rated
Gather resident feedback on cladding works and refurbishment	Building Safety Team	Consider surveys to understand concerns, preferences, and timing
Clarify and communicate refurbishment timelines	Asset Management Team	This cannot be done until funding is confirmed.
Continue applications for government funding	Senior Management	Aim to secure earlier funding to accelerate works
Improve accuracy of digital noticeboards	Communications / IT	Correct errors (e.g. Voewood councillor issue)
Increase Building Safety Officer visibility in blocks	Building Safety Team	Officers to be more present and build relationships with residents

Review and improve PEEP data collection	Housing Management / Building Safety	Encourage residents to report and update needs; ensure records remain accurate
Provide reassurance on PEEP support during lift outages	Neighbourhood Teams	Reinforce support processes using PEEP registers
Review noticeboard formats (digital vs static)	Communications Team	Consider resident preference for static displays
Continue removal of Waking Watch where safe to do so	Building Safety Team	Linked to fire alarm installation progress
Ensure communications follow plain English standards	Communications Team	Correct grammar, simplify content and improve readability
Use fire trend data to inform resident communications	Building Safety Team	Continue proactive messaging based on incidents
Increase engagement opportunities (e.g. coffee mornings, foyer presence)	Building Safety Team / Engagement Team	Improve visibility and accessibility for residents