

Fire Safety Policy

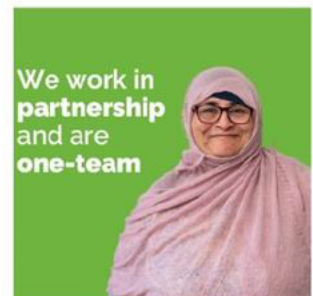
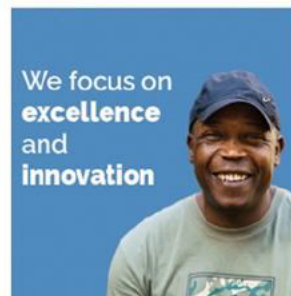
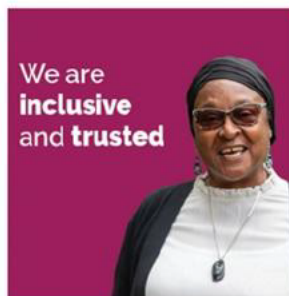
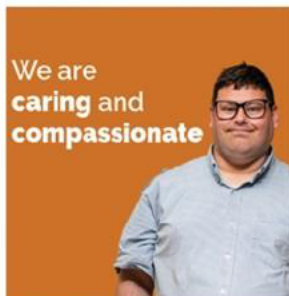
Our Vision

Building better lives through social care and housing in local communities.

Our Mission

We co-design and deliver services that offer innovative social care solutions and support people to thrive.

Our Values



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Look Ahead
CARE, SUPPORT AND HOUSING

Quick Links

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[Fire Safety Operational Guidance](#)

1. Introduction

1.1 We own and manage a range of assets including single dwellings and non-domestic assets. This policy sets out how we will manage fire risk as far as is reasonably practicable, including:

- The identification of our specific responsibilities for each of our assets
- The creation of a Fire Safety Management Plan and associated staff training to provide guidance on the implementation of the commitments contained in this policy.
- The key activities (e.g. Risk Assessment, Testing and Servicing) that we undertake.
- Maintaining competent staff and contractors
- Communication internally and with customers and other stakeholders
- How our Board, as Duty Holder, will delegate responsibility for the implementation of the policy, monitor its effectiveness and receive assurance of compliance

1.2 The scope of this policy includes:

- the undertaking of Fire Risk Assessments (FRAs) and the remedial works and actions arising from the FRA
- cyclical maintenance of fire safety systems and equipment including, but not limited to:
 - automatic fire detection and alarm systems
 - emergency lighting
 - automatically opening smoke vents or smoke control systems
 - portable firefighting equipment
 - dry or wet risers
 - sprinkler/mist systems
 - firefighting lifts
- general repair maintenance and management activity which could have an impact on fire safety within a building or individual property.

1.3 We will seek to comply with all current and relevant statutory obligations, primarily as detailed in the following:

- The Building Regulations 2010,
- The Housing Act 2004; and
- The Regulatory Reform (Fire Safety) Order (RRFSO) 2005

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- 1.4 We take the view that delivery of the commitments within this policy will ensure that the requirements of other legislation, such as the Health & Safety at Work Act 1974 and Landlord & Tenant Act 1985 will also be met.
- 1.5 In addition, we must meet the requirements of both the Regulator of Social Housing's ('RSH') Home Standard and the requirements of the Care Quality Commission ('CQC')
- 1.6 Our primary objective is to ensure that customers, contractors, staff, and visitors remain safe in our premises (both domestic and non-domestic). Failure to properly discharge our legal responsibilities may result in:
 - Prosecution under the Regulatory Fire Safety Order 2005, Health and Safety at Work Act 1974, or Corporate Manslaughter and Corporate Homicide Act 2007.
 - Regulatory intervention (via scrutiny and potential determination of a breach of the Home Standard and serious detriment having been caused) by the RSH and/or the CQC.
 - Reputational damage.
 - Loss of confidence by stakeholders in the organisation.
- 1.7 This policy statement establishes the broad framework for compliance with the key statutory and regulatory obligations relating to fire safety though more detailed information on Look Ahead's obligations is set out in the Fire Management Plan.
- 1.8 This policy, along with the Fire Management Plan and Fire Process Operational Guidance, will form Look Ahead's Fire Risk Management Strategy (FRMS).

2. Roles and Responsibilities

- 2.1 Detailed roles and responsibilities will be documented within the Fire Safety Management Plan and associated Operational Guidance. The overarching role and responsibilities are as follows:
 - **The Look Ahead Board** has overall responsibility for approving this policy, delegating responsibility for its implementation, monitoring its effectiveness at a high level and receiving assurance of compliance. The Board will also ensure that there is a system in place that provides adequate protection from detrimental treatment or victimisation for anyone making disclosures that they genuinely believe to be necessary in the interests of Fire Safety.
 - The **Audit and Risk Committee** (ARC) will be responsible for ensuring that the Board receives the assurance it requires.
 - The **Chief Executive** ('CEO') will be responsible for the implementation of the policy and will allocate responsibilities within the Executive Team and ensure that there is adequate management, monitoring, and visibility of performance. The CEO will recommend this policy to the Board on behalf of the Executive Team ('ET').

- The **Executive Director of Asset and Property** ('EDAP') will manage the strategic implementation of the policy and Management Plan and ensure compliance with all regulations, report all potential, material non-compliance to the CEO/ET irrespective of whether this relates to a KPI scrutinised by the ET or other groups. The EDAP will chair the Fire Safety Group and will use this group for the dissemination of information, problem solving and decision making for matters regarding fire safety.
- The **Head of Building Safety and Compliance** ('HBSC') will take overall responsibility for the delivery of the policy commitments described in the data, key activities to manage risk and communications sections of this policy. The HBSC will also chair the Asset Compliance Group meetings and ensure that agendas and discussion are aligned to the risk and that areas of non-performance are recorded, reported, and escalated where required. All potential or material non-compliance will be reported to the CEO/EDAP irrespective of whether this relates to a KPI scrutinised by the ET or other groups.
- The **Fire Safety Manager** will act as the lead on the delivery of the fire safety works programmes and ensure that all works are completed within agreed timescales and KPIs to the required standard and quality.
- The **Director of Governance and Assurance** will take overall responsibility for planning and implementing the assurance activities described in this policy and for the effective upward reporting of performance.
- All **Directors** will take responsibility for ensuring that staff and any contractors they employ have the skills, knowledge, and expertise necessary to deliver Competent Person(s) (internal or external) suitable for the delivery of specific tasks.
- The **Fire Safety Group** (FSG) will oversee the delivery, management and implementation of the Fire Safety Management Plan, Operational Guidance and fire safety related policies that form the Fire Risk Management Strategy.
- **Competent Person(s)** will have a responsibility to identify any concerns about their own competency for the task that they are being asked to undertake and recommend additional competency is procured when required.

3. Management Plan

3.1 We will maintain a Fire Safety Management Plan and associated operational guidance which will:

- Provide additional guidance on how commitments outlined within this policy will be implemented.
- Provide clear lines of responsibility for the management of fire risk.

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- Set out key operational processes.
- Ensure that a clear and consistent process is in place to obtain access to properties where this is required. This will include pro-active assessment of available data for relevant information about the customer to help gain access (disability, vulnerability, local connections etc). Tenancy enforcement action will be taken where required.
- Maintain a process for dealing with unsafe situations.

3.2 All staff who have roles identified in the FSMP will receive associated training appropriate to their role.

4. Data

4.1 We acknowledge that, to meet our obligations, we must maintain a robust approach to identifying the assets and components for which we have responsibility. We will:

- Maintain an up-to-date database of all properties that will indicate both where we do and do not have responsibility to provide FRAs and/or maintain fire safety equipment. This will include the identification of properties where we have no responsibility, but we have an interest – e.g. a block managed by others, but we own a leasehold dwelling – or those where there is more than one Responsible Person.
- Where a requirement for an FRA exists, hold full electronic copies of the current and previous FRAs along with key reportable and auditable information from the same including, but not limited to, the Unique Property Reference Number ('UPRN'), property designation, construction type, building management, shared responsibilities, risk profile, evacuation strategy, date of last FRA, review frequency and the date of the next FRA.
- Where fire safety equipment exists, hold reportable and auditable information including, but not limited to, UPRN, type of equipment, manufacturers' requirements, and instructions (where available), associated testing/servicing frequencies, last date completed and next date due. Records of at least the last two completions of each activity/equipment type will be held. These will be held electronically but there may be instances where a hard copy is kept on site and, in this instance, additional controls will be in place as detailed in the Fire Safety Management Plan.
- Maintain current and auditable records of remedial works arising from the FRAs or other fire safety related inspection or testing. The records will include the address and risk profile of the property, details of the work item required, priority and target completion dates, person responsible, completion date and associated sign-off and evidence of completion.

4.2 Where we have no responsibility for fire safety activities described in this policy but have one or more residents living within a block where one may be required. We will write to the Responsible Person on an annual basis asking for written confirmation that:

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- They are fully aware of and compliant with all relevant legislation and their obligations.
- All relevant activity including, but not limited to, risk assessments, inspection, testing, remedial works, and maintenance have been undertaken by a person competent to do so and is not overdue.
- We have been informed of any material issues relating to customers' health and safety.

We will request a copy of their FRA and maintain a schedule of FRA's where we have no responsibility.

We will hold and maintain full electronic copies of these FRAs along with key reportable and auditable information including, but not limited to, the risk profile, evacuation strategy, building height, date of last FRA, review frequency and the date of the next FRA.

Where a building meets the following profile and criteria, we will request further information and evidence to demonstrate compliance.

- The building is more than 11 meters in height or 5 storeys.
- The fire risk as per the most recent FRA is classified as 'Substantial Risk.'
- A building with remedial Actions within the FRA relating to the External Wall System (EWS)
- Look Ahead own a property and the building is managed by agents with a HMC agreement.

Where we do not receive an adequate response to these requests, we will take reasonable steps to follow this up. Further details are contained in the Management Plan. Records will be kept for the current and previous year.

- 4.3 The approach to data control will be documented in the operational guidance and the Fire Safety Management Plan.

5. Key Activities to Manage Risk

Fire Risk Assessment

- 5.1 We will undertake suitable and sufficient FRAs in accordance with the Regulatory Reform (Fire Safety) Order 2005 and record the significant findings. We will undertake recommended remedial work within the timescales set by the Competent Person who completed the FRA.
- 5.2 The basic FRA will be a Type 1 which will be escalated to a Type 2, 3 or 4 based on the recommendations of the Fire Risk Assessor. A full definition of 6 'Type 1-4' refer to the Government Guide Fire Safety in Purpose Built Blocks of Flats.
- 5.3 We will undertake new FRAs in line with the recommendations in the FRA. FRAs will be renewed on or before the date recommended by the Competent Person undertaking the previous assessment.
- 5.4 We will review FRAs, no matter what the risk category, following any of the following events:

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- A fire, near miss or threat of arson
- The introduction of new work practices
- Works affecting the means of escape or alarm systems.
- Structural or material changes to the building or its use
- Changes in legislation or significant changes to guidance
- Changes to the buildings fire strategy
- Resident issues identified in person centred risk assessments which would be relevant to the building e.g. resident who is unable to self-evacuate where the escape strategy is simultaneous evacuation.

Evacuation

5.5 We will ensure each building has an Evacuation Strategy stated clearly within the FRA. The Evacuation Strategy will be agreed with the Competent Person undertaking the FRA however, as a general guide:

- Residential Accommodation (with Common Parts):
 - Purpose built accommodation will generally have a 'Stay Put' Policy. Occupants have the option to stay in the building provided they feel it is safe to do so. The 'Stay Put' Policy may change based on the instructions of the Fire & Rescue Service during an emergency.
 - Converted accommodation will generally have a 'Total Evacuation Policy.' All occupants must self-evacuate in the event of a fire or once the fire alarm sounds.
 - Residential buildings which are managed 24 hours or which house vulnerable customers, may require bespoke evacuation strategies specific to the premises as outlined below under 'Assisted Evacuation'.
- Commercial accommodation and community premises
 - All premises to have a 'total evacuation' policy. All occupants to evacuate in the event of fire or once the fire alarm sounds.
- Assisted Evacuation
 - For commercial, community and non-residential premises it is the responsibility of each employee to inform their line manager of any physical or sensory impairment they may have - including temporary impairment - which may affect how they evacuate the premises. We will be pro-active in becoming aware of people who may need assistance to escape in the event of a fire.
 - In General Needs residential premises, where practicable and should assistance be requested, we will provide advice and guidance to assist customers in development their own Means of Escape Plan. This will not involve the assistance of staff in the evacuation.
 - In specialist housing an assessment of individuals will be made by appropriate staff. This will involve detailed and up to date records of occupants and, in some buildings, they will require Person Centred Fire Risk Assessments ('PCRFRAs'). Assistance in evacuation provided by staff will be determined on a case-by-case basis. We will carry out assessments that include egress timing and planning for the evacuation of these buildings.
 - Where appropriate, equipment will be provided to aid evacuation which must only be used by appropriately qualified or trained persons.

- Evacuation Drills
 - Evacuation drills will be carried out in all non-residential buildings and a selected set of residential buildings. This will be determined by the FRA. In non-residential buildings we will endeavour to conduct drills twice annually. Residential premises with alarms will be assessed as to the appropriateness of regular fire drills on an individual basis. Results will be monitored to ensure evacuation in a safe and timely manner and improvements to evacuation processes will be made where necessary.
 - All relevant new staff to the organisation will be instructed in the Fire Evacuation Procedures upon induction.
- Evacuation Plans
 - Each building will have an evacuation plan in place, regardless of its designated evacuation strategy. These plans will outline clear exit routes, assembly points and responsibilities to ensure the safety of all occupants in the event of an emergency.

Further Investigation

- 5.6 We will pro-actively undertake further investigations to buildings for which we are responsible, where required. This may include, but is not limited to, investigations into external wall systems, balconies, compartmentation, and fire doors. Such further investigations will be recommended by the FRA, the Fire & Rescue Service or initiated where we are not satisfied that we have appropriate assurance around the design, installation, or maintenance of a building component. We will maintain a time-bound programme of these investigation prioritised by the building risk profile.

Fire Door Inspections

- 5.7 We will comply with Article 24 of the RRFSo and ensure that for all buildings over 11 meters in height, we:
- undertake quarterly checks of all fire doors (including self-closing devices) in the common parts.
 - undertake (on a best endeavour basis) annual checks of all flat entrance doors (including self-closing devices) that lead onto a building's common parts.

Fire doors will be sample inspected as part of the FRA process and at further intervals as recommended within the FRA.

Remedial Actions

- 5.8 All remedial actions arising from the FRA or further investigations will have clear completion targets agreed by the Competent Person undertaking the FRA. Any proposed changes to the agreed completion targets will be documented and agreed by a Competent Person. High risk actions and compensatory measures will be proposed to the Fire Safety Group for approval. The decision will be recorded and reported within the Key Performance Indicators ('KPIs') to ensure clear visibility.

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All fire safety remedial work must be carried out in accordance with the relevant British Standard, approved Code of Practice or associated Good Practice Guidance. Any contractors undertaking specialist fire safety remedial works must be third party accredited.

The fire risk will be reviewed regularly from the time of FRA completion until remedial works have been completed.

Large remediation programmes following further investigations may be monitored as distinct projects outside of general remedial actions.

Testing and Maintenance of Fire Safety Equipment, Gas Installations and Electrical Installations

- 5.9 All fire safety equipment within the scope of this policy will be tested and maintained in accordance with regulatory and statutory requirements and considering manufacturers' requirements. This will include the completion of all essential remedial works' requirements identified during the testing/maintenance activity.

We will ensure that all assets have a satisfactory Electrical Installation Condition Report ('EICR') in accordance with the Electrical Safety policy.

We will ensure that gas installations are maintained in accordance with the Gas Safety Policy, including the completion of Landlord Gas Safety Records ('LGSR') where appropriate.

All repairs to fire safety equipment and gas and electrical installations will be undertaken in accordance with the relevant policy.

In some cases, electrical and gas safety inspections relating to the dwelling will be the responsibility of the Shared Owner or leaseholder. We will not typically request evidence that these have been undertaken but will write to the customers periodically to remind them of the importance of them. Where an FRA indicates that we should seek evidence, we will request this.

Domestic (Smoke and Heat) Detection

- 5.10 All dwellings we owned will have working, mains powered smoke/heat alarms installed (or battery-powered smoke alarms as an interim measure until mains powered alarms can be installed).

The minimum level of coverage provided by domestic (Grade D) systems (as per BS 5839: Part 6) in our properties shall be LD2.

All properties with domestic detection are reviewed and upgraded as part of the electrical testing programme to ensure that they comply with our standard.

A full electrical inspection and test is completed at least once every 5 years, or whenever we regain possession of a property, such as at the end or change of tenancy. This includes when the property will be void (empty), when new tenants are to move in, or when a mutual exchange takes place. The inspection process includes the completion of an EICR to confirm the electrical installation is safe for continued use. A record is also provided for the domestic detection, to evidence that:

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- A smoke alarm is equipped on each storey of the premises on which there is a room used wholly or partly as living accommodation.
- A carbon monoxide alarm is equipped in any room of the premises which is used wholly or partly as living accommodation and contains a solid fuel burning combustion appliance; and

We will replace detectors with user replaceable batteries (D2) to have a tamper-proof battery that lasts the life of the alarm (D1).

All newly installed systems shall incorporate a remote test switch to control the system.

We will check smoke and carbon monoxide detection systems as part of the heating service contract or, where properties are not part of the heating contract/s, through other cyclical maintenance contracts.

Repairs and Maintenance Activity

- 5.11 There is a risk that repairs, and maintenance activity unwittingly impacts fire safety. Owing to the volume and nature of repairs works, it is not practicable to undertake specific risk assessments of all jobs. We will manage this risk by ensuring that all contractors must obtain prior permission before working on any of our properties and that repairs and maintenance contractors – internal and external – have a general awareness of fire safety to inform dynamic risk assessment when undertaking responsive repairs that may have an impact on fire safety. Repairs will be carried out in accordance with the relevant British Standard Approved Code of Practice or associated Good Practice Guidance and by third party accredited contractors, where required.

Any contractors – internal or external – undertaking hot works as part of repairs activity must have an approved Hot Works Procedure. This must include avoidance of hot work unless no alternative method is feasible. The requirement for hot works will be identified with the RAMS and must be approved by an appropriate person.

Certain buildings may be assigned as Permit to Work areas to manage the work to a particular element, area or of a certain type. We will review the need for the operation of a Permit to Work Scheme for a specific property on a scheme-by-scheme basis.

Planned and Major Works

- 5.12 Planned maintenance or upgrade programmes commissioned by us to buildings that require an FRA will be subject to a risk assessment by a Competent Person to consider their impact on fire safety. Work programmes are like to fall into one of three categories:
1. Works subject to planning permission and/or Building Regulations approval.
 2. Works not subject to Building Regulations – including those covered by Building Regulations but delivered by/under a Competent Person Scheme – but where there is a foreseeable impact on fire safety; or
 3. Works not subject to Building Regulations where there is no foreseeable impact on fire safety.

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Works will only be in Category 3 if a Competent Person has reviewed the proposed works and formally agreed that there is no foreseeable impact on fire safety.

For all other works we will ensure that prior to works commencing a Competent Person will:

- Review the proposed work against the fire risk assessment and any Building Safety Case.
- Ensure anyone appointed to undertake design or construction activities can demonstrate the necessary competence to discharge their responsibilities relating to fire safety. This will include the Duty Holders identified in the Construction (Design and Management) Regulations 2015.
- Request reasonable assurance that Duty Holders have demonstrated that resident safety can be assured during the works or that a suitable Decant Strategy is in place.
- Engage with customers on fire safety matters that affect them.
- Request reasonable assurance that Duty Holders have complied with the Building Regulations in relation to fire safety, where required.
- Request reasonable assurance that there is an appropriate site inspection and sign-off programme in place for all stages of the work.

During the project and at its conclusion, we will make any updates to the FRA, Building Safety Case, or other key fire safety information, as required.

For projects on buildings, where there will be additional requirements in relation to notification and consent from the Building Safety Regulator. This is covered further below.

Customer Commissioned Works

- 5.13 We will maintain a consent process for any customer commissioned works. In buildings that are subject to an FRA, the proposed work will be evaluated by a Competent Person to consider if there is a foreseeable impact in relation to fire safety. Approval will not be unreasonably withheld although consent may be refused or conditions imposed, where appropriate.

Where unauthorised work with the potential to impact fire safety is discovered, we will take the appropriate action to remove or remedy. The cost of doing so may be recovered from the customer.

Management

- 5.14 We will:
- Prohibit the storage of any items in communal areas and escape routes without our express permission.
 - Maintain a No Smoking Policy in all communal areas.
 - Implement a risk-based approach to the periodic inspection of communal areas and escape routes in line with the Fire Safety Management Plan to enforce the No Smoking Policy.
 - Ensure that, where provided, furniture is compliant with the Furniture & Furnishings (Fire Safety) Regulations 1988 (as amended)

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- Encourage customers to alert us to the presence of stored oxygen so that we can alert the Fire & Rescue Service of its presence.
- Enforce customers' responsibilities, where required, considering a balance of individual customer's rights with the need for timely, effective action where there is a risk to the safety of other customers.
- Operate a zero-tolerance policy regarding the use, storage, or charging of e-bikes and e-scooters within our properties due to fire safety risks.

Construction

5.15 There are detailed requirements on us as a client during construction projects and these are considered elsewhere. However, in relation to fires safety, we will ensure:

- We co-operate and share information with stakeholders at key stages prior to, and during, construction.
- that the people we employ are competent to do the work they are undertaking
- compliance with the Building Regulations and specific regulatory requirements imposed upon us.
- appropriate approvals are in place and that all information is handed over to all relevant parties – such as Housing Management or other operational colleagues – prior to any occupation.
- that an FRA is undertaken prior to occupation.

Higher Risk Buildings

5.16 Where we are a Principal Accountable Person (PAP) and or an Accountable Person (AP) for a higher risk building, we will:

- Register the building with the Building Safety Regulator (BSR).
- Provide key building information to the BSR.
- Prepare a safety case report.
- Establish a mandatory occurrence reporting system.
- Prepare a residents' engagement strategy.
- Establish a complaints system.
- Assess and manage building safety risk and maintain a golden third of information about the building.
- Provide information to people living in residential units about preventing and reducing building safety risks.
- Apply for a Building Assessment Certificate (BAC) when invited to by BSR.
- Display the BAC in a prominent position.
- Notify the BSR if the report is revised.

6. Communication with Stakeholders

6.1 Internal

We operate a Fire Safety Group comprising a cross-organisational team of staff. Terms of Reference for the group are included in the Fire Safety Management Plan.

6.2 Residents

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We will encourage fire safety through the following actions:

- Providing a copy of the FRA or evidence of fire equipment servicing to a relevant resident within 28 days when reasonably requested to do so.
- Inform residents of the importance of fire safety on a regular basis through the provision of information via our website, newsletters, leaflets, and information at the start of all new tenancies at sign-up. These communications will include information relating to:
 - How to report a fire
 - a reminder of what the evacuation strategy is for that building.
 - an instruction on to do once a fire has occurred, based on the building's evacuation strategy.
 - the importance of keeping doors closed, that doors and self-closing devices are not tampered with and that any faults or damage to doors should be raised with us immediately.
 - any risks to residents identified in the fire risk assessment.
 - the fire safety measures provided for the safety of any or all occupants (such as the means of escape, the measures to restrict the spread of fire and what people should do in the event of a fire)
 - the name and UK address of the Responsible Person
 - the identity of any person appointed to assist with making or reviewing the fire risk assessment.
 - the identity of any competent person nominated by the Responsible Person to implement firefighting measures
 - any risks to relevant persons throughout the building that have been identified by other Responsible Persons in the building.
- Maintain a clear approach to gaining access to carry out surveys and undertake works and be clear that enforcement action may be taken when it is necessary to do so.
- Communicate with residents through appropriate 'Fire Action' signage.
- Maintain a clear complaints process and monitor and record complaints that indicate a risk to fire safety in line with the Complaints & Feedback Policy.
- Communicate with leaseholders and Shared Owners annually to remind them of the importance of undertaking periodic electrical and gas safety checks.

6.3 Staff

Communicate with staff through induction training, fire drills, appropriate signage, and the intranet.

6.4 Other Responsible Persons

We will comply with Article 2 of the RRFSo and ensure that, where we are jointly responsible for a property or common area, we will share our FRA with other relevant parties and co-operate with them as far as is practicable to ensure the safety of relevant persons.

6.5 Fire & Rescue Service

We are currently in a Primary Authority Partnership with the Fire & Rescue Service. This is regarded as fundamental to ongoing fire safety management within the

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organisation and, as such, we will engage in a regime of regular and pro-active communication with the Fire & Rescue Service to ensure good lines of communication and operational familiarity.

6.6 Building Safety Regulator

We will maintain communication with the Building Safety Regulator. This will include reporting of mandatory and voluntary occurrences, where required.

7. Monitoring and Assurance

7.1 Monitoring

The following Performance Indicators (PIs) and KPIs will be reported to the ARC, Executive Management Team or Board at the frequencies outlined in our Data & Performance Strategy:

- Buildings with a valid FRA renewed within its due date as a percentage of total buildings requiring an FRA (LC03).
- Remedial actions that are overdue (LC05).
- Buildings with fire safety systems/equipment present where all systems/equipment has been tested/maintained in accordance with this policy as a percentage of total buildings with fire safety systems/equipment (LC06 and LC07).
- Number of notices received by the Fire and Rescue Services in the reporting period (LC08).
- Number of notices from the Fire and Rescue Service that are overdue as a percentage of total outstanding notices (LC09).
- Number of safety occurrences - including any reported fires and fire safety related occurrence reporting (e.g., to the HSE or Regulator) during the reporting period (CU10)
- Number of buildings where a fire drill has been completed within 6 months as a percentage of the total number of buildings requiring a fire drill (LC10).

The PIs and KPIs will be reviewed yearly by the EDAP, HBSC and ARC with additional/amended measures to be recommended at any time in areas of particular focus or prioritisation.

Where appropriate, KPIs will include the total number of actions or buildings required and the total number within target as well as percentage figure.

Commentary will be provided for any properties or actions out of date to include the date they became overdue, days overdue, and the action proposed to bring them back into a compliant position.

We will benchmark our performance against other supported housing providers to understand areas where we may be able to improve.

A detailed PI suite will be defined within the Fire Safety Management Plan.

7.2 The following assurance activities will be undertaken:

- Internal audit to provide independent assurance on the operation and effectiveness of controls. This will include sample testing of the accuracy of data and the operation of controls to provide additional assurance around the accuracy of data and reporting. Frequency agreed as part of the Internal Audit Programme and reported to Audit and Risk Committee.
- Works based quality assurance activities to test the quality of work delivered. This will be at levels detailed within the FSMP and reported to ARC and FSG.

8. Competence

- 8.1 It is not possible to succinctly define competence requirements for all roles and activities outlined in this Policy. In many areas, competence will be assessed based on skills, knowledge and experience as opposed to a single qualification or standard. As defined above, Look Ahead has a system of Directors evaluating competence within their areas of responsibility and Competent Person(s) are required to highlight the limits of the competence.
- 8.2 To ensure the competence of those carrying out work relating to risk assessment, servicing, and maintenance activities, we will:
- Ensure that FRAs are undertaken by BAFE SP205-1 accredited organisations and all FRAs are subject to validation.
 - Ensure that the maintenance of fire safety systems and equipment are undertaken by third party accredited organisations and are subject to validation. This includes:
 - BAFE registration for Fire Detection and Alarm Systems (SP203-1)
 - BAFE registration for Emergency Lighting Systems (SP203-4)
 - BAFE registration for Portable Fire Extinguishers (SP101)
 - BAFE registration for Dry and Wet Risers Installations (SP105)
 - IFCC registration for smoke control systems (SDI 19)
 - BAFE registration for Fire suppression systems (SP202, SP203-3)
 - IFCC registration for Misting systems (SDI 25)
 - IFCC registration for smoke curtains (SDI 18)
 - Appoint an external Competent Person to provide retained support and advice in relation to fire safety and fire safety systems. This will be or include access to a Chartered Fire Engineer and experienced Fire Risk Assessor – with experience on complex residential properties – who is listed on an approved register.

Our FSMP outlines our procedure and steps we will take to ensure the competence of those carrying out work who are not under its direct control.

9. Consultation

- 9.1 This Policy is based on legislative and regulatory requirements and as such consultation with customers has not taken place. There has been consultation with Teams within Look Ahead.

Record Keeping and Confidentiality

We will comply with our Data Protection and Confidentiality Policy which can be found by clicking [Here](#) or visiting our website at www.lookahead.org.uk

Policy Sign Off and Ownership

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Document Location	SharePoint
Related Policies/Procedures	Gas Safety Policy Electrical Safety Policy Complaints & Feedback Policy
Relevant Legislation and Regulatory Requirements	• The Building Regulations 2010 • The Housing Act 2004 • The Regulatory Reform (Fire Safety) Order (RRFSO) 2005 • Fire Safety Act 2021 • The Fire Safety (England) Regulations 2022 • Building Safety Act 2022 • Health & Safety at Work Act 1974 • Landlord & Tenant Act 1985 • Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 • Construction (Design and Management) Regulations 2015 • Furniture & Furnishings (Fire Safety) Regulations 1988 (as amended)

Version History

Version	Date	Description of Changes	Author
2.1	March 2026	Fire Safety Operational Guidance and Responsibilities added to Quick Links	
2.0	Nov 2024	Programmed review and legislation updates	