

Building Safety Engagement Strategy

Consultation Report

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Report author:

David Besbrode
Research & Insight Manager

Contact

Hackney Consultation Team
on 020 8356 3343 or
consultation@Hackney.gov.uk



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Introduction

Hackney Council is developing a Building Safety Engagement Strategy covering all of its blocks of more than seven storeys or 18 metres in height.

Background

The strategy is designed to help improve the way the Council's Resident Safety Team talks to and listens to all of the residents living in these blocks and enables them to play a key role in the decisions impacting their safety and quality of life.

It is also a key part of the Building Safety Act 2022 introduced by the government following the tragic fire at Grenfell.

Consultation & Engagement Approach

The survey was created on Citizen Space, the Council's statutory survey platform, and was live from 11 March until 19 May 2024.

Approximately 5500+ letters were sent out to residents living in all high rise blocks in Hackney asking them to participate in the survey online, or to request a paper survey if required.

Various communications were sent out via Love Hackney, Our Homes and social media posts. Also, Building Safety Advisers carried out door knocking to encourage residents to take part or get them to complete the survey on the doorstep.

TRA and TMO engagement events and telephone interviews were also undertaken to encourage residents to take part or get them to complete the survey.

The strategy initial consultation period closed on the 19th May 2024, however in line with the requirements of the BSA, it will not be a static process & will remain live and dynamic. This is to ensure there are constant open channels of communication for residents to engage with Hackney Council regarding their building safety concerns, ensuring we are continually building upon residential feedback, understanding their perspectives and tailoring the strategy to reflect the diverse needs of our community combined with the heterogeneity of our building portfolio.

Methodology

The consultation was available online, but due to a low response rate after 8 weeks of the consultation being live, a decision was made to carry out telephone interviews. These took place from 1 May until 15 May 2024.

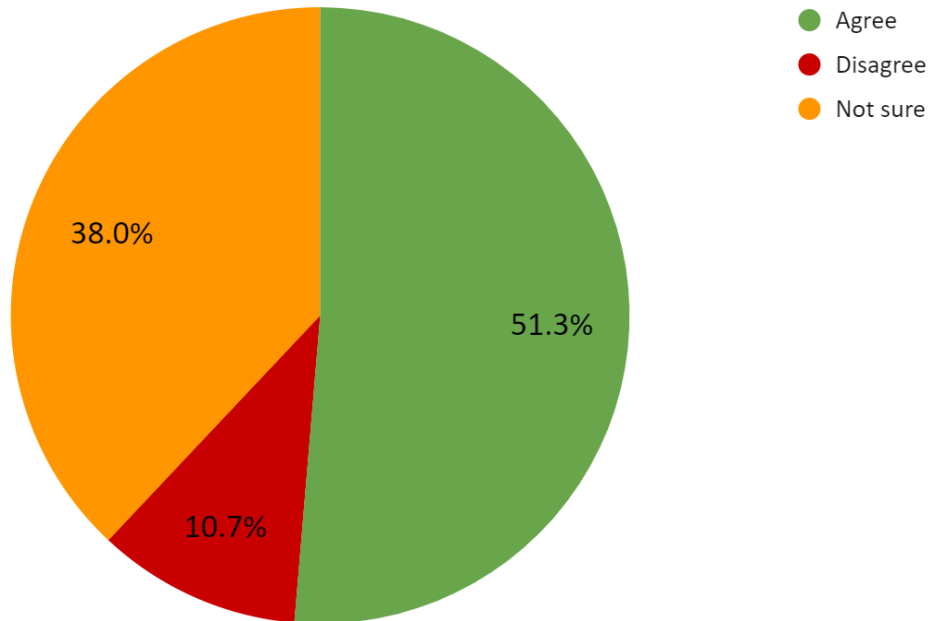
Response rate

160 respondents took part via the online survey. 210 respondents took part in the telephone interview survey.

370 responses provides an overall data accuracy of **+/-4.9%**. This means that if 50% of respondents answer 'yes' to a yes/no question, then we know that if we run the same survey again, between 45.1% and 54.9% of all residents would give the same response including those who did not submit a completed survey.

Overview of results

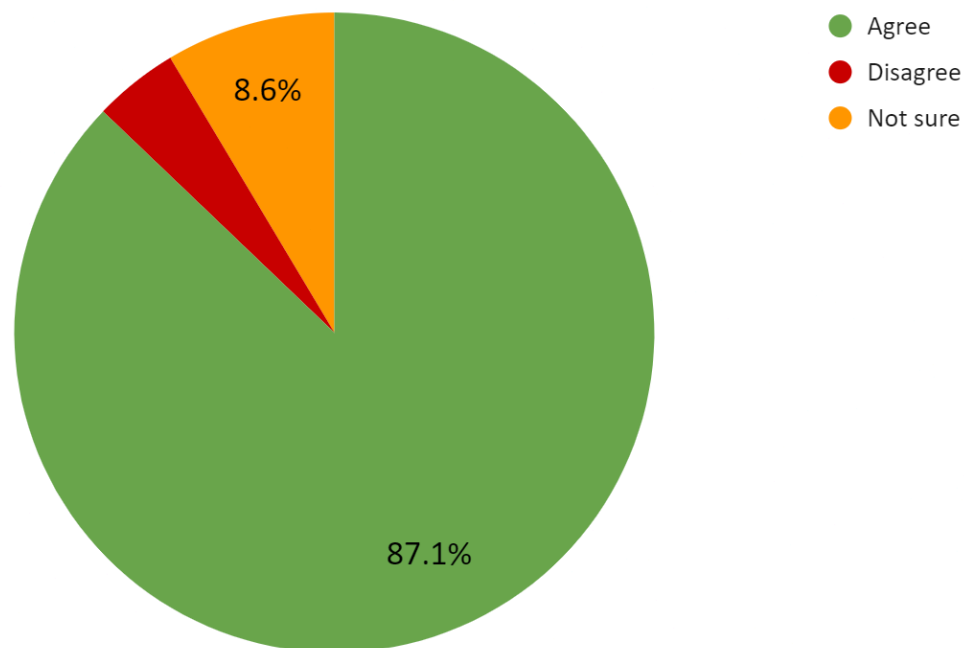
Having read the proposed strategy, to what extent do you agree or disagree with the proposals on how the Council will engage with you? (Base 150 - Online survey ONLY)



The chart above represents the views of respondents who took part in the online consultation only. The responses are based on the respondent having read the strategy document and then answering the question.

Just over half of the respondents stated that they agree with the proposals on how the Council will engage with them (77). Just over a third of respondents stated that they are not sure (57), with just over 10% stating they disagree (16).

**To what extent do you agree or disagree with the proposed aims of the strategy?
(Base 210 - Telephone survey ONLY)**



The chart above represents the views of respondents who took part in the telephone interviews only. The responses are based on the respondent having heard what the aims of the strategy are from the interviewer, and then answering the question.

The question for this methodology was asked differently to the online consultation as there was no way for the respondent to read the strategy document beforehand, so it was decided to focus on the key aims as set out at the beginning of the strategy document.

The following was quoted by the interviewer as part of the introduction to the survey:

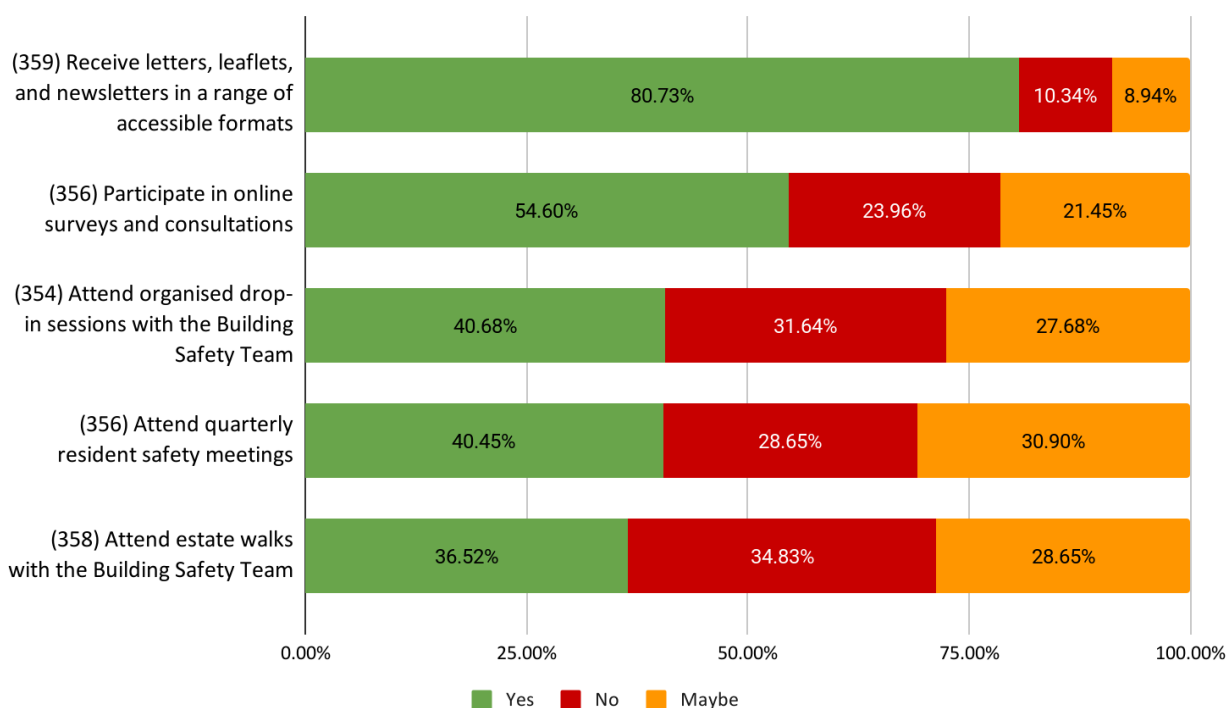
"Hackney Council wants to improve the way it engages with its residents. The following key aims of the strategy highlight this, which are:

- *ensure residents living in Hackney Council's high rise blocks feel able to play an effective role in ensuring their building continues to be safe;*
- *set out how residents can get involved in achieving this and the benefits to them from doing so;*
- *identify the building safety information residents want and need and how they wish to be provided with it;*
- *improve the way Hackney Council talks to and listens to residents about the safety of their block and individual home;*

- *outline both the residents and Council's responsibilities for keeping the blocks and homes safe;*
- *show how the success of the strategy will be measured and any changes made."*

The vast majority of respondents stated that they agree with the proposed aims of the strategy (183). Just under 9% stated that they are not sure (19), with just over 4% stating they disagree (9).

Please tell us what engagement options you prefer: (Online and Telephone)



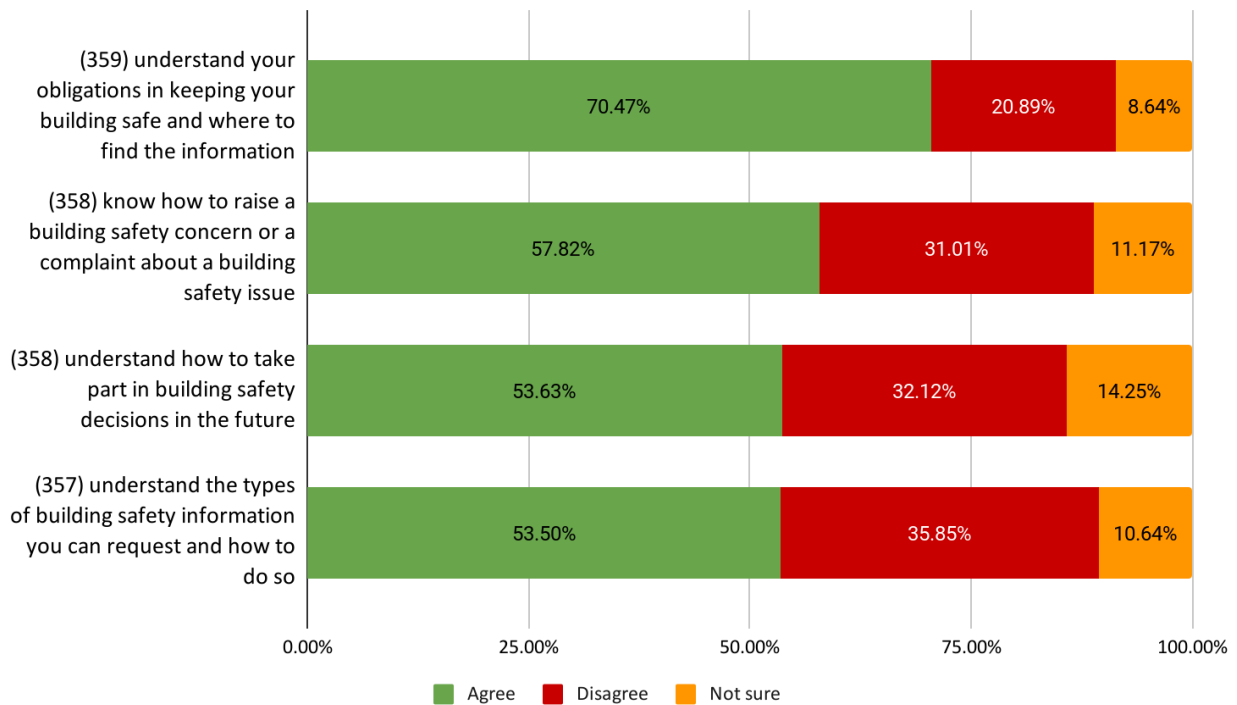
This question was asked in both the online consultation and the telephone interviews, so results have been combined.

The highest response, at just over 80% of respondents, in terms of most preferred engagement response was for receiving letters, leaflets and newsletters in a range of accessible formats (289).

Just over half of respondents stated they prefer to participate in online surveys and consultations (196).

All other statements had a mixed response across all answer responses.

To what extent do you agree or disagree that you...



This question was asked in both the online consultation and the telephone interviews, so results have been combined.

The highest response, at just over 70%, was for those who understand their obligations in keeping their building safe and where they find information (253), with 21% of respondents disagreeing (75).

All others had a majority agreement response of 58% to 53% respectively, with around a third of respondents disagreeing with each of these statements.

How do you think this draft Building Safety Engagement Strategy could be improved? (ONLINE) / How do you think the aims mentioned at the start could be improved? Is there anything else you would like Hackney Council to do? (TELEPHONE) (295 comments)

Communication Issues (approx. 82 comments)

Description: Concerns about inadequate communication between residents and the council, including lack of clarity, poor follow-up, and insufficient face-to-face interaction.

Related Comments:

- *"A lot of aged people don't have access to the computer so put more information out, face to face or via door drops."*
- *"By keeping in touch with the tenants, and hearing what you tenants are saying."*
- *"I think a drop in type clinic would be good."*

Building Safety Concerns (approx. 70 comments)

Description: Issues regarding the safety of the building, such as fire hazards, structural integrity, and general maintenance problems.

Related Comments:

- *"If fire happens we are in so much trouble, my friend is an architect and we tried to raise that the fire doors are broken as they do not close..."*
- *"High Rise buildings with balconies should have accessibility to fire safety ladders in case of an emergency..."*
- *"The lights on the top floor of this block have six lights but they only ever have three turned on..."*

Follow-Through on Promises (approx. 58 comments)

Description: Scepticism about the council's ability to implement and follow through with proposed safety strategies and promises.

Related Comments:

- *"As long as they follow through with the aims that should solve my issues."*
- *"By actually taking complaints seriously, all this information seems like it's just for show..."*
- *"The words are good but they should do what they say they will do."*

Face-to-Face Engagement (approx. 47 comments)

Description: Preference for more personal, direct interaction with council representatives, especially for older residents and those without internet access.

Related Comments:

- *"Engagement through TRA. Open live meetings rather than surveys where one can have a face to face."*
- *"Face to face, leaflets."*
- *"More building safety letters, in-person meetings."*

General Dissatisfaction with Council Response (approx. 64 comments)

Description: Frustration over the council's perceived lack of responsiveness to resident complaints and concerns.

Related Comments:

- *"Pay attention when we ask for help, take the time to listen and understand the situation to help keep us safe..."*
- *"Just to be hands on with everything, they are very slow in bringing actions to any safety report..."*
- *"We have had a rat infestation for a long time now inside and outside I consider that a safety issue to me and my family and should also be covered by this..."*

These themes highlight the primary areas of concern for residents, focusing on the need for better communication, improved building safety, reliable follow-through on council promises, more face-to-face engagement, and a more responsive attitude from the council.

Based on the comments provided, there are numerous instances where respondents either explicitly said "No," had no comment, or were unsure. Here is the summary:

- Explicit "No" responses: 74
- No comment or can't think of anything to add: 79
- Uncertainty or unsure responses: 11

These responses include variations like "No, nothing," "No, not at this stage," "I don't know," "Can't think of anything," etc. These indicate a lack of additional input or feedback from the respondents on the topic of building safety and engagement strategy.

Do you have any other comments? (271 comments)

Roof Issues and Leaks (approx. 9 comments)

Description: Ongoing problems with roof leaks and inadequate repairs causing significant distress and damage to residents' flats.

Related Comments:

- *"Ongoing roof issues yet to be resolved by repairs. Leaks."*
- *"Many flats are falling apart due to leaks, mould and disrepair and this is what is most concerning to residents."*
- *"The building is in such a bad state and there are so many problems that I think it will fall down at this point."*

Maintenance and Repairs Delays (approx. 14 comments)

Description: Significant delays and lack of communication regarding maintenance and repairs, impacting residents' quality of life and safety.

Related Comments:

- *"Repairs are not being carried out as promised. Flat number 17 Wayman Court expresses that repairs to toilet have been repeatedly delayed and not rescheduled."*
- *"I had an issue with getting a new bathroom. The repairs person that came round said council would be InTouch about it."*
- *"Repairs could be better and if they could get them done in a good amount of time, I feel this would help the safety aspects."*

Safety Concerns (Fire Safety, Building Integrity) (approx. 27 comments)

Description: Widespread safety concerns including fire hazards, lack of fire doors, obstructed fire escapes, and overall building safety issues.

Related Comments:

- *"An annual timetable of when our block is checked around safety and given the opportunity to participate. For example, our fire escapes have obstructions and the roof has exposed wires."*
- *"First thing is the doors, the problem is the inside doors are not fire doors so when they are talking about safety this and safety that what do you do?"*
- *"I am wondering if my front door is a fire safety door."*

Communication Issues (approx. 10 comments)

Description: Poor communication between the council and residents, leading to frustration and unresolved issues.

Related Comments:

- *"All of my correspondence with the council goes through my son, who lives in Norfolk and isn't down in London very often."*
- *"I have had no answers since December, I haven't heard anything at all."*
- *"The information is clear but in practical terms it isn't going to be done."*

Estate Cleanliness and Hygiene (approx. 7 comments)

Description: Problems with the cleanliness of estates, including irregular cleaning schedules and hygiene issues in common areas.

Related Comments:

- *"Estate cleaning is haphazard and selective."*
- *"In my building there is drug taking and urinating on the stairway."*
- *"The cleaners are also not doing their job at all."*

Security Concerns (approx. 13 comments)

Description: Issues related to building security, including broken entry doors, lack of cameras, and unauthorised access.

Related Comments:

- *"A front door buzzer with a camera will help with some of the issues."*
- *"The front doors to the blocks need to be more secure as these are a safety issue."*
- *"The main door is not secure, even though they have repaired it, within the last week."*

Accessibility Issues (approx. 8 comments)

Description: Difficulties faced by elderly and disabled residents in accessing and navigating buildings, particularly due to broken lifts and lack of appropriate facilities.

Related Comments:

- *"As I am disabled and elderly I sometimes need work to be done inside the building and for them to do repairs for me."*
- *"The lift is constantly breaking down it is an 18 storey building."*

- *"I have disability child living here. We having problems with the loud noises neighbours upstairs because of the floor is not have sound proofed and leaking from the ceiling in bathroom that concerned me about the safety of our flat."*

Tenant Engagement and Representation (approx. 11 comments)

Description: Residents feel a lack of engagement and representation in decision-making processes affecting their living conditions.

Related Comments:

- *"It's important we see diverse representation of decision making from residents."*
- *"I just want to say, as a Resident I have lived in the block for 30 years. It is surprising I am not involved in anything."*
- *"They need to find a way to make us feel like they are actually doing something, there has been lots of consultations and people just give up."*

Anti-Social Behaviour (approx. 7 comments)

Description: Issues with antisocial behaviour in the building, including noise, vandalism, and safety concerns due to other residents' actions.

Related Comments:

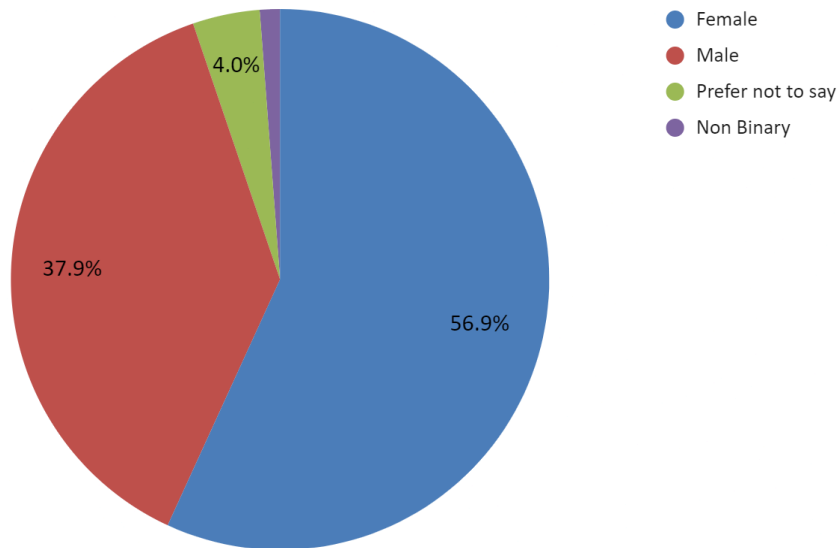
- *"I have very big issues and it is quite serious, Anti Social Behaviour issues is my main concern and sometimes I don't feel safe at my own house."*
- *"There is a safety issue regarding the balconies. I have a daughter with autism who I cannot let out there, as it is dangerous."*
- *"The downstairs door is a safety issue, as it is always left open. The block is full of drug dealers and is very unsafe."*

Based on the comments provided, there are numerous instances where respondents either explicitly said "No," had no comment, or were unsure. Here is the summary:

- Explicit "No": 106 comments
- No Comment / No Further Comments: 45 comments
- Unsure / No Specific Comment: 6 comments

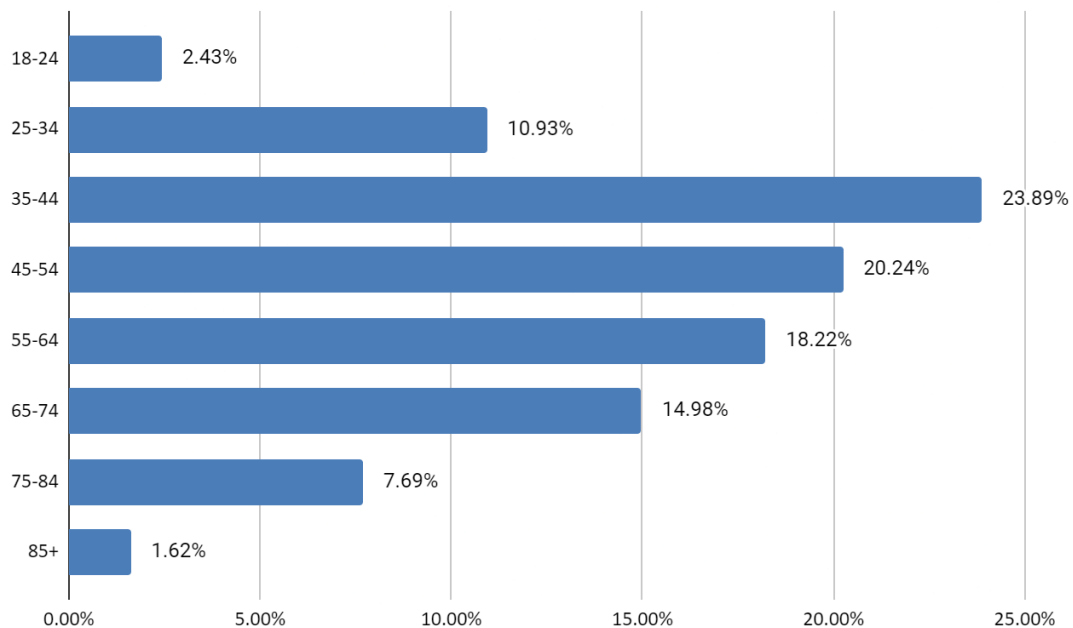
About you

Gender: Are you... (Base 248)



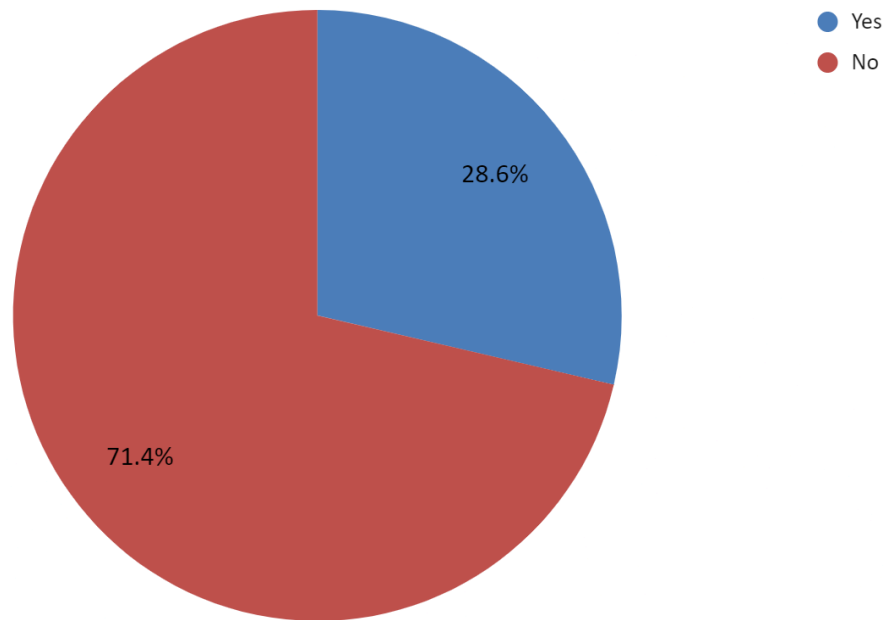
The majority of respondents, at 57%, stated that they are female (141), with 38% stating male (94) and all others accounting for a much smaller proportion.

Age: what is your age group? (Base 247)



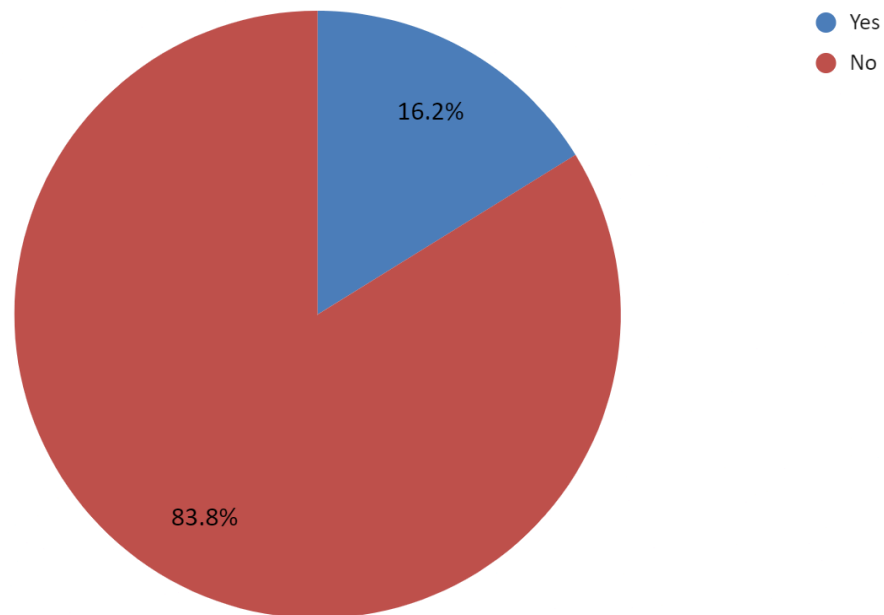
The highest percentage of respondents were 35-44 (59). This was followed by 45-54 (50), 55-64 (45), 65-74 (37), 25-34 (27), 75-84 (19), 18-24 (6) and 85+ (4).

Do you consider yourself to be disabled? (Base 248)



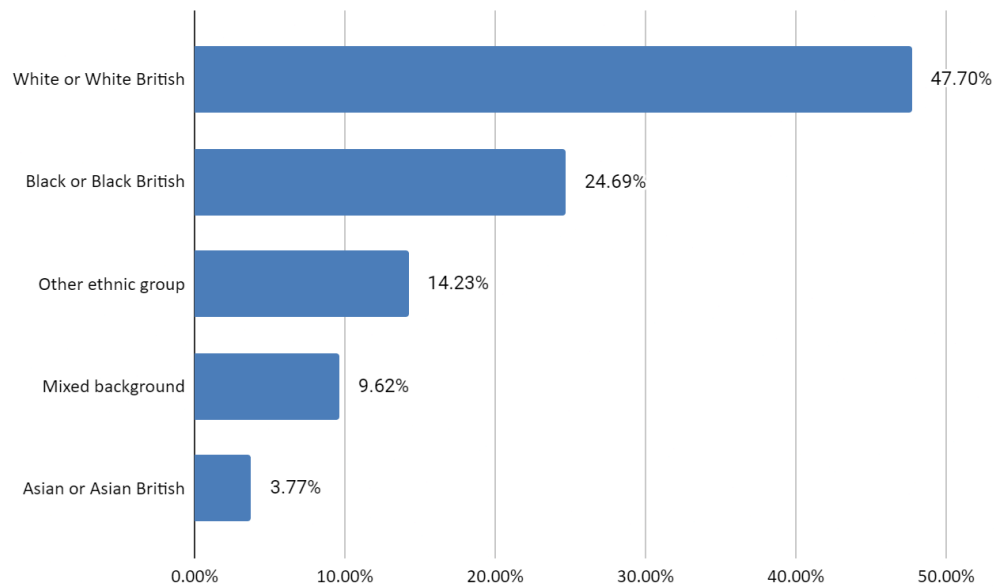
The majority of respondents stated that they do not consider themselves to be disabled (177). 29% of respondents stated that they do (71).

Do you regularly provide unpaid support caring for someone? (Base 247)



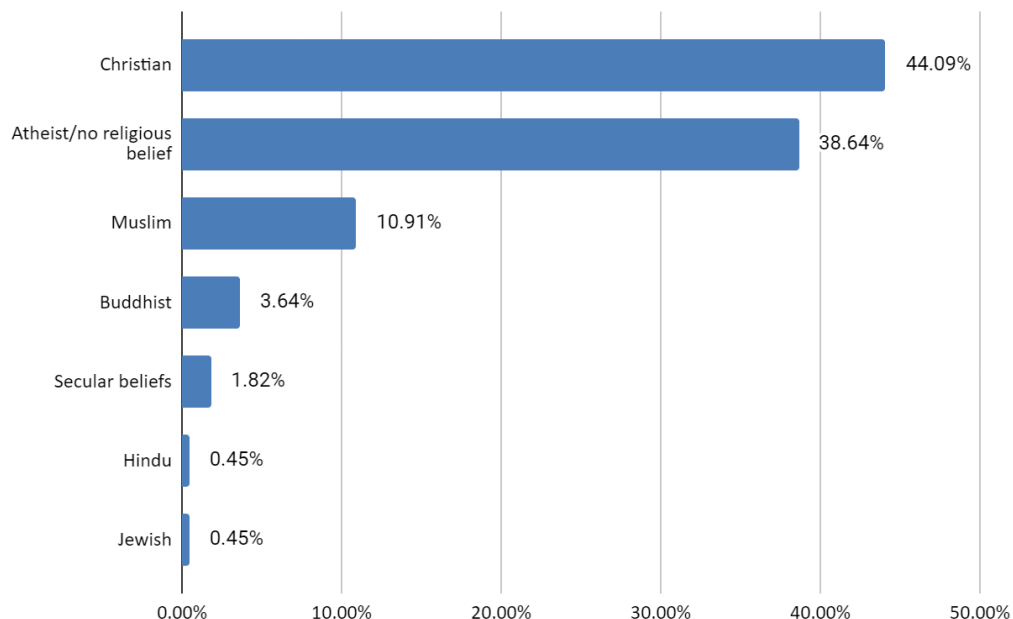
The majority of respondents stated that they do not regularly provide unpaid support caring for someone (207). 16% of respondents stated that they do (40).

Ethnicity: Are you... (Base 239)



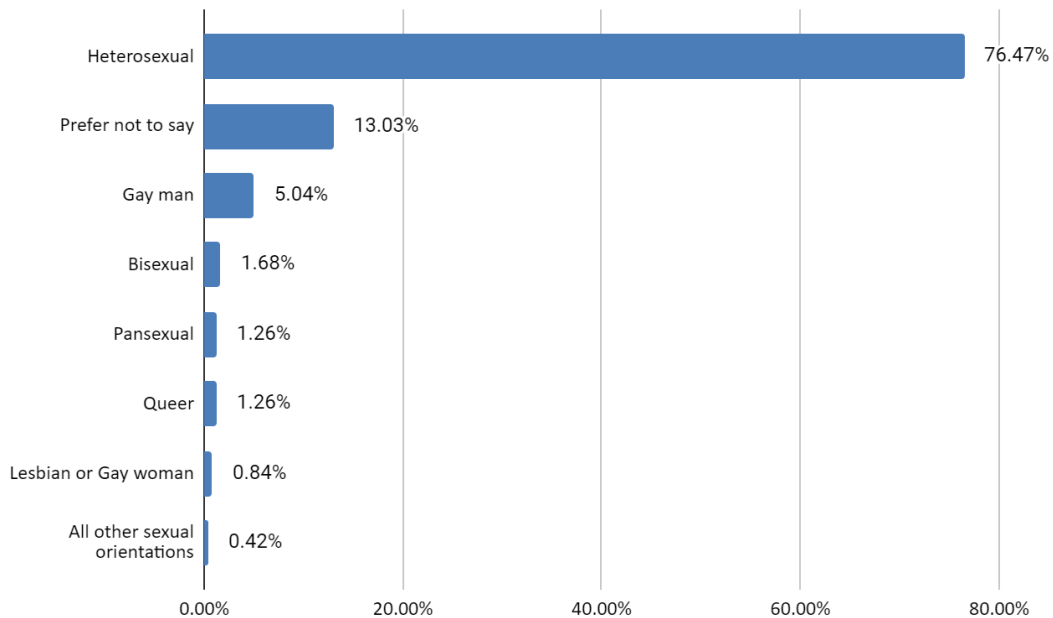
The highest percentage, at almost half of all respondents, stated that they were White or White British (114). A quarter of respondents stated that they were Black or Black British, followed by 14% other ethnic group (34), mixed background (23) and Asian or Asian British (9).

Religion or belief: Are you or do you have... (Base 220)



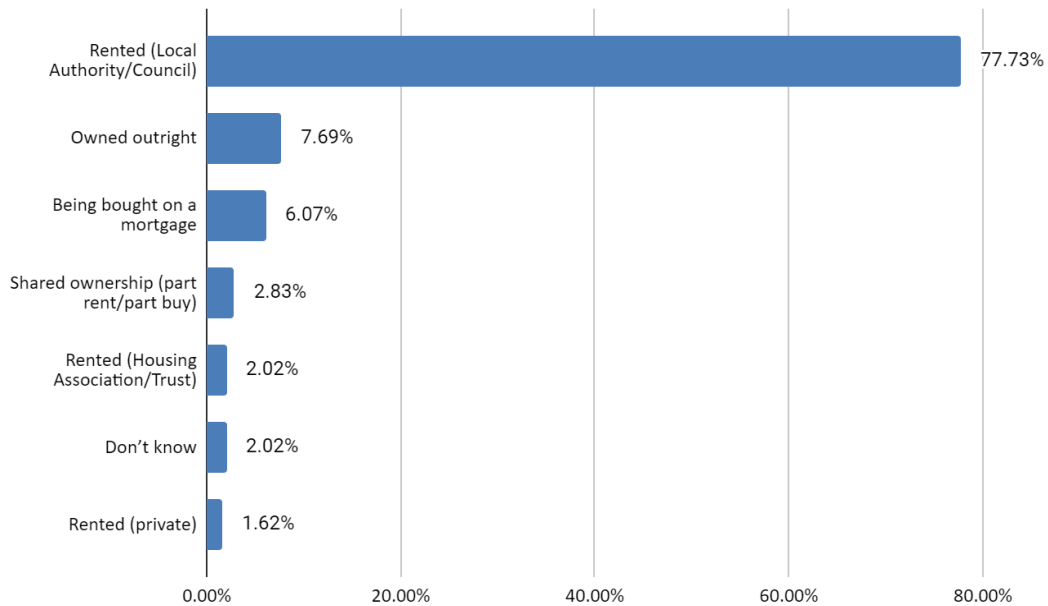
The highest percentage of respondents stated that they were Christian (97), closely followed by Atheist/no religious belief (85). Muslim accounted for 11% of respondents (24), with all others a much smaller proportion.

Sexual orientation: Are you... (Base 238)



The majority of respondents, at three quarters, stated that they were Heterosexual (182). All others accounted for a much smaller proportion.

Housing Tenure: Which of the following best describes the ownership of your home? (Base 247)



The majority of respondents, at just over three quarters, stated that they were tenants who rented from the Council (192). All others accounted for a much smaller proportion.