

Building Safety: Orbit's perspective

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Overview of Customer and Communities Board

- Setting the strategic direction of Orbit's Customer Services
- Agreeing key policies
- Agreeing key performance targets and monitoring performance against these
- Hearing the voice of customers
- Supporting and constructively challenging Orbit teams





Why are we doing this: the Grenfell Tower Tragedy

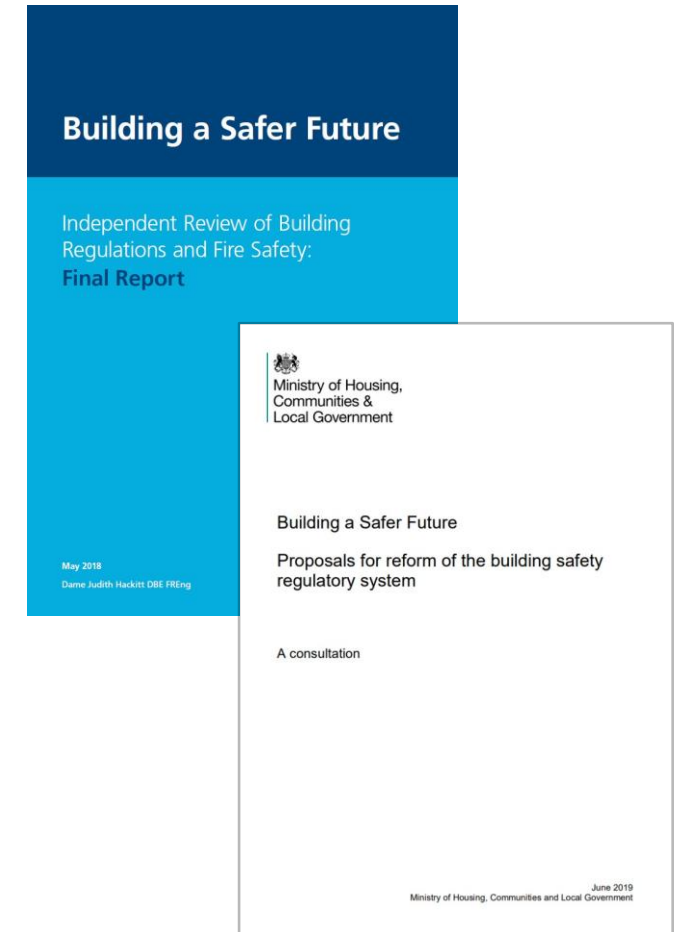


- Deadliest fire in Britain since the start of the 20th century; 72 lives lost and 151 homes.
- Within days, became clear that key factors believed to have contributed to the spread of fire may be widespread.
- Building Safety Programme established to:
 - Ensure residents are safe and feel safe now and in the future.
 - Remediate ACM cladding and reform the regulatory system.
- Inquiry being chaired by Sir Martin Moore-Bick (former Court of Appeal judge).
- Independent Review of Building Regulations and Fire Safety led by Dame Judith Hackitt.



- The Independent Review of Building Regulations and Fire Safety – the ‘Hackitt’ review.
 - Commissioned July 2017; Final report published May 2018.
- Review found that the regulatory system for high-rise and complex buildings was not fit for purpose.
Identified reasons for failure of the system to be:
 - Ignorance.
 - Indifference.
 - Lack of clarity on roles and responsibilities.
 - Inadequate regulatory oversight and enforcement tools.
- Overall, 53 recommendations were made for government and industry to drive the cultural change and the right behaviours necessary to improve building safety.
- Government has committed to implementing the recommendations. We have:
 - Consulted on our approach to delivering the recommendations.
 - Published a draft Building Safety Bill for pre-legislative scrutiny.

The Independent Review





Building a Safer Future

Proposals for reform of the building safety
regulatory system

A consultation

Key areas of reform for regulating higher-risk buildings

The Government's approach involves five key areas of reform:

1. **The scope of a new, more stringent regulatory regime**
2. **Dutyholders who have clear responsibilities** throughout design, construction, occupation and refurbishment
3. **Stronger enforcement and sanctions** that deter and punish those who fail to do the right thing
4. **Residents who have a stronger voice** in the system so that their concerns are not ignored
5. **A single Building Safety Regulator within HSE** to oversee the new regime



The functions of the Building Safety Regulator

At the heart of the Government's reforms is the creation of the first national **Building Safety Regulator**.

The new regulator will have three main functions:

- I. **Overseeing the safety and performance of all buildings**, focused on bringing evidence to better manage risks. This includes advising Ministers on changes to Building Regulations; using data and research to identify emerging building risks; and managing the performance of local building control bodies (who inspect most building work).
- II. **Promoting the competence and organisational capability of professionals, tradespeople and building control professionals working on all buildings**. This has two elements:
 - **Working with industry to promote** competence of professionals working on buildings,
 - **Improving the competence of building control inspectors**, who assess, inspect, monitor and enforce building regulations across the vast majority of buildings. This includes a registration regime.
- III. **Leading the delivery of the new, more stringent regulatory regime for buildings in scope**. This involves establishing a new set of regulatory interventions to ensure the safety of higher-risk buildings in scope.



Establishing the Building Safety Regulator

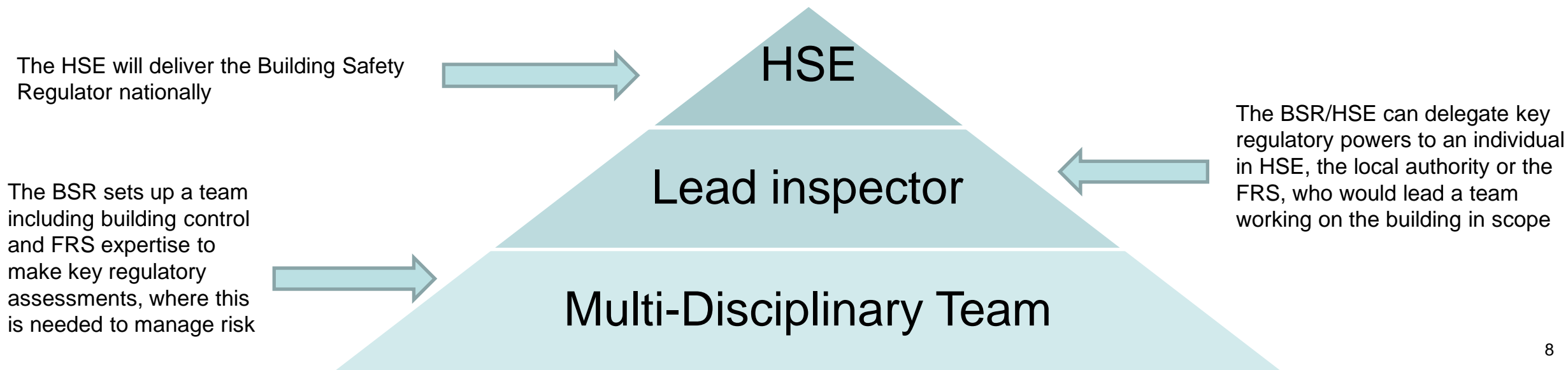
- The decision that HSE would deliver the BSR followed independent advice to Ministers from **Dame Judith Hackitt**, which identified HSE as best placed to deliver the change we need because:
 - HSE is an established regulator with many years' experience regulating safety issues, including in the construction industry;
 - This would be the fastest and most efficient route to getting the Building Safety Regulator up and running so it would be able to provide reassurance to residents that their homes are safe; and
 - HSE's expertise and knowledge would drive a regime where duty holders would be properly held to account by a robust regulator.
- HSE are establishing the BSR in **shadow form**, ahead of the provisions in the Building Safety Bill coming into effect. This work includes:
 - building the necessary infrastructure to deliver the new regime
 - appointing the top-team, including the first Chief Inspector of Buildings
 - delivering certain regulatory functions (e.g. leading the Joint Regulators Group, work on the Expert Panel and Fire Protection Board, running policy pilots, developing guidance for industry).
- The establishment of the BSR, and transition to the new regime. is being overseen by the **BSR Transition Board**, chaired by **Dame Judith Hackitt** and including independent advisors.



Delivery of the new regulatory regime on the ground – BSR work with local authorities and Fire & Rescue Authorities

- The BSR will be responsible for making the key regulatory decisions under the new, more stringent regulatory regime for buildings in scope. The Bill gives HSE flexibility about how it does this operationally, so the BSR can learn from experience and improve.
- HSE now chairs the Joint Regulator Group, enabling HSE to draw on local authority and Fire & Rescue Service (FRS) expertise in developing its operational approach.
- The Bill includes powers for the BSR to secure local authority and FRS assistance in delivering the new, more stringent regulatory regime. This will enable the BSR to bring together teams to regulate buildings in scope, where this is needed to manage risk.
- There will be wider reciprocal duties for the BSR and local authorities, and the BSR and Fire & Rescue Authorities to cooperate with each other in relation to their functions on buildings in scope, to encourage close and effective working.

For major constructions and buildings in scope in occupation where there is major risk, the operational model could look like.....





The scope of the new, more stringent regulator regime

The Building Safety Regulator is responsible for enforcing the new regulatory regime for **buildings in scope (known in the Bill as “*higher-risk building*”)**. For occupation, the focus of the regulator is ensuring duty holder manage “***building safety risks***”.

- Our guiding principle is to **apply proportionately more rigour to regulating the safety of buildings where the consequences** of significant fire and/or structural failure could put many people’s lives at risk.
- “**Higher-risk buildings**”: are defined as multi-occupied residential building of 18m or more, or more than six storeys.
- “**Building safety risk**”: for the regime in occupation, building safety risks are defined as: fire and structural failure (these are risks that should they materialise could be catastrophic in a single event).
- **The Secretary of State has two significant powers in relation to scope:**
 - An ability to amend the definition of “higher-risk buildings” to add other categories should the evidence suggest the new regime should cover them.
 - An ability to amend the definition of building safety risks to add other risks should the evidence suggest they could also cause a catastrophic incident in a single event.



A new, more stringent regime in design and construction

- The new regime will see the introduction of the following regulatory measures:
 - **Duty-holders** that will have clear accountability and statutory responsibilities as buildings are designed, constructed or refurbished.
 - **Gateway points** (stop/go decision points), which will provide rigorous inspection of regulatory requirements to help ensure building safety risks are considered at each stage of a building's design and construction.
 - Requiring a '**golden thread**' of building information to be created, stored and updated throughout the building's lifecycle.
 - Requiring **mandatory reporting** to the new BSR of fire and structural safety occurrences which could cause a significant risk to life safety.
 - The **BSR will oversee building work as building control body** for in scope buildings and ensure appropriate measures are being implemented to manage risk.





A new, more stringent regime in design and construction – Gateway Points

Planning gateway one (planning permission)	Gateway two (technical design and construction)	Gateway three (completion and handover)
<ul style="list-style-type: none">• Brings forwards thinking on fire safety, ensuring it is integrated into schemes at the earliest possible stage.• Utilises the existing planning process in England - does not form part of the Building Safety Bill.• Where a development contains an 'in-scope building', a fire statement will be required - containing fire safety information relevant to/which impacts on planning.• New statutory consultee: the new Building Safety Regulator, will be made a statutory consultee for all 'in-scope' developments to provide local planning authorities with specialist fire safety input on the proposals.	<ul style="list-style-type: none">• Bolsters the current building control 'deposit of full plans' stage with the Building Safety Regulator as building control body for in-scope buildings.• A 'hard stop', where construction cannot begin until the Building Safety Regulator has approved the application.• Full plans, a Fire and Emergency File and Construction Control Plan will be required with the building control application. Design decisions should be well considered and justified; plans must meet the functional requirements of the building regulations with realistic safety management expectations for the building in use.• Requirements during construction including effective change, information and competence management.	<ul style="list-style-type: none">• The current completion/final certificate phase.• A 'hard stop' where the Building Safety Regulator must approve the application, undertaking final inspections and issue a completion certificate before occupation can commence .• Prescribed documents and information on the as-built building will be required with the building control application. Once the Building Safety Regulator is satisfied, they will issue a completion certificate.• Prescribed documents and information (the golden thread) must be handed over to the Accountable Person.

A stylized illustration featuring a teal-colored landscape with a large gap between two cliff-like formations. On the left cliff, a teal silhouette of a person stands looking across the gap. The background is a light beige color. The text 'STANDING IN THE GAP' is centered in the gap area.

**STANDING
IN THE
GAP**

Policy Environment

Net Zero Carbon by
2050

Planning White
Paper

Changes at Homes
England

Building Safety Bill

Fire Safety Bill

Recommendations
from Grenfell
Tower Public
Inquiry

New Decent Homes
standard?

New Regulators

Relationship
change between
ombudsman and
regulator

COVID-19 ... What does this mean for our residents and customers?



Home

Make a difference

Everything you need to know

Communities

You said, we did



Search this proje



Make a difference

Let's Influence and change the future together. Take part in our engagement activities below by clicking the follow button next to each opportunity. Work with us to share your views, challenge our performance, hold us to account and help to improve our services.



Community Champions

A page dedicated to all of our past and current community champions. a place where you can all share ideas with one another.



Empty Homes Virtual Inspections

Receive training and take part in virtual inspections to hold us to account on our re-let service standards



Tell us what is important to you and take part in discussions

Join us in discussions and give your feedback on topics that affect your home, neighbourhood and services you receive



Webinars and Conference Calls

Got a burning question or would like to understand our service better to improve it? Take part in an interactive webinar or join a conference call on a range of subjects

How customer engagement shaped the 2019/20 report

- Customers were able to share their thoughts on:
 - the areas of content they believed to be most relevant to them
 - the areas of content they found irrelevant
 - the content they would like us to provide more detail on.
- Customers were able to help with overall spelling and grammar checks.
- Customers were able to pitch new ideas for content within the report (e.g. customer welcome message and map).
- Customers decided how they would like to provide their suggestions and feedback.

Our annual report to customers

Welcome message from Baeti, one of our engaged customers in Kent

It has been clear this past year that Orbit has worked hard at engaging with customers to increase the overall customer satisfaction. As an engaged customer myself, I have been involved in supporting Orbit to help shape and improve their services, holding them to account through scrutiny, feedback within meetings and digitally through Your Voice. Their commitment to customer communication is also highlighted with the half yearly meetings under the 'National Together with Tenants' strategy where engaged customers have had the opportunity to be involved in strategic decisions.

To ensure the health, safety and wellbeing of customers during the coronavirus pandemic and while employees were forced to work from home, it was good to see Orbit successfully engage in online meetings,

telephone contact (including wellbeing calls) and continue to carry out essential repairs and safety checks.

I appreciate Orbit's continued work in providing new homes and upgrading our kitchens, windows and bathrooms. However, it is interesting to see that there has been a higher number of repair complaints than last year, and I would like to see Orbit review these complaints and focus on how they can improve their repairs services this coming year. I would also like to see a focus on Property Managers and improving their visibility to ensure a focussed presence within communities.



Total safety checks (2019-20)



Fire safety
35,063



Gas safety
25,495

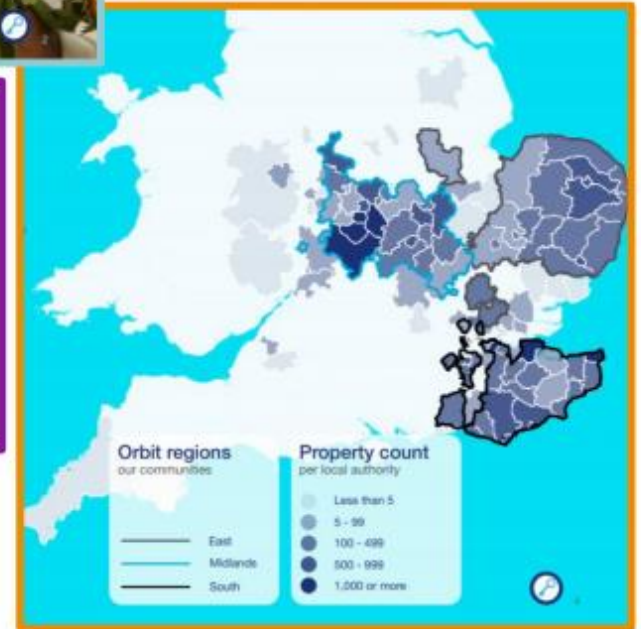


Legionella safety
7,603



Asbestos safety
1,305

100% compliance



Safety Culture at Orbit

Neil Yeomans

Head of Customer Safety

“Changes to the regulatory regime will help, but on their own will not be sufficient **unless we can change the culture away from one of doing the minimum required for compliance,** to one of taking ownership and responsibility for delivering a safe system...”



Hackitt Interim report Page 6

Safety Culture



building
communities



building
communities

Fire Forum / Building Safety Steering Group?

Fire App rollout! (over 10k hits!)

