

Actions from East Area Panel meeting 11 September 2024

Deadline for staff to respond: {Tuesday 22<sup>nd</sup> October}

Ref	Previous detail > Context > Action	Officer	Update / Response and detail what is Completed or Outstanding	C/O?	Action Date
			<i>Designated officer &gt;</i>	>	>
EA 1	<p><b>Provide a better system and wider awareness regarding the uploading of photos pertaining to areas/items which were the subject of repair requests.</b></p> <p>It was suggested at the panel that this would assist the team to more appropriately identify the work that needs to be carried out.</p>	Grant Richie	Residents can send in a photo if a repair is reported by email. This is really useful for assessing a job. When we roll out the new works management system there will also be ability to report via the website.	C	Oct 24
EA 2	<p><b>Provide clarification to residents regarding immediate and delayed (stay put) evacuations.</b></p> <p>Residents requested clearer guidance. Residents were also advised that any safety procedure can be overruled by ESFRS.</p>	Justine Harris	<p>If the fire is in your flat you should get out, stay out and phone the fire service on 999.</p> <p>If there is a fire elsewhere in the building, the structure of your flat – walls, floors and doors – are designed to give appropriate protection.</p> <p>If that case, you are usually safer to stay in your flat with the doors and windows closed, unless the heat or smoke from the fire is affecting you. However, if you feel threatened by the fire and wish to evacuate, please do so.</p> <p>The fire service will tell you if you need to leave the building.</p> <p>If you ‘remain in place’ you should still immediately call 999 for advice and to ensure that the fire and rescue service along with attending emergency crews have been notified.</p>	C	Oct 24

Ref	Previous detail > Context > Action	Officer	Update / Response and detail what is Completed or Outstanding	C/O?	Action Date
EA 3	<p><b>Investigate residents' safety concerns regarding e-scooter storage containers at Kingfisher Court and surrounding high-rises.</b></p> <p>Residents questioned the safety of electric-scooter containers being stored under the exposed feet of their high-rise, particularly citing that the integrity of such containers was compromised by having been drilled into.</p>	Garry Collins/ Craig Cameron	Minor holes in containers do not compromise the safety of such structures and any developed fire will stay in the container compartment. The addition of small ventilation points do not compromise this integrity and help in the prevention of any potential over pressure and explosion.	C	Oct 24
EA 4	<p><b>Provide further details to residents from the Hate Incident Policy Consultation on what actions could be taken to deal with such incidents.</b></p> <p>Officers advised of the procedures at the panel, residents requested advice formally in writing.</p>	Justine Harris	The final policy will be drafted once the consultation is complete, it will also be published.	C	Oct 24
EA 5	<p><b>Follow up with Sarah Potter regarding ongoing works at Robert Lodge.</b></p>	Geof Gage	I have followed up on the work in hand and it is expected by the next AP that these will be complete. If there are any further issues, I will be happy to take them forward.	C	16.10.2024
EA 6	<p><b>Correspond with residents regarding adding criteria to repair requests to indicate additional needs.</b></p>	Grant Ritchie	At point of call, the call centre staff ask residents if there are any additional needs or help needed in order to complete a repair.	C	Oct 25