



## FIRE MANAGEMENT POLICY

### 1. Introduction

This policy sets out how Citizen will meet its obligations under the requirements of relevant regulation and legislation in respect of the management of fire.

This policy outlines Citizen's approach to the management of the risk of fire. The service is one of our most important functions as a landlord and we want to provide a service that we can take pride in, that achieves high satisfaction from our customers and enables customers to be safe in their homes.

This policy supports our vision of "home is our foundation for life" by defining our commitment to providing an efficient and effective fire management service ensuring we are adhering to our pledge to be "looking out for our citizens".

This policy and its supporting procedures and guidance ensure that we meet the requirements of the following regulation and legislation:

- Group Health & Safety Policy
- Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005
- Local Authority Coordinators of Regulatory Service
- Housing Act 2004
- Housing Health & Safety Rating System (HHSRS Item 24)
- Building Act 1984 Schedule 1 (Building Regulations)
- Building Regulation 2010 (Amendment) Regulations 2015
- The Gas Safety (Installation & Use) Regulations 1998
- Control of Asbestos Regulation 2012
- The Electricity at Work Regulations 1989
- Building Safety Act 2022
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2021
- BS 9999: 2017 Fire Safety in the Design, Management and Use of Buildings
- BS 9991: 2015 Fire Safety in the Design, Management and Use of Residential Buildings
- BS 9997: 2019 Fire Risk Management Systems
- BS 9880: 2022 Fire Risk Appraisal of external wall construction and cladding of existing blocks of flats.

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## 2. Scope

This policy extends to all properties, including void and occupied properties owned by us; properties we manage on behalf of others; leasehold and shared ownership properties to which we have a contractual or statutory duty. This includes communal areas of our properties and garage sites, communal areas of residential blocks of flats, houses in multiple occupation (HMO's) including non-licensed converted houses, properties managed by and for others including workplaces.

Including the buildings structure, external walls including doors or windows in those walls, anything attached to the exterior of those walls including balconies, all doors between domestic premises and common parts of residential blocks of flats.

## 3. Policy Detail

All maintenance, inspection and fire standards will be delivered in line with information set out in Standard Operating Procedures to deliver the requirements of this policy.

### 3.1 Fire Control and Management Responsibilities

<p><b>Overall responsibility for Fire Safety</b></p> <p><b>Planning:</b> Structure of organisation</p> <p><b>Organisation:</b> Setting objectives, policy and procedures</p> <p><b>Control:</b> Identify person responsible to tasks / actions</p> <p><b>Monitoring:</b> Checks and the implementation of standards</p> <p><b>Review:</b> Reviews of fire safety performance standards</p>	<p><b>Responsible Person</b> Chief Executive Officer</p>
<p>Responsibility for developing and reviewing the <b>Fire Safety Management Policy:</b></p> <p><b>Fire Safety Action Plans:</b></p> <p><b>Fire Risk Assessments:</b></p> <p>Which sets out the details and procedures to be taken by all staff, visitors, and members of the public, service users and all relevant persons?</p>	<p><b>Responsible Person:</b> Head of Fire Safety &amp; Higher Risk Buildings</p>
<p>Responsibility for <b>Deputising</b> In the absence of the Head of Health and Safety and Compliance.</p>	<p><b>Responsible Person</b> Head of Fire Safety &amp; Higher Risk Buildings</p>
<p>Responsibility for <b>Occupational Fire Safety</b></p> <p>Carrying out Fire risk assessments in office accommodation</p> <p>Review of Fire safety in office accommodation</p>	<p><b>Responsible Person</b> Head of Facilities</p>

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<p>Responsibility for <b>Staff Training</b></p> <p>What to do if you discover a fire</p> <p>Fire awareness training</p> <p>What to do in the event of an emergency</p> <p>The reason for good housekeeping practices etc.</p>	
<p>Responsibility for the <b>Maintenance Programme</b></p> <p>Planned and reactive repairs</p> <p>Void properties</p> <p>Elemental renewal</p>	<p><b>Responsible Person</b></p> <p>Director of Maintenance Operations</p>
<p>Responsibility for <b>Property Services</b></p> <p>Large scale refurbishment</p> <p>Elemental renewals</p>	<p><b>Responsible Person</b></p> <p>Head of Property Services</p>
<p>Responsibility for <b>Servicing</b></p> <p>Gas appliances</p> <p>Electrical appliances</p> <p>Component replacement</p> <p>Water Management</p>	<p><b>Responsible Person/s</b></p> <p>Senior M&amp;E Surveyor</p> <p>Gas Manager</p> <p>Electrical Surveyor</p>

<b>Responsible Person</b>	<b>Relevant Person</b>
<p>(a) in relation to a workplace, the employer, if the workplace is to any extent under his control;</p> <p>(b) in relation to any premises not falling within paragraph (a)</p> <p>(ii) the person who has control of the premises (as occupier or otherwise) in connection with the carrying on by him of a trade, business, or other undertaking (for profit or not); or</p> <p>(ii) the owner, where the person in control of the premises does not have control in connection with the carrying on by that person of a trade, business, or other undertaking.</p>	<p>(a) any person (including the responsible person) who is or may be lawfully on the premise</p> <p>and</p> <p>(b) any person in the immediate vicinity of the premises who is at risk from a fire on the Premises, but does not include a fire-fighter who is carrying out his duties.</p>

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<p>This will include:</p> <ul style="list-style-type: none"><li>• Local Managers</li><li>• Caretakers</li><li>• Maintenance contractors (Repairing &amp; maintaining fire protective elements)</li><li>• Members of staff</li><li>• Alarm Engineers</li></ul>	<p>This will include:</p> <ul style="list-style-type: none"><li>• Building occupiers</li><li>• Residents</li><li>• Family members and other visitors</li></ul>
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### 3.2 Undertaking of Fire Risk Assessments (FRA's)

Citizen will establish, implement, and maintain a formal documented risk assessment programme that systematically identifies fire hazards and persons especially at risk, analyses fire prevention and fire protection measures, evaluates fire risk and formulates a suitable action plan.

The fire risk assessment process will be performed in accordance with PAS 79 methodology.

The fire risk assessment programme includes a defined scope, including its limitations, and the criteria of the required competency of the fire risk assessors, and any external service provider appointed to carry out the fire risk assessment on Citizen's behalf.

The level of knowledge, training and experience of the fire risk assessor will be commensurate with the complexity of the premises and the systems provided. (Refer to Appendix A Person Specification)

As part of this policy Citizen Housing will conduct internal reviews at regular intervals in order to audit a sample of fire risk assessments following the methodology in BS 9997.

We undertake fire risk assessments to our properties utilising competent Fire Risk Assessors. The frequency of fire risk assessment undertaken will be defined by the Fire Risk assessor based on risk and in accordance to their agreed methodology and risk.

Items identified within the Fire Risk Assessment as requiring remedial action, will be carried out in line with the priority scoring method e.g., the highest risk being dealt with first.

All fire risk assessments on properties owned by us but managed by others will be the responsibility of the occupier or their managing agent as set out in the management agreement. Citizen will maintain copies of these FRAs.

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All fire risk assessments will be stored whilst they are valid and archived when a new FRA has been undertaken.

### **3.3 Standards of work**

Works within the communal areas identified in the FRA will be undertaken in line with the priority scoring method. Any improvement works will be implemented through the future investment programme; this will include items where Citizen considers the investment is appropriate but is not required under the legislative standards.

### **3.4 Stock Investment**

Citizen's investment programme will ensure that where the programme is being delivered, current building regulations relating to fire safety are applied within the specification.

### **3.5 New Development**

The Fire Safety Manager will undertake a review of the fire strategy for new developments. At the point of completion, a fire risk assessment will be undertaken prior to occupation and then reviewed in line with Table 2 in the Appendix.

### **3.6 Repairs to Communal Areas**

Any work to communal areas or major structural works will potentially affect the fire integrity of the building. The fire risk assessment will be updated accordingly to reflect the work undertaken.

### **3.7 Building Usage**

Citizen will ensure that in the interest of safety, all communal and circulation areas within its properties will be maintained in a safe condition, in line with legislation and British Standards.

### **3.8 Building Products**

Building products will only be used that conform to building regulations approval, British standards and codes of practice that relate specifically to fire products and systems designed for fire protection in buildings.

### **3.9 Management of Contractors**

All contractors that undertake works within our buildings will be checked for appropriate level of competencies as part of the procurement process.

### **3.10 Building Regulation 38**

Fire safety information, following fire related works, will be provided to the Head of Fire Safety & Higher Risk Buildings no later than the date of completion of the work, or the date

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of occupation, whichever is earlier. This enables the Head of Fire Safety & Higher Risk Buildings to ensure a suitable and sufficient fire risk assessment of the building is undertaken.

### **3.11 Customer Information**

Citizen considers the first form of defence against fire to be customer awareness and behaviours. Citizen provide their customers with information at the start of their tenancy and further information is available on the Citizen website:

### **3.12 Monitoring**

All fire risk assessments will be carried out within the frequency determined by risk determined by the Fire Risk Assessor.

Factors that may affect the frequency of Fire Risk Assessments include;

- Fire
- Change of usage
- Change to the footprint of the building
- Following a large refurbishment
- Level of identified fire risk ie: mobility scooter storage
- Change in legislation

Note: Each building will be considered based on risk profile of the building, as well as height. Therefore, please refer to the latest schedule held by the Fire Safety Team for clarification.

## **4. Roles, Responsibility and Governance**

It is the responsibility of the Board to ensure that this policy is successfully implemented, and the procedures followed. The Senior Leadership Team and Heads of Service are responsible for ensuring that all staff understand the importance of this policy and the related procedures and comply with them.

Managers are responsible for ensuring that their reports have undertaken the appropriate policy eLearning by utilising reports produced by Learning and Development

Any changes to this policy must be made in line with the requirements set out in Citizens Standing Orders and our Policy framework.

## **5. Monitoring and review**

This policy will be reviewed every 3 year/s, unless legislation, service delivery or sector developments require otherwise ensuring the policy continues to meet its objectives and take account of good practice developments.

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Legal advice will be taken to ensure compliance with legal, regulatory and contractual responsibilities.

This policy will be reviewed when/where there is a need following the release of further primary and/or secondary legislation. This could be at short notice.

Where appropriate service delivery reports in respect of this policy as incorporated into our quarterly reporting suite.

## 6. Equality Impact Assessment

This policy has been subject to an Equality Analysis. Staff working across Citizen have considered the impact of this policy on different groups and communities that we work with. In framing this policy, our staff are committed to not discriminate adversely against any group and will respect the diversity of the communities we are working within.

The EIA and any actions identified as needing to be implemented are in the Appendix.

### Version control

Every change made must be logged in the version control and ALL boxes completed.

VERSION	DATE	AMENDMENTS	APPROVED AT/BY	REVIEW
V 1.0	Feb 2022	New policy created from existing protocol	Citizen Board	Feb 2025
V2.0	December 2023	MOT review identified immaterial changes relating to procedure.	Policy Owner	Feb 2025

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## Appendix A- FIRE RISK ASSESSOR SPECIFICATION

### Fire Risk Assessment Validator

In order for a person to operate in the role of Validator they must hold as a minimum an approved fire risk assessors award accredited by either the IFE, National Examination Board in Occupational Safety and Health (NEBOSH), Institution of Fire Prevention Officers (IFPO) or the Institute of Fire Safety Managers (IFSM). The individual must have a minimum of 5 years' experience of conducting fire risk assessments and have maintained their sector knowledge through demonstrable CPD. In addition to this a validator must hold a minimum of Associate Level of the IFE.

### Fire Risk Assessor

A Fire Risk Assessor to be deemed a competent fire risk assessor will have an approved fire risk assessment qualification (Level 3 Certificate in Fire Risk Assessment) and hold a minimum of Technician Member of the Institute of Fire (TIFireE) Engineers, have 2 years' experience of conducting fire risk assessments and maintained an up to date continued professional development log (CPD).