

Building Safety

Resident Engagement Strategy

Policy effective from: September 2025

Version: 4

Policy to be reviewed by: September 2027

Contents

Overview	3
Our aims	4
The information we provide to residents	4
Our key messages	4
Topics of information.....	4
How we consult with residents	5
What we ask residents about	5
Channels we use to inform and consult	5
Alternative languages and formats.....	6
Issues we don't consult on (exclusions).....	6
How we consult and act upon urgent matters	6
Building Safety complaints	7
Building Safety Engagement Sessions	7
How we record, measure and review participation	8
How we involved residents in developing this strategy	9
Strategy consultation results	9
Further Information	9
How you can contact the Principle Accountable Person	10

Overview

Newcastle City Council manages 39 high-rise buildings in the city which are 18 metres or 7 floors or above and resident safety is our top priority.

Buildings with at least two homes that are at least 18 metres in height or have at least seven storeys are known as **Higher Risk Residential Buildings** under the Building Safety Act 2022.

Newcastle City Council (NCC) is the principal accountable person (PAP), responsible for assessing and managing the risk of fire spread and structural collapse in these buildings, summarising this assessment in a safety case report, engaging with residents and ensuring safety occurrences can be reported effectively to the Building Safety Regulator (BSR). At the heart of our strategy is understanding who our residents are, making it easier for people to talk to us and ensuring our resident engagement activities are tailored to meet the specific needs of the residents of each block.

This document sets out how all tenants, residents and leaseholders living in those buildings are:

- aware of the measures we put in place to keep them safe from fire and other structural incidents
- able to ask questions, raise concerns
- included in decision-making about their building

Newcastle City Council is accountable for implementing this strategy under the Building Safety Act 2022.

If you think NCC isn't handling safety concerns properly, you can escalate issues to the Building Safety Regulator.

Principle Accountable Person

Newcastle City Council

Named person for high-rise buildings

Vicky McDermott

Director Housing & Communities

Responsible Officer

Alan Robson

Building Safety Manager

buildingsafety@newcastle.gov.uk

0191 278 8600

buildingsafety@newcastle.gov.uk

0191 278 8600

Our aims

Engaging and empowering residents

- Make it easy for residents to raise concerns and get involved in safety initiatives and building safety decisions.
- Create opportunities for meaningful conversations and ensure residents' voices are heard.

Inform residents

- Help all residents understand their role and the council's role as the PAP in keeping buildings safe.
- Provide clear guidance on safety procedures and evacuation plans.

Clear and inclusive communication

- Share clear and accessible safety information in plain language, using formats and channels that suit the needs of all residents.
- Keep everyone informed and up to date with any changes.

The information we provide to residents

We want to make sure residents are aware of our key messages around building safety so that they feel included in our work and decision-making and have all the information they need to live safely in their homes.

Our key messages

- The housing stock we manage is safe and well-maintained.
- NCC values the voices and experiences of residents and acts on the feedback they give us.
- NCC takes steps to make it easy for residents to give us their views.
- NCC provides clear, honest and accessible information so residents can easily access and understand the protections in place in their building.
- Residents play a role in safety and NCC provides information and support to help residents do this.

Topics of information

We share our key messages by regularly providing information that informs people about:

- the safety measures in place in the building
- what to do if there is an emergency
- what residents need to know about specific safety features including fire doors and smoke alarms
- how and when residents should isolate their gas or electrical supply
- how to report a repair or problem with a safety feature
- the safe use, storage and charging of mobility scooters and e-bikes/e-scooters within the building

- our overall building safety resident engagement strategy and each building's individual strategy and how to access these
- how they can contact us to ask questions, raise concerns or make a complaint
- how to contact the Building Safety Regulator for independent advice.

How we consult with residents

We work with residents from each building to create a tailored engagement plan. Our consultation is a two-way process, and all high-rise residents should have the chance to share their views, influence decisions, and see real change because of their input. Residents are experts in their needs and the buildings they live in. While we can't meet everyone's wishes, resident views are our first concern.

We use a range of channels to ensure we consult with residents in a format that suits their needs and preferences. Our building user profile information helps us to tailor our activities to our residents. More information about the channels we use to ensure we meet the individual needs of residents can be found below

What we ask residents about

We send out regular surveys and questionnaires asking for feedback on the buildings and their safety features to ensure our residents have a voice to raise any concerns they have. Any feedback received is reviewed and acted upon accordingly with any changes that are implemented as a result fed back to residents. We also carry out surveys and consultations to involve residents in how improvement works to their building will be carried out so that residents have a role in decision-making for their building.

To develop our understanding of who lives in our buildings we also carry out regular engagement to ensure we have an up-to-date picture of any specific needs that may impact on a resident's ability to live safely in their building. We use our engagement sessions to ask residents about their ability to self-evacuate in the event of an emergency and also carry out planned Person-Centred Fire Risk Assessment (PCFRA) campaigns to keep our data up to date and ensure relevant information is shared with our local fire and rescue service and referrals made to our Housing Needs and Assessment team for rehousing advice where appropriate.

Channels we use to inform and consult

We use a range of channels and engagement methods to ensure residents receive information from us in a format that suits their needs and preferences and provide regular opportunities for residents to raise questions or concerns

buildingsafety@newcastle.gov.uk
0191 278 8600

with us, always using the resident and demographic insight we have to tailor our activities.

At the centre of our resident engagement approach is our A4 safety card that is bespoke for each building and contains information about the safety features of that building, the emergency evacuation procedure and information about how residents can contact us with queries. However, this is supported by many different channels including:

- text message
- email
- online via our website and social media
- hand-delivered newsletters, leaflets and flyers
- posters and large format signage
- digital noticeboards
- door knocking
- tenants' meetings
- planned engagement sessions and presentations
- surveys and questionnaires
- meetings of our high-rise residents' building safety resident group.

Alternative languages and formats

We know that all of our residents have different communication needs and preferences, and we want to make sure all residents are able to understand the information we give them and can communicate with us fully. We use the information we hold about our residents to identify which residents require additional support and actively promote the translation and interpreting services available to our residents.

We can provide materials in alternative languages, braille, audio, and easy read versions and arrange British Sign Language interpreters where needed. We also have animations located on our website which share our key messages in clear, accessible language with subtitles. These are also available in seven alternative languages with an invitation to request any other language that is required and can be presented to residents on mobile devices where needed.

Issues we don't consult on (exclusions)

There are no issues excluded from our Building Safety consultations. This will be reviewed regularly in line with strategy reviews, and residents will be informed if we plan to exclude an issue from consultation.

How we consult and act upon urgent matters

When residents tell us something, we will review and consider their feedback and carry out necessary work urgently to comply with building safety regulations and keep all residents safe.

In urgent situations, we'll use direct methods like door-knocking or phone calls to share important safety information quickly and gather any resident feedback in a timely manner.

While the usual consultation timeframes will not apply in these situations, residents will still be able to express their views and concerns before decisions are finalised

We will always look for ways to minimise disruption (for example noise and access issues) to residents when urgent building safety action is required. For information about how to raise a complaint with us, please see below.

When we consult with residents we will also:

- collect and store data safely using our IT systems
- keep track of what residents have told us
- tell residents what we have done as a result of their feedback
- share regular insight with our housing governance groups to evaluate participation methods and feed into decision-making.

Any personal information we receive is collected and stored in line with the General Data Protection Regulation. There is more information about how we do this on our website at www.newcastle.gov.uk.

Building Safety complaints

All residents, and other users of the building, who want to raise an issue about structural failure and spread of fire in the building (building safety risks) or the performance of NCC as the PAP, can raise these concerns through our website (<https://new.newcastle.gov.uk/complaints-compliments/housing-complaints-compliments>), by phone on 0191 278 8600 or in person to a member of staff.

Any building safety-related complaints are specifically flagged on our system and forwarded to the Building Safety team for investigation and to action as needed. These are monitored in line with building safety requirements and our complaints processes.

Building Safety Engagement Sessions

Face to face engagement is one of the main engagement methods which we deliver through our programme of building safety engagement sessions. Our Building Safety and Customer Insight and Engagement teams visit each block

buildingsafety@newcastle.gov.uk
0191 278 8600

to knock on doors to provide a safety card and have discussions with residents.

The safety card provides important information while also acting as a prompt for our discussions where we offer residents an overall view of the safety card and the main features of their home to check these are functioning correctly with any issues identified or raised by the customer reported to the correct departments for follow up work. Residents who do not answer have a card posted through their door.

Contact details for the Building Safety team are also provided should a resident wish to consult with the team for further clarity if they were not available at the time of the engagement session.

We will also carry out engagement sessions with residents in blocks to suit the needs of the residents who live there. Previously this has included telephone engagement, meetings within the building and meetings in community venues.

Any new residents receive a safety card from the relevant Housing Officer upon signing for their new tenancy with key information on how to stay safe in the building also communicated to the resident by the Housing Officer.

How we record, measure and review participation

We keep a detailed record of all communications, engagement activities, and feedback received through our engagement sessions. This enables us to track participation over time and supports ongoing review and evaluation of our engagement approach.

Resident views are carefully considered and used to inform both building-specific actions and broader strategic decisions. While not all feedback will directly shape this strategy, they are still valuable and may inform other areas of service planning.

We use a range of methods to measure how effective our engagement sessions are:

- Engagement tracking, including monitoring attendance, response rates, and feedback quality across different engagement formats (e.g. surveys, meetings, drop-ins).
- Reviewing qualitative feedback to understand resident concerns, priorities, and satisfaction.
- Engagement impact reviews, including assessing how resident input has influenced decisions or led to changes in service delivery.

This data feeds into our Building Safety Engagement approach assessment, which determines our engagement approach for each building. We commit to visiting each building every two years.

In addition to these scheduled visits, we also share regular updates through our usual communication channels and carry out ad hoc engagement in response to specific events—such as a fire, a customer complaint, or emerging resident feedback.

We are committed to reviewing each individualised engagement strategy at least every two years, or sooner if significant changes occur in the building or resident profile. This ensures our engagement remains relevant, inclusive, and responsive to evolving needs.

How we involved residents in developing this strategy

We used our experience and local knowledge gained through our initial programme of building safety engagement activities to draft previous versions of this strategy which we then shared with our Building Safety Resident Group to get their initial feedback on the content and presentation of the information.

This is a group of residents who live in high rise buildings and meet with our Customer Insight and Engagement and Building Safety teams to share their experiences of living in our buildings and scrutinise and provide feedback on our approaches.

Please note - We will update this section of the strategy following on from our consultation phase.

Strategy consultation results

Please note - We will update this section of the strategy following on from our consultation phase.

This strategy will be reviewed annually, or earlier if necessary due to:

- Legislative changes
- Structural or role changes
- Operational or technical changes

Further Information



For more information about building safety or this strategy, or to request another copy for someone else that lives with you, visit www.newcastle.gov.uk/news/building-safety-resident-engagement-strategy or contact us by emailing buildingsafety@newcastle.gov.uk or calling 0191 278 8600.

Contact the Building Safety Regulator

buildingsafety@newcastle.gov.uk
0191 278 8600

Telephone: 0300 790 6787

- Monday, Tuesday, Thursday and Friday, 8:30am to 5pm
- Wednesday, 10am to 5pm
- Saturday, Sunday and UK bank holidays, closed

If you would prefer to speak on the phone in a language other than English, a translation service is available.

How you can contact the Principle Accountable Person

Principle Accountable Person

Newcastle City Council

Named person for high-rise buildings

Vicky McDermott

Director Housing & Communities

Responsible Officer

Alan Robson

Building Safety Manager

buildingsafety@newcastle.gov.uk

0191 278 8600

buildingsafety@newcastle.gov.uk

0191 278 8600

If you would like the information in this document in a different format or in large print, please take it to your nearest housing office or customer service centre where a member of staff will help you. Visit www.newcastle.gov.uk to find your nearest housing office or customer service centre and its opening times. You can also contact the team named in this document by calling the number shown.

العربية – Arabic	إذا كنت ترغب في الحصول على المعلومات الواردة في هذا المستند بتنسيق مختلف أو بأحرف كبيرة، يرجى أخذ هذا الخطاب إلى أقرب مكتب إسكان أو مركز خدمة عملاء حيث سيساعدك أحد الموظفين. قم بزيارة www.newcastle.gov.uk للعثور على أقرب مكتب إسكان أو مركز خدمة عملاء لك وأوقات الدوام. يمكنك أيضًا الاتصال بالفريق المذكور في هذا المستند عن طريق الاتصال بالرقم الظاهر.
বাংলা – Bengali	আপনি যদি এই নথির তথ্যটি অন্য মাধ্যম কিংবা বড় মুদ্রণে পেতে চান তবে দয়া করে এই নথিটি আপনার নিকটস্থ হাউজিং অফিস বা কাস্টোমার সার্ভিস সেন্টারে নিয়ে যান যেখানে কর্মীদের কোন একজন আপনাকে সহায়তা করবেন। আপনার নিকটস্থ হাউজিং অফিস বা কাস্টোমার সার্ভিস সেন্টার এবং এটি খোলার সময়গুলি সম্পর্কে জানার জন্য www.newcastle.gov.uk সাইটটি ভিজিট করুন। আপনি প্রদর্শিত নম্বরে কল করে এই নথিতে উল্লেখকৃত টিমের সাথেও যোগাযোগ করতে পারেন।
简体字 – Chinese Simplified	如果想获取该文件的其他格式版本或大字印刷版本，请携带本信件前往最近的客服中心或住房部门，将会有专人为您提供服务。前往 www.newcastle.gov.uk 了解最近的客服中心或住房部门地址以及办公时间。您也可以拨打信申电话，联系相关团队。
فارسی Farsi	اگر می‌خواهید اطلاعات این مدرک در قالب دیگری یا با حروف بزرگ نوشته شده باشد، لطفاً این را به نزدیک ترین دفتر مسکن یا مرکز خدمات مشتریان خود ببرید تا یکی از کارکنان به شما کمک کند. از وب www.newcastle.gov.uk دیدن کنید تا نزدیکترین دفتر مسکن یا مرکز خدمات مشتری و زمان کاری آن را بیابید. همچنین می‌توانید به شماره نشان داده شده زنگ بزنید و با تیمی که در این سند نام برده شده است تماس بگیرید.
Français – French	Si vous souhaitez lire les informations contenues dans ce document dans un format différent ou en gros caractères, veuillez le remettre au bureau du logement ou au centre de service client le plus proche dans lesquels un membre du personnel pourra vous assister. Connectez-vous au site www.newcastle.gov.uk pour trouver le bureau du logement ou le centre de service client le plus proche et leurs horaires d'ouverture. Vous pouvez également contacter l'équipe nommée dans ce document en appelant le numéro indiqué.
Polski – Polish	W przypadku osób, które pragną uzyskać informacje zawarte w niniejszym dokumencie w innym formacie lub dużym drukiem, prosimy o przyniesienie go do najbliższego wydziału mieszkalnictwa lub centrum obsługi klienta, gdzie pracownik udzieli pomocy. Odwiedź stronę www.newcastle.gov.uk , gdzie znajdziesz najbliższy wydział mieszkalnictwa lub centrum obsługi klienta oraz godziny ich otwarcia. Możesz również skontaktować się z zespołem podanym na pierwszej stronie niniejszego dokumentu, dzwoniąc pod wskazany numer.
Português - Portuguese	Se desejar que as informações contidas neste documento sejam redigidas em um formato diferente, ou em letras grandes, por favor, dirija-se ao seu gabinete de habitação ou centro de Apoio ao cliente mais próximo, onde um membro do pessoal o ajudará. Visite www.newcastle.gov.uk para encontrar o escritório de habitação ou centro de atendimento ao cliente mais próximo e seus horários de funcionamento. Você também pode entrar em contato com a equipe nomeada no referido documento, ligando para o número indicado.