

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE: Resident and Tenants & Resident Association (TRA) Representatives Training	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing Fire & Building Safety Panel	DATE: 10 July 2025
<p>SUMMARY OF REPORT: The report considers the work to date to raise resident awareness of fire and building safety and asks the Panel for their views on a resident training programme.</p> <p>Local Government Act 1972 – Access to information No documents that require listing were used in the preparation of this report.</p> <p>Contact Officer: Melissa Dillon: Resident Safety Engagement & Governance Lead, Supporting Communities Tel: 0207 974 3100 melissa.dillon@camden.gov.uk</p>	
<p>RECOMMENDATIONS:</p> <p>The Panel is asked:</p> <ul style="list-style-type: none"> (i) To provide their comments on the three elements of the training proposal (ii) Consider any other fire and building safety issues where training might be useful to representatives and residents. 	

Signed:



Gavin Haynes, Director of Property Management

Date: 30 June 2025

1. INTRODUCTION

- 1.1 Part of the purpose of the Panel as set out in the Terms of Reference (ToR) is to provide support for the Council in managing the risk of fire in Council homes by making recommendations and conducting reviews to facilitate effective fire prevention, preparedness, and response and recovery strategies. The purpose of the Panel is also to ensure that tenant and leaseholder voices are at the centre of the Council's approach to property safety.
- 1.2 The ToR also sets out objectives for the Panel's work and these include consideration of what information and training might be appropriate for residents to improve their fire and building safety awareness and readiness in the event of a fire or other emergency in their buildings. The ToR also provide that the Panel consider ways to encourage residents to become more aware of fire and building safety issues and take responsibility for safety in and around their homes.
- 1.3 This report considers the work to date to raise resident awareness of fire and building safety. The Panel is asked for their views on the fire & building safety awareness training offer for all District Management Committee and recognised Tenants & Residents Association representatives and a proposal for open access on-line fire safety awareness training for residents.

2.0 WORK TO DATE

Fire & Building Safety Charter

- 2.1 in 2019/20 the Council carried out a borough-wide survey of all Council homes to ask residents about their safety concerns; their responses were instrumental in shaping the Councils Resident Safety Programme and the Fire and Building Safety Charter commitments.
- 2.2 The Council provides an annual report to the Panel and to all Council homes on its performance against the measurable Charter commitments which are
- We will work with you to keep your homes and buildings safe
 - We will make sure you know how to stay safe at home
 - We will be transparent
 - We will always listen to you about safety
 - Fire and building safety is up to everyone – play your part
- 2.3 As part of the delivery of the Charter commitments to make sure residents know how to stay safe at home and play their part in keeping their buildings safe the Council has published a wide range of fire and building safety advice on the Camden website - <https://www.camden.gov.uk/fire-and-building-safety>. Advice and information is also posted to the five District Management Committee micro-sites.

E-News Letters

- 2.4 Where residents have given us permission to email them the Council will send them a fire and building safety e-newsletter. The first edition of the newsletter has gone to these individual residents, and is published on the Camden website and District Management Committee micro-sites.

Housing News and Camden Magazine

- 2.5 There are regular articles about fire and building safety topics in the publications delivered to all Council homes. These articles reflect the routine safety checks the council carries out, advice about home safety and information about the support and services the Council provides. Recent editions have covered the developing profile of fires caused by lithium batteries and e-bikes and highlighted advice from the LFB on safe charging.

2.6 *Tenancy Guide*

The Camden Tenancy guide is issued to all new tenants when they sign their tenancy agreement and is available on the Council's website - [1619-29-tenants-guide-online-2024](#)

The guide was updated in 2024 with input from the Panel, and includes information and advice on:

- Fire safety
- Smoke & Carbon Monoxide Alarms
- Doors
- Security Gates and Grilles
- Cooking
- Electrical appliances
- Barbeques
- Electric bikes and scooters
- Storage
- Communal Areas

Targeted/seasonal communications

- 2.7 The Council has developed a suite of targeted communications materials, letters, leaflets and posters providing safety information. Some of this material is on display in the communal areas of residential buildings, delivered directly to residents' homes or published on the Council website and DMC microsites.
- 2.8 Leaflets about what can be kept in the communal areas of buildings, annual letters with information about fire doors, balcony and window safety and seasonal safety information about barbeques, fireworks, drying clothes, charging - and scooters are all delivered or published on-line on a cyclical basis.

Partnership Working with the London Fire Brigade

- 2.9 The Council has a close working relations with the London Fire Brigade, meeting regularly with the LFB to share updates and trends and a joint approach to fire safety as demonstrated by the Fire Doors video we made with the Borough Commander, The LFB supports Camden resident and community engagement events, and the Council promotes the LFB's fire safety visit service and Saturday drop-in sessions for residents at the borough fire stations. Links to LFB fire safety videos and communications materials specifically for children have been published on the Council's website.

Pilot Fire Warden and Fire Safety Awareness training

- 2.10 Camden has been considering the fire safety training offer that should be available to resident representatives and what can be made available to people who live in Council homes and the more generally residents of the borough.
- 2.11 To this end the Council has run two rounds of pilot Fire Warden training for DMC and community representatives who manage TRA halls and community buildings. The Camden Fire Safety Manager has also run hybrid (face-to-face and on-line) Fire Safety Awareness training for DMC members and representatives from housing panels. The pilot training has been generally well received and provides the nucleus of the proposal set out in section 3 of the report.

3.0 PROPOSAL

- 3.1 The training proposal has three elements targeting individuals and groups who may have specific fire safety responsibilities:

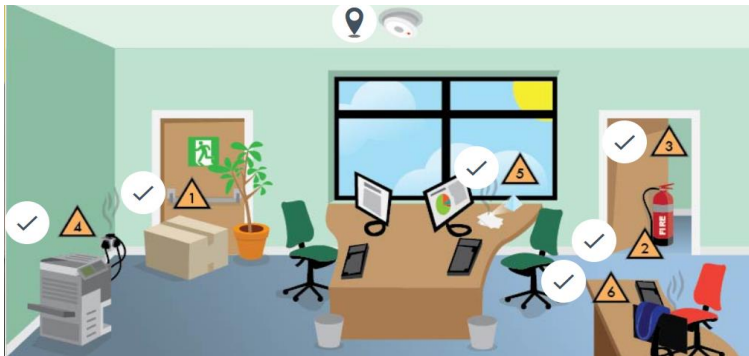
1. Fire Safety Awareness training for TRA and District Management Committee representatives
2. Fire Warden training for TRA and community reps managing TRA or community halls.
3. Inter-active 'test yourself' on-line fire safety awareness training available via the Council web site, DMC micro-sites, via computers in Camden public libraries and open to all. Could be available via social media and You Tube.

- 3.2 **Fire Safety Awareness training** for all TRA and DMC representatives provided on a cyclical basis. This would provide refresher training for current representatives and induction for new entrants. The training would be provided on a face-to face basis, with an option to attend remotely, and would

run at least twice a year and be delivered by the Camden in-house Fire Safety Advisors Team.

- 3.3 **Fire Warden training** specifically for those representatives managing TRA Halls and community buildings so that they know how to manage their fire safety responsibilities and evacuate the building in a fire. Cyclical training provided by a specialist provider and to run every two years to allow for turn-over in TRAs.
- 3.4 **On-line/open access ‘test your- self’ training.** Available to the general public could be in an informal cartoon or video format (see below) to cover how to stay safe at home, fire safety in communal areas and what to do in the event of a fire. It could perhaps include a quiz at the end to let participants see what they have learnt.

How many fire risks can you spot?



What to do in a Fire



- 3.5 There could be two versions of the quiz training one for adults and one for children, with links to LFB and Council fire safety services for further advice and information.
- 3.6 Consideration will also need to be given to how the Council can roll out training to vulnerable residents, those whose first language is not English and those who may not have access to online training.

4.0 RECOMMENDATIONS

4.1 The Panel is asked for their comments on the three elements of the training proposal and any areas that they think would be useful to representatives and residents and to consider any other fire and building safety issues where training might be useful to representatives and residents.

5.0 COMMENTS OF THE BOROUGH SOLICITOR

5.1 The Regulatory Reform (Fire Safety) Order 2005 places a duty on landlords to take reasonable steps to reduce the risk of fire and ensure that people can safely escape if a fire does occur.

5.2 Training proposed within this report would raise awareness of fire safety for TRA and DMC representatives as well as tenants.

6.0 COMMENTS OF THE EXECUTIVE DIRECTOR OF CORPORATE SERVICES

6.1 The purpose of this report is to consider the work to date to raise resident awareness of fire and building safety and to asks the Panel for their views on a resident training programme. There are currently no financial implications arising from this report.

6.2 Finance will work with the service to monitor and ensure as much as possible that associated costs are funded from existing resources.

7.0 ENVIRONMENTAL IMPLICATIONS

7.1 There are none.

ENDS