SaferHomes



# Resident Engagement Strategy for Building Safety

## Updated Delivery Plan

2026–2027

BRISTOL CITY COUNCIL

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## Introduction

This document provides an update to Bristol City Council's Resident Engagement Strategy for Building Safety in High-Rise Council Homes (2025–2026). The strategy has been extended to 2027 to enable full delivery of commitments and to align with ongoing building safety improvements across the council's high-rise housing stock. The principles, priorities and commitments set out in the original strategy remain unchanged. This document sets out the updated delivery plan and next phase of resident engagement activity.

## Purpose of this update

Following a review of progress during 2025–2026, a number of actions within the delivery plan require additional time to complete. These actions have been re-profiled across 2026–2027. Extending the strategy period will enable the council to complete key engagement commitments, support the rollout of building-specific engagement strategies, and ensure continued alignment with the Building Safety Act 2022.

## What remains the same?

The following elements of the strategy remain unchanged:

- the six core priority areas for resident engagement;
- the council's commitment to keeping residents safe and informed;
- the principles of openness, transparency and accountability; and
- the expectation that residents are actively involved in decisions about building safety.

This document should be read alongside the original strategy.



# What we have delivered so far

During 2025–2026, good progress has been made in delivering the commitments set out in the Resident Engagement Strategy for Building Safety. This work has focused on strengthening building safety arrangements, improving communication with residents and embedding consistent engagement practices across high-rise buildings.

Key actions delivered include:

## Keeping residents safe in their homes

- our caretaking team conduct daily and weekly communal safety checks across all high-rise buildings, with issues reported to relevant safety teams
- we have updated fire safety signage and evacuation procedures across high-rise buildings where required
- we held engagement meetings with residents at blocks where fire safety measures, including sprinklers and alarms, were being installed

## Communication and information sharing

- published information for residents on how fire safety measures are being delivered
- developed service standards, including the frequency of safety inspections in communal areas
- provided requested building safety information within 20 working days
- informed residents about safety works in their homes and buildings
- following recommendations made by the Housing Scrutiny (Residents) Panel, we have improved our fire safety policy and fire safety information on our website

## Supporting residents and meeting individual needs

- made sure accessible alarm systems are in place for sensory-impaired residents
- undertaken Person-Centred Fire Risk Assessments (PCFRA) for residents who need support with evacuation where required
- where requested, we have referred residents to Avon Fire & Rescue Service for Home Fire Safety Visits
- developed a reasonable adjustments policy to support residents' needs in relation to service delivery

## Resident reporting and accountability

- we have clear contact information for reporting building safety concerns
- we are reporting building safety performance to the Homes and Housing Delivery Committee, including compliance with Consumer Standards
- we have completed a review and update of the Building Safety Resident Engagement Strategy, informed by resident feedback

## Resident voice and insight

Resident voice remains central to the delivery of this strategy. In June 2026, feedback was collected through a telephone survey of residents living in high-rise buildings across the city. This engagement captured residents' experiences, identified key priorities for improvement and provided up-to-date evidence to shape the delivery plan.

955 residents took part in the survey in June and July 2026.
**The results show that:**

**19%** of residents **would struggle to leave their building during an emergency** because of age, disability, health conditions or caring responsibilities.

**47%** were aware of safety works taking place in their building, highlighting a need for **clearer and more regular communication**.

**78%** of residents would like more information about **building safety issues.**

Residents also told us they want **clearer feedback** after reporting safety concerns and more information about **progress** on safety works.



## You said, we will

Through resident forums and meetings, residents told us that communication needs to be clearer and more consistent. In response, we will improve how information is shared at a local level. Residents also told us they want more opportunities to be involved in decision-making. In response, we are creating a forum for residents living in high-rise homes, increasing local engagement activity and providing clearer routes for feedback and participation in line with our new Resident Voice Strategy.

Resident feedback from the most recent survey will continue to shape how we deliver the extended strategy.

## Building-level engagement approach

A key focus for 2026–2027 is the rollout of tailored engagement approaches for each high-rise building. These plans will reflect the needs of residents in each block and provide clear communication channels, opportunities for involvement and named contacts. This represents a more local and resident-centred approach to building safety engagement.

## Delivery plan summary

The delivery plan has been updated to reflect revised timelines for 2026–2027. Key priorities include improving communication and information sharing, strengthening resident involvement, supporting residents with additional needs, improving building safety reporting processes, and delivering building-level engagement plans. A detailed delivery plan is included in Appendix 1.

## Monitoring and review

Progress will be monitored through resident feedback, complaints data and ongoing engagement activity through our new High-Rise Living Group. The council will review performance regularly to ensure commitments are being delivered. The strategy and delivery plan will be formally reviewed in 2028.

## How residents can get involved

Residents can get involved by taking part in surveys and consultations, attending meetings and forums, providing feedback on building safety and contacting the council with concerns or suggestions.

# Appendix 1: Updated Delivery Plan 2026-27

| Priority | Action | Lead | Timescale |
|---|---|---|---|
| Resident Communication & Information (Priority 2–3) | Provide safety information in clear, jargon-free formats, using images to support accessibility | Head of Housing Management and Estates | Ongoing |
| Resident Engagement & Support (Priority 2–5) | Conduct building safety resident surveys across high-rise buildings every two years | Head of Housing Management and Estates | June 2026 |
| Monitoring, Strategy & Policy (Priority 3–6) | Publish tenant satisfaction and complaints data for high-rise buildings | Head of Housing Management and Estates | July to September 2026 |
| Resident Engagement & Support (Priority 2–5) | Ensure residents from high-rise buildings are represented on resident panels | Head of Housing Management and Estates | |
| Resident Communication & Information (Priority 2–3) | Update tenancy agreements with safety information | Head of Housing Management and Estates | |
| Monitoring, Strategy & Policy (Priority 3–6) | Review and update housing safety policies, leaflets and webpages | Head of Housing Management and Estates | |
| Inclusion & Accessibility (Priority 4–5) | Train housing colleagues on reasonable adjustments and record keeping | Head of Housing Management and Estates | October to December 2026 |
| Fire & Building Safety (Priority 1–2) | Meet target to respond to emergency safety repairs within 24 hours | Head of Housing Repairs and Maintenance | |

| Priority | Action | Lead | Timescale |
|---|---|---|---|
| Resident Engagement & Support (Priority 2–5) | Develop tailored engagement plans for each high-rise building | Head of Landlord Compliance | January to March 2027 |
| Monitoring, Strategy & Policy (Priority 3–6) | Map resident journey to ensure there are clear reporting and feedback routes for safety concerns raised by residents | Head of Landlord Compliance | |
| Inclusion & Accessibility (Priority 4–5) | Develop engagement with disabled and older residents | Head of Housing Management and Estates | |
| Monitoring, Strategy & Policy (Priority 3–6) | Develop resident consultation protocols for building safety works | Head of Landlord Compliance, Head of Capital Works and Special Projects | |
| Fire & Building Safety (Priority 1–2) | Launch safety roadshow and promote safety messages | Head of Landlord Compliance | |
| Resident Communication & Information (Priority 2–3) | Share building safety updates via newsletters, website, noticeboards and use text message for emergency matters | Head of Housing Management and Estates | |
| Resident Engagement & Support (Priority 2–5) | Attend local resident meetings and use community room facilities where available | Head of Housing Management and Estates | |
| Fire & Building Safety (Priority 1–2) | Ensure 90% housing colleagues complete mandatory fire safety training | Head of Landlord Compliance | April to June 2027 |
| Resident Communication & Information (Priority 2–3) | Develop and distribute fire safety booklet and annual newsletter | Head of Landlord Compliance | July to October 2027 |
| Resident Communication & Information (Priority 2–3) | Launch a webpage for each high-rise building | Head of Housing Management and Estates | |

## Information used to develop strategy delivery plan

- Tenant Satisfaction Measures 2025–26
- Building Safety Survey June–July 2026
- Feedback from High-Rise Living Group Launch event

If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or plain text, please contact: **0117 3521 444** (choose option 2 and then choose option 3).

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