Monday, 28 October 2019

TO: COUNCILLORS
I J MORAN, Y GAGEN, D EVANS, J WILKIE, K WILKIE, K WRIGHT AND A YATES

AGENDA
(Open to the Public)

7d Customer Engagement Strategy 2020 - 2022
(Relevant Portfolio Holders: Councillors I Moran & J Wilkie)
MINUTE OF LANDLORD SERVICES COMMITTEE – 30 OCTOBER 2019

683 - 684

We can provide this document, upon request, on audiotape, in large print, in Braille and in other languages.

FIRE EVACUATION PROCEDURE: Please see attached sheet.
MOBILE PHONES: These should be switched off or to ‘silent’ at all meetings.

For further information, please contact:
Sue Griffiths on 01695 585097
Or email susan.griffiths@westlancs.gov.uk
FIRE EVACUATION PROCEDURE FOR:
COUNCIL MEETINGS WHERE OFFICERS ARE PRESENT
(52 DERBY STREET, ORMSKIRK)

PERSON IN CHARGE: Most Senior Officer Present
ZONE WARDEN: Member Services Officer / Lawyer
DOOR WARDEN(S): Usher / Caretaker

IF YOU DISCOVER A FIRE
1. Operate the nearest FIRE CALL POINT by breaking the glass.
2. Attack the fire with the extinguishers provided only if you have been trained and it is safe to do so. Do not take risks.

ON HEARING THE FIRE ALARM
1. Leave the building via the NEAREST SAFE EXIT. Do not stop to collect personal belongings.
2. Proceed to the ASSEMBLY POINT on the car park and report your presence to the PERSON IN CHARGE.
3. Do NOT return to the premises until authorised to do so by the PERSON IN CHARGE.

NOTES:
Officers are required to direct all visitors regarding these procedures i.e. exit routes and place of assembly.
The only persons not required to report to the Assembly Point are the Door Wardens.

CHECKLIST FOR PERSON IN CHARGE
1. Advise other interested parties present that you are the person in charge in the event of an evacuation.
2. Make yourself familiar with the location of the fire escape routes and informed any interested parties of the escape routes.
3. Make yourself familiar with the location of the assembly point and informed any interested parties of that location.
4. Make yourself familiar with the location of the fire alarm and detection control panel.
5. Ensure that the zone warden and door wardens are aware of their roles and responsibilities.
6. Arrange for a register of attendance to be completed (if considered appropriate / practicable).

IN THE EVENT OF A FIRE, OR THE FIRE ALARM BEING SOUNDED
1. Ensure that the room in which the meeting is being held is cleared of all persons.
2. Evacuate via the nearest safe Fire Exit and proceed to the ASSEMBLY POINT in the car park.
3. Delegate a person at the ASSEMBLY POINT who will proceed to HOME CARE LINK in order to ensure that a back-up call is made to the FIRE BRIGADE.
4. Delegate another person to ensure that DOOR WARDENS have been posted outside the relevant Fire Exit Doors.
5. Ensure that the ZONE WARDEN has reported to you on the results of his checks, i.e. that the rooms in use have been cleared of all persons.
6. If an Attendance Register has been taken, take a ROLL CALL.
7. Report the results of these checks to the Fire and Rescue Service on arrival and inform them of the location of the FIRE ALARM CONTROL PANEL.
8. Authorise return to the building only when it is cleared to do so by the FIRE AND RESCUE SERVICE OFFICER IN CHARGE. Inform the DOOR WARDENS to allow re-entry to the building.

NOTE:
The Fire Alarm system will automatically call the Fire Brigade. The purpose of the 999 back-up call is to meet a requirement of the Fire Precautions Act to supplement the automatic call.

CHECKLIST FOR ZONE WARDEN

1. Carry out a physical check of the rooms being used for the meeting, including adjacent toilets, kitchen.
2. Ensure that ALL PERSONS, both officers and members of the public are made aware of the FIRE ALERT.
3. Ensure that ALL PERSONS evacuate IMMEDIATELY, in accordance with the FIRE EVACUATION PROCEDURE.
4. Proceed to the ASSEMBLY POINT and report to the PERSON IN CHARGE that the rooms within your control have been cleared.
5. Assist the PERSON IN CHARGE to discharge their duties.

It is desirable that the ZONE WARDEN should be an OFFICER who is normally based in this building and is familiar with the layout of the rooms to be checked.

INSTRUCTIONS FOR DOOR WARDENS

1. Stand outside the FIRE EXIT DOOR(S)
2. Keep the FIRE EXIT DOOR SHUT.
3. Ensure that NO PERSON, whether staff or public enters the building until YOU are told by the PERSON IN CHARGE that it is safe to do so.
4. If anyone attempts to enter the premises, report this to the PERSON IN CHARGE.
5. Do not leave the door UNATTENDED.
CUSTOMER ENGAGEMENT STRATEGY 2020-2022

MINUTE OF THE LANDLORD SERVICES COMMITTEE (CABINET WORKING GROUP) HELD ON 30 OCTOBER 2019

18 CUSTOMER ENGAGEMENT STRATEGY 2020-2022

The Working Group considered the joint report of the Corporate Director of Transformation and Resources (Interim) and Corporate Director of Place and Community, which is due to receive formal consideration by Cabinet on 5 November 2019, which seeks approval of the Customer Engagement Strategy and associated action plans.

The Customer Engagement Manager attended the meeting and provided an overview of the report, clarification of the issues raised, referring to details as set in the report and responded to questions.

Comments and questions were raised in respect of the following:
- Delay in Government white paper. Action plan incorporates an analysis of the green paper.
- Getting hard to reach Customers involved and how to engage them.
- Voice Scape being trialled to increase feedback levels
- Offering support to vulnerable Customers. Providing assistance and signposting where required.

RESOLVED: That the report and recommendations to be submitted to Cabinet on the 5 November 2019, be noted.