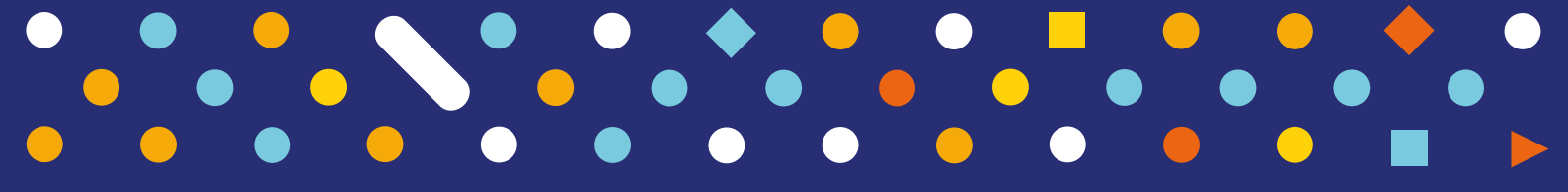




Building Safety

Customer Engagement Plan





Introduction and purpose

This document outlines our Building Safety Customer Engagement Plan for our High Rise Buildings.

We're committed to ensuring the safety and wellbeing of customers living in our high-rise buildings. That's why we're actively involving them in our building safety decisions.

The purpose of this plan is to describe the ways that we'll engage with our customers (aged 16 and above) in relation to building safety decisions. This includes:

- how we'll provide information about decisions
- what decisions we'll engage customers about
- how we'll listen, learn and involve customers in decision-making
- how we'll monitor and measure the success of our engagement.

We'll review this plan along with customers at least every two years.

1. How we'll provide information about decisions

We'll keep customers informed about:

- decisions relating to building safety work, including the nature and purpose of the work, the timeline for work and who'll carry it out
- safety information and guidance
- any policy changes or updates
- any changes to contact details for the Building Safety Manager
- engagement opportunities.

We'll use a mixture of the communication methods that customers told us they preferred. These were identified as:

- through our website
- QR codes on digital notice boards
- notice boards
- hard copy information such as letters, newsletters and leaflets.

We'll also use our customer data to communicate with customers in different ways, where needed, such as providing updates in large print, different languages or Braille.



2. What decisions we'll engage customers about

We recognise that customers may not want to be engaged in all the decisions we take about building safety. So, we'll target our engagement work around planned building safety works, how we communicate building safety messages and how we design campaigns to improve building safety.

We'll lead most of the engagement work, but recognise that customers may also want to shape the agenda, rather than just respond to it. We'll listen to our customers to find out what they want to know more about and where they want to get involved in decision making.

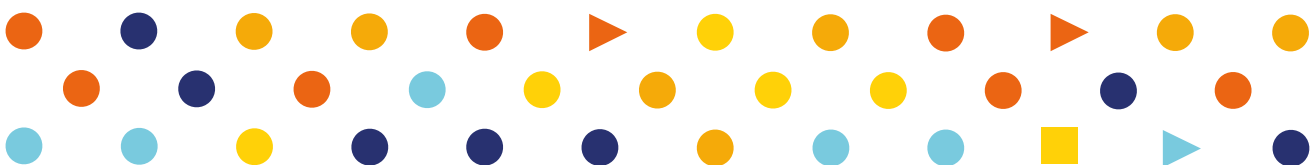
3. How we'll listen, learn and involve customers in decision making

We'll offer flexibility and provide opportunities for customers to choose how best to talk to us. Using a range of feedback channels, we'll make sure customers know how they can shape our services and inform our decision making around building safety.

We'll also work alongside trusted partners, such as Merseyside Fire and Rescue Service, who'll contribute expertise to our approach and help inform our communications.

Our approach will include, but won't be limited to:

- utilising relevant building safety complaint data to identify key areas of dissatisfaction and areas for improvement
- utilising our Tenant Satisfaction Measures to understand how safe customers feel in their homes
- utilising feedback provided directly to the Building Safety Manager through all our communication channels
- utilising feedback from communication with our Housing Advisors e.g. through tenancy management visits and PEEP (Personal Emergency Evacuation Plan) visits
- working alongside our customers through small group conversations called focus groups to develop, co-design or test our customer communication
- working alongside our customers to examine trends about any incidents and design campaigns to prevent incidents
- undertaking surveys or inviting customers to meetings to discuss planned works and their delivery
- holding events in local community venues with opportunities to meet the Building Safety Manager and discuss any issues
- holding tours and demonstrations so customers can see and comment on building safety features and systems.



How we'll share information

We'll continue to use a range of ways to communicate with residents to cater for the diverse needs of our customers. We'll endeavour to make adequate provisions for customers who need them. For example, we'll make adjustments for customers who have a physical or visual impairment, other disabilities or who do not speak English, on request.

Examples of the ways in which we'll communicate with customers include:

- via our website
- QR Codes on digital notice boards
- through an online portal
- notice boards
- text
- email
- letters
- social media.

We'll also continue to partner with Merseyside Fire and Rescue Service to provide information about building safety and fire prevention advice in different formats or in other languages, on request.

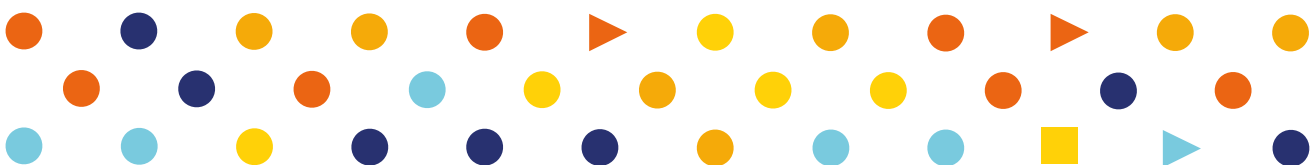
4. How we'll monitor and measure the success of our engagement

We'll monitor and measure the success of this plan by collecting the following information:

- number of engagement activities delivered
- number of customers involved in engagement
- number of decisions and service improvement influenced through engagement
- satisfaction that homes are safe through Tenant Satisfaction Measures
- satisfaction that Livv listens to customers' views and acts upon them through Tenant Satisfaction Measures
- number of building safety complaints.

We'll provide a building safety update and display it on the electronic noticeboards positioned in each communal lobby. This will provide customers feedback on what we've done and how building safety issues have been addressed. A log will be made of how we've responded to building safety issues.

We'll also feedback to customers through our 'Let's Talk, We're Listening' approach, which will let customers know how they've influenced our decisions and service improvements.





5. How will data be processed under GDPR

Any data customers share with us as part of our Building Safety Customer Engagement Plan will be collected, stored and processed in line with our GDPR policy, which can be found on our website: <https://livvhousinggroup.com/privacy-notice/>

Our Data Protection Policy details how we protect and use your personal data and you can find further information about how we gather, store, share and use your data. Information about how to submit a subject access request can also be found on our website.

Livv's Data Protection Officer can be contacted by email at dataprotection@livvhousinggroup.com or by post at Livv Housing Group, Lakeview, Kings Business Park, Prescot, L34 1PJ.

Document control

Plan approval	Director of Assets
Updating	Appendix to overarching customer engagement strategy
New review date	November 2026
Responsible Executive Director	Executive Director – Property
Author	Building Safety Manager
Equality analysis completed	January 2023
Circulation	Customers & Livv Housing Group Website
Version	1

Version	Date of review	Details of review
1		

