

Andrew Walker
Senior Coroner
North London Coroners Court
29 Wood Street
Barnet
EN5 4BE

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Date: 14th April 2022
Ref: Assist

Dear Mr Walker

Barnet Assist's response to the Coroner's Report dated 21st February 2022

Further to the Regulation 28 Report to Prevent Future Deaths dated 21st February 2022, concerning the death of Sean Ennis on 19th April 2021, please find below Barnet Assist's response.

Assist ("Barnet Assist") is the trading name of Barnet Homes Limited's telecare service, based in the London Borough of Barnet, but providing telecare operator and mobile response services to over 20 Registered Social Landlords, including Network Homes, the landlord of property where the death occurred.

- 1) Whilst the property at Knighleas Court is not within the borough of Barnet, nor owned or managed by Barnet Homes, we undertake to co-operate with any actions carried out as part of a fire risk assessment that directly affect the service provided by Barnet Homes.
- 2) Barnet Homes undertakes to engage and co-operate with any review of telecare legislation and regulations and work to and, where possible, exceed any minimum standards introduced as a result.
- 3) Barnet Homes undertakes to engage and co-operate with the Telecare Services Association (TSA) in exploring sustainable funding sources to enable all vulnerable residents in need of telecare to be provided with a full system.
- 4) Barnet Assist is a member of the TSA, and we are actively considering whether to apply to be accredited as part of an ongoing wider service review which is due to conclude later this year. Barnet Assist already meets or exceeds the TSA targets for both call answering and mobile response.
- 5) Barnet Homes manages properties on behalf of the London Borough of Barnet (LBB) with whom the tenants have their tenancy agreements. Barnet Homes will pursue the recommendation with LBB to incorporate the requirement for Sheltered Housing tenants to have a home fire safety visit by the local fire and rescue service. Barnet Homes already has a memorandum of understanding with the London Fire Brigade (LFB), which includes a programme of staff training in identifying vulnerable residents and fire safety visits for its residents.

- 6) Barnet Homes currently carries out Person Centred Risk Assessments (PCRAs) and prepares Personal Emergency Evacuation Plans (PEEPs) where appropriate, where the need is identified by Sheltered Housing Officers. Anonymised and colour coded versions of these are stored in the red Premises Information Boxes (PIBs) outside each Sheltered Housing scheme and are currently working closely with the LFB to provide the information to them electronically. Barnet Homes will now carry out PCRAs on all its Sheltered Housing tenants:
- i. on new tenant move-in, and
 - ii. reviewed no less than every 12 months,
 - iii. or when circumstances for the individual change


The target date for completion of any missing PCRAs in Sheltered Housing is Monday 16th May 2022.

- 7) All Barnet Homes' managed Sheltered Housing schemes have a category L1 fire alarm system designed for the protection of life, which have automatic detectors installed throughout all areas of the buildings (including roof spaces and voids) with the aim of providing the earliest possible warning. These systems are linked to an external monitoring system monitored by Barnet Assist and a 24-hour backup monitoring station from a secondary provider, Custodian.

I trust that this is satisfactory, but please let me know if you have any questions or if you require any further information.

Yours sincerely




Head of Care and Support