

CATEGORY 1: HEALTH & SAFETY GOVERNANCE & COMPLIANCE

Case Study 9: Transitioning to Continuous Waking Watch & Safety Assurance (High-Rise Residential Complex)

AUTHOR & CONSULTANCY OVERVIEW

Lead Consultant: Principal H&S & Compliance Specialist (GradIOSH, MIIRSM, NEBOSH Dip, ISO Lead Auditor)

Practice: St George Consultancy Services | **Web:** <https://stgeorgeconsultancy.co.uk>

1. The Client & Challenge

When a major UK residential property asset manager required an immediate, robust safety strategy for a high-density, multi-block residential complex—comprising a high-rise tower registered with the Building Safety Regulator (BSR) and adjacent residential blocks—St George Consultancy Services stepped in to align on-site security, client procedures, and indemnifier requirements.

- **Client / Property:** Enterprise Residential Asset Manager (High-Rise Residential Estate, Greater London).
- **Scope:** High-density multi-block residential complex requiring Building Safety Regulator (BSR) alignment.
- **Primary Need:** Immediate transition to a continuous 24/7 Waking Watch deployment with verified patrol beats and insurer sign-off.

2. The Risk & Problem

Operating high-rise residential properties with complex resident needs requires balancing strict BSR compliance with practical on-site operations. Inadequate waking watch protocols or terminology misalignment risks insurance invalidation, statutory enforcement, and compromised resident evacuation during fire emergencies.

- **BSR & Legal Compliance:** Meeting statutory Building Safety Regulator standards for high-rise residential structures.
- **Insurance Liability:** Clarifying operational scopes ('Waking Watch') to satisfy indemnifier queries and prevent coverage gaps.
- **Evacuation Hazards:** Coordinating phased floor-by-floor door-knocking procedures for vulnerable residents, including those requiring Personal Emergency Evacuation Plans (PEEPs).

3. The Technical Solution

The Principal Consultant conducted a thorough site review and updated the operational Risk Assessment and Method Statement (RAMS) framework.

- **Clear Protocol Definition:** Established a 24/7 waking watch structure (1 supervisor + 3 wardens) maintaining a strict 15-minute patrol beat across all residential blocks.
- **Indemnifier Alignment:** Refined service scope and emergency workflows, directly addressing insurer inquiries regarding panel monitoring, 999 response, and phased evacuation.
- **Audit Transparency:** Integrated electronic access control logs for real-time patrol beat tracking, backed by digital workforce management tools for shift handovers and incident logs.
- **Safeguarding & Evacuation Integration:** Embedded site-specific PEEP considerations into daily warden briefings to ensure prioritized physical assistance for high-risk occupants.

4. The Results & Business Value

The operational RAMS and safety protocols achieved complete stakeholder sign-off, delivering robust resident safety assurance and total regulatory compliance.

- **100% Insurer & Client Approval:** RAMS and waking watch workflows fully accepted by property management and insurance indemnifiers without revision.
- **BSR & Statutory Compliance:** Achieved full alignment with UK Waking Watch guidance and Building Safety Regulator standards.
- **Verified Resident Protection:** Established a transparent 15-minute patrol beat with electronic verification and prioritized PEEP evacuation protocols.