

CLYDEBANK HOUSING ASSOCIATION LIMITED

To: Management Committee
From: Housing Services Manager
Subject: **Health and Safety Report**
Date: 23 June 2020

Purpose of Report

The purpose of the report is to update and inform the Management Committee on our compliance with our legal obligations on employee and tenant/resident safety, to allow consideration of the information and any recommendations and arrive at decisions where required.

Potential impact on tenants and service users/Tenant Consultation requirements

Failure to comply with our legal obligations could result in potential endangerment of employees, tenants and residents.

Value for Money

CHA considers Value for Money in all aspect of its business including: -

- Managing our resources to provide quality services and homes to meet the needs of customers and the local community.
- Delivering the right service at the right time at the right cost.
- Planning for and delivering year on year improvements on our services based on customer priorities.
- Getting the most out of our assets and staff by operating efficiently and effectively.

Risk

Non-compliance with statutory legislation could result in a notifiable event to the Regulator, intervention by the Regulation and/or intervention by the Health & Safety Executive resulting in fines or prosecutions.

Legal/constitutional Implications (Reference to Model Rules)

Relevant legislation, e.g. Building (Scotland) Regulations 2004, Health & Safety at Work etc. Act 1974, Control of Asbestos Regulations 2012, Electrical Equipment (Safety) Regulations 1994, Fire (Scotland) Act 2005, Gas Safety (Installation and Use) Regulations 1998, Lifting Operations & Lifting Equipment Regulations (LOLER) 1998, the Control of Substances Hazardous to Health Regulations 2002, Corporate Homicide Act 2007.

There are no adverse legal implications as a result of this report and/or any decision required.

Relevant CHA Objectives:

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.

- To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while maintaining high levels of satisfaction.
- To ensure local decision making and community control, we will encourage our tenants and other customers to influence our policy and participate in decisions, which may affect them.
- To ensure that our resources are adequate to deliver our objectives by investing in our people, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

Relevant Scottish Social Housing Charter outcomes:

- Equalities - Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.
- Communication - Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.
- Participation - Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.
- Housing quality and maintenance – Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.
- Repairs, maintenance and improvements – Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Relevant SHR Regulatory Standards of Governance and Financial Management

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.
- The RSL manages its resources to ensure its financial well-being while maintaining rents at a level that tenants can afford to pay.
- The governing body bases its decision on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- The RSL conducts its affairs with honesty and integrity.
- The governing body and senior officers have the skills and knowledge they need to be effective.

The Management Committee will require to confirm that the contents of this report and decisions required do not constitute a breach, material or otherwise, of the above Standards and there is no requirement to report a Notifiable Event to the Regulator.

1.1 Employer Health & Safety Control Manual – Version 3

An electronic version of the manual can be found on the intranet. A hard copy is also kept in the Board Room.

The manual is divided into the following sections:

- Policy and organisation
- Buildings
- People
- Work carried out by employees
- Work carried out by external contractors
- Sheltered housing
- Appendices

Please contact me directly if you wish clarification on any of the items contained within the manual.

Intranet

There is a dedicated Health & Safety tab on the intranet. Within this location the following folders can be found:-

- Employee Handbook
- Control Manual
- Risk Assessments
- Policies
- Disaster Recovery Plan
- Advice Notes
- Training Notes

Management Committee and staff are encouraged to check this section of the intranet on a regular basis for up to date information / advice on health and safety matters.

Personal Protective Equipment (PPE)

The Covid-19 outbreak has resulted in us having to supply staff with more PPE than usual. At present we have adequate stocks of the following and an ongoing inventory is being prepared to ensure we maintain our stock by re-ordering timeously.

- 3 ply face masks
- Boiler suits
- Latex gloves
- Alcohol hand gel
- Goggles

1.2 Updates

The next updates to the Health & Safety Control Manual (Version 3) are due to be received in July/August 2020.

1.3 Landlord Safety Manual

As per previous training, the Management Committee is aware of its duties outlined within the Landlord Safety manual and have signed relevant sections of the manual to confirm this (last date of signing to be checked for meeting). An electronic version of this manual can be found on the intranet. A hard copy is also kept in the Board Room.

1.4 Training

This majority of this year's scheduled training, detailed below, is on hold until the Covid-19 lockdown is lifted and training facilitators return to work. However ACS is running some e-training for legionella, COVID-19 working practices in void properties, asbestos and fire safety awareness and we are arranging for the relevant staff to be booked on these e-courses.

- NEBOSH (General Certificate)
- IOSH Managing Safely
- IOSH Health & Safety for Housing Associations
- Legionella Awareness
- Asbestos Awareness
- Asbestos Awareness Minor Works
- Sharps Awareness
- Lone Working
- Fire safety awareness/manual handling
- Working at Height / Safe use of Ladders

2.0 CHA non-domestic premises (Office, SEC, Centre81 and CHP Station)

The following works/testing/inspections were last carried out in February.

Description	Location	Results
Water temperature testing	Centre81	Satisfactory
Water temperature testing	Social Economy Centre	Satisfactory
Back wash to ENWA unit	CHP Station	Satisfactory

The back wash at the CHP Station has been carried out in March and April and water temperature testing has been arranged to be carried out on 22nd June. A legionella testing contractor has now been procured and the inspections will now resume on a monthly, quarterly, bi-annual and annual basis as set out in the risk assessments

2.1 Accident & Near Miss Register

The Association complies with the duty placed on it by legislation to inform the appropriate authorities of any persons injured whilst carrying out work performed for or on behalf of the Association. In this regard accurate records of all accidents, incidents and “near misses” arising are maintained.

Any such accidents or near misses, whether reportable to the enforcing authority or not, will be notified to the Committee on a monthly basis.

There were no accidents or near misses in May.

3.0 Landlord

Public Liability Claims

There are no outstanding claims.

3.1 Risk Management & Compliance

This section of the report covers the 6 main landlord compliance subjects i.e. fire safety, asbestos management, water systems management, electrical safety, gas safety, lift safety. This report should be read in conjunction with the Health and Safety Compliance Report (updated weekly) in light of Covid-19. These headings will appear on each monthly report with updates or actions when applicable.

We have adopted the model policies within the Landlord Safety Manual on these subjects, however we are now developing standalone, CHA specific policies.

The following policies are now in place:

Legionella Policy – approved September 2019

Asbestos Management Policy & Procedures – approved December 2019

Gas Safety Policy – approved January 2020 & reviewed March 2020

Similar CHA policies will be drafted for fire safety, electrical safety and lift safety and presented to the Housing Services Sub-Committee for consideration.

3.2 Fire Safety

Fire Risk Assessments at Multi-Storey Flats

The original fire risk assessment was carried out at Lusset View in July 2017.

A number of recommendations contained within that assessment have been programmed into our major repairs programme from 2019-2026 as follows:

- Common fire doors – Commencing in 2020/21 over 3 years
- Flat entrance doors – Commencing in 2020/21 over 3 years
- Installation of smoke alarms in roof space & laundries – Programmed as part of smoke alarm/heat detectors contract in 2019/20
- Landing carpets – Programmed for replacement in 2026

- Raised thresholds at some escape routes – will be incorporated in common fire door renewal contract
- Burn damage to lights in stairwells – individual fittings being replaced as required

The above will remain on the monthly report until each action has been completed.

Leven View

As reported previously a fire risk assessment was carried out by ACS on 25 September 2019. The following table is an update on the recommended control measures and actions.

Page no.	Assessment criteria	Recommended Control Measures	Comments/Actions	Comments / Completion date
Page 12	Can steps be taken to reduce the potential sources of oxygen to a fire?	Close all windows, doors etc. Do not store oxidising materials near heat sources	When the tumble dryers are operating in the laundry room they create a negative air pressure. This air pressure 'sucks' the fire door leading to the lobby open. It is advised to increase the size of the air vents in the drying room to equalise the pressure when the dryers are operating.	Quotes have been obtained for air vents in all 7 blocks and the works will now be instructed with a target completion by the end of March 2020. This work has been postponed as contractor's workforce has been furloughed however contractor is due to recommence work w/c 22/06/2020 and will now be scheduled to be carried out.
Page 14	Any smoke/heat detectors?	Consider installation in high risk areas Ensure back-up power supply checks every 3 months Ensure annual service	Will be fitted in roof spaces and laundries as part of contract to install in all individual flats Procedures will thereafter be updated to include checks	Contract awarded to City Technical Services. Contract will commence on 02/03/20 and last for 12 weeks Contract on hold during lockdown period and will recommence on 22/06/2020.

Smoke, heat and carbon monoxide alarms systems – total installations due 1019

The first phase was split into two lots awarded as follows:

Lot 1 – Multi-storey flats (391 properties) – City Technical Services
Lot 2 – All other properties (480) – Belac Group

Between 2 March and 23 March these contractors fitted a total of 243 systems. This leaves 628 still to be fitted. Unfortunately the works were put on hold due to the Covid-19 lockdown and will resume on 22nd June 2020 following successful meetings with the contractor with a projected timescale of 10 weeks for completion of the contract.

There are a further 148 systems to be installed in properties as part of a rewiring contract. Tenders have been received and, although no formal appointment has been made, a meeting with the proposed contractor has been held. Due to the nature of the contract work is not able to commence until phase four of the easing of restrictions. The Association will monitor this in relation to our legislative obligations and the ability to complete the works within the financial year.

To summarise there are 1,019 systems to be fitted with 243 completed to date i.e. 23.8%. A further 107 have been completed via major repair programmes and void works meaning that of the 1126 properties the Association manages 350 meet the requirements set out in LD2 legislation which equates to 31.1%.

The legal deadline for fitting these systems in our properties is February 2020, to date there has been no amendment to this. We are still aiming to have installs completed by current deadline.

Scottish Fire & Rescue Service

Scottish Fire & Rescue carry out periodic inspections at the multi-storey flats to check the dry risers, emergency lighting, common fire doors etc. and advise us if there are any deficiencies that require to be rectified.

No reports have been received since the last report.

Cyclical Testing & Inspection

The following testing and inspections took place during April and May 2020:

- Lift Inspection Reports by Insurance Provider – Radnor Park
- Lift Services – Radnor Park

There were no adverse findings found.

Evidence of fire safety compliance by scheme/block/unit is stored in this location:
[..\..\..\Maintenance Folder\Landlord Compliance](#)

3.3 Asbestos Management

All required surveys have now been completed and received with the results incorporated into our Asbestos Register.

As reported previously 4 of our 33 schemes have low risk, good condition asbestos containing materials (ACM's) e.g., external cement window sills and these are being monitored and will be re-inspected on an annual basis.

Evidence of asbestos compliance by scheme/block/unit is stored in this location: <..\..\..\Maintenance Folder\Landlord Compliance>

3.4 Water Systems Management

The section deals with the effective inspection, maintenance and management of all water systems within premises controlled by the Association and mainly covers Legionella.

We have a cyclical programme in place which covers the above and have now enhanced procedures in line with our Legionella Policy to include testing and risk assessments in void properties.

Voids

Since 1 November 2019 we have carried out legionella risk assessments in 31 void properties and any recommendations have been completed prior to the properties being re-let.

Legionella Risk Assessments have recommenced within void properties as of 29 April 2020 after a short period.

Domestic Properties

Water management works have been arranged to be carried out at Radnor Park on 22nd June 2020. Works during April and May were not carried out due to the Association not having access to a suitable contractor to carry out the work as a result of COVID-19. Contractors who previously carried out the work were furloughed meaning the Association had to procure the services of a contractor both capable to carry out the work and also available.

It should be noted that all bi-annual and annual targets have been met throughout the stock and control measures to minimise any risk were put in place.

Evidence of water systems compliance by scheme/block/unit is stored in this location: <..\..\..\Maintenance Folder\Landlord Compliance>

3.5 Electrical Safety

There are various inspections required to ensure our landlord compliance both in common areas and individual properties. Details of what we carry out and the frequency required are as follows:

Multi-storey flats

Lightning protection – 12 months

Emergency lighting (3 hour failure simulation) – 6 monthly

Emergency lighting (battery strength test) – 6 monthly

Changeover of emergency lighting from mains to battery - monthly

Laundries – 12 months

Common service areas – 36 months

Domestic tenanted properties

Electrical Installations Condition Report (EICR) – 5-10 years

Void properties & mutual exchanges

EICR – at every change of tenancy

Unvented hot water cylinders (properties with Quantum heating) – 12 months

Portable appliance testing (office, C81, SEC & caretakers offices) – 12 months

Cyclical Testing & Inspection

There were no inspections due for completion in April OR May 2020.

Evidence of electrical safety compliance by scheme/block/unit is stored in this location: <..\..\..\..\Maintenance Folder\Landlord Compliance>

3.6 Gas Safety

We currently have a framework agreement in place with City Technical Services for reactive and servicing maintenance of all properties with a gas appliance.

City Technical operate a 24/7 service for breakdowns involving no heating or hot water. They also carry out annual services (within 365 days of previous service). During an annual service to any gas appliances they also check the carbon monoxide, smoke alarms and heat detectors where fitted.

For the period 1 April 2019 to 31 March 2020 all services have been completed within timescale i.e. 556 due and completed.

The new reporting year started on 1 April 2020 and unfortunately we have had 9 services out with target due to no access. We are following Scottish Government, HSE and Gas Safe guidance to minimise the risk that services are completed out with target and have a full audit trail of all our attempts to gain access to date.

Evidence of gas safety compliance by scheme/block/unit is stored in this location: <..\..\..\..\Maintenance Folder\Landlord Compliance>

3.7 Lift Safety

We currently have a framework agreement in place with Jackson Lift Group to maintain all our passenger lifts. There are 16 lifts in total, 14 at the multi-storey flats, one at Centre81 and one at the Social Economy Centre.

The contract involves one maintenance/service visit to each lift per month. Each lift is fitted with a telephone line and if a customer presses the emergency button in the event of a breakdown or entrapment the call goes directly to Jackson Lifts who are required to attend within one hour. There is also an “out of hours” service and reactive repair service for any works out-with the contract.

In addition to the above, our insurers arrange for an independent company to inspect all lifts twice a year, in essence to audit the work of our contractor. We receive reports of these audits and any recommended works are passed to our contractor to implement.

Cyclical Testing & Inspection

All monthly maintenance service inspections due in March have been completed and April inspections have been programmed.

In addition our insurers' inspections were carried out in May.

Evidence of lift safety compliance by scheme/block/unit is stored in this location:

[..\..\..\..\Maintenance Folder\Landlord Compliance](#)