

CLYDEBANK HOUSING ASSOCIATION LIMITED

To: Management Committee

From: Housing Services Manager

Subject: **Health and Safety Report**

Date: 24 November 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.

As per previous training, the Management Committee is aware of its duties outlined within the Health and Safety Control manual and have signed relevant sections of the manual to confirm this in August 2019. A copy of the health and safety control manual has been sent to all members, due to COVID-19 we ask that members acknowledge that they are aware of the responsibilities noted within via e-mail before the end of the current month. An electronic version of this manual can be found on the intranet. A hard copy is also kept in the Board Room.

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

- Alcohol hand gel
- Shield Masks
- Latex Gloves

In accordance with the updated RAMS goggles and latex gloves are not a requirement for staff to use for general duties as both can increase the risk of the virus spreading through touch. These items however will be available to staff for situations which require enhanced protection such as administering first aid.

1.2 Updates

At present no updates have been received or uploaded to the EVH website, CHA staff will continue to monitor this and make any changes to the Control Manual once updates are required.

The document is reviewed on an annual basis and updated with all members of the Management Committee and relevant CHA staff. **It is asked that if anyone has still to return their acceptance of their responsibilities as outlined in the H&S Control Manual to the Acting Housing Services Manager that this is done by Wednesday 25th November 2020.**

1.3 Landlord Safety Manual

As per previous training, the Management Committee is aware of its duties outlined within the Landlord Safety manual.

The document is reviewed on an annual basis and updated with all members of the Management Committee and relevant CHA staff. The manual was last updated in November 2019 and will be updated prior to the anniversary date. As such the Acting Housing Services Manager will e-mail members of the Management Committee relevant sections of the manual highlighting roles as defined in the Landlord Safety Manual. It is asked the Management Committee keep an eye out for this and return with their acceptance or any queries at the earliest possible time.

1.4 Training

This majority of this year's scheduled training, detailed below, was placed on hold until the Covid-19 restrictions were eased and training facilitators return to work. Where possible training sessions are being carried out using digital formats, the following training sessions have now been completed;

- 07/10/2020 Asbestos Awareness – Maintenance Assistants and Estate Caretaker
- 13/10/2020 Sharps Awareness – Estate Caretaker

The following courses have been scheduled for completion;

- 18/11/2020 Working at Height / Safe use of Ladders – Estate Caretaker (Cancelled by training provider and to be rescheduled)
- 01/12/2020 Legionella Awareness – Maintenance Assistants
- Manual handling – Estate Caretaker

- Fire Warden Training – Admin Assistants and Reception Staff

In addition to the above enquiries have been made with regards to the following training courses;

- NEBOSH (General Certificate) – Housing Services Manager and Officer
- IOSH Managing Safely – Maintenance Assistant
- IOSH Health & Safety for Housing Associations – Maintenance Assistant
- Asbestos Awareness Minor Works – Maintenance Officer and Assistant
- Fire safety awareness/manual handling – Estate Caretaker
- Lone Working – Estate Caretaker
- Fire safety awareness/manual handling – Estate Caretaker
- Gas Safety Awareness – Maintenance Assistants and Admin Assistant (Originally booked however course was cancelled by course provider).

Staff members will be booked onto courses as soon as they become available.

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

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


<u>Description</u>	<u>Location</u>	<u>Results</u>
Water Temperature Testing	Radnor Park	Satisfactory
Legionella Tests	Radnor Park	Satisfactory
Water tank cleaning	Radnor Park	Satisfactory
Water Temperature Testing	Social Economy Centre	Satisfactory
Legionella Tests	Social Economy Centre	Satisfactory
Water Temperature Testing	Centre81	Satisfactory
Legionella Tests	Centre81 Gents Showers	Satisfactory
Legionella Tests	Centre81 - All Other Outlets	Satisfactory

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.

The following near miss was recorded on 18th August 2020;

While carrying out annual water management works within a pre-1919 tenement property an operative from  leaned on a head beam within the loft area which subsequently slipped from its position. No one was hurt during the incident however CHA immediately arranged for the area to be made safe and repairs carried out. An independent building surveyor carried out an inspection of the loft area on

24th August 2020 and no issues were noted within the report. The contractor has received a copy of the report and are satisfied with the actions taken.

The following accident was recorded on 19th November 2020;

While carrying out duties within the office the [REDACTED] was retrieving information from the stationary cupboard when a box fell causing injury to her wrist. First Aid was applied to a minor injury and adjustments made to minimise future risks. The staff member has been notified of manual handling and training will be provided as soon as possible.

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 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.

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 – See attached report.
- 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.	Order raised. Works have been scheduled at suitable times in line with normal use to minimise health and safety risks. Tenants will receive alternative laundry times where the works have been arranged to be carried out during their allocated slots.
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	A meeting with the installer and Aico has been carried out. Due to costs involved additional quotes are required as well as Management Committee approval. The Association is currently liaising with its electrical contractor to ensure that that the specification provided would not create issues with emergency lighting inverters.

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

To date all properties included within the above smoke alarm upgrade contracts have either been completed or have had a minimum of two visits for access. At present 746 properties completed and the Association is now following procedures for the remaining 125 properties in order to arrange access.

There are a further 146 systems where work has either been completed or is to be completed as part of rewiring contracts. A contractor, SS Testing, has been appointed to carry out programme of work and have provided assurances that work will be completed prior to the deadline. It should be noted that the contractor has stated their intention to programme in works for completion during the current financial year. The Association will monitor this in relation to our legislative obligations and the ability to complete the works within the financial year.

To summarise of the 1126 properties owned by Clydebank HA 855 properties have received smoke alarm upgrades up to upcoming legislative standards meaning 75.93% of CHA properties currently comply. All outstanding works will be carried out in ongoing major repair programmes.

The legal deadline for fitting these systems in our properties is February 2022. Contractors carrying out the works have been made aware of the Association's requirements and have confirmed that they have the capacity to complete these works prior to the 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 were received in October.

Cyclical Testing & Inspection

The following testing and inspections took place during October 2020:

- Lift Inspection Reports by Insurance Provider – Radnor Park
- Lift Servicing & Maintenance – Radnor Park
- Annual Gutter Cleaning – Social Economy Centre
- Annual Gutter Cleaning – CHA main office
- Monthly temperature and legionella tests – Social Economy Centre
- Monthly temperature and legionella tests – Centre 81
- Annual PAT Testing – Centre 81

As reported in item 2.0 legionella was traced within Centre81. No further issues were notified.

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. An instruction has been issued for a contractor to inspect these schemes in October.

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 all void properties and any recommendations have been completed prior to the properties being re-let. The Association is now carrying out its own risk assessments within void properties and recording information noted with the water management assets register.

Domestic Properties

HBE Ireland Ltd have now commenced a water management programme throughout the stock. No issues have been identified and all monthly, bi-annual and annual targets have been met throughout the stock.

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 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

A contract has now commenced for all electrical inspections due to be completed on or before March 2021. The contractor has confirmed that they have the capacity to complete the works as per the Associations requirements with 12 inspections being able to be completed per day if required.

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.

The new reporting year started on 1 April 2020 and unfortunately we have had 9 services out with target due to no access. Of the 9 failures 8 have now been completed with 1 still outstanding. The programmed maintenance team continues to be in regular dialogue with the tenant of the outstanding property in order to keep up to date with any changes that may arise in circumstances involved. Details of failures to date can be found below;

	ASV Due Date	Date Carried out	No of Days overdue	Reason for Refusal	Risk Level
1	08/04/2020	20/08/2020	135	Covid-19	Low
2	25/04/2020	15/09/2020	144	Non-Covid-19	Medium
3	02/05/2020	14/09/2020	136	Covid-19	Low
4	08/05/2020	21/05/2020	13	Non-Covid-19	Low
5	15/05/2020		188	Covid-19	Low

6	20/05/2020	15/09/2020	118	Covid-19	Low
7	28/05/2020	24/06/2020	28	Covid-19	Low
8	30/05/2020	03/06/2020	5	Non-Covid-19	Low
9	31/05/2020	15/07/2020	46	Covid-19	Low

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 have been completed and inspections have been programmed to be carried out on a monthly basis for the duration of the contract.

In addition ours 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](#)