

Management Board 25th August 2010

Corporate Health & Safety Annual Report 2009/10

Report by

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This report reviews the Council's health and safety performance through 2009/10 and includes information received through the reports of each business group.

The board is asked to note the recommendations and contents of this report.

1 Introduction

1.1 This report summarises the Council's health and safety performance during the past year. It highlights some of the main achievements of 2009/10 and outlines our main aims for 2010/11. The overall objective of the corporate health and safety team is to demonstrate effective health and safety management performance throughout the Council.

1.2 It does not duplicate the information contained in the business group annual reports but provides an overview of key performance inclusive of accidents/incidents. The safety advisor/safety liaison officers for your respective business group will have already produced their reports at the senior management meetings and placed them within the health and safety area upon the business group's intranet.

1.3 It is important that senior management and managers continue to make health and safety one of their main priorities and continue to lead on establishing and maintaining safe working practices throughout the Council, integrating it into their daily operational practices. It should also be recognised that in order to continue the high standards that the Council sets itself, it cannot be achieved unless everyone takes reasonable care of themselves and of others who may be affected by their own acts or omissions.

1.4 Key work with the health and well-being programme in establishing the areas and teams to enable meaningful results to be produced and liaison with the 'Executive Directors' and 'Senior Manager's' was carried out in readiness for its launch in May 2010. The results will be known in August when they will be published and shall form the basis of the report in 2010/11.

1.5 Other areas raised where there is concern covered the following;

- High rise/High risk accommodation (TMO) fire safety; and
- Compliance monitoring within Facilities Management and Properties.

1.6 Key recommendations are;

- Facilities management amalgamation – [Paragraph 2.1.4 page 3](#)
- Health & Safety amalgamation – [Paragraph 2.1.5 page 4.](#)
- Accident/Incident reporting system – [Paragraph 2.3.10 page 9](#)
- Training – [Paragraph 2.4.5 page 11](#)
- Legionella – [Paragraph 2.6.4 page 12.](#)
- Cautionary Contact Database [Paragraph 2.7.4 page 13](#)
- Auditing and Inspection – [Paragraph 2.8.6 page 15](#)

2 Main Report

2.1 Risk Management

2.1.1 The risks associated with the Council vary due to the vast range of activities that are carried out, but some of the associated risks are;

- Violence and aggression
- Manual handling
- Slips trips and falls; and
- Work related ill-health (inclusive of stress)

These are only a few of the risks that employees within the Council face during their day to day activities, but to ensure that all risks are recognised managers make sure that they have trained assessors to identify all the hazards/risks associated within their working environment and working activities.

2.1.1 One of the key risks identified during 2009/10 was Legionella. It was recognised that business groups were managing their own side of the properties management of legionella but this posed some risk when it came to shared buildings. It was therefore agreed by members of the management board that there should be a corporate contract arranged to ensure that no inconsistencies

occurred in managing Council premises.

A group was set up to focus on this project and is currently being led by HHASC under Peter Tozer and Jamie Mellows. Within the group are key representatives from each of the business groups and TMO. An agreement has been set up to manage the corporate contract under two distinct areas, these being;

- Risk assessment
- Water management

HHASC property services are currently constructing the specification for the tender and hope to be in a position where it is ready to OJEU in August 2010. However the way the tender is framed will be dependent upon the outcome of any property rationalisation in the near future, as this will have an impact on where the organisational responsibility lies.

2.1.2 TMO were served with an improvement notice last year in connection with the fire safety around high risk buildings which included the high rise blocks they are responsible for. This required immediate actions to be taken to ensure that fire risk assessments were implemented and that the London Fire Brigade (LFB) found them to be suitable and sufficient.

An outside consultant company that specialises in fire safety (Salvus Consulting) were contracted in following the tender process to ensure the requirements of LFB were forthcoming. The risk assessments are now in place and any recommendations made from these assessments are being instigated over a period of time agreed with the LFB.

2.1.3 The Council works in partnership with a number of organisations such as the NHS, PCT, contractors, charities and it is essential that good communication and co-operation is maintained to monitor their performance to ensure they are run in a safe manner as far as is reasonably practicable.

2.1.4 Throughout 2009/10 an external contractor was commissioned by the Council to look at the maintenance contracts and how they were being maintained throughout the Council and one of the recommendations was to bring together each of the functions within business groups and create one overall unit.

This would be a proposal that corporate health and safety backs as with the one example of legionella, by operating different contracts (especially multi-occupancy buildings) it leaves room for in-consistencies to creep in and therefore raise the risk levels of litigation occurring in the event of an incident.

There is a concern with the monitoring of compliance within the areas of properties and facilities maintenance which would benefit from the employment of a safety officer within the team should it be agreed that the teams are to operate as one department at a corporate level.

At this present moment there is only a safety liaison officer within corporate services who's key time is spent carrying out her normal day to day duties within ISD and cannot service the key areas of health and safety.

2.1.5 It is recommended that in order to ensure consistency in compliance of health and safety legislation that all safety advisors are amalgamated into one team under the responsibility of the corporate health and safety advisor, reporting directly to the Director who has the duty to manage health and safety as part of the management board team.

This would ensure independency and allow the team to act as advisors to the Council ensuring that auditing of areas is carried out on a regular basis to identify any corrective actions which can be followed up by those officers. This would allow for concentrated efforts to be made to key areas, offering support and advice to managers in a more consistent manner.

By the joining up of the health and safety officers this will also allow for better communication between the team on areas such as health and safety training, which currently sees various courses under attended within the business groups. However with regular liaison the team would be able to better identify the needs of the business groups and ensure better use of resources are considered to increase attendance rates and meet the demands of each department.

2.2 Consultation

2.2.1 Main Co-ordination Committee (MCC)

2.2.1.1 The Committee comprises of senior personnel manager as the chair and other members from corporate health and safety, safety advisors/safety liaison officers from each business group, management representatives from each business group and union representation.

2.2.1.2 The Committee met eight times during 2009/10 and these are a few of the areas covered by the members of the committee;

- Legionella audit
- Approved the corporate building inspections programme
- Approved the Councils revised first aid policy
- Approved the Councils combined spaces policy
- Approved the proposals for the new accident/incident reporting system and monitored it's development
- Monitoring the accident/incident reports
- Approved the proposals for the launch of the health and well-being programme for 2010/11
- Received regular updates from business group sub-committees

2.2.2 Business Group Sub-Committee

2.2.2.1 Each of the business groups at the MCC would provide feedback from their respective sub-committees which range from six weekly meetings to quarterly meetings dependent upon the group. There are still areas of concern from the safety advisor within FCS over the membership and they are currently in the process of taking this up with the FCS Leadership team.

2.2.3 Senior Management Groups

2.2.3.1 Senior managers continue to show their commitment to health and safety throughout their Directorates but it is advised that the Safety Liaison Officer from the sub-committee attends the management meetings to keep them up to date of any relevant information that may have an impact on their operations. The directors should then ensure this is passed on down through their team meetings.

2.3 Accident/Incident Statistics

2.3.1 The overall statistics for the Council and by business group can be seen within **Appendix 1** at the end of this report. Following is a brief overview of the results for 2009/10.

2.3.2 The figures that are provided just show the number of incidents occurring within the Borough and the 'Accident Incident Rate' (AIR), which is calculated by multiplying the number of accidents by 100,000 and divided this by the number of 'Full Time Employees' (FTE) within the Council. The reason that 100,000 is used is to obtain the ratio of accidents, which allows comparisons to be made against the HSE statistics produced each year through their website www.hse.gov.uk

2005/06	2006/07	2007/08	2008/09	2009/10	% + / -
686	434	397	478	304	36

Total of accidents/incidents 2005 to 2009 – External and Internal overall figures

Table One

2.3.2 Table one above shows that there has been a reduction in incidents over the last year by 36%.

	FCS	HHASC	CPS	TELS	P&BD	Total
Employees	71	67	16	10	3	167
External	102	155	7	46	1	311

Table showing both external/internal statistics 2008/09

Table Two

	FCS	HHASC	CPS	TELS	P&BD	Total
Employees	31	46	19	11	1	108
External	36	102	4	54	0	196

Table showing both external/internal statistics 2009/10

Table Three

2.3.4 The top five causes of accidents/incidents within the Council last year were;

- Slips, Trips and Falls - 28
- Violence and Aggression - 22
- Contact with stationary object - 12
- Manual Handling (objects) - 11
- Contact with moving object - 08

2.3.5 Table four below shows the number of FTE working within each business group (based on workforce figures March 2010) the percentage of employees this represents and in the next columns the number of accidents/incidents to employees within each of the business groups for 2009/10 and the percentage this represents. The final column shows the accident incident rate (AIR) for each business group.

Business Group	FTE (inclusive of school)	% of employees	Number of Accidents/incidents (Employees Only)	% of Acc/Inc	AIR
FCS	1900.88	51%	31	29%	1.6
HHASC	719.98	20%	43	41%	5.97
CPS	659.57	18%	19	19%	2.88
TELS	303.83	8%	11	10%	3.62
P&BD	104.95	3%	1	1%	0.95
Total	3689.21	100%	108	100%	2.92

Table Four

2.3.6 RIDDOR incidents numbered 20 for the year with the following numbers attributable to each business group, FCS 6, HHASC 4 and TELS 9 and CPS 1. This is up by 5 on the previous year and members of staff were involved in 10 out of the 20.

2.37 Table 5 below looks at the days lost due to ill health within the Council showing the trends over the last three years. Within the table it also displays the top five reasons for sickness as logged by managers.

Days lost due to sickness 1 st April 2008 – 31 st March 2010			
	1 Apr 2007 – 31 March 2008	1 Apr 2008 – 31 March 2009	1 Apr 2009 – 31 March 2010
Days Lost (Excl Schools)	24434	26497	23061
Average per Person	9.60	10.29	9.07
Short Term Sickness < 20 days	8387	8482	9009
Long Term Sickness Employees with > 20 days	16047	18016	14052
Multiple Occurrences			
Long Term Sickness > 20 days	13288	14971	11006
Single Occur			

Table Five

As we can see in table five above there has been a significant reduction in ill health over the last twelve months seeing a decrease from 10.29 average days to 9.07 days.

Top 5 reasons 1 Apr 2007 to 31 Mar 2008		Top 5 reasons 1 Apr 2008 to 31 Mar 2009		Top 5 reasons 1 Apr 2009 to 31 Mar 2010	
Reasons	Days Lost	Reasons	Days Lost	Reasons	Days Lost
Cold/Flu	3265	Mental Health disorders (stress, fatigue)	4858	Mental Health disorders (stress, fatigue)	3647
Mental Health disorders (stress, fatigue)	3168	Cold/Flu	3167	Cold/Flu	3609
Surgery/post surgery recovery	2620	Surgery/post surgery recovery	2917	Surgery/post surgery recovery	2381
Digestive disorders	1653	Musculoskeletal Disorders (not neck/back)	2070	Musculoskeletal Disorders (not neck/back)	2242
Viral infections	1551	Digestive disorders	1833	Serious illness	1609

Table Six

Table six above shows that mental health disorders still continue to dominate the sickness absence records and in conjunction with the health and well-being survey it is hoped that these trends will continue to drop as they have done over the last year. Musculoskeletal disorders also continue to be one of the main reasons for absence and it is therefore essential that managers provide trained DSE Assessors within their teams who constantly monitor the way in which staff work.

2.3.8 There was no enforcement notices placed upon the Council during the period of 2009/10 though the London Fire Brigade did serve notice upon TMO with regards to the high risk buildings that they manage on behalf of the Council.

This has duly been dealt with by the senior management teams and health and safety teams from both the Council and TMO where it was agreed immediate funding was to be made available to allow tendering to take place for a specialist consultant to carry out fire risk assessments for these premises.

This is now well under way and TMO are now looking at areas within their remit for medium and low risk buildings.

It must be remembered, though the TMO manage Council buildings on our behalf it does not release the Council from ensuring that appropriate measures are

taken to effectively monitor that TMO are effectively maintaining and managing Council owned properties to meet compliance with relevant health and safety legislation.

2.3.9 It was expected that a new accident/incident recording system would be up and running in April 2009 by the ISD Development team, replacing the Resourcelink system that was operating. However this has been delayed due to the work being carried out for the REAL project and therefore currently business groups only have a quick entry route to record data. This proves difficult to maintain an accurate record of accidents/incidents and producing meaningful statistics for business groups to work with due to the limitations of the system.

2.3.10 ***it is recommended that:***

- ***The management board back the proposal to allow the ISD Development team to place an emphasis on completing this package, which is expected will need at least two weeks dedicated further work to make it fully functional on the intranet.***

2.4 Training

2.4.1 Managers are required to assess the training needs of their staff to ensure that they are competent to carry out their roles in a safe and competent manner.

2.4.2 The use of the online training package continued to be used during 2009/10 as can be seen from the chart below. All members of staff must have completed the training modules as mandatory and it is expected that managers will encourage their staff to do so (excepting home working if they do not work from home). By providing this basic training to staff this will ensure managers meet their responsibilities. Corporate health and safety have set up a [spreadsheet](#) to enable managers to track who has completed which modules on the online training. Each business group spreadsheet can be found under the heading of Training once you click on the above link.

It must though be remembered that where it is assessed during the risk assessment process that further training is required, for example face to face or specific training then arrangements must be made by the manager to ensure it is provided to the employee. Online training will only provide basic information.

The online training should form part of the new starter's induction program. All those that manage others are expected to attend the one-day face to face managers training which is to be booked through the student learning centre.

Module Title	Number of modules completed 2009/10 (01 Apr to 31 Mar)
Health and Safety training for DSE Users	685
Risk Assessment for DSE Users	573
Fire Safety	332
General Health, Safety and Environmental Awareness	292
Health and Safety training for Home Workers	143
Risk Assessment for Home Workers	117
Manual Handling	297
Personal Safety Awareness	331
Stress Management	380

Table Seven

2.4.3 Table eight shows the type of courses run through the learning development unit for 2009/10, using the newly appointed training provider Salvus Consulting.

Course	Business groups - staff attendance					Total number attending	Number of places available
	CPS	FCS	HHAC	P&BD	TELS		
Defibrillator	1	2	2	0	4	9	12
DSE Assessors	8	12	13	2	5	40	60
Fire Marshal	24	37	18	1	11	91	140
First Aid (4 day)	5	17	13	0	13	48	72
First Aid (Re-qualification)	3	24	10	2	10	49	84
H&S Awareness for Employees	17	17	20	0	6	60	80
H&S for Managers	16	6	9	0	6	37	48
Risk Assessors	11	10	6	0	8	35	48
	855	125	91	5	63	369	554

Table Eight

2.4.4 As we can see from table eight above there was a total of 554 course places available last year, which only 369 of those were taken up meaning 33% of the places were left unfilled during 2009/10. The attendance was down by 527 on the previous year which is in part attributable to the health and safety awareness course being online now (306 places) and the DSE refresher course no longer running.

2.4.5 The table in **Appendix 2** shows the costs to business groups due to staff booking themselves onto courses and then not attending equating to a total cost of £12,525.00 up by £375.00 on the previous year.

2010/11 should see an improvement in attendance as it has been agreed between corporate health and safety, learning and development and members of the MCC that a new method for booking courses would start during 2010. This has seen courses now being booked upon enough delegates having placed their names on a waiting list through learning and development

It is recommended that:

- ***Managers who identify the courses for their staff ensure that the time is made available for them to attend. By not attending then they are failing to meet legal H&S requirements in ensuring their staff are adequately trained.***

2.5 Health and Well-being Programme

2.5.1 2009/10 saw the preparation for the launch of the 2010/11 health and well-being survey where it is hoped to increase upon the overall 58% of responses in 2008/09. The results will be interesting to see considering the economic downturn over the last year and the changes taking place with business groups.

2.5.2 It is hoped that following the completion of the survey in June that the results will be made available and sent out to each of the teams. Corporate health and safety hope to also provide a summary report to the management board with this report in August/September 2010.

2.5.3 Corporate health and safety shall continue to monitor the teams throughout the Council to ensure that they meet compliance with managing stress within the workplace. This will entail ensuring all staff have been involved in the discussion processes to make any necessary improvement within their teams and that the

action plans are in place and being regularly reviewed. Team minutes or focus group minutes will act as evidence.

2.6 Legionella

2.6.1 Following on from the details in Section 2 paragraph 2.1.1 internal audit were requested by Derek Myers to conduct an audit of how we are currently managing legionella within the Council.

2.6.2 This was carried out by the internal audit team and a full report provided to each of the business groups property management teams and the 'General Services and Personnel' Director responsible for health and safety. Concerns with the report were expressed by the safety advisors and asset management groups over its accuracy, as it was felt evidence was not examined to show that work is being carried out to effectively manage our water systems.

2.6.3 On following up with business groups it was felt we are in a better position and though there is work that can be carried out to improve the processes highlighted in 2.6.4 below we continue to make progress.

2.6.4 *It is recommended that;*

- ***The project to ensure a corporate tender to enable consistency of assessing the risks and ensuring water management risks are minimised is continued through to its fruition.***
- ***Business group property teams follow up on the internal audit report recommendations prior to the audit teams follow up in the New Year 2011 (Appendix 3).***
- ***Better monitoring is carried out to ensure compliance with L8 (Management of Legionella)***
- ***A Corporate asset management system is set up to enable regular reporting to the duty holders and responsible persons***
- ***The management board accept any proposals made to join the existing property and facilities management teams together so that the Council ensure effective control over its assets; and***
- ***All staff within the above groups are adequately trained to understand their roles within the management of Legionella***

2.7 Cautionary Contact Database (CCD)

2.7.1 The CCD continues to run in its current existence for recording incidents of a serious nature that departments within the Council consider other departments need to be made aware of in order to protect them.

2.7.2 The idea to use the CRM system did not on investigating seem to be a viable option and therefore on further consideration and discussions with the IS Development team it was agreed to move forward in the creation of the corporate accident/incident reporting database which would include the facility to enable reporting of any dangerous incidents to other services throughout the Council.

2.7.3 This was due to be launched in April of 2009 but was put behind due to the REAL project, leaving the project only partially finished and allowing for just a quick fix entry of accidents/incidents. On speaking to a member of the development team they believe it is a matter of two weeks work to enable the product to be launched on the KC Intranet.

2.7.4 *It is recommended that;*

- ***The management board gives backing to this project to be completed which will enable a savings of £5200 a year by ceasing to use the In-Check system currently being used. It will also reduce the number of forms that need to be completed by staff, speeding up the overall process.***

2.8 Inspections and Audits

2.8.1 A total of 32 sites were audited throughout HHASC during the year and each of these was supplied with an action plan clearly stating what was expected of them to ensure that they meet compliance with health and safety legislation.

2.8.2 TELS audited 6 of their teams during the year which proved to show good results against recommended standards.

2.8.3 P&BD have not carried out any form of auditing but continue to carry out basic six monthly workplace inspections. It would be expected that auditing forms part of a yearly process by the safety liaison officer within the group.

2.8.4 FCS - A total of 38 general Health and Safety audits/inspections of premises within the responsibility of the Business Group were conducted during the year.

- a) This represents approximately 50% of the total number of premises - the target figure is to audit each FCS premises once every 2 years.
- b) The rolling audit programme is on target, other than three secondary schools which will be audited in the summer term programme in 2010.
- c) A compliance audit was carried out in May/June 2009, covering all 75 FCS sites. This identified areas where there were common weaknesses, but confirmed that most sites were achieving high standards of compliance with health and safety regulatory requirements (policies and other paperwork, and statutory checks and inspections).

Formal recorded inspections of premises should be carried out regularly (preferably quarterly/termly) by all site managers and those responsible for the premises.

- a) A formal inspection was done and recorded at least once during the year at over 90% of sites.
- b) Audits show that inspections are completed termly in the majority of schools, although standards of recording vary widely. Work to improve consistency in this area is on-going.

Schools all have a standard check list, to assist with the inspection process and improve record keeping. A similar check list for other types of premises has been distributed to all premises managers, and the Health and Safety Officers encourage use of this on their regular visits.

2.8.5 CPS – No auditing has been carried out by the safety liaison officer during 2009/10 due to the workloads in their predominant role and other aspects of health and safety that she has been performing. It is expected that the business group would benefit overall by the conducting of regular audits ensure that they meet compliance.

Based upon the audit results it would then be expected that the CSMB and health and safety sub-committee would monitor progress in completing any actions.

2.8.6 It is recommended that;

- ***A full time safety advisor is considered to cover both CPS and P&BD so that all areas can be effectively auditing and allow for consistent advice to be delivered enabling managers to be compliant with health and safety law.***
- ***Where there is an agreement of the amalgamation of properties/facilities management into one team a safety advisor is employed to ensure that these areas are adequately supported and ensure compliance throughout their teams. Currently by not having an officer to cover compliance it is considered to be a medium/high risk in its present state.***

2.9 Tenant Management Organisation (TMO)

2.9.1 The TMO is the managing agent for Kensington & Chelsea Council's housing stock. The Council retains ownership of the stock and, as such, some responsibilities for the health and safety of the residents and their homes.

2.9.2 Therefore, for the purposes of the enforcing body, the Health & Safety Executive (HSE), would deem the responsibilities for implementing health and safety legislation to be a joint concern and would in the event of prosecution expect both the Council and TMO to provide the necessary evidence to show that they meet all the necessary requirements.

2.9.3 The TMO report is currently being drafted and due to go to the executive team in August for agreement and then to the TMO board in September. As soon as this has been made available a copy will be sent to the Council's management board and published on the health and safety main page of the intranet with the annual report. You can see within **Appendix 4** a summary of that report by the TMO safety advisor.

3. ACTION PLAN Feedback 2009/10

Corporate Health and Safety - 01/04/09 to 31/03/10				
Reference	Targets	Objectives	Action by (date)	Comments Key: C – Complete OS - Outstanding
1.0	Project to redesign and implement new accident/incident/CCD database.	<p>Create a new database in-house which will allow one system to capture all the necessary data for accidents/incidents/near misses</p> <p>look at a way the 'Return to Work' form can link to the database to allow any time off work occurring due to an accident/incident at work to be recorded</p> <p>Create a link to enable Payroll to be informed of any accidents/incidents requiring time off work to be recorded under industrial injuries</p>	End December 2009	<ol style="list-style-type: none"> 1. Create necessary fields and requirements and provide to ISD Development team. (c) 2. Example database to be configured by ISD Development and discussed with corporate health and safety and business group SLO's (c) 3. Changes made to the database as required. (c) 4. When finalised promote to the MCC members (o) 5. Prepare live test (o) 6. Following acceptance launch live product as the recording base for accidents/incidents and cautionary contacts. (o) 7. Follow up work to link with RTW form and Payroll and ensure works effectively. (o) 8. SLO's to implement any backlog of accidents from 1st April 2009. (c)
2.0	Report to management board on incidents within the Council involving threatening/verbal abuse and physical violence	Following the recommendation of the management board, a report was requested to show the reasons for incidents involving threatening/verbal abuse and physical violence and what we as a Council are doing to reduce the incidents and protect our staff	End January 2010	<ol style="list-style-type: none"> 1. Obtain information from business groups by way of a questionnaire. (o) 2. Compile data from the accident/incident database, showing year on year figures. 3. Provide draft report to MCC members for acceptance 4. Upon confirmation and any changes, set meeting date for management board with M.Carver 5. Provide report at least week prior to meeting. 6. Attend management board with report and any recommendations <p>This report has been delayed due to other work taking priority but will form part of later reports.</p>

Reference	Targets	Objectives	Action by (date)	Comments
3.0	Managing Pressure at Work training package for managers	Project to ensure the 'Managing Pressure at Work' training package is implemented onto the KC Intranet site.	End of March 2010	<ol style="list-style-type: none"> 1. Agree contract with MyKnowledgemap and confirm with legal (c) 2. Ensure ISD are aware of the requirements for installation onto the KC Intranet (c) 3. Myknowledgemap to carry out necessary work to ensure system works in liaison with ISD (c) 4. Inform business groups by staff mail and health and safety sub-committees that the package is available. (o)
4.0	Report to management board on the management of asbestos	Provide a report to the management board on how well Council premises are managed with regards to asbestos.	End of Feb 2009	<ol style="list-style-type: none"> 1. Create a management form and questionnaire to present to those responsible for the management of asbestos and get clearance of the MCC members. 2. Upon confirmation send out and request information for each property under the responsibility of the Council 3. Upon receipt of the information provide a draft report to the MCC of which is to be presented to the management board on behalf of Property Services and Corporate health and safety, with recommendations. 4. Get confirmation of recommendations and actions to be taken by management board. <p>Report delayed due to work on other priority issues i.e. Legionella report expected during 2011.</p>
5.0	Health and Well-being audit	<p>Corporate health and safety to audit the progression made by departments to;</p> <ul style="list-style-type: none"> ➤ Inform staff of the survey results ➤ Allow discussions to take place on the actions required to make any necessary improvements ➤ Implement action plans to make those improvement agreed by the staff and their managers. 	December 2009	<ol style="list-style-type: none"> 1. Complete mini-audits within a selection of each business groups teams (c) 2. Create a final report to the senior management groups (c) 3. Report to presented to the management board on the overall progress being made with recommendations for the health and well-being survey for 2010. (c)

4. ACTION PLAN Feedback 2010/11

Corporate Health and Safety - 01/04/10 to 31/03/11				
Reference	Targets	Objectives	Action by (date)	Comments Key: C – Complete OS - Outstanding
1.0	Project to redesign and implement new accident/incident/CCD database.	<p>Continue with the design project for the new reporting system to be launched on the intranet.</p> <p>look at a way the 'Return to Work' form can link to the database to allow any time off work occurring due to an accident/incident at work to be recorded</p> <p>Create a link to enable Payroll to be informed of any accidents/incidents requiring time off work to be recorded under industrial injuries</p>	March 2011	<ol style="list-style-type: none"> 1. When finalised with development team promote to the MCC members 2. Prepare live test 3. Following acceptance launch live product as the recording base for accidents/incidents and cautionary contacts. 4. Follow up work to link with RTW form and Payroll and ensure works effectively. 5. Ensure existing data in temporary system implemented into new system
2.0	Report to management board on incidents within the Council involving threatening/verbal abuse and physical violence	Following the recommendation of the management board, a report was requested to show the reasons for incidents involving threatening/verbal abuse and physical violence and what we as a Council are doing to reduce the incidents and protect our staff	2011	<ol style="list-style-type: none"> 1. Obtain information from business groups by way of a questionnaire. 2. Compile data from the accident/incident database, showing year on year figures. 3. Provide draft report to MCC members for acceptance 4. Upon confirmation and any changes, set meeting date for management board with M.Carver/G Wilson 5. Provide report at least week prior to meeting. 6. Attend management board with report and any recommendations

Reference	Targets	Objectives	Action by (date)	Comments
3.0	Managing Pressure at Work training package for managers	Project to ensure the 'Managing Pressure at Work' training package is implemented onto the KC Intranet site.	End of October 2011	<ol style="list-style-type: none"> 1. Myknowledgemap to carry out necessary work to ensure system works in liaison with ISD 2. Inform business groups by staff mail and health and safety sub-committees that the package is available.
4.0	Report to management board on the management of asbestos	Provide a report to the management board on how well Council premises are managed with regards to asbestos.	March 2011	<ol style="list-style-type: none"> 1. Create a management form and questionnaire to present to those responsible for the management of asbestos and get clearance of the MCC members. 2. Upon confirmation send out and request information for each property under the responsibility of the Council 3. Upon receipt of the information provide a draft report to the MCC of which is to be presented to the management board on behalf of Property Services and Corporate health and safety, with recommendations. 4. Get confirmation of recommendations and actions to be taken by management board.
5.0	Health and Well-being audit	Launching of the 2010/11 survey to allow for benchmarking on previous survey. Following the survey ensure the results are distributed to all relevant teams to allow them to carry out discussions and create/update existing action plans.	September 2010	<ol style="list-style-type: none"> 1. Launch survey May/June 2010. 2. Create and distribute the results of the survey in summary and question by question format to teams 3. Provide overall report for Council inclusive of demographics and the same for each business group to senior management teams.
6.0	Space Programme	Provide a report to the management board on how well Council premises are managed with regards to asbestos.	Continuous 2010 onwards	<ol style="list-style-type: none"> 1. Create a management form and questionnaire to present to those responsible for the management of asbestos and get clearance of the MCC members. 2. Upon confirmation send out and request information for each property under the responsibility of the Council 3. Upon receipt of the information provide a draft report to the MCC of which is to be presented to the management board on behalf of Property Services and Corporate health and safety, with recommendations. 4. Get confirmation of recommendations and actions to be taken by management board.

Reference	Targets	Objectives	Action by (date)	Comments
7.0	Audit buildings against – fire marshals, first aid officers	Collate information on the numbers of fire marshal's first aid officers, DSE assessors trained and GRA trained within the Council. Verify with premise and place upon the intranet	End Dec 2010	<ol style="list-style-type: none"> 1. Obtain information from LMS and business groups. 2. Compile data on to excel spreadsheets. 3. Provide information onto the intranet.

5. Conclusion

- 5.1 The accident/incident rates have shown a reduction of 36% on the following year's reports and those resulting slips trips and falls have overtaken the reports for physical assault, threatening behaviour and verbal abuse. However in contrast to the workplace accidents/incidents the ill-health appears to be in line with National statistics the largest cause of absence at work.

Figures show that mental health issues are the largest cause of absence for 2009/10, which is a reduction of 24% on the previous year. Whether this is as a direct result of the health and well-being/your voice surveys being carried out by the Council over the last couple of years remains to be seen, but does show positive signs we are moving in the right direction.

- 5.2 Auditing with a majority of the business groups are improving and it is recommended that all business groups focus on this type of activity to ensure that all areas of the business are maintaining good health and safety management standards. Safety advisors/safety liaison officers should regularly attend their senior management groups to provide updates on any results from audits and progress made to date on any action plans resulting from the audits.
- 5.3 Training of staff continues to be an important factor in reducing the accident/incident rates and reducing absence from work due to ill-health, ensuring that they are supplied with the knowledge to provide protection to themselves and others who may be affected by the actions. Therefore managers should encourage staff to complete all necessary online training modules and assess the needs for face to face health and safety training through their risk assessment processes.
- 5.4 Senior management should continue to encourage their managers and staff to monitor the results and actions agreed through the health and well-being process, ensuring good management and staff communication.
- 5.5 It is believed that to achieve further continuity and to enable the maximisation of resources in health and safety to each of the business groups within RBKC that the Council would benefit by amalgamating the health and safety teams into one group under the responsibility of the director responsible for health and safety to the management board.
- 5.6 Other key objectives for 2010/11 are to ensure that the legionella contract and accident/incident recording databases are carried forward to completion and that the management of asbestos and violence and aggression are audited throughout the year.



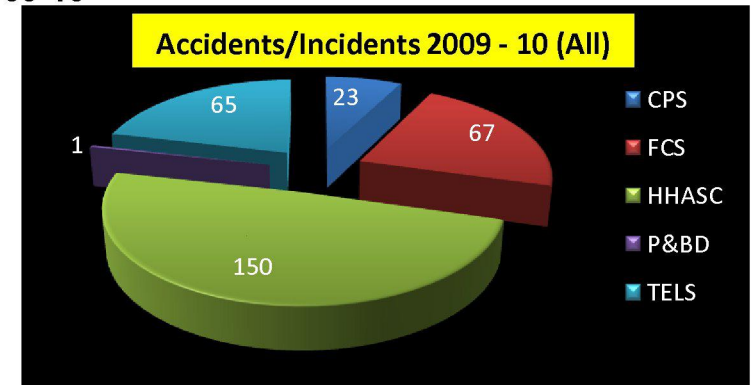
THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

**Accidents and Incident
Information
2009/10**

Business group (All)
CPS
FCS
HHASC
P&BD
TELS
Total

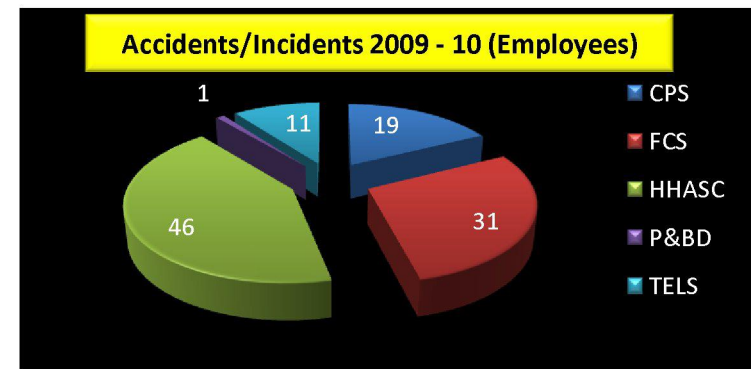
Accidents/Incidents 2009-10

Total	Total %
23	7
67	22
150	49
1	1
65	21
306	100



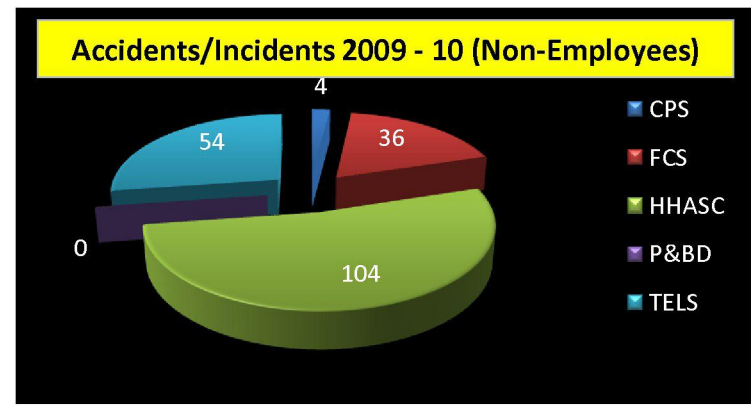
Business group (Employees Only)
CPS
FCS
HHASC
P&BD
TELS
Total

Total	Total %
19	18
31	29
46	42
1	1
11	10
108	100



Business group (Non-Employee)
CPS
FCS
HHASC
P&BD
TELS
Total

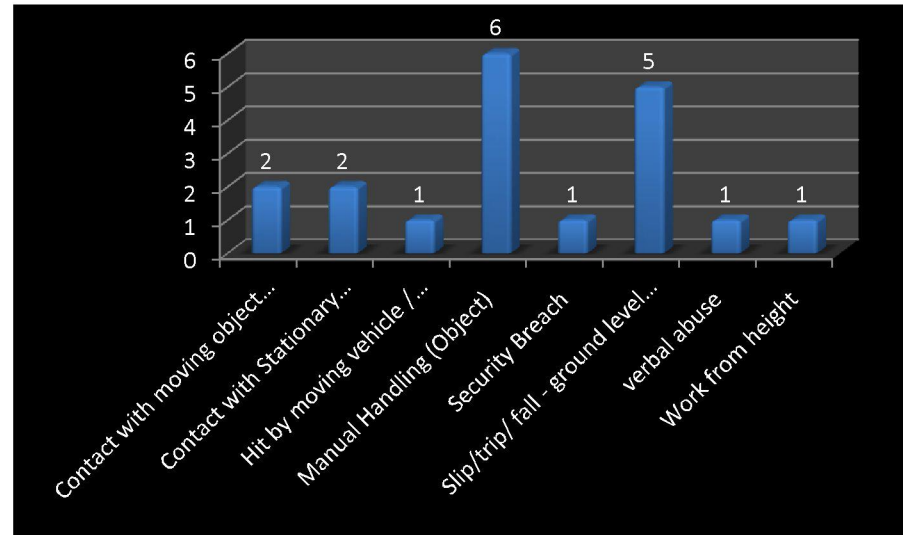
Total	Total %
4	2
36	18
104	53
0	0
54	27
198	100



Accidents/Incidents by Cause 2009-10 - (Employees Only)

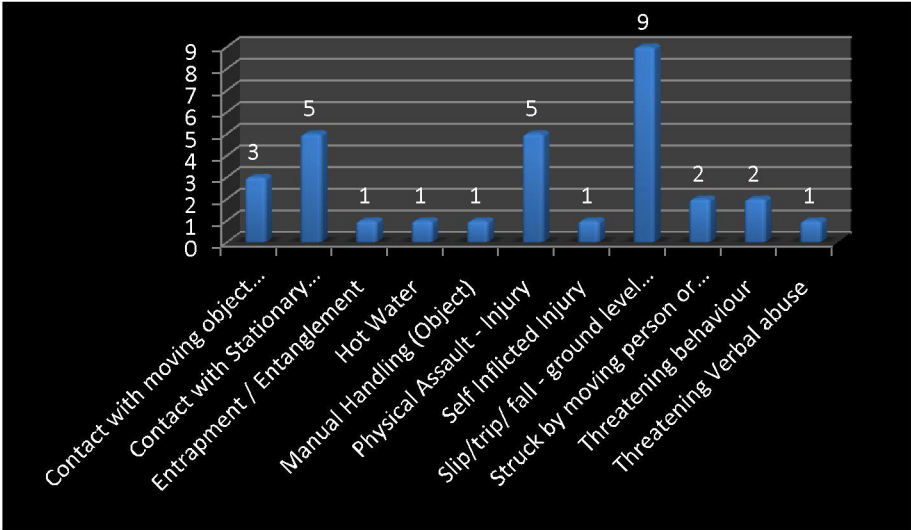
CPS

Accident Cause	Total
Contact with moving object / person	2
Contact with Stationary object / person	2
Hit by moving vehicle / object	1
Manual Handling (Object)	6
Security Breach	1
Slip/trip/ fall - ground level / above	5
verbal abuse	1
Work from height	1
Total	19



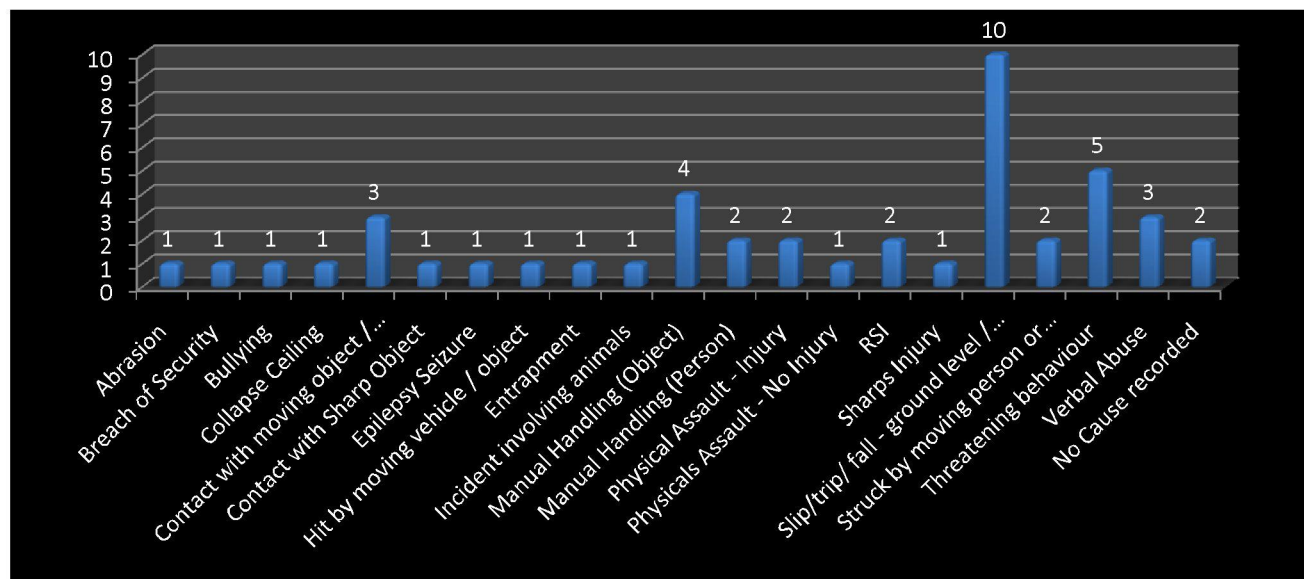
FCS

Accident Cause	Total
Contact with moving object / person	3
Contact with Stationary object / person	5
Entrapment / Entanglement	1
Hot Water	1
Manual Handling (Object)	1
Physical Assault - Injury	5
Self Inflicted Injury	1
Slip/trip/ fall - ground level / above	9
Struck by moving person or object	2
Threatening behaviour	2
Threatening Verbal abuse	1
Total	31



HHASC

Accident Cause	Total
Abrasion	1
Breach of Security	1
Bullying	1
Collapse Ceiling	1
Contact with moving object / person	3
Contact with Sharp Object	1
Epilepsy Seizure	1
Hit by moving vehicle / object	1
Entrapment	1
Incident involving animals	1
Manual Handling (Object)	4
Manual Handling (Person)	2
Physical Assault - Injury	2
Physicals Assault - No Injury	1
RSI	2
Sharps Injury	1
Slip/trip/ fall - ground level / above	10
Struck by moving person or object	2
Threatening behaviour	5
Verbal Abuse	3
No Cause recorded	2
Total	46



P&BD

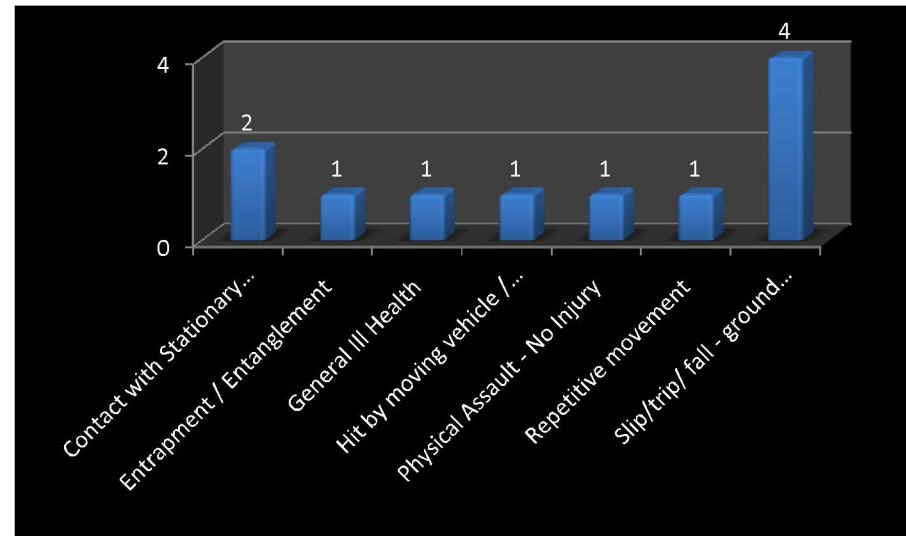
Accident Cause	Total
Struck by moving person or object	1

Total	1
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TELS

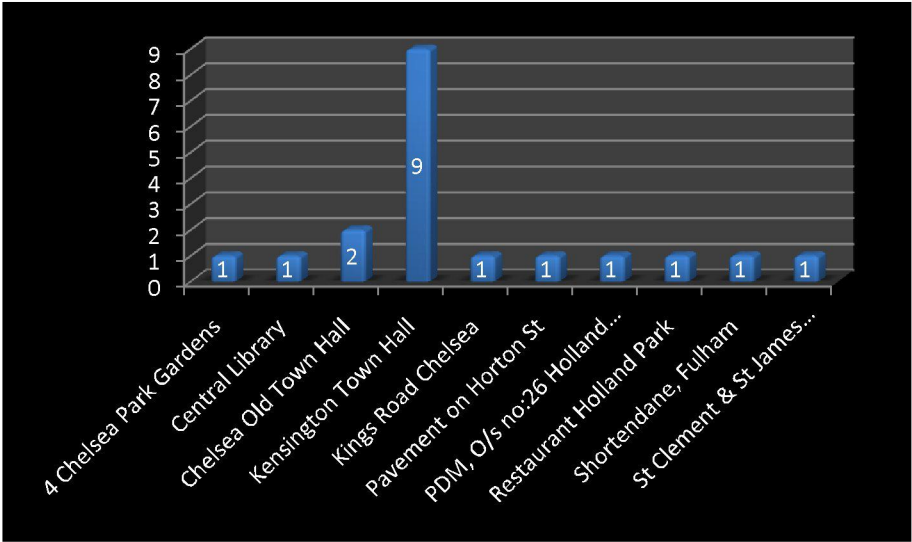
Accident Cause	Total
Contact with Stationary object / person	2
Entrapment / Entanglement	1
General Ill Health	1
Hit by moving vehicle / object	1
Physical Assault - No Injury	1
Repetitive movement	1
Slip/trip/ fall - ground level / above	4

Total	11
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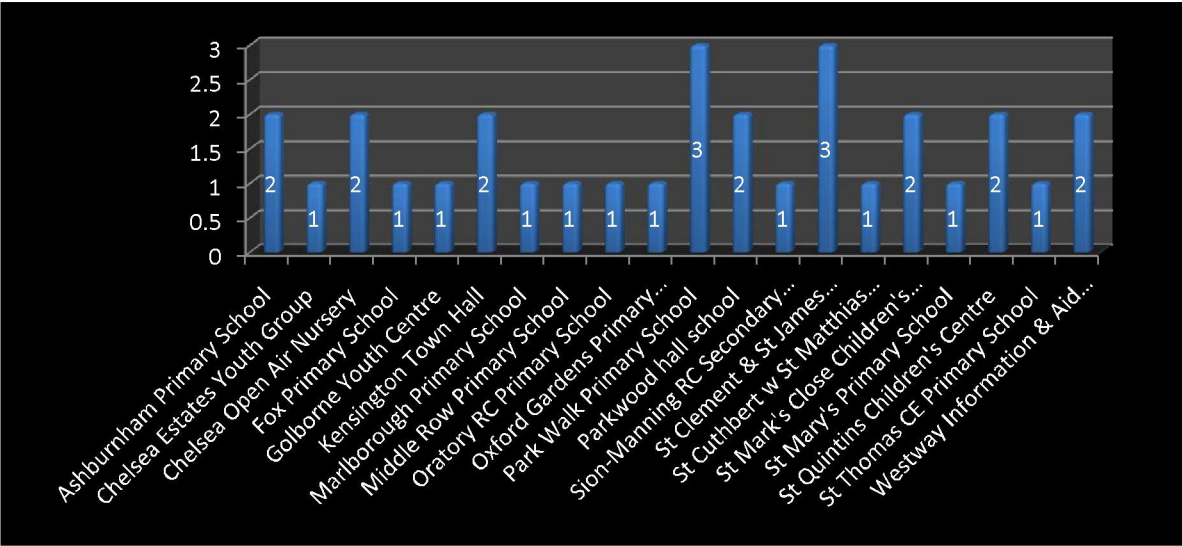
CPS

Location Acc/Inci Occurred	Total
4 Chelsea Park Gardens	1
Central Library	1
Chelsea Old Town Hall	2
Kensington Town Hall	9
Kings Road Chelsea	1
Pavement on Horton St	1
PDM, O/s no:26 Holland Park Rd	1
Restaurant Holland Park	1
Shortendane, Fulham	1
St Clement & St James Primary	1
Total	19



FCS

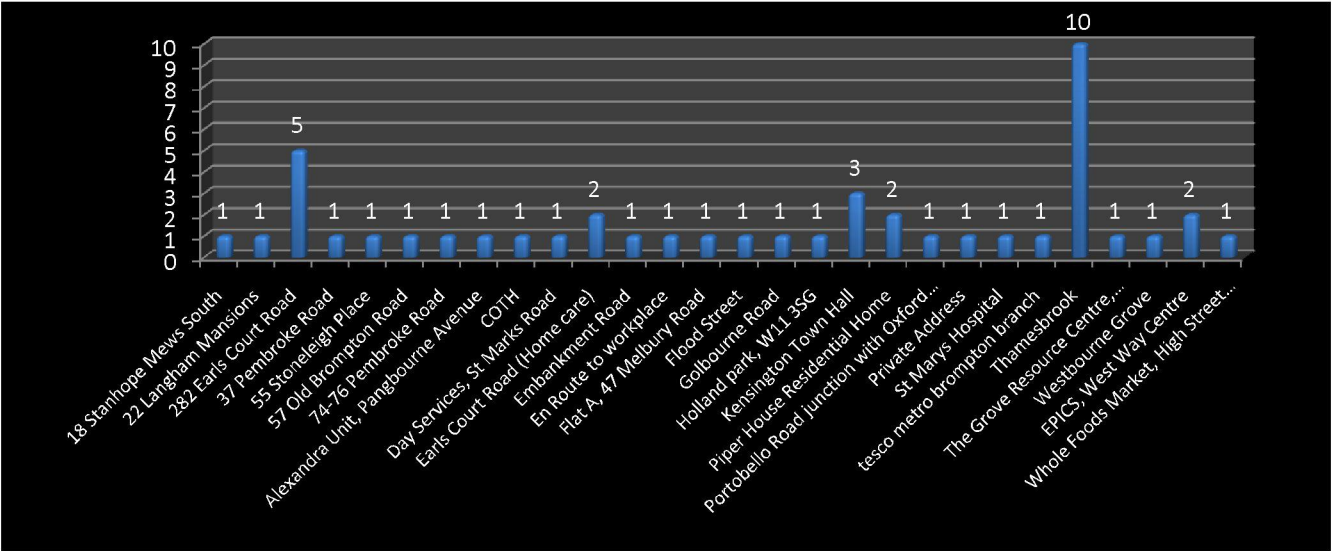
Location Acc/Inci Occurred	Total
Ashburnham Primary School	2
Chelsea Estates Youth Group	1
Chelsea Open Air Nursery	2
Fox Primary School	1
Golborne Youth Centre	1
Kensington Town Hall	2
Marlborough Primary School	1
Middle Row Primary School	1
Oratory RC Primary School	1
Oxford Gardens Primary School	1
Park Walk Primary School	3
Parkwood hall school	2
Sion-Manning RC Secondary School	1
St Clement & St James Primary	3
St Cuthbert w St Matthias CE Primary Sch	1
St Mark's Close Children's Home	2
St Mary's Primary School	1
St Quintins Children's Centre	2
St Thomas CE Primary School	1
Westway Information & Aid Centre	2
Total	31



FCS

Location Acc/Inci Occurred	Total
18 Stanhope Mews South	1
22 Langham Mansions	1
282 Earls Court Road	5
37 Pembroke Road	1
55 Stoneleigh Place	1
57 Old Brompton Road	1
74-76 Pembroke Road	1
Alexandra Unit, Pangbourne Avenue	1
COTH	1
Day Services, St Marks Road	1
Earls Court Road (Home care)	2
Embankment Road	1
En Route to workplace	1
Flat A, 47 Melbury Road	1
Flood Street	1
Golbourne Road	1
Holland park, W11 3SG	1
Kensington Town Hall	3
Piper House Residential Home	2
Portobello Road junction with Oxford Gardens	1
Private Address	1
St Marys Hospital	1
tesco metro brompton branch	1
Thamesbrook	10
The Grove Resource Centre, Pembroke Road	1
Westbourne Grove	1
EPICS, West Way Centre	2
Whole Foods Market, High Street Kensington	1

Total	46
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P&BD

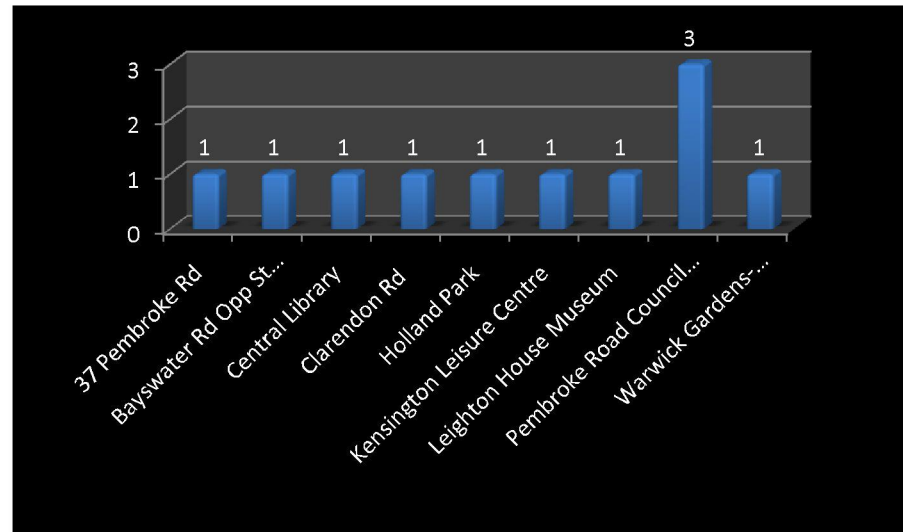
Location Acc/Inci Occurred	Total
Kensington Town Hall	1

Total	1
--------------	----------

TELS

Location Acc/Inci Occurred	Total
37 Pembroke Rd	1
Bayswater Rd Opp St Petersburg Rd	1
Central Library	1
Clarendon Rd	1
Holland Park	1
Kensington Leisure Centre	1
Leighton House Museum	1
Pembroke Road Council Offices	3
Warwick Gardens-junction of Pembro	1

Total	11
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CPS

Location Acc/Inci Occurred	Accident Cause	Total
4 Chelsea Park Gardens	Manual Handling (Object)	1
Central Library	Slip/trip/ fall - ground level / above	1
Chelsea Old Town Hall	Slip/trip/ fall - ground level / above	2
Kensington Town Hall	Hit by moving vehicle / object	1
	verbal abuse	1
	Security Breach	1
	Manual Handling (Object)	3
	Contact with moving object / person	2
	Contact with Stationary object / person	1
Kings Road Chelsea	Manual Handling (Object)	1
Pavement on Horton St	Slip/trip/ fall - ground level / above	1
PDM, O/s no:26 Holland Park Rd	Slip/trip/ fall - ground level / above	1
Restaurant Holland Park	near miss	1
Shortendane, Fulham	Manual Handling (Object)	1
St Clement & St James Primary	Contact with Stationary object / person	1

Total

19

FCS

Location Acc/Inci Occurred	Accident Cause	Total
Ashburnham Primary School	Slip/trip/ fall - ground level / above	1
	Struck by moving person or object	1
Chelsea Estates Youth Group	Threatening behaviour	1
Chelsea Open Air Nursery	Self Inflicted Injury	1
	Contact with Stationary object / person	1
Fox Primary School	Contact with moving object / person	1
Golborne Youth Centre	Slip/trip/ fall - ground level / above	1
Kensington Town Hall	Slip/trip/ fall - ground level / above	2
Marlborough Primary School	Slip/trip/ fall - ground level / above	1
Middle Row Primary School	Entrapment / Entanglement	1
Oratory RC Primary School	Slip/trip/ fall - ground level / above	1
Oxford Gardens Primary School	Contact with Stationary object / person	1
Park Walk Primary School	Slip/trip/ fall - ground level / above	1
	Manual Handling (Object)	1
	Contact with moving object / person	1
Parkwood hall school	Physical Assault - Injury	2
Sion-Manning RC Secondary School	Slip/trip/ fall - ground level / above	1
St Clement & St James Primary	Contact with Stationary object / person	2
	Hot Water	1
St Cuthbert w St Matthias CE Primary Sch	Struck by moving person or object	1
St Mark's Close Children's Home	Physical Assault - Injury	2
St Mary's Primary School	Contact with Stationary object / person	1
St Quintins Children's Centre	Physical Assault - Injury	1
	Contact with moving object / person	1
St Thomas CE Primary School	Slip/trip/ fall - ground level / above	1
Westway Information & Aid Centre	Threatening Verbal abuse	1
	Threatening behaviour	1

Total

31

HHASC

Location Acc/Inci Occurred	Accident Cause	Total
18 Stanhope Mews South	Threatening Behaviour	1
22 Langham Mansions	Slip/trip/ fall - ground level / above	1
282 Earls Court Road	Threatening behaviour	1
	Verbal Abuse	2
	Abrasion	1
	Manual Handling (Object)	1
37 Pembroke Road	Slip/trip/ fall - ground level / above	1
55 Stoneleigh Place	Contact with Sharp Object	1
57 Old Brompton Road	Hit by moving vehicle / object	1
74-76 Pembroke Road	Manual Handling (Object)	1
Alexandra Unit, Pangbourne Avenue	No Record	1
COTH	Contact with moving object / person	1
Day Services, St Marks Road	RSI	1
Earls Court Road (Home care)	Incident involving animals	1
	Manual Handling (Object)	1
Embankment Road	Slip/trip/ fall - ground level / above	1
En Route to workplace	Slip/trip/ fall - ground level / above	1
EPICS, West Way Centre	Collapse Ceiling	1
	Physical Assault - Injury	1
Flat A, 47 Melbury Road	Slip/trip/ fall - ground level / above	1
Flood Street	Slip/trip/ fall - ground level / above	1
Golbourne Road	Physical Assault - Injury	1
Holland park, W11 3SG	Manual Handling (Person)	1
Kensington Town Hall	No Record	1
	Epilepsy Seizure	1
	RSI	1
Piper House Residential Home	No Record	1
	Physicals Assault - No Injury	1
Portobello Road junction with Oxford Gardens	Slip/trip/ fall - ground level / above	1
Private Address	Entrapment	1
St Marys Hospital	Threatening Behaviour	1
tesco metro brompton branch	Slip/trip/ fall - ground level / above	1
Thamesbrook	Contact with moving object / person	1
	Threatening behaviour	1
	Breach of Security	1
	Bullying	1
	Sharps Injury	1
	Manual Handling (Object)	1
	Struck by moving person or object	2
	Manual Handling (Person)	1
	Slip/trip/ fall - ground level / above	1
	Verbal Abuse	1
The Grove Resource Centre, Pembroke Road	Contact with moving object / person	1
Westbourne Grove	Slip/trip/ fall - ground level / above	1
Whole Foods Market, High Street Kensington	Slip/trip/ fall - ground level / above	1

Total

46

P&BD

Location Acc/Inci Occurred	Accident Cause	Total
Kensington Town Hall	Struck by moving person or object	1
Total		1

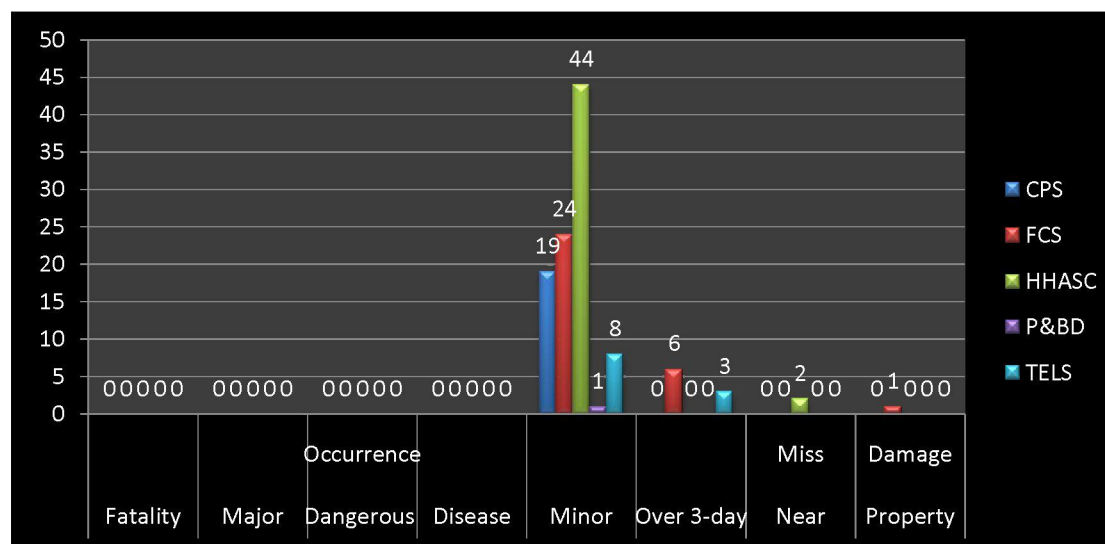
TELS

Location Acc/Inci Occurred	Accident Cause	Total
37 Pembroke Rd	Entrapment / Entanglement	1
Bayswater Rd Opp St Petersburg Rd	Physical Assault - No Injury	1
Central Library	Contact with Stationary object / person	1
Clarendon Rd	Slip/trip/ fall - ground level / above	1
Holland Park	Slip/trip/ fall - ground level / above	1
Kensington Leisure Centre	Slip/trip/ fall - ground level / above	1
Leighton House Museum	Contact with Stationary object / person	1
Pembroke Road Council Offices	General Ill Health	1
	Slip/trip/ fall - ground level / above	1
	Repetitive movement	1
Warwick Gardens-junction of Pembroke Rd	Slip/trip/ fall - ground level / above	1
Total		11

Accidents/Incidents by Type 2009-10 - (Employees Only)

Business group (All)	Fatality	Major	Dangerous Occurrence	Disease	Minor	Over 3-day	Near Miss	Property Damage
CPS	0	0	0	0	19	0	0	0
FCS	0	0	0	0	24	6	0	1
HHASC	0	0	0	0	44	0	2	0
P&BD	0	0	0	0	1	0	0	0
TELS	0	0	0	0	8	3	0	0
Total	0	0	0	0	96	9	2	1

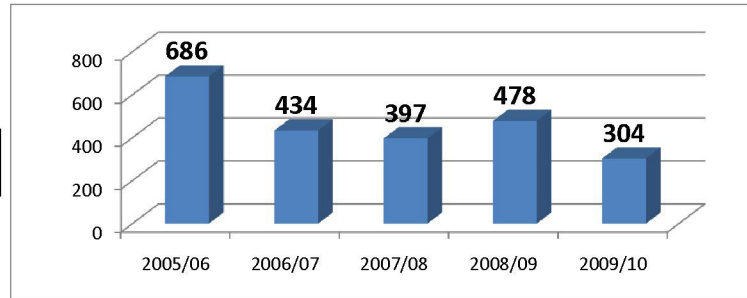
Total	Total %
19	18
31	29
46	42
1	1
11	10
108	100



Total number of Accidents/Incidents Employees/Non-Employees by 2005 - 2010

Employees/Non-Employees

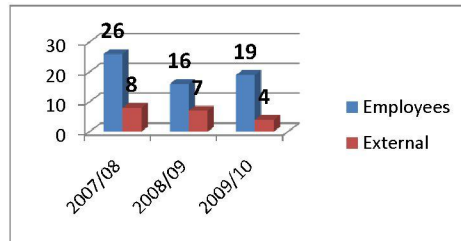
2005/06	2006/07	2007/08	2008/09	2009/10	% +/-
686	434	397	478	304	36%



CPS

2007/08 2008/09 2009/10

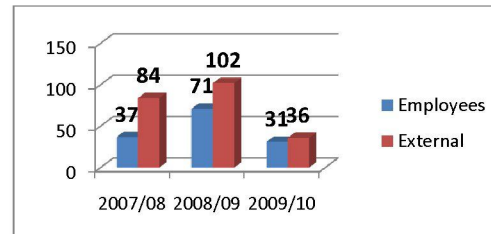
Employees	26	16	19
External	8	7	4
Total	34	23	23



FCS

2007/08 2008/09 2009/10

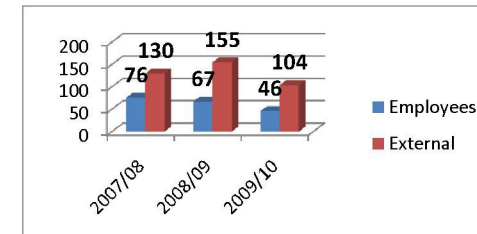
Employees	37	71	31
External	84	102	36
Total	121	173	67



HHASC

2007/08 2008/09 2009/10

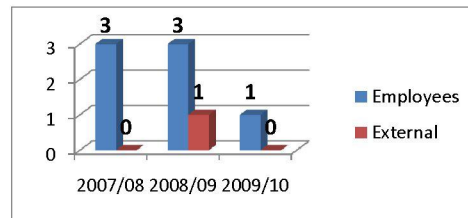
Employees	76	67	46
External	130	155	104
Total	206	222	150



P&BD

2007/08 2008/09 2009/10

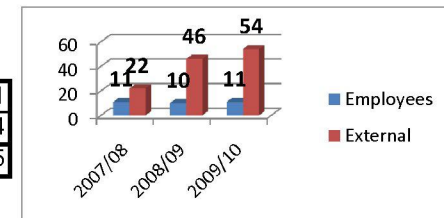
Employees	3	3	1
External	0	1	0
Total	3	4	1



TELS

2007/08 2008/09 2009/10

Employees	11	10	11
External	22	46	54
Total	33	56	65



Appendix 2 - No shows, Late Cancellation, Late Arrivals Report - 01/04/10 - 31/03/10

BG	Surname	First Name	Em.No.	Start Date	Course Name	Status	Fee	Budget Code	
HR0113	Hurley	Dominic	01457389	27/04/2009	General Risk Assessment	N	150.00	Y8160	
HR0115	Fredricks	Grace	02000327	27/04/2009	General Risk Assessment	B	150.00	S1051	
HR0115	Thomas	Sandra	02002714	27/04/2009	General Risk Assessment	B	150.00	S1050	
HR0116	Hart	Andrew	02006669	05/05/2009	Fire Marshal Training (am)	N	75.00	S3009	
HR0115	Momodu	Sophie	02006835	19/05/2009	First Aid 4 Day	B	600.00	E6266	
HR0116	Bailey	Helen	00037467	20/05/2009	Health & Safety Awareness for Employees (pm)	N	75.00	S3009	
HR0113	Parker	Roger	00274466	22/05/2009	Health & Safety for Managers	N	150.00	Y2800	
HR0113	Thompson	Mark	02006848	22/05/2009	Health & Safety for Managers	B	150.00	Y2780	
HR0115	Jeremiah	Nina	02006530	22/05/2009	Health & Safety for Managers	N	150.00	E9706	
HR0116	Lucas	Lisa	09996247	22/05/2009	Health & Safety for Managers	L	150.00	S3008	
HR0116	Kalamulah	Mustapha	02006840	11/06/2009	DSE Assessors	N	150.00	S6000	
HR0116	Blakeman	Alexander	02006955	11/06/2009	DSE Assessors	B	150.00	S6291	
HR0112	Williams	Jago	02005305	10/07/2009	Defibrillator Training (am)	N	75.00	T0400	
HR0116	Kalamulah	Mustapha	02006840	10/07/2009	Defibrillator Training (am)	N	75.00	S6000	
HR0115	Momodu	Sophie	02006835	13/07/2009	First Aid 4 Day	N	600.00	E6266	
HR0116	Araromi	Beatrice	01231932	13/07/2009	First Aid 4 Day	N	600.00	S7010	
HR0116	Nsereko	Harriet	01463182	13/07/2009	First Aid 4 Day	N	600.00	S3160	
HR0115	Scully	Mary	00039423	15/07/2009	General Risk Assessment	N	150.00	S2120	
HR0115	Beard	Tracey	02007138	15/07/2009	Fire Marshal Training (am)	B	75.00	S1755	
HR0116	Newlands	Candice	02005607	15/07/2009	Fire Marshal Training (am)	N	75.00	S5220	
	Davies	Russell	E0003509	15/07/2009	Fire Marshal Training (pm)	N	75.00		
HR0116	O'Mahoney	Catherine	00251120	07/09/2009	Health & Safety for Managers	B	150.00	H9020	
HR0116	Bennett	Jason	00035317	07/09/2009	Health & Safety for Managers	N	150.00	S3007	
HR0111	Sullivan	Stephen	02006027	08/09/2009	First Aid 4 Day	B	600.00	P1311	
HR0116	Ali	Aftar	02006753	08/09/2009	First Aid 4 Day	N	600.00	H6430	
HR0115	Clarke	Tracey	02006981	17/09/2009	Health & Safety Awareness for Employees (pm)	N	75.00	S1590	
HR0115	Momodu	Sophie	02006835	17/09/2009	Health & Safety Awareness for Employees (pm)	N	75.00	E6266	
HR0116	Bennett	Jason	00035317	17/09/2009	Health & Safety Awareness for Employees (pm)	N	75.00	S3007	
HR0115	Byfield	Natasha	01477903	01/10/2009	First Aid Requalification	N	300.00	E5550	
HR0115	Harris	Sarah	02001766	06/10/2009	DSE Assessors	B	150.00	S1550	

BG	Surname	First Name	Em.No.	Start Date	Course Name	Status	Fee	Budget Code	
HR0116	Ofori	Sandra	02006927	06/10/2009	DSE Assessors	B	150.00	S3160	
HR0113	Cohen Evans	Joe	02007265	07/10/2009	Fire Marshal Training (am)	N	75.00	L0301	
HR0130	Jacobs	Lawrence	00030862	07/10/2009	Fire Marshal Training (am)	N	75.00	P4603	
HR0113	Kasic	Nicholas	01486635	07/10/2009	Fire Marshal Training (pm)	B	75.00	Y2402	
HR0115	Ta	Julie	02007442	07/10/2009	Fire Marshal Training (pm)	N	75.00	E9705	
HR0115	Kariuki	Njoki	02003457	07/10/2009	Fire Marshal Training (pm)	B	75.00	S1600	
HR0111	Henry	Carmen	01473758	02/11/2009	Defibrillator Training (am)	N	75.00	P4640	
HR0111	Kwofie	Irene	02007290	03/11/2009	DSE Assessors	N	150.00	P4640	
HR0111	Nyathi	Samantha	02006476	03/11/2009	DSE Assessors	N	150.00	P4640	
HR0111	Farres-Valero	Michael	02004975	03/11/2009	DSE Assessors	N	150.00	P4640	
HR0113	Cohen Evans	Joe	02007265	03/11/2009	First Aid 3 Day Course	N	450.00	L0301	
HR0115	Small	Cheryl	00055711	03/11/2009	DSE Assessors	B	150.00	E7110	
HR0115	Zulu	Lindiwe	02006991	03/11/2009	First Aid 3 Day Course	N	450.00	E6362	
	Henry-may	Amanda	08003415	19/11/2009	General Risk Assessment	N	150.00		
HR0111	Thomas	Ramel	02007443	19/11/2009	General Risk Assessment	N	150.00	P1209	
HR0113	McGarvey	Joan	01026422	09/12/2009	Health & Safety for Managers	B	150.00	Y0002	
HR0116	O'Sullivan	Steven	02002954	09/12/2009	Health & Safety for Managers	N	150.00	S3008	
HR0111	Richmond	Katherine	02006342	12/01/2010	General Risk Assessment	L	150.00	P5910	
HR0116	Kalamulah	Mustapha	02006840	12/01/2010	General Risk Assessment	N	150.00	S6000	
HR0116	Lilly	Philip	01458223	13/01/2010	First Aid 3 Day Course	B	450.00	H9070	
HR0115	White	Susan	01447357	18/01/2010	First Aid Requalification	N	300.00	E2295	
HR0111	Panayiotis	Pantelitsa	02000966	19/01/2010	Health & Safety Awareness for Employees (am)	N	75.00	P4640	
HR0115	Lawrence	Wayne	02007047	19/01/2010	Health & Safety Awareness for Employees (am)	N	75.00	S2110	
HR0116	Otim	Robert	02007307	19/01/2010	Health & Safety Awareness for Employees (am)	N	75.00	Y4205	
HR0111	Hack	Graeme	02006993	19/01/2010	Health & Safety Awareness for Employees (pm)	N	75.00	P4642	
HR0115	Abrefa	Yaa	02007428	03/02/2010	DSE Assessors (am)	B	75.00	E1054	
	Kelly	Vinay	E0002142	02/03/2010	First Aid 3 Day Course	N	450.00		
HR0115	James	Sally	02007423	02/03/2010	First Aid 3 Day Course	N	450.00	P4416	
HR0115	Williams	Wayne	02005319	02/03/2010	First Aid 3 Day Course	N	450.00	E3906	
HR0113	Spinks	Carl	01454036	10/03/2010	Fire Marshal Training (am)	N	75.00	Y8142	
HR0115	Dunne	James	02002656	10/03/2010	Fire Marshal Training (am)	N	75.00	L0220	
HR0115	Norton	Andrew	02001744	10/03/2010	Fire Marshal Training (am)	N	75.00	L0240	

BG	Surname	First Name	Em.No.	Start Date	Course Name	Status	Fee	Budget Code	
HR0115	James	Lileath	02007448	10/03/2010	Fire Marshal Training (pm)	N	75.00	E9706	
HR0115	Goh	Deanne	02007100	10/03/2010	Fire Marshal Training (pm)	N	75.00	S2286	
HR0116	Featherstone	Paul	00260263	18/03/2010	Fire Marshal Training (am)	N	75.00	S6220	
						Total Cost 12,525.00			

TMO Annual H&S Report 2009/10 – Brief Summary of Achievements

1. Fire Risk Assessments (FRAs)

- 1.1 Having initially made significant progress with completing these FRAs, in the previous reporting period the LFB's local Fire Safety Officers had challenged our approach and insisted that the legislation required more comprehensive assessments to be carried out. Specifically they stated that they did not consider the TMO FRAs to be "suitable and sufficient". Negotiations between the TMO, RBKC and the LFB to clarify the requirements of the law and the LFB interpretation of it finally led to an agreement that the TMO would –
- adopt a risk-based approach
 - agree criteria to identify the high, medium and low risk properties
 - prepare a brief and embark upon competitive tendering to appoint a Fire Safety Consultant to carry out the programme of high risk FRAs. (Funding for programme made available by RBKC.)
 - agree in advance with the LFB the proforma the consultant proposed to use
 - ensure in every FRA Report the recommendations set out in the Action Plan would be colour-coded to reflect their priority. Specifically, actions coded red would relate to breaches of the Regulatory Reform Order, those coded amber would show where British Standards, LFB standards etc. were being breached and those coloured green would show recommendations that reflect good practice and as such the TMO may wish to consider implementing these in the longer term.
 - endeavour to complete the high risk programme within a 6-month timescale
 - At the conclusion of the high risk programme, following evaluation, the medium-risk assessments would be commissioned and these would be followed by the low-risk programme
 - Progress actions in priority order – red first then amber
 - Keep LFB apprised of progress and continue meeting regularly with them
- 1.2 LFB advised that they considered a 3-year timescale (commencing July 2009) to complete the FRAs and 5-year period to complete all the high priority actions (also starting in July 2009) would be reasonable. To date the LFB have confirmed that they are content with the progress we are making and have now publicly stated that they consider us to be an example of good practice in this area.
- 1.3 Specifically, as per the agreement outlined above the TMO managed to complete the entire programme of FRAs in all of the potentially high risk blocks within this reporting period and the medium risk programme was identified and agreed and is now being progressed. Additionally,

work has commenced on progressing the recommendations made by the assessor.

2. Water Quality – Prevention of Legionella

- 2.1 The TMO Water Quality Policy was revised in the reporting period to take account of recommendations made by the Council's internal auditors on their recent audit of legionella procedures across the Council and the TMO. (Only very minor changes were recommended.)
- 2.2 The TMO now has a completed water quality risk assessment in relation to every block where there is communal stored water. Additionally, these assessments are being reviewed on a 2-yearly basis and all assessments are now current. Further, specialist contractors have been engaged to carry out regular inspection and maintenance (including recording temperatures at taps etc.) at all the Priority One properties.
- 2.3 In addition to the risk assessments the programme of annual tank inspections and water sampling by specialist contractors continues and any responsive works identified as necessary by this programme are instigated immediately.
- 2.4 A number of communal cold water storage tanks have been identified as needing to be replaced and a bid for capital funding was made in the reporting period. This bid was successful and a capital budget will be available to fund this programme of tank replacement in the coming period. Therefore, the TMO can confirm that Legionella Management activities have been successfully achieved within the reporting period

3. Window Safety Policy

- 3.1 The TMO drafted a window safety policy in the reporting period which was approved by the TMO Operations Committee. The Asset, Investment and Engineering Team will be drafting a design brief to supplement this Policy which will give more practical guidance to technical officers involved in window replacement programmes etc.
- 3.2 The policy was based upon advice of legal Counsel and was welcomed by the Operations Committee who acknowledged that this was an important step towards ensuring a safe and consistent approach is applied in all matters of window repair, refurbishment and replacement

4. H&S Audit

- 4.1 in the reporting period the Council's Internal auditors were commissioned to carry out a high level review of TMO Health & Safety. This was to cover Corporate Health and Safety, Electrical Safety, Asbestos and Legionella Management. Operational responsibility for these areas of work is currently split between the TMO Health & Safety Team and the Asset, Investment and Engineering Team and so the resultant Action Plan has identified responsibilities for both teams.
- 4.2 Whilst the works were commissioned and started in the reporting period the final Report has only recently been received and so details will be provided in the next Annual Report. However, can confirm that the overall rating given was one of "Satisfactory Assurance".

5. Other achievements in 09/10

- 5.1 Other areas of work which were identified in the Action Plan 08/09 and have now been successfully completed are:
- 99.6% access achieved for gas servicing of council-owned individual gas appliances. (This figure reached 100% a few weeks after the reporting period ended.)
 - With regard to gas servicing an alternative access procedure which is fully compliant with the Audit Commission's best practice has been thoroughly investigated and is being progressed. The current position is that "Delegated Authority" from the Council has now been received. The current draft Policy/Procedure using the powers granted under the Environmental Protection Act 1990 Part III to gain lawful entry have been agreed in principle. Ongoing liaison is taking place between TMO Officers, RBKC Legal and Environmental Services and the TMO's gas servicing contractor, T Brown, to agree/finalise the procedure. It is anticipated that the procedure will be fully operational (first warrants will be applied for etc.) in the second quarter of the coming period.
 - Asbestos communal surveys – properties prioritised on basis of risk and in excess of two hundred of the highest risk blocks have now had communal type 2 surveys completed. Programme continuing.
 - Asbestos surveys and re-inspections within TMO commercial properties continue
 - Engaged with LFEPA re: lift shut-ins in an effort to reduce the fire brigade attendance at Council blocks. Following Fire Officer briefing to TMO staff, TMO reviewed attendance procedures with our lift contractors and publicised these in an article in the quarterly magazine to residents (TMO Link). Additionally, because of some specific problems at the Worlds End Estate every resident was advised in writing of the Fire Brigade's concerns and the procedure residents should follow in the event of becoming trapped in a lift

- Lone Worker training – continued with successful programme of 1-day Lone Worker training courses delivered by the “Suzy Lamplugh Trust”.
- Continued to work closely with the Technical (now the Asset, Investment & Engineering) division to raise and resolve health and safety concerns, issues and potential problems. Technical Health & Safety meetings held every two months to facilitate this discussion.
- Emergency Planning – reviewed roles & responsibilities, revised out of hours cascade to take account of newly out-sourced call-handling (by contactor Pinnacle) and introduced an out of hours rota for Technical Advice which is operating very effectively and enhancing the service that we provide.
- Liaised with Asset Management Team and “Keystone” (software provider) to successfully introduce a new asbestos database. Works are still ongoing but significant progress has been made to date.

Janice Wray
TMO Health & Safety Adviser

August 2010