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| MEETING OF THE BOARD OF THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA TENANT MANAGEMENT ORGANISATION LIMITED ('The Company') | | |
| Agenda item 13 Health & Safety Update | | |
| Status: Confidential For Information | | |
| Date: 28 September 2017 | | |
| Location: 346 High St Kensington | | Time: 6:30pm |
| Authors | Barbara Matthews/ Janice Wray | Executive Director of Financial Services & ICT Ext [REDACTED] Health, Safety and Facilities Manager |
| Date produced | 22 September 2017 | |
| Synopsis | This report is the annual report on health & safety for the year 2016/17 and outlines the activity undertaken in the year. | |
| Requested outcome (s) | The Board are requested to note the report | |
| Financial Implications/Resource Implications/VFM | N/A | |
| Link to business plan | N/A | |
| Risk analysis | As detailed in the report | |
| Resident consultation | N/A | |
| Equality Impact Assessment | No specific group has been impacted by this report | |
| Regulatory/Legal requirements | The Board is responsible for Health & Safety | |
| Authority for decision | N/A | |
| Appendices Total number of pages including appendices. | None 6 | |

KENSINGTON & CHELSEA TMO

HEALTH & SAFETY ANNUAL REPORT 2016/17



1. INTRODUCTION

The KCTMO Group values its employees, residents, contracted representatives and others affected by its operations and is committed to protecting their health and safety. This report covers the period from 1st April 2016 until 31st March 2017 and seeks to demonstrate how the Group has continued to mitigate risks and comply with its statutory health and safety obligations.

This report covers employees, residents' and contractors' health and safety and provides information on performance across a wide range of areas and activities highlighting ongoing risks the Group faces and how these are being controlled. Plans to further improve health and safety performance in the coming year are also included.

The Executive Director of Financial Services and ICT has responsibility for health and safety and chairs the quarterly meetings of the H&S Committee which remains the main forum for setting and reviewing health and safety policy and strategy and actively monitoring compliance with all relevant statutory provisions.

2. KCTMO and RBKC – RESPONSIBILITY FOR HEALTH & SAFETY

As KCTMO is the managing agent but the Royal Borough of Kensington & Chelsea (RBKC) remains the freeholder of the housing stock both parties share responsibility for health and safety. However, KCTMO is responsible in the first instance as it is in control of the premises and responsible for the operational management and for repair and maintenance activities.

3. KCTMO HEALTH & SAFETY POLICY STATEMENT

The policy acknowledges our responsibilities under health and safety legislation and our commitment to complying. This was reviewed in February 2016 and is due for review again early in the next reporting period.

4. HEALTH & SAFETY ENFORCEMENT

No Enforcement Notices were served on KCTMO by the London Fire Brigade (LFB) during this reporting period. However, works to address the issues raised in the two Enforcement Notices served in the previous year were satisfactorily completed within the timeframes agreed with the LFB. (One Notice related to Adair Tower, Appleford Road, W10 following a non-accidental fire within a dwelling in October 2015 and the second to the identical sister block Hazlewood Tower, Golborne Gardens, W10.) The LFB undertook post-notice audits at both blocks and letters were received for each confirming that the Notices had been complied with.

In July 2016, whilst the works to comply with the Enforcement Notices was ongoing, the LFB advised KCTMO of their "ongoing investigation" in relation to this fire. Clarification was sought and the LFB confirmed that regardless of the Enforcement Notices having been served there remained the possibility that the LFB would seek to prosecute in relation to this fire. At the time of writing KCTMO have not been advised of any LFB decision on this matter.

LFB continue to audit our residential blocks on a regular basis and also following fires. These audits resulted in five Deficiency Notices (as compared to last year's six). As outlined above letters confirming compliance with the previous year's Enforcement Notices at Adair and Hazlewood Towers were also received. Four broadly compliant / no statutory breach letters were received in the previous year and two in May 2017 but none were received following this. Several further LFB audits did not elicit any paperwork.

No formal enforcement action was taken against KCTMO this year by the Health & Safety Executive (HSE). Several enquiries were received from the HSE and the requested information was supplied and there was no further contact from them. In particular, the HSE enquired about the following issues –

- KCTMO application of the Working Time Regulations for nightworkers; and
- the work of National Grid at Grenfell Tower following damage by their contractor of an asbestos panel within an occupied flat. (This was referred on to National Grid for response.)

Additionally, we received an anonymous complaint about the working practices of one of KCTMO's contractors that was forwarded to the HSE. These allegations were investigated thoroughly by the Health & Safety consultant for the project and KCTMO Officers and no evidence was found to support them and so they appeared to be unfounded.

5. KCTMO HEALTH & SAFETY COMMITTEE

The KCTMO Health & Safety Committee meets quarterly and reports to the Executive Team. The Committee consists of two Executive Directors, Directors, senior managers and safety representatives from across the Group and health & safety staff. The Constitution of the Committee is reviewed regularly to ensure that this reflects the importance of health and safety within the Group.

This Committee facilitates employee consultation on health & safety matters and monitors progress with risk assessments and fire risk assessments, receives information on any fires, KPIs, accidents and violent incident investigation, identifies trends, makes recommendations for improvements, reviews policies and procedures, initiates and evaluates training, pilots health and safety equipment, and comments and advises on the impact of new legislation. To enable it to fulfil these functions and to enable the Committee to monitor compliance effectively it receives a number of regular "for information" reports and updates, and is consulted on areas such as policy and procedure.

The Committee have strived to enhance monitoring of health and safety compliance across the organisation. In particular, during this reporting period the Committee have further developed the suite of health and safety Key Performance Indicators (KPIs) to facilitate improved monitoring of compliance and highlight areas of concern - where risks are potentially escalating and action may be required to control them.

A copy of the KPIs are available from the Health, Safety & Facilities Manager.

6. HEALTH & SAFETY WORK IN THE REPORTING PERIOD

6.1 Policies, Procedures, Briefing Notes and Committee Reports

Health & Safety policies and procedures are reviewed on a regular basis and also when new legislation is introduced and when there are major changes in the organisation's workplaces or work activities. Reviews are carried out in consultation with all relevant colleagues, approved by the H&S Committee and signed off by the Executive Team before being introduced. Policies in which substantial changes are made and all new policies are approved by KCTMO Board.

Appendix A lists these policies & procedures, when they were last updated and their review date. The following are some of the policies and procedures that were completed / reviewed in this reporting period:

- Emergency Plan Cascades - kept constantly under review
- Fire Protection Systems - Interim review completed January 2017.
- TMO Scaffolding Standard & Code of Conduct – TMO requirements consolidated in one document. Final draft issued March 2017.
- Procedure for installing sitex doors to secure properties
- Driving at Work Policy
- Accident Reporting Procedure
- Construction Safety Handbook
- Guidance relating to Landlords Consent for leaseholder alterations
- Safety & Security Procedures for office and reception at Network Hub

Documents are available to all staff via the staff intranet site. However, where policies and procedures have been substantially altered arrangements are made to brief staff affected by these changes. This briefing can be part of a regular team meeting or where a more detailed briefing is required specific sessions are arranged. It is expected that any staff who do not have access to the intranet will be briefed by their line manager on any minor changes to documentation during their team meetings and one-to ones. When appropriate, the TMO staff e-magazine "QWIIC Word" is utilised to publicise new or updated Policy/Procedure to staff.

Other achievements in 2016/17

6.2 Continued use safety device for lone workers

Usage of the safety device ("Identicom") to mitigate the risks faced by employees who are required to work alone and unsupervised continued. Managers are provided with monthly usage reports for their team which highlights staff who are not consistently using their device. Further, statistics on percentage of devices being actively used each month continues to be a performance indicator monitored by the H& S Committee. Efforts have been made to encourage use where this appears to be very low. In particular, there are several "super-users" amongst employees who have attended team meetings to answer queries and allay concerns.

Identicom usage by KCTMO lone workers

| Lone worker safety devices ("Identicom") | |
|--|------------|
| % of allocated devices used each monthly | approx 58% |

6.3 Gas Servicing

Following the successful procurement of a new contract in 2014/15, the contract is well established, in its third year and continues to operate well. This also continues to be reflected in the compliancy figures. Specifically, the 2016/17 average compliancy value is 0.11% higher than the previous reported value (for 2015/16). During 2016/17, eight out of the twelve months attained 100% compliancy with the remaining 4 months achieving a value greater than 99.9%. (100% compliancy was achieved in the first week of April 2017.)

Annual Gas servicing compliance as at 31st March 2017

| | |
|---|---------------|
| Servicing of gas appliances & installation pipework compliancy | 99.99% |
|---|---------------|

6.4 Gas Access Procedure

The access procedure utilising the powers granted under the Environmental Protection Act 1990 Part III to gain lawful entry where access is unreasonably withheld, continues to be utilised successfully. 188 warrants were successfully applied for in 2016/17, (a reduction of 33 from the previous year). Of the warrants applied for, 125 were actually executed to gain access

Action taken on persistent non-access properties

| | |
|---|------------|
| Warrants obtained for access to dwellings in 2016/17 | 188 |
|---|------------|

6.5 Pirate Radio Activity

Regular checks are undertaken to ensure no pirate radio installations are erected on the roofs of our high rise blocks. During this reporting period no new installations have appeared on any KCTMO blocks.

Pirate Radio activity on KCTMO property in 2016/17

| | |
|--|----------|
| Pirate Radio aerials on RBKC Property | 0 |
|--|----------|

6.6 Asbestos

The policy remains one of managing asbestos containing materials (ACMs) and ensuring they are maintained in good condition and where necessary removed by licenced asbestos contractors under controlled conditions in advance of any work that could potentially cause damage. This should ensure that any potential risk is maintained at a very low level. Our programme of asbestos management surveys within void dwellings continued and was supplemented with a substantial volume of surveys undertaken within occupied properties in advance of kitchen and / or bathroom replacement works.

Additionally, communal surveys and regular communal area re-inspections also continued. Asbestos surveys are also undertaken as necessary to respond to enquiries or concerns from residents and contractors and to enhance existing information on our asbestos register.

Breakdown of Management Surveys undertaken in 16/17

| | |
|---|------------|
| Total Asbestos Surveys 16/17 | 690 |
| Asbestos Management Surveys in dwellings | 55 |
| Asbestos Refurbishment / Demolition Surveys in dwellings | 594 |
| Asbestos Management Surveys in Communal areas | 14 |
| Asbestos Refurbishment / Demolition Surveys in communal areas | 25 |
| Asbestos surveys in TMO commercial premises | 2 |

Re-inspections undertaken.

Communal area asbestos re-inspections

| | |
|---|------------|
| Re-inspections of communal area asbestos 16/17 | 101 |
|---|------------|

In addition to advising new tenants in writing of the location of ACMs within their new flat, specific information on the location of known or suspect ACMs is also provided to the following residents –

- Right to Buy applicants,
- Leaseholders making pre-sale enquiries via their solicitors and
- Tenants moving to our property via Mutual Exchange

Breakdown of individual information provided to residents in 16/17

| | |
|--|----|
| Letters to new tenants where asbestos known to be present in property | 57 |
| Information to Right-to-Buy applicants | 76 |
| Information provided as part of pre-sale enquiries to potential purchasers | 91 |

All information on location and condition of ACMs and any works undertaken to remove / encapsulate / air test etc. are stored on the Keystone Asset Management database. To

ensure the information on the Asbestos Register is current, uploading of documentation is undertaken on at least a weekly basis and regular audits are undertaken by the Health & Safety Team to ensure these records remain current.

6.7 Water Quality Risk Assessment

The Water Quality Policy and Procedure was substantially reviewed and updated in 2015/16. The next review is scheduled for 2017/18.

The annual inspection and sampling programme was completed effectively and on time by our specialist contractor. Water Quality Risk Assessments continue to be reviewed every two years and are current. During 2016/17, eight out of the twelve months attained 100% compliancy with the remaining 4 months achieving an average greater than 97%. As at 31st March 2017 compliancy was 99.6%.

Overall, KCTMO can again confirm that Legionella Management activities have been successfully achieved within the reporting period

Water Quality compliance as at 31st March 2017

| | |
|---|----------------------|
| Water Quality Risk Assessment | 99.6% current |
| Annual inspection & sampling programme | 99.6% current |

6.8 Engagement with LFB

KCTMO Officers continue to have regular (bi-monthly) liaison meetings with London Fire Brigade staff. Officers from the LFB's Borough Fire Safety Team (who are responsible for inspecting, auditing and enforcement) and from the Operational Team (usually the Station Manager from the North Kensington Fire Station) meet with the KCTMO staff from Health & Safety and Supported Housing to discuss –

- any recent fires in the stock,
- LFB attendance at any lift shut-ins or false fire alarm activations
- LFB familiarisation visits to RBKC Housing blocks
- Fire Risk Assessments
- Any changes in legislation, British Standard, to best practice, LFB guidance etc.
- Any communication with the LFB such as LFB Deficiency Notices or Broadly Compliant letters

Additionally, these meetings have also provided a regular opportunity for KCTMO staff to keep the LFB appraised of and updated on any planned or ongoing major works within the stock and any programmes of fire safety work. Further, they have provided the opportunity to raise queries and concerns, seek advice / guidance and discuss changes in best practice with the LFB. (The KCTMO Project Manager attended these meetings whilst the Grenfell refurbishment works were on site and in advance of major works at Trellick Tower this Project Manager has also started to attend.) These meetings have ensured that fire safety is constantly scrutinised to highlight how it can be improved, LFB requirements met and risks further mitigated.

Following confirmation from the LFB that they were happy to receive updates at these regular liaison meetings, progress with meeting the requirements of the two Enforcement Notices served in the previous reporting period following a fire at 15 Adair Tower on 31st

October 2015 were also provided. (Please see section 9. Below for details of works to comply with these Enforcement Notices.)

Audits completed by the LFB Fire Safety Team at Adair Tower and at Hazlewood Tower at the conclusion of the Enforcement Notice periods resulted in receipt of letters confirming that these Notices had been complied with.

Five Notices of Safety Deficiencies were received following LFB audits of the blocks – this compares to six received in the previous year. Various issues were raised such as communal doors requiring repair / adjustment, outstanding responsive repairs, some reference to items stored in communal areas, some flat entrance doors required self-closers to be installed or repaired, one query was raised on compartmentation and one on evacuation strategy.

| Outcome of LFB Enforcement & Audits | Number received |
|--|-----------------|
| Enforcement Notices | 0 |
| Notices of Safety Deficiencies | 5 |
| Letters confirming Enforcement Notices complied with | 2 |

Community Safety Bids

The LFB Community Safety Fund made £1m available in 2016/17 for a range of fire safety interventions in the homes of the most vulnerable and bids were sought. The H&S Committee discussed the types of initiatives that would be likely to attract funding and produced a number of draft bids for RBKC's Director of Housing to approve. Four bids were duly approved and submitted seeking funding -

- Supply and installation of external mobility scooter storage and charging stations at 3 sheltered blocks;
- Telecare Overlay System for a Sheltered Clubroom

Unfortunately, despite receiving the support of the LFB's Borough Commander these bids were not successful.

Specialised Housing Guide

Policy Officers from the LFB met with KCTMO and RBKC staff to discuss the elevated level of fire safety risk faced by the vulnerable and those in sheltered housing as borne out by close scrutiny of fire deaths and serious injuries and the LFB proposals for addressing this. LFB had commissioned fire consultants to prepare and consult on a draft Guide so that measures to mitigate these risks can be clarified and applied consistently by housing providers. The final Guide has just been published and one important change is the requirement to complete *person-centred risk assessments*. Work to apply this within our sheltered schemes is currently underway.

6.9 Fire Risk Assessments (FRAs)

Comprehensive "suitable and sufficient" Fire Risk Assessments (as required by the Regulatory Reform (Fire Safety) Order) are in place for the communal areas of all blocks. The ongoing FRA review programme continues. These FRAs are undertaken and recorded in line with best practice (PAS79) and low-level reviews are undertaken as necessary in the period between the comprehensive reviews. The details of KCTMO approach is set out in the Fire Safety Policy and Strategy document which was reviewed and redrafted in this

period. As required by the FRA programme, one hundred and ten comprehensive reviews were completed in this year.

FRA completed in 16/17

| | |
|--|------------|
| FRA's comprehensively reviewed in 16/17 | 110 |
|--|------------|

Progress with completion of the FRA Action Plan recommendations is monitored at each meeting of the H&S Committee. Specifically, a report is presented which provides a breakdown for each operational team of all actions outstanding (with age profile). This is a breakdown of the position as of 1st April 2017.

Progress with completing FRA Actions as at 1st April 2017

| Overall Breakdown of FRA Actions as at 1st April 2017 | |
|---|-------------|
| Fully Completed | 2776 |
| Partially Completed | 173 |
| Outstanding | 240 |
| Total | 3189 |

6.10 Leaseholder non-compliant flat entrance doors

From the original list of one hundred and seven potentially non-compliant leasehold flat entrance doors highlighted by our Fire Risk Assessor only two remain. Since the original list was compiled in 2013, KCTMO have worked with RBKC to address any additional doors that may be deemed to be non-compliant, in addition, further advice has been received from Counsel that will potentially allow for enforcement action under the terms and conditions of the lease.

Existing leases are quite prohibitive in terms of enforcement, therefore a new lease has been drafted with explicit covenants around flat entrance doors. It should be noted that the new leases will only be applicable for new Right To Buy (RTB) purchases although there remains the option for RBKC to negotiate the surrendering of existing leases for the new version when approaching lease extensions.

The FRAs continue to highlight any potentially non-compliant doors – either tenant or leaseholder – so that they can be replaced / upgraded to ensure the means of escape is not compromised in the event of fire in one of these flats. Further, a flat entrance door specification has been agreed with Repairs Direct (RD)

6.11 Lone Worker / Personal Safety / Handling Difficult Clients

One-day training courses aimed particularly at employees required to work alone and unsupervised and covering personal safety and de-escalation techniques when handling challenging individuals ran again this year.

| | |
|--|-------------------------|
| Suzy Lamplugh Personal Safety / Handling Difficult Clients/ conflict resolution | 29 attendees |
|--|-------------------------|

6.12 H&S Inspections and Property Risk Assessment

The programme of health and safety estate inspections and the property risk assessment continues with all defects / repairs / concerns allocated to the appropriate team via a workflow. This allows regular statistics to be produced on progress and provides a clear audit trail. In this period inspections / assessments (including FRA reviews and communal asbestos re-inspections) were undertaken on one hundred and one blocks

| | |
|---|------------|
| H&S Inspections and Property RAs completed in 2016/17 (including FRA reviews and communal asbestos re-inspections) | 101 |
| Target for 17/18 – 30% of blocks (180 blocks) | |

6.13 Workplace and work activity risk assessments

Each team's workplace and work activity risk assessment is reviewed on a regular basis. Where there are no changes to location or activities these are reviewed within a 2-year period – generally every 18 months. However, where there are changes the risk assessment is reviewed immediately as priority.

Workplace and work activity risk assessments

| | |
|---|------------|
| Assessments reviewed in last 12 months (16/17) | 65% |
| Assessments reviewed in last 18 months | 88% |

6.14 Electrical Inspection, testing and installation of hard-wired smoke alarms

The five-yearly inspection and testing programme for communal electrical installations consistently achieved 100% compliance in 2016/17. With regard to the programme of inspection and testing of domestic electrical installations, the compliance rate as at 31st March was 95%. The injunction legal process used to gain timely access to undertake testing / any follow up works found to be necessary where access is unreasonably withheld continues. It is the intention to utilise the recently appointed Facilities Management Contract Service Provider, Allied Protection, to commence undertaking inspections / testing in 2017/18. To date, 72 referrals (60 reported in the previous year), have been made for legal injunction – to date 42 (17 reported previously) have led to a successful resolution. The aim is to reach 100% compliance in 2017/18.

Electrical inspection and testing in 2016/17

| | |
|--|-------------|
| Electrical Inspection & testing within communal areas | 100% |
| Electrical inspection & testing within dwellings | 95% |

6.15 DSE on-line self-assessment package

DSE on-line training and self-assessment software was introduced in quarter two of the year with a gradual roll out programme. As at 31st March 2017, 53% of staff had completed this training and self-assessment

6.16 Employee Safety Representatives

The employee Safety Representatives who came forward in the previous year remain active participants in the regular H&S Committee meetings and their contribution is valued. Further training and support has been provided to assist them to better consult with and represent the views of their colleagues and their crucial role in increasing employee engagement on matters of health and safety continues to develop.

7. ASBESTOS

Due to the age of RBKC's housing stock many of the blocks were constructed using some form of asbestos containing material (ACM). In the majority of dwellings where ACMs have been identified this is in the form of vinyl floor tiles and associated adhesive that were laid when the block was originally built. Where these tiles remain - often under more recently laid secondary flooring – they contain only a "trace" (approximately 2%) of asbestos and this is held in a very tight matrix. They, therefore, present a very low degree of potential risk. Additionally, a smaller number of blocks had "artex"-type decorative coating applied to their ceilings - that also contains a "trace" of asbestos material. Some blocks have additional ACMs present such as panels (within ducts, risers, airing cupboards), toilet cisterns, cold water storage tanks.

As asbestos is only a potential risk when it is deteriorating it is KCTMO's policy to manage ACMs and to ensure they are maintained in good condition thereby presenting a very low potential risk to health. Where an ACM does deteriorate or become damaged, or, its location means it could be liable to damage by proposed works, it is removed (or where appropriate encapsulated) by licenced asbestos removal contractors under controlled conditions as per the requirements of the legislation.

Our approach to survey and re-inspection programmes is outlined above at 7.6.

KCTMO remains committed to complying with the requirements of the Control of Asbestos Regulations 2012 and the detail of how this is achieved is set out in the Asbestos Policy and Management Plan. (A copy is available from the Health, Safety & Facilities Manager.)

8. FIRE SAFETY

Fire Risk Assessments (FRAs)

As advised at 7.9 above the ongoing FRA programme means that recommendations / actions from the FRAs are constantly being allocated to the relevant team via an electronic workflow. These actions have been prioritised by the assessor in accordance with agreed criteria and timescales for completion are pre-set in the workflow and reflect the degree of priority given. Statistics showing the breakdown of outstanding actions with each team and their age profile are presented to the H&S Committee. Efforts are concentrated on progressing the high and medium risk recommendations as priority within the set timescale.

Smoke Alarms

Progress has been made with the installation within tenanted dwellings of mains-powered (with battery back-up) smoke and heat alarms. These are fitted during the regular programme of electrical inspection and testing.

The plan is to develop a dedicated installation programme for hard-wired detection for the remaining dwellings and the aim is to complete this and achieve 100% coverage of tenanted properties by the end of the coming financial year.

Additionally, the programme to publicise the LFB's Home Fire Safety Visits to residents continues. (The LFB will visit the dwelling and offer specific fire safety advice to the resident about their home. A free battery-operated smoke alarm is fitted during the visit.)

Fires in Residential Premises

Fires on KCTMO estates during 2016/17

| | |
|---|-----------|
| Number of Fires in KCTMO Premises in 2016/17 | 11 |
|---|-----------|

During the year the LFB attended eleven incidents of fire or suspect fire in and around TMO-managed properties. This compares with fourteen incidents in the previous year. These incidents - a mixture of fires and false alarms – have all been investigated by and discussed with the LFB and are all considered to be relatively minor incidents.

Here is a breakdown of these incidents -

- The LFB attended all eleven incidents
- In only one of the eleven incidents was anyone injured (the resident was admitted to hospital with burns and released the following morning).
- Four incidents resulted in minor damage to property - three caused by the fire and in the fourth case a flat entrance door was damaged when the LFB undertook a forced entry
- In seven incidents there was no injury and no damage to property
- Three of the seven no injury and no damage to property incidents have been recorded by the LFB as "false alarms" – one thought to have been caused by dust in the smoke detector, one call to attend a non-existent gas leak and the third incident LFB confirm "no fire fighting undertaken".
- Three incidents occurred in external locations - two caused by careless disposal of smokers material and the third due to use of candles
- Two incidents occurred in internal communal areas – both considered to have been started deliberately
- One incident was due to a faulty dishwasher in a leasehold flat

Fires resulting in injury in 2016/17

1. Fire in a sheltered dwelling in January 2017

The resident lit a candle and placed this on low-level surface in her kitchen (approximately 30 centimetres above floor level) whilst she was cooking. Unfortunately, as she walked passed the candle her clothing brushed the flame and caught fire. The smoke and heat detectors were activated and the LFB alerted and attended promptly. The resident was admitted to hospital with burns to her hand, shoulder and back but was released the following morning.

Adair and Hazlewood Towers – complying with the LFB Enforcement Notices

As outlined previously, following a fire at 15 Adair Tower in October 2015, the LFB issued two Enforcement Notices – one on Adair Tower in December 2015 and one on the identical sister block, Hazlewood Tower, issued in January 2016. Works to address the issues raised in these Notices commenced immediately and were reported in last years' Annual Report. However, the majority of this work was undertaken this year.

The key matters raised in the Enforcement Notices related to the installation of self-closing devices on all flat entrance doors and the requirement to review the protection to each staircase and ventilation to the lobbies to ensure that the staircases would not be affected by smoke and were available for use by residents and attending fire crews. Specialist fire engineering consultancy, Exova Warringtonfire, was appointed to undertake investigations on existing ventilation and to make recommendations to comply with LFB requirements. A report was duly received and submitted to LFB engineers who, once their queries were addressed, agreed the scope of the work outlined by Exova. Contractors were appointed to complete this work and also to inspect and upgrade / replace all flat entrance doors to ensure that they were adequately fire-rated and self-closing. Additional works to improve fire signage and identify and address any breaches of compartmentation within the communal areas were also progressed. The LFB were regularly updated on progress and approved the application for an extension of the time required to successfully complete all necessary work. At the expiry of the agreed timescale, LFB Officers undertook post-Notice audits of both blocks and were provided with copies of the comprehensively reviewed FRAs. Letters confirming compliance with these Enforcement Notices were received from the LFB in January 2017.

Review of KCTMO Fire Safety Policy and Strategy

A comprehensive review of the Fire Safety Policy and Strategy was undertaken by the H&S Committee this year. In particular, there was a need to ensure that this Policy continues to effectively address fire safety risk throughout the housing stock and to ensure that any changes in best practice, LFB guidance, recommendations from our Fire Consultant since the original Policy was drafted were considered. Some of the significant enhancements in the new Policy are –

- the frequency of the comprehensive FRA reviews was increased;
- a programme of tenanted flat entrance door inspection and upgrade / replacement to ensure these are all adequately fire-rated and self-closing was agreed with RBKC and reflected in the policy;
- a programme of installation of Fire Action Notices in all blocks has been instigated and is referenced;
- Further advice was sought from Counsel in relation to enforcement of non-compliant leaseholder flat entrance doors;
- Hoarders – multi-agency approach with LFB, RBKC and specialist contractors clarified.

Hoarders

Work continues to identify all vulnerable residents and to seek out and where possible provide the necessary support they require. Where residents with hoarding tendencies are highlighted a coordinated approach with the LFB, the Fire Risk Assessor, RBKC and other support agencies is adopted. Whilst this is a complex problem with no simple solution it is recognised that adopting a consistent approach and involving fire safety professionals – LFB and Fire Risk Assessor – is crucial in mitigating potential risks. Specifically, known hoarders

are visited jointly by the Neighbourhood Team and the Fire Risk Assessor and a report is produced and recommendations to reduce any risks are instigated. Additional requests for accompanied visits from the LFB are also facilitated.

9. HEALTH & SAFETY TRAINING

Details of the formal health and safety training provided in this twelve-month period are set out below. Health and safety training needs continue to be identified at one-to-one / supervision meetings with line managers, as part of the induction process, from the risk assessments and as legislation and good practice change and when new working practices are introduced.

| H&S TRAINING – 16/17 | NUMBER OF COURSES | NUMBER OF ATTENDEES |
|--|-------------------|---------------------|
| 1-2-1 H&S Induction | 12 | 12 |
| KCTMO Induction Courses | 2 | 31 |
| First Aid at Work (3-day) | 1 | 4 |
| First Aid at Work (Requalification) | 1 | 4 |
| Lone Worker training – Suzy Lamplugh | 2 | 29 |
| Fire Safety training for Estate Staff (half-day) | 1 | 16 |
| Fire safety practical training | 4 | 36 |
| DSE on-line training and self-assessment package rolled out across the Group | - | 64 |
| On-line Fire Safety Training module rolled out to all staff | - | 104 |
| On-line manual handling | - | 114 |

10. HEALTH & SAFETY INSPECTIONS

Estate and Neighbourhood staff undertake communal area inspections on a daily basis and record these on their handheld electronic device (which uploads the information and causes the necessary repair order to be generated). The frequency of inspections at each block has been scheduled and published within the block and is determined by various factors such as the size of the block and the vulnerability of the residents. The Estate Staff record their findings on either a weekly or a monthly inspection proforma. (The monthly proforma allows them to record inspections but also any testing of equipment such as emergency lighting or fire alarms). In this year, these procedures have been reviewed and efforts made to improve the escalation process and ensure this is effective. In particular, Estate Staff are now required to pass / fail each block and record reasons for any failures. Reports are now run on a monthly basis to identify failures and outstanding issues or concerns and highlight any trends. This information will be made available to the Health & Safety Committee and will become part of the reporting on key performance indicators.

Additionally, regular health and safety inspections and property risk assessments are also undertaken on the communal and external areas of the estates and areas used as

workplaces by staff and contracted agents (plant room, roof). All issues, concerns and outstanding repairs are highlighted and reported via an electronic workflow and their completion monitored. Progress with completing these is reported to the Health & Safety Committee on a quarterly basis.

The inspections include a low-level review of the FRAs and reinspection of any asbestos containing materials located within communal areas.

These inspections serve to supplement those regularly undertaken by the Estate Staff, Neighbourhood Staff, the Sheltered Housing Team, and Temporary Accommodation Teams.

11. HEALTH & SAFETY MONITORING OF PROJECTS

Adequate health and safety monitoring arrangements must be in place for each project / contract. The extent of the arrangements will be dictated by the nature, complexity and duration of the project and the specific potential risks that are faced and those who could be affected. All works must comply with the Construction (Design & Management) Regulations and be appropriate, having considered all relevant factors as outlined above. These arrangements are generally set out in the contract documentation, are discussed and confirmed in advance of works starting on site and are monitored via pre-contract meetings, regular site inspections, visits from clerk of works / site supervisor, safety professionals, accident investigations, management systems and audits etc.

Specifically, in relation to the Framework Partnering Contract a Health and Safety Working Group meets on a regular basis to consider the monthly health and safety inspections and onsite audits that have been completed by specialist health and safety consultants engaged to monitor compliance throughout the project. Further, KCTMO H&S and Compliance staff periodically accompany the Consultant's H&S staff when these inspections / audits are being undertaken. Key Performance Indicators have now been agreed to assist with monitoring health and safety compliance

12. OCCUPATIONAL HEALTH AND EMPLOYEE WELL-BEING

The contract for Occupational Health Services was allocated to Health Assured in February 2013 initially for a one-year period. The contract was then extended for a further 2 years from February 2014. A further extension of one year (for last two years) will take the current contract to February 2018. This contract provides all staff with a range of services including pre-employment screening, employee assistance programme (EAP) and occupational health assessments in the event of ill-health.

KCTMO held another Health Awareness Week this year – post Christmas across January and February 2017. Employees had access to health screening and a range of other activities relating to health, exercise, motivational speaker and healthy eating. These included a variety of dance and exercise classes that culminated in the very popular Candy dance sessions, hand and head massages, quiz and lunch. Healthy eating advice was available and regular deliveries of fresh fruit to each of our main offices was initiated. The aim, as always, was to promote the benefits of a healthy lifestyle and once again this was very successful with a significant number of employees attending at least one of the activities on offer.

A budget of £2,000 was provided to cover the costs of all the activities, lunches, and prizes for the month, out of which only £1,858 was spent

13. ACCIDENT AND VIOLENT INCIDENT STATISTICS

13.1 Accidents

All reported accidents and dangerous occurrences (as defined by the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2013) are investigated by the Health & Safety Team. This includes those involving employees, contracted agents undertaking work on behalf of the company and residents and their visitors where the accident occurs within the communal areas of the estates - internal or external. Once the investigation has been completed and the cause of the incident confirmed any action required to prevent a recurrence is identified and implemented. KCTMO Accident Reporting Procedure requires employees to report all accidents / dangerous occurrences and near misses. (New staff are briefed on this procedure at induction stage. Accident Report Forms are available to all on the Intranet).

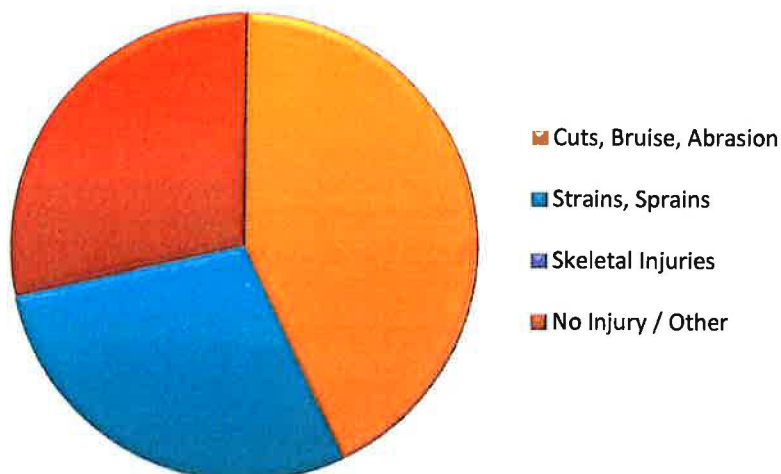
A breakdown of the number of accidents and dangerous occurrences reported between April 2016 and March 2017 is attached at Appendix B.

The total number of accidents reported in the year was 24 (plus 3 accidents reported by sheltered residents within their flat). This compares with the previous year when 29 (plus 2 sheltered dwelling accidents) accidents were reported. Of this year's 24 accidents:

(A) Employee Accidents

- Seven accidents were reported by employees. Four of these accidents did not result in any time off work. These were:
 - A tripping accident outside of the Hub office, the employee was taken to hospital for a check up, but was released the same day;
 - An employee who banged his head whilst accessing a roof;
 - An employee involved in a car accident when another car pulled out in front of him;
 - A car accident when struck from behind by another car.
- There were three of the seven accidents that resulted in lost time, which were 21, 20 and 11 days respectively.
 - The first of these (21 days lost) was an RD employee who sustained an injury to his hand whilst undertaking manual handling;
 - The next (20 days lost), was again an RD employee who sustained a back injury whilst operating his van;
 - The last of these (11 days) was an employee who fell and sustained soft tissue damage to both legs.

Employee Accidents



(B) Resident Accidents

- Eleven reports were received from residents
- There were three incidents of note to residents:
 - A fall on a communal external staircase resulted in broken ribs;
 - A resident sustained a fractured finger operating a refuse chute;
 - A resident was struck by falling masonry from one of our buildings.
- The majority of the remaining accidents were relatively minor in nature

Currently eight of the injured parties have submitted claims for compensation and these have been referred to RBKC's Insurance Team and in turn to the insurers.

13.2 Violent Incidents

Employees are required to report all incidents of abuse, threatening behaviour or assault that they experience in the course of their work. This is imperative to help ensure staff safety by:

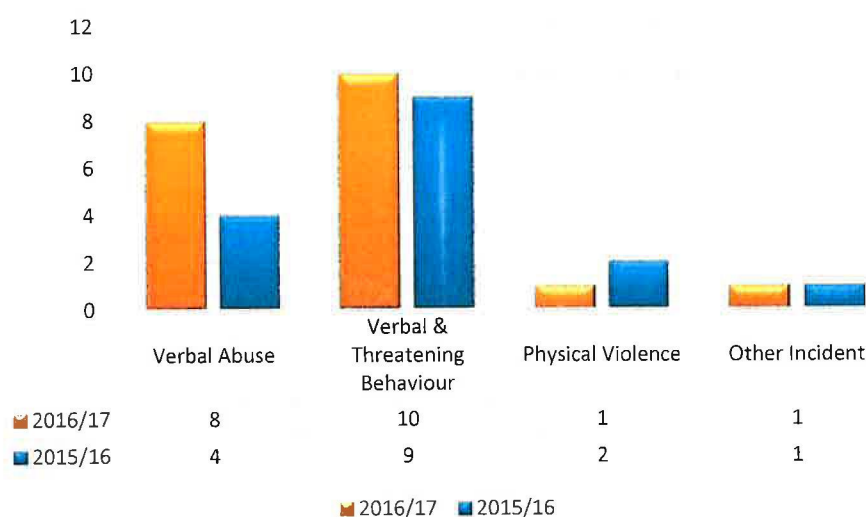
- highlighting risky locations enabling appropriate precautions to be taken by any further staff who are required to visit; and
- ensuring action is taken against the perpetrators and thereby reducing the likelihood of a recurrence.

Action taken against perpetrators will depend upon the nature of the incident, any previous history of abuse or threatening behaviour, the wishes of the officer who has experienced the abuse and the view of legal services. Following a first incident of abusive behaviour and / or where this is relatively minor the Neighbourhood Team will generally write a letter warning the individual that they are breaching tenancy conditions and potentially jeopardising their home. For more serious and / or repeated abuse, consideration is given to obtaining an Injunction preventing the resident from approaching employees / KCTMO offices, obtaining a Notice of Seeking Possession, a Notice to Quit.

Employees are required to attend a location where the risk is known or suspected to be elevated they must discuss with their manager what precautions are required to control risks. All information held is reviewed on a regular basis to ensure that it remains accurate, current and complies with Data Protection legislation – where this is no longer the case the record is deleted. This review process is robust and comprehensive.

42 reports of violent incidents were received this year. This represents a slight increase from last year's total of 35 reports. It is important to highlight the increase in the number of reports of verbal abuse received from staff (increased from 4 in previous year to 8). As shown below reports from staff of threatening behaviour have remained fairly static.

Violent Incidents Reported By Staff



Breakdown of Violent Incidents – 2016/17

| | 2016/17 | 2015/16 |
|---|-----------|-----------|
| Employee Incidents – Verbal Abuse | 8 | 4 |
| Employee Incidents – Verbal & Threatening | 10 | 9 |
| Employee Incidents – Physical Assault | 1 | 2 |
| Employee Incidents – “Other” (harassment, aggressive dog etc.) | 1 | 1 |
| EMPLOYEE INCIDENTS – TOTAL | 20 | 16 |
| CONTRACTORS - TOTAL | 14 | 10 |
| “OTHER” (includes history of violence, safeguarding alerts, dog attack, tag wearers etc.) | 8 | 9 |
| TOTAL NUMBER OF VIOLENT INCIDENTS | 42 | 35 |

In summary, of the incidents involving employees these included –

- One physical assault was reported – resident tried to grab the arm of neighbourhood officer and push her out of the flat
- Eight incidents of verbal abuse
- Ten incidents of verbal abuse & threatening behaviour

14. HEALTH & SAFETY OBJECTIVES FOR 2017/18

The risks faced by KCTMO and the effectiveness of control measures are constantly reviewed to see if any additional measures could be put in place to further mitigate risks. The main areas of potential risk faced by our staff and our residents and the approach to controlling these is detailed earlier in the report. Below are the main areas of ongoing risk and what additional efforts we propose to take in the coming year to further control these risks:

14.1 Exposure to asbestos

It is not possible to completely control the risk of contractors or residents inadvertently drilling into or damaging asbestos containing material (ACMs) and potentially being exposed to airborne asbestos fibres. Existing measures to reduce the likelihood of this are set out in our Asbestos Management Plan. Additionally, sharing of information with repairs staff and contractors on the location of ACMs has improved in this year. In the coming year objectives include –

- Continue with asbestos management surveys of void dwellings and refurbishment / demolition surveys of major voids and in advance of invasive work such as replacement kitchens or bathrooms;
- Interrogate the ACM information held currently, identify any gaps and work towards a survey programme to address this;
- Consider further ways of increasing resident awareness and sharing information with residents on the location of ACMs within their home – if possible via the website.

14.2 Fire Safety

Ensuring fire safety throughout the housing blocks remains of the highest priority and we continue to work with the Fire Risk Assessor and LFB to ensure compliance and adopt best practice ensuring risks are controlled and resident safety enhanced.

Specific initiatives for the coming year are –

- With the introduction of the Specialised Housing Guide that requires *person-centred risk assessments*, work to apply this within our sheltered schemes and ensure we are compliant will be a major objective for the coming year
- Flat entrance door inspections and upgrade / replacement programme
- Completion of installation of Fire Action Notices in all blocks (already commenced)
- Increase frequency of Fire Risk Assessments

Additionally, to supplement the information in the Fire Action Notices being installed in all blocks, it is important to continue to provide residents with fire safety information / advice / guidance by all possible means - on the website, in the Residents Handbook, articles in The Link, Home Owner Newsletter. Additionally, where vulnerable residents with special needs are identified we aim to work with them to clarify their specific emergency procedures and ensure their safety is protected.

14.3 Contractor Management

The areas of construction and refurbishment are considered to present potential high risk areas for landlords who are required to carry out maintenance / improvement / refurbishment work whilst residents remain in their homes. It is imperative that health and safety is considered at every stage of a project – from feasibility through to completion – and this is reflected in the KCTMO approach. In particular, rigorous vetting of contractors (via pre-qualification questionnaires, interviews, references, visiting to similar schemes etc.) is undertaken as part of the procurement to ensure that only contractors who are competent and adequately resourced in relation to health and safety are appointed. Pre-Construction Plans, risk assessments and method statements are approved in advance of works commencing on site and adequate supervision and monitoring is put in place to minimise risks to all – contractors, residents and staff.

Further, the need to regularly audit to ensure this approach is consistently applied to contractors and sub-contractors and that best practice is adopted is acknowledged and this is an ongoing objective.

14.4 Review of Policy & Procedures for Contract Management Team

Contract Management Team are currently undertaking a review of the following areas of Statutory Compliance:

- Gas
- Legionella
- Electrical
- Lifts (Domestic & Passenger)

to provide the business with assurance that the correct management practices are being adhered to and that the current risk to the business is effectively managed. This work is planned for completion by the end of October 2017.

14.5 Gas Safety (including exposure to carbon monoxide)

The combined efforts of the KCTMO staff, the gas contractors and specialist gas consultants has resulted in achieving 99.99% compliancy this year on the servicing of individual gas appliances and installation pipework. Other work to improve gas safety throughout the stock:-

- Gas contractors ensure a carbon monoxide detector is installed within dwellings as part of their annual servicing visit and
- The requirement for a further replacement programme for old and higher risk gas appliances will also be reviewed

Further, regular reminders are provided to leaseholders of the importance of servicing their gas appliances and of their statutory duty to undertake annual servicing if they assume the role of a landlord and sub-let their property.

Procedures are audited on a regular basis and whilst there is confidence that the approach (including to obtaining access via a warrant in locations where it has been consistently withheld) is as robust as can be made, efforts to identify further action to improve resident safety are ongoing.

14.6 Legionella Prevention, Water Quality and Water Temperatures

KCTMO has adopted a risk-based approach to ensure water quality. A new planned maintenance specialist water quality contractor was procured in the previous year and their work continues. Specifically, this contractor undertakes the regular 2-yearly water quality risk assessments across the stock and an annual programme of communal cold water storage tank inspection and water sampling and analysis. Further, they have been instructed to carry out monthly maintenance checks to all sheltered blocks to ensure that conditions which allow legionella to proliferate are not able to develop. The Water Policy and Procedure is scheduled for review in Quarter 3. With the implementation of the above the arrangements in place will ensure that the potential risk for the business from legionella will be relatively low.

14.7 Emergency Planning

In major emergencies the Council's emergency plan is activated. However, for more minor emergencies, such as where only one block is affected and decanting, setting up a rest centre is not required, KCTMO has its own emergency plan. These arrangements are reviewed following all significant incidents and any changes implemented with immediate effect.

Following the Adair Tower fire in 2015, a comprehensive review of the role of RBKC and the KCTMO during and immediately following the fire was undertaken and the view of the Executive Team was that the KCTMO procedures had worked well and no major changes to the KCTMO Emergency Plan or the associated out of hours procedures were required. However, the value of holding an emergency planning exercise to test how procedures would work for one of the sheltered housing blocks was highlighted. Therefore, in October 2016 RBKC, KCTMO and Octavia Housing worked together to run an emergency planning exercise at the Burgessfield scheme. All parties found this to be a very useful exercise and the possibility of running further tests at specific blocks particularly where residents are vulnerable will be investigated this year.

14.8 Accidents – maintaining a safe environment

Workplace inspections and property assessments are undertaken on a six-monthly at each of the main offices. Additionally, work activity risk assessments are reviewed regularly and when activities or environments change. This allows any defects, unsafe conditions and potential risks to be identified and effective action taken to remove / control them. Additionally, the Facilities Coordinator attends all main offices regularly, liaises with landlords, obtains compliancy information and progresses repairs and health and safety issues promptly reducing our staff's exposure to risk.

To ensure a safe environment for residents regular estate inspections are carried out by Estate and Neighbourhood staff etc. and these are supplemented by the programme of health and safety inspections and property risk assessments, FRA reviews and communal asbestos reinspections undertaken by the Health & Safety Team. Additionally, the potentially higher risk properties (sheltered schemes) are also inspected on a quarterly basis by the Sheltered Housing Officers, and on an annual basis by the Health & Safety Team. These inspections and assessments involve staff proactively identifying any potential hazards on estates so necessary remedial action can be instigated to remove them swiftly.

14.9 Violent Incidents

The Health & Safety Committee receive summaries of all incidents of abuse or threatening behaviour that staff have been subjected to in the course of their work. The Committee is also appraised of any action taken to prevent a recurrence of this behaviour and have the

opportunity to recommend any further action. Introduction of the Identicom lone worker device has increased staff safety as they now have ready access to a 24-hour monitoring station who can listen in and record abuse and can instruct the Police to attend as a matter of urgency should this be necessary. However, this is an area which cannot always be controlled and where there will always be some degree of residual risk. Employees are advised of addresses known to present an elevated level of risk and should discuss with their manager what control measures are required, such as visiting in pairs, dealing by telephone or interviewing at reception. However, staff can only be alerted to known risks and people's behaviour cannot always be predicted. In order to improve information available to the KCTMO and extend greater protection to employees, the KCTMO also work closely with the Police and RBKC to share information.

14.10 Lone Working

This remains an area of potential risk for employees. Lone Working Guidelines, lone worker (Identicom) devices and personal safety / lone working training are available to staff and risk assessments are undertaken to clearly identify adequate control measures. Further, staff are encouraged to raise any concerns with their line manager so that any necessary additional safety measures can be implemented and risks controlled.

14.11 Out of Hours Working

KCTMO deals with emergencies out of working hours and to facilitate this there are a number of staff on duty. In particular, two Estate Services Assistants – one covering the north of the borough and one the south – are on duty and available to visit dwellings, assess repairs and feedback to the out of hours call handlers who can then instruct the appropriate contractor. This is another area of potential risk for these staff and also for contractors who attend to undertake necessary emergency repairs. The usual lone working risks are potentially elevated in these circumstances due to these visits being at night time in darkness and often at unfamiliar estates / blocks. To mitigate these risks, staff and contractors can arrange to attend together and do a joint visit, they can request that the Police accompany them and again they now have the lone worker device which can be used to escalate their concerns.

14.12 Pirate Radio Activity

Considerable efforts have been made in recent years to prevent pirate radio operations from accessing the roofs of the blocks to erect aerials and set up transmission equipment and to ensure that, where this does happen, it is removed promptly and security arrangements are improved. Regular checks are undertaken to ensure no new installations are erected. There was no pirate radio activity on the roofs of any block in this twelve month period and are hopeful that with continued vigilance and liaison with OFCOM and the Police that this will continue.

However, it should be emphasised that because of their height and their geographical location a number of the blocks are very attractive to pirate radio operatives and so a sustained effort will be required in this area.

14.13 Window Safety

There is a window safety policy in place and window safety is considered in void inspections, communal area inspections / assessments and as an integral part of any major works. A technical guide to assist Project Managers to comply with the policy is currently being drafted.

15. CONCLUSION

- 15.1 Work to address the issues raised in the LFB Enforcement Notices for Adair and Hazlewood Towers to the correct standard and within the timescale set by the LFB was a significant area of focus during the first half of this year. This resulted in receiving letters from the LFB confirming that these Notices had been complied with. The LFB advised in July 2016 that, in addition to the enforcement action they were already taking they are still undertaking an "ongoing investigation" in relation to this fire. Their decision has yet to be received, on whether their intention is to take further action against us.
- 15.2 As in previous years a significant amount of health and safety work has been successfully undertaken in the reporting period and details of activity in many areas has been set out and quantified where information and data is available. Much of this work is ongoing; however, where possible specific objectives and targets have been set for the coming period.
- 15.3 The KCTMO acknowledges the need for continuous auditing and review to ensure that policies and procedures are implemented, continue to be effective at controlling health and safety risks to staff, contracted agents and residents, and improvements are identified and implemented where necessary. Where possible best practice is adopted and new legislation, improved techniques of risk control will be embedded at an early opportunity. This report seeks to provide a brief summary of the Company's health and safety performance for the year ending 31st March 2017.
- 15.4 It should be noted that, this report makes no reference to the tragic fire at Grenfell Tower on 14th June 2017, as this event occurred after the reporting period of this report. Separate health and safety reports and updates have been provided to the Board at each of their scheduled meetings.

Janice Wray
KCTMO Health, Safety & Facilities Manager

Barbara Matthews
Executive Director of Financial Services & ICT

September 2017

APPENDIX A

KCTMO Health & Safety Policies & Procedures

| | Last reviewed | Next Review Due |
|---|----------------|---|
| KCTMO Health & Safety Policy Statement | February 2016 | October 2017 |
| KCTMO Gas Safety Policy & Procedures | September 2015 | Scheduled 2017 – Q3 |
| KCTMO Access for Gas Safety Annual Servicing Policy & Procedures (including Gas Servicing & Testing – Gaining Access via Warrant) | March 2016 | Scheduled 2017 – Q3 |
| KCTMO Access for Electrical Testing/Follow Up Works Policy & Procedures (via Injunction Process) | March 2016 | 2017 – Q2 |
| KCTMO Violence at Work Policy & Procedure | September 2014 | 2017 – Q2 |
| KCTMO Policy on Asbestos | March 2016 | Scheduled 2017 – Q2 |
| KCTMO Asbestos Management Plan | September 2016 | Scheduled 2017 – Q3 |
| Risk Assessment Guidance Note | December 2016 | December 2018 |
| Office Workplace Assessment Checklist | December 2016 | December 2018 |
| Procedure for Reporting Accidents | December 2016 | December 2018 / when Regulations change |
| KCTMO Window Safety Policy | 03/10 | Still current |
| First Aid Policy | 03/15 | When Regulations change |

| | Last reviewed | Next Review Due |
|--|---|--|
| Water Management Policy & Procedures | October 2015 | Scheduled 2017 – Q3 |
| KCTMO Lone Working Policy | November 2014 | 2017 – Q3 |
| KCTMO Lone Working Guidelines | November 2014 | 2017 – Q3 |
| Procedure for staff who visit estates – lone working guidelines | November 2014 | 2017 – Q3 |
| Fire Safety Policy & Strategy | Being reviewed throughout 16/17 in consultation with RBKC | Finalised June 2017 – further review 2017 Q3 |
| Policy for specifying Safety Glazing | 07/06 | when Regulations change |
| Eyesight Test Claim Form for DSE Users | Current | when allowance increases |
| Fire Marshal Guidance | April 2015 | 2017 – Q1 |
| Lift Safety Policy | March 2014 | Scheduled 2017 – Q3 |
| Procedure for dealing with Hypodermic Syringes & Infection Control | May 2015 | 2017 – Q1 |
| KCTMO Emergency Plan Emergency Planning Cascades | April 2016 | Following all major incidents / Ongoing |
| KCTMO Construction H&S Handbook | June 2016 | June 2018 |
| KCTMO Estate Staff H&S Handbook | | 2017 – Q3 |

| | Last reviewed | Next Review Due |
|---|--|---|
| | July 2013 – annual review but only redraft when reqd | |
| Bomb Procedures – main offices | December 2016 | December 2018 |
| Fire & Emergency Procedures – various locations | March 2017 | Reviewed annually |
| DSE Assessment Proforma | February 2014 | Superceded by introduction of dse on-line self-assessment |
| Accident Report Form | February 2015 | 2017 – Q3 |
| First Aid Treatment Form | March 2015 | 2017 – Q1 |
| Violent Incident Report Form | March 2016 | 2017 – Q4 |
| Risk Assessment Proforma | December 2016 | 2018 – Q1 |
| CDM Policy | Dec 2016 | 2017 Q2 & when Regulations change |
| Working at Height Policy | October 2014 | October 2016 – to be scheduled |
| Driving at Work Safety Policy | February 2014 | December 2016 – to be scheduled |
| H&S Property Risk Assessment & Inspection Procedure | March 2014 | Scheduled 2017 – Q1 |
| Lightning Conductor Policy & Procedure | March 2014 | Scheduled 2017 – Q4 |
| Communal Lighting (incl emergency lighting) Policy / Procedures | February 2012 | Scheduled 2017 – Q2 |

| | Last reviewed | Next Review Due |
|---|---------------|-----------------|
| Disclosure & Barring Service (formerly CRB) Check for Contractors/Service Providers | November 2013 | As necessary |
| Guidance on the Installation of Sitex Doors | April 2016 | Apr 2018 |
| Fire Protection Systems | Jan 2017 | 2017 – Q3 |
| Guidance on advising residents following unscheduled gas / electric / water supply interruption | | 2017 – Q2 |
| TMO Scaffolding Standard & Code of Conduct – requirements consolidated in one document. | March 2017 | March 2019 |

APPENDIX B

| Breakdown of Accidents: 2016 – 2017 | | | | | |
|-------------------------------------|---------------|-----------------|---------------|----------------------|-----------|
| Accident By Type | | | | | |
| | Employee s | Contractor s | Resident s | Visitors / Public | Total |
| Slips, trip, fall | 2 | 0 | 7 | 4 | 13 |
| Struck by moving object | 1 | 0 | 4 | 1 | 6 |
| Struck by fixed object | 1 | 0 | 0 | 1 | 2 |
| Near miss / Other / Damage only | 3 | 0 | 0 | 0 | 3 |
| Total | 7 | 0 | 11 | 6 | 24 |

| Accident By Injury | | | | | |
|------------------------|---------------|-----------------|---------------|----------------------|-----------|
| | Employee s | Contractor s | Resident s | Visitors / Public | Total |
| Cuts, Bruise, Abrasion | 3 | 0 | 6 | 5 | 14 |
| Strains, Sprains | 2 | 0 | 1 | 0 | 3 |
| Skeletal Injuries | 0 | 0 | 3 | 0 | 3 |
| No Injury / Other | 2 | 0 | 1 | 1 | 4 |
| Total | 7 | 0 | 11 | 6 | 24 |

| Breakdown of Violent Incidents: 2016 - 2017 | | | | |
|--|-----------|-------------|--------------------|-----------|
| | Employees | Contractors | Other ¹ | Total |
| Verbal Abuse | 8 | 4 | 2 | 14 |
| Verbal & Threatening Behaviour | 10 | 7 | 1 | 18 |
| Physical Violence | 1 | 2 | 0 | 3 |
| Other Incident ² | 1 | 1 | 5 | 7 |
| Total | 20 | 14 | 8 | 42 |

¹ - Information on residents passed to us by a 3rd party (e.g. Police, RBKC, Multi-Agency etc.)

² - Other Incident - e.g. weapons, inappropriate advances, and 3rd party information (e.g. do not visit alone etc.)

