

**KENSINGTON AND CHELSEA  
TENANT MANAGEMENT ORGANISATION**

**Health and Safety Committee Meeting**

**Tuesday 12<sup>th</sup> April 2016 at 2pm  
Network Hub, Portobello Rooms 1 and 2**

<b>Present:</b>	Barbara Matthews (BM)	Faris Saric (FS)	
	Janice Wray (JW)	Sharon Baah (SB)	
	Peter Maddison (PM)	Amelia Sales (AS)	
	Daniel Wood (DW)	John Griffin (JG)	
	John Borra (JB)	Alan Brooks (ABr)	
	Martin Barr (MB)	Rachel Martinez (RM)	
	Hash Chamchoun (HC)	Gladys Ajasa (GA)	
	Alex Bosman (ABos)	Adrian Bowman (ABow)	
	<b>Apologies:</b>	Cyril Morris (CM)	Sacha Jevans (SJ)
		Fahd Ali (FA)	Ciara McGarry (CMc)
	Graham Webb (GW)		

Item	Minute	Action
1.0	<b><u>Minutes of Previous Meeting</u></b>	
1.1	The minutes of the previous meeting were agreed as an accurate record of the meeting.	
2.0	<b><u>Matters Arising</u></b>	
2.1	BM acknowledged that the minutes and the matters arising from the previous meeting had been circulated within two weeks as requested – this should continue.	<b>JW</b>
2.2	MB advised that, with regard to a procedure for reviewing entries on the VIREP spreadsheet, he has liaised with Tom Buckley who had confirmed that this workflow is in phase 2 of the Customer First project. MB suggested that he set up a meeting with representatives from Neighbourhood Services, Repairs, CSC and H&S to look closely at the data and report back to next meeting.	<b>MB</b>
2.3	ABr advised that there had been zero accidents in Repairs Direct since the previous meeting. He confirmed he would continue to report on this at future meetings.	<b>ABr</b>
2.4	DW had provided JW with copies of the recent letters to the two leaseholders from the initial list whose doors remained non-compliant. DW agreed to circulate to the Committee.	<b>DW</b>
2.5	Lancaster West garage doors inspection and replacement programme - ABr confirmed that work was in progress and that the Repairs Direct's new	<b>ABr</b>

	Commercial Manager would now be involved in this project. ABr confirmed that he would forward an update to the Committee including a timeframe for completion. BM emphasised that this work had been outstanding for some considerable time and she was anxious for it to be satisfactorily completed and taken off this Committee's agenda as a matter of urgency.	
2.6	Automatic Opening Vents (AOVs) at Testerton, Hurstway and Barandon Walks – ABos confirmed that the pre-start meeting had taken place on the 4 <sup>th</sup> April as scheduled, the wiring testing is currently being undertaken and that the completion of the work and full operation of AOVs as required is scheduled for the end of April 2016.	ABos
2.7	World's End Estate securing cupboards on tower block lobbies – ABr is currently confirming which locks are to be fitted. He anticipates works will take 2/3 days to complete. BM again emphasised the need to get this work completed as it has also been outstanding for some time.	ABr
2.8	MB had agreed to look at procedures for reviewing Insight reports, clarifying what is outstanding and what priority these have and acknowledged the need to ensure there is an effective escalation procedure for ESAs reporting health and safety issues. MB confirmed that he would be producing a draft and circulating to the Committee by the end of May.	MB
2.9	JW advised that Pete Griffiths had confirmed that the article highlighting the procedure residents should follow if they were to become shut in a lift will be included in the next edition of "The Link" – late April / early May.	
2.10	JW confirmed that she had provided the Communications Team with a copy of the emergency cascades, out of hours duty staff rotas etc. and requested that these be placed in a very obvious location on the front page of the intranet with a link to the TMO's Emergency Plan. This is important so that in the event of an emergency staff would be able to readily access this info. Unfortunately this had been placed within a dedicated directory within the Finance and ICT folders - JW would discuss this with Pete.	JW
2.11	Confirmation received from Maria Ares that the seventeen further addresses which had been identified as requiring main entrance door lock changes had now been completed. Maria had further confirmed that a clear process has now been established to deal with any additional properties where access is not currently available.	
2.12	JW confirmed that a meeting had been arranged with PM, ABos, GW and ABr to discuss any necessary changes to the draft Asbestos Policy and Management Plan. A representative from ICT would also be attending to demonstrate the changes that can be made to how asbestos information is provided on the PDAs. JW would report back to the next meeting.	JW
2.13	ABr confirmed that he had looked at the TMO Accident Reporting Procedure and considered with a very minor change and the addition of the Repairs Direct logo this could apply to all staff. JW to finalise.	JW

<p><b>3.0</b></p> <p>3.1</p> <p>3.2</p> <p>3.3</p>	<p><b><u>Accidents and Violent Incidents</u></b></p> <p>The accident and violent incident summaries were circulated in advance of the meeting. BM sought comments from the Committee.</p> <p>It was noted that in a few cases follow-up action had yet to be confirmed. MB agreed to take this up.</p> <p>JG queried the arrangements for sharing this information with the RD operatives and asked how effective these were. BM asked ABr to do some research and follow up on this in relation to the current arrangements and also how this will change with the introduction of CRM single view for operatives. BM requested that this be placed on the Agenda for the next meeting.</p>	<p></p> <p><b>MB</b></p> <p><b>ABr</b></p>
<p><b>40</b></p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p>	<p><b><u>Fire Safety and Fire Risk Assessments (FRA's)</u></b></p> <p><u>W2 Workflow FRA Actions</u></p> <p>JW welcomed the significant drop in the number of outstanding actions for both FRAs and H&amp;S Actions. BM acknowledged the progress made and advised that the Chief Executive remained anxious that all actions older than six months should be completed as a matter of urgency. ABos added that his team currently has a further 50+ actions which have been confirmed as complete and will be fully completed on W2 asap.</p> <p><u>Lessee flat doors</u></p> <p>DW confirmed that the two outstanding lessees from our original list of non-compliant lessee flat doors - Mr Samuels and Ms Inder – had been written to again.</p> <p><u>LFB Liaison</u></p> <p>JW advised that Janine Fitzgerald, Senior Sheltered Housing Officer, will be attending future liaison meetings. This will be helpful as these meetings receive details of LFB's attendances at false fire alarm activations in our sheltered blocks and Janine will be able to provide information on these. LFB have continued their regular familiarisation visits to Grenfell Tower. JW advised that the LFB had carried out an audit at the Cremorne Sheltered scheme – Jean Darling, Chelsea Farm House and the Sheltered Clubroom – where only very minor issues had been raised verbally with HC. Additionally, we had just received from RBKC the copy of a letter from the LFB's Assistant Commissioner in relation to "care homes and specialised housing". JW to prepare a detailed position statement for RBKC in advance of further engagement with the LFB.</p> <p><u>Fires in stock</u></p> <p>There had been two minor fires reported in the stock since the previous meeting. The first was in a sheltered flat at Nursery Lane and had been caused by the carer carelessly disposing of smokers materials. The second incident was a refuse fire at Barandon. Walk. The only injury had been a tenant who had, unfortunately, slipped / tripped whilst carrying water to the refuse area in an effort to extinguish the fire.</p>	<p><b>All</b></p> <p></p> <p><b>JW</b></p>



4.5	No formal correspondence from the LFB in this period.	
4.6.	JW confirmed that the issues being highlighted by recent FRAs were the expected ones such as responsive repairs (generally related to fire stopping or occasional flat door replacement), communal storage, emergency lighting - seeking confirmation of annual testing or requiring installation, occasionally mobility scooters in communal areas.	
5.0	<b><u>Adair Tower Fire – Update on meeting the requirements of the LFB Enforcement Notice</u></b>	
5.1	JW introduced the paper outlining the recommendations made by Exova - the fire specialists who had been appointed to investigate the LFB’s ventilation requirements and how this could be met. Exova had liaised with the LFB, inspected Adair and Hazlewood Towers, produced their report and had now presented this to the Executive Team. The paper clarifies which officer is responsible for progressing each recommendation and updates have been incorporated where these have been provided. ABr advised that in GW’s absence he was unable to provide an update on RD’s actions. GW to be asked to provide an update.	GW
5.2	ABr provided an update on the project to inspect and upgrade / replace flat entrance doors at both blocks to ensure all are at least nominally fire-rated. He confirmed that, to date, inspections had been completed at all but 31 of the 156 doors. Further, ABr advised that the inspections had been highlighting “excessive” gaps under many doors - including those recently fitted on the third floor by the major works contractor. Contractor was seeking guidance on how to proceed. JW expressed surprise and emphasised that this had not been highlighted as an issue by the LFB, the Fire Risk Assessor or Exova. Clarification was sought on the detail of the inspection findings, the criteria being applied and specifically the dimensions of what the contractors consider to be adequate and what they consider to be excessive. PM confirmed that the new doors were still within the defects period and would be referred back to Wates for comment on their compliance. BM suggested that our Fire Assessor be asked to visit and comment on the under door gaps. ABr advised that a meeting had been scheduled for Thursday 14 <sup>th</sup> April for Repairs Direct to discuss with Home Ownership, Neighbourhood Management and Health & Safety the next steps in the access procedure.	
5.3	BM requested that ABr and GM provide costings for door replacement and also for door upgrade so that Laura Johnston (RBKC) could be kept informed.	GM / ABr
6.0	<b><u>Review of Fire Safety Policy and Strategy</u></b>	
6.1	Janice advised that it was timely to review our fire strategy to ensure that it continues to be compliant with legislation and best practice and that we are able to effectively control the fire risks that we face. Whilst the legislation and the best practice guide for purpose-built flats remain unchanged, there is clearly value in investigating what policies other, similar housing providers have	

<p>6.2</p> <p>6.3</p> <p>6.4</p> <p>6.5</p>	<p>adopted and what other information is available on fire risk following fires in our stock and elsewhere etc.</p> <p>JW suggested that we consider the frequency of our FRA reviews – perhaps introduce comprehensive reviews of potentially high risk blocks on a 2-yearly basis (currently 3 yearly) and for medium and low risk blocks adopt a 3-yearly comprehensive review. These should be supplemented by a lower level annual review for all blocks in the intervening years.</p> <p>JW’s paper made a number of other suggestions and recommendations for areas that need to be amended, new areas for inclusion etc. Further the reviewed document will include better guidance on applying the managed use policy for communal storage. BM requested all to read this document and bring feedback to the next meeting.</p> <p>JG commented on the need for the policy to be more robust in relation to hoarders. MB confirmed that this is a difficult area as even in extreme and persistent cases when Injunctions are obtained the residents often do not have capacity / understanding and are unable and / or unwilling to comply. However, a protocol is being currently drafted. There was discussion about whether we knew the location of hoarders within our stock. ABos confirmed that the gas contractors do pass details to us. BM advised that Repairs Direct operatives and other contractors should also feed back this information.</p> <p>PM queried how we put the fire strategy into practice. He gave an example of emergency lighting at Grenfell Tower which had been taken down by contractors but not reinstated and this was not picked up for several days despite a number of staff and contracted agents being on site in the interim. He emphasised the need for comprehensive training for all staff who visit site. BM acknowledged the need for a health and safety training programme – not confined to fire safety – to be implemented.</p>	<p>All</p>
<p>7.0</p> <p>7.1</p>	<p><b><u>High Level Exception</u></b></p> <p><b><u>Mobility Scooters</u></b>  TMO policy is that residents should seek permission in writing to store a scooter in a communal area and these should be looked at on a case by case basis. However, in line with LFB requirements, permission will not be given to charge these scooters in a communal area due to the potential fire risk this represents. Unfortunately, however, these were still being discovered within blocks and they were extremely problematic to resolve. BM suggested that we consider installing communal charging points in some of the larger estates, however, concern was expressed that as individuals’ circumstances were very different this may not provide a solution. HC suggested that, where possible, we consider making sheds available for scooter storage and charging. It was agreed that we should continue to look at these on a case by case basis and involve Occupation Therapy to ensure an assessment is undertaken. Further, it was agreed that more publicity is required so that residents who are considering purchasing one of these will be more inclined to contact us in advance so likelihood of problems can be reduced.</p>	



7.2	<p><u>Draft Sitex Procedure</u>            JW advised that following a recent forced entry by the Police a sitex door was installed on an occupied flat identifying the need to document our procedure and ensure that this is not repeated. ABow and Maria Walker had drafted a procedure which would be circulated to the group for comment. BM encouraged all to read and respond to ABow.</p>	ABow
7.3	<p><u>Posturite DSE on-line Self-assessment software</u>            JW advised that this has now been procured and a meeting is scheduled for later in the week to discuss implementation. BM suggested that the H&amp;S Committee members be asked to trial the software and give feedback in advance of rolling out across the group. JW to arrange.</p>	JW
7.4	<p><u>On-line Fire Safety software package</u>            Also purchased but DSE implementation to take priority.</p>	
7.5	<p><u>Health &amp; Safety Audit</u>            RBKC have now completed this audit and awarded "Substantial Assurance". BM confirmed that this was a good result and the Chief Executive was delighted. JW thanked Abos's Team, John Parsons' Team and JB for their involvement.</p>	
<b>8.0</b>	<p><b><u>Workplace Health and Safety</u></b></p>	
8.1	<p><u>Network Hub</u>            JW advised of the recent meeting with other Hub tenants, representatives from Lamberts, the managing agents, and senior Directors from Network Stadium. This was extremely productive and we await further developments on parking, responsiveness of repairs, communal area redecoration etc.</p>	
8.2	<p><u>346 KHS</u>            CM is still awaiting receipt of the reviewed Fire Risk Assessment from the landlord. CM and AS to undertake workplace inspection.</p>	CM & AS
<b>9.0</b>	<p><b><u>Health and Safety KPI's</u></b></p>	
9.1	<p>Paper had been circulated with current KPIs and further proposed indicators which will come on track in the short to medium term. ABos suggested that the indicators set out 3.2 to 3.5 could perhaps be combined into one indicator but BM was keen to keep these separate for now.</p>	
<b>10.0</b>	<p><b><u>Safety Reps</u></b></p>	
10.1	<p>JW confirmed that Carl Stokes had run a 2-hour fire safety briefing for Safety Reps and also other members of the Repairs Team. Several Reps confirmed that they had found this to be very useful.</p>	
10.2	<p>SB raised an issue when on one occasion a disabled member of staff was in the office with very few staff and insufficient colleagues trained in the use of the evac chair she needs to use in the event of an emergency. ABow confirmed that there is an agreement with this employee and her manager - reflected in</p>	

10.3	<p>her Personal Emergency Evacuation Plan - that in these circumstances, or when the lift is not operational, she can work at the office at the rear of reception. JW agreed to discuss with both.</p> <p>AS agreed to work with JW to produce a brief article for Insider News to promote and explain the role of the Safety Reps and provide details of who they are.</p>	JW & AS
11.0	<p><b><u>Repairs Direct</u></b></p>	ABr
11.1	<p>The Committee was advised that Repairs Direct are recruiting their own Health &amp; Safety Officer. ABr further advised that he is hoping a Safety Rep from RD will start to attend.</p>	
11.2	<p>Repairs Direct operatives had attended a half-day asbestos training course and a half-day manual handling course is scheduled for late April. There was a general discussion about training and making training available across the company when possible.</p>	
12.0	<p><b><u>AOB</u></b></p>	
12.1	<p>No issues raised</p>	
13.0	<p><b><u>Date of next meeting</u></b> Tuesday 14th June at 2pm in Portobello 1&amp;2.</p>	