

MINUTES OF THE TMO HEALTH & SAFETY COMMITTEE MEETING
31 JULY 2015

THOSE PRESENT:

Barbara Matthews	Executive Director of Financial Services and ICT (Chair)
Janice Wray	Health, Safety & Facilities Manager
Daniel Wood	Assistant Director Home Ownership
Alex Bosman	Head of Contract Management
Maria Sharples	Head of Neighbourhood Management (South)
Hash Chamchoun	Head of Supported Housing Services
John Borra	Policy and Compliance Manager
Cyril Morris	Facilities Coordinator
Adrian Bowman	Assistant Safety Advisor (Secretary)

APOLOGIES FOR ABSENCE:

Kevin Langan	Team Leader Supported Housing
Wendy Stevenson	Estate Services Team Leader - South
Fola Kafidiya	Company Secretary
Faris Saric	Rent Income Officer - Unison Representative
Rachel Martinez	Human Resources Officer
Chris Davis	Interim Health & Safety Manager (RD)

No.	Main Points for Consideration by Executive Team	Action
1.	A DSE on-line self-assessment package has been identified which, if purchased, would enable us to improve our compliance with regard to regular display screen workstation assessments and associated training. This package is already in use at RBKC and in Hammersmith in Fulham and the Corporate Safety Manager has given very good feedback. Janice to investigate if we can use our links with RBKC to reduce the costs.	ET to note
2.	Workplace H&S Cyril has completed an inspection / assessment of Network Hub and one is scheduled for 346. A meeting is to be arranged with Lamberts, Network Hub's managing agents, to express our concern at their lack of responsiveness in dealing with repairs and maintenance and to seek confirmation of their plans for redecoration / refurbishment of the common parts, parking enforcement etc. . Concern at the lack of regular fire alarm testing at 346 to be raised again with the receptionist.	ET to note
3.	Barry McQueen took photographs of KCTMO staff without permission at the recent Resident Roadshow at Henry Dickens Court. Raised with Fola and Jen and Maria has now agreed to investigate.	ET to note

1. <u>INTRODUCTION & APOLOGIES</u>	Action
The meeting was opened at 14:14. Apologies were received from Kevin Langan, Chris Davis, Wendy Stevenson, Fola Kafidiya, Rachel Martinez and Faris Saric.	
2. <u>MATTERS ARISING FROM MINUTES</u>	
2.1 Barbara informed the Committee that she was hopeful that this would become the TMO's only H&S Committee. It was clear that, currently, many issues were discussed at the Operations Health & Safety meeting and also by this Committee which was clearly a duplication of effort. Further, a number of officers attended both meetings so it would be sensible to work towards merging the two H&S meetings. Barbara advised that Sacha was in agreement with this approach.	All to note
2.2 Hash advised that he and Maria had met regarding the procedure for recording incidents of anti social behaviour (ASB) in sheltered blocks. He confirmed that, going forward, the Violent Incident Report Form would be used to record incidents of abuse or threatening behaviour against staff whereas incidents between residents would be treated as ASB and recorded on W2.	
2.3 Janice informed the Committee that Annual H&S Report for the year ending 31 st March 2015 had been completed and an Executive Summary of this had now been to ET and also to Finance, Audit & Risk Management Committee.	
3. <u>ACCIDENTS & VIOLENT INCIDENT REPORTS (VIREP)</u>	
3.1 There was a reduction in the number of reported virep incidents due mainly to the incidents between sheltered residents being reclassified as anti social behaviour and recorded separately (as outlined above). In total reports of four vireps were received. One involved a resident who was challenging during a gas servicing forced entry - social services are involved with this case. Two residents had been abusive to staff whilst on the telephone and in the fourth incident an OCS operative had been threatened when he attended to undertake a clearance of a communal areas. All of these incidents had been followed up by the Neighbourhood Team.	
3.2 There were seven documented accidents logged since the previous meeting of the Committee. Two were employee accidents and five were incidents reported by residents. An estate services employee had slipped from a fixed ladder and another employee based at Network Hub had fallen from a chair which was found to be defective – fortunately he was uninjured. In two separate incidents residents had tripped on paving, a third had allegedly trapped their fingers in a refuse chute hopper head, the fourth had allegedly trapped their foot in a closing lift car door, and in the final incident a resident had been hit by one of her kitchen cabinets that had fallen from the wall. One of the residents who tripped has only just reported the accident to us and we immediately referred it to RBKC Insurance. However, they have now advised the resident that “the claim cannot proceed as she had not lodged it with the courts within the three-year time limit for personal injury claims”. Currently none of the other injured parties has confirmed whether they wish to pursue a claim for compensation.	

<p>4. FIRE SAFETY & FIRE RISK ASSESSMENT (FRA) – Update</p>	
<p>4.1 W2 Workflow: The statistics were discussed and Barbara highlighted the level of outstanding actions - particularly for Contract Management and also the Responsive Repairs. Janice advised that RD had now analysed these actions, batched them together by address and submitted a proposal for progressing these asap. Alex had now agreed how this work would be taken forward and had requested a programme from RD so that we can start to raise the orders for the initial blocks. Alex advised that this programme has not yet been received and Janice agreed to chase RD.</p> <p>With regard to Contract Management Alex advised that the new fire extinguisher service contractor, Allied Protection, who are replacing Chubb has make a good start. Programmes have been submitted in relation to dry riser maintenance etc. and contractors have been instructed to attend all sites to carry out asset verification, fire extinguisher servicing, emergency lighting testing and inspection etc. Once asset verification is complete this information will be entered into Keystone - anticipated timescale of mid-September. This work should enable a significant number of actions to be completed. Further, RMA Stewart have now submitted a volume of information and certification which should also enable more actions to be completed.</p> <p>Barbara advised that more information on the outstanding FRA actions needs to be provided to the Committee. Although the total provided an indication they do not provide the full picture. Janice was requested to investigate providing a more meaningful breakdown of outstanding actions so that the Committee are better able to see the detail and what work programme will be required to clear them.</p>	<p>J Wray to chase RD for programme</p> <p>A Bosman Mid-September</p> <p>J Wray to provide a more comprehensive breakdown of outstanding FRA actions for next meeting</p>
<p>4.2 Lessee Doors Enforcement: Dan provided an update on the status of the two remaining non-compliant flat doors from the original list. Specifically, following agreement from Ms Inder (the lessee of Walnut Tree House), Roger Keane at RBKC had instructed “Staying First “ to fit a fire-rated door of her choosing and she would be recharged for this. This organisation is subsidised and can carry out the work at a reduced rate. Further, Ms Inder already has a relationship with Staying First who have carried out a variety of jobs for her. Additionally, providing the door meets the required fire resisting standard, Ms Inder would have some discretion about the style of door that is fitted. We were under the impression that this was progressing smoothly, however, Staying First have now advised that Ms Inder has been refusing to agree a date for this work and is now saying that she cannot afford the door replacement works to proceed. Dan advised that this was with RBKC Legal to progress.</p> <p>Attempts have also been made to persuade the other lessee, Mr Samuels at Trellick Tower, to replace the non-fire-rated glazing in his door. However, this case has also now been referred to Legal Services.</p> <p>Janice advised there were currently seventeen partially completed FRA actions with the Home Ownership Team. Many of these were due to the higher standards now being applied by the assessor to reflect recent case law. Dan undertook to ensure these items were given priority.</p>	<p>D Wood</p>
<p>4.3 LFB: The next meeting with the LFB is scheduled for 19th August. Since the last Committee meeting there had been two very small fires in the stock. Neither incident resulted in injury and both were attended by the LFB. One of these was due to a leak on a cooker hose in a dwelling at Carton House and the second was a minor smoke problem from a toaster at Burgess Field</p>	

<p>Extra Care Sheltered Accommodation.</p> <p>Janice advised that the LFB had attended the June KCTMO Roadshow at Henry Dickens Court Estate and they were well received. Unfortunately, they are unable to attend the Residents Conference in September as their resources are very restricted at weekends.</p> <p>LFB had approved our request for the supply of flameproof bedding for a vulnerable sheltered resident who smokes persistently and has very poor vision. (The fire risk has been further mitigated in this case by the replacement of carpet with vinyl flooring.)</p> <p>Finally, we have approved the LFB request to carry out a fire safety familiarisation exercise at Trellick Tower on the 4th September.</p>	
<p>5. HIGH LEVEL EXCEPTION REPORT</p>	
<p>5.1 Street Property Access (Paper 3 Ref. 1) Alex confirmed that, with the exception of the blocks where Banham locks are fitted, only one other lock change is still required. The possibility of contacting the residents at the remaining blocks and asking them to provide a key for our use is currently being considered.</p>	<p>A Bosman</p>
<p>5.2 Lancaster West Garage Doors (Paper 3 Ref. 2) As this programme of inspection and remedial work has been ongoing for some considerable time Alex agreed to bring along a programme of inspections and works completed, scheduled and a target timescale for completion of the project to the next meeting.</p>	<p>A Bosman For the next meeting</p>
<p>5.3 Lancaster West Automatic Openable Vents (Paper 3 Ref. 3) Alex advised that the works to the entire system covering the openable vents in the roof atria of all three finger blocks should be completed and the system be fully operational again by mid September. Additionally, the smoke ventilation and extraction system in Grenfell Tower should also be completed and operational by October. (The LFB have been advised of this.)</p>	<p>A Bosman Mid September A Bosman October</p>
<p>5.4 Asbestos Removal Grenfell Tower (Paper 3 Ref. 7) Janice advised that we had raised our concern with Rydons, Grenfell Tower major works contractor, about the standard of asbestos removal undertaken by their sub-contractor in one of our dwellings. Rydons had provided an initial response to our concerns but we have pressed them for a more thorough investigation and a more comprehensive response. Janice to advise of Rydons response.</p>	<p>J Wray</p>
<p>5.5 Worlds End Estate – locks required for landing cupboards (Ref. 6) This work is required to secure cupboards - some of which are currently susceptible to storage of illicit materials. The Police are also chasing us to progress this work. Alex agreed to prioritise this and bring a progress update to the next meeting.</p>	<p>A Bosman For the next meeting</p>
<p>5.6 Sunningdale Gardens (Paper 3 Ref. 8c): A resident had injured herself on scaffolding that had been placed on our property by a neighbour, without our permission. The scaffolding had now been removed. Barbara suggested that the Insurers be put on notice that this</p>	<p>J Wray</p>

could result in a compensation claim.	
5.7 Mobility Scooter Treadgold House (Paper 3 Ref. 8g): It had recently come to light that a resident at this block was storing and charging his scooter in the communal area. Janice confirmed that KCTMO policy reflects the LFB guidance in this area i.e. mobility scooters can be stored within communal areas providing they are not causing an obstruction. However, because of the significant potential fire risk from charging they must never be permitted to be charged within a communal area. In this case the communal electrical supply had been secured to prevent further usage and we have offered to install an electric supply within the resident's storage shed. However, the resident felt that he should be able to continue using communal electricity supply and should not have to pay for this himself and had therefore declined this offer.	
6. <u>H&S INSPECTIONS & PROPERTY RISK ASSESSMENTS</u>	
Adrian advised that his inspection / assessments were creating a significant number of responsive actions as can be seen from the statistics. Janice confirmed that RD's intention is to apply the same approach (outlined at 4.1 above) to these actions. Janice agreed to chase RD for programme for these.	J Wray
7. <u>DSE BRIEFING NOTE</u>	
Janice fed back on the outcome of research into on-line DSE self-assessment packages, clarifying the criteria used to select the preferred product and the details of this software. Further, she confirmed that the company had met with the H&S team and Cecil from ICT to give a demo of their product. This software provides some information / training followed by the self-assessment. It can be "personalised" / made bespoke to KCTMO (our logo, have links to our forms & procedures etc.), be used to assess work and home workstations, enable us to run a range of reports to demonstrate compliance, identify staff with issues etc. etc. Additionally, the software is hosted by the company (Posturite) and will hold our information indefinitely. It appears to comply with all of our requirements and represents reasonably good value for money. Further, this supplier offers a range of other on-line health & safety training packages - such as fire safety - which is also worth investigating. Finally, RBKC's Corporate H&S Manager has confirmed that RBKC and Hammersmith & Fulham Council are both using this product and a further eight packages from their health & safety range and he was very positive about this. The Committee were keen to proceed with this but Barbara asked Janice to investigate the possibility of reducing the cost by arranging our purchase via RBKC.	J Wray
8. <u>WORKPLACE HEALTH & SAFETY</u>	
8.1 Barbara welcomed Cyril Morris to the Committee.	
8.2 Cyril had recently completed an inspection / assessment at Network Hub and his report had been circulated. There was some discussion regarding the responsiveness of the landlords at both 346 and the Hub in dealing with facilities issues, leaks, refurbishment etc. Cyril confirmed that he was having to chase both landlords repeatedly to get issues addressed. With regard to Network Hub, Cyril had tried on a number of occasions to set up a meeting with the managing agents, Lamberts, but they generally avoided this by postponing	

<p>or rescheduling at the last minute. Further, Cyril had tried to engage with the other businesses based at the Hub - who are clearly experiencing the same problems – so that we could present a united front in challenging Lamberts, but to date this had not been achieved. Barbara’s view was that we needed to put some pressure on Lamberts and/or threaten them with withholding rent unless the service improved. Barbara asked Cyril to request a meeting with Lamberts for her to meet them and express our dissatisfaction and press them for improvement.</p>	<p>C Morris to set up meeting with Lamberts</p>
<p>8.3 With regard to fire alarm testing in our offices, Cyril had produced a summary of when and where this is being undertaken and by whom. Generally, the Hub testing regime is good (although we have concerns that they are not testing at the breakglass units in the offices), however, the testing at 346 is intermittent. We have raised with the receptionist the need for this to be tested regularly. Blantyre Centre fire alarm is being tested regularly by our staff as is Lancaster West. The issue of who was testing the fire alarms in the community rooms was raised and the importance of this being undertaken in all areas subject to hire was emphasised. Janice agreed to speak to Sharon Baah in respect of the testing and report back.</p>	<p>J Wray</p>
<p>8.4 Cyril gave the Committee an update on the works planned for the Blantyre office. The purpose of this work is to increase the size of the staff area to accommodate two additional members of staff by reducing the size of the reception area. It had been acknowledged that there will be a need to maintain a reception service during the works and so the contractors are being asked to plan the works so as to minimise disruption to staff and visitors.</p>	<p>C Morris</p>
<p>9. EMPLOYEE SAFETY REPRESENTATIVES</p>	
<p>There were no reps., present. Faris Saric was now a Unison H&S Representative and would be attending our next meeting. There was some discussion regarding employee representation, and how more reps could be recruited. Maria suggested we approach Rosemary Sawyer to ask if she was willing to participate. Barbara queried the training requirements and what access was there to training for non union staff, and Janice confirmed that the Union offered comprehensive training. Barbara also stated that we needed to decide what training was required. It was decided that, in the first instance, we would put an article in Insider News outlining the functions of the role and encouraging people who may be interested to come forward. Janice to draft an article.</p>	<p>J Wray</p>
<p>10. H&S ACTION PLAN</p>	
<p>10.1 Embedding fire safety within all works (Ref. A5)</p>	
<p>Janice advised in respect of the Grenfell Tower major works project, Carl Stokes, Fire Safety Consultant, has visited the block regularly and has had regular contact with Rydens throughout the course of the refurbishment works.</p>	
<p>10.2 Training (Ref. C5)</p>	
<p>Janice confirmed that she was in discussion with Jen Lester in an effort to agree our H&S training programme. The training budget is under pressure and so we are currently looking at how we can reduce the cost or find alternative ways of providing some of the required training. Once this is finalised it will be</p>	<p>J Wray</p>

brought to the Committee.	
10.3 Lone Working (Ref. C6) Janice had been to inspect and assess Daniel Mason's new office at Stable Way but she had some concerns that Daniel is much more isolated than when he was based in the portacabin. Janice had raised with Kiran the need to implement an effective means of supporting Daniel.	J Wray
10.4 Lone Working (Ref. C6) The use of the Identicom lone working devices by users was particularly low in June. With a small number of exceptions, most staff allocated these did appear to be underusing them. Managers are provided with the usage data each month and asked to confirm what action they plan to take to increase usage.	ALL
11. <u>REPAIRS DIRECT</u>	
Chris Davis, Interim RD Health & Safety Consultant, had been unable to attend this meeting but would be invited to future meetings. Barbara raised the importance of RD and the TMO having common policies and procedures where possible. Going forward it will be important for Chris or his successor to attend this meeting so that the Committee can monitor any ongoing risks, compliance issues etc.	
12. <u>DATE OF NEXT MEETING</u>	
The next meeting was scheduled for Tuesday 29 th September at 14:00 hrs in Portobello Room 2 at Network Hub.	
13. <u>ANY OTHER BUSINESS</u>	
13.1 John advised that as part of the Gas Servicing audit last year it had been recommended that we update the KCTMO Gas Safety Policy to incorporate more on safety with regard to central boiler plant / district heating gas systems and also to clarify the role of the Gas Consultancy Services (GCS). John confirmed that this review had now been completed in conjunction with Janice, the Contract Management Team, GCS etc. and he would like to seek any comments from the Committee in advance of presenting this to ET for approval and sign off. John would be circulating the policy (with all updates clearly highlighted) to all members and seeking responses within two weeks. Barbara advised that it was also important to consider how we are going to communicate the changes to this policy to staff and whether there will be any training requirements. She asked John to include these points in his cover report to ET.	J Borra
13.2 Janice advised that we are currently reviewing the violent incidents spreadsheet. Each entry has to be reviewed regularly to ensure that we only retain information on individuals who continue to present a potential risk to staff and thereby comply with data protection requirements. Adrian advised that, until now, the procedure has been that he writes to each Neighbourhood Team providing them with a list of entries that need to be reviewed, asking them to consult their teams and based on their dealing with these individuals, assess whether they consider that they still present a potential risk. Adrian would then be advised on which entries should be deleted from the spreadsheet and which	

<p>should remain and be reassessed at the next review. Angelique had raised her concern as, due to recent staff changes, there were a number of residents with whom they have had limited, if any, contact and she did not feel they were able to make this judgement. There was some discussion about how we could ensure that these reviews were comprehensive and robust and the possible need to consult with other teams in the organisation and possibly also RD. Barbara asked Maria to look at the existing Violence Policy and Procedures which outlined our current approach and make recommendations for how the review process can be improved. Current Violence Policy & Procedure to be send to Maria.</p>	<p>M Sharples</p>
<p>13.3 Cyril advised that he had been helping at a recent Roadshow event at Henry Dickens Court Estate when he was approached by someone who started to photograph him. When Cyril challenged the man and asked him stop but was told it was “none of your business”. This person was identified by a colleague as Barry McQueen. Mr McQueen has been antagonistic and difficult to deal with in the past, and is currently banned from the Worlds End over 50’s Club for intimidating an employee. Further, he has regularly targeted various employees on the website that he is associated with. Cyril confirmed that he had advised Fola and Jen about this incident and Jen had been very supportive. Maria was unaware of this and asked Cyril to forward the detail so she could investigate further.</p>	<p>C Morris M Sharples</p>
<p>13.4 There being no further business the meeting was closed and 16:20 hrs.</p>	

ADRIAN BOWMAN
Assistant Safety Advisor

10 August 2015

Distribution:

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