



**KENSINGTON AND CHELSEA  
TENANT MANAGEMENT ORGANISATION**

**Health and Safety Committee Meeting**

**13th September 2016 at 2.30pm  
Network Hub, Portobello Rooms 1 & 2**

**Present:** Barbara Matthews (BM) – Executive Director of Financial Services & ICT (Chair)  
 Janice Wray (JW) – Health, Safety & Facilities Manager  
 Peter Maddison (PM) – Director of Assets & Regeneration  
 Teresa Brown (TB) – Director of Housing  
 Derrick Singleton (DS) – Operations Manager RD  
 Graham Webb (GW) – Managing Director RD  
 Cyril Morris (CM) – Facilities Coordinator  
 John Griffin (JG) – Safety Representative  
 John Borra (JB) – Policy & Compliance Manager  
 Alex Bosman (AB) – Head of Contract Management  
 Sharon Baah (SB) – Safety Representative  
 Martin Barr (MB) – Neighbourhood Manager South  
 Daniel Wood (DW) – Assistant Director of Home Ownership  
 Hash Chamchoun (HC) – Head of Housing Support Services  
 Joanne Jacques (JK) – Sheltered Housing Team Leader  
 Gladys Ajasa (GA) – Safety Representative  
 Ciara McGarry (CMcG) – Executive Assistant (minutes)

**Apologies:** Amelia Sales (AS) – Safety Representative  
 Sacha Jevans (SJ) – Executive Director of Operations  
 Faris Saric (FS) – Safety Representative  
 Adrian Bowman (ABow) – Assistant Safety Advisor  
 Fola Kafidiya-Oke (FK) – Company Secretary

Item	Minute	Action
1.0	<b><u>Introductions</u></b>	
1.1	Derrick Singleton, RD Operations Manager, and Joanne Jacques, Sheltered Housing Team Leader, were welcomed to the Committee.	
2.0	<b><u>Minutes of Previous Meeting/Matter Arising</u></b>	
2.1	The minutes of the previous meeting were agreed as accurate.	
2.2	MB updated on progress made with the VIREP review and confirmed that the review of the currently held VIREP data is now complete. MB agreed to circulate to JW as the data on Capita will now need to be edited and updated to	<b>MB</b>

	reflect this reviewed list. MB advised that the issue of developing a CRM workflow and uploading the edited data onto CRM now needs to be progressed. MB will update further at next meeting.	MB
2.3	MB advised that work is underway with the Estate Services Team Leaders to see if interrogation of the Insight Reports on the inspections undertaken by the Estate Service Assistants (and recorded on their PDAs) can be improved. In particular, the Team Leaders are focusing on identifying what needs to be escalated and the most effective way of extracting and progressing these issues. Currently there is an overall Pass / Fail but this may need to be further refined. DS added that in relation to escalation outstanding work RD had set up a series of Repairs Surgeries where historic cases could be investigated. The first of these was scheduled for the following day at Blantyre and Aron Armstong would be in attendance.	
2.4	With regard to sharing information on risky residents with RD JW confirmed that this would be discussed at a meeting scheduled for the 15 <sup>th</sup> September with DS and Chris Baker from ICT. JW and DS would report back to the next meeting.	DS/JW
2.5	Non-compliant leaseholder doors – DW confirmed that our approach to these would be discussed in detail with JW and David Ward at their meeting next week.	DW
<b>3.0</b>	<b><u>Accidents and Violent Incidents</u></b>	
3.1	The summaries of the accidents and incidents reported since the previous meeting were reviewed by the Committee. No further comments were added in respect of the information provided.	
<b>4.0</b>	<b><u>Fire Safety and Fire Risk Assessments Update</u></b>	
4.1	<p><u>FRA Actions</u></p> <p>BM raised concern that there were still a volume of actions outstanding and reiterated the need for these to be given priority and completed asap. JW advised that reviews had just been completed on quite a few blocks including all of the Worlds End Towers and 120 more actions had been allocated since the previous meeting. This and the holiday period had meant progress with completions had not been as high as we expected.</p> <p>A number of partially complete actions relate to lessee doors which remain potentially non-compliant but this will be picked up when JW, DW and David Ward meet next week. Contract Management and Neighbourhood Management actions also require some attention. BM hoped to see substantial improvement on these figures at the next meeting – particularly any actions over 6 months old.</p> <p>AB confirmed that the new Facilities Management Contract due to start later this year will pick up some of the FRA actions.</p>	All

4.2	<p><u>LFB Liaison</u></p> <p>Three audits had been undertaken by the LFB Inspecting Team since the previous meeting - at 1 Pembrige Sq, Lonsdale House and Berenger Tower. In relation to Lonsdale House we have received an e-mail raising the absence of Fire Action Notices and the fact that the self-closers on some flat doors did not appear to be operational, however, no formal correspondence has been received as yet.</p> <p>LFB operational crews had completed a familiarisation visit to Dixon House.</p>	
4.3	<p><u>Fires in Stock</u></p> <p>There had been one fire in the stock since the previous meeting. This was caused by a faulty dishwasher in a leasehold flat at 63 Finborough Road, The LFB attended but have raised no issues with us relating to this fire. This was a minor incident with no injury and minimal damage to property</p>	
4.4	<p><u>Deficiency Notices since previous meeting</u></p> <p>None received.</p>	
4.5	<p><u>Key Themes from Fire Risk Assessments (FRA)</u></p> <p>JW advised that the main issue to highlight is that missing fire stopping within the riser cupboards throughout Worlds End has been highlighted by the recently reviewed FRA. GW and Samuel Hart are currently procuring a specialist contractor to undertake the necessary work.</p>	
4.6	<p><u>LFB new approach to specialised housing</u></p> <p>HC, JW and Amanda Johnson from RBKC Housing had met with two senior LFB Policy Officers who presented the LFB's new approach to non-general needs housing which is aimed at reducing the number of fire deaths of vulnerable residents. HC confirmed that our procedures already take account of all the areas the LFB are keen to focus on and only minor editing of the existing paperwork is required. HC and JW are aiming to complete the necessary editing in advance of the next Committee meeting.</p>	HC/JW
4.7	<p><u>Community Safety Bids for LFB Funding</u></p> <p>The Committee discussed the paper summarising this LFB initiative and funding opportunity. JW confirmed that the LFB were anxious to target the most vulnerable people and they believed the most effective way to achieve this was via partnership working with organisations such as ourselves. Therefore, £1m is available as a one-off and bids are being invited. The timescale is very tight and so JW had agreed with Laura Johnson that this Committee would come up with potential bids and then seek RBKC approval before the detail bids are prepared and submitted to the LFB.</p> <p>HC confirmed that he had already been liaising with his tri-borough colleagues on a telecare bid.</p> <p>TB and JG commented that properties without electricity and hoarders who are not registered as having mental health issues could be a particular risk in terms of fire safety. The Committee discussed the risks of hoarding and the involvement of Social Services and Mental Health Services in the process of resolving these issues. JW advised that where we can obtain access we tend</p>	JW / HC / AB

to send the Fire Risk Assessor to visit and report on any action we can take to mitigate the risks.

The risk from charging of mobility scooters is also potentially significant as, although our policy is not to permit charging within communal areas, this can be a challenge to consistently enforce. HC referred to a very recent fire within an Affinity Sutton Sheltered Scheme locally which was caused by charging of a scooter in communal corridor. BM suggested that bids for storage / charging facilities within the sheltered schemes could be considered and if these were unsuccessful perhaps we could find a budget to proceed with this work..

TB advised that further promotion of the Vulnerability Policy may be useful to ensure that staff are addressing related H&S issues. MB to look at what training could be provided by professionals in relation to vulnerable residents.

JW confirmed that bids need to be submitted by late October and so it was agreed that bids in the following areas be submitted to Laura for approval and if granted by produced in detail for submission –

1. Installation of a Telecare overlay system at the Dartrey Walk Sheltered Clubroom – this will allow remote monitoring of the fire detection in this area by CAS / Tunstall Telecom. Quote already received – approx £2.5K
2. Create / construct Mobility Scooter Storage areas that comply with Fire Regulations and LFB requirements and offer secure storage and charging points to residents. Sheltered blocks to be treated as priority but also consider constructing secure charging areas on the larger estates. Feasibility work already completed to form basis of bid for sheltered stores
3. Purchase consultancy / specialist resource to work with our most prolific hoarders. Draw up target list in conjunction with LFB and Hoarding Panel and bid for a degree of consultancy time to work with each individual with the following objectives –
  - a. reduce the storage (particularly the most flammable aspects of the hoarded belongings),
  - b. ensure their homes are cleared sufficiently to allow the resident to evacuate safely and to ensure the gas and electrical checks can be undertaken and hard-wired smoke & heat detection can be installed.
  - c. Assess whether additional fire prevention measure cam / should be installed
4. Purchase a stock of mobile kit such as personal protection systems (misting systems etc.) that can be deployed at short notice where a resident is considered to be a high risk
5. Dartrey Walk, Chelsea Farm and Jean Darling sheltered dwellings currently have individual hard-wired detectors within each dwelling, however, these are not remotely monitored. Investigate the most effective method of instigating remote monitoring and put together a bid for this work.

	BM asked the committee to send any further suggestions on bids to JW.	ALL
<b>5.0</b>	<b><u>Adair Tower – update on complying with Enforcement Notice</u></b>	
5.1	<p>BM noted that there are only a few doors left to complete at Adair Tower. JW provided an update and advised that only four doors remained outstanding at Hazlewood (three tenants and one leaseholder) but all doors at Adair were now complete. Legal Services had been instructed to produce a “before action “ letter for hand delivery to each of these four non-accesses on the 14<sup>th</sup> September. The rest of the works required by the Enforcement Notice had now been completed and the Fire Risk Assessment is due to be comprehensively reviewed on the 20<sup>th</sup> September ahead of the deadline of the 23<sup>rd</sup>.</p> <p>It is expected that the LFB will be in touch shortly to confirm a date for their inspection / audit of Adair.</p> <p>BM thanked everyone who had been involved with progressing the necessary works.</p>	
<b>6.0</b>	<b><u>Review of the Safety Policy and Strategy</u></b>	
6.1	<p>BM thanked all who had proved comments on this policy. The committee reviewed the comments received and JW agreed to update so the reviewed draft could be presented to the next meeting. Specifically, the following amendments were agreed –</p> <ul style="list-style-type: none"> <li>• Discussion around identifying vulnerable individuals – strategy to reflect new Policy on Vulnerability</li> <li>• Agreed that we look to start installing Fire Action Notices throughout the stock. Suggested that we adopt a risk-based approach, starting with potentially high risk blocks. It was considered that as LFB included this in the Enforcement Notices they are likely to start requiring these on their audits and so wise to be proactive.</li> <li>• Guidance document to be produced to assist staff clarify acceptable standards in relation to “managed use” communal storage policy. This will have photographs to assist and could become an appendix to the Policy.</li> <li>• Importance of clarifying how / where we store the locations and dates of all newly installed FD30s flat entrance doors was noted. (GW to ask Giuseppe to confirm the arrangements.)</li> <li>• Self-Closers – the need to have a more proactive policy on installation of these devices in order to meet the LFB requirements was acknowledged. Suggestion that this could be included in cyclical decorations projects was discussed but further work required on this in TMO and with RBKC</li> <li>• Self-closers – regular inspection and maintenance – how and when can this be undertaken?</li> <li>• Leaseholder flat entrance doors – seek further legal advice but unlikely that we will have any powers to force leaseholders to upgrade / replace</li> </ul>	JW

	<p>non-compliant doors</p> <ul style="list-style-type: none"> <li>• Mobility Scooters –continue with policy of no charging in communal areas but look to install storage / charging areas at sheltered schemes, evaluate success and then see whether this approach would work on any of the larger estates</li> <li>• Incorporate the approach to sprinkler maintenance that has been agreed with the assessor</li> <li>• Possibility of getting our fire assessor or the LFB to participate in more of our meetings with residents to increase awareness and acceptance of the “stay put strategy”</li> <li>• Water hose reels – where the assessor has confirmed that these are not required for fire purposes and these is no other requirement to have them they will be removed</li> <li>• Frequency of FRAs to be increased such that high risk blocks are comprehensively reviewed every two years and medium and low every three years</li> <li>• More fire safety training with staff responsible for undertaking inspections and supervising works</li> </ul> <p>Additionally, there was some discussion around metal security gates installed by some residents and whether these create a fire hazard. JW confirmed that this has been raised with the LFB over a number of years and their view is that the landlord should keep a record of the locations of these gates and this should be shared with the LFB. Additionally, we should write to the residents advising that their gate will cause a delay in the emergency services being able to rescue them in the event of a fire and that if they do not already have a smoke alarm fitted we should recommend that they fit one immediately. In the past Neighbourhood managers have taken a view that legal action would be restricted as it would be judged that residents who have had a gate for some time have “implied consent”. TB suggested doing some benchmarking on what other organisations do to manage this situation.</p> <p>Flat entrance doors - specifications for replacement doors and self closers have now been received. LFB’s expectation is that the TMO install self closers and maintain them. The committee discussed the feasibility of installing the self closers and the risk that the TMO would be open to legally if they are not installed. Other options will need to be explored and agreed with the Council. The quantity of doors requiring self closers is not known at present.</p>	TB/MB
7.0	<b><u>High Level Exception Report</u></b>	
7.1	The committee reviewed the document. No further comments were made.	
8.0	<b><u>Workplace Health and Safety</u></b>	
8.1	CM reported that the Lancaster West office refurbishment has experienced some delay but he should have a further by the end of the day.	
8.2	To facilitate the imminent implementation of secure printing new ID badges and better lanyards will be provided to staff. It is our intention to take this opportunity to encourage staff to wear their ID badge at all times in the office	

	and to challenge anyone entering our office who is unfamiliar and not wearing ID.	
<b>9.0</b>	<b><u>Performance Report</u></b>	
9.1	Improvements in performance were noted. BM complimented Asset & Regeneration for sustaining their 100% compliance rates	
9.2	Kiran Singh and JW are meeting with HR to look into what can be done to ensure the identicom devices are being used.	JW
<b>10.0</b>	<b><u>Safety Representatives</u></b>	
10.1	It is anticipated that when ABow returns from leave the H&S representatives can accompany him on inspections / property risk assessments.	ABow
<b>11.0</b>	<b><u>Repairs Direct</u></b>	
11.1	GW noted that the RD HSEQ Manager is due to start in a couple of weeks.	
<b>12.0</b>	<b><u>AOB</u></b>	
12.1	JB reported positive feedback from the regular framework health & safety inspections that JB and JW have been participating in on a quarterly basis. Generally a small number of health and safety issues identified and these have tended to be rectified and not recur. Additionally, positive feedback from residents received.	
<b>13.0</b>	<b><u>Date of next meeting</u></b>	
13.1	13 <sup>th</sup> December at 2pm in Portobello Rooms 1&2	

**Distribution:**

Health & Safety Committee  
Executive Team