



**KENSINGTON AND CHELSEA
TENANT MANAGEMENT ORGANISATION**

Health and Safety Meeting

16 March 2017 at 10.30am

Network Hub, Portobello Room 1& 2

Present: Barbara Matthews (BM) – Executive Director of Finance & ICT (Chair)
 Sacha Jevans (SJ) – Executive Director of Operations
 Janice Wray (JW) – Health, Safety & Facilities Manager
 Peter Maddison (PM) – Director of Assets & Regeneration
 Teresa Brown (TB) – Director of Housing
 Shannon MacInnes (SM) – HSEQ Manager RD
 Cyril Morris (CM) – Facilities Coordinator
 Sharon Baah (SB) – Safety Representative
 Daniel Wood (DW) – Assistant Director of Home Ownership
 Hash Chamchoun (HC) – Head of Housing Support Services
 Joanne Jacques (JJ) – Sheltered Housing Team Leader
 Faris Saric (FS) – Safety Representative
 Adrian Bowman (ABow) – Assistant Safety Advisor
 Anthony Cheney (AC) – Interim Head of Contract Management
 Amelia Sales (AS) – Safety Representative
 Ciara MsGarry (CMcG) – Executive Assistant (minutes)

Apologies: Rachel Martinez (RM) - HR Officer
 Derrick Singleton (DS) – Operations Manager RD
 Sinead McQuillan (SMcQ) – Company Secretary
 John Borra (JB) – Policy & Compliance Manager
 Martin Barr (MB) - Estate Services Team Leader North
 Gladys Ajasa (GA) – Safety Representative

Item	Minute	Action
1.0	<u>Minutes of Previous Meeting/Matter Arising</u>	
1.1	The minutes of the previous meeting were agreed as accurate.	
1.2	Item 2.3 – Metal security gates/grills on flat entrance doors - MB had provided an update for the Committee including the following feedback from City West as follows - <i>A large number of our blocks were originally designed to provide a secondary means of escape from windows located on the basement, ground or 1st floor, or to higher storeys where linked balconies are provided.</i>	

	<p><i>It is therefore imperative that these windows are maintained free of obstruction to allow for escape.</i></p> <p><i>As such as per our policy in regards to doors, residents should <u>not</u> be given permission to install these security features.</i></p> <p><i>Exceptions will only be made as detailed above at specific request of the Police Authority, estate offices must consult with the H&S team <u>before</u> providing residents with consent to install grilles or shutters.</i></p> <p><i>Such installation when found when a flat becomes void will be removed and the tenant will be recharged any costs incurred."</i></p> <p>MB recommends that we adopt a policy going forward which we do not seek to apply retrospectively. TB recommended clarifying the position on enforcement before we formalise our position on this and agreed to follow up. .</p>	TB
1.3	Item 4.7 – Lift shut-ins - AC confirmed that an audit is being done to check that notices are clear and in place within all lift cars advising residents of the procedure to follow in the event of a shut-in. Lift contractors will continue to monitor and install signs where required as part of their regular visits.	AC
1.4	Item 4.8 - Deficiency Notice 9 Colville Square - Carl Stokes had agreed to revisit the FRA to explicitly state the fabric and the fire rateness of the structural elements - walls, ceiling and floors. The possibility of a compartmentation survey of at least one dwelling is to be investigated – JW to progress..	JW
1.5	Item 4.8 – Deficiency Notice Lonsdale House – LFB raised the requirement for a maintenance regime for flat entrance door self-closers. DW advised that, with regard to leaseholders with non-compliant doors, Counsel’s opinion had been sought again but this had remained largely unchanged with nothing further being added. DW confirmed that he will be meeting with RBKC legal in the next month to explore possible enforcement options but at this stage it has been agreed that his team will send 2 letters to leaseholders with non-compliant doors and if no action is taken then RBKC Legal will send a before action letter.	
1.6	Item 4.8 - Barandon Walk – some potentially non-compliant flat entrance doors but, more importantly, the glazing that opens onto this area from the flats is not fire rated or fixed closed (which would be the LFB’s preferred option but which is obviously not achievable). JW had raised the possibility of identifying interim measures to mitigate this risk with Carl Stokes our Fire Risk Assessor but his initial view was that we are quite restricted in terms of what can be done. Investigations are ongoing.	JW
1.7	Item 4.8 – Possibility of installing recycling receptacles within the bin rooms at Trelick Tower – MB had confirmed that we have engaged with RBKC and the RA and work is underway to introduce a pilot on a couple of floors.	
1.8	Item 4.9 - Lock changes on street properties – Nicola Rees, Estate Services Team Leader, has confirmed that as part of their quarterly inspections the ESAs are checking that TMO locks remain in place to facilitate staff access and	

	that these have not been changed by residents. Inspections should be completed this week.	
1.9	Item 7.3 – CRM workflow for VIREPS – JW confirmed that AB had completed the data cleanse and the replacement of existing warnings on Capita with the agreed standard warnings. A small number of entries have had to be edited by ICT due to access constraints but these have also now been completed. Kirk Dede, Project Manager, can now progress the work to copy these warnings across into CRM. Once this is completed a workflow to facilitate regular review / editing of this information etc. will be progressed. JW to provide progress update to next meeting. BM confirmed that CRM workflows are to be prioritised and she will recommend that this and the asbestos workflow are given priority.	JW
1.10	Item 9.1 – CM confirmed that an article reminding staff of the importance of completing the on-line DSE self-assessments before 31 st March was included in QWIC word in January.	
1.11	Item 11.1 - Blantyre Office recycling – CM confirmed that Pete Griffiths, Head of Communications and Dominic Davies, Environmental Services Manager, are proposing to set up a working group to look at recycling initiatives for the TMO offices.	
1.12	Item 11.3 – A timber ramp that a resident laid outside 43 & 44 Whistler Tower can be removed as it is no longer required. This is being progressed.	
1.13	Item 11.2 – Henry Dickens Court Community Room - Sharon had previously raised concern about an unresolved problem with electrics but subsequent to the meeting she has confirmed that this room has now been vacated by Wates and all electrical issues resolved.	
1.14	Item 13.2 – MB to investigate the volume of storage under Acklam Road and who is responsible. JW to follow up with Martin.	MB
1.15	Item 13.3 – The tunnel at Worlds End - concern had been raised about the volume of household appliances and large items which are often stored in this area. Nicola Rees, Estate Services Team Leader, had advised that the bulk team attend twice per week and there is ongoing monitoring by the ESA so that additional clearance can be ordered as required.	
1.16	Item 13.5 - visually impaired resident at Dartrey Sheltered – JJ confirmed that she had visited the resident, removed the electric bar fire and provided a replacement fan heater. She feels that no further action is required at this stage but 6-monthly flat checks are undertaken so the situation will be kept under review	
2.0	<u>Accidents and violent incidents</u>	
2.1	JW thanked SM for providing the RD accident breakdown for inclusion in this paper. JW confirmed that a number of the accidents that had been reported by	

2.2	residents and members of the public were likely to result in compensation claims and so maintenance records, photographs etc. have been submitted to RBKC Insurance.	
2.3	AC mentioned a potentially violent incident with one of the engineers. This involved a member of the public and the police had been called. AB had not received a report on this but agreed to investigate further.	AB
2.4	JG advised that he regularly finds missing drain covers, loose paving stones and missing stair nosings on estates and he expressed concern that this indicates that these are not consistently being highlighted by the regular estate inspections. TB asked that these issues are passed onto the ESA Team Leaders.	JG
2.5	SM noted that RD are looking at being able to report incidents via their PDAs.	
2.6	SB reported witnessing a recent incident when gangs of youths had gathering on the walkways in the Worlds End Estate. SB confirmed that she had informed Neighbourhood Management of this incident. TB is aware of some of the issues relating to security on the estate and advised these are being addressed. Additionally, improvements in the security of the door entry systems are currently being investigated.	
3.0	<u>FRAs</u>	
3.1	JW noted that Simon Hefferan, Contract Manager, has been really helpful in terms of closing down both historical and current FRA actions. There has been increased focus on clearing the backlog as well as keeping current records up to date and this was reflected in the statistics.	
3.2	BM thanked teams for the explanation of their outstanding actions and emphasised the need for all to continue prioritising and completing these and to prevent further actions falling into the 12+ months category.	ALL
3.3	<u>Feedback from LFB</u> An audit was carried out by LFB on Whitchurch House Sheltered Scheme in February. At the time of the previous LFB audit in March 2016 the block had been confirmed as “broadly compliant”. The same FRA remains in place and there have been no material alterations or other significant changes which would impact on fire safety, however, on this occasion the LFB have issued a Deficiency Notice with many issues. JW confirmed that, in consultation with Carl Stokes, HC and JJ, she had drafted a response setting out the TMO’s position / policy in relation to each point raised and this had been sent to the Inspecting Officer and the Fire Safety Team Leader. A response is awaited.	
3.4	PM suggested that it may be possible to strengthen TMO’s position by using an independent fire safety expert to review challenges from the LFB. JW to investigate.	JW
4.0	<u>Review of Fire safety</u>	

4.1	With regard to an installation programme for self-closers, JW confirmed that Cynthia Vachino, RBKC Legal Services, had been asked to review the access procedure used to facilitate the fire safety works required by the Enforcement Notices at Adair and Hazlewood Towers. It was suggested that this be referenced to in the reviewed Fire Strategy.	JW
4.2	BM advised that RBKC had been consulted and had confirmed their view that we adopt a 5-year installation programme for self-closers but that, at this stage, we should not instigate an inspection programme.	
4.3	PM suggested that any clarification from Counsel or RBKC Legal be incorporated into the Fire Strategy to formalise the TMO's position on where self-closers would be fitted and which doors would be inspected.	
4.4	Fire Action Notices - JW confirmed that Estate Services Assistants would be installing these as part of their routine inspections. The installation programme would be risk-based with the potentially high risk blocks completed first. Signs are on order and installation will begin in April.	JW
4.5	BM confirmed that the H&S Committee will need to approve the strategy with amendments mentioned above. Following Committee approval this will then go to ET, TMO Board, and then to RBKC. PM queried the practicalities of who will carry out the door closer work and BM advised that this is yet to be finalised. Graham Webb, Managing Director of RD, had provided costings for discussion with RBKC and so it is likely that RD will lead on this.	BM
4.6	JW has responded to an enquiry from the Health & Safety Executive (HSE) about the National Grid incident where one of their contractors drilled into an asbestos panel in an occupied flat at Grenfell Tower. No further contact had been made with TMO. BM requested that JW provide a copy of our response to the HSE to the Committee with the minutes of this meeting.	JW
5.0	<u>Lakanal House – LFB prosecution of London Borough of Southwark</u>	
5.1	The paper was discussed and it was noted we were compliant with the offences for which Southwark had been prosecuted.	
6.0	<u>High Level Exception Report</u>	
6.1	The report was noted. JW emphasised the issues of concern with National Grid in their works to install a new gas riser at Grenfell Tower. It was proving a challenge to exert any degree of control over the work of this statutory body as we have no contractual relationship with them. Additionally, they are not subject to the Building Control application and approval process. However, residents expectations are that we can control this work.	
7.0	<u>Use of Identicom lone worker device</u>	

7.1	JW advised that she had written to managers of all Identicom users and had circulated a paper summarising their feedback on usage of this device within their team. After much discussion it was the view of the Committee that it was managers responsibility to monitor usage and ensure these devices are used by their team. Company policy and expectations in terms of use could be reiterated and then local managers should take action to address non-use.	ALL
7.2	BM suggested that disciplinary action may be necessary for continued failure to adhere to the policy.	
7.3	JW confirmed that she supplies statistics on use to all managers on a monthly basis.	
8.0	<u>Workplace Health and Safety</u>	
8.1	CM advised that the contractor who had refurbished the Latimer office had unfortunately gone into liquidation. Therefore, the list of snagging items will need to be progressed by other contractors.	CM
8.2	BM asked the Committee to be vigilant about workplace safety and to report any issues they are made aware of during their working day – in offices and on the estates.	ALL
8.3	CM advised that we had reached a plateau in DSE on-line self-assessment completion and all managers are urged to raise the importance of completing this with their teams. CM will be producing reports for managers showing the breakdown of completions within individual teams.	ALL
9.0	<u>Performance</u>	
9.1	The Committee discussed PAT testing and whether there is need to maintain a local register of electrical items at clubrooms and estate offices. JW to discuss further with AC.	JW / AC
9.2	JW sought confirmation that microwave ovens are also tested for radiation leakage as part of this programme and AC confirmed this is the case.	
10.0	<u>Safety Reps</u>	
	No matters were raised.	
11.0	<u>Repairs Direct</u>	
11.1	SM discussed the RD H&S gap analysis that had recently been completed. She welcomed any feedback on this document and BM urged the Committee to respond directly to SM. SM confirmed that she had delivered a presentation to RD EMT where it was agreed that she would proceed with developing the health and safety management system to the OHSAS 18001 standard and attaining accreditation.	ALL

11.2	SM advised that there are opportunities for RD operatives to raise any H&S issues at RD internal meetings but that she will consider whether it would be helpful to have a representative attend this Committee.	SM
11.3	The Committee agreed to progress conducting a staff h&s survey similar to the one that SM had conducted in RD. JW to circulate a draft of questions to the Committee for consideration.	JW
12.0	<u>AOB</u>	
12.1	SB raised the issue of unsafe highways which are slippery and can cause accidents. JW confirmed that this is RBKC's responsibility and people should call the RBKC Streetline to report any concerns.	
12.2	FS mentioned that the door to the Blantyre office opens widely and cold air goes into reception area. FS asked if a solution to this could be considered. JW advised that a warm air curtain is already installed above this door and we are required to ensure this is usable by disabled people so the timing of the opening cannot be adjusted but she and CM would investigate if there is another solution.	JW / CM
12.3	A request was made for privacy film on windows at the Blantyre office so that blinds could be open and more light allowed in. CM to investigate.	CM
13.	<u>Date of next meeting</u> Tuesday 13 th June at 10am in Portobello Rooms.	