

**MINUTES OF THE TMO HEALTH & SAFETY COMMITTEE MEETING**  
**9 JULY 2014**

THOSE PRESENT:

Anthony Parkes	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
Wendy Stevenson	Estate Services Team Leader - South
John Borra	Policy and Compliance Manager
Hash Chamchoun	Head of Supported Housing Services
Adrian Bowman	Assistant Safety Advisor (Secretary)

APOLOGIES FOR ABSENCE:

Nick Valdez	Unison Safety Representative (CSC)
Jacqueline Bull	Sheltered Housing Officer
Kevin Langan	Team Leader Supported Housing

No.	Main Points for Consideration by Executive Team	Action
1.	There had recently been a number of incidents in the Hub Reception area when residents had been abusive and challenging to staff. This had been discussed by Ops H&S Group and with Teresa and Vicky and a number of proposed changes to the panic alarm, CCTV etc. are now being implemented. Additionally, the reception procedures have been reviewed, risk assessment revisited and staff training is being discussed.	<b>ET to note</b>
2.	Since the previous meeting there had been good progress with the Responsive Repairs actions from the Fire Risk Assessment items on W2. However, with Michael Lyons now on leave concern was raised that progress would stall and many of the actions allocated to him from FRA and also the H&S Inspections would not be progressed and create a backlog, which would now escalate unless his work was re-allocated. Anthony asked Alex to discuss with Peter.	<b>ET to note</b>
3.	Continued joint working work with RBKC means that there are now six non-compliant leaseholder doors and Laura Johnson's team are considering whether it may be appropriate to consider enforcement action against three of these – the other three have given a commitment that they will do the necessary work.	<b>ET to note</b>

1. <u>INTRODUCTION &amp; APOLOGIES</u>
The meeting was opened at 14:05. Apologies were received from Nick, Jaqueline and Kevin.
2. <u>MATTERS ARISING FROM MINUTES</u>
2.1 Janice advised that, as yet, the resident at Wiltshire Close who had broken his hip whilst major works were being undertaken in his home had not submitted a claim for compensation either to the TMO or the contractor.
2.2 Following on from the H&S management review, Anthony advised that Matt Hodgson had supplied a list of outstanding actions required for compliance, and asked Alex to update him on progress with these for presentation to the September Board meeting. <b>Action: Alex</b>
2.3 Alex agreed to chase the contractor responsible for inspecting / assessing the Grenfell Tower ventilation / extraction system as this work remained outstanding. This had been raised by the LFB and it was likely they would seek an update with progress made since their inspection.
3. <u>ACCIDENTS, VIOLENT INCIDENT REPORTS</u>
3.1 We had received eighteen documented violent incident reports since our last meeting, four of which had come from sheltered scheme residents and nine had occurred in our Reception areas. The Committee discussed one of these incidents in some detail as it had required police attendance (a member of staff had come very close to being assaulted), and had resulted in four employees submitting Violent Incident Reports. A further incident involved a resident against whom we had an injunction, who was still attending the Blantyre Reception. Staff had been instructed not to allow him access. Dan asked for a photo of the resident concerned to be displayed in reception. All these incidents had been, or were still being followed up with some form of action.
3.2 Ten accident/incident reports were received in this period - five involved sheltered scheme residents in their own home and three were from employees. Again there was considerable discussion around one incident which involved a member of RD staff being stabbed with a hypodermic whilst carrying out a visual inspection in the communal staircase of a high rise block. (This was documented as an incident rather than a virep, as presently the Police were still investigating and no suspect had been identified.) Anthony asked if we would approach the Suzy Lamplugh trust to seek any advice or guidance they could give regarding personal safety in communal/public areas. Dan asked if we could issue some guidance to all staff. Janice confirmed she was seeking further information from the Police but would also contact the SL Trust for possible advice for staff. <b>Action: Janice</b>
4. <u>FIRE RISK ASSESSMENT (FRA) – Update on outstanding actions</u>
4.1 Paper was circulated with the breakdown of all actions allocated through W2 and outstanding actions were discussed. Janice highlighted that significant progress had been made with the backlog of outstanding responsive repairs items. Alex advised that he plans to resolve the allocation of the Contract Management actions this week and he was hopeful that these outstanding items would then be progressed swiftly. Anthony raised concern about the actions allocated to Michael Lyons and how these would now be progressed. Alex was asked

to consider whether these needed to be reassigned and Anthony requested that he discuss this with Peter and Andy Marshall to decide whether some temporary cover was needed whilst Michael was away so that his work could be progressed.

4.2 Lessee Doors: Dan advised that there were now three cases that were considered for enforcement action where their front doors were not compliant, he had made contact with two of these and was hopeful that these two would be resolved this month, leaving one remaining outstanding that had been unresponsive. Janice advised that the Fire Brigade were being kept informed and were on board with our progress.

## 5. FEEDBACK FROM OPERATIONS H&S GROUP on 20 June

5.1 We were still currently free of pirate radio activity. Alex advised that he had still to progress the investigation of whether it was feasible to install a digipad style access lock for the roof doors to facilitate easier contractor access without compromising security.

5.2 With regard to key access for street properties, Alex confirmed he had received a price from a mobile locksmith to get keys cut where we do not have access. The order was still to be placed, and arrangements made for it to be progressed.

**Action: Alex**

5.3 Charging points for mobility scooters were currently not considered to be a priority so there were no plans to proceed at this stage. Hash confirmed the resident in Whitchurch House who had used one of these scooters in the communal area of the scheme had recently passed away, so in effect this was presently no longer a problem here.

5.4 Regarding the fall restraint systems, Alex confirmed that the World's End systems had recently been tested, with twelve having been certified. – the rest remain outstanding.

5.5 Workplace risk assessments: A paper was circulated and Janice updated all on progress. The majority of these are up to date and on the intranet. Estate staff RA currently being finalised by Wendy following review, and IT also being finalised.

5.6 Asbestos surveys: We were making good progress with the remaining communal surveys of the low rise and low risk blocks. Adrian had also completed in excess of 60 re-inspections.

5.7 Training: Janice advised on the current situation. The ESA training for testing of emergency lighting systems had taken place but a further course is required for those who missed the training, the Lancaster West Estate Team and new staff. Wendy advised that recruiting for the vacant posts in the south is in hand. We had fire safety training and first aid courses scheduled. Further, Janice advised she thought there was value in getting the on site staff together to clarify the working at height procedures. Wendy asked if we could do some practical training in the use of ladders as the new ESA recruits may not necessarily come from a caretaking background.

## 6. IDENTICOM LONE WORKER DEVICE - UPDATE

An order had been placed for 55 of these lone worker devices. There was a six week lead time on the delivery of these. In consultation with the company, we were hoping to arrange two days of training in late August (which would include two sessions on each day, one of which would be at the Blantyre Centre) in the use of the equipment.

7.	<u>WORKING AT HEIGHT</u>
<p>We had been working with Matt Hodgson to produce a policy and procedures to cover this area of work activity. Three individual assessments had been produced for ladders, roofs and access, along with a checklist for checking the suitability and condition of ladders. Janice felt that some confusion had been created amongst estate staff by the previous training in this area as trainers had kept re-enforcing the necessity for rescue plans etc. which had not taken account of the actual tasks our staff were undertaking and the low level of risk these represent. Therefore a further in-house briefing is recommended.</p>	
8.	<u>H&amp;S INSPECTIONS</u>
<p>These were continuing and currently we were inspecting the Brompton area properties. We were currently working on producing a suite of reports we can run in the W2 system which will allow us to report on statistics as we can with FRA actions.</p>	
9.	<u>FEEDBACK FROM BI-MONTHLY MEETING WITH LFB - (12<sup>th</sup> JUNE)</u>
<p>9.1 Janice advised that recently an LFB fire safety officer had threatened the TMO with a prohibition notice on 9 Colville Square. This had been a challenge to resolve in the set timescale and to the precise standard required by the LFB but we had managed it. We had concerns about how this was handled by the LFB Inspecting Officer and had raised these with the new Team Leader at this meeting. The Team Leader had outlined the procedure that should have been followed and this had not been our experience. We requested a copy of the Officer's audit report but this had not been forthcoming and a further audit undertaken jointly with our Fire Risk Assessor had been suggested and completed - however, still no documentation had been received in respect of these premises.</p>	
<p>9.2 We were still within the six month LFB charging amnesty in relation to LFB attendance at lift trap-ins in TMO blocks. It is not yet clear how this will be evaluated at the end of the period or whether it is likely to be extended.</p>	
<p>9.3 The residents from WERA on the World's End Estate had raised fire safety issues with us once again. Janice had responded to Olivia attaching copies of "broadly compliant" letters received from the LFB in relation to several tower blocks where they had conducted audits.</p>	
10	<u>REPAIRS DIRECT</u>
<p>The only thing to note for this standing item was that Michael Lyons was currently on leave and as noted above Anthony would speak to Andy Marshall, regarding any cover required during his absence.</p>	
11.	<u>SAFETY REPRESENTATIVES</u>
<p>No union representatives were present, however, Nick had asked if his concerns about recent incidents at the Hub Reception could be flagged up. There was a suggestion that if no union representative volunteers were forthcoming, perhaps we could seek volunteers from other staff. Janice agreed to draft something for Insider News to try and recruit some staff representatives. <b>Action: Janice</b></p>	
12.	<u>DATE OF NEXT MEETING</u>
<p>This was confirmed as being on Wednesday 10<sup>th</sup> September 2014 at 11:00hrs, in Portobello</p>	

Rm 2, Network Hub.
13. <u>ANY OTHER BUSINESS</u>
13.1 Repairs Direct are maintain a scaffolding register and there had been some queries as to whether there was a register that covered the whole company. Janice had done some preliminary enquiries on this, and it did not appear to be something that was being documented consistently across the company. Janice would speak to David Gibson to clarify the best way to address this.
13.2 Janice advised of the loss of water to Octavia House the previous evening which had caused some confusion as initially we couldn't trace who was involved in causing the problems and who had instigated the initial delivery of water to residents. After some extended enquiries, we found this was the result of works being undertaken by one of our Grounds Maintenance contractors. To facilitate the flow of information it was suggested that an email list be created to alert those on out of hours call duties. <b>Action : Janice</b>
13.3 There being no further business, the meeting was closed at 15:12hrs

ADRIAN BOWMAN  
Assistant Safety Advisor

10 July 2014

Distribution:

Jane Clifton for Executive Team  
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