



Title: Health and Safety Update

Report of: Support Services Manager

Purpose of Report

1. To provide the committee with a report on the company's health and safety activities for the period January to March 2014.

Background

2. The Safety, Health and Environmental Team ("SHE Team") are responsible for a number of activities designed to eliminate, reduce and mitigate accidents in the workplace and to ensure, safety of residents and members of the public who access our services and premises.
3. In addition to this the team act in an advisory role to ensure company wide compliance with a number of statutory and regulatory requirements including: -
 - Occupational Health and Safety
 - Health and Safety Training
 - Occupational Hygiene
 - Environmental Management
4. They also have responsibility for ensuring the company's compliance with statutory regulatory requirements as follows: -
 - Water Management - Risk assessments and water testing.
 - Electrical Safety - Cyclical electrical testing, fixed wire testing, portable appliance testing and emergency lighting testing.
 - Fire Safety - Risk assessment, maintenance, repair and testing of fire alarms and fire appliances.
 - Passengers Lifts Operations - Lift Repairs, maintenance, refurbishment and upgrade to DDA standard.
5. They are also responsible for the coordination and monitoring of health and safety on construction sites including:
 - CDM Coordination (Construction, Design, Management) and Control of Contractors

- Site Waste Management Plans

Partners Activity Update

6. In the period January to March 2014 we have monitored our Partner's activity and reviewed all asbestos related incidents and working practices. Repairs works are visited weekly to ensure compliance with policy and procedures and good working practices. We continue to work closely with Mears Safety Advisors for compliance and safe systems of working.
7. During the period January to March 2014 monthly joint Health and Safety site inspection visits have taken place with Mears. The works visited have covered void property refurbishments, gas boiler installations, bathroom adaptations and general repairs.
8. All operatives audited had personal identification on hand, asbestos information was available on site in a folder or on a hand held device. In addition appropriate personal protective equipment (PPE) was being worn. Customer service advice was provided and where required operatives were reminded that dust sheets and floor protection should be used at all times.
9. There were no significant areas of weakness identified on the site visits. A number of minor recommendations and areas for improvement were identified and arrangements have been made to implement the recommendations.

Accident Reporting

Accidents / Incidents near misses TGHC Employees

10. In the period April 2013 to March 2014, 14 non reportable Accidents / Near Misses were reported. There were no reportable accidents under RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

Accidents / Incidents near misses to 3rd Party / Subcontractors

11. In the period April 2013 to March 2014 33 non-reportable Accidents / Near Misses were reported and 2 reportable accidents under RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
12. Appendix 1 to this report provides the committee with the details of the reported accidents and near misses by Gateshead Housing and Partnering Organisations.

Violent Incidents and Warning Alerts

13. In the reporting period April 2013 to March 2014, there have been 68 violent incidents. Further management information about violent incidents and warning alerts is attached at Appendix 2 to this report.
14. All accidents and reported violent incidents have been investigated and follow up action taken to include a review of safe systems of work.

Asbestos Management

15. In March 2014 the company has appointed Gateshead Council Procurement

Service to carry out a tender for Asbestos Management. The tender process will take approximately 6-9 months to complete. Initial discussions have been held and a draft action plan developed to manage the process.

16. The following asbestos surveys have taken place for refurbishment and demolition (R&D):
 - 10 Surveys for maintaining decency investment works
 - 15 Surveys for repairs and maintenance including gas servicing
 - 15 Surveys to void properties and for aids and adaptations.
 - 45 Air stage four test
 - 17 Re-inspections of known asbestos containing materials (ACM) in non-domestic buildings
17. During the period January to March 2014, there was one incident reported by a third party that is being investigated by TGHC Health and Safety.

Fire Safety Management

18. Proactive monitoring of our Fire Safety strategy continues to take place through joint working and regular meetings with Tyne and Wear Fire and Rescue Service (TWFRS).
19. The work programme for the Sheltered Housing buildings is progressing with several schemes completed during the reporting period.
20. We continue to review and update fire safety arrangements for the Multi and Sheltered Housing Schemes through fire audits and inspection of all buildings.
21. During this reporting period there were no major incidents to report.

Legionella Control

22. 67 (100%) risk assessments were completed in High Rise Buildings, Sheltered Housing Communal lounges and Housing Offices. The risk assessments were completed as part of the Approved Code of Practice (ACOP) L8 requiring organisations to complete or review risk assessments every two years.
23. 126 of 130 (97%) of annual water hygiene inspection treatments have been completed by Local Environmental services.
24. Monthly meetings with our maintenance contractor are ongoing. No significant risks have been identified.

Fire Alarm Systems and Sprinkler System

25. 14 (100%) quarterly inspections have been carried out multi storey blocks and sheltered housing communal areas.

Emergency Lighting

26. 179 (100%) inspections have been carried out to emergency lighting systems. This includes inspections carried out at various intervals in accordance with

statutory requirements and agreed delivery programme with Local Environmental Services to ensure compliance.

27. 35 (100%) of quarterly emergency light invertors (battery checks) have been inspected.

Wet and Dry Riser Tests and inspections

28. 26 (100%) annual inspections have been carried out to wet and dry risers in 25 multi storey blocks and an inspection at Angel Court. Remedial works have been carried out to eight blocks and the remaining work is planned.

Bin Chute Fire Shut Off Tests and Inspections

29. 25 (100%) annual inspections have been carried out to multi storey blocks with a refuse chute fire shutter. 25 Certificates of Compliance have been issued which are valid to May 2014 . There were no activations or repairs required in the period January to March 2014.

Cyclical Repair and Maintenance Update

30. Bi-monthly meetings with Gateshead Council Local Environmental Services and the Gateshead Housing Company are progressing with the monitoring of the delivery of the cyclical maintenance programme. Inspections of Fire alarms, emergency lighting systems, dry and wet risers have been completed in line the maintenance programme.
31. No immediate actions have been identified during this reporting period.

Lift Maintenance

32. There are no relevant immediate actions in relation to breakdowns, maintenance and repairs have been reported during the period January to March 2014.
33. There were eight reported lift entrapments in the period January to March 2014.
34. Passengers were released to our agreed service standard response time by the lift maintenance company.

Update on the Company Construction Related Activities

35. There are twelve construction related projects ongoing with notifications to the HSE.
36. Works are ongoing on ten projects involving multiple sites as follows:
- Insulation works to non traditional properties in Springwell
 - Maintaining decency works covering various estates across the Borough
 - Planned painting works across various sites
 - Fire safety improvement works to Sheltered Housing across various sites.
 - Tunstall Telecare upgrades across the Borough
 - Lift replacement at 1- 23 Pleasant Place
 - Lifts replacement at Priory, Park and Peareth Courts
 - Barnes Close electrical upgrade works

- Accessibly improvement works in Sheltered Housing across various sites.
 - New Build development of 20 homes
37. Minor non-compliances identified during the site visits have been discussed with the Principal Contractors and remedial actions agreed to mitigate the risk from construction related activities.

Update on Health and Safety Legislation Changes

38. The following code of practices have been reviewed during this reporting period as follows:-

Revision of the Construction (Design and Management) Regulations and Approved Code of Practice. A radical overhaul of the CDM regulations is being consulted on with respondents given until 6 June 2014 to comment on the proposals. The planned changes would align the regulations with the minimum requirements of the Temporary & Mobile Construction Sites (TMCS) Directive. Industry specialists will be encouraged to develop sector specific guidance.

Links to Values

39. This report links to the following company values: -
- Being honest, accountable and transparent
 - Being motivated, trained and committed across the company
 - Being caring and respecting
 - A commitment to all our employees
 - Embracing equality.

Impact on Customers

40. The improvements identified and actions carried out will help us to provide healthy and safe environments for employees, residents, members of the public and partners.

Risk Management Implications

41. Not meeting the requirement of current and new Health and Safety legislation has been identified as an operational risk for the company.

Financial Implications

42. The Head of Corporate Services confirms that a budget is available to support the activities mentioned in this report through revenue or capital budgets.

Equality and Diversity Implications

43. Detailed Equality Impact Assessments are carried out on all Health & Safety policies and procedures to ensure that they do not adversely impact on any customers.

Value for Money Implications

44. Value for money principles are followed in all health and safety activity.

Health Implications

45. The company's approach to Health and Safety, embedded within everything that we do and the actions specifically mentioned within this report, ultimately will have a positive impact on people's health and overall wellbeing. By working to ensure that any services we provide meet the needs of the customers, partners and of employees and do not cause undue stress to either party.

Environmental Implications

46. The work detailed in this report will be carried out to ensure we meet our ISO 14001 standards and principles. We will make choices that reflect our social responsibility to improve the environment in which we work and live.

Recommendation

47. The views of the committee are sought on whether it is satisfied with the update on health and safety activities and developments

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Appendix 1

	Q1 - April June 13	Q2 July September 13	Q3 October December 13	Q4 January March 14	SUB TOTAL
Accidents - Incidents - Near Miss TGHC Employees	5	7	2	0	14
Accidents - Incidents - Near Miss 3rd Party and Sub	12	11	10	0	33
RIDDOR TGHC Employees	0	0	0	0	0
RIDDOR Subcontractors	1	0	1	0	2
Total	18	18	13	0	49

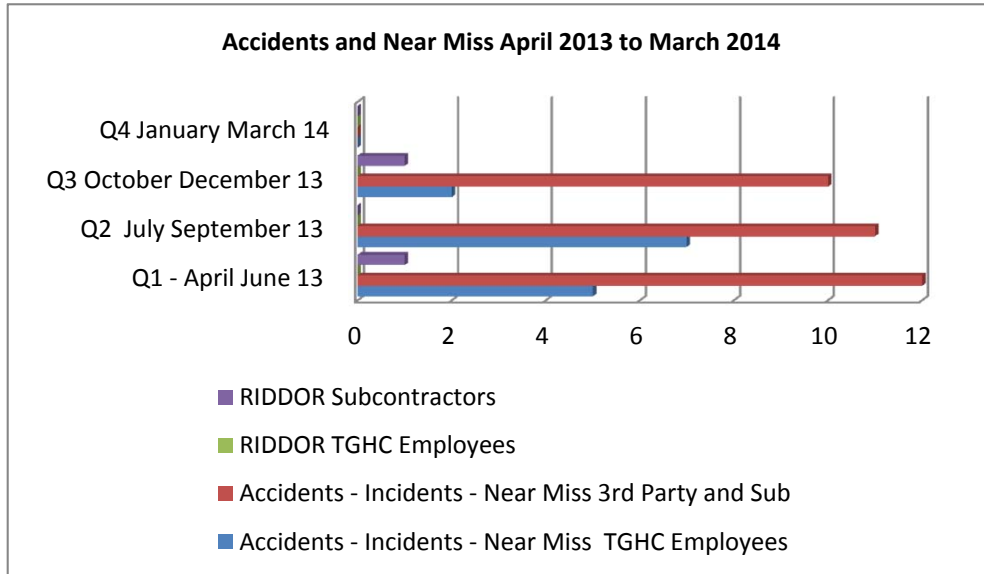
Accident and Near Miss Breakdown by Quarter for the Period of April 2013 to March 2014

Quarter	Accidents - Incidents -	Accidents - Incidents -	RIDDOR TGHC	RIDDOR
Q1 - April June 13	<p>Employee was cut on the hand by the fall of an unsafely stacked fire door at Regent Court</p> <p>Employee was bruised on the chest when they stretched over a garden fence</p> <p>Employee suffered injuries to the lower back as a result of a trip and fall in a tenant's garden</p> <p>Employee suffered a near miss from falling concrete debris at Abbott Court</p> <p>Employee suffered a near miss from a falling glass bottle in the bin chute room</p>	<p>Former tenant had a near miss by falling concrete debris</p> <p>Plumber suffered minor back injuries from lowering a soil pipe</p> <p>Roofer fell from a garage roof and fractured his wrist</p> <p>Plasterer slipped and suffered contusions to his nose</p> <p>Labourer suffered minor cuts to head while loading old fence timbers onto a vehicle</p> <p>Glazier suffered a minor injury to the eyes when removing the eye protection</p> <p>Gas Engineer slipped and suffered a sprained ankle</p> <p>Electrician suffered a minor cut to his head from a kitchen unit coming off the wall</p> <p>Joiner suffered a cut on his finger from a rough edge of a plinth</p> <p>Resident Liaison Officer suffered a dog bite</p> <p>A contractor suffered a cut from a knife when laying the flooring</p> <p>A plumber suffered a cut from a sharp edge on a pipe when stripping redundant copper piping.</p>		<p>A property inspector slipped and fell onto a handrail and fractured his right shoulder</p>
Total for Q1	5	12	0	1

Quarter	Accidents - Incidents -	Accidents - Incidents -	RIDDOR TGHC	RIDDOR
Q2 July September 13	<p>Employee suffered minor cuts when slipped on a broken pavement.</p> <p>Two employee's suffered back injuries by slipping on a wet floor</p> <p>Employee suffered minor back injury by overexerting</p> <p>Employee suffered minor cuts whilst opening a defective fire door</p> <p>Employee suffered minor bruising to the foot whilst going through a door</p> <p>Employee suffered minor dislocation to a lower limb as result of trip and fall by stepping on an uneven floor</p>	<p>Plumber suffered minor cuts whilst carrying out maintenance work on pipe work.</p> <p>Labourer suffered minor back injuries in lifting and handling a door.</p> <p>Electrician suffered minor grazing from pulling an electrical cable.</p> <p>Painter removing ladders from roof rack suffered minor cut to his forehead.</p> <p>Plumber carrying out maintenance to a sink, slipped and fell suffering minor muscular strains</p> <p>Tyler removing wall tiles suffered minor cuts to his hand.</p> <p>Painter and Decorator removing wall covering suffered minor cut to his hand.</p> <p>Bricklayer in removing a wall unit suffered minor head injury</p> <p>Labourer suffered minor injuries from a dog bite.</p> <p>Carpet Fitter suffered minor cut to his hand whilst fitting flooring in a property.</p> <p>Three Electrician reported near miss with suspected Asbestos Material</p>		
Total for Q2	7	11	0	0

Appendix 1

Quarter	Accidents - Incidents -	Accidents - Incidents -	RIDDOR TGHC	RIDDOR
Q3 October December 13	<p>Employee suffered minor contusions as result of door falling on her during a site inspection.</p> <p>Employee suffered whiplash as result of car accident during working hours.</p>	<p>Labourer suffered minor back injuries from lifting a bag of waste from a bin</p> <p>Labourer suffered a minor bruise to the lower limb as a result of a fall during refurbishment</p> <p>Carpet Fitter suffered a laceration to their hand as a result of misuse of a stanley knife. Plasterer suffered a minor eye injury as a result of dust ingress. Labourer tripped over a scaffold under construction sustaining minor bruising. Labourer was bitten by a cat suffering a minor puncture to their hand. Labourer was bitten by a dog suffering minor puncture to their lower limb. Joiner sustained minor bruises to their hand from a falling hand tool Labourer suffered minor contusion from a flying object to their head Plumber fell through ceiling boards with no injuries sustained.</p>		<p>Labourer tripped and fell down stairs sustaining cuts to the head, bruises to shoulder and ribcage. This accident was reported to the HSE under RIDDOR 2013</p>
Total for Q3	2	10	0	1
Quarter	Accidents - Incidents -	Accidents - Incidents -	RIDDOR TGHC	RIDDOR
Q4 January March 14	Nil Returns	Nil Returns	Nil	Nil Returns
Total for Q4	0	0	0	0



Violent Incidents and Warning Alerts

1 April 2013 – 31 March 2014

Violent Incidents and Warning Alerts

During this period 68 violent incidents and warning alerts have been reported and passed to NRT for investigation. This compares to 48 in the previous year.

These incidents and warning alerts are broken down by neighbourhood below;

West	Inner West	Central	East	South	Unknown
8	8	17	9	21	5

The nature of the violent incidents and warning alerts can be broken further down as follows: -

Verbal Abuse/ Swearing	41
Threatening behaviour	21
Dangerous Animal	3
Aggressive / confrontational behaviour	1
Actual Violence	1
Inappropriate Comments	1
Total	68

The service areas reporting violent incidents and warning alerts are detailed below: -

Housing Office	22
Repairs	12
RAIT	12
Investment team	7
Caretaker/ Concierge	6
Improvement Team	3
NRT	3
Lettings	1
HR	1
Voids Team	1
Total	68

- 88 % of reports resulted in further action being taken.
 - The remaining 8 (12%) did not either have a perpetrator name or address to progress the report further.
- 54% of reports resulted in a formal warning being issued to the tenant/perpetrator
- 34% resulted in the perpetrator being interviewed & advice given about their future conduct.
- The one incident of actual violence related to a tenant assaulting a member of staff. NRT applied to Court and an injunction was granted against the perpetrator providing protection to the member of staff and other employees or agents from further reports.

- Of the 68 reports, in 11 cases (16%) the perpetrator stated that they had become aggressive or abusive due to their frustration with poor service or lack of information.
- Of the 68 reports investigated this resulted in 22 Warning Alert markers being applied relating to the incidents involving a threat or actual violence.

Tenancy Warning Alerts

The revised tenancy warning alert procedure has been in operation since February 2013. During this period 78 warning alerts have been requested; 7 were rejected as they did not meet the criteria. The 71 requests that met the criteria were from the following areas:

Central	17
Inner West	10
West	10
East	6
South	16
Housing Applicants outside of the borough	12

These tenancy warning alerts were applied for the following reasons:

- 62 Serious verbal threat, Physical assault, Violent offender, Harassment, physical, sexual, racial or otherwise discriminatory. (only 1 case related to physical assault)
- 4 Needles/ Sharps
- 2 Threats to Self-Harm
- 3 Dangerous Animals