

<b>Title:</b> Health and Safety Policy, Governance Review and Health and Safety Dashboard 2016	<b>Meeting:</b> THH Board	
<b>Report authorised by:</b> John Tunney, Director of Asset Management	<b>Date of the meeting:</b> 19 September 2016	<b>Item No.</b> 10
<b>Report author:</b> Janice Tofts, Health and Safety Manager	<b>Classification:</b> Open	<b>Report type:</b> Discussion / Decision
<b>Business Objectives:</b> The Health & Safety Policy is a key document which underpins the delivery of all services and the business plan objectives: <ul style="list-style-type: none"> <li>▪ Building one great organisation</li> <li>▪ Delivering consistently brilliant customer service</li> <li>▪ Supporting vibrant neighbourhoods</li> <li>▪ Investing in homes to be proud of</li> </ul>		
<b>Impact for Customer:</b> Tower Hamlets Homes [THH] has a moral and legal duty to ensure the health and safety of staff and residents. Effective management of health and safety issues across the properties we manage, the equipment in those properties, and the way in which we work ensures that the risks to residents are minimised. The Policy is the primary articulation of how the company's duties to residents are appropriately discharged.		
<b>Diversity Impact:</b> There are no specific diversity impacts.		
<b>Cost and Income Implications:</b> There are no specific cost implications from this report. The effective management of health and safety helps avoid unnecessary costs being incurred through avoidable accident, injury or damage.		
<b>Risk Management:</b> This report addresses the Strategic Risk: <ul style="list-style-type: none"> <li>▪ Health &amp; Safety – Life and limb events which could result in injury or fatality.</li> </ul>		
<b>Summary:</b> A written Health & Safety Policy is a legal requirement for THH and needs to be reviewed regularly to ensure it reflects improvements in health and safety management within the organisation and changes to the legislative and regulatory frameworks. This report seeks endorsement from the Board for the revised THH Health & Safety Policy. This report also outlines the creation of a new governance		

structure for health and safety risk management and presents the newly designed Health & Safety Dashboard August 2015 – July 2016 for the Board's information.

**Recommendations:**

That the Board:

1. **Discuss** the Board Statement set out in section 1 and the role of the Board and its committees in fulfilling the commitments therein.
2. **Endorse** the Health & Safety Policy.
3. **Note** the Health & Safety Dashboard

## **1.0 Introduction and Background**

- 1.1** Organisations employing five or more staff have a legal duty to produce a written health and safety policy. The THH Health & Safety Policy (Appendix 1) accompanying this report sets the direction for effective health and safety management at THH. It demonstrates understanding and ownership of the risks faced by the organisation and the arrangements for these to be managed.
- 1.2** This review of the Policy reflects the management changes that have taken place over the past year and changes to legislation where appropriate. These changes have been managed and overseen by the Health and Safety Forum and reported periodically to the EMT.

## **2.0 Policy Development**

- 2.1** The development of this version of the policy has been overseen by the Health & Safety Forum, and was approved for consideration by the July meeting of EMT. Key changes from the previous version include reflecting the new Chief Executive in post and the role of the Director of Asset Management having responsibility for the performance of the health and safety duty on behalf of the Chief Executive. The new policy also outlines the changes to the Construction, Design and Management Regulations 2015.

The policy is intended to be a high-level overview; specific aspects of health and safety are addressed in detail within local codes of practice such as the Fire Safety Procedure.

## **3.0 The Role of the Board**

- 3.1** The Board helps define the organisation's culture around the management of health and safety. Section 1 of the Policy outlines the role of the Board in providing leadership and direction to the organisation. The Board are asked to consider the following questions
- Does the Board consider their role as currently defined in the policy to be suitable and sufficient?
  - Does the Board consider that they have sufficient visibility and scrutiny of health and safety management systems within THH?
  - What improvements would the Board wish to see to the Policy definition or the governance arrangements currently in place?

## **4.0 Governance Structure**

- 4.1** Proposals for changes to the Governance Structure for health and safety risk management went before the EMT (Performance) in July and subsequently to the Health and Safety Forum in August. The proposed changes are as follows:
- 4.2** The Health and Safety Forum will retain its role as the strategic lead for health and safety matters and will, from October 2016, take place quarterly.

Then, taking a risk-based approach, Directorate Health and Safety Committees will be set up to manage their own health and safety. The major operational Directorates Asset Management and Neighbourhood Services will develop performance indicators to populate and manage the detailed Dashboard for their areas of responsibility. For the back office functions, Business Transformation and Finance there will be a joint Jack Dash House meeting.

- 4.3** The Health and Safety Forum is chaired by the Director of Asset Management and each subsidiary Directorate meeting and Jack Dash Meeting will be chaired by a senior manager.
- 4.4** A Health and Safety Improvement Plan is being developed and will be delivered to the Health and Safety Forum in October. This will provide a systematic and structured approach to how we manage health and safety in THH.
- 4.5** Each meeting will be supported by a representative from the Health and Safety Team who will offer general health and safety advice, plus help with drafting performance indicators, action plans etc. The Directorates will report to the Health and Safety Forum as required.
- 4.6** Specialist groups will be set up as required under the auspices of the Health and Safety Forum when major issues need to be managed outside of the Forum and reported to it e.g. the Fire Risk Management Group.
- 4.7** Each subsidiary meeting will report directly to the Health and Safety Forum on a quarterly basis. Reassurance for this new approach will be provided by the Health and Safety Team via audit, inspection and monitoring functions.

## **5.0 Health & Safety Dashboard – September 2016**

- 5.1** The Health & Safety Dashboard (Appendix 2) was last presented to the Board in April 2015. This year the design of the Dashboard has been changed to provide charts to illustrate performance indicators and a short narrative. The dashboard is reviewed by the Health & Safety Forum, which currently meets bi-monthly, and by the Director of Asset Management and Health & Safety Manager each month. Any concerns or issues are raised with the Head of Service and Director with responsibility for the indicator.
- 5.2** **Fire Risk Assessments (FRA)** – Legislation requiring completion of FRA's came into force in 2005. Full details can be found in the Fire Safety Status Report to Board.
- 5.3** The trend in **incident reports** had been decreasing in the last year and this is probably due to underreporting. Items have been placed in News and Views to raise awareness to incident reporting especially where there are incidents of verbal and physical abuse. However, there was an increase to 8 incidents in August. The breakdown is six staff related incidents and two tenants (minor incidents). The staff incidents were: 3 verbal abuse, 2 of which were by ex-members of staff, 2 slips/trips/falls, 1 manual handling incident. Two incidents were RIDDOR reportable, both involving caretakers.

One manoeuvring a paladin which led to a musculoskeletal (back) problem and the other was a fall from a 2 ft raised area leading to pain in arm. Both RIDDORs involved over seven days' absence from work. Incident investigation is an important tool in the prevention of future incidents and only two of these eight incidents have been investigated. The investigation template is sent out automatically when the incident is reported and Santia sends an email to the relevant manager. The Health and Safety Team will then follow this up directly with the managers.

- 5.4 Gas Safety – Domestic** is an area of constant focus due to the level of risk and its associated high level of importance and stands at virtually 100% compliance. There are, however, odd instances of non-compliance due to access issues which are dealt with as they occur. The number of properties requiring a landlord gas safety check has seen a steady decline due to right to buy sales.
- 5.5 Communal supplies with a valid gas safety certificate** dips in June, July and August were due to the changeover in Gas Servicing Contractors. Whilst the dip can still be seen for August, the new contractor Castlepoint is on track for compliance during September.
- 5.6 Servicing Water Supply (monthly temperature checks).** The dips in compliance during June and July are due to changeover of contractor and are now at fully compliant in August.
- 5.7 Water Risk Assessments** - The Control of Substances Hazardous to Health Regulations 2002 require a suitable and sufficient risk assessment to be carried out of the communal water supplies. This is an area of concern as these assessments have not been completed for a number of years. This matter is now being addressed by the Repairs Department and plans are in place to secure a specialist contractor to carry these out.
- 5.8 Water Sample & Analysis** of all tanks in communal areas are carried out annually. The checks were last completed in December 2015 and were negative for Legionella.
- 5.9 Lifts** – all targets for lifts with valid servicing certificates have been met.
- 5.10 Stair Lifts**
- Minor shortfalls in compliance are due to access difficulties and are being actively pursued.
- 5.11 Fire Safety Equipment (dry/wet risers)** - The servicing of wet and dry risers has seen a few issues throughout the year leading to non-compliance in May, June, July and August. This has been due to the changeover in specialist fire contractors, we are yet to achieve full compliance.

**5.12 Fire Alarms** - There has been a dip in valid servicing certificates for fire alarms in common parts but for this month early indications are that we are back on track to achieve targets.

**5.13 Automatic Ventilation Systems**

The dips in compliance during June and July are due to changeover of contractor and are now at full compliance in August. Refer to Board Report.

**5.14 Chute Sprinklers**

Annual checks are at full compliance.

**5.15 Neighbourhood Inspections** – Inspection targets have been complied with. In future additional indicators are being added to include the number of completed/closed health and safety actions and the number of open actions.

**5.16 Playground Inspections** -Monthly and quarterly playground inspections are being carried out and reported on a regular basis. Independent annual inspections are in place and will be reported on the Dashboard.

**5.17 Staff training** is generally reported as achieving a high attendance rate for lone working, manual handling, COSHH and work at height. However, there has been a dip in asbestos awareness training consistently for the past year and the numbers requiring this training is rising as a result and the percentage attending has decreased. The number requiring training is set to increase further once the new Asbestos Policy and Management Plan is finalised.

**DSE self-assessments** have increased each month but still stand at 74% against target. However, due to system failures THH is unable to adequately identify all those who require a DSE assessment. Work is progressing to formulate an establishment list and for it to be available

**5.18** The Dashboard is reviewed by the Health & Safety Forum to ensure the indicators provide an appropriate level of oversight. At the Forum meeting in August 2016 a number of changes to the dashboard have been agreed including the addition of servicing of automatic gates, this will appear in subsequent report.

## **6.0 Staff Issues**

**6.1** Staff training on core aspects of health and safety is monitored through the Health & Safety Dashboard. The needs of each job family are identified by Managers and training is programmed to meet these needs based upon the refresh period for each specific course. This ensures that staff are properly equipped with the requisite knowledge and skills to discharge their own responsibilities under Section 7 of the Health & Safety At Work Act 1974, and provides assurance that the organisation is meeting its own duties to provide the relevant information, instruction and training under Section 2.

## **7.0 Implications**

**7.1 Equalities and Diversity** –Individual equalities impact assessments are carried out as required on any proposed changes to inspections regimes, processes, procedures or associated policies.

**7.2 Value For Money** –The effective management of health and safety risks reduces avoidable costs to the organisation both in the immediate and longer term. Effective servicing and inspection regimes of mechanical and electrical equipment reduces the need for expensive responsive repairs and potential emergency call out situations, with associated management and compensation costs as well as distress and inconvenience for residents. Similarly, the provision of appropriate training to staff can reduce the accident and associated sickness absence rates and potential insurance claims. Whilst a strong inspection regime across the stock THH manages, for both fire and other risks to life or limb, will reduce the potential for harm to residents and associated insurance claims.

## **Appendices**

**Appendix 1 – THH Corporate Health & Safety Policy 2016**

**Appendix 2 – THH Health & Safety Dashboard (September 2016)**