

Health and Safety Performance Report 2018-19

1. Purpose of Report

1.1 This report has been prepared by Two Rivers Housing's Safety, Health and Environmental Manager with a purpose of giving all stakeholders an overview of health and safety performance during the period of 1st April 2018 to 31st March 2019.

2. General Health, Safety and Wellbeing Management Performance Scores

2.1 **Key performance indicators** – The key performance indicators measured are:

- Risk assessment
- Inspection outcomes
- Audits
- Training
- Action plan
- Policy
- Staff handbook
- Equipment management

2.2 The target required is 92%.

2.3 Graph 1, shows a three-year trend of the overall percentage scores taken from our safety management system for health, safety and wellbeing management; each line represents a financial year.

2.4 Table 1, shows the monthly percentage scores for the period 1st April 18 to 31st March 19.

Graph 1

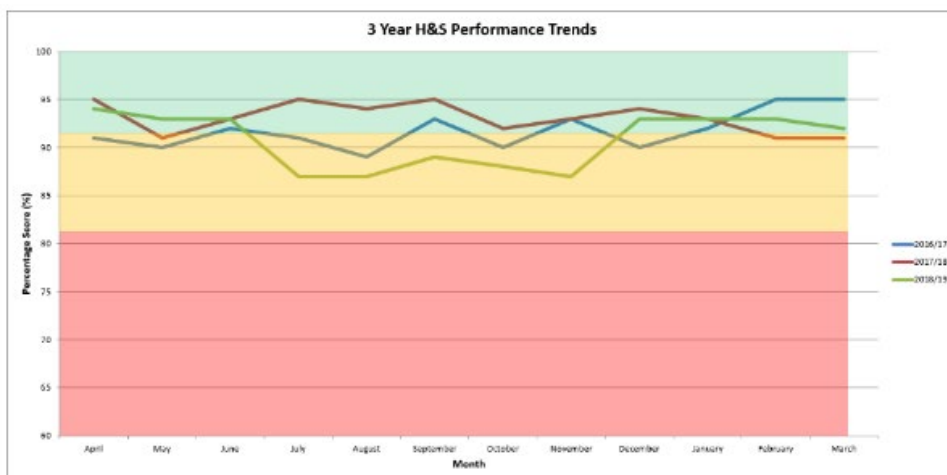
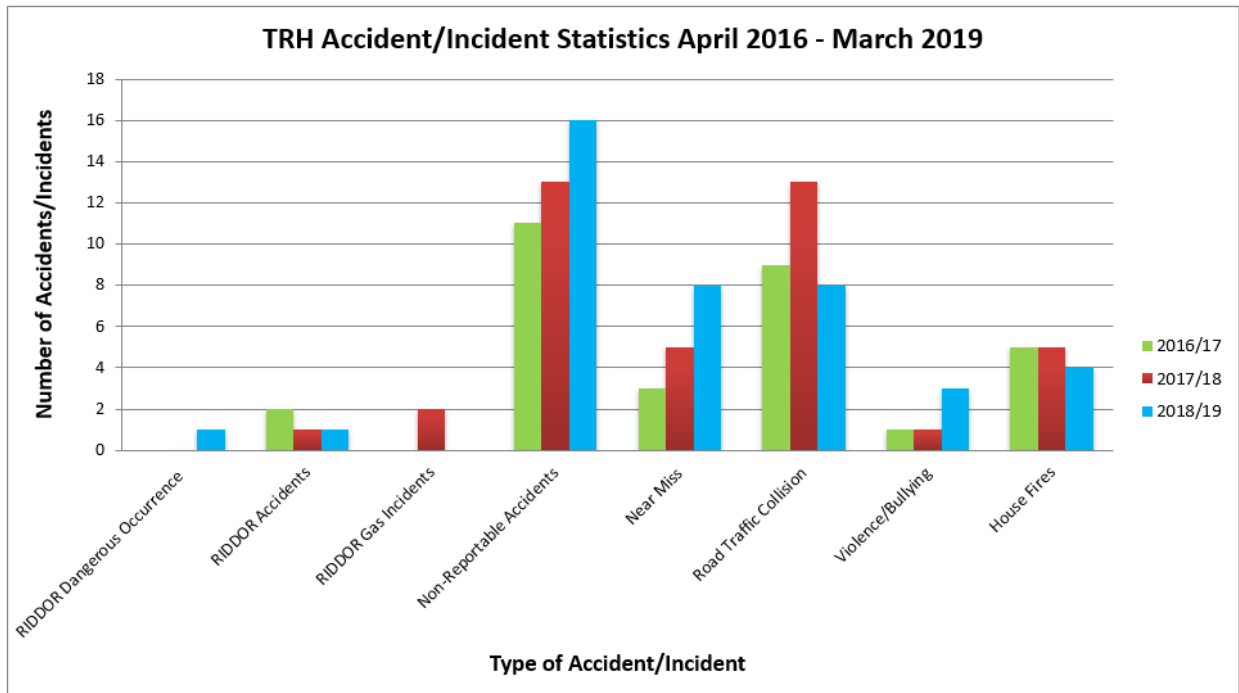


Table 1

2018/19	
Apr	94
May	93
Jun	93
July	87
Aug	87
Sept	89
Oct	88
Nov	87
Dec	93
Jan	93
Feb	93
Mar	92
Average	91
Target	92

3. Accident Management

- 3.1 The graph below shows the overall accident statistics across the TRH group during the period of April 2016 to March 2019. These are broken down into their respective financial years.



4. Duties as a Landlord

- 4.1 **Gas** - During 2018/19, TRH has achieved 100% year-end compliance. The 100% target has been achieved for 11 of the 12 months throughout the year with April being 99.99%. During the year the compliance team have made changes to the system to improve access and have demonstrates a consistently high level of statutory compliance to gas servicing.
- 4.2 **Solid Fuel** - During the year of 2018/19 Two Rivers Housing achieved a year-end compliance of 99.76%. Month end compliance improved from 96% with an increased focus on reviewing our procedures to reduce the number of no accesses. The .24% equates to 1 property which Housing have taken to court to gain an injunction. The injunction was awarded to Two Rivers which allows access to remove the solid fuel appliance and install new heating. The works are due to begin 26th April 2018.
- 4.3 **Legionella Management** – The servicing and water testing of communal centres is taken every 6 months with the last test being between January - February 2018 and show no areas of concern.
- 4.4 All of the rainwater harvesting systems have been decommissioned and risk assessments have been completed in March 2019. Legionella risk assessments are due to be reviewed following the re-commissioning and testing on the systems. The systems were decommissioned following the extended period of warm weather to minimise bacterial growth.
- 4.5 **Asbestos Management** - TRH hold 100% management surveys on the stock and have a rolling programme for carrying out refurbishment surveys these surveys for both planned

maintenance, responsive and void works are carried out ahead of the programme and made available to either the contractor or PropertyPlus to allow for safe planning.

- 4.6 If there is a requirement to remove any asbestos, then this is arranged through TRH and completed prior to the commencement of work. Asbestos condition inspections of the communal areas are carried out annually, we have completed all 62 of the communal re-inspections. The latest re-inspection surveys confirmed there has been no condition change; therefore, no action is required. Asbestos condition inspections for individual dwellings of the housing stock are carried out during stock condition surveys or at void stage. To date there have been no areas of concern.
- 4.7 **Fire Management** - All fire risk assessments (FRA) were re-written during 2018/19 financial year and are due to be reviewed over the period of May-Sep. These reviews will be carried out by the Health and Safety Manager, any corrective actions identified during these reviews will be assigned to the appropriate department to action.
- 4.8 **Fire Improvement Programme** - Following the FRA's works have been identified to all 81 of the non-domestic stock with communal areas. These works have been packaged up and developed into a programme which was tendered utilising the CHIC framework. The contract was awarded to J M Passive and works has begun on site. However due to industry close down on the production of fire door sets the fire door renewal section has taken longer than expected but will be completed by 28th June 2019.
- 4.9 **Communal Fire Warning Systems** - We currently own 83 blocks or general areas that have communal areas, within the communal areas there elements that require testing on the emergency lighting, communal smoke detectors, fire extinguishers and fire alarm panels. The testing is completed on a weekly, monthly, quarterly and 6 monthly basis, all testing is complete and up to date.
- 4.10 **Fire Safety Audit** – As part of the Internal Audit Programme for 2018/19, RSM have carried out an audit of how we manage fire safety. The findings and recommendations were reported to Audit Committee on 25th October 2018. RSM reported to the Audit Committee that, in their opinion, the Group Board can take reasonable assurance that the controls upon which the organisation relies to manage this area are suitably designed and consistently applied. The Audit Committee will monitor the implementation of the internal audit recommendations to improve the control framework.
- 4.11 **Electrical Installation Condition Reports (EICR)** - 1,374 properties were due an EICR within the 2018/19 financial year. We have successfully completed 1,327 properties with the remaining 47 being within the No Access procedure. These properties will be carried forward to the next financial year and will be completed by Centigen.
- 4.12 Although there is no legislative requirement for TRH to undertake testing on a five-yearly basis on the domestic stock it is recognised as best practice and Two Rivers aim to complete the testing within the 5 year timescale. However there is legislative requirements to carry out testing to the non-domestic stock on a 5 yearly basis, all non-domestic stock has been tested in line with legislation and certificates are available.

5. Royal Society for the Prevention of Accident (RoSPA) 2019 Awards

- 5.4 Two Rivers Housing participates in the annual RoSPA Awards; the process requires us to respond to 19 units which require detailed responses supported with 8 pieces of evidence per unit.



RoSPA's adjudication panel is made-up of health and safety professionals who scrutinise each unit response.

The adjudication panel have awarded Two Rivers Housing with the RoSPA Gold for the 6th consecutive year which has resulted in Two Rivers Housing receiving their second Gold Medal Award.

This process confirms that Two Rivers Housing is committed to the safety of its staff and tenants and that we have robust systems in place to help us achieve this.

6. Reporting

- 6.1 Comprehensive year 2018/19 year end health and safety report has been submitted to the Board for comment.

7. Summary

- 7.1 The general management of health, safety performance scores during the periods of Jul-Nov were not achieving the target score of 92%. The reason for the decline in performance relates to the delays in carrying out the required fire related remedial works which was beyond our control, this has since been addressed and works on site is being progressed.
- 7.2 The Board should be reassured that we have strong process in place for management of H&S and compliance which has resulted in achieving RoSPA Gold and being shortlisted for 'Women in Compliance' at the 2019 ASCP Awards.
- 7.3 Health, safety, wellbeing and compliance is constantly being monitored; not just for compliance but also looking at areas for continued improvement.