



**London Borough of Hammersmith & Fulham**

**AUDIT, PENSIONS AND STANDARDS COMMITTEE**

**15 SEPTEMBER 2015**

**ANNUAL CORPORATE HEALTH AND SAFETY REPORT APRIL 2014 TO MARCH 2015**

**Report of the Director For Environmental Health: Nicholas Austin**

**Open Report**

**Classification - For Policy & Accountability Review & Comment  
Key Decision: No**

**Wards Affected: None**

**Accountable Executive Director: Nigel Pallace, Transport and Technical Services**

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## **1 EXECUTIVE SUMMARY**

- 1.1 This report provides an overview of the health and safety performance for the organisation for the 12 month period 01 April 2014 to 31 March 2015.
- 1.2 A summary of the organisational risk profile and findings from key audits are highlighted.
- 1.3 Interventions by the Health and Safety Executive and changes to legislation are outlined.

## **2 RECOMMENDATIONS**

- 2.1 Members are asked to review and comment on the organisations health and safety performance for the 12 month period.
- 2.2 The committee is asked to review this annual report to satisfy itself that the Council is fulfilling its legal duty of care.

## **3 REASONS FOR DECISION**

- 3.1 The Council has legal duty of care under health and safety legislation to safeguard its staff, but also those affected by its service activities. Responsibility for compliance is set out in the corporate health and safety policy. An external audit previously identified the need to ensure Member scrutiny of performance.
- 3.2 Best practice suggests, health and safety performance reporting should include;
  - Significant health and safety risks and emerging issues;
  - Overall Council compliance with health and safety legislation; and
  - Areas of non-compliance and progress on taking corrective action

## **4 INTRODUCTION AND BACKGROUND**

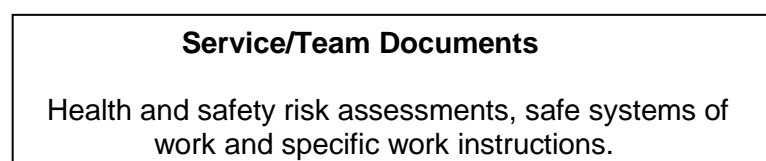
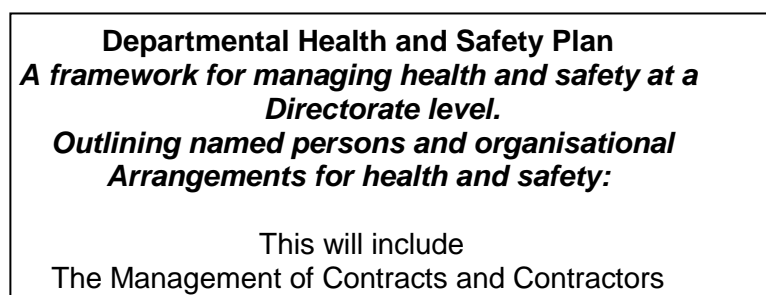
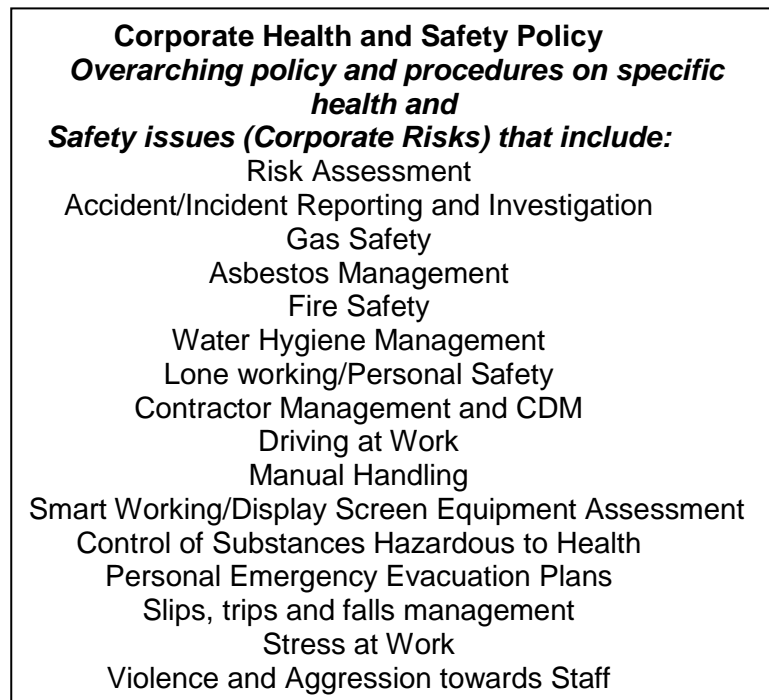
- 4.1 This report summarises the Council's health and safety performance for the last financial year, highlighting some of the main risks, controls, issues and achievements experienced over this period.
- 4.2 The Council has a legal duty of care to the large numbers of staff employed throughout its operations and community schools both directly and indirectly (e.g. via third parties). In addition the Council also has responsibility as a landlord and to members of the public who are affected by its service delivery.
- 4.3 The Council is a complex organisation with a number of delivery models such as Shared Services, Outsourcing, and Mutual etc. running in parallel, which creates the potential for significant risks that need to be managed on an on-going basis.

- 4.4 With this comes a legal duty of care, which cannot be delegated and extends to services provided by third party providers such as, Serco (Waste Management), Quadron (Parks) and AMEY (Total Facilities Management).
- 4.5 The Health and Safety at Work etc. Act 1974 remains the primary legislation which sets out the legal duties for the Council on health and safety. The Corporate Manslaughter and Corporate Homicide Act 2007 continues to mean that organisations can be found guilty of corporate manslaughter as a result of a serious management failure, which results in a gross breach of a duty of care.
- 4.6 To summarise the Council's legal duties include;
- Appointing someone competent to meet health and safety duties;
  - Provide a written health and safety policy;
  - Assess and control risks to employees, customers, partners and any other people who could be affected by its activities;
  - Implement health and safety management systems arrangements through Plan, Do, Check and Act (PDCA), thereby ensuring compliance ;
  - Have a statutory safety committee;
  - Consult with employees about the risks at work and the current preventative and protective measures in place;
  - Respond to insurance claims for compensation, in compliance with Ministry of Justice protocols, brought against the Council following alleged acts of negligence in breaching the duty of care owed to our employees and others.
- 4.7 The Council's approach to health and safety adheres to the principles of sensible risk management. By managing our health and safety risks sensibly, it will not remove all risks but should;
- Ensure that our employees and the public / service users are properly protected;
  - Ensuring that those creating the risks, clearly understand that a failure to manage them sensibly and responsibly is likely to have serious consequences, which may lead to enforcement action
  - Highlighting to all managers and staff, that whilst the measures are in place to protect them, they too need to act in a responsible manner.
- 4.8 The Corporate Health and Safety team acts as the appointed 'competent person' for Council. The team manages the compliance through regular auditing, inspection, investigations and advice to management and staff throughout its operational portfolio. Ultimate responsibility for the health and safety of staff remains with the senior management teams.
- 4.9 The Council shows how it will meet its statutory duties through the Corporate Health and Safety Policy, Departmental Policies, Corporate Codes of Practice and guidance documents.

4.10 Elected members should ensure that health and safety is adequately considered when making decisions at a strategic level. The Deputy Leader of the Council, Councillor Cartwright has been nominated to lead on Health and Safety matters

4.11 The Director for Environmental Health is responsible for the corporate safety team and has been nominated to act as the Lead Director for Health and Safety.

4.12 Corporate policies and plans:



4.13 The Health and Safety Executive's guide to 'managing health and safety, requires effective planning for controlling the risks within an organisation through risk profiling its activities. This Council regularly conduct this at a high-level by, identifying the significant inherent risks that the Council is subject to and the existing control measures that are in place. An assessment is then made of any residual risk (the level of risk after controls are put in place) with the gaps and required assurances identified. Risk profiling is split into three categories; Persons, Management and Premises.

4.14 A risk profile has been prepared and has been summarised in Section 6 (6.4).

4.15 High level risk profiling enables the Corporate Health and Safety Team to set the business plan for the future, focusing on auditing and inspections, targeting key areas such as, management of contractors, violence and aggression, fire safety and management of water systems.

4.16 At a local level, Directorates have plans in place that include organisational arrangements, business plans for managing risk through their risk assessments and training for staff.

4.17 **Appendix 2** shows the corporate safety business plan for 2015 – 2017.

4.18 The plan is regularly monitored and reviewed through the Corporate Health and Safety team meetings and at the higher level Joint Corporate Safety Committee with RBKC.

4.19 The Council uses the quarterly Joint Corporate Safety Committee for communicating with its employees via departmental representatives on health and safety matters. The Committee meets four times a year, providing an oversight of all health and safety provision, allowing for health and safety representatives to communicate this to their relevant Senior Management Teams, within each Directorate.

4.20 Six monthly reports on health and safety will be reviewed by the Joint Management Team (JMT), with urgent items being considered by subject of separate report.

## **5 OPERATIONAL ANALYSIS AND ISSUES**

### **5.1 Key Legislation Changes 2014-15 (Major)**

5.1.1 Changes to legislation undergo a consultation process and are then ratified and made public two times throughout the year; 1<sup>st</sup> June and 1<sup>st</sup> October.

5.1.2 Any changes that are likely to have an effect on Council services are identified and reported to the Joint Corporate Safety Committee. The main legislative changes that came into force during April 2014 and October 2015:

## **Construction (Design and Management) Regulations 2015 (CDM)**

some major changes have occurred to health and safety within the construction industry and have the CDM Regulations 2007 have been simplified and changes include;

- The duty of the client to inform the HSE for a construction project has been increased to one which lasts 30 days with more than 20 workers occupying the site simultaneously or the project exceeds 500 person days. ***It is believed this aspect will reduce notifiable projects by approximately 50%***
- The CDM Co-ordinator role has been replaced a Principle Designer (appointment made by the client). ***This appointment needs to be made where a project involves more than one contractor on site. Domestic clients will also have duties for domestic projects.***
- A removal of the need to assess competency.

## **5.2 HSE (Health and Safety Executive)**

5.2.1 The Health and Safety Executive (HSE) are the enforcing authority for health and safety activities undertaken by the council, they carried out one inspection on the council during 2014/15.

5.2.2 The inspection of the mortuary was as a result of their planned programme, to visit all high risk mortuaries in England. The focus of their visit was to look at the health and safety management systems in place. The inspection was carried out by the HM inspector of Health and Safety Executive (HSE) and the Human Tissue Authority inspection manager.

5.2.3 This was a positive inspection with a number of recommendations put forward to further improve upon the processes in place these have now been implemented. Overall systems were found to be satisfactory.

5.2.4 There were no HSE prosecutions, prohibition or improvement notices awarded to the Council during the financial year 2014/15.

5.2.5 Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013, a total of 4 to members of staff and 3 to service users/members of the public required notification to the HSE.

## **5.3 Shared Services (LBHF/RBKC/WCC) Health and Safety Management**

5.3.1 Health and safety committees, Children's, Adult's, Libraries and Shared Services are now well established and meet regularly, providing management and staff with up to date health and safety data to enable communication and consultation throughout the entire structure. A Shared Services Health and Safety Committee for Corporate Services is planned and will commence during 2015.

- 5.3.2 These committees implement their respective health and safety annual plans, discussing issues that have not been addressed at an operational level.
- 5.3.3 The corporate safety teams continue to work together to provide a consistent approach for managing safety across the three Councils' portfolio's, enabling managers of shared services to better drive forward health and safety through an aligned process.
- 5.3.4 Key corporate policies continue to be reviewed and aligned across the shared services, with the focus being given to the primary risk areas, for example the management of water systems, management of fire and asbestos.

#### **5.4 Total Facilities Management**

- 5.4.1 In 2013 the three Councils entered into an agreed project for Total Facilities Management (TFM) in partnership with AMEY Community Ltd.
- 5.4.2 Whilst the Corporate Property teams within the Sovereign boroughs delegated responsibility to the Director of TFM to manage the contract, the duty and any accountability/liability remains with the Sovereign borough
- 5.4.3 The corporate safety teams of the three Councils have produced a series of documents to ensure that the TFM provider meets at least the minimum compliance standards throughout the life of the contract and shall continue to monitor this through auditing and inspection.
- 5.4.4 The client for the TFM contract is the Director of Corporate Property and Total Facilities Management for the Royal Borough of Kensington and Chelsea, with the client management functions being with the LINK team, employees of the Royal Borough of Kensington and Chelsea.
- 5.5 In order to continue to improve and standardise health and safety across the three Councils, a Shared Service Building Compliance Board has been formed and meets monthly with key stakeholders from each Council.
- 5.6 As part of the Shared Services building compliance board, the members have initiated a number of key projects, that the identified project teams will report back on progress, for example;
- A project to clearly identify key duty holders, responsible persons for major compliance areas such as management of asbestos, fire, legionella.
  - Fire Safety strategy for the three Councils, identifying key requirements to ensure a consistent approach in managing fire safety throughout each Councils portfolio.
  - Schools Compliance Review in order to understand the level of compliance across all community schools and identify areas for improvement

## 6 GENERAL HEALTH AND SAFETY

### 6.1 Accidents and Incidents

6.1.1 The accidents and incidents that occur within the borough are recorded on a shared services system (TRI-B AIRS), which allows for real-time reporting and notification to managers, appropriate actions are taken to prevent future recurrence where necessary. All accidents and incidents that occurred within the borough for the last financial year can be seen in Appendix (1)

6.1.2 A total of 7 incidents being reported to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013. Four were to employees, with the main cause being attributed to manual handling. However it is positive to note that the number being reported to the HSE has reduced over the last three years.

6.1.3 The number of successful claims against the Council has risen over the last three years. Only the last three years are shown, which represents the time a person is able to make a claim, following an accident/incident.

	2012/13	2013/14	2014/15
1	Slip/Trip	Assault	Stress
2	Fall	Lifting	Slip/Trip
3		Accident on Premise	Lifting
4			Fall from Height

Table showing top number of claims made over the last three years with payouts

6.1.4 Each of the areas reported in the above table have led to direct financial losses for the Council over the last three years, totalling £348,317.

### 6.2 Training

6.2.1 The Council is required to provide the necessary information, instruction, training and supervision as necessary to ensure the health and safety of our employees.

6.2.2 Induction health and safety training via the online tool (Workrite) of all staff and managers on joining the Council is mandatory.

6.2.3 Management must ensure their staff to undertake this mandatory training. The courses contained within the package are;

- Occupational Health and Safety for Staff
- Occupational Health and Safety for Line Managers
- Fire Safety
- Display Screen Equipment and the online assessment of the workstation
- Managing Conflict
- Managing Stress
- Manual Handling



- Mobile Working
- Home Working

6.2.4 The online training modules are there to provide all staff with an initial introduction and basic awareness of the given subjects.

6.2.5 Further training requirements are identified by the risk assessment process. Face to face training is identified by managers and incorporated into the individual's performance development programme and either provided as shown within the Learning and Development courses or through the departments own procurement process.

6.2.6 During the forthcoming year, ensuring training matrices are developed to identify training needs are part of all services throughout the Council remains a priority; enabling forward planning and budgeting.

6.2.7 Regular feedback will be provided to Senior Management Teams (SMT's) to report where training has not been undertaken by staff within departments throughout the Council

### **6.3 Health and Safety Auditing**

6.3.1 Auditing is a structured process of assessing efficiency, effectiveness and reliability of the total Health and Safety management system.

6.3.2 An internal audit of organisational health and safety was carried out during 2014/15

6.3.3 The Council received an overall assurance of Satisfactory with some recommendations for improvement, which have now been implemented, with the exception of the centralised database for risk assessments. A holding depository for risk assessments has been established on the shared intranet and work is on-going to collate risk assessments across the Council.

6.3.4 Managers have been asked to provide the corporate health and safety team with copies of their risk assessments to enable a centralised database to be set up, as recommended within the internal audit.

6.3.5 An internal audit of the Council's compliance against The Gas Safety (installation and Use) Regulations 1998, covering the installation, maintenance and use of gas appliances, fittings and flues in residential and non-residential properties.

6.3.6 The audit recommendations, now implemented, were made and agreed by management, are shown below;

- Where change controls occur the TFM service matrix should be updated in a timely manner to accurately reflect the responsibilities relating to those properties

- An audit of schools needs to be completed to gain assurance that gas safety checks have been undertaken and any remedial work required completed.
- An independent sample of physical checks on the gas safety checks completed by the TFM provider engineers should be undertaken to confirm they have been completed correctly, in accordance with the LBHF policy
- Any recommendations from inspections of gas safety compliance should be reported to the shared services corporate safety committee to enable the committee to monitor necessary actions taken.

6.3.7 As well as internal auditing by an external provider, the corporate health and safety team, conduct regular health and safety audits of both operational premises and team activities. The officers have inspected all key buildings and identified with the key stakeholders all necessary remedial actions. The team will continue to monitor the progress made during the next year, ensuring compliance of both premises and teams.

6.3.8 Last year all scheduled audits were completed.

## **6.4 Risk Management**

6.4.1 Risk profiling is undertaken to inform the corporate health and safety team of all aspects to managing the Councils health and safety risks.

6.4.2 Within the Council the organisations risks have been split in to three categories;

- People
- Management; and
- Buildings

6.4.3 The key risks identified within the Councils by the three categories are as follows;

### **People:**

- Violence and Aggression
- Management of Stress
- Slips, Trips and Falls
- Musculoskeletal Disorders (MSD's)

The corporate safety business plan for 2015/16 includes actions in line with the health and safety well-being strategy, and to tackle these four issues. The team will aim to ensure that;

- Suitable policies and procedures have been implemented
- Departments are meeting the requirements of the policies/procedures, ensuring;
  - Awareness campaigns are undertaken
  - Suitable risk assessments are implemented
  - Suitable and sufficient training has been provided to those staff at risk

Tackling people risks will be prioritised during 2015/16.

## **Management**

- Production of suitable and sufficient risk assessments
- Provision of Chief/fire marshals due to flexible working

## **Buildings**

- Overall building compliance
- Management of Contractors
- Corporate health and safety have a schedule in place for the monitoring of corporate operational buildings to ensure compliance.
- The shared services building compliance board and health and safety committees meet regularly.
- Audits are carried out by corporate health and safety and fed back to the LINK team to ensure that time bound repairs are completed.

## **6.5 Corporate Buildings**

### **Linford Christie Stadium (W12)**

6.5.1 A feasibility survey of the water system and the potential risk of legionella was carried out in 2014/15 for the stadium and reviewed by the LINK team. The plans are to look at breaking the required work into a two year framework as follows;

- New boilers using gas and associated tank system works have been identified for replacement during the 2015/16 FMP Budget; and
- Associated pipe work systems, showers and toilets have been highlighted for replacement during the 2016/17 FMP Budget.

6.5.2 Work was successfully carried out to remove asbestos roof sheeting from the stadium in 2014.

### **280 Goldhawk Road Day Centre (W12)**

6.5.3 Currently this two storey Georgian building is being used as an adult day centre. The lift has been out of use for the last eighteen months and therefore restricts the use of the building, meaning those unable to ascend the staircase, cannot utilise the facilities on the first floor.

6.5.4 AMEY instructed a structural engineer in January/February 2014 to inspect the lift which is situated adjacent to a small lift motor room, located on the right hand side of the glazed rear entrance doors.

6.5.5 Recommendations have now been put forward to ensure the lift is renewed. The LINK has put out a tender document which upon completion will require approval by the Cabinet Committee.

## 6.6 Fire Safety

6.7.1 The Corporate health and safety team undertook a review of the fire safety management systems in key buildings within the Council. This identified a number of concerns in the management, the application of operational risk control measures and the monitoring of fire safety.

6.6.2 The Shared Services Building Compliance Board has set up a project group to improve overall fire safety across the premise portfolio and to ensure consistency in approach throughout the shared services (LBHF/RBKC/WCC) The group has made a number of recommendations:

- Approve a fire risk assessment specification based upon PAS79/ASFP (Association for Specialist Fire Protection) best practice
- Approve a rolling programme of fire risk assessments
- Approve operational and managerial recommendations

## 7 SCHOOLS

7.1 The Council retains a duty of care in community schools where it is the employer and/or there are lease arrangements in place. A Health & Safety/Emergency Planning function is provided to schools in LBHF, dependent upon their status. Below table contains a summary :

TYPE	LBHF	
	Number of Schools	Number in Provision & Funding Arrangement
NURSERY (COMM)	4	4 via DSG top-slice
PRIMARY (COMM)	17	17 via DSG top-slice
PRIMARY (VA)	13	13 via DSG top-slice
PRIMARY (ACAD)	5	0 No relationship
PRIMARY (FREE)	1	0 No relationship
SECONDARY (COMM)	1	1 via DSG top-slice (6 <sup>th</sup> Form)
SECONDARY (VA)	0	N/A
SECONDARY (TRUST)	1	1 via DSG top-slice
SECONDARY (ACAD)	10	6 via SLA
SECONDARY (FREE)	0	N/A
SPECIALS (COMM)	4	4 via DSG top-slice
<i>Totals</i>	56	40 via DSG top-slice 6 via SLA

Table 1 (schools)

7.2 A number of schools have or are moving to Academy status. Subject to building lease arrangements, the Council will no longer be the employer and therefore no longer have a duty of care, which passes in its entirety to the Trust. Schools moving to Academy status are invited to buy-back into the service level agreement (Total of six at present out of the 10).

- 7.3 Children's Services, have commissioned Amey (via the LINK) to undertake "compliance audits" on all community schools across shared services. This programme has been subject to some delays with full programme now expected to be completed by the end of the summer term 2015.
- 7.4 3BM, a mutual acting on behalf of the Council, have been commissioned by Children's Services to undertake condition surveys of all community schools. Condition surveys include the identification of structural, mechanical and electrical deficiencies and maintenance issues.
- 7.5 .The outcomes of the surveys will be used to inform future capital programmes undertaken by LBHF on the school property portfolio.
- 7.6 3BM have also been commissioned to oversee the on-going asbestos management system in community schools. This follows completion of a corporate programme to ensure all schools were compliant in relation to asbestos management.
- 7.7 A detailed analysis of school health and safety competency requirements has been undertaken in health and safety. As a result a comprehensive learning and development programme is being developed ready for the commencement of the new school year in September 2015, which is relevant to the skill set of the school employees.

## **8 HOUSING**

- 8.1 Housing manages the housing stock, and is responsible for over 17,500 residential properties.
- 8.2 Lift servicing –a total of 220 passenger lifts installed across the housing portfolio are serviced monthly. Stair lifts which total 120 in number have all been inspected and received their annual service. Housing confirm that each of the passenger lifts and stair lifts have valid statutory inspection certificates in place.
- 8.3 Insurance inspections – The following areas have undergone an inspection by the insurance companies, providing confirmation and validation certificates for each piece of equipment under the inspection regime;
- Passenger/Stair lifts – All passenger/stair lifts are compliant and have valid statutory inspection certificates in place
  - Mechanical inspections of pressure vessels associated with communal boiler plant – They have been inspected by the Councils' insurance inspectors
  - Gas servicing – All sites have had their annual gas servicing/inspection carried out and operating with a valid certificate, the health and safety team have confirmed the current level of compliance is 100%.
- 8.4 There are potentially 1,056 sites that have communal water tanks without a valid water hygiene risk assessment. These are difficult to access as the tanks are within the loft spaces of individual dwellings. Housing believes the risks are low and will continue to attempt access and where possible replace them with direct mains supply.

8.5 Electrical safety check programme is currently being undertaken with 90% compliance throughout the portfolio, with the remaining 10% programmed in the coming months.

8.6 A new contract for the management of asbestos recently commenced (1 November 2014). The contractor is continuing the programme of surveys and sampling throughout the housing stock. Any work identified through the surveys, is put into an Asbestos Management Plan and carried out by the contractors MITIE.

## 8.7 Fire Safety

8.7.1 A new fire safety team was established within Housing during 2014/15. They are currently working towards ensuring the fire risk assessments for each property are present, up to date and any work identified has been carried out.

8.7.2 The council as Landlord has a responsibilities under the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005 (the FSO); under the FSO we are obliged to undertake suitable & sufficient Fire Risk Assessments (FRAs) for all properties with communal areas. FRAs are carried out by competent individuals appointed to act on behalf of the authority.

8.7.3 The fire safety team also provides a one stop shop advisory service for all stakeholders, manages the contract for routine service and maintenance of the fire equipment and liaises with the London Fire Emergency Planning Authority to manage steps to mitigate enforcement action.

8.7.4 In order to carry out FRAs the assessor employs their professional expertise, judgment and guidance based on all applicable acts, legislation, authoritative / 'Official' guidance & current best practice. Guidance & practice laid down in the British Standards, approved documents of the Building Regulations, the Department for Communities & Local Government (DCLG) guidance documents and Local Authorities Coordinators of Regulatory Services (LACORS) "Housing Fire Safety" guidance.

8.7.5 The aim of the fire risk assessment process is not necessarily to bring an existing building up to the standard expected for a new building, constructed under current legislation. Rather, the intention is to identify measures which are practicable to implement in order to provide a reasonable level of safety for people in and around the premises over a foreseeable period of time without significant change.

8.7.6 In addition, following the outcome report of the Lakenhal fire, the council also has to have due regard of the additional DCLG Guidance on Purpose Built Blocks of Flats 2011. This guidance requires landlords to put additional controls in place to ensure regular monitoring of its stock on an ongoing basis. The now defunct H&F Homes Ltd (ALMO) instructed Cyril Sweett Ltd to undertake a programme of FRAs (commencing late 2010). The data issued covered all known Housing Stock properties necessary.

8.7.7 Since then there has been an on-going programme of FRA review within the Housing Department in accordance with the ratified fire safety policy & strategy Any works needed to properties which are identified as part of this process, have and are being

regularly undertaken, either as part of a larger capital works programme or as individual one off projects. Some of the works undertaken to date are as follows:

- *New 3<sup>rd</sup> party certified Front entrance doors to sheltered schemes of which 10 Schemes have been completed from the year 2014/2015, and a further 5 schemes committed for 2015/2016 which could change and include more.*
- *Works within the Roof space in regards to compartmentation in Sheltered schemes has also been undertaken when Necessary.*
- *New 3<sup>rd</sup> Party certified Front entrance doors and Smoke Screens to Tower blocks. Three 22 storey height tower blocks where Front entrance Doors and Smoke Screens are being fitted works in currently in progress.*
- *New 3<sup>rd</sup> Party Certified Front entrance doors to Hostels of which there are 6.*

8.7.8 All of the above works are in relation to fire resisting construction, for compartmentation; communal doors; bin store rooms; electrical intakes; fire & safety signage; door closing devices and intumescent smoke seals as necessary.

8.7.9 During the 2014/2015 fiscal year there have been 32 Projects in regards to FRA works that have been undertaken to a total cost of £3,730,241.80p. In the 2015/2016 year our partnering contractor MITIE has implemented a program of FRA works for 42 projects intended within the budget constraint set at £1.5 million.

8.7.10 The legal requirement to have the fire assessment reviewed comes from Article 9 of the FSO. It states that the FRA should be reviewed when it is no "longer valid or there are significant changes to which it relates." The date by which FRAs should be reviewed is determined as part of the process of assessment; the frequency is not defined. The fire risk assessment is a living document, which cannot remain valid for an unlimited length of time.

8.7.11 The frequency of review should take into account the rate with which changes, including those arising from the need for maintenance work, are likely to occur, and the risk to people that might arise from such changes. This means that a less frequent review might be acceptable if there is close management control of the common parts, including frequent routine inspections.

8.7.12 Whilst all council housing properties have and are being regularly inspected & assessed, inevitably due to the number of the properties that require an assessment and the limited resources at our disposal, there are instances where FRAs have surpassed the review date set by an assessor and has therefore become invalid until re-inspected. It is prudent to note that Cyril Sweett & LBHF FRAs are also consulted when any PPM works are undertaken by our partner MITIE.

8.7.13 The Housing Department's fire risk assessors continue to work with the London Fire Brigade through joint inspection of properties.

8.7.15 The table below is based upon information the fire team has to date, identifying the number of properties and the current situation with regards to fire risk assessments.

<b>FRA Asset List</b>	
Current record of Housing Stock Properties where LBHF have a statutory obligation to maintain an FRA under the Regulatory Reform (Fire Safety) Order 2005: (RRO)	<b>2136</b>
Housing Stock Properties – FRA works completed for 2014/15 fiscal year (FRA reviews now in progress, following review of Cyril Sweett FRA, works priority and passed for price / scoping; works evaluated for approval; orders raised if agreed and project managed, resulting in post inspection, namely a new FRA).	<b>37 of 63</b>
Housing Stock Properties – FRA works in progress for 2014/15 fiscal year (FRA reviews to be undertaken on completion of works).	<b>14 of 63</b>
To be completed once major works are carried out: Housing Stock Properties – FRA works in progress 2015/16 fiscal year (FRA reviews to be undertaken on completion of works).	<b>49</b>
Properties having a FRA but not in date: Housing Stock Properties – FRA works programmed 2016/17, 2017/18 & 2018/19 onward fiscal years. (FRA works awaiting progress).	<b>2016/17 -164, 20117/18 -125 2018/19 on wards - 1722</b>
Housing Stock Properties – FRA works programmed to coincide with PPM works	

8.8 The team have undertaken a gap analysis of the health and safety management systems in Housing and are currently undertaking a programme to review and build upon the policies and procedures that were inherited.

8.9 A comprehensive training needs analysis exercise was conducted across Housing. The scope of the exercise was not to duplicate existing corporate training delivery, but to explore tailored Housing specific needs and supplement any training gaps.

8.10 In the last quarter, 72 officers were trained and provided with Lone Working Devices, 125 in total (since September 2013).

8.11 Housing has taken on the role of monitoring and verification of health and safety compliance within voluntary sector housing on behalf of Adult Social Care. This requires the team to send out an advisory letter to all accommodation based support providers, requesting evidence of safety compliance for their premises. Based upon the evidence received back, the



health and safety team takes any necessary actions.

## **9 CONCLUSION**

- 9.1 The Council is a large complex organisation that both receives and delivers numerous services which potentially put officers and the public at risk. The council has a legal duty to put in place suitable and sufficient health and safety systems to manage the risk and comply with the law.
- 9.2 The annual report sets out how the Council fulfils its legal duty, highlights the measures put in place through the corporate health and safety team to validate compliance and reports on overall performance.
- 9.3 Overall good progress has been made to ensure that safety systems are adequate and sufficient. It is recognised more is required to further reduce the risk to the Council and therefore we must remain focused in the delivery of health, safety and welfare.

## Appendix 1

### Total number of Accident/Incident reports

During 2014/15 there were a total number of 151 of employee incidents and 168 non-employee, with a total of 7 being reported to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.

There has been a reduction in the minor incidents reported over the last three years.

RIDDOR cases have been reduced over the three year period.

Incident Category	2012/13		2013/14		2014/15	
	Employee	Non- Empl yee	Employee	Non- Empl yee	Employee	Non- Empl yee
Major	2	1	2	5	1	2
Dangerous Occurrence	0	0	0	0	0	0
Minor	64	66	47	56	42	43
Ill-health	1	0	2	3	3	8
Over 3-day	4	1	3	2	0	3
Over 7-day	6	1	7	2	3	2
All Other Incidents	31	197	123	108	102	110
<b>Total</b>	<b>108</b>	<b>276</b>	<b>184</b>	<b>178</b>	<b>151</b>	<b>168</b>

Table 1 (Appendix 1)

### RIDDOR Reports 2014/15 (includes major and over 7-day):

**Employee:** Three members of staff were off work due to manual handling injuries. The other suffered with a bad leg through entrapment within a Land Rover door.

**Non-Employees:** A service user suffered a stroke whilst attending a day centre, another member of public dislocated their shoulder during a football match, a young child fell from a wooden climbing frame and the fourth person passed out and was taken to hospital.

The number of RIDDOR accidents reflect national trends as set out in the HSE statistics report, where slips, trips and falls accounted for over a third of employee injuries (35%). Handling was the most frequent cause of over 7-day injuries. It was estimated that 1.9 million working days were lost nationally due to handling injuries, slips and trips.

Table 2 below shows the reportable accidents/incidents to the HSE against both RBKC and WCC.

2014/15							
	Major		Over 7-day		Total	Total E	Total NE
	E	NE	E	NE			
WCC	1	4	4	1	10	5	5
LBHF	1	2	3	2	8	3	5
RBKC	2	3	4	1	10	6	4
2013/14							
WCC	4	2	4	1	11	8	3
LBHF	2	5	7	2	16	9	7
RBKC	0	10	9	2	21	9	12
2012/13							
WCC	2	1	3	0	6	5	1
LBHF	2	1	6	1	10	8	2
RBKC	0	6	5	5	16	5	11

Table2 (Appendix 1)  
Benchmarking RIDDOR against WCC and RBKC

Department	Total RIDDOR Incidents 12/13		Total RIDDOR Incidents 13/14		Total RIDDOR Incidents 14/15	
	E	NE	E	NE	E	NE
ASC	0	0	2	0	0	1
CHS	2	1	3	0	0	0
ELRS	1	6	1	6	2	1
FCS	2	0	0	0	0	0
Libraries	0	0	0	0	1	0
TTS	1	0	1	0	0	2
HRD	2	0	2	1	1	0
<b>Total</b>	<b>8</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>4</b>	<b>4</b>

Table 3 (Appendix 1)  
Showing RIDDOR by Department for last three years

### Minor:

There has been a reduction in minor incidents by 38% in the last three years, with a reduction to both employee and non-employees year on year.

Primary Cause	2012/13		2013/14		2014/15	
	E	NE	E	NE	E	NE
Animal/Insect Bites & Stings	1	1	3	0	5	1
Contact with Electricity	1	0	0	0	0	0
Contact with Moving Object/Person	3	6	12	5	6	13
Contact with Stationary Object/Person	5	6	15	16	9	12
Contact with/Exposure to Water/Air Pressure	0	0	1	0	3	0
Contact/Struck by Person	1	1	13	7	7	13
Cuts/Sharp objects	6	3	3	4	2	4
Entrapment/Entanglement	2	0	2	4	1	4
Expose to Extreme Heat/Cold	2	1	0	1	4	0
Exposure to Noise/Vibration	0	0	0	1	1	0
Exposure/Contact with Hazardous Substance	1	1	3	1	1	1
Fall from Height	3	4	1	4	3	2
Fall whilst Ascending/Descending	3	3	7	5	2	3
Fire	2	1	1	0	1	0
Hit by Moving/Flying Object	4	5	5	6	1	2
Ill health	2	1	2	4	3	8
Manual Handling (Object)	10	0	5	0	7	2
Manual Handling (Person)	0	0	1	2	1	0
Other/Not Known	4	19	10	26	11	38
Plant/Vehicle Component Failure	0	1	0	1	0	0
Repetitive Movement Injury	4	0	1	0	1	0
Road Traffic Accident	7	1	3	1	5	1
Slip/Trip	24	27	13	19	10	22
Violence and Intimidation Incident	23	195*	83	71*	67	42
<b>Total</b>	<b>108</b>	<b>276</b>	<b>184</b>	<b>178</b>	<b>151</b>	<b>168</b>

Table 4 (Appendix 1)

\*115(195) and \*25(71) of the violence and intimidation incidents were logged as RBKC employees

There is one notable area where reporting of accidents/incidents have increased this which was due to people subject to high temperatures during the hot weather period and the failure of air conditioning with HTH Extension, which was soon repaired.

According to the HSE, statistically areas involving Social Workers and Education are subject to higher ill-health than other industry sectors. Around 80% of reported incidents were for musculoskeletal disorder, stress, depression and anxiety throughout the sectors, which have not been significantly recognised within the accident reporting statistics for LBHF, but a couple of the claims received by the insurance team show this has had an impact upon the Council.

Sickness statistics provided by Human Resources show that both musculoskeletal disorders and stress were high causes of staff being absent from the workplace last year.

The table below shows that they form the top 2 highest ranked reasons for sickness within LBHF.

	Reason for Sickness	Days Sick	% of total days	Rank
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Top 5 highest ranked reasons for sickness	Musculoskeletal System	7,076	23.82	1 <sup>st</sup>
	Mental Health	5,225	17.59	2 <sup>nd</sup>
	Unknown	4,438	14.94	3 <sup>rd</sup>
	Respiratory	3,246	10.93	4 <sup>th</sup>
	Stomach & Digestive System	2,502	8.42	5 <sup>th</sup>

Table 5 (Appendix 1)

The average days taken owing to sickness for staff has increased from last year from 6.9 to 7.5.

### Top Three Accidents/Incidents 2014/15

Violence and aggression still continues to account for the largest proportion of accidents and incidents reported throughout Hammersmith and Fulham, accounting for 34% of the overall total. Contact with a moving/stationary object is next with 12%, followed by Slips Trips and falls accounting for 10% of the reports.

The reports of violence and aggression have decreased over the last three years 57% (2012/13), 42% (2013/14) and 34% (2014/15). A breakdown of the 2014/15 figures for violence and aggression can be seen below. The 2013/14 Crime Survey for England and Wales (last published data), it shows rates of violent incidents have been on the decline in the last decade.

72% of the reported incidents in the survey were found to result in no physical injury, with the remaining 28% of cases involving minor bruising or a black eye. The Councils figures for physical assault are 9% below the National figures and show that the majority of injuries resulted in no injury or minor scratches or bruising.

Below table shows the top three reported accidents / incidents for LBHF/RBKC/WCC

Council	Top Three Reported Accidents/Incidents		
	1	2	3
LBHF	Violence & Aggression	Contact with moving/stationary object	Slips/trips/falls
RBKC	Violence & Aggression	Falls from Height/whilst ascending	Slips/trips/falls
WCC	Falls from Height/whilst ascending	Violence & Aggression	Slips/trips/falls

Table 6 (Appendix 1)

Category	Number	Percentage
Verbal Abuse/Threatening Behaviour	42	33%
Aggressive behaviour	30	24%
Violence with minor injury	20	16%
Intimidation	10	8%
Violence with verbal abuse	7	6%
Harassment	5	4%
Offensive behaviour	5	4%
Telephone/Email abuse	3	2%
Violence with Major injury*	2	2%
Complaint/incident of discrimination	1	1%
<b>Total</b>	<b>125</b>	<b>100%</b>

Table 7 (Appendix 1)

\* The two major incidents above were to a tow truck driver who was punched in the face and needed hospital attention following the attack by the assailant, whilst the other involved a parking enforcement officer who was heavily punched in the jaw.

**Appendix 2 – Corporate health and safety business plan 2015-17 (Showing- Risk Title, description, action and how it will be measured)**

<b>Risk Type</b>	<b>Description</b>	<b>Actions</b>	<b>Measure</b>
Management	Organisational Risk Management Profile	Quarterly review of identified risks and their status	Profile updated and recommendations actioned
Management	Review Corporate Health and Safety Policy & take account of Tri-Borough working	Annual review of corporate policy	Both sovereign policies are aligned and signed off by the appropriate Leader and CEO
Management	Tri-borough Working	Aligning of policies, corporate codes of practice, guidance documents, and key H&S management systems	Documentation ratified through bi-borough corporate safety committee. Documentation made available via the Tri-b Net. H&S management systems available to Tri/Bi/Sovereign teams throughout RBKC/LBHF/WCC
Management	Audit / Inspection programme	Identify all premises and teams for Tri/Bi/Sovereign (All Directorates) and cover on a rolling basis for next two years.	Premise and Team Audit schedules available via the Tri-b Net. Audits and Inspections visible by Tri-b Net by Directorate.
Management	Audit / Inspection programme	A formal system needs to be implemented to follow up actions arising from the health and safety audits / inspections to confirm they have been implemented in the required time frame	Additions to the current audit reports will include; High, Medium, Low risk category with identified time lines for carrying out recommendations. Audits will show comments following reviews in the existing audit form by way of different colour text for current review information and on completion dates will be entered.
Management	Risk Assessments	Create and store all team risk assessments within a centralised database, providing advice where risk assessments are not suitable and sufficient	Centralised depository set up for storage of risk assessments. Regular review dates set with schedule for reviews identified. Directorate health and safety representatives at the Bi-borough corporate safety committee will be informed of outstanding reviews by services
Management	Bi-borough Policies, Corporate Codes of Practice and Guidance	A schedule for the review and updating of policies and procedures to be developed, to include the date by which the review should be completed, the date of the next review and sign off when the review has been completed.	Schedule made available on the bi-borough corporate health and safety team area
Management	Training Matrix	Teams are to have in place a health and safety training matrix to enable monitoring against, ensuring any training gaps are promptly addressed	Training matrix to be produced for each Directorate, agreed through the relevant Directorate H&S committees and/or the Senior Management Teams. Once agreed placed upon the Tri-b Net, communicating to all senior and management members.

Risk Type	Description	Actions	Measure
Management	Online Health and Safety Training	Completion of the WorkRite training requires to be monitored on a monthly basis. Where staff have not completed training this should be escalated to the senior management teams and their managers to ensure the training is completed.	Regular monthly reports provided to the senior management teams for each Directorate. Corporate H&S officers regularly follow up to ensure mandatory training complete.
Management	Management of Contractors and Partner Organisations	A procedure needs to be developed for the monitoring of contractors and partner organisations health and safety compliance to gain assurance that they are working in line with management and regulatory requirements	Management of Contractors and Partner Organisations policy implement, providing clear guidance to what extent corporate health and safety monitor and review the successful health and safety compliance. Regular audits provided and uploaded to show evidence of compliance and /or recommendations.
Management	Audit / Inspection programme	A regime for auditing health and safety arrangements in schools should be finalised, with all schools being scheduled for an audit of health and safety compliance. This auditing regime should also include a process for following up actions arising from previous audit visits. Audits should begin as soon as possible to gain assurance that schools are compliant with Health and safety requirements.	Auditing schedule for RBKC/LBHF created. Process implemented for the following up of actions against timelines.
Management	Health and Safety in Procurement	Design guidance to link in with the Tri-borough e-procurement process, informing procurement and contract managers of key health and safety matters to note throughout the contracts life cycle, guidance first, with a view to implement e-learning package.	Procurement guidance documents available through Tri-borough e-procurement system. Identifying key actions for procurement of Construction, Goods/Equipment and Service contracts. E-learning package
Premises	Audit and monitoring of key primary risks	As part of the auditing process above for premises, safety advisors are to ensure that it covers the key primary safety risks within buildings, such as; Legionella, Fire, Gas, Asbestos, Lifts and Lifting Equipment, Electricity etc.	Premise Audits will identify non-compliance; monitor to ensure necessary actions are taken for Hard and Soft FM recommendations. Legionella, Asbestos risk assessments and management plans will be in premise log books.
Premises	Premise Controllers / Chief/Deputy Fire Marshals / Fire Marshals / First Aid Officers	Numbers are identified for each operational premise and information held upon the Tri-b Net. All necessary training is provided to each role / officer assigned to carry out the role	Lists of names available on Premise Log Books. Master list for each premise available via the Tri-b net. All named staff are trained to the required level.



Risk Type	Description	Actions	Measure
People	Health and Safety Representatives (Non-Union)	Development of health and safety representatives throughout Directorates, assuring key representation at local health and safety and senior health and safety committees	Health and Safety Representatives named within Directorate business plans. Each department represented at their local health and safety sub-committee. Each Directorate represented at the Bi-borough Corporate Safety Committee
People	Accident Reporting / Investigation	Ensure all staff are aware of the Tri-b AIRS for reporting and managers understand the role they play to close the report off. All RIDDORS will be investigated for Council and School incidents	Safety officers carried out presentations at management and senior management meetings. Communications sent out over intranet for LBHF / RBKC. All accidents will be updated on TRI-B AIRS by managers and investigations carried out by Safety Officers, will have the attached reports on TRI-B AIRS.
People	Stress Management	Develop an agreed strategy for dealing with stress in the workplace with HR and OH	Key online training for all staff. Specific training for managers. Team stress risk assessments via use of Your Voice. Agreed protocol between HR and Corporate Health and Safety to deal with localised teams / individuals using the HSE Stress Analysis tool, with online functionality available to undertake this.
People	Violence and Aggression	Develop and implement a violence and aggression strategy in conjunction with HR, OH and Bi-borough corporate health and safety committee.	Bi-borough policies and CCoP in place on Tri-b Net. Strategy written up, outlining actions required to combat VI&A in the workplace. Key at risk staff identified and trained as required.
People	MSD / Flexible / Mobile working	Develop and implement a MSD strategy in conjunction with HR, OH and bi-borough corporate health and safety committee, covering flexible/smart working throughout tri-borough, bi-borough and sovereign areas.	Bi-borough policies and CCoP in place on Tri-b Net. Strategy written up, outlining actions required to combat MSD's in the workplace. All teams covered by DSE risk assessors. All staff trained online and completed the relevant online DSE risk assessment