

Appendix 1 – Table showing Numbers of complaints and Members Enquiries between August 2015 and August 2016 in respect of scaffolding and the reasons for the complaint/enquiry

Issue of Complaint/Members Enquiry	Nos of Complaints	Nos of Enquiries
Scaffolding in place without works taking place	39	19
Delay in erecting scaffolding including missed appointments/date changes for erecting	15	5
Scaffolding erected without resident's knowledge/without providing information on nature of works	13	4
Scaffolding removed without completing works	13	2
Problems caused by scaffolding – damage to building	11	4
Problems caused by scaffolding – damage to resident's satellite dish/TV reception	10	3
Poor quality of completed works	6	1
Delay in removing scaffolding	5	6
Problems caused by scaffolding – environmental e.g. unable to open windows, garden, restricted lighting	5	0
Problems caused by scaffolding – damage to resident's property	4	3
Problems caused by scaffolding – anti-social behaviour & security	4	2
Scaffolding erected to wrong part of property	4	0
Cost of scaffolding	4	5
Unsafe Scaffolding	3	1
Scaffolding erected at wrong property	2	0
Problems caused by scaffolding – damage to resident's garden	2	0
Refusal to erect scaffolding	1	1

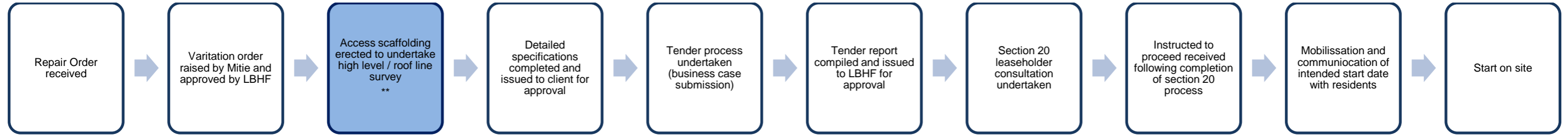
NB: the numbers of complaints and enquires are higher in the table as some of the complaints and enquiries had two or more issues raised in regards of scaffolding.

Appendix 2 – Repairs processes and Scaffolding

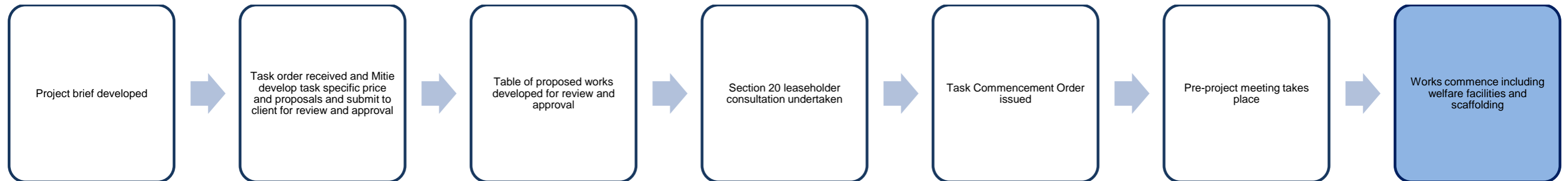
TPC Responsive Maintenance (process for emergencies and projects without leaseholders) *



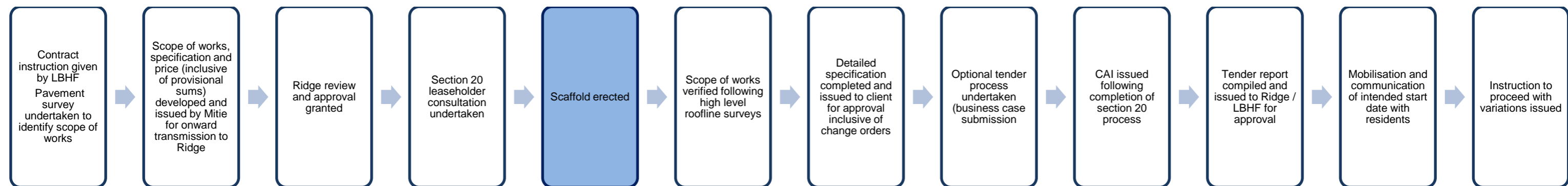
TPC Responsive Maintenance (projects with leaseholders) *



TPC Planned and Capital



Planned Preventative Maintenance*



* Highlighted boxes in blue is when the scaffolding is erected in the process

Appendix 3 - QHSE Guidance – Suitable working at height equipment

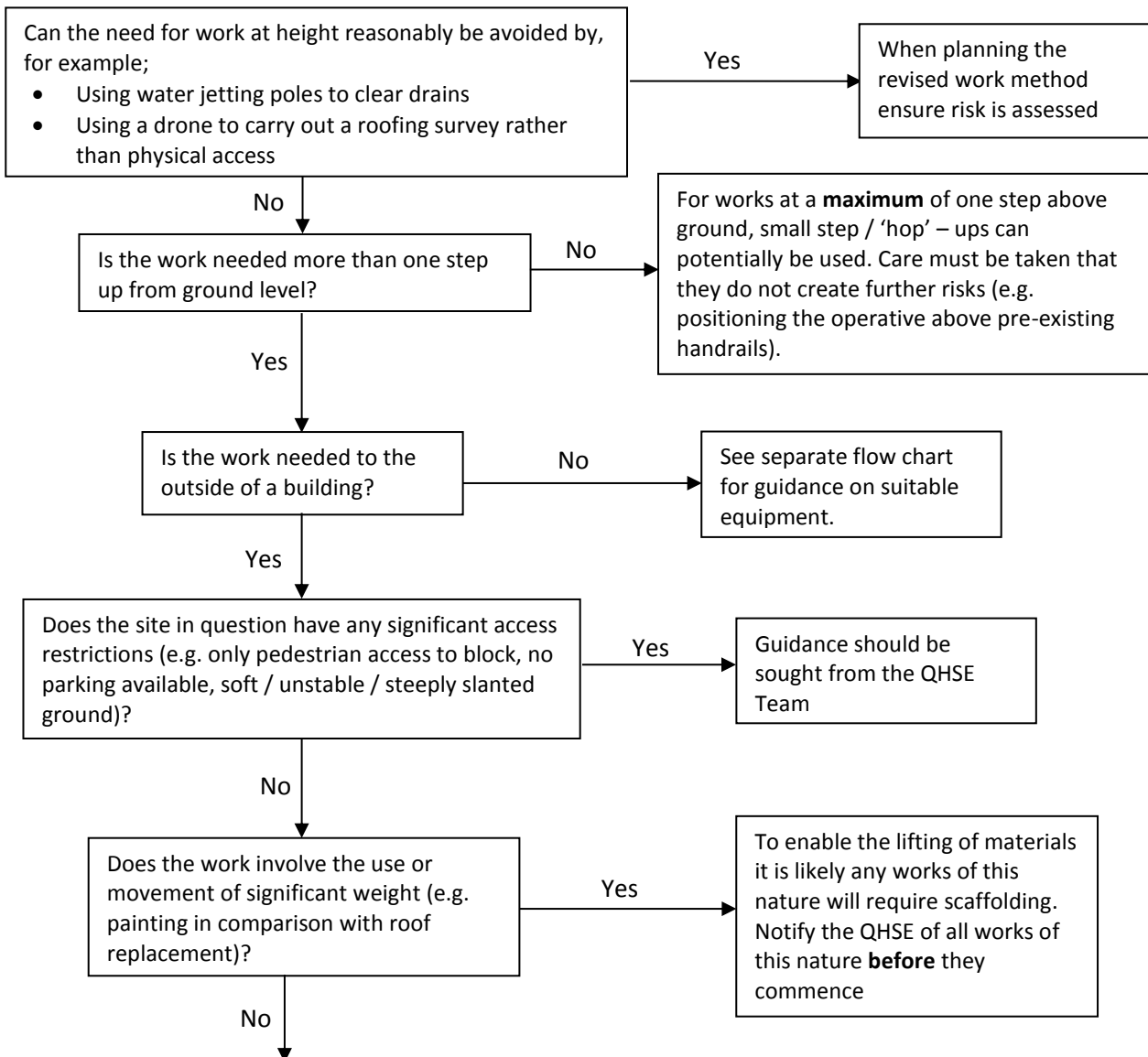
Purpose

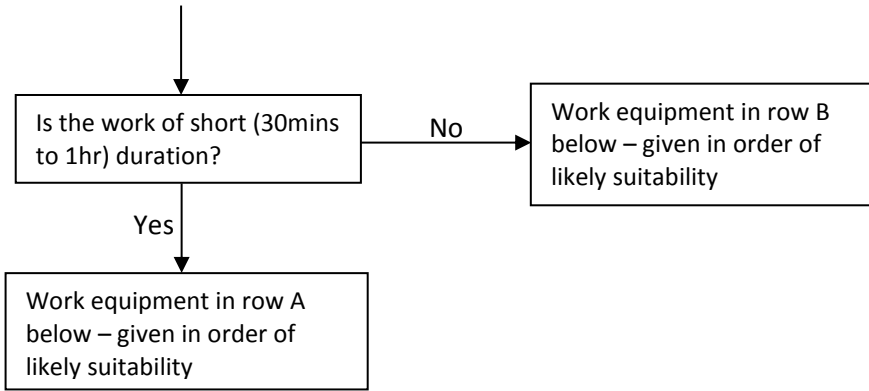
It is Mitie Property Management’s intention to provide, maintain and promote healthy, safe working conditions, equipment and systems, so far as is reasonably practicable.

The purpose of this document is to provide guidance to managers, planners and all staff in relation to how to plan working at height and if it is needed which type of access equipment is likely to be most appropriate.

Contents

Below is a flow chart which shows the equipment likely to be suitable for the typical working at height tasks carried out by Mitie. As it is impossible to encompass all of the possible scenarios in relation to working at height this guidance should only be considered general advice and not an absolute requirement. If managers are uncertain as to whether a work method will suitably control the risk advice **must** be sought from the QHSE Team.





If you are unsure about any of the work equipment options please contact the QHSE Team.

Option A	Potential equipment	Pro's	Con's
Lower risk ----- > Higher risk	Easi-Dec	Less time / cost. Simpler erection. Adjustable to works with at differing heights. Possible to move it to allow for work at multiple locations No residual risk from equipment when works not taking place Offers collective protection	Training needed in assembling / dismantling the equipment Limited weight capacity Care needed to ensure stability
	MEWP	Potentially quick access Large amount of flexibility in terms of positioning (ground space depending) No residual risk from equipment when works not taking place Offers collective protection	Specific training needed in its use Dependent on space to position vehicle of sufficient stability and strength to withstand weight Can't be used on uneven ground
	Tower scaffold	Less time / cost. Simpler erection. Adjustable to works with at differing heights. Possible to move it to allow for work at multiple locations. No residual risk from equipment when works not taking place Offers collective protection	Specific training needed in erection Ongoing periodical inspection needed Limited weight capacity Care needed to ensure stability
	Rope access	Avoids need for any loading / weight on the ground underneath works Is flexible in relation to positioning and access to multiple areas No residual risk from equipment when works not taking place	Requirement for access to roof area Need to suitable points / building features to use as anchor for ropes Not suitable for either long term or heavy duty works Offers only protection of the individual

Option B	Potential equipment	Pro's	Con's
Lower risk -----> Higher risk	Fixed scaffolding	Offers collective protection Once erected can be used by all operatives Allows for heavy duty works Can allow for easier screening of works from others Adjustable to be used for most buildings	Residual risk of unauthorised access when scaffold not in use Time delay in erection / 'strike' of scaffold Need to manage contractor when erecting / dismantling scaffold
	Tower scaffold	Less time / cost. Simpler erection. Adjustable to works with at differing heights. Possible to move it to allow for work at multiple locations.	Specific training needed in erection. Ongoing periodical inspection needed Limited weight capacity Care needed to ensure stability



Analysis of mode of equipment to use for working at height

Address	
Type of Property/Nos of Storeys	
Why is access required?	
Can work be done from a ladder?	
Is more than one type of work at height equipment to be used?	
If so, why?	

Equipment proposed for access		Why has this form of access been selected?	Has the form of access been built into the pre-construction H&S plan?
Easi-Dec	Y/N		
MEWP	Y/N		
Tower scaffold	Y/N		
Cradles	Y/N		
Rope access	Y/N		
Fixed Scaffold	Y/N		

Assessment carried out by:

Approved by:

Passed to client:

Appendix 4 – Advantages and Disadvantages of alternative options to scaffolding

Alternative means of Access	Advantages	Disadvantages
Rope Access Abseiling	<ul style="list-style-type: none"> • Removes need for scaffold and getting permits • Easier & quicker mobilisation • More cost effective through reduction of time and materials • Ability to carry out inspection work at height 	<ul style="list-style-type: none"> • Can be weather restricted • Not all properties suitable for rope access, mainly medium to high blocks. • Not suitable for works with bulky materials, potential Health and safety issues
Access Cradles	<ul style="list-style-type: none"> • Suitable for high level working-medium to high rise • Removes need for scaffold and getting permits • Easier & quicker mobilisation • More cost effective • Ability to carry out inspection work at height 	<ul style="list-style-type: none"> • Not suitable for low rise properties • Not suitable for works with bulky materials • Some areas of building may not be accessible from cradles
Tower Scaffolds	<ul style="list-style-type: none"> • Suitable for 3 storey buildings • Removes need for scaffold and getting permits • Easier & quicker mobilisation- Erected and taken down when works complete and can be moved • More cost effective 	<ul style="list-style-type: none"> • Not always feasible where ground conditions are not suitable • Only suitable for low storey buildings (3 storeys) • If works are of a lengthy and extensive nature, tower scaffold becomes less cost effective- scaffold becomes better solution
Pole Mounted camera	<ul style="list-style-type: none"> • Removes the need for scaffolding during the inspection process reducing time and costs in regards of the use of scaffolding. • Leaseholders receive better quality information. • Offers value for Money for both council and its residents • High quality footage produced, with ability to inspect detail, meaning better quality specifications • Less intrusive for the building occupier compared to scaffolding 	<ul style="list-style-type: none"> • Only suitable for storeys upto 3 storeys • Costs may be restrictive on one off use. • Access to certain areas may be restricted/difficult to get to.
Drones	<ul style="list-style-type: none"> • Removes the need for scaffolding during the inspection process reducing time and costs in regards of the use of scaffolding. • Leaseholders receive better quality information. • Offers value for Money for both council and its residents • High quality footage produced, with ability to inspect detail, meaning better quality specifications • Less intrusive for the building occupier compared to scaffolding 	<ul style="list-style-type: none"> • Use can be restricted by weather conditions • Some limitations around flight areas

Action Plan for scaffolding

Item	Action	Responsible	By When
1	LBHF & Mitie to review process with aim to shorten scaffold requirement times	Housing Property Services & Mitie	March 2017
2	Review of complaints to be carried out and plans put in place for resolving recurring issues	Housing Property Services & Mitie	February 2017
3	Develop process to review all options before agreement to erect scaffold and document decision making.	Housing Property Services & Mitie	February 2017
4	Carry out review of use of pole mounted cameras for inspections, including cost comparison against use of scaffolding	Housing Property Services & Mitie	February 2017
5	Develop programme of drone surveys to support the 2017/18 capital and planned programme	Housing Property Services & Mitie	December 2016
6	Carry out review of use of Drones for inspections, including cost comparison against use of scaffolding	Housing Property Services & Mitie	February 2017

LBHF Equality Impact Analysis Tool

Conducting an Equality Impact Analysis

An EqIA is an improvement process which helps to determine whether our policies, practices, or new proposals will impact on, or affect different groups or communities. It enables officers to assess whether the impacts are positive, negative or unlikely to have a significant impact on each of the protected characteristic groups.

The tool has been updated to reflect the new public sector equality duty (PSED). The Duty highlights three areas in which public bodies must show compliance. It states that a public authority must, in the exercise of its functions, have due regard to the need to:

- 1. Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act;**
- 2. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;**
- 3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.**

Whilst working on your Equality Impact Assessment, you must analyse your proposal against the three tenets of the Equality Duty.

General points

1. In the case of matters such as service closures or reductions, considerable thought will need to be given to any potential equality impacts. Case law has established that due regard cannot be demonstrated after the decision has been taken. Your EIA should be considered at the outset and throughout the development of your proposal, it should demonstrably inform the decision, and be made available when the decision is recommended.
2. Wherever appropriate, the outcome of the EIA should be summarised in the Cabinet/Cabinet Member report and equalities issues dealt with and cross referenced as appropriate within the report.
3. Equalities duties are fertile ground for litigation and a failure to deal with them properly can result in considerable delay, expense and reputational damage.
4. Where dealing with obvious equalities issues e.g. changing services to disabled people/children, take care not to lose sight of other less obvious issues for other protected groups.
5. If you already know that your decision is likely to be of high relevance to equality and/or be of high public interest, you should contact the Equality Officer for support.
6. Further advice and guidance can be accessed from the separate guidance document (link), as well as from the Opportunities Manager: PEIA@lbhf.gov.uk or ext 3430

LBHF Equality Impact Analysis Tool

Overall Information	Details of Full Equality Impact Analysis
Financial Year and Quarter	2016/17 Qtr 3
Name and details of policy, strategy, function, project, activity, or programme	<p>Title of EIA: Review of use of scaffolding and possible use of other alternatives including Drones</p> <p>Report is going to PAC regarding the use of scaffolding in December 2016. The report looks at the use of scaffolding and the issues associated with its use, including communications to residents. The report looks at other alternatives, in particular drone technology. The aim of the paper is to review the issues around scaffolding and how we can improve the customer experience when having to work at height. Scaffolding use can create issues for residents in regards of security, anti-social behaviour and disruption to their daily lives</p> <p>The proposals set within the paper will look to reduce these issues, by looking at ways to reduce the use of scaffold, as well as looking at less intrusive alternatives.</p>
Lead Officer	<p>Name: Paul Monforte Position: Head of Operations Email: paul.monforte@lbhf.gov.uk Telephone No: 0208 753 4394</p>
Date of completion of final EIA	8 th November 2016

Section 02	Scoping of Full EIA		
Plan for completion	Timing: Feb 17 Resources:		
Analyse the impact of the policy, strategy, function, project, activity, or programme	Analyse the impact of the policy on the protected characteristics (including where people / groups may appear in more than one protected characteristic). You should use this to determine whether the policy will have a positive, neutral or negative impact on equality, giving due regard to relevance and proportionality.		
	Protected characteristic	Analysis	Impact: Positive, Negative, Neutral

Age	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Disability	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Gender reassignment	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
		Positive
Marriage and Civil Partnership	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Pregnancy and maternity	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Race	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Religion/belief (including non-belief)	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Sex	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Sexual Orientation	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive

Human Rights or Children’s Rights

If your decision has the potential to affect Human Rights or Children’s Rights, please contact your Equality Lead for advice

Will it affect Human Rights, as defined by the Human Rights Act 1998?

No

Will it affect Children’s Rights, as defined by the UNCRC (1992)

No

	Examples of data can range from census data to customer satisfaction surveys. Data should involve specialist data and information and where possible, be disaggregated by different equality strands.
Documents and data reviewed	None
New research	If new research is required, please complete this section

Section 04	Consultation
Consultation	Details of consultation findings (if consultation is required. If not, please move to section 06)
Analysis of consultation outcomes	Consultation on use of drones and future use of scaffolding will be carried out with the Repairs Working Group, as well as the Communications Group. If implemented, all projects requiring working at height will be communicated with affected residents in compliance with our joint Communication plan.

Section 05	Analysis of impact and outcomes
Analysis	What has your consultation (if undertaken) and analysis of data shown? You will need to make an informed assessment about the actual or likely impact that the policy, proposal or service will have on each of the protected characteristic groups by using the information you have gathered. The weight given to each protected characteristic should be proportionate to the relevant policy (see guidance). No consultation as yet has been carried out but please see Section 4.

Section 06	Reducing any adverse impacts and recommendations
Outcome of Analysis	Include any specific actions you have identified that will remove or mitigate the risk of adverse impacts and / or unlawful discrimination. This should provide the outcome for LBHF, and the overall outcome.

Section 07	Action Plan					
Action Plan	Item	Action	Responsible	By When		

	Issue identified	Action (s) to be taken	When	Lead officer and borough	Expected outcome	Date added to business/service plan
	Scaffold times too long	LBHF & Mitie to review process with aim to shorten scaffold requirement times	March 2017	Head of Operations H&F	Scaffold times reduced	Nov 16
	High level of complaints re scaffolding	Review of complaints to be carried out and plans put in place for resolving recurring issues	March 2017	Head of Operations H&F	Nos of complaints re scaffolding reduced	Nov 16
	Scaffold used as default option	Develop process to review all options before agreement to erect scaffold and document decision making.	March 2017	Head of Operations H&F	Reduction in use of scaffold as other options used	Nov 16
	Scaffold used as default option	Carry out review of use of pole mounted cameras for inspections, including cost comparison against use of scaffolding	March 2017	Head of Operations H&F	Reduction in use of scaffold as other options used	Nov 16
	Scaffold used as default option	Carry out review of use of Drones for inspections, including cost comparison against use of scaffolding	March 2017	Head of Operations H&F	Reduction in use of scaffold as other options used	Nov 16

Section 08	Agreement, publication and monitoring
Chief Officers' sign-off	Name:

	Position: Email: Telephone No:
Key Decision Report (if relevant)	Date of report to PAC 13/11/16 Key equalities issues have been included: Yes/No
Opportunities Manager (where involved)	Name: Position: Date advice / guidance given: Email: Telephone No: