

Health and Safety Performance Report 2016-17

1. Purpose of report

1.1 This report has been prepared by Two Rivers Housing's Safety, Health and Environmental Manager to give all stakeholders an overview of health and safety performance during the period of 1st April 2016 to 31st March 2017.

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

The target required is 85%, however, the Board has agreed a target increase to 92% in the future.

Graph 1 below shows the overall percentage scores taken from our safety management system for health, safety and wellbeing management during the period of April 2014 to March 2017. Each line represents a financial year.

Table 1 shows the monthly percentage scores for the 2016/17 financial year.

Graph 1

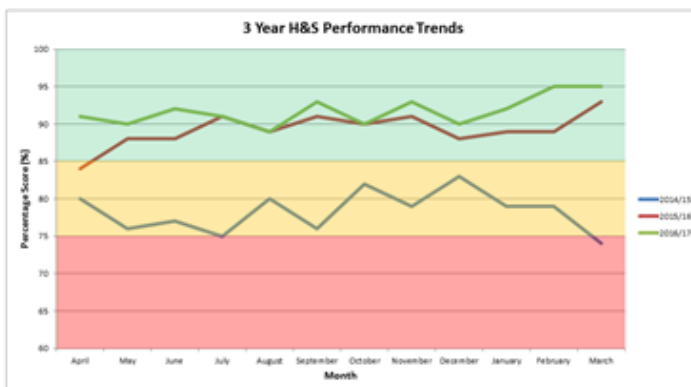
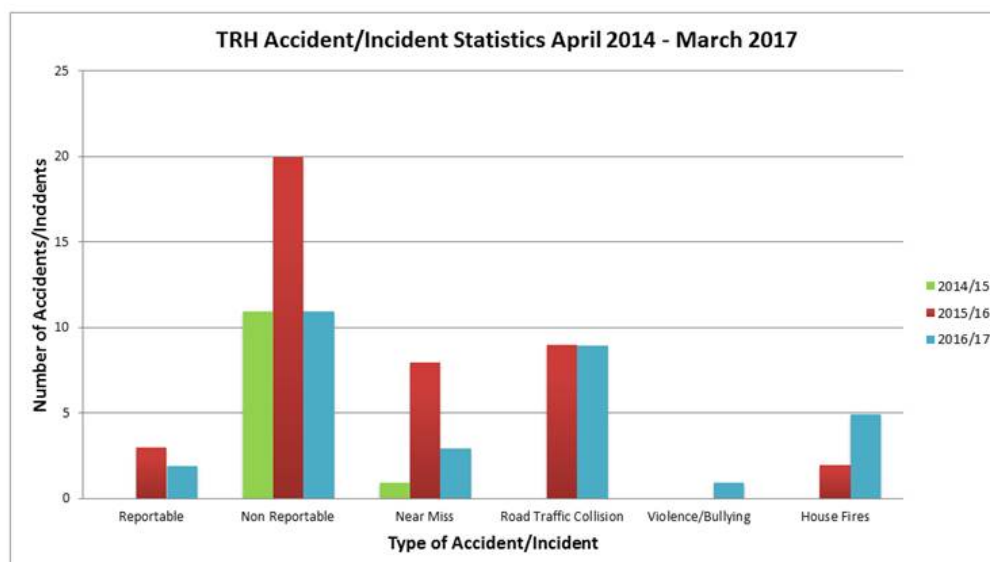


Table 1

2016/17	
April	91
May	90
Jun	92
July	91
Aug	89
Sept	93
Oct	90
Nov	93
Dec	90
Jan	92
Feb	95
Mar	95
Average	92%

3. Accident management

3.1 The graph below shows the overall accident statistics across the Two Rivers Housing group during the period of April 2014 to March 2017. These are broken down into their respective financial years.



4. Sector benchmarking

4.1 The table below shows the number of Two Rivers Housing accidents/incidents compared with housing associations of a similar size.

Organisation	No. of housing units under management	No. of employees	No. of Reportable accidents	No. of Non-Reportable accidents	No. of near-miss events	No. of Dangerous Occurrences	No. of fire incidents	No. of Fatalities	No. of work-related RTCs	No. of Prohibition Notices	No. of Improvement Notices	Total cost of HSE Fees for Intervention
Two Rivers Housing	3,944	165	2	11	3	0	5	0	9	0	0	£0.00
Housing Association 1	5,066	157	2	112	NA	0	0	0	13	0	0	£0.00
Housing Association 2	3,565	125	1	127	NA	1	2	0	6	0	0	£0.00
Housing Association 3	GCH informed us that they are unable to access this data.											

5. Gas servicing

5.1 As at 31st March 2017, we have achieved 100% month-end compliance for four months out of six. In January and February, two properties were completed outside of the month-end scale so we achieved a 99.86% average. This equates to two properties out of 1,391 services for the period. It was reported in October 2016 that between March 2016 and October 2016 our average month-end compliance was 99.96%. This demonstrates a consistently high level of compliance to gas servicing.

6. Solid fuel servicing

6.1 We have completed 116 solid fuel services during this period, achieving 100% month-end for three months out of six. The month-end result for January 2017 was 93%, February was 93.5% and March was 96%. A total of eight solid fuel services remain overdue and are

currently following the no-access procedure. Our average month-end compliance was 97.08%.

We will continue to try and gain access into these properties, however, we can clearly evidence the various access attempts to demonstrate best practice in solid fuel appliance servicing.

7. Legionella management

7.1 Water sampling

- **Communal centres** – These have recently been completed with no areas of concern noted.
- **Rainwater harvesting** – All properties were attended to by our contractor in December 2016. First time access rates for these visits remain poor. A review is currently being undertaken with Blueflame Consultants to determine whether access into each individual property is a mandatory requirement as part of this testing regime. This forms part of a Compliance Policy that is currently in development by the Maintenance Team.

7.2 **Remedial works** – The cleaning of communal showerheads and Thermostatic Mixing Valves (TMVs) is an on-going programme. Our contractor has replaced TMVs at 14 communal centres due to their expected life-span being met.

8. Asbestos management

- 8.1 **Asbestos surveys** – Surveys for planned work are carried out ahead of the programme and made available to contractors to allow for safe planning. If there is a requirement to remove any asbestos, this will be done prior to the commencement of work.
- 8.2 **Condition inspections** – Asbestos condition inspections of the communal areas are carried out annually and remain 100% compliant. The latest inspection 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.

9. Fire management

- 9.1 **Fire risk assessments** – All fire risk assessments have been reviewed during the financial year and issues that were identified have since been closed off. Fire safety checks will continue each month, as normal, on our community centres and, quarterly on the general needs blocks.

9.2 **Fire warning systems** – There are a total of 80 communal fire warning systems with 100% service compliance for 2016/17.

9.3 **Fire-fighting equipment** – All fire-fighting equipment is within service date.

10. **Electrical installation condition reports**

10.1 345 properties were due an electrical condition check within 2016/17. We have successfully completed 311 properties, with the remaining 34 presenting themselves as no access. These 34 units are currently being pursued via our no access procedure. There is no legislative requirement for TRH to undertake testing on a five-yearly basis, although it is recognised within the industry as best practice.

11. **Royal Society for the Prevention of Accident (RoSPA) 2017 Awards**

11.1 Two Rivers Housing participates in the annual RoSPA Awards. This requires us to respond to 19 units which require detailed responses, supported with eight 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 has awarded Two Rivers Housing with a Gold standard for the fourth consecutive year.

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

12. **Tenant Health and Safety Handbook**

12.1 A comprehensive safety in the home handbook has been developed and made available to our tenants via TRH's website. The Safety, Health and Environmental Manager is currently exploring the possibility of delivering centralised workshops to tenants who don't have access to the internet.

13. **Reporting**

13.1 Comprehensive internal health and safety reports have been submitted to the Board for comment at six-monthly intervals.

14. **Summary**

14.1 The general management of health, safety and wellbeing has improved from that of previous years and is meeting the requirements of legislation.