

1st April 2023 – 30th September 2023

1.0 Purpose

1.1 This is the Council's Interim Corporate Health and Safety Report which provides a high-level summary of the management of corporate health and safety (including fire safety) and health and safety performance within the Authority for the six-month period April to September 2023. Although the Council is not required by law to produce an interim (or indeed annual) corporate health and safety report, it is considered good practice to do so. The report provides a brief update summary for the following key areas:

- (2) New health and safety legislation, guidance or best practice
- (3) New or amended corporate health and safety policies and/or procedures
- (4) Accidents and incidents
- (5) Fire safety
- (6) Evaluation of compliance
- (7) External enforcement agency activity
- (8) Housing Services - Building Safety Compliance Indicators

2.0 New Health and Safety Legislation, Guidance or Best Practice

- 2.1 The **Social Housing (Regulation) Act** received Royal Assent on 20th July 2023 which introduced specific health and safety compliance obligations for Registered Providers of social housing as well as delivering other proposals as set out in The Charter for Social Housing Residents - Social Housing White Paper.
- 2.2 The health and safety compliance duties are in relation to what is termed 'the Big 6' property health and safety risks which form the Regulator of Social Housing's Building Safety Tenant Satisfaction Measures (TSMs) and domestic safety checks for gas, electric, fire, asbestos, water hygiene (legionella control) and passenger lift safety. Since April 2022, specific performance indicators covering the above have been defined, recorded and reported to Cabinet, Strategic Leadership Team and the Housing Regulation Management Team as part of a framework of compliance monitoring against health and safety TSMs (as set out in the Social Housing White Paper).
- 2.3 The Act also requires Registered Providers to nominate a health and safety lead to monitor and report on compliance against the above statutory housing health and safety requirements. Subsequently, the Council's Assistant Director – Corporate Health and Safety has been formally appointed into this role. Further details are provided in Section 9 of this report.

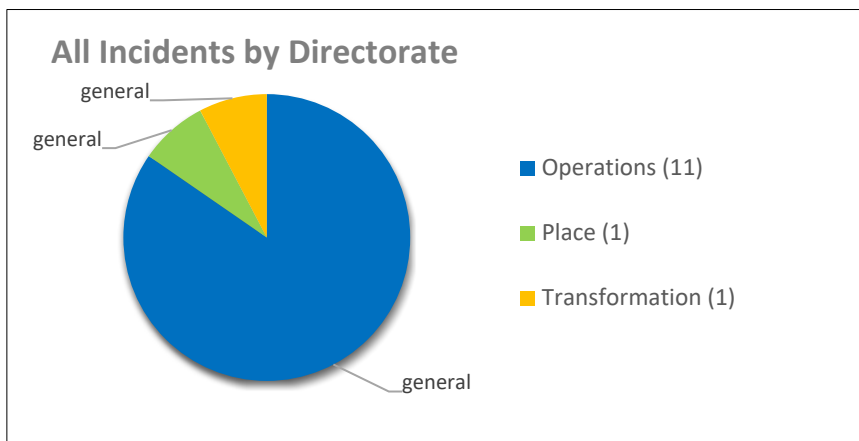
3.0 New or Amended Corporate Health and Safety Policies and Procedures

- 3.1 There have been no new or amended corporate health and safety policies or procedures introduced in the reporting period.

4.0 Accidents / Incidents

4.1 Between April and September 2023, there has been one incident categorised as ‘reportable’ to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). This was in relation to a manual handling injury resulting in the injured person being absent from work for more than seven consecutive days.

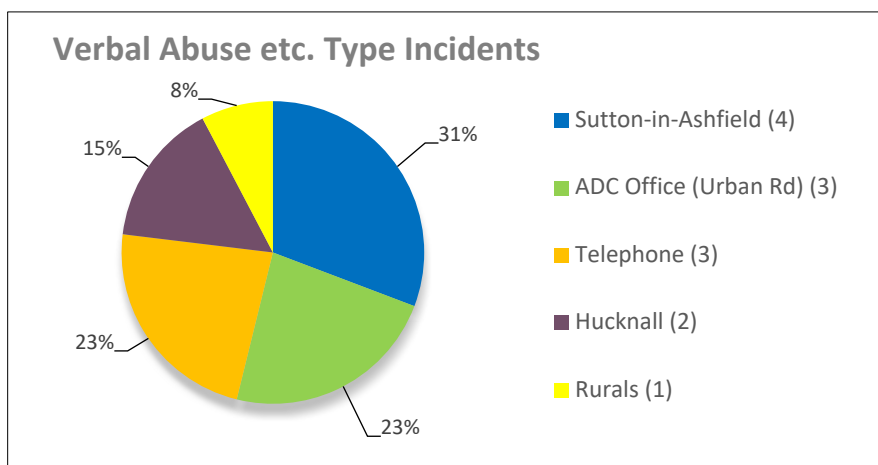
4.2 All health and safety incidents for the reporting period, categorised by Directorate (or other category) can be shown as follows:



4.3 There has been the same number of incidents reported between April and September 2023 compared to the same reporting period last year. However, the number of incidents reported fell by almost 50% compared to the previous six months. The overall incident count remains low for the year and the current forecast is showing that the total number of incidents for the year 2023/24 is likely to have reduced by around 20% when compared to last year.

4.4 No obvious trends have been identified either by injury type or incident causation although as can be seen, the majority of incidents occurred in the Operations Directorate. This is somewhat understandable due to the type of work and services provided by both Neighbourhood Services and Housing Services which are recognised as being higher risk in nature, particularly those services delivered from the Northern Depot.

4.5 A breakdown of all **ASB, physical, verbal and other abuse-type** incidents by location for the reporting period is provided as follows:



- 4.6 All of the above incidents have been categorised as ‘verbal abuse’ and the number of this type of incident has fallen by 35% compared to the same period last year. The levels of stress/anxiety/trauma reported by employees were ‘no issues’ (2), ‘minimal’ (1), ‘mild’ (2), ‘uncomfortable’ (2), ‘distracting’ (1), ‘distressing’ (4) and ‘unknown’ (1). All incidents continue to be copied to Assistant Directors/Managers to allow appropriate action to be taken and support to be provided to affected employee(s) where required.
- 4.7 As previously acknowledged, this type of incident will always be difficult to prevent, however, perpetrators continue to be dealt with by the Council and in some cases reported to the Police if considered necessary. Individuals can also be placed on the Council’s Corporate Employee Protection Register which is used to alert other colleagues to specific risks posed by individuals.
- 4.8 In addition, further to discussions at the Corporate Health and Safety Committee in response to verbal abuse type incidents and dealing with ‘difficult’ people/customers, HR and the Corporate Health and Safety team have been working together to identify suitable training for front-line and customer-facing staff who may find themselves in such difficult, challenging situations whilst undertaking their work duties.
- 4.9 The desired objective of the training was/is to equip employees with the skills and techniques to help them manage challenging/aggressive customers and de-escalate such situations to a safe resolution thus minimising the risk of harm for the employee(s) concerned.
- 4.10 After a period of market research, a suitable ‘conflict resolution’ course was identified and this has been delivered to frontline staff (those nominated to attend by Assistant Directors) via a series of sessions held throughout October, November and December 2023 and this training will remain ongoing. Further details will be provided in the Annual Corporate Health and Safety Report to Cabinet, later in the year.

5.0 Fire Safety

- 5.1 All fire risk assessment (FRA) reviews undertaken by the Council’s Corporate Health and Safety Team relating to sheltered accommodation buildings and general needs blocks of flats owned and managed by the Council were completed in line with the FRA review programme thus achieving 100% completion and amounting to a total of 72 x FRAs in the reporting period.
- 5.2 There have been 2 fire incidents reported to and investigated by the Council’s Corporate Health and Safety team in the period in relation to Council owned/managed properties. Both were external fires at domestic properties which involved a car and a shed being set on fire by unknown individual(s). This resulted in moderate property damage at both locations, although no personal injuries were sustained as a result of either fire.

6.0 Evaluation of Compliance

- 6.1 Health and safety legal compliance is evaluated using a Health and Safety Legal Register Database and through reference to internal health and safety inspection, audit and incident developments. There were no significant issues to report from the inspection/audit programme during the reporting period i.e. items considered to be causing serious & imminent danger or items suggesting a breach of legal compliance requiring management intervention.

7.0 External Enforcement Agency Activity

7.1 **Nottinghamshire Fire & Rescue Service** carried out a series of fire safety audits at the Council's residential premises during the reporting period covering a total of 22 general needs blocks of flats and 6 sheltered accommodation premises. No fire safety deficiencies, issues or recommendations were noted during the audits and positive comments were received from the Fire Authority in terms of the Council's fire safety management arrangements.

8.0 Regulator of Social Housing – Building Safety Compliance Indicators

8.1 The Social Housing (Regulation) Act provides the Regulator of Social Housing with powers to introduce the new Tenant Satisfaction Measures (of which there are 22 measures). Cabinet will be aware that these have been defined and introduced through the Charter for Social Housing Residents: The Social Housing White Paper.

8.2 One of the five themes for the 22 Tenant Satisfaction Measures is 'Maintaining Building Safety' and as such, the Council needs to ensure transparency with the aforementioned 'Big 6' key health and safety compliance areas, namely domestic safety checks for gas, fire, asbestos, water hygiene, passenger lift safety and electricity (BS01 to BS05 respectively, with electrical safety check requirements currently under government review).

8.3 In addition, Cabinet as the overarching body responsible for overseeing housing performance, health and safety and regulatory compliance within its landlord function also has to assure itself that it is informed about the landlord's quality of service in these areas and seek such information as required to achieve this.

8.4 Since 1st April 2022, the Key Performance Indicators displayed below have been developed, recorded and reported to relevant stakeholders to evidence compliance with the Housing Regulator's Tenant Satisfaction Measures around building safety. The data shown is for the reporting period April 2023 to September 2023.

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8.5 Fire, Asbestos, Water (Legionella) and Passenger Lift Indicators

Compliance Indicators for the Housing Service 2023-2024 (Corporate Health and Safety Service) as at 30/09/2023										
KPI AREA	GOVERNANCE	QUARTER	OVERALL COMPLIANCE %	NO.	CURRENT COMPLIANCE %	GREEN	AMBER ≤30 DAYS	RED > 30 DAYS	TOTAL NON-COMPLIANT	COMMENTARY
COMMUNAL FIRE RISK ASSESSMENTS	REGULATORY BS02	Q1	100%	39	100%	39	0	0	0	
		Q2 - JULY	100%	10	100%	10	0	0	0	
		Q2 - AUG	100%	11	100%	11	0	0	0	
		Q2 - SEPT	100%	12	100%	12	0	0	0	
		Q3	100%	41	0%	0	0	0	0	
Q4	100%	30	0%	0	0	0	0	0		
COMMUNAL ASBESTOS INSPECTIONS	REGULATORY BS03	Q1	100%	41	100%	41	0	0	0	
		Q2 - JULY	100%	15	100%	15	0	0	0	
		Q2 - AUG	100%	15	100%	15	0	0	0	
		Q2 - SEPT	100%	15	100%	15	0	0	0	
		Q3	100%	64	0%	0	0	0	0	
Q4	100%	63	0%	0	0	0	0	0		
COMMUNAL WATER CHECKS AND RISK ASSESSMENTS	REGULATORY BS04	Q1	96%	102	96%	98	0	4	4	No access to Aspley Ct roof void - 4 checks missed
		Q2 - JULY	97%	24	100%	24	0	0	0	
		Q2 - AUG	97%	24	100%	24	0	0	0	
		Q2 - SEPT	98%	26	100%	26	0	0	0	
		Q3	98%	124	0%	0	0	0	0	
Q4	98%	76	0%	0	0	0	0	0		
LIFT SAFETY (MONTHLY SERVICES)	REGULATORY	Q1	97%	36	97%	35	0	1	1	RJ Lifts report scheduler fault = missed 1 service
		Q2 - JULY	98%	12	100%	12	0	0	0	
		Q2 - AUG	92%	12	67%	8	0	4	4	RJ Lifts report scheduler fault = missed 4 services
		Q2 - SEPT	93%	12	100%	12	0	0	0	
		Q3	93%	36	0%	0	0	0	0	
Q4	93%	36	0%	0	0	0	0	0		
LIFT SAFETY (LOLER INSPECTIONS)	STATUTORY BS05	Q1	100%	10	100%	10	0	0	0	
		Q2 - JULY	100%	0	100%	0	0	0	0	No inspections due in July
		Q2 - AUG	100%	1	100%	1	0	0	0	
		Q2 - SEPT	100%	1	100%	1	0	0	0	
		Q3 - 2022/23	100%	10	0%	0	0	0	0	
Q4 - 2022/23	100%	2	0%	0	0	0	0	0		

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8.6 Gas, Electric and Solid Fuel Indicators

Compliance Indicators for the Housing Service 2022-2023 as at 30/09/2023											
KPI AREA	GOVERNANCE	QUARTER	OVERALL COMPLIANCE %	NO.	MONTHLY COMPLIANCE %	GREEN	AMBER ≤30 DAYS	RED > 30 DAYS	TOTAL NON-COMPLIANT	COMMENTARY	
GAS SERVICING	REGULATORY BS01	Q1	100.00%	1977	100%	1977	0	0	0		
		Q2	100.00%	1968	99.95%	1967	1	0	1	Property abandoned & housing seeking re-possession	
		Q3	100.00%	1683	100%	1683	0	0	0		
		Q4	100.00%	1015	100%	1015	0	0	0	To be allocated	
CURRENT NUMBER OF GAS SERVICES THAT ARE NON-COMPLIANT TOTAL									0		
KPI AREA	GOVERNANCE	QUARTER	OVERALL COMPLIANCE %	NO.	MONTHLY COMPLIANCE %	GREEN	AMBER ≤30 DAYS	RED > 30 DAYS	TOTAL NON-COMPLIANT	COMMENTARY	
SOLID FUEL SERVICING	REGULATORY	Q1	100%	0	100%	0	0	0	0		
		Q2	100%	4	100%	4	0	0	0		
		Q3	100%	2	100%	2	0	0	0		
		Q4	100%	0	100%	0	0	0	0		
CURRENT NUMBER OF SOLID-FUEL SERVICES THAT ARE NON-COMPLIANT TOTAL									0		
KPI AREA	GOVERNANCE	QUARTER	OVERALL COMPLIANCE %	NO.	MONTHLY COMPLIANCE %	GREEN	AMBER ≤30 DAYS	RED > 30 DAYS	TOTAL NON-COMPLIANT	COMMENTARY	
ELECTRICAL TESTING - DOMESTIC	REGULATORY	Q1	99.98%	395	100%	395	0	0	0		
		Q2	99.98%	392	100%	392	0	0	0		
		Q3	99.98%	338	100%	338	0	0	0		
		Q4	99.98%	0	100%	0	0	0	0	to be allocated	
CURRENT NUMBER OF ELECTRICAL SERVICES THAT ARE NON-COMPLIANT TOTAL									1	1 x Legal from previous servicing year	
KPI AREA	GOVERNANCE	QUARTER	OVERALL COMPLIANCE %	NO.	CURRENT COMPLIANCE %	GREEN	AMBER ≤30 DAYS	RED > 30 DAYS	TOTAL NON-COMPLIANT	COMMENTARY	
ELECTRICAL TESTING - COMMUNAL	POLICY	N/A	100%	96	100%	96	0	0	0	Predominantly access issues are not problematic, however where we have communal switching gear located within Leasholder properties we do face access difficulties.	
KPI AREA	GOVERNANCE	QUARTER	OVERALL COMPLIANCE %	NO.	SERVICING COMPLIANCE %	GREEN	AMBER ≤30 DAYS	RED > 30 DAYS	TOTAL NON-COMPLIANT	COMMENTARY	
GAS SERVICING - COMMUNAL	POLICY BS01	Q1									
		Q2	100%	13	100%	100	0	0	0	CHECKS COMPLETED IN SEPTEMBER	
		Q3									
		Q4	100%	15	100%	100	0	0	0	CHECKS COMPLETED IN MARCH	

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