

13th June | Cloth Hall Court, Leeds

HEALTH+ SAFETY 2019

CONFERENCE



NORTHERN
Housing Consortium
THE VOICE OF HOUSING IN THE NORTH

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HEALTH+
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Chair's Welcome

Paul Smith,
Group Health and Safety Manager,
Beyond Housing

Regulatory View

Angela Holden,

Senior Advisor – Investment and Enforcement,

Regulator of Social Housing



Regulator of
Social Housing

Health and Safety in Housing – A Regulatory View

Angela Holden – Senior Advisor, Investigation &
Enforcement

13 June 2019



Outline of the session

1. Overview of consumer regulation – our role and approach
2. Grenfell Tower and the Social Housing Green Paper
3. Findings of breach and serious detriment from 2018/19
4. The regulator's view of health and safety – key themes
5. Questions and discussion

Our approach to consumer regulation

- Reactive role – referrals come from a range of sources
- High bar for regulatory action – set out in legislation
- Test is breach of standard (systemic) and serious detriment.
- Consider all information received to determine whether it is a breach of standards... BUT
- We do not seek to resolve individual complaints
- Referrals can impact on our view of providers' governance.

Response to the Grenfell Tower fire

- Wrote to all providers of social housing
 - Reminded them of importance of statutory compliance
 - And of duty to be transparent with the regulator.
- Considered all referrals from registered in line with our consumer regulation processes.
- Our role did not change...but providers focus did change
 - Health and safety as a key risk moving up risk maps
 - Significant investment in fire safety measures (including removing cladding)
 - Boards seeking greater assurance across range of health and safety areas.
- The response from providers influences the type of referrals we receive.

The Social Housing Green Paper

- Social Housing Green Paper: A New Deal for Social Housing, published in August 2018.
Focus on:
 - Safety and quality of homes
 - Effective resolution of complaints
 - Empowering residents and strengthening the regulator
 - Tackling stigma
 - Expanding supply
- Awaiting the government's response to the consultation.
- Regulator stands ready to implement government recommendations.

Our casework in 2018/19

- We received around 500 referrals relating to the consumer standards
- Looked in detail at about 200
- Investigated over 100 referrals
- Breach and serious detriment in six cases
- Will be summarised in our annual Consumer Regulation Review – published next month (and previous versions available on our website)
- All breaches relate to the Home standard – across wide range of areas.

Fire safety

- Continues to represent a significant amount of our casework
- Fire safety featured in five of the six cases where we found breach and serious detriment last year (Knowsley Housing Trust, Kinsman, Arun District Council, Beyond Housing and GreenSquare).
- Not the single presenting issue in many cases.
- Saw issues relating to:
 - Issuing of fire enforcement notices
 - Failure to respond to fire safety defects in new build properties
 - Fire risk assessments not complete
 - Poor quality fire risk assessments
 - Outstanding high risk fire safety actions

Electrical safety

- One case where we found breach and serious detriment in relation to electrical safety (Lincolnshire Housing Partnership)
- Issues identified during merger process, as part of due diligence
- Issues related to:
 - Quality of electrical safety checks undertaken
 - Certification missing for a large number of properties
- And in other electrical safety cases, we have also seen a failure to complete urgent safety actions arising from electrical safety checks.
- Conclusion for Lincolnshire Housing Partnership was that it had failed to have in place effective systems and an effective programme of planned works to manage electrical safety risk.

Meeting all statutory requirements

- Increasingly seeing that failures in one area of health and safety are rarely isolated.
- Knowsley Housing Trust – presenting issue was fire safety, but internal audit concluded a lack of assurance with health and safety more broadly.
- Kinsman – issues related overall to how it had dealt with defects including gas and electrical installations and the safety of the building.
- Arun District Council – presenting issues were both fire safety and Legionella.
- GreenSquare – issues related to gas and lift safety as well as fire safety.

View from the Regulator

- Ensuring tenants are safe in their homes is the fundamental responsibility of registered providers.
- That goes beyond compliance with specific legislation – providers must understand their tenants and their stock, and have policies which articulate what is needed to keep tenants safe.
- Providers must understand:
 - What is required – seek advice if needed.
 - What stock providers are responsible for (even if it is leased, or managed)
 - What the stock needs – what statutory checks apply
- Good quality data is vital – forms the basis of any assurance.

View from the Regulator (2)

- Good governance – requires providers to identify, manage, monitor and report on health and safety risks.
- When things go wrong... is it a poorly designed system? Or a poorly implemented system? Is it isolated or widespread? Does the provider understand the cause of the issues?
- Compliance with other aspects of the consumer standards is equally important – including complaints handling, quality of repairs service
- Are there mechanisms to hear what tenants are saying about their home and their landlord? Is it acted on?
- Transparency with the regulator!

Questions?



Risk Management and Strategic Risk Registers

Carolyn Halpin,

ALARM North East

&

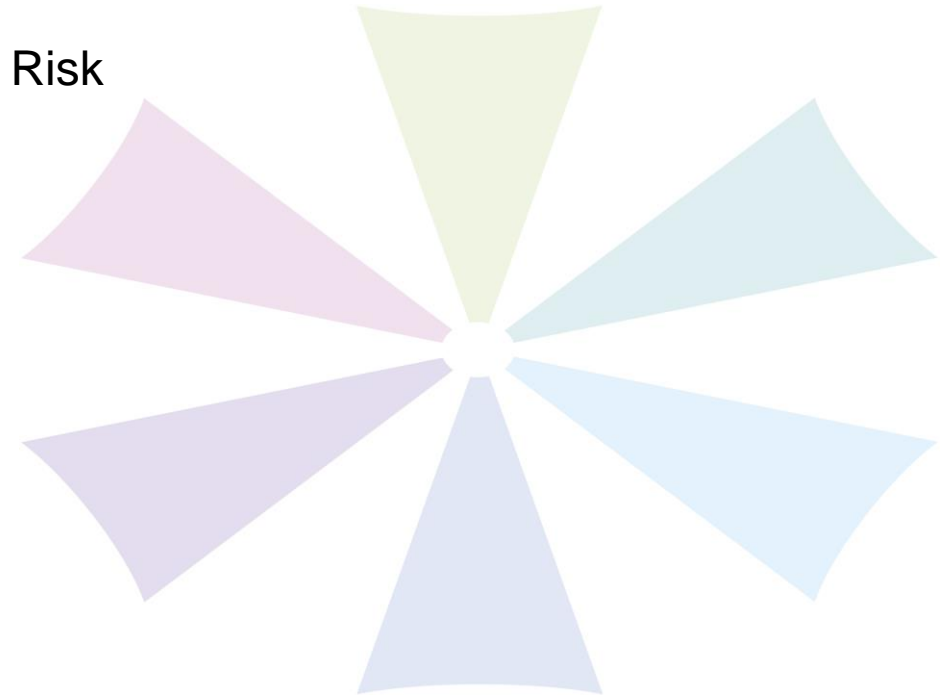
Senior Assurance Manager, Thirteen Housing



ALARM

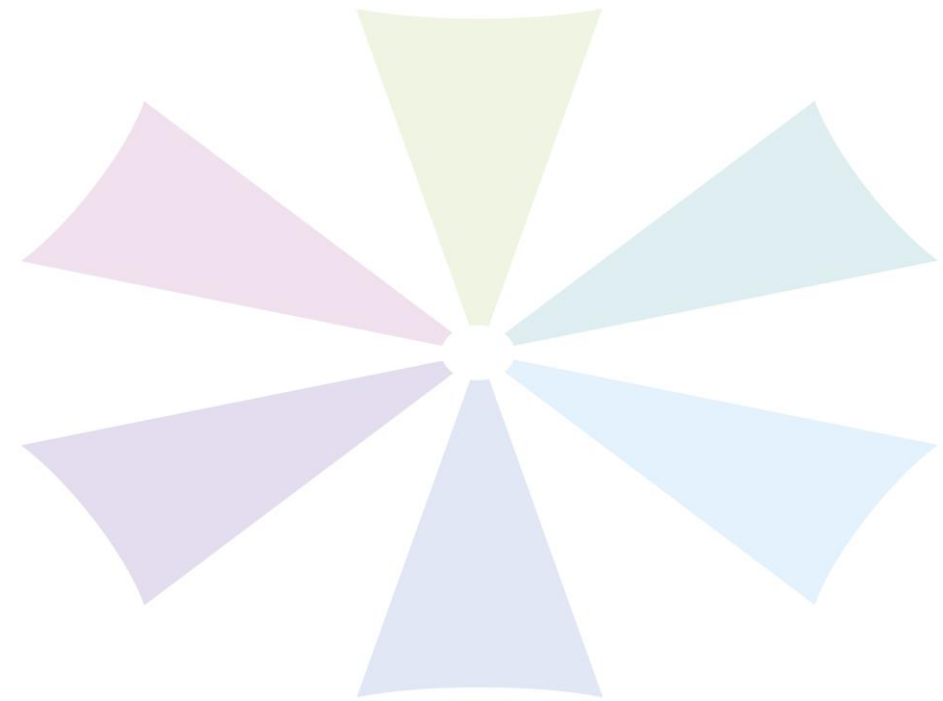
embrace risk

Risk Management and Strategic Risk
Registers
What's that all about?



What will I cover today?

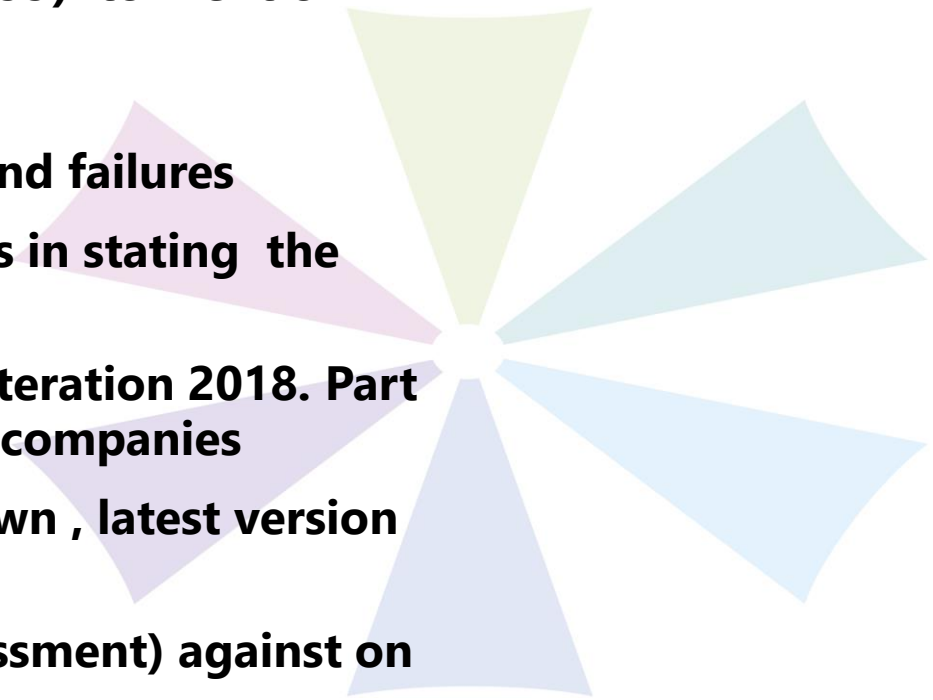
- Why do we need risk registers?
- How do we use them?
- Where do they fit in with the Governance arrangements?
- Science or art?



Why do we need risk registers

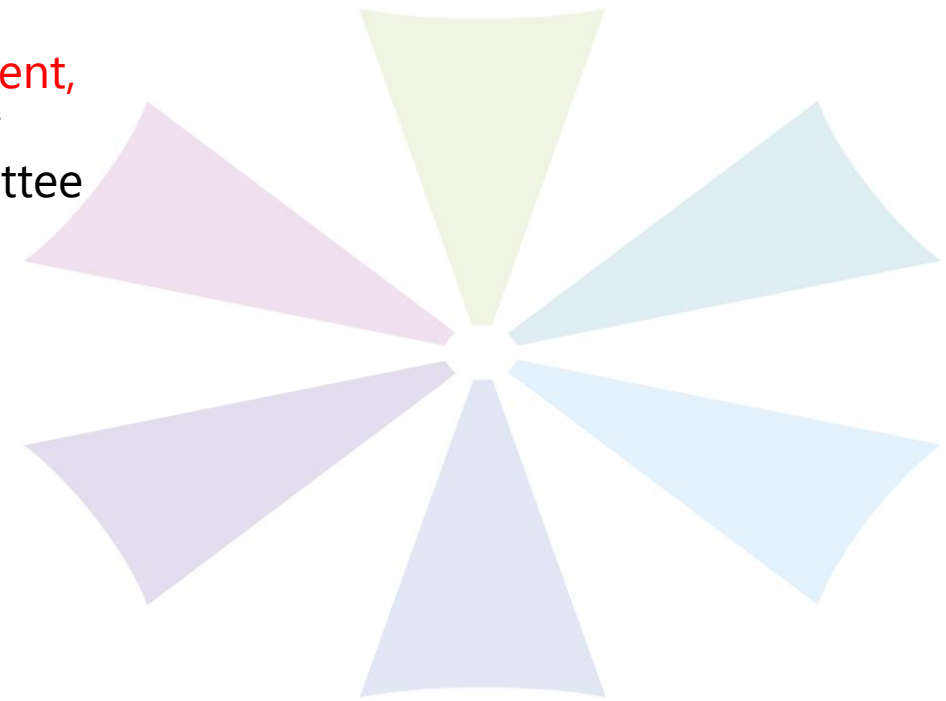
Became a norm in the 1990's

- **Series of corporate failings**
- **Resulted in a plethora of reports on Governance; Cadbury (1992), Greenbury (1995), Hampel (1998), Turnbull (1999) to mention just a few**
- **Cadbury started the risk ball rolling setting out recommendations to mitigate corporate risks and failures**
- **And the later reports built on the expectations in stating the what and who**
- **Resulted on “ UK Code of Governance” - latest iteration 2018. Part of Company law and applies to all public listed companies**
- **National housing Federation published their own , latest version 2015.**
- **Housing regulator requires evidence (self assessment) against on of these codes as part of Governance standards**



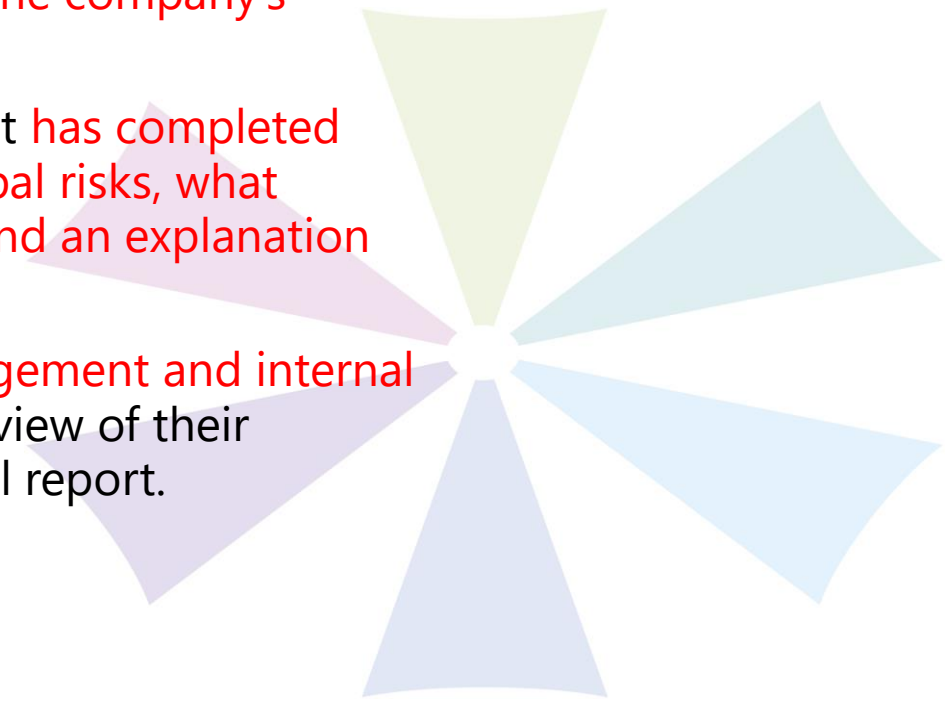
National Housing Federation Code of Governance- Risk

- F9 The board must **identify and regularly review the individual and combined material risks faced by the organisation** and make plans and strategies to mitigate and manage them effectively.
- F10 The board must retain overall **responsibility for risk management, and determine the organisation's tolerance of risk**. The board may delegate the detailed scrutiny and evaluation of risk to the committee responsible for audit, or to another committee.



UK Code of Governance- Risk

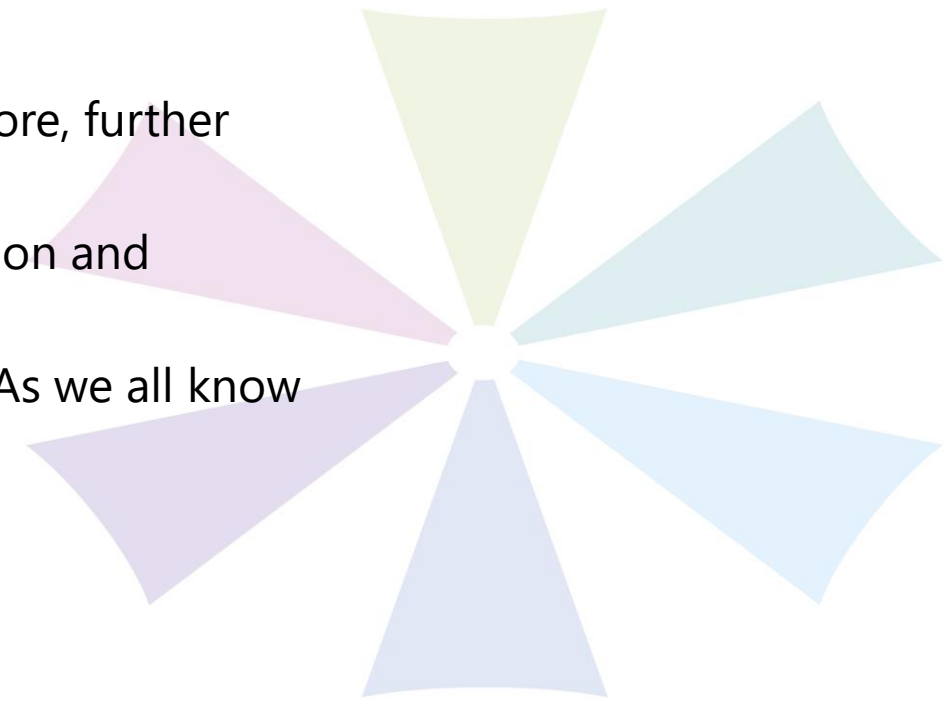
- The board should **establish procedures to manage risk**, oversee the internal control framework, and **determine the nature and extent of the principal risks the company is willing to take in order to achieve its long-term strategic objectives.**
- The board should carry out a **robust assessment of the company's emerging and principal risks.**
- The board should confirm in the annual report that it **has completed this assessment, including a description of its principal risks, what procedures are in place to identify emerging risks, and an explanation of how these are being managed or mitigated.**
- The board should **monitor the company's risk management and internal control systems** and, at least annually, carry out a review of their effectiveness and report on that review in the annual report.
- Commonly adopted approach is a risk register



Risk registers and risk assessments....

Kissing cousins with common features

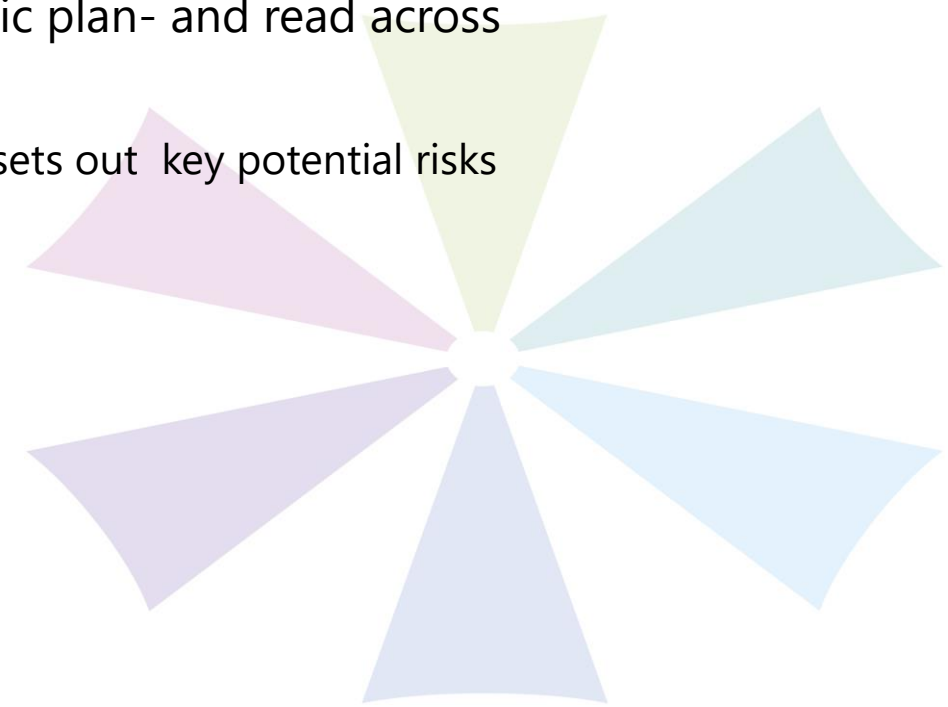
- Require the identification of a risk- risk descriptor
- Evaluation of a risk – based on an agreed matrix
- Considers impact and probability
- Lists existing controls and dependent on the risk score, further mitigating controls....
- A “management tool” that demonstrates consideration and appropriate responses
- Share the need to be a dynamic “living ” process..... As we all know risk is dynamic



So how do strategic risk registers work....

Can vary from organisation to organisation

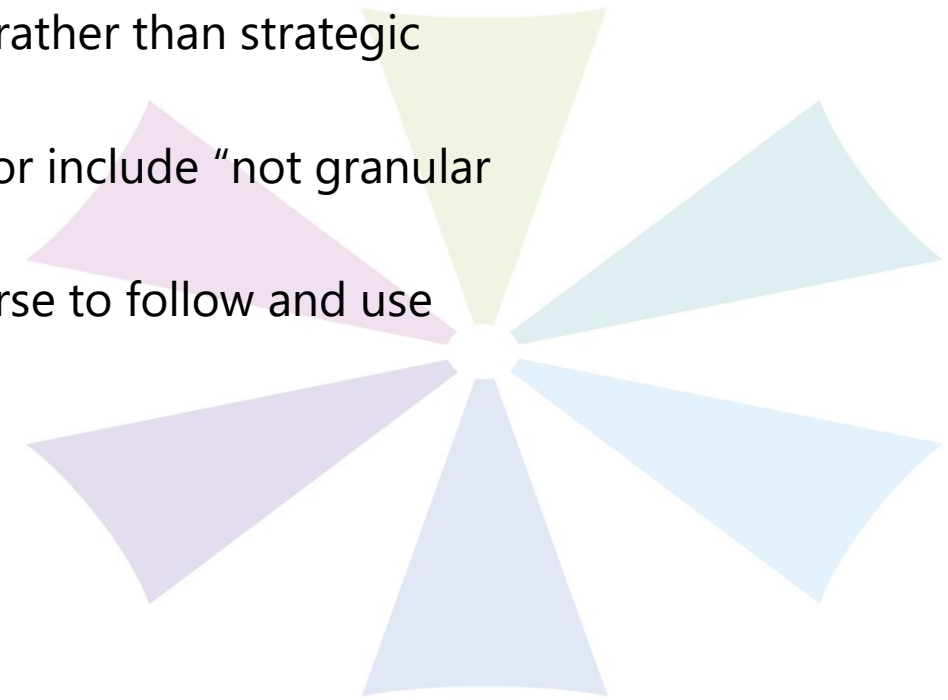
- Strategic risks are the responsibility of the board – as identified in the codes of governance
- Should ideally be considered against the strategic plan- and read across
- Also take not account external factors-
 - Regulator for Social Housing sector risk profile – sets out key potential risks
 - Brexit / No Deal risks
- Regularly reviewed-
 - Change in risk/ direction of travel
 - Progress on mitigating actions
- Links to other governance process
 - Audit outcomes- findings on controls
 - Stress Testing



So how do strategic risk registers go wrong....

Common issues

- Can become a tick box exercise
- Can be an endless list
- Can include too much detail, operational issues rather than strategic matters
- Can lack sufficient detail, criticisms from regulator include “not granular enough”
- Complexity of processes.... Needs a training course to follow and use
- If not informing decision making – so what?



Regulators expectations of a risk management framework

Does not specifically require a risk register but does require

- a structured approach to the holistic identification and evaluation of strategic, project and operational risks, ensuring risks are not overstated (sounds like a risk register to me)
- Development of mitigation actions that are proportionate to the risk
- Analysis of the interaction of the various risks and the potential impact.... (multiple risks coming to fruition)
- A platform to review and open critical challenge of the risk management processes and controls
- The utilisation of risk management in key decision making
- The stress testing of business plans to inform the risk register



So are Strategic Risk Registers an art or a science?

Possibly both

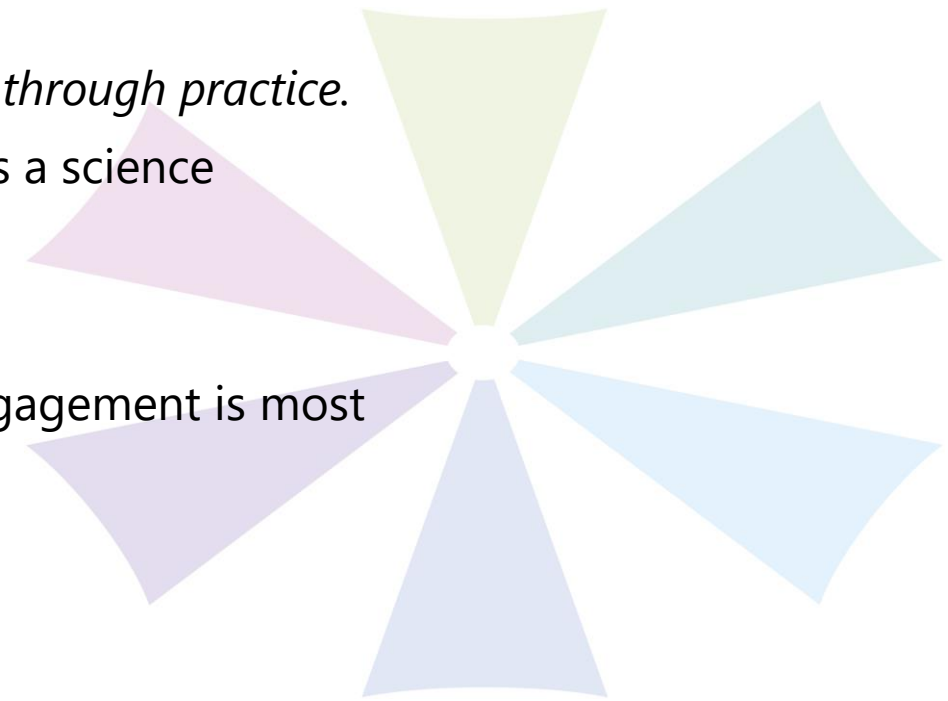
A science

a systematically organized body of knowledge on a particular subject.

An art

a skill at doing a specified thing, typically one acquired through practice.

- Robust and holistic approach to risk management is a science
- Risk descriptors can be an art
- Management of controls and oversight is a science
- Reporting appropriately to the boards and their engagement is most definitely an art
- Convincing the Regulator is both



And finally

From the Regulators Sector Risk profile 2018

“Health and safety risks”

- Boards are ultimately responsible for ensuring the safety of their tenants and staff.
- Significant investments in fire safety measures are taking place in the aftermath of the Grenfell Tower fire; but
 - it is equally important that boards have the appropriate controls in place to ensure compliance with the full range of health and safety requirements
- Does your service factor on your organisations strategic risk register?



Crisis communications: what health and safety teams need to know

Dawn McGuigan,
Head of Brand & Communications,
Gentoo Group



**Crisis communications:
What health and safety teams need to know**

**Dawn McGuigan
Head of Brand and Communications**

What we'll cover

- What your communications team is doing during a crisis
- Understanding and dealing with the media
- Managing social media
- Practical tips to help you in a crisis incident

Managing a crisis in your organisation

- Identifying potential risks
- Preparing for risks
- Incident management group

The crisis communications process



Warn and inform

Communications aim: Give tenants the information they need to stay safe

Examples: extreme weather; legionella outbreak; services outage

Communications response:

- Website and social media
- Contact centres
- Door knocking via frontline teams
- Letter drops to affected properties

Initial response

Communications aim: To demonstrate we are in control of the situation

Examples: gas explosion; fire; major water leak/flooding

Communications response: Follow the 3 Rs

- **Recognise** that something has happened
- **Regret** the consequences for those affected
- **Resolve** to sort the problem as quickly as possible

Initial response statement

Nigel Wilson, Group Chief Executive of Gentoo, said: “There was an explosion at a Gentoo property on Anywhere Street, Sunderland at 9am this morning.

“We believe a number of people were affected and our thoughts are with them and their families at this time.

“Our team is at the scene now and are working with the emergency services to bring the situation under control. We will provide more information as we get it.”



Ongoing incident

Communications aim: To inform, reassure and keep tenants safe

Timeframe: hours, days, weeks or even longer

Communications response:

- Regular updates to all affected
- Information about any physical changes on site
- Wider consequences and disruption
- Interviews, videos and statements throughout

Recovery

Communications aim: To reassure and resettle

Timeframe: hours, days, weeks or even longer

Communications response:

- Close the incident
- Demonstrate our commitment to local community
- Aftercare for affected tenants
- Injuries
- Anniversaries

Communication priorities

Reputation



Empathy



Transparency



Context



Action

gentoo

Working with the media

Facts + stories = news

gentoo

Gas explosion in Ryhope in 2017

<https://www.facebook.com/sunderlandechoonline/videos/1491011067608969/>

gentoo

Gas explosion in Ryhope in 2017

- **Uniforms** – you represent the brand of your organisation
- **Behaviour** – will be scrutinised
- **Public crowds** – our communities are watching us
- **Watch what you say** – recording picks up sounds and crowds/journalists can hear you

Impact of the video

72,000 views

426 shares

798 comments and reactions



Ongoing coverage of a story

Sunderland Echo

OUR REGION SUNDERLAND WASHINGTON HOUGHTON AND HETTON SOUTH TYNE

Neighbours throw fundraiser for victims of Sunderland gas blast explosion



The house in Rosslyn Avenue, Ryhope, where the gas blast happened.

Former resident of Sunderland gas blast street says community left frightened



Sharon Henderson is concerned over gas leaks around Ryhope

Sunderland gas explosion heroes honoured for their bravery



gentoo

Dealing with the media on site

Do	Don't
Refer to your communications team	Speculate
Repeat approved key messages	Share information that isn't public
Be aware your comments/actions can be used in a story	Be defensive or obstructive
	Give official comments

Social media

BBC Traveller News Sport Weather iPlayer Sounds

NEWS

Home UK World Business Politics Tech Science Health Family & Education

UK England N. Ireland Scotland Alba Wales Cymru Local News

'Why I posted photos of Grenfell victim on social media'

By Dan Newling
BBC Newsnight

18 September 2017

f WhatsApp Twitter Email Share

Grenfell Tower fire



Omega Mwaikambo was jailed for three months



 **The Independent** 
@Independent 

Grenfell residents respond to 'selfie takers acting like it's a party'
ind.pn/2rMSX4l

14 8:34 AM - Jun 21, 2017

 30 people are talking about this 

Social media

- Citizen journalism
- Growth of online communities
- Used as a source of information for journalists
- Quoted in news articles

Please don't post about an incident!

Summary

- Get to know your communications team and crisis protocols before an incident
- Make sure you have key messages during an incident
- Be aware of your behaviour during an incident
- Don't speculate or share confidential information with the public or a journalist
- Don't share your personal views and experiences online
- Work with your communications team

PPS 1) Northern Social Housing Fire Safety Group – Main Room (This Room)

Claire Mather, National Social Housing Fire Safety Group (North East)

PPS 2) Is your Organisations Psychologically Safe – Corduroy Room (4th floor)

Hamish Moore, Chief Executive, Wellbeing Works

PPS 3) Managing Asbestos – You're doing it right aren't you? – Wool Room (2nd floor)

Scott Hewerdine, Asbestos Training Consultant, Environmental Essentials

North East Social Housing Fire Strategy Group Update

Presented By

Claire Mather

Vice Chair of the North East Social Housing Fire Strategy Group



It is the housing sector that can make a difference and shape fire safety to make our communities safer.



About the NSHFSG

- Sector led fire strategy group – housing/fire professionals
- Representing 248 members and over 2.7 million homes
- Influence national policy, respond to consultations, share good practice and support members
- National network across England and Wales – 8 regional networks
- Free sign up for housing providers. More info: www.shfsg.info



Are you a social housing provider?

Do you provide your services within England and Wales?

Do you want to impact and help to shape fire safety in the housing sector for the benefit of your customers, tenants and stakeholders?

Do you want guidance on fire safety issues or share good practices?



About the NSHFSG

- National Executive Membership includes:
 - 8 Regional Chairs (North East, North West, Yorkshire and Humberside, Midlands, South West, Wales, East Anglia and London and South East)
 - FPA – Fire Protection Association
 - NFCC - National Fire Chiefs Council
 - LABC - Local Authority Building Control
 - NHF - National Housing Federation
 - CIH - Chartered Institute of Housing
 - ARMA - Association of Residential Managing Agents



Key Achievements

- Established 8 regional networks across England and Wales
- Creation of new fire risk management qualifications for the sector
- Contributed to national guidance documents:
 - NFCC - Specialised Housing Guide
 - NFCC - National Mobility Scooter Guidance
- Contribution to Hackitt call for evidence
- Involvement in Competency Steering Group Working Group 8 and development of plans to inform government response



Key Strands of WG8

- What is a Higher Risk Residential Building (HRRB)?
- Registration Scheme
- Competency Frameworks
- Building Safety Manager Role
- Resident Voice and Engagement
- Golden Thread of Information



On the Horizon...

- Public Consultation on proposals – End of July 2019 deadline
- Possible Legislative Changes in 2020
- Competency will be tested/measured
- Systems will be tested by safety case regimes
- New enforcement powers
- More stricter controls on compliance – fire and structural safety



North East Regional Group



It is the housing sector that can make a difference and shape fire safety to make our communities safer.



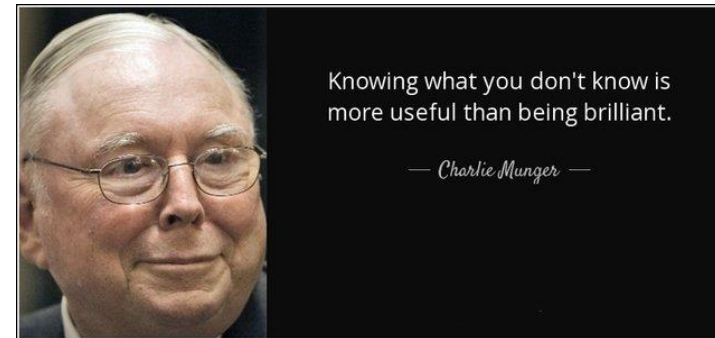
Thank you!

How do we raise the competency bar?

How will safety be delivered to ensure residents are safe?

Are we asking the right questions?

How will we get assurance that risk is being managed well?



Lunch And Exhibition Viewing

PPS 4) Temporary Works Procurement and Health & Safety Responsibilities

- Main Room (This Room)

Robert Candy, Founder and CEO, Scaffolding Association

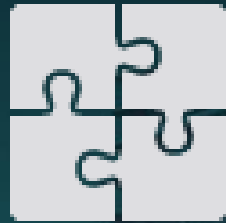
PPS5) Effective Communication with Customers – Corduroy Room (4th Floor)

Craig Marriott, Health & Safety Compliance Officer, Ongo Homes

Avril Bairstow, Tenant Chair of the Residents Building Safety Group, Ongo Homes

PPS 6) ISO 45001- Is it just another standard? – Wool Room (2nd Floor)

Karl Spencer, Managing Director, PAL Software Limited



SCAFFOLDING ASSOCIATION

Raising Standards in the Scaffolding Industry

Robert Candy
Chief Executive

ABOUT US

THE SCAFFOLDING ASSOCIATION is the UK's largest not-for-profit independent trade organisation with almost 400 member companies. It campaigns to raise standards of safety, technical quality and workforce skills in the scaffolding and access sector

The Association works with its members, client organisations, government agencies and standard setting bodies to ensure high standards of training and competence across the industry

It also protects standards through a competence-based independently verified accreditation scheme in line with the Construction (Design & Management) Regulations 2015 and PAS 91

What are Temporary Works?

- Temporary works (TW) are the parts of a construction project that are needed to enable a structure to be built or demolished
- Hoarding, scaffolding, propping and also excavations
- From a lintel in a house to railway tunnels

When it goes wrong!



When it goes well



BS 5975 Procedures

- Appointment of a Temporary Works Co-ordinator (TWC)
- Preparation of an adequate design brief
- Completion and maintenance of a temporary works register
- Production of a temporary works design Independent checking of the temporary works design
- Issue of a design/design check certificate, if appropriate
- Pre-erection inspection of the temporary works materials and components
- Check that the temporary works have been erected in accordance with the design

BS 5975 Procedures contd.

- Confirm when the permanent works have attained adequate strength to allow dismantling of the temporary works
- Ensure that the design function, the role of TWC, and Temporary Works Supervisor(s) where appropriate, are carried out by competent individuals
- Smaller contractors may not have the experience to operate their own temporary works procedure and may need to obtain external expertise. It is also common for large and medium contractors to outsource aspects of temporary works design and management

ACCESSPOINT

AccessPoint is a quarterly magazine specifically written for UK scaffolding and access industry professionals and is sent to 4,500 industry contacts and members of the Scaffolding Association

Subscribers include main contractors, house builders, specialist contractors, consultants, manufacturers, distributors and merchants operating in this area of the industry – 80% of readers are specialist contractors who buy & install products and services



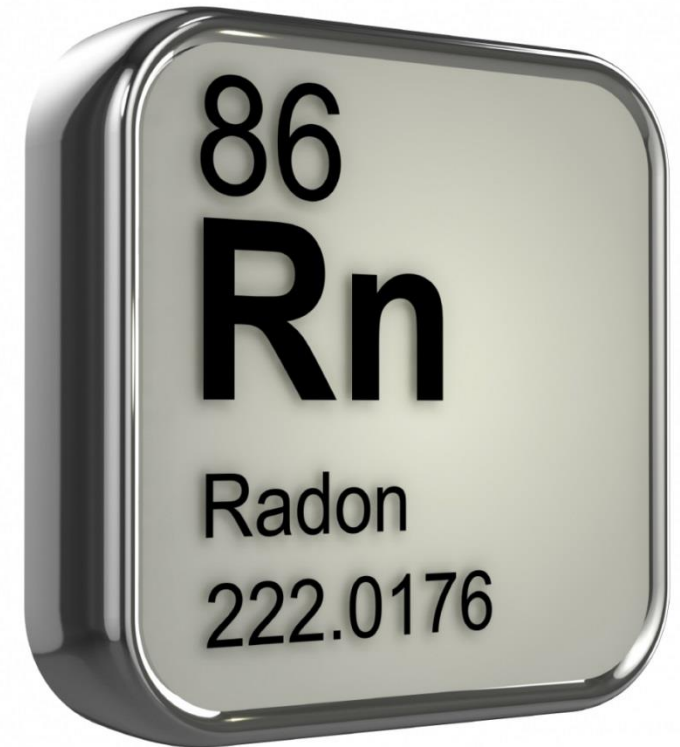
Refreshments

Radon Gas Management

Craig Cook,
Sales Engineer,
Air Tech Solutions

Radon

Reducing Natural Risks in Your Homes
And Workplaces



DIAGNOSING AND CONTROLLING RADON GAS

Introduction

What is Radon Gas?

Health implications

Radon levels and cancer risks

Landlords responsibilities

Who needs to take action and what action should be taken

Testing for Radon

Best and most reliable methods for testing

Solutions

*Methods, principles and types of systems available to alleviate
Radon gas*

Works examples

Questions

Just in case you don't know what radon is:

It is a **natural, colourless, odourless, radioactive** gas

It is formed by the radioactive decay of the small amounts of uranium that occur naturally in all rocks and soils

It can cause **lung cancer** particularly if you are a smoker

Estimated over 1100 deaths per year due to radon in the UK

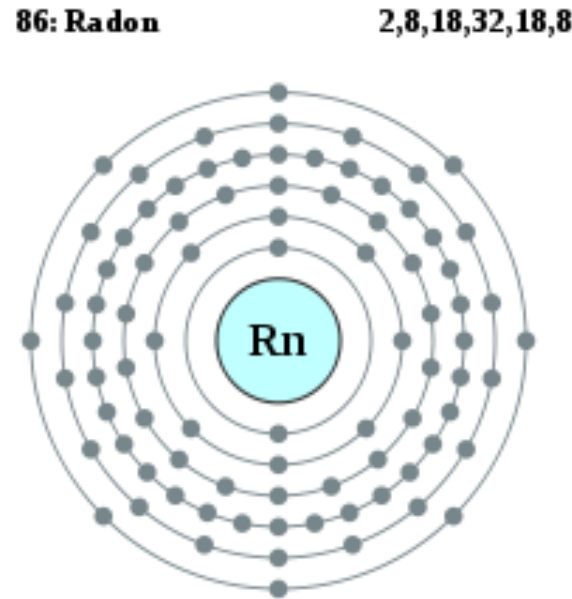
'Affected Areas' have been identified **in most areas** in the UK

UK average radon level in homes	20 Bq/m ³
UK recommended Action Level in homes	200 Bq/m ³
UK (BRE) highest average level in a house	24,000 Bq/m ³
UK (BRE) highest room/cellar level	96,000 Bq/m ³
PHE Target level	100 Bq/m³

Radon Background

Naturally occurring

Geological variation
and dependence



Produced during the
radioactive decay of
radium which comes from
uranium – 5th Daughter
decays into 222Rn

Disperses harmlessly outside

Half life Radon (time ½) = 3.82d

Thoron = 56s

Actinon = 4s

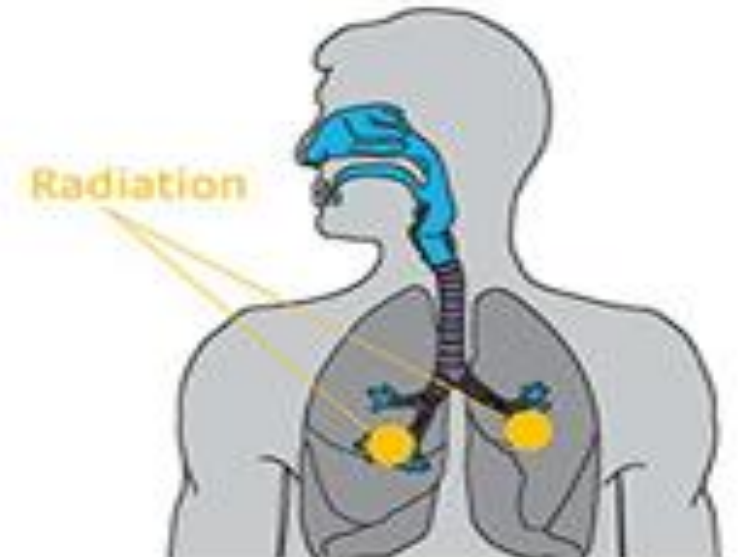
Why is it a risk to our health?

Radioactive elements decay and emit radiation/ radioactive dust.

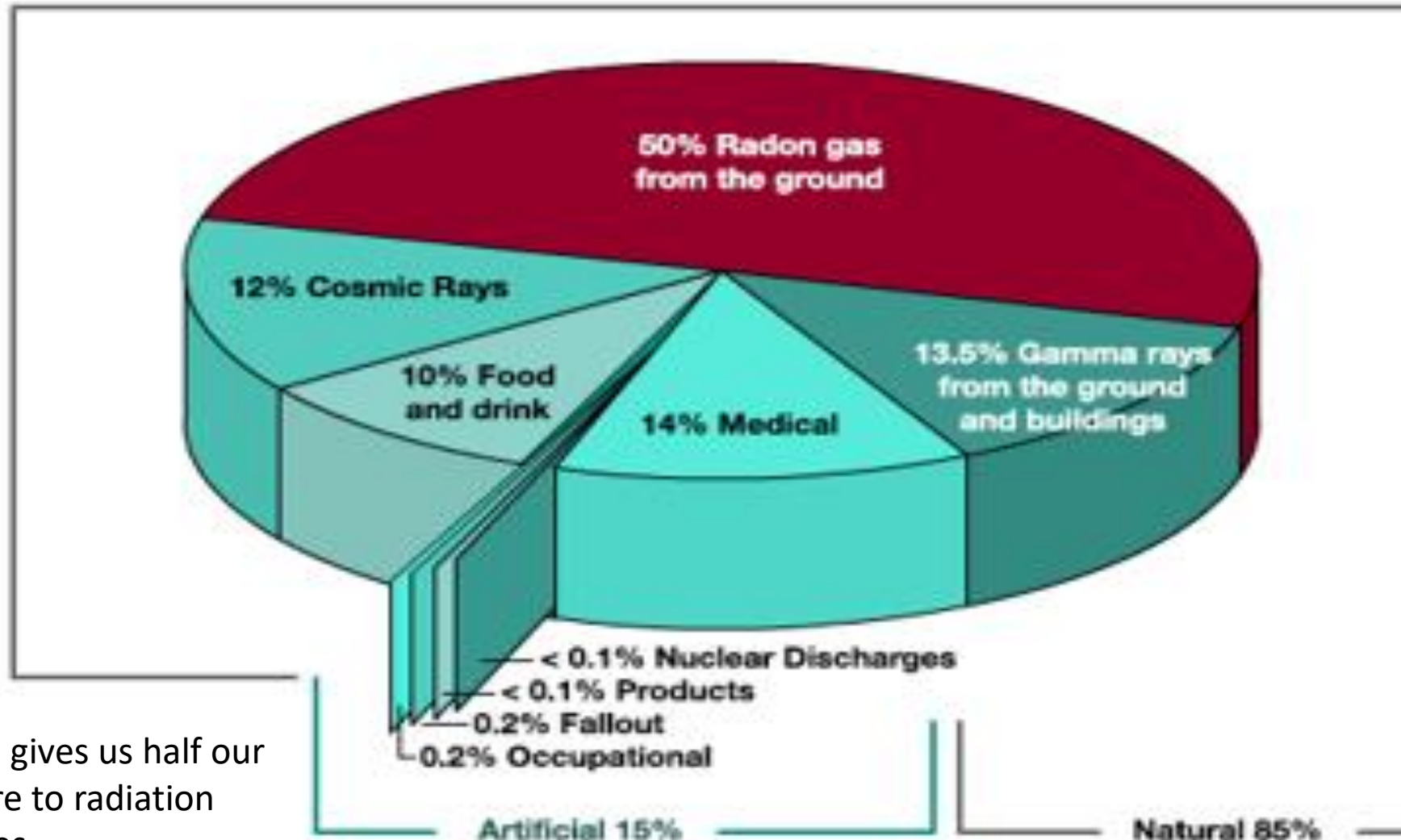
- radioactive dust in the air we breathe

The dust is trapped in our airways and emits radiation that damages the inside of our lungs.

- This damage, like the damage caused by smoking, increases our risk of lung cancer.



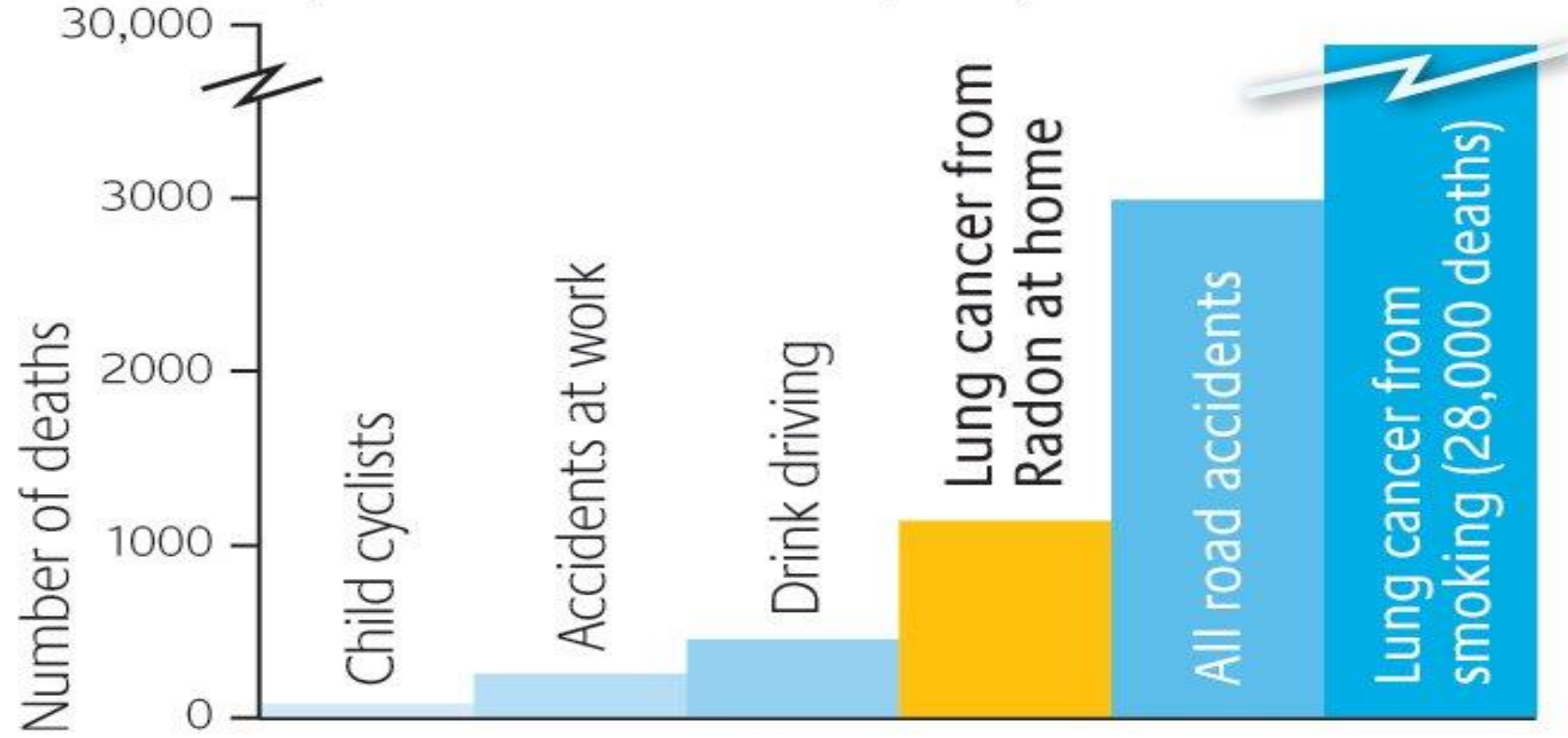
Why is it a risk to our health?



Just 20 Bq/m³ gives us half our radon exposure to radiation from all sources.

Radon deaths

compared with other causes of premature deaths per year in the UK



Living in a house at 200 Bq m³

Working as aircrew

Nuclear fuel plant worker

Working in a nuclear power station

Radioactivity from fallout, nuclear accidents,
waste disposal and nuclear power stations

Increasing risk

Employers responsibilities

Employers have a responsibility to their employees under the Ionising Radon Regulations 2017 (IRR17)

IRR17 requires employers to keep exposure to ionising radiations as low as reasonably practice. Action level 300 Becquerel's per M³

Under the Safety, health and Welfare at Work act 2005, employers must identify hazards in their workplace which includes radon, assess the risk and eliminate or reduce and control the risk. Radon risk assessment to be included in all below ground workplaces in UK, and all above ground workplaces in affected areas.

The latest set of indicative maps published by Public Health England (PHE) show that radon can be found nationwide.

Areas where estimates show more than 1% of properties will contain high levels of radon are classed as radon Affected Areas.



Landlords responsibilities

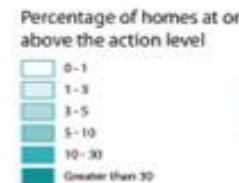
Landlords have a responsibility to their tenants under Duty of Care and the Housing Act to provide a safe home.

Radon is identified as a potential hazard in dwellings in the Housing Act 2004

National domestic action level = 200 Becquerel's per M³

The latest set of indicative maps published by Public Health England (PHE) show that radon can be found nationwide.

Areas where estimates show more than 1% of properties will contain high levels of radon are classed as radon Affected Areas.



Approximation of radon gas areas in
England, Wales, Scotland and Northern Ireland

Landlords responsibilities

‘To fully comply with the risk assessment requirements of HHSRS, landlords with properties located in affected areas should carry out a Radon test. If Radon levels are found to be in excess of the domestic action level of 200 bq/m³, the landlord should arrange for remedial works to be carried out’ (UK Radon Association, 2014)

Landlords responsibilities

Housing Health and Safety Rating System (HHSRS) applies a numerical score to the different hazards depending on their overall risk to the occupant.

Radon/rating table

Radon Bqm ⁻³	Likelihood 1 in	Rating score	Rating band
800	277	3,285	B
400	518	1,757	C
200	1,000	910	D
150	1,322	688	D
100	1,961	464	E
50	3,902	233	E
25	7,853	116	F

Bands A-C classified as **Category 1** hazards

Bands D-J classified as **Category 2** hazards

Average likelihood, outcomes and HHSRS score for radon for persons aged 60 to 64 years in all dwellings, following lifetime exposure

Important Housing Information

Action Level = 200bq

Target Level = 100bq

A radon concentration of 200 Bq m⁻³ produces a hazard score of 910, which places a dwelling in a category D band; a score of 1000 would tip the dwelling into a C band.

With a score of 1000, the radon concentration for enforcement is approximately 230 Bq m⁻³

.



How to test for Radon

Testing is the only way to find out the actual levels of radon inside a property.

The preferred method is to test over a 3 month period.

Typically 2 detectors, one for the living area and the other for the bedroom.

After 3 months the detectors are returned.

Detectors are then analysed and results issue.

	G	H	I	J	K	L	M
Ref	Det (L)	Result (Bq)	Det (R)	Result (Bq)	SA Average (Bq)	Placed	Collected
	63118	216	63049	89	122	16/02/2018	24/05/2018
	63163	95	63158	85	75	16/02/2018	24/05/2018
	63060	75	63116	94	71	16/02/2018	24/05/2018
	63117	71	63132	84	65	16/02/2018	24/05/2018
	63109	91	63053	55	59	16/02/2018	24/05/2018

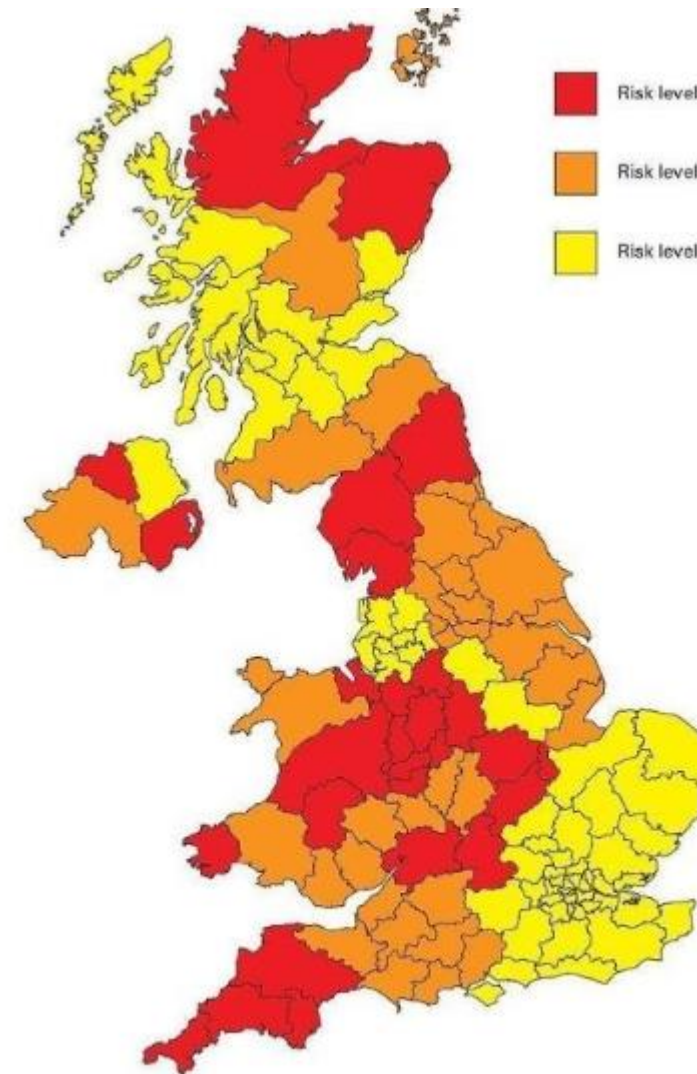


Radon Pods

Testing Methods In Social Housing Where and How?

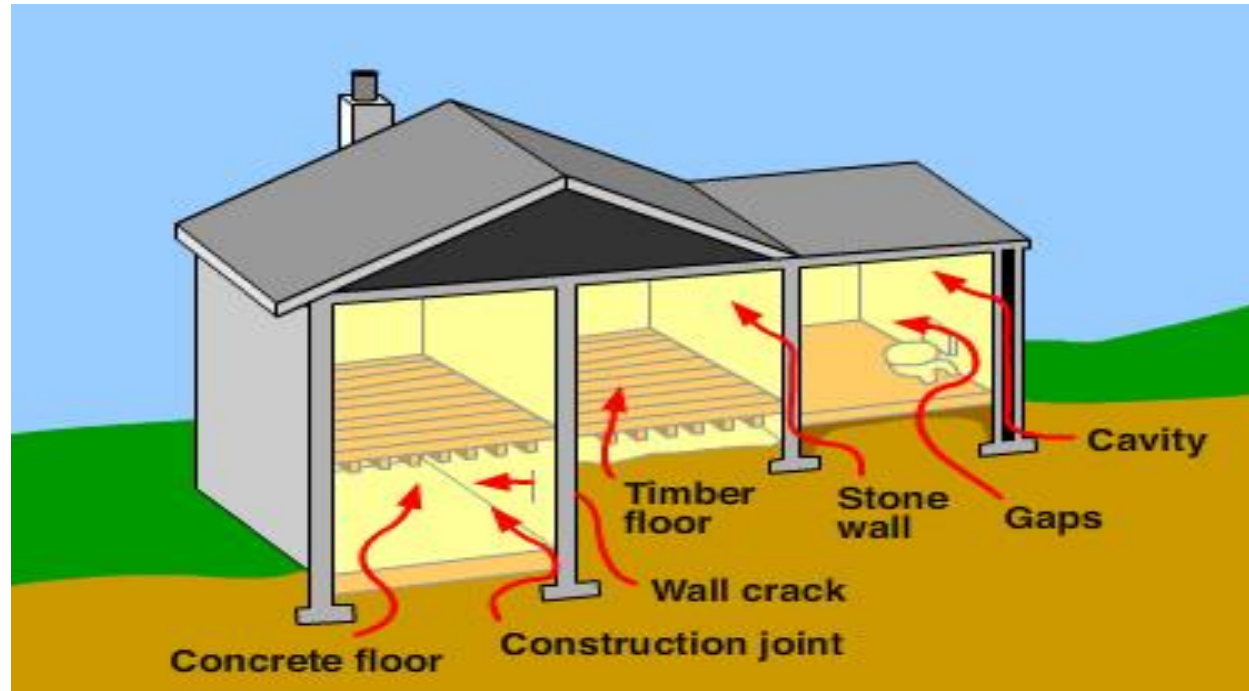
“No Radon” or “Less Radon”?

- Postal service – typical test completion rates = **40-50%**
- Contractor Placement and Collection service -typical test completion rates = **80-90%**
- Use Internal Personnel – do they have the time?



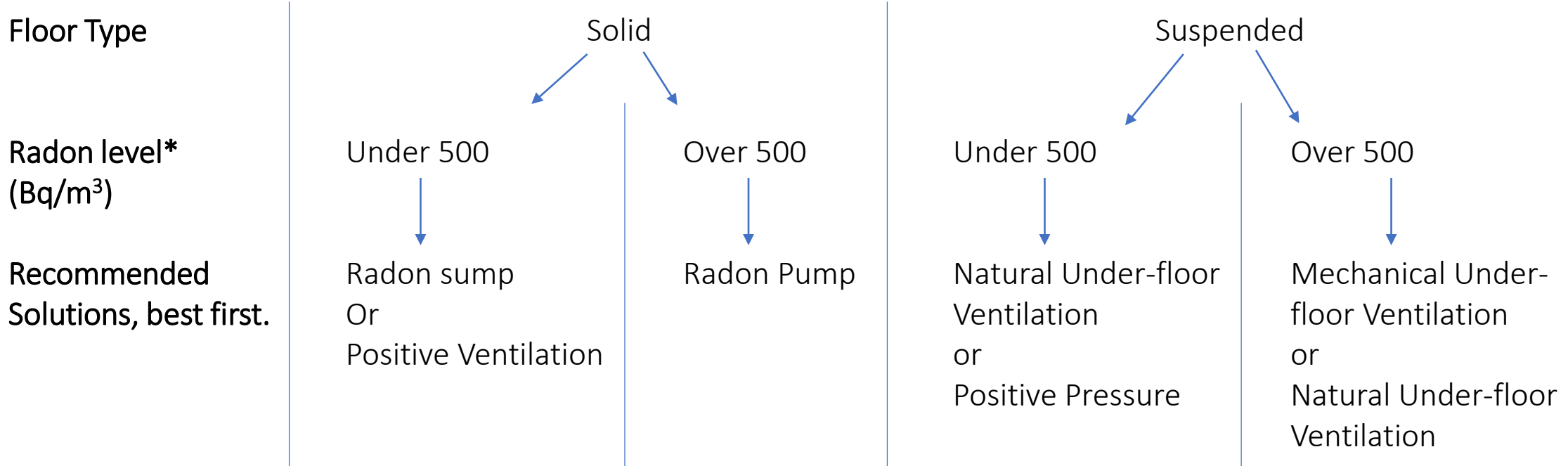
Radon area map

The Natural Effects



Usually a slight lower pressure than the surrounding atmosphere.

Remediation

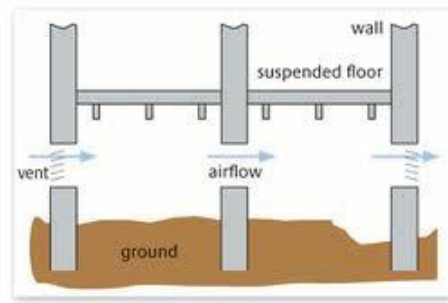
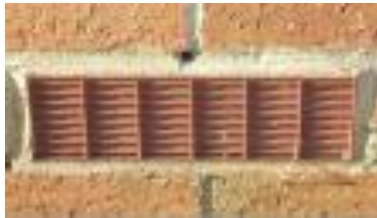


For houses with a mixed floor type a combination of the above can be used.

*The level of 500 bq/m³ is an approximate guide

Remediation

Seal gaps in floors/unblock vents



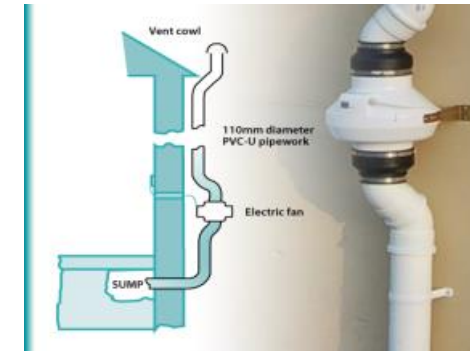
Under floor ventilation



Positive Pressure System (PPS/PIV)



Active/ Passive Radon Sump

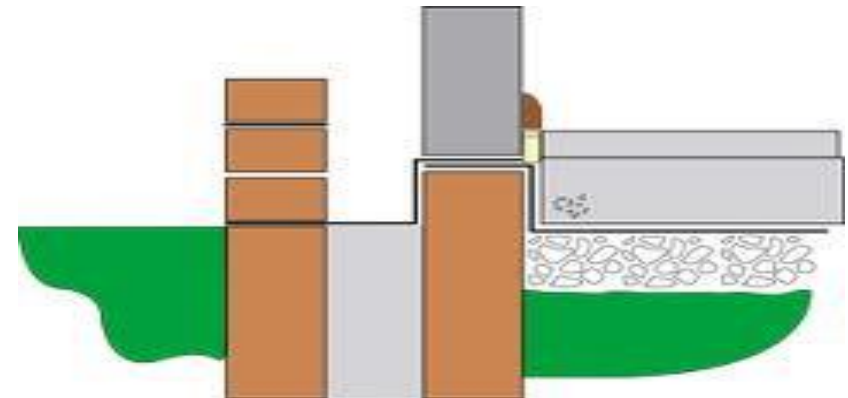


New build protection measures

Radon proof membrane



All joints should be sealed with correct tapes/adhesives

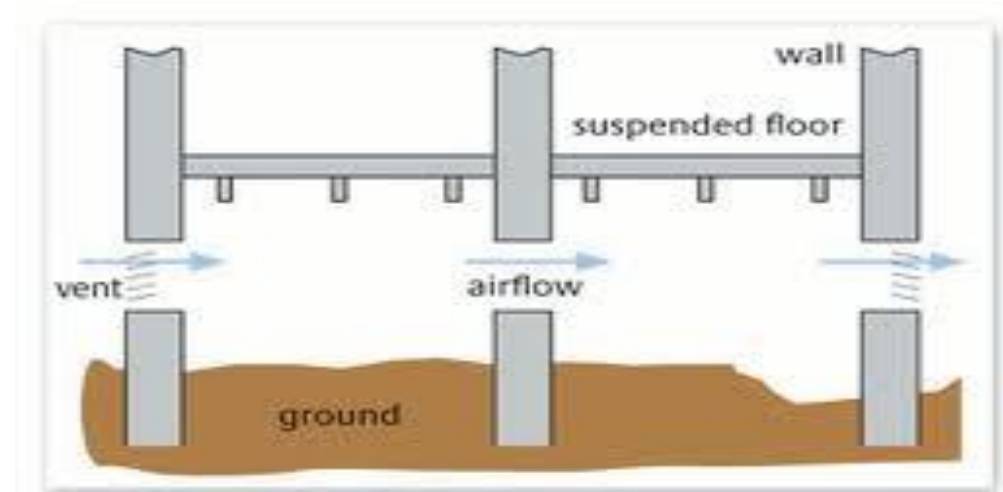


Under Floor Ventilation

Can be passive or mechanical

Similar reduction factor to positive pressure

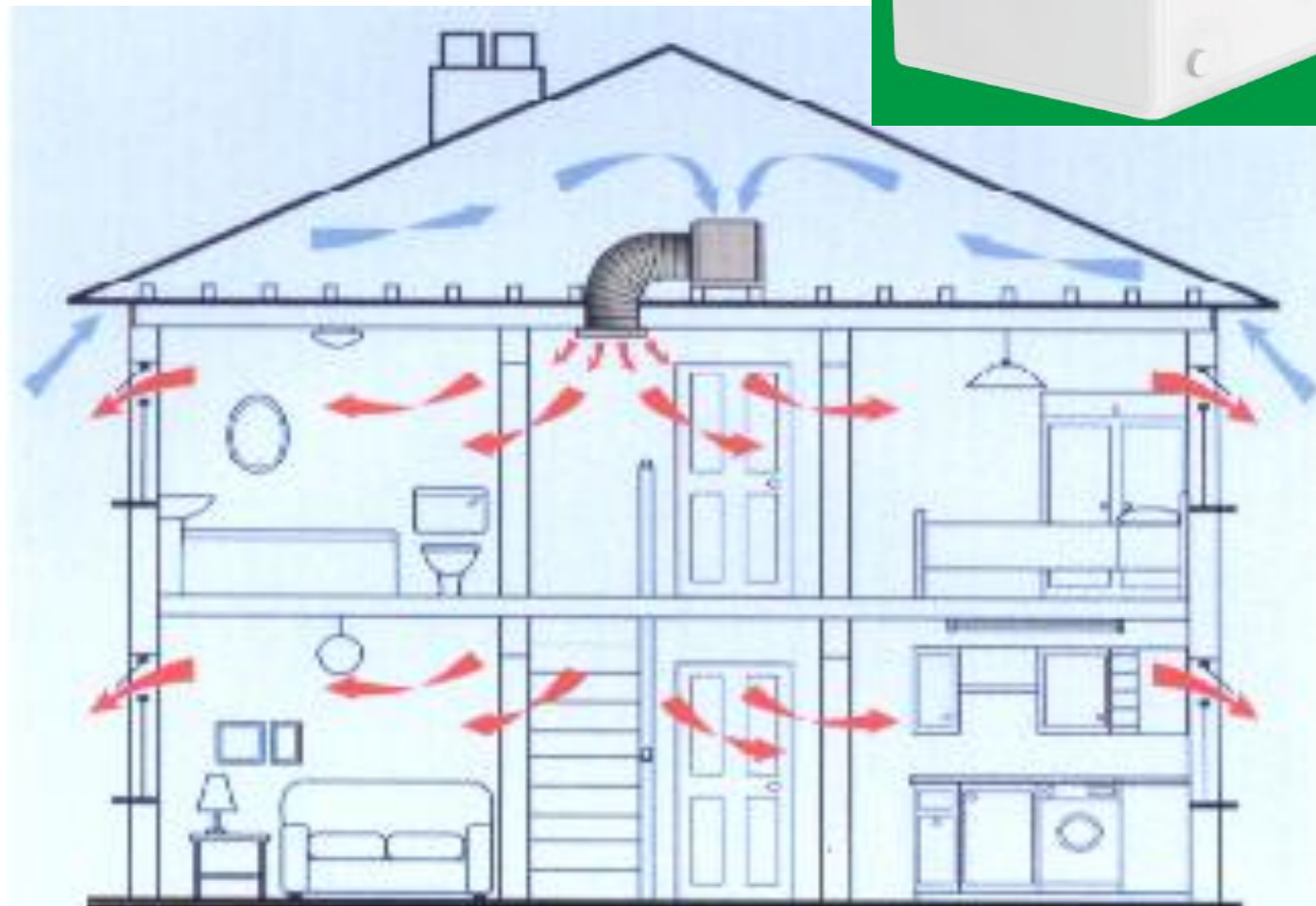
Negative or positive pressure



Positive Input Ventilation



AIRTECH
Condensation, Mould & Radon Specialists



- Effective up to 500 Bq m3
- Energysaver™ System
- Pulse pre-heat facility
- Variable speed settings
- Data logging software

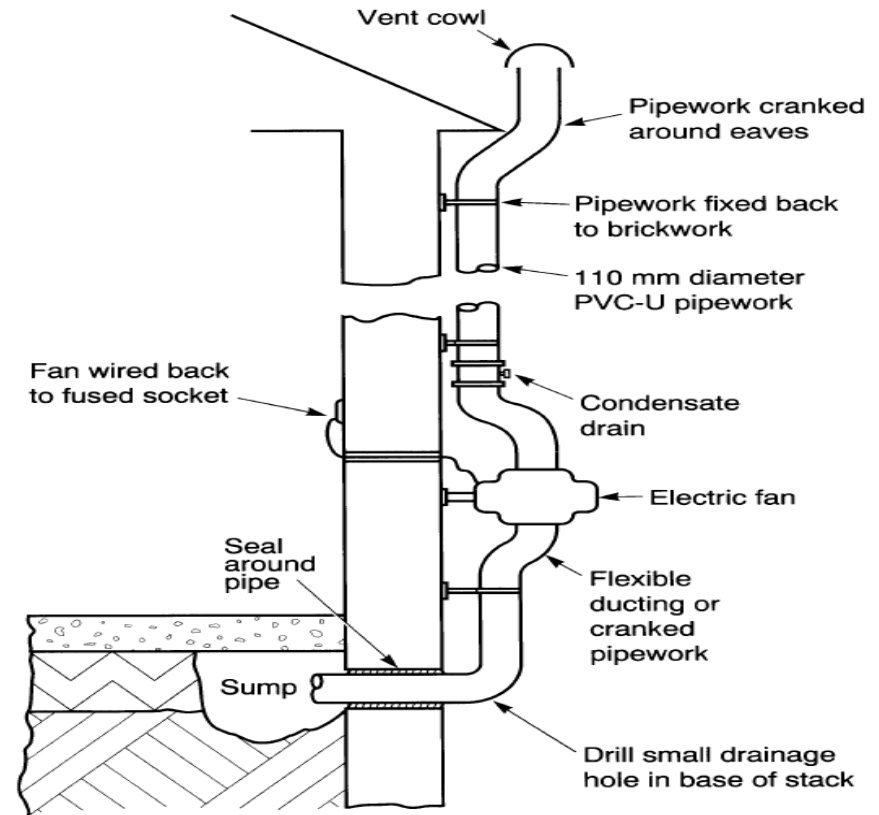
Mini Sumps

The most effective mitigation system for Radon

Effective for high radon levels

Can be passive or mechanical

External fans can be discreet



The externally excavated sump

Sump Systems

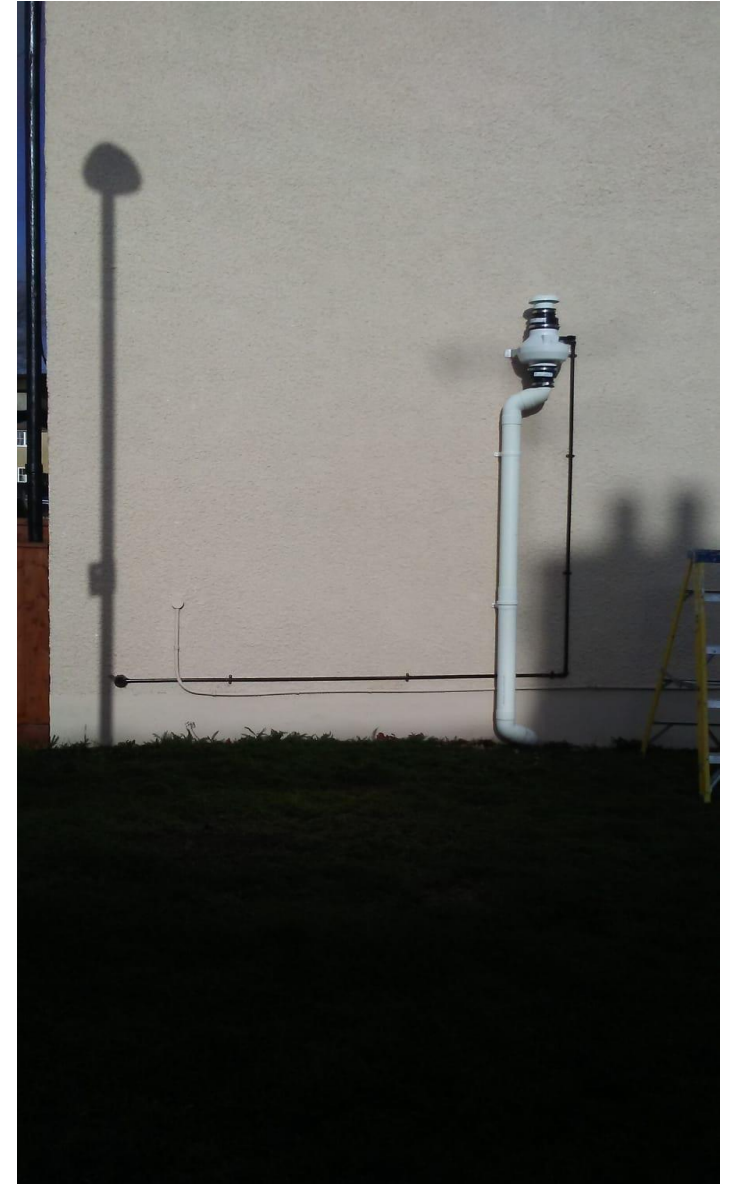
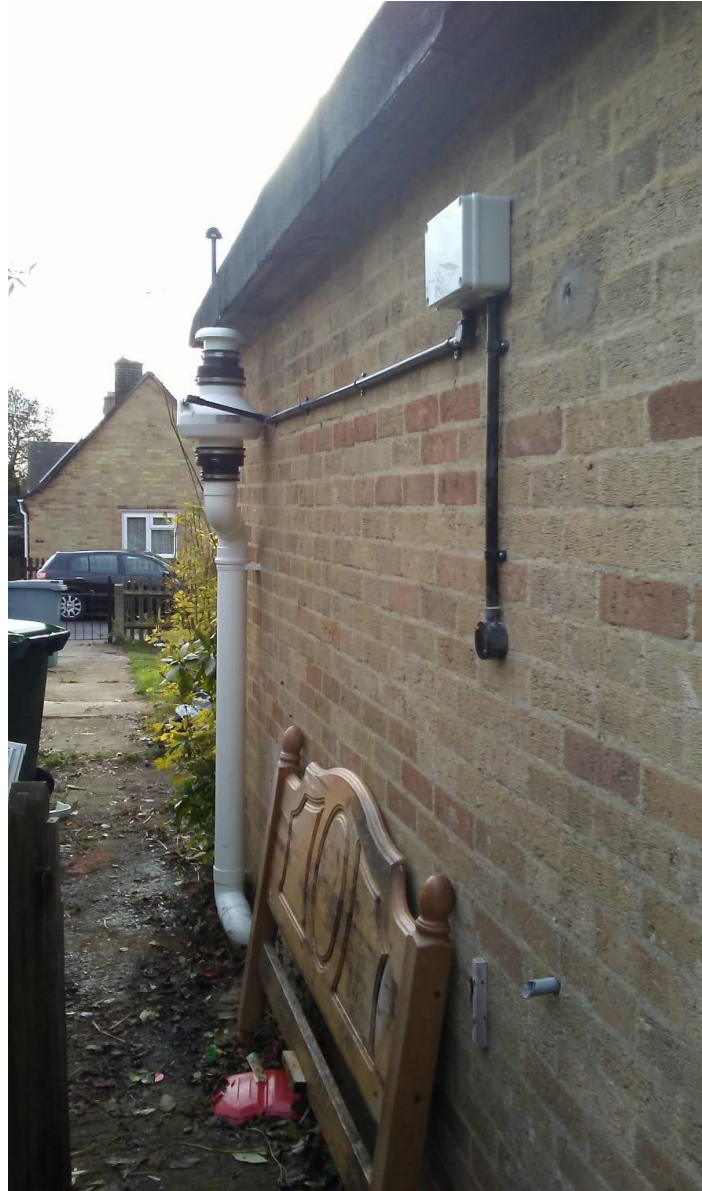
Preformed sump



Brick built sump



Radon Sump Mitigation Systems



Aftercare

It is important following and remediation works that immediately following 3 month testing is carried out to ascertain the effectiveness of the works, 12months testing thereafter.

Mechanical ventilation should be maintained, serviced and kept in good working order.

Tenants should be educated on the correct use of ventilation equipment

Thank you for your attention



How to have Effective Safety Conversations

Quentin Emery,
Principal Consultant,
RyderMarsh OCAID Limited

Having effective Safety Conversations

Session Aims:

- To look at what makes a good Safety Conversation
- A chance to practice having Safety Conversations
- To look at what helps/ hinders having a good Safety Conversation?

What makes a good Safety Conversation?

- If you catch someone doing something really well/ safely What should you do?

"For a player -- for any human being -- there is nothing better than hearing 'Well done.' Those are the two best words ever invented."

Sir Alex Ferguson

Golden Rule of Safety Conversations

*The only thing you are allowed to tell them is
what they have done well*

Everything else has to be asked as a question!



What makes a good Safety Conversation?

- If you see someone behaving unsafely
What should you do?
- Stop them, when it's safe to do so, and then
- Challenge the **behaviour**, the best way to challenge is to ask open questions, especially a “curious” why? and “What if?”

What makes a good Safety Conversation?

- Just to keep people mindful
- We can only concentrate for 55 minutes an hour, and that's the maximum!

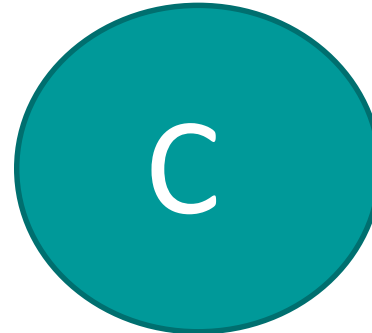
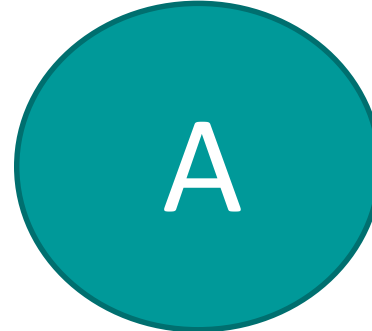
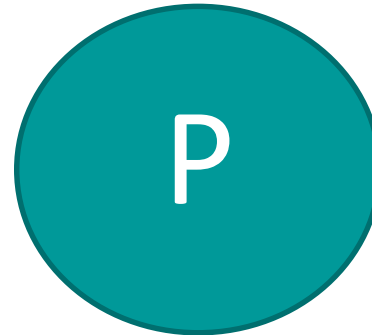
Safety Conversation Practice

- Praise “genuinely” the person next to you for something they’ve done/ said
- How was it? What made it difficult? How do we get over the feelings of embarrassment/ being patronising?

Transactional Analysis

Nurturing/ Caring
Supporting
Encouraging
Directing
Setting Boundaries
Disciplining

Play
Learn
Have fun, laugh
Creative/ Imaginative
Helpful



Pushover
Smothering
Spoiling
Bossy
Bully
AGGRESSIVE

Practical Joker
Huff/ Sulk Tantrum
Blind obedience
PASSIVE

So What does an adult look like?

- Calm
- Respectful
- Level Headed
- Objective
- Organised
- Logical
- Responsible
- Sees things from both sides
- ASSERTIVE

How do you stay calm (adult) when the other person is.....

- Smothering, Spoiling
- Bossing, Bullying, being AGGRESSIVE
- Playing practical jokes
- Going in a huff/ Sulk
- Throwing a tantrum
- Being PASSIVE

Safety Conversation Practice

- Watch the following clip and in your group Challenge the person next to you on the behaviour seen

Safety WATCH

Observation 1



- Introduce yourself and reason for interrupting them
- Try not to tell but ask (Curious Why? and What If?)





- Introduce yourself and reason for interrupting them
- Try not to tell but ask (Curious Why? and What If?)
- Explore alternatives
- If in doubt ... have T.E.D in your head
- It's coaching, so remember the 30:70 rule





- Introduce yourself and reason for interrupting them



- Try not to tell but ask (Curious Why? and What If?)



- Explore alternatives



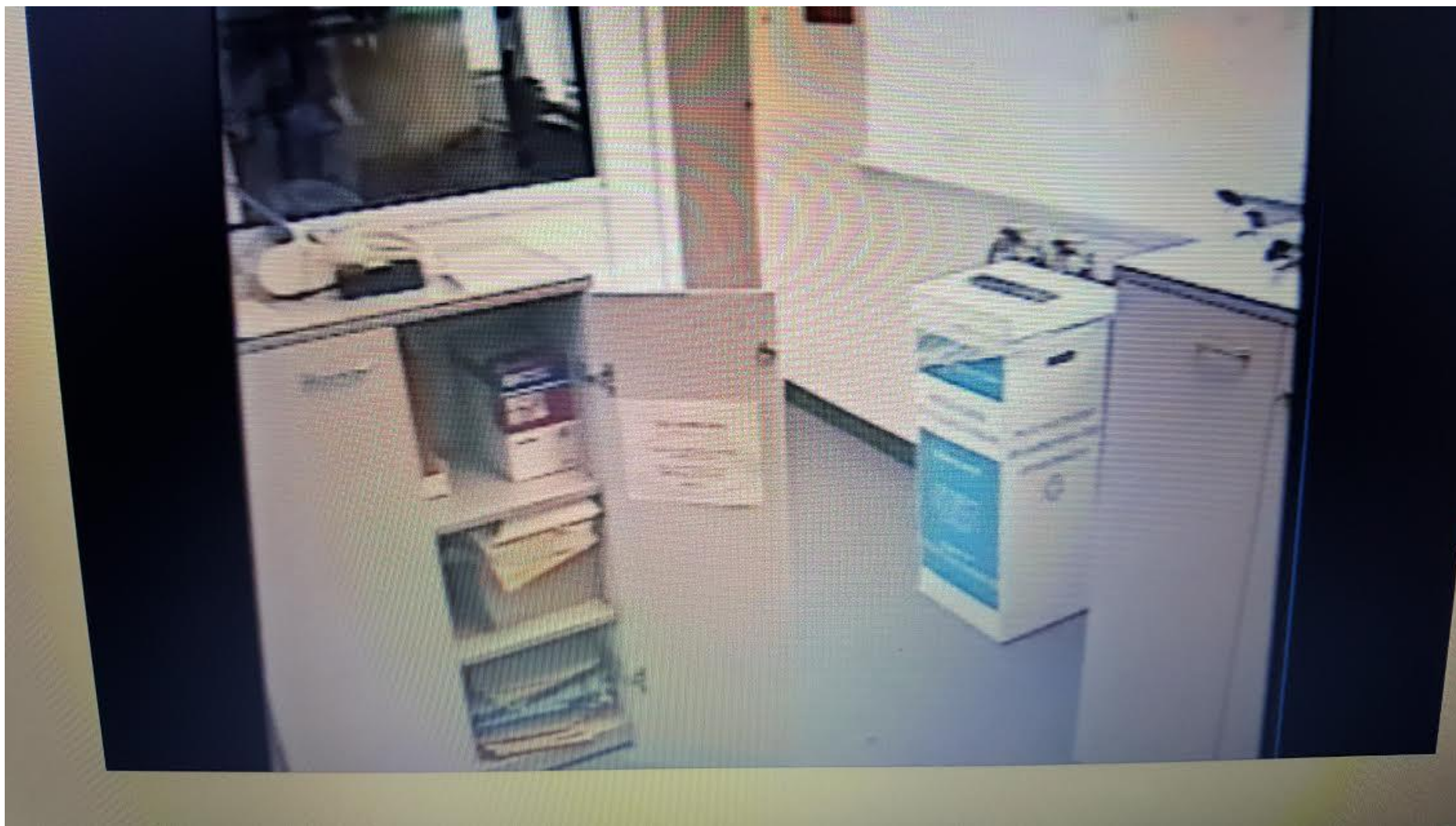
- If in doubt ... have T.E.D in your head



- It's coaching, so remember the 30:70 rule



- Offer help... and commitment from you, and them



- Introduce yourself and reason for interrupting them
- Try not to tell but ask (Curious Why? and What If?)
- Explore alternatives
- If in doubt ... have T.E.D in your head
- It's coaching, so remember the 30:70 rule
- Offer help... and commitment from you, and them
- Build in a review
- Always thank them for their time



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Thank You!

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Homes (Fitness for Human Habitation) Act 2018

- what this means for the sector

John Murray,

Head of Social Housing Group,

Ward Hadaway

Homes (Fitness for Human Habitation) Act 2018

Northern Housing Consortium: Health and Safety 2019

June 2019

John Murray Head of Social Housing Group

1. Introduction

- » current disrepair claims market
- » The new Act: what's does it mean?
- » review responsibilities
- » avoid complaints and claims
- » respond appropriately to them when we receive them.

Claimant Lawyers: the New Breed

- » CFA/No win no fee law firms based out of area (c/f Legal Aid firms)
- » Get clients by leafletting estates/FaceBook
- » “surveyors” list what they consider to be disrepair.
- » No win no fee contracts, keeping clients on board by terrifying them about paying back costs if they lose
- » Appear to have little or no interest in compensation levels
- » Exaggerate costs
- » Litigate aggressively
- » Rely on landlords being dis-organised to win claims
- » Pre Action Disclosure applications if time limits are missed.

2. How claims are currently made

- » Disrepair Claims in the County Court
 - » Breach of contract
 - » S11 Landlord and Tenant Act 1985
 - » S4 Defective Premises Act 1972
 - » Counterclaims in possession proceedings
- » Environmental Protection Act 1982
- » Housing Health and Safety Rating System: Housing Act 2004

Homes (Fitness for Human Habitation) Act 2018

- » When the Act is fully in force (March 2020), all relevant tenancies will contain an inalienable, implied covenant that they are:
 - » (a) fit for human habitation at the time the lease is granted or otherwise created or, if later, at the beginning of the term of the lease, and
 - » (b) will remain fit for human habitation during the term of the lease.

- » Criteria: regard shall be had to condition in respect of following matters:
 - » repair
 - » stability
 - » freedom from damp
 - » internal arrangement
 - » natural lighting
 - » ventilation
 - » water supply
 - » drainage and sanitary conveniences
 - » facilities for preparation and cooking of food and for the disposal of waste water;
 - » in relation to a dwelling in England, **any prescribed hazard**;
- » and if, **and only if**, it is so far defective in one or more of those matters that it is **not reasonably suitable for occupation in that condition**.

- » (2) In subsection (1) “prescribed hazard” means any matter or circumstance amounting to a hazard for the time being prescribed in regulations made by the Secretary of State under section 2 of the Housing Act 2004.
- » (3) The definition of “hazard” in section 2(1) of the Housing Act 2004 applies for the purposes of subsection (2) as though the reference to a potential occupier were omitted

- » S.10(2) - this currently means the list of 29 HHSRS hazards
- » 1 Damp and Mould Growth
- » 2 Excess Cold
- » 3 Excess Heat
- » 4 Asbestos (and manufactured mineral fibres)
- » 5 Biocides
- » 6 Carbon Monoxide (CO) and fuel combustion products
- » 7 Lead
- » 8 Radiation
- » 9 Uncombusted Fuel Gas
- » 10 Volatile Organic Compounds (VOCs)

Homes (Fitness for Human Habitation) Act 2018

- » 11 Crowding and Space
- » 12 Entry by Intruders
- » 13 Lighting
- » 14 Noise
- » 15 Domestic Hygiene Pests and Refuse
- » 16 Food Safety
- » 17 Personal hygiene, sanitation and drainage.
- » 18 Water Supply
- » 19 Falls associated with Baths
- » 20 Falling on Level Surfaces

Homes (Fitness for Human Habitation) Act 2018

- » 21 Falling on Stairs etc.
- » 22 Falling Between Levels
- » 23 Electrical Hazards
- » 24 Fire
- » 25 Flames and Hot Surfaces
- » 26 Collisions, Cuts and Strains
- » 27 Explosions
- » 28 Position and Operability of Amenities
- » 29 Structural Collapse and Falling Elements

- » Definition of 'hazard' at Housing Act 2004 s.2(1) as revised by s.10(3):
 - » “hazard” means **any risk of harm to the health or safety** of an actual occupier of a dwelling or HMO which arises from a **deficiency** in the dwelling or HMO or in any building or land in the vicinity (whether the deficiency arises as a result of the **construction of any building, an absence of maintenance or repair, or otherwise**)."
- » key issue
 - » whether or not dwelling is 'reasonably suitable for occupation'
 - » Having regard to s10 list

- » Excluded from Landlords' responsibility (1)
 - » unfitness caused by
 - » tenant's failure to behave in a tenant-like manner or resulting from the tenant's breach of covenant (s.9A(3)(a)).
 - » landlord not obligated to rebuild or reinstate the dwelling in the case of destruction or damage by fire, storm, flood or other inevitable accident.
 - » landlord not obligated to maintain or repair anything the tenant is entitled to remove from the dwelling.

- » Excluded from Landlords' responsibility (2)
- » landlord is not obligated to carry out works or repairs which, if carried out, would put the landlord in breach of any obligation imposed by any enactment (whenever passed or made) - e.g. breaching planning permission, or listed building consent, or conservation area requirements
- » Where works require the consent of a third party (eg, a superior landlord or freeholder, a neighbouring leaseholder or owner, or a council) and landlord has made reasonable endeavours to get that consent, but it has not been given

» Summary

- » Housing Disrepair Protocol will have to be amended
- » Damages : in line with housing disrepair claims.
- » Major impact is the ability of a tenant to compel a landlord to carry out improvements
- » No longer possible to ignore claims based solely on condensation dampness where there is no disrepair; opens up a new area for argument over condition vs. lifestyle

» Summary

- » Asset investment strategy should be reviewed
 - » Improved insulation
 - » Improved heating
- » Record Keeping:
 - » Train call centre staff of importance of language
 - » Standard letters
 - » Confirming no access
 - » Confirming inspection results
 - » Record what is seen of lifestyle

A background image of a construction site with wooden framing and brick walls. Two workers in hard hats and safety vests are looking at a large set of blueprints. One worker is wearing a white hard hat and the other a yellow one. They are both wearing high-visibility yellow safety vests over their work clothes. The worker in the yellow vest has a tool belt with various tools attached.

**THANK YOU FOR
ATTENDING**

HEALTH+
SAFETY
2019

CONFERENCE

 **NORTHERN**
Housing Consortium
THE VOICE OF HOUSING IN THE NORTH

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