

Internal Audit report on Landlord Health and Safety

Progress on Recommendations

| No | Recommendation | Progress | Original Timescales |
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| 1 | <p>The electrical safety management policy as well as the gas safety policy should be designed to set out the Council's approach in regards to the electrical safety of its properties.</p> <p>Policies and procedures in place regarding landlord health and safety responsibilities should be reviewed and updated in line with the recommendations made in this audit, especially in relation to the recording and compliance monitoring of inspection outcomes. The policies should also specify the inspection frequency in line with the statutory requirements, where applicable.</p> | <p>Progressing. On time.</p> <p>The draft Electrical Safety Policy and Gas safety policy are prepared by the team. This will be approved as part of the suite of compliance related policies within the agreed timescales.</p> | June 2020 |
| 2 | <p>To ensure that members of staff are suitably qualified, evidence of employee competence should be obtained at the recruitment stage.</p> <p>The Council should then maintain an active register of training relating to all in house staff that are involved in carrying out landlord's health and safety checks on all Council properties including housing stock.</p> <p>The register should be regularly updated and monitored to ensure all staff receive appropriate training.</p> | <p>Progressing.</p> <p>A register of training requirement for the team is prepared. HR team is setting up a system on MIKE to maintain the record of training undertaken by individual team. This work will be completed by the end of April 2020.</p> <p>Legionella training was provided in December 2019. Fire safety and Asbestos safety training sessions were delivered by expert consultants in February 2020.</p> | March 2020 Proposed timescales- April 2020 |

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| 3 | <p>Ensure that evidence to demonstrate contractor competence is obtained prior to contractors undertaking any inspections/work on the Council's properties.</p> | <p>Progressing. On time</p> <p>PAS 91 question set is being used for procurement of all contractors and consultants. Where appropriate, they are being appointed through established frameworks where due diligence on competency criteria is pre-determined.</p> <p>Procurement guidelines will be amended to include this information.</p> | April 2020 |
| 4 | <p>Tenant's handbook should include guidance and advice on water safety as recommended by the Health and Safety Executive.</p> | <p>Progressing. Timescales to be aligned with the approval of tenancy agreement.</p> <p>The Draft tenancy agreement is approved by the Cabinet for consultation in January 2020. Following the conclusion of consultation period the agreement will be revised to accommodate comments before being approved by the Cabinet in May 2020.</p> <p>The final agreement will be accompanied by the revised tenancy guidance which will include advice on all aspects of health and safety.</p> | <p>April 2020</p> <p>Proposed timescales- June 2020</p> |
| 5 | <p>All inspection records should be held centrally to ensure checks are undertaken in a timely manner and that the Council meets its statutory responsibilities as a landlord.</p> <p>The use of the housing management system should be explored to ascertain if it could be used in centralizing all</p> | <p>Progressing. On time</p> <p>To improve data quality and management on 26th February 2020, Council approved the procurement of a new housing IT system which will address current shortcomings and facilitate much improved understanding of</p> | April 2020 |

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| | records and conducting effective monitoring. | council assets and compliance requirements going forward. The new system will be implemented over the course of this year. In the meantime, all data is being collated on master spreadsheets. | |
| 6 | <p>Ensure that annual gas safety checks are undertaken in a timely manner.</p> <p>Once a central register is established, any gaps in completion of annual gas inspections should be undertaken at the earliest opportunity.</p> | <p>Complete</p> <p>A central register is established to monitor the gas safety compliance in a periodic way. A new monitoring process is in place and is being embedded with the contractors.</p> | April 2020 |
| 7 | <p>Lessons should be learnt from this incident in improving inclusion of such checks in project handover arrangements and reviewing CDM provision.</p> | <p>Progressing. On time</p> <p>A CDM handbook for staff to use on daily basis has been prepared in October 2019. The handbook includes the provision for project handover the need for a comprehensive health and safety file that expressly includes statutory servicing intervals. Further training on the use of the handbook will be delivered by the end of April 2020.</p> | April 2020 |
| 8 | <p>All outstanding electrical inspections must be completed and an inspection frequency formally established.</p> <p>Establish a process for recording and monitoring inspection outcomes and ensure these are promptly actioned and evidence of such audit trail is maintained.</p> | <p>Progressing. On time</p> <p>A current programme of electrical inspection is underway. We are 66% of the way through the programme. Access has impaired completion for the end of March.</p> | April 2020 |
| 9 | <p>All outstanding fire safety risk assessments must be completed and subject to annual review.</p> | <p>Complete.</p> <p>All fire safety assessments were completed in</p> | December 2019 |

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| | Establish a process for recording and monitoring assessment outcomes and ensure these are promptly actioned and evidence of such audit trail is maintained. | October 2019. A register for outstanding actions is prepared and being monitored through HIP update meetings on weekly basis. | |
| 10 | <p>All properties must be surveyed in accordance with the Council policy. Those properties without surveys should be inspected as soon as possible.</p> <p>Establish a process for recording and monitoring recommendations resulting from asbestos surveys to ensure these are promptly actioned and evidence of such audit trail is maintained.</p> | <p>Progressing. Delayed due to access issues. A current programme of Asbestos inspection is underway. We are 87% of the way through the programme. Access has impaired completion but we aim to conclude this by the end of April 2020.</p> | <p>December 2019</p> <p>Proposed timescales- April 2020</p> |
| 11 | KPIs relating to health and safety inspections should be introduced and subject to regular monitoring to provide assurance that all health and safety responsibilities are being fulfilled in accordance with legislation and policy. | <p>Progressing. Timescales to be aligned with the wider Corporate measures.</p> <p>New performance management framework is being established by the Corporate Improvement Team. Health and safety measures will be set as part of that.</p> <p>A Performance Measures Workshop is being held with MLT before the end of March 2020. This will look at establishing more meaningful performance measures across the whole Council but also to include KPIs relating to health and safety inspections. The new performance measures will be ready by the end of June 2020.</p> | <p>April 2020</p> <p>Proposed timescales- June 2020</p> |