

# Trident Group

## Annual Health and Safety Report 2017-2018





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## Executive Summary

This report is a statement of Trident Group's (Trident) health and safety management for the financial year 2017/18 and its intentions with regards to 2018/19 and beyond. The purpose of this report is to give an overview of arrangements in place to fulfil Trident's statutory health and safety obligations.

It provides a review on management arrangements, accident performance data, and health and safety activities that have taken place over the last 12 months. This includes an analysis of external factors and challenges that have had an impact on the organisational priorities (i.e. the Grenfell Tower tragedy).

The report sets out key health and safety control measures and systems in place in order to demonstrate Trident's approach to minimising risk and ensuring the health and safety of its employees, customers and visitors. Trident's commitment to health and safety improvement and performance monitoring has ensured the following key achievements;

- A continued positive working relationship with our regulators and the development of a formal partnership agreement with West Midlands Fire Service.
- A reduction in overall accidents and an improvement in performance.
- Significant investment in fire safety measures across the organisation and implementation of an annual fire risk assessment for all schemes.
- Continued development of CRM and SharePoint systems to support health and safety compliance, particularly in relation to the management of gas.
- Increased Board scrutiny and Senior Management Team (SMT) involvement and ownership on health and safety.

# Introduction and background

The overall purpose of the annual health and safety report is to give members and stakeholders an understanding of health and safety arrangements at Trident and provide assurances on the adequacy of health and safety measures in place.

Trident employs more than 800 staff with many working in services operating on a 24/7, 365 days per year basis. It is therefore recognised that staff are one of its greatest assets, and a skilled motivated workforce a key to achieving successful health and safety.

Trident places great importance on pursuing standards that effectively promote health and safety and support customers to achieve their goals whilst minimising risks.

Our diverse range of customers, services and properties (summarised below) has been identified by Trident within its risk strategy and stringent approach to managing health and safety.

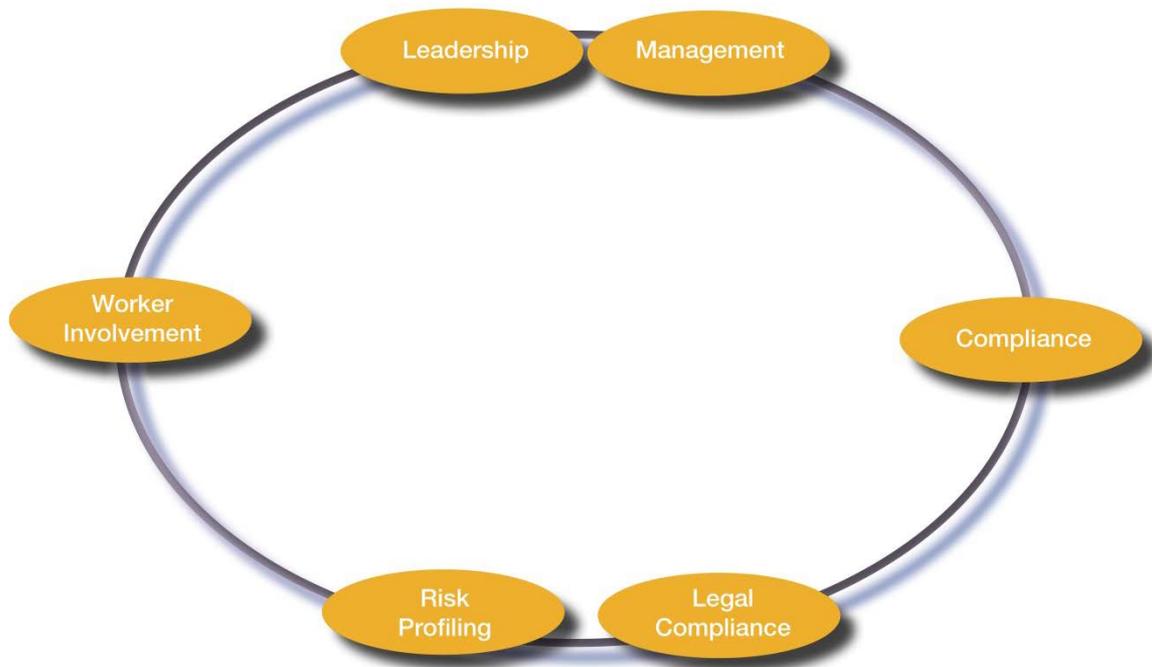
- Trident works in a wide geographical spread across the Midlands, delivering homes and services to over 6,000 people in 3,358 homes in some of the most disadvantaged communities.
- Around a third of our homes support our care and support activities to vulnerable groups.
- 75% of our residents (including those in general needs schemes) are characterised by low income, economic inactivity, cultural and ethnic diversity, disability, vulnerability and isolation.
- A diverse and complex asset portfolio with various investment and maintenance priorities within a range of archetypes (i.e. age, construction type, property risk etc).

# Managing health and safety

## Health and Safety Management

Trident is committed to continuous improvement in health and safety and has developed standards and safety systems to achieve this.

Trident's Health and Safety management system includes the key elements of the HSE's guidance document HSG65 'Managing for Health and Safety'. This model is summarised in the diagram below;



Our aim is to provide and maintain a safe and healthy environment for all that use our services. This is achieved through; effective leadership by senior managers, participation of all staff and open and responsive communication channels.

## Organisational Responsibilities

The overall responsibility for leading and implementing health and safety rests with the Chief Executive and the Executive Team. The strategic lead for health and safety across the Group is the Director of People and Performance having line management responsibility for Group's Risk and Compliance Manager (RCM).

RCM is a qualified health and safety practitioner and is defined as the competent person for the organisation as well as the Group lead for health and safety. The RCM is supported by a number of specialist officers within the organisation who are involved in managing or coordinating different elements of health and safety compliance.

The SMT ensures that clear lines of responsibility and communication are in place as part of Trident's overall health and safety management system. At all levels within organisation, managers accept accident prevention and health and safety as part of their day to day responsibilities.

## Policy and Health and Safety Systems

Trident has been accredited to the Occupational Health and Safety system (BS OHSAS 18001) and all policies and procedures are controlled and reviewed to maintain this standard. All policies are reviewed annually by the RCM or responsible persons.

Trident uses two systems to manage health and safety information across the Group, namely SharePoint and CRM.

- SharePoint is used as the central repository for all asset health and safety documentation. We are currently investigating options for a web application for mobile use.

In May 2017 there was a review of all compliance documentation across Trident (e.g inspections reports, safety certification) and a Health and Safety Compliance module was subsequently developed to effectively manage this information.

- CRM is our main asset management and customer database. This system holds safety and risk information on our customers. It is used as the main system to programme and coordinate asset compliance and service schedules.

## Communication and Co-operation

Trident feels that involvement of the workforce to develop a genuine management and workforce partnership is integral. Managers are actively encouraged to have open communications with staff that raise any health and safety concerns. Trident communicates information to their workers on safety through various measures, outlined below;

- **Group Health and Safety Committee:** this committee has been established to take a strategic overview of health and safety issues affecting Trident. It ensures best practice in health and safety, promoting communication, co-operation and consultation across the Group.

The Committee is chaired by the Director of People and Performance and has representatives from all areas of the Group (including Employee Forum). Representatives act as contact points within their service areas on matters of health and safety.

- **Senior Management Team (SMT):** Health and safety is a standard agenda item at SMT. The RCM regularly updates the SMT on health and safety performance, incidents/investigations and legal issues.
- **Corporate Workshops and Briefs:** Health and safety workshops are delivered to all staff on a regular basis (normally four times a year). These workshops are mandatory and delivered by the RCM across the Group. The workshops focus on workplace hazards and organisational arrangements/procedures to support staff.
- **Safety Campaigns:** A programme of compliance and safety campaigns (via SharePoint bulletins, leaflets, screensavers) on common health and safety issues are communicated to staff throughout the year. These campaigns are normally led by the Group Health and Safety Committee.

## Monitoring, Assessing and Managing Risk

Trident undertakes a number of key activities across the organisation to manage and reduce risk, this includes;

- **Weekly Health and Safety Inspections** - All site managers undertake weekly health and safety inspections of schemes. Any unresolved issues are identified in the weekly performance reports and escalated to Senior Management.
- **Monthly and Annual Estate Inspections** - Trident has a comprehensive Estates Inspection Procedure which sets out clear standards for health and safety of our housing estates and communal areas. An annual inspection for properties/schemes is undertaken.
- **The Estates Operatives** undertake a monthly health and safety inspection across the housing and care schemes. Any remedial issues are passed to the Customer Service Team for action. Inspection reports are reviewed by the RCM.
- **Health and Safety Audits** - There is a programme of health and safety audits across the Group completed by the RCM. These target higher risk schemes and service areas. The findings of these audits are circulated to service managers and if necessary SMT.

# Review of major events

## Grenfell Tower

The Grenfell Tower fire broke out on 14 June 2017 at the 24-storey Grenfell Tower Block in North Kensington, West London. The fire had devastating effects on the 129 flats resulting in 71 deaths and over 70 injuries. Experts have pointed to exterior cladding installed as part of a recent refurbishment project as the potential reason for the unprecedented and rapid spread of fire.

Since the Grenfell Tower fire there has been a public outcry in response to the tragic events, extensive media interest and involvement in respect to fire safety with a focus on high-rise tower blocks and the Social Housing Sector.

In July 2017 the government announced that it had commissioned 'The Independent Review of Building and Fire Safety Regulations' led by Dame Judith Hackitt. This was followed by the opening of the Grenfell Tower Inquiry in September 2017. The findings of both investigations will be circulated to the public in May 2018.

Trident already had robust fire safety arrangements in place at Trident House (18 storey block) and across the Group. In response to the Grenfell Tower fire Trident brought forward a number of fire safety initiatives/projects and enhanced risk control measures at Trident House, as summarised below.

- A full fire compartmentation survey was completed in July 2017 at Trident House by an independent specialist contractor and remedial work plan initiated.
- The fire risk assessment (FRA) programme was accelerated to ensure that all Trident properties have a FRA completed by our accredited assessor, annually.
- An independent review of fire safety procedures was completed by the Group Auditor to confirm that adequate arrangements and procedures were in place.

- An options appraisal and two year fire safety investment programme at Trident House was approved by Board on February 2018 with the agreed approach to implement additional passive fire protection measures (fire door replacement and structural improvements).
- A formal partnership agreement was set up with West Midlands Fire Service to audit arrangements and support on risk-reduction measure across the Group.

Trident implemented a comprehensive programme of risk-reducing measures in 2017/18 which focused on the needs of our residents and compliance of buildings. Fire safety arrangements were documented by the RCM in various 'Fire Assurance Reports' presented to Board and the Executive Team in June, July, September, November 2017 and Feb 2018.

# Health and safety activities and changes

In addition to those areas already mentioned Trident has undertaken a number of initiatives and improvements relating to health and safety over the past year. Some of the key activities are summarised here.

## Health and Safety Compliance

### Gas Management

In April 2017, Trident recruited a Gas Compliance Manager to coordinate and regulate gas servicing and maintenance programmes. This role has recently been widened to include the coordination of property compliance and contract management.

The gas database was replaced and rebuilt within CRM in April 2017 with upgrades and development made throughout the year. This has allowed for better control and security over our records. It also gives Trident an effective management and reporting system linked directly to our property management data.

### Water Hygiene and Legionella Risk Assessment

In September 2017 'SafeCare' was appointed to undertake a programmed of Legionella risk assessments and water hygiene surveys ensuring compliance with HSE 274 Control of Legionella for all our schemes. As a result a number of improvements and remedial work were implemented and a programme of further improvements is set for 2018/19.

### Fire Risk Assessments

The annual fire risk assessment programme was completed in March 2018. The programme consisted of over 220 Trident properties being assessed by our Accredited Fire Risk Assessors, Arinite Ltd. Care and Support schemes were prioritised within the programme.

This work was supported by the development of fire risk register and remedial work programme. All significant risks identified were acted upon, either resolved or suitable

mitigating measures implemented. Trident continues to ensure all Fire Risk Assessments are updated annually.

## Home Safety and Wellbeing

### Home Safety Checks (Fire Service)

In May 2017 Trident set up a referral and gateway scheme for 'Safe and Wellbeing Checks (Home Safety Checks)' with the Fire Service. These checks included an inspection and assessment of the home by a Fire Officer. In addition wellbeing checks are also completed by a specialist Vulnerable Person Officer (on referral) to support on issues relating to mental health (e.g. hoarding, self-neglect).

### Locality Team and Wellbeing Checks

In November 2017 Trident restructured the Housing and Income Management services and appointed 10 Locality Officers. One of the objectives of this team is to work within the community in defined geographic patches.

As part of this role the Locality Officers have been involved heavily in fire risk assessments and implementation of fire safety measures. In July/August 2017 they completed over 300 Safety inspections on each of the residents and flats at Trident House. This programme is currently being rolled out across the Group.

### Gas Maintenance and Safety Checks.

The Gas maintenance in June 2017 incorporated fire safety checks into their normal duties during gas safety inspection in homes. This included a visual check of the property, testing of the fire alarm (smoke tests) and replacing batteries.

### Health and Safety Information to Residents

Trident completed programme of campaigns relating to fire awareness and use of communal areas throughout 2017/18. In July 2017 this started with the communal areas campaign which implemented a zero tolerance policy in respect to the use of communal areas. This was supported throughout the year by; posters campaigns, leaflets and were necessary fire safety warning letters issues to residents in problematic schemes.

## Staff Safety and Security

### Staff Security

A programme of security audits were undertaken across Trident schemes by the RMC and Central Site Manager. A number of security recommendations were made and implemented to improve site safety. This included the installation of additional cameras and CCTV remote monitoring services by Call Solutions across 22 of our sites.

### Staff Safety and Lone Working

Trident considers the health and safety of staff whilst lone working as a priority therefore the following key arrangements are in place to support and protect staff;

- Over the last year a number of campaigns in relation to lone working and staff safety have been undertaken. This has been supported by mandatory **training on lone working and conflict management** to all relevant staff (See section 8; Training and Development).
- **Lone working risk assessments** are completed by all team managers (and monitored centrally) to ensure that all potential hazards are identified and suitable controls are in place.
- Trident provides a lone work service via the '**Lone Worker Lite system**' managed by Call Solutions. Users log into the system and are monitored by Call Solutions staff (24/7). The system also provides a panic alert button to enable staff to raise the alarm and if necessary emergency procedures to implemented. We currently have 240 staff regularly using this service.

To ensure that Trident effectively shares information and risk on our residents a Hazard Warning Group has been setup. This group reviews potentially violent residents, completes and updates risk assessments and communicates control measures to staff. This information is recorded and managed on CRM.

# Health and safety compliance

The RCM has oversight on all compliance contracts and remedial programmes identified in this report. All formal documentation relating to health and safety compliance is held centrally within the Compliance Module in SharePoint.

Health and Safety assurance reports are completed on a monthly basis to ensure compliance and contract performance supported by the Group's Internal Audit Programme.

The following health and safety compliance areas are managed within SharePoint and CRM and monitored by RCM. Each area of statutory health and safety compliance is summarised in Appendix 1. It gives an outline of the primary legislation, legal duties and provides details on organisational arrangements for compliance and performance monitoring.

1. Asbestos Surveying and Removal.
2. Fire Risk Management
3. Fire Safety Equipment
4. Electrical Installation Inspections (Periodic Inspections).
5. Gas Safety Inspections
6. Water Treatment and Control (including scald risk)
7. Lifting Equipment
8. Portable Appliance Testing

Please refer to '*Appendix 1' Compliance Arrangements and Standards.*

## Monitoring performance

Trident evaluates performance based on a number of health and safety key performance indicators, detailed below. It currently benchmarks itself against accident statistical data provided by approximately 40 similar Housing Associations (via membership of Health and Safety in Housing Forum).

### Key Performance Indicators (Accident and Incidents)

Outlined below is a summary of some of the main health and safety statistics monitored and reviewed by Trident. Please refer to 'Appendix 2 & 3' for a full Breakdown of Accidents.

Performance Area	Criteria	Total 2015/16	Total 2016/17	Total 2017/18	Annual Target (less than)
Number of Statutory Breaches	Group	0	0	<b>0</b>	0
Total Number of Accidents	Group	31	32	<b>30</b>	40
Total Number of RIDDOR Incidents	Group	3	2	<b>1</b>	5
Total Number of Personal Injury Claims	Group	5	1	<b>2</b>	4
THA: Total Number of Accidents	Housing	11	6	<b>8</b>	12
Reach: Total Number of Accidents	Reach	20	26	<b>22</b>	28

### Accident Frequency Rate

This ratio measures performance of an organisation based on the number of accidents per 100 employees allowing us to benchmark against other Housing Associations.

Trident has an **Accident Frequency of 3.72** which put Trident in the top 10 percentile of benchmark organisations; this should be considered an indication we are performing well.

### H&S Enforcement (Statutory Breaches)

Over the last 12 months (as with previous years) we have not been subject to any formal investigations by an enforcing authority (HSE, Environmental Health, Fire Authority etc), or served with any health and safety notices. As previously stated we generally have a good working relationship with the fire service and enforcing local authorities.

### Number Accidents and Type

Figures show a small decline in the number of accidents and generally consistent figures year on year with respect to the overall number of accidents. This can be attributed to the investment in health and safety training, procedures and good management arrangements.

On review of the types of accidents (Appendix 3) the following observations can be made;

- As expected (in line with UK Statistics) the two most common types of accidents were; manual handling (16%) and slip, trips and falls (46%). The majority of manual handling accidents were low level, minor injuries relating both handling of customers and inanimate objects.
- Accidents relating to slips, trips and falls were spread across all areas of the organisation and work processes, with various causes. There were no specific trends relating to any one site or service. Suitable remedial action was taken following a fall.
- The number of physical assaults have increased slightly from the previously year although the number of reported incidents are still relatively low for an organisation of our size and type. Incidents are generally within the registered care schemes (those supporting customers with challenging behaviours). Assaults have, in nearly all cases, resulted in only very minor injuries to staff and have been followed up by a review of the care plan.

Trident will continue to invest heavily in accident prevention measures, procedures, standards and training within these areas.

### **RIDDOR Reportable Incident**

Trident had only one reportable accident (a specified injury) in 2017/18. This relates to an injury to a member of staff who fell on a footpath and fractured their ankle. A full investigation was completed and necessary remedial measures implemented.

### **Personal Injury Claims**

The number of personal and employee liability claims in relation to accidents at work and injuries to members of the public has significantly fallen. The reduction is likely to be due to the implementation of the claims portal. This is a government scheme designed to speed up the claims process and reduce legal costs.

# Training and development

Trident provides a comprehensive safety training programme via e-Learning (Safety Media), in-house delivered courses and externally accredited safety courses. All training is coordinated by the Learning and Development Manager.

Team Managers are required to undertake an annual training needs analysis of their staff which identifies training requirements for their role and development needs. In addition the Health and Safety Training Policy clearly sets out a programme of mandatory annual training for the main health and safety areas.

## Summary of Health & Safety e-Learning Training 2017/18

Area	Criteria	No Staff Trained
e-Learning Health and Safety Courses	Number of Courses Completed	2908
	H&S Available Courses	55
	Number Staff Trained	589

## Breakdown of Delivered Health and Safety Courses 2017/18

Health and Safety Courses	No Courses	No Staff Trained
Health and Safety Induction	8	124
Asbestos Awareness	3	21
Legionella for Managers	2	30
Fire Risk Assessment for Managers	7	71
Fire Awareness/Marshall	11	76
Business Contingency and Emergency Procedures	2	17

<b>Emergency 1st Aid at Work</b>	5	47
<b>Moving &amp; Handling people refresher</b>	15	103
<b>Moving and Handling People Theory/Practical</b>	5	60
<b>Management of Actual and Potential Aggression (MAPA 1 – Refresher)</b>	2	19
<b>Lone working and Personal Safety</b>	8	64
<b>Conflict Management and Resolution</b>	8	79

*Please refer to Appendix 4 for a detailed breakdown of all Health and Safety Training.*

## Future actions and improvements

Trident aims to progress the activities identified within this report and will develop further priorities based on the findings of health and safety audits, consultation with the workforce and changes to law and industry standards. In addition to achieving our performance targets in 2018/19 we aim to implement the following actions;

- A **Stock Condition programme** which will survey all of our communal areas/blocks and 20% of domestic properties in 2018/19. This will include an assessment using the **Housing Health and Safety Rating System (HHSRS)**.
- A programme of **Safe and Wellbeing Checks** (using the Locality Team) to focus on those residents at potentially greater risk. Our commitment is to ensure that all residents have had a visit by a Trident employee annually to review their wellbeing and property condition.
- Set up a **remote monitoring** service via Call Solutions Services on all **fire alarm** systems within Trident.
- Delivery of the **fire investment** plan for **Trident House** which includes the replacement of all flat doors and improvements to passive fire protection in communal areas of the building.
- Review all Trident **fire risk assessments** within the next 12 months by an approved fire risk assessor.
- Supported by the Health and Safety Committee develop and implement a programme of **health and safety awareness campaigns** to staff and residents across Trident.
- Undertake an organisational review and formal audit of **occupational health arrangements** and **health surveillance** procedures.

- Investigate options for the implementation of an **online health and safety portal** in partnership with our providers/contractor for health and safety compliance.
- Review and update all Group and departmental **health and safety policies** and procedures across the organisation to give assurance on quality and consistency of information.
- Develop and invest further in Trident's **Lone Worker Lite system**, upgrading the software and making improvements to the service.

*Please refer to Appendix 5 for the Health and Safety Plan 2018/19.*

# Conclusion

The report has given an overview of both pro-active and re-active health and safety activities that have and will continue to be undertaken within Trident to maintain performance and minimise risk.

On the whole, it has been a successful year for health and safety at Trident. We have managed a significant amount of public and political interest in health and safety particularly relating to fire safety. Trident was able to respond positively and clearly demonstrate our compliance on each occasion.

Trident is committed to continued improvement in health and safety at all levels in the organisation, as has been outlined in this annual report, over the next 12 months and beyond.

**APPENDIX 1****COMPLIANCE ARRANGEMENTS AND STANDARDS**

<b>Compliance Area</b> (Legislation / Standard)	<b>Summary of Requirements</b>	<b>Organisational Arrangements</b>	<b>Target &amp; Standard</b> 2017/18	<b>Specialist Contractor</b>
<b>1. Asbestos</b>  Control of Asbestos Regulations 2012 (CAR 2012).	<p>Trident has a legal duty under CAR 2012 to assess and manage the risks from the presence of asbestos.</p> <p>It must prevent/reduce exposure to employees (and others who may be affected) to airborne asbestos fibres within properties under its control.</p>	<p>Trident has completed asbestos surveys on all non-domestic premises and communal areas to meet with HSG 264 (Health and Safety Executive Survey Guide). It has appointed DMW Environmental (UKAS accreditation) as the competent Asbestos surveying consultant.</p> <p>Trident maintains an asbestos register and management plans for each property surveyed. Asbestos removal (i.e. during programmed refurbishment etc) is completed by Axiom our Licensed Asbestos Removal Contractor.</p> <p>Mandatory Asbestos Awareness (UKATA) training is provided to all staff who could potentially work with asbestos. It is supported by Asbestos Awareness training on e-Learning as part of the induction process.</p>	<p>100% Surveys completed.</p> <p>On-going Monitoring/reviewed.</p> <p>All relevant staff trained.</p>	<p><b>DMW Environmental Safety</b> (Asbestos Contractor) used for Surveying, Testing and Air Monitoring.</p> <p><b>Axiom Building Solutions</b> (Licensed Asbestos Removal Contractor).</p>
<b>2. Fire Risk Management</b>  Regulatory Reform (Fire Safety) Order (2005).	Trident is required to carry out suitable and sufficient fire risk assessments for all communal areas and to ensure that adequate fire safety measures are in place.	An annual programme of fire risk assessments (FRA) on all commercial properties and residential communal areas has been completed by our special fire consultants, Arinite Consultants (Nationally Accredited Fire Risk Assessors).	100% (FRA within one year review date).	<b>Arinite Consultants</b> (Fire Risk Consultants).
<b>3. Fire Safety Equipment</b>	The code of practice BS 5839 in line with current building regulations sets	Trident has a programme of inspections, testing and maintenance of fire-fighting equipment, emergency lighting, dry/wet risers, fire detection and warning	100% (Inspection Programme)	<b>OpenView Security Solutions Ltd</b> (Fire Engineers) Service and

Compliance Area (Legislation / Standard)	Summary of Requirements	Organisational Arrangements	Target & Standard 2017/18	Specialist Contractor
Regulatory Reform (Fire Safety) Order 2005.	out the standards for maintenance of fire systems (including equipment maintenance schedules).	<p>systems. This is undertaken by an external contractor, OpenView (Approved FIA Contractor). Trident's maintenance schedules are implemented based on the current British Standards (BS 5839).</p> <p>Fire inspection records for each property are stored on SharePoint and monitored by RCM and Property Services.</p>	up-to-date).	maintenance contractor for fire safety equipment.
<p><b>4. Electrical Installations and Wiring</b></p> <p>The Electricity at Work Regulations 1989.</p> <p>IEE Wiring Regulations, BS 7671:2008 (2011) – 17th edition.</p>	<p>The regulations place a duty on Trident to inspect, test, and certificate electrical installations within its properties.</p> <p>It is recommended that periodic electrical inspections are completed every five years on commercial buildings (and common areas) and on change of tenancy for domestic properties.</p>	<p>Trident has a set programme of communal electrical inspections. SS Electrical (approved NICEIC) have been commissioned to undertake a planned programme of periodic inspections for all commercial buildings and communal areas over the next six months.</p> <p>Electrical inspections are completed on all domestic properties during void works and during programmed works (i.e. kitchen and bathroom replacements).</p> <p>Electrical inspection records and condition reports for each property are stored on SharePoint and monitored by RCM and Property Services.</p>	100% Electrical Inspections complete/programmed for 2017/18.	<b>SS Electrical</b> (Electrical Engineers) used for communal and domestic electrical safety inspections.
<p><b>5. Gas Safety Inspections</b></p> <p>Gas Safety (Installation and Use) Regulations 1998.</p>	<p>Trident has a legal duty to undertake an annual gas safety checks on its gas installations and appliances.</p> <p>There is general duty to ensure that gas installations and</p>	<p>Trident has an annual programmed of inspection, testing and maintenance for all domestic and commercial gas installations and appliances.</p> <p>Domestic installations are serviced (LGSR) by the in-house Gas Team. All engineers are Gas Safe Registered and managed/monitored by the Gas Compliance Manager.</p> <p>Commercial installations are serviced by Renuvo</p>	100% Compliance (All Gas Service inspection in-date.	Trident Gas Team (Landlord Gas Safety Checks).

Compliance Area (Legislation / Standard)	Summary of Requirements	Organisational Arrangements	Target & Standard 2017/18	Specialist Contractor
	<p>appliances provided in communal properties are safe.</p>	<p>(Gas Safe Registered / approved NICEIC contractor).</p> <p>The Gas database is managed within Trident's CRM system and provides weekly/monthly performance reports.</p> <p>Monthly quality assurance audits are completed by Blue Flame Heating Solutions on work carried at Trident properties.</p>		<p><b>Renuvo</b> (Gas Engineers) used for Commercial Gas Installation Maintenance and Servicing.</p> <p><b>Blue Flame Heating</b> (Independent Gas Auditors).</p>
<p><b>6. Water Treatment and Control (Legionella)</b></p> <p>Control of Substances Hazardous to Health Regulations 2002.</p>	<p>Trident has a general duty to identify and assess sources of risk from bacteria in hot and cold water systems.</p> <p>This includes preparing a scheme to prevent or control risk, managing and monitoring precautions Legionella control within buildings under their control.</p>	<p>A programme of maintenance and monitoring of water services is undertaken by an external specialist, Clearwater (Approved Legionella Control Association) on a monthly basis.</p> <p>This includes temperature monitoring of water systems and fail-safe checks on TMV's (for scald risk).</p> <p>Trident has completed Legionella risk assessment and water surveys on all properties within communal water services (to comply with HSG 274). This assessment is reviewed every two to three years (based on risk).</p> <p>Legionella logbooks, inspection records and risk assessments are managed via an external online portal which is accessible by all site managers.</p>	<p>Contract Performance – (100% site checks complete - Oct 2017).</p> <p>All risks assessments within review date.</p>	<p><b>Clearwater Service Ltd</b> (Water Hygiene Specialist) used for legionella monitoring, control and management of scald risk).</p> <p><b>Safe Care</b> (Legionella Risk Assessment and Surveys).</p>
<p><b>7. Lifting Equipment</b></p> <p>Lifting Operations Lifting Equipment Regulations 1998 (LOLER).</p>	<p>The Regulations require that all lifts (lift equipment and accessories) to be thoroughly examined at least every six months if used at any time to carry</p>	<p>Lift Engineering Services (LES) undertake monthly service inspections on all Trident Lifts (Approved contractor; Lift and Escalator Association).</p> <p>Symmetrikit (BHTA approved) service and inspect hoists and slings every six months under LOLER.</p>	<p>All examinations (LORER) in date.</p>	<p><b>Lift Engineering Services Ltd</b> (Lift Engineers) service and maintenance contractor.</p>

Compliance Area (Legislation / Standard)	Summary of Requirements	Organisational Arrangements	Target & Standard 2017/18	Specialist Contractor
	people.	<p>Inspection records and condition reports for each piece of equipment are stored on SharePoint and monitored by the RCM and Property Services.</p> <p>Passenger lifts are independently examined by Allianz every six months. This contractor is commissioned and managed by Trident's insurers and complies with LORER.</p> <p>Allianz LOLER certificate are managed/stored on an external online portal.</p>		<p><b>Symmetrikit</b> (Hoist/Slings) service and maintenance contractor.</p> <p><b>Allianz Engineering</b> (LOLER) Independent Examinations.</p>
<p><b>8. Portable Appliance Testing</b>  (The Electricity at Work Regulations 1989).</p>	<p>The regulations require Trident to ensure that electrical equipment is maintained in order to prevent danger.</p>	<p>Trident undertakes a programme of Portable Appliance Testing at; Trident offices, all communal areas, care and support schemes. This is completed by an external contractor FLS Limited (approved NICEIC contractor) on an annual basis.</p> <p>Electrical equipment registered are held centrally and onsite.</p>	<p>Programme currently up to date.</p>	<p><b>FLS Limited</b> (PAT testing contractor).</p>

**APPENDIX 2****BREAKDOWN OF ACCIDENTS 2017/2018**

Performance Area	Criteria	Target	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Housing</b>															
Fatality	Housing														0
Specified Injuries	Housing							1							1
7 days Injuries	Housing														0
Hospitalised (Public)	Housing														0
Dangerous Occurrence	Housing														0
Accidents (Staff) - Minor	Housing			1				1				1			3
Accidents (Public - Minor)	Housing							1	1	1					3
Aggressive Incidents (Injury)	Housing						1								1
Near Miss Report (Staff)	Housing														0
<b>Total Incidents/Accidents</b>	<b>Total</b>			1			1	3	1	1		1			8

Reach	Criteria	Target	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Fatality	Reach														0
Specified Injuries	Reach														0
7 days Injuries	Reach														0
Hospitalised (Public)	Reach														0
Dangerous Occurrence	Reach														0
Accidents (Staff - Minor)	Reach			1		1	2	2	1	1	1	1		1	11
Accidents (Customers - Minor)	Reach						1	1		1		1	1		5
Aggressive Incidents (injury)	Reach		1	1						1	1		1		5
Near Miss Reports (Staff)	Reach					1									1
<b>Total Incident/Accidents</b>	<b>Total</b>		1	2	0	2	3	3	1	3	2	2	2	1	22

**APPENDIX 3**

**TYPE OF ACCIDENTS****2016/17**

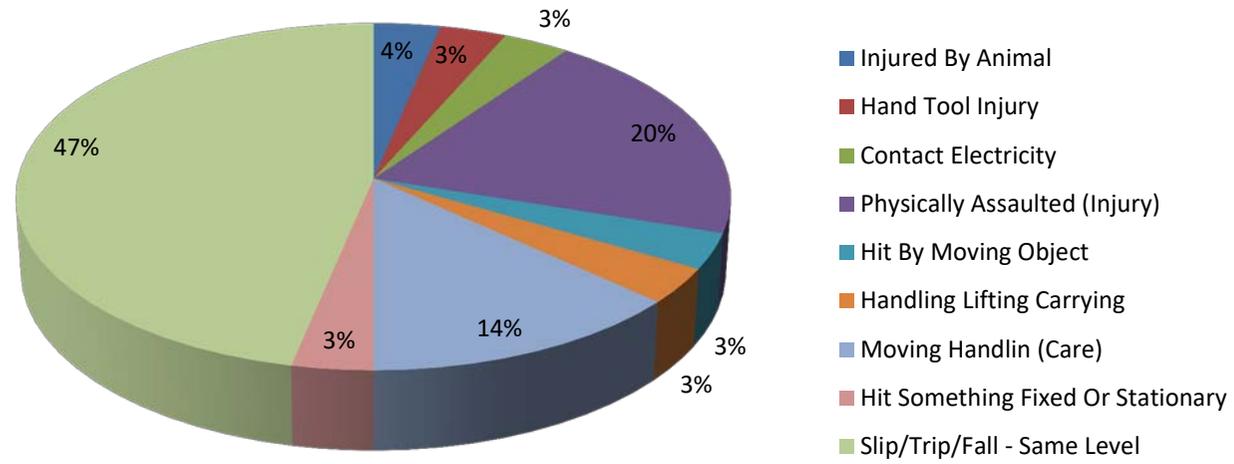
Kind of Accidents	Total	%
Exposed To Fire		
Injured By Animal		
Contact With Moving Machinery		
Exposed To Harmful Substance		
Hand Tool Injury		
Trapped By Something Collapsing		
Contact Electricity		
Hit By Moving Vehicle		
Road Traffic Accident	1	3%
Physically Assaulted (Injury)	1	3%
Sporting Injury		
Fall From Height		
Hit By Moving Object	3	10%
Handling Lifting Carrying	5	16%
Moving Handlin (Care)	3	10%
Other	1	3%
Hit Something Fixed Or Stationary	2	7%
Slip/Trip/Fall - Same Level	11	35%

**2017/18**

Kind of Accidents	Total	%
Exposed To Fire		
Injured By Animal	1	3%
Contact With Moving Machinery		
Exposed To Harmful Substance		
Hand Tool Injury	1	3%
Trapped By Something Collapsing		
Contact Electricity	1	3%
Hit By Moving Vehicle		
Road Traffic Accident		
Physically Assaulted (Injury)	6	18%
Sporting Injury		
Fall From Height		
Hit By Moving Object	1	3%
Handling Lifting Carrying	1	3%
Moving Handlin (Care)	4	13%
Other		
Hit Something Fixed Or Stationary	1	3%
Slip/Trip/Fall - Same Level	14	46%

Kinds of Accidents by Percentage

Kinds of Accidents 2017/18



**BREAKDOWN OF COMPLETED TRAINING COURSES (ELEARNING) 2017/2018**

<b>Course Name</b>	<b>Total Course Completed</b>	<b>Course Names</b>	<b>Total Course Completed</b>
5 Steps to Risk Assessment Video	130	Health and Safety for Managers Interactive	9
Accident Investigation Video	8	Health and Safety in the Office Video	63
Accident Reporting (RIDDOR) Interactive	120	Health and Safety We Are All Responsible Video	82
Asbestos Awareness Interactive	63	Health and Wellbeing Interactive	97
Asbestos Video	58	Hot Weather Conditions Interactive	77
COSHH Awareness Video	61	Induction Safety Interactive	50
COSHH Interactive	71	Infection Control Interactive	44
Driving Safety Interactive	52	Introduction to Health and Safety Video	67
DSE Interactive	4	Legionella Interactive	59
DSE Video	4	Legionella Video	32
Electrical Safety Interactive	70	Lone Working (Employees) Interactive	73
Electrical Safety Video	1	Lone Working (Managers) Interactive	5
Environmental Awareness Video	74	Manual Handling Interactive	50
Fire Safety Interactive	165	Manual Handling Video	40
Fire Safety The Facts Video	117	Medicine Awareness Interactive	77
Fire Wardens Interactive	13	Mental Health Legislation Interactive	62
First Aid in the Workplace (Employees) Interactive	112	Office Safety Interactive	61
First Aid in the Workplace (Managers) Interactive	4	PPE Video	33

Annual Health and Safety Report 2017-2018

Course Name	Total Course Completed	Course Names	Total Course Completed
Food Allergies Interactive	53	Risk Assessment Interactive	77
Food Hygiene Video	61	Safeguarding Children and Vulnerable Adults Interactive	196
Food Safety Level 1 Interactive	75	Safeguarding Children Level One Interactive	23
Food Safety Level 2 Interactive	49	Stress Management (Employees) Interactive	68
Food Safety Level 3 Interactive	10	Stress Management (Managers) Interactive	6
Health & Safety for Cleaners Interactive	1	Stress Video	69
Top Tips - Fire Safety Refresher Video	9		
Winter Weather Awareness Interactive	32		
Workplace Safety Interactive	65		
Challenging Behaviour	64		
Coping with Aggression in the Workplace	44		
Food Hygiene and Safety	61		
Infection Control	50		
Risk Assessment	35		
Safe Handling of Medicines	159		
Safeguarding Adults	102		

**HEALTH AND SAFETY PLAN 2018/19**

No	Health and Safety Action	Summary of Requirements	Owner (Team)	Timeframe and Status
1.	<b>Stock Condition Programme</b> (Housing Health and Safety Rating Scheme)	<p>Implementation of a stock condition programme to survey all our communal areas and 20% of domestic properties in 2018/19 (in total 825 surveys).</p> <p>This will include an assessment based on Housing Health and Safety Rating System (HHSRS) and identification of category 1 and 2 hazards.</p>	Property Services / RCM	<p>Surveying contractor commissioned (start date 1 July 2018)</p> <p>Target date for completion; Oct 2018</p>
2.	<b>Safe and Wellbeing Checks</b> (Locality Team)	<p>Completion of a programme of Safe and Wellbeing checks via the Locality Officers targeting those residents at greater risk.</p> <p>Annual visit and assessment by Trident employee to review the resident's wellbeing and the general condition/safety of the property.</p>	Housing Service (Locality Team)	Target date for completion March 2019
3.	<b>Fire Safety Investment Programme</b>	Delivery of the fire investment plan for Trident House as agreed in February 2018 by Board. This which includes the replacement all flat doors (306 doors) and improvements to passive fire protection in communal areas of the building based on fire survey report.	Property Services / RCM	<p>Fire door programme - (60 doors completed).</p> <p>Specialist Contractor appointed; May 2018. Works on-going. (Target date for completion Stage 1; March 2019).</p>
4.	<b>Remote Monitoring</b> (Fire Alarms)	Install equipment and setup a remote monitoring service via Call Solutions on all relevant fire alarm systems focusing on high risk scheme within first six months.	RCM and Solutions Manager	60% of scheme completed (May 2018). Target date for completion Stage 1; Sept 2018)

No	Health and Safety Action	Summary of Requirements	Owner (Team)	Timeframe and Status
5.	<b>Fire Risk Assessment Programme</b>	Ensure that all fire risk assessments across 220 properties have been reviewed annually (by approved fire risk assessor) and any remedial action identified and addressed.	RCM/Property Services	All fire risk assessments in date. 40 scheme completed in April / May. (On-going 12 month programme)
6.	<b>Health and Safety Awareness Campaigns</b>	Supported by the Health and Safety Committee (HSC) develop and implement a programme of health and safety awareness campaigns to staff and residents. This will include such areas as; electrical and fire safety in the home, lone working, safety in communal areas, manual handling.	RCM / Health and Safety Committee	Priority plan to be developed at next Health and Safety Committee meeting in May 2018
7.	<b>Occupational Health Audit</b>	Undertake an organisational review and formal audit occupational health arrangements and health surveillance procedures.	RCM	Audit planned for July 2018
8.	<b>Health and Safety Compliance System (Web Portal)</b>	Investigate options and implementation for the development on an online health and safety portal in partnership with our provider for fire safety, legionella and asbestos.	RCM / IT Team	On-going work. Project scope developed and action plan developed Update in June 2018.
9.	<b>Health and Safety Policies</b>	Review and update all Group and departmental health and safety policies and procedures across the organisation to give assurance on their quality and consistency of information.	RCM	Work on-going. Target date for completion July 2018
10	<b>Lone Worker Lite system</b>	Invest further in Trident's Lone Worker Lite system upgrading the software and make improvement to the service. Implement fully across Trident Housing and ensuring that it is mandatory service for all lone workers	RCM and Solutions Manager	Target to achieve 280 across the Group by Dec 2018. System is mandatory for the Locality Team. Additional promotional work and training planned for in June and July 2018.





**TRIDENT**  
**GROUP**

239 Holliday Street, Birmingham, B1 1SJ

Tel: **0121 633 4633** Fax: **0121 643 0260**

Monday - Friday 9.00am - 4.00pm

Tel: **0121 643 6060** - out of office hours

Freephone (from BT landlines): **0800 111 4944** Mobile (reduced rate): **0300 123 1113**

[www.tridentgroup.org.uk](http://www.tridentgroup.org.uk)