



Health & Safety Team Action Plan

June 2008 - November 2008

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Responsible Officer: Ian Rabett

Ref.	Timeline	Description	Inputs	Expected Outcomes	Status
1	June - July	Review & improve employer's liability claim processes and responsibilities	<ul style="list-style-type: none"> ◦ Existing claims ◦ NCC insurance service ◦ EMT preferences 	<ul style="list-style-type: none"> ◦ Reduced number of liability claims ◦ Improved control over claims processes ◦ Clearer reporting of claims to EMT & Board ◦ Improved information for service managers 	
2	June - August	Review H&S Team structure & purpose	<ul style="list-style-type: none"> ◦ Job Descriptions ◦ Personal preferences ◦ Experience ◦ Customer expectations ◦ Company values 	<ul style="list-style-type: none"> ◦ Clear understanding of H&S team role in organisation ◦ Improved perception of H&S team ◦ Regular team meetings / improved team working ◦ Clear definition of individual responsibilities ◦ Requirements for additional team members / support identified ◦ Written service standards 	
3	July - September	Prepare draft H&S Strategy for 2008 - 2011	<ul style="list-style-type: none"> ◦ National Britannia audit ◦ H&S Policy arrangement review ◦ H&S Committee action plans ◦ Team individual work plans ◦ HSE / Fire Service ◦ Accident statistics 	<ul style="list-style-type: none"> ◦ Reconciliation of various existing initiatives into one SMART process ◦ Clear direction for H&S Team ◦ Defined objectives and milestones ◦ 6 monthly action plan review. 	
4	July - September	Review procedures relating to H&S issues likely to be a focus of the AC inspection	<ul style="list-style-type: none"> ◦ Gas servicing procedure ◦ Asbestos control procedures ◦ Scalding risk controls ◦ Consultation procedures ◦ KLOEs 	<ul style="list-style-type: none"> ◦ Contribution to Company performance during inspection ◦ H&S Team fully conversant with appropriate procedures ◦ Identification of possibilities for improvement 	

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5	July - September	Clarify awareness of all staff groups (including the board) of H&S responsibilities and training to fulfil those responsibilities	<ul style="list-style-type: none"> ◦ Communication of H&S responsibilities ◦ Existing H&S responsibilities training 	<ul style="list-style-type: none"> ◦ Identification of H&S responsibilities and how they are communicated. ◦ Identification of training requirements to fulfil H&S responsibilities. 	
6	July - October	Prepare Emergency Contacts booklet	<ul style="list-style-type: none"> ◦ Existing IT contacts book ◦ Existing contacts held by H&S team. ◦ Information held by Call Centres. 	<ul style="list-style-type: none"> ◦ Immediate benefit to directors and senior managers when dealing with an emergency ◦ Improved out of hours response capability ◦ Basis for future emergency procedures booklet 	
7	September - November	Identification of H&S performance indicators	<ul style="list-style-type: none"> ◦ Existing p.i's ◦ H&S Team experience 	<ul style="list-style-type: none"> ◦ Identification of key service areas ◦ Performance monitoring of key service areas ◦ Improved performance of H&S service ◦ Contribution to establishment of H&S Management system 	
8	October - November	Investigate major causes of absence from work and review relevant H&S procedures	<ul style="list-style-type: none"> ◦ Absence statistics ◦ Claims statistics ◦ Accident reports ◦ Existing H&S procedures 	<ul style="list-style-type: none"> ◦ Identification of major causes of absence from work that could be reduced by H&S Team initiatives. ◦ Gap analysis 	

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9	June - October [revised]	Review Health & Safety Policy	<ul style="list-style-type: none"> Existing policy 	<ul style="list-style-type: none"> Policy reviewed and up-to date for 2008/9 All hard & electronic policies updated 	
10	July - September	Review fire evacuation procedures at Houndsgate, Harvey Road and Area Housing Offices	<ul style="list-style-type: none"> Existing procedures Fire Marshalls 	<ul style="list-style-type: none"> Clear identification of Fire Marshalls Clear evacuation procedures Clear information for building occupants Schedule of evacuation drills 	
11	July - September	Revise all H&S documents to incorporate new NCH logo	<ul style="list-style-type: none"> Existing H&S documents 	<ul style="list-style-type: none"> All policy documents, procedures, forms, posters and other written and electronic documents issued by H&S team to be available with new logo 	
12	July - October	Complete all Asbestos risk assessments and method statements for internal works	<ul style="list-style-type: none"> Existing risk assessments Property Services preferences HSE guidance task sheets 	<ul style="list-style-type: none"> Complete suite of generic risk assessments for asbestos work tasks carried out in house Identification of additional work and protective equipment and training 	
13	July - November	Reconcile fire risk assessment strategy for tenanted accommodation including high rise & sheltered buildings	<ul style="list-style-type: none"> Existing fire risk assessments Existing programmes of work Fire Service preferences Tenant preferences 	<ul style="list-style-type: none"> Agreed fire risk assessment programme Agreed programme of works for improvements identified by risk assessments Premises boxes 	
14	July - September	Review risk assessment procedures	<ul style="list-style-type: none"> Existing procedures HSE (European week) 	<ul style="list-style-type: none"> Proposals for improving the risk assessment process, including communication of completed assessments to end users 	

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15	June - August	Implement H&S management strategy for Repairs & Maintenance contract	<ul style="list-style-type: none"> ◦ Proposed R&M H&S sub-committee ◦ R&M method statement ◦ Property Services management structure 	<ul style="list-style-type: none"> ◦ Clear lines of responsibility defined ◦ Regular monitoring of H&S performance ◦ Early identification and control of site hazards 	
16	July - September	Review H&S questions used for tender evaluations	<ul style="list-style-type: none"> ◦ Existing evaluation questions ◦ Procurement team preferences ◦ CDM ACoP 	<ul style="list-style-type: none"> ◦ New standard questions for future works tenders ◦ Improved H&S evaluation of tenders ◦ Requirement for tenderers to <i>demonstrate</i> H&S performance 	
17	August - October	Review process for feeding H&S performance data into contractor selection	<ul style="list-style-type: none"> ◦ Existing procedures ◦ Procurement team preferences ◦ CDM ACoP 	<ul style="list-style-type: none"> ◦ Proposals to ensure that poor performing contractors are penalised or not re-selected for future works 	
18	September - November	Review procedures for competence checking of contractors	<ul style="list-style-type: none"> ◦ Existing procedures ◦ Procurement team preferences ◦ CDM ACoP ◦ Constructionline / CHAS 	<ul style="list-style-type: none"> ◦ Proposals to ensure that all contractors selected for works are competent. 	

Responsible Officer: Richard Worrall

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19	June - July	Review procedures relating to cash collection in housing offices	<ul style="list-style-type: none"> ◦ Existing procedures ◦ Security company risk assessments ◦ Building plans / features 	<ul style="list-style-type: none"> ◦ Risk assessments for each Housing Office completed ◦ Strategy for implementation of security improvements 	
20	July - September	Review procedures to protect employees against violent incidents at points of service and when working alone	<ul style="list-style-type: none"> ◦ Existing procedures ◦ Existing risk assessments ◦ Violent incident statistics ◦ Employee preferences 	<ul style="list-style-type: none"> ◦ Revised draft procedures ◦ Suggestions for lone worker location equipment ◦ Panic alarm response & testing procedure ◦ Audit of violent persons register 	
21	July - October	Prepare Health & Safety induction for new corporate induction procedure	<ul style="list-style-type: none"> ◦ Existing induction documents ◦ Human Resources Team 	<ul style="list-style-type: none"> ◦ Improved Health and Safety inductions ◦ All members of H&S team able to carry out induction ◦ Demonstrable proof of understanding by new employees 	
22	July - November	Implement e-learning programme for Health & Safety	<ul style="list-style-type: none"> ◦ Existing training courses ◦ Selected e-learning supplier 	<ul style="list-style-type: none"> ◦ E-learning programme implemented for at least one subject ◦ Additional e-learning subjects identified with implementation schedule ◦ Demonstrable proof of understanding by employees 	
23	August - October	Review vehicle and driver risk control procedures	<ul style="list-style-type: none"> ◦ Existing procedures ◦ Existing risk assessments ◦ Accident statistics 	<ul style="list-style-type: none"> ◦ Review of licence & document checking procedures ◦ Review of driver training courses ◦ Updated driver information pack ◦ Review of hire contract terms & conditions 	

