




Integrated Gas Management

By John Lane FIPHE, MIGEM, MCM
Gas Safety Manager


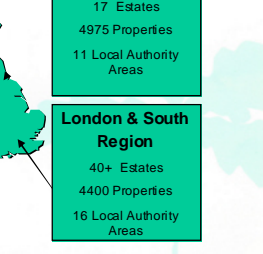



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The Three Regions



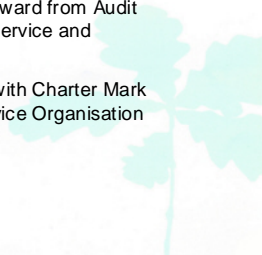
North & West Region 15 Estates 4940 Properties 13 Local Authority Areas	North & East Region 17 Estates 4975 Properties 11 Local Authority Areas	London & South Region 40+ Estates 4400 Properties 16 Local Authority Areas
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William Sutton Housing Association Awards

- November 2003 Highest Award from Audit Commission for Quality of Service and Continuous improvement.
- January 2005 Accredited with Charter Mark for Excellent Customer Service Organisation

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Integrated Approach to Gas Safety



- Gas Strategy
- Policy and Procedure Handbook
- Gas Awareness Training
- Auditing Process
- Monitoring Process
- Investigation Process




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Gas Strategy


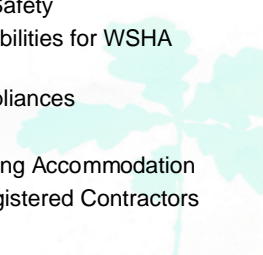
- Provide Safe Gas Installations
- Ensure Staff and Contractors Work Safely
- Identify Strategic Partners
- Replace Open Flued Appliances with Room Sealed
- Gas Fires with Oxy-Depletion Devices

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Policy and Procedure

- Importance of Gas Safety
- Roles and Responsibilities for WSHA Staff
- Customers Own Appliances
- Hazard Spotting
- Appliances in Sleeping Accommodation
- Managing Corgi Registered Contractors

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Policy and Procedure Cont ..



- Role of WSHA's Gas Safety Inspectors
- Gas Safety Between Tenancies
- Gas Safety During Modernisation
- Legal Process for Access

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The Law



- Regulation 36
- Safety Check Within 12 Months
- Reasonable Steps
- HSE View of Reasonable Steps is Three Visits Before Due Date


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Week (- due date)	Surveyors' duties	Estate Manager's duties	Contractors' duties	Notes
Minus 8 weeks	Contract let and in place			
Minus 5 weeks	Site meeting to discuss actions	Site meeting to discuss actions	Site meeting to discuss actions	
Minus 4 weeks	Monitors contract progress	Gas Letter 1 delivered	Appointment card delivered	
Minus 3 weeks	Monitors contract progress	Landlords Gas Safety Certificate input on system or Estate Manager delivers (or ensures delivery of) Gas 2 letter on notification of no access from contractor	First visit made and Landlords Gas Safety Certificate passed to Estate Manager. If no answer, Estate Manager informed within 24 hrs. 2 nd appointment card sent for next week.	Contractors no answer card to include reason for call, name of caller and Tel. no. to respond to.
Minus 2 weeks	Monitors contract progress	Landlord Gas Safety Certificate input on system or Estate Manager delivers (or ensures delivery of) Gas 3 letter and Gas Safety leaflet.	Second visit made and Landlord Gas Safety Certificate delivered to Estate Manager. If no answer, Estate Manager informed within 24 hours.	Contractors no answer card to include reason for call, name of caller and Tel. No. to respond to.
Minus 1 week	Monitors contract progress	Estate Manager's visits property and agrees appointment to action gas safety inspection within one week. If no answer, leaves card and informs Area Manager of situation in writing.	Contractor to comply with Estate Managers access arrangements.	Estate Manager's no answer card must include name of caller, reason for call and Tel no. to respond to.
DUE DATE				
Week (+ due date)	Surveyors' duties	Area Manager's duties	Contractors' duties	Notes
Plus 1 week		Area Manager prepares and sends final warning letter	Contractor to comply with Area Managers access arrangements.	Area Managers letter to inform Tenant that a NCSP or injunction will be prepared if access is not given within 7 days.
Plus 2 weeks		NCSP or injunction proceedings prepared by Area Manager after emergency phone has been followed. Area Manager arranges delivery of NCSP.	Contractor to comply with Area Managers access arrangements	Area Manager to consider wider issues, involvement of care agencies etc at this stage
Plus 6 weeks		Area Manager arranges Court proceedings to commence, if NCSP used at previous stage.		

NB: Individual circumstances may create the need for timescales in this process to be accelerated.

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Training All Customer Facing Staff



- Role of Health and Safety Executive
- Role of Corgi
- WSHA's Policy and Procedure Guide
- Gas Safety (Installation and Use) Regulations 1998
- Dangers of Carbon Monoxide
- Managing Overdue Properties

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Auditing



- Contractors Vetted Prior to Employment
- Gas Safety Inspectors (10% Audit)
- Dynamic Auditing Process
- Feedback to Contractors

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Monitoring in 2001



- 2001 Many Gas Safety Checks Made Month 11 to 15
- High numbers of properties overdue
- Legal Process Inconsistent
- Typical Spreadsheet for London and South Region in 2001

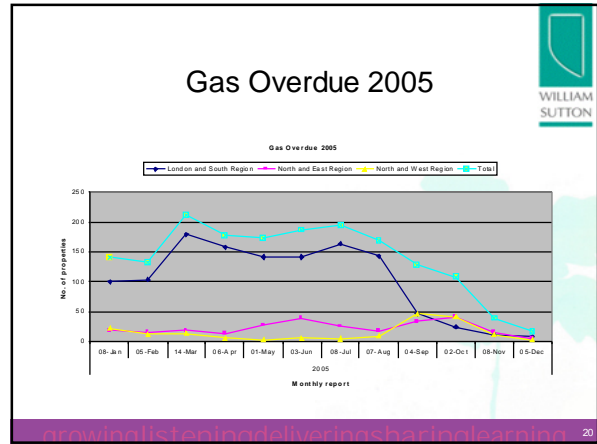
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Gas Overdue 2005 All Regions

GAS OVERDUE 2005	2005											
	06-Jan	05-Feb	14-Mar	06-Apr	01-May	03-Jun	08-Jul	07-Aug	04-Sep	02-Oct	08-Nov	05-Dec
ALL REGIONS												
London and South Region	100	104	179	156	142	142	164	143	47	24	12	8
North and East Region	19	16	19	14	28	39	26	17	34	42	16	5
North and West Region	22	13	14	6	3	6	5	9	47	42	12	4
Total	141	133	212	178	173	187	195	169	128	108	40	17

N.B. LASR exclude TOR

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- ### Investigation Process
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- All Reports of Suspected Fumes
 - House Fires Where Gas May Be Involved
 - All Reports of Unsafe Gas Appliances
 - Claims Originating from Legal Profession
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