

# Ignite!<sup>®</sup>

ISSUE 16 | DECEMBER 2022 | FROM THE **ASCP** GROUP

## Essential reading for safety and compliance professionals

---



**MEMBERS | NEWS | SAFETY | COMPLIANCE | TRAINING | UPDATES**

In partnership with





# Tickets now on sale!

## Conference | Exhibition | Awards

– all in 2 days, all under one roof

14–15 June 2023 | Telford International Centre



A fantastic conference, full of excellent content and speakers. It is the best conference in the housing calendar. Great Awards evening too!"

**Ian Thomson,**  
Executive Director of Assets,  
Magenta Living

### Book your tickets now.

[www.safetyandcomplianceconference.com](http://www.safetyandcomplianceconference.com)

T: 01256 548 040 E: [enquiries@ascp.org.uk](mailto:enquiries@ascp.org.uk)

# Welcome to the Winter edition of Ignite!

Now just 9 weeks into my new role as CEO of the ASCP Group, I've already seen firsthand the outstanding work that members are doing to raise standards across the sector, such as the way in which you have embraced the new regulations for smoke and carbon monoxide alarms. I have been inspired by how our team are working with you in tackling our shared challenges in what is obviously going to be a pivotal time for us following the closing of phase 2 of the Grenfell Tower Inquiry.

With the horrific events that led to the death of Awaab Ishak, it's so apparent to me that we still have a long way to go in our joint endeavour to provide safe, warm homes to all. The ASCP is here to help you with practical advice and solutions – I see this as central to our role, bringing people together and facilitating a conversation. And it cannot only be about words of commitment to improve, it's all about action – I am committed to providing real-world support to members, to ensure we move the safety agenda on from compliance to something that informs, delivers a shared understanding of the challenges across organisations and the sector driving tangible and safer outcomes.

To help align the sector, take a look at the 4Cs of Safety on [page 51](#) which we have

developed to support members in considering all the aspects of safety and to benchmark yourselves over time, as well as against your peers.

Through our special Training Feature, starting on [page 25](#), we explore what you need to do to be ready for new professional standards which are to be implemented through the recent amendments to the Social Housing Regulation Bill. It also includes a couple of excellent case studies from members.

I know managing the data assets of any organisation is fraught with problems, but if we harness them well, there is a wealth of insight we can gain which can directly contribute to the safety of our residents. I am hugely impressed by TCW – this unique system can revolutionise your approach to managing your compliance documents. The 'Did You Know...' article on [page 43](#) gives you the highlights.

And finally, but by no means least – the ASCP 2023 Conference – we have an excellent speaker line up to inform and inspire you and I am very excited about meeting many of you there, check out how the agenda is shaping up on [page 14](#).

Thank you for your continued support and contributions throughout 2022, we are



undoubtedly stronger together. If you have not yet renewed your membership please do so as soon as possible, see [page 4](#) – it really does help the Membership Team to focus on more value adding activities.

As the festive season rapidly approaches, it just remains for me to wish you and your loved ones a happy and peaceful festive season and a healthy and prosperous 2023.

**Matt**  
Chief Executive Officer, ASCP Group

## Highlights in this edition

- 4 ASCP Member news
- 7 Lessons from Grenfell
- 14 ASCP Conference speakers
- 17 2022 Member highlights
- 18 Smoke and CO alarm regs
- 25 Training feature
- 32 Electrical auditing common issues
- 36 DSEAR your questions answered
- 48 Asbestos awareness

### Contacts

#### ADVERTISE

**Marion Schumacher**  
T: 07947 071738  
E: [mschumacher@corgitechnical.com](mailto:mschumacher@corgitechnical.com)

#### EDITORIAL

**Janet Till**  
T: 01256 548040  
E: [jtill@corgitechnical.com](mailto:jtill@corgitechnical.com)

#### GENERAL ENQUIRIES

E: [enquiries@ascp.org.uk](mailto:enquiries@ascp.org.uk)  
T: 01256 548040  
[www.safetyandcomplianceconference.com](http://www.safetyandcomplianceconference.com)  
[www.ascp.org.uk](http://www.ascp.org.uk)

#### Next Edition

If you have any thoughts, feedback or contributions you would like to provide, please email: [jtill@corgitechnical.com](mailto:jtill@corgitechnical.com)





ASCP AGSM AESM

Renew your membership + Book Conference tickets

**= SAVE!**

## Renew + Book

Unbelievably we are only a few weeks to the end of 2022! Have you renewed your membership yet? If not, please go to the new member portal and renew before 31 December 2022. And whilst you are doing this you can also book your 2023 Conference tickets and receive a discount – this is in addition to the significantly discounted member ticket rate you already benefit from! Please renew now:

<https://go.theascp.co.uk/Renew2023>

## 2022 Member Highlights

2022 was another fantastic year – thanks to you our valued members. Highlights include - record attendance at June's Conference at Celtic Manor, a 37% increase in places booked for National Social Housing Safety & Compliance Week, developing new training courses, reformatting Technical Meetings and the production of the resident safety animation.

See [page 17](#) for further info.

ASCP2023  
Safety & Compliance Awards

Open for Nominations!

## Award Entries Now Open!

Which category will you enter? We have tweaked a few of the categories and introduced two new ones – including Building Safety Initiative of the Year Award. This is your chance to shine! Celebrate your successes, reward your team, meet other safety and compliance professionals – it's a fantastic celebratory evening. Awards are free to enter and you can self-nominate. Select your category and enter by 27 January 2023.

See [page 23](#) for further info.

## We Welcome Our New CEO!



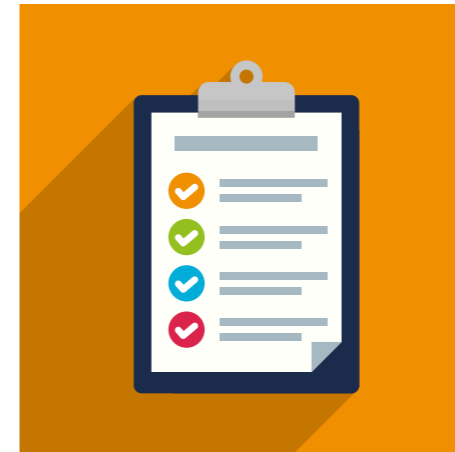
We welcomed our new CEO Matt Sharp in October. Matt is no stranger to the ASCP – he presented at this year's conference and during National Social Housing Safety & Compliance Week in March. Since being in post you may have met Matt at one of the Autumn Technical Meetings. Matt brings a wealth of experience enabling change and improvement through championing the adoption of technology and efficient processes. Claire Heyes has assumed the role of President.

See [page 13](#) for further info.

## 4Cs – Your Self-Assessment Tool

Have you used the new 4Cs of Safety Assessment Tool yet; how did you score? This self-assessment tool, developed by the ASCP, was one of the commitments from our 2021 National Social Housing Safety and Compliance Week Manifesto 2021. We developed it to assist you in determining a confidence score for safety and compliance management to benchmark your organisation and to drive important conversations and decisions.

See [page 51](#) for further information



## CORGI's New Appointment

CORGI Technical Services welcomed Mark Sharples to its team in the Summer, as Electrical Contracts Manager. Mark strengthens CORGI's electrical team, and of course as a member, this is technical expertise you can also draw upon.

See [page 47](#) for further info.

## Technical Meetings

Did you attend one of the Autumn Technical meetings? For the first time we combined AGSM and AESM meetings into a single meeting. The Agenda also extended beyond gas and electric. We had some great feedback stating that it gave teams the opportunity to engage with each other from an internal point of view. Of course, the rivalry between the gas and electric teams was rife! See [page 45](#) for 2023 Technical Meetings.

## Resident Video!

Have you received the animation we produced to help communicate the importance of safety to your residents? This 2 minute video, produced exclusively for members, details what residents can do to help keep themselves, their loved ones and their neighbours safe. It's designed

for you to host on your website and to be referred to in your resident communication. We are also planning to produce the video in a number of different languages, with the option to add your own brand (there will be a fee associated with this). Contact us for the video [enquiries@ascp.org.uk](mailto:enquiries@ascp.org.uk)



## New Members

We are delighted to welcome the following new members to the ASCP!

- Alliance Homes
- Blackpool Coastal Housing
- Metropolitan Thames Valley
- Network Homes
- PH Jones
- Sage Housing
- Salvation Army Housing Association
- St Leger Homes of Doncaster
- University of the Arts London
- Walsall Housing Group

Like all other members, they are demonstrating their commitment to improving safety and compliance for their residents. We are undoubtedly stronger together.

## 2023 ASCP Conference, Exhibition, Awards

Next year we return to Telford International Centre 14 & 15 June and what a line up we have for you! We have already secured some expert speakers – take a look at page 14 for the current agenda. We are particularly thrilled that 3 member organisations will be taking to the stage – Rooftop Housing Group, Magenta Living and Orbit Group. Book your tickets!

<https://www.safetyandcomplianceconference.com/>

ASCP2023  
Conference | Exhibition | Awards  
For Safety & Compliance Professionals

ASCP2023  
Exhibition | Awards  
For Safety & Compliance Professionals

14-15 June 2023  
Telford International Centre



## Keep your residents safe with CORGI

- How do you reduce the risk of an incident happening in a home?
- Need expert safety and compliance advice?
- Want value for money in delivering your safety and compliance obligations?

- ✓ Expert auditing services
- ✓ Consultancy
- ✓ DSEAR risk assessment
- ✓ Expert witness
- ✓ High profile incident investigation
- ✓ Compliance document management
- ✓ Qualifications & training



"We have worked with CORGI over many years on both gas and electrical safety and compliance. CORGI's services are always delivered to the highest standards right across the business and we have found their team to be highly competent technically as well as customer focussed, ensuring a valuable service is delivered."

Dave Lindsay  
M&E Contracts Manager  
Winchester Council



To find out more call the team on 01256 548 040  
or email [enquiries@corgitechnical.com](mailto:enquiries@corgitechnical.com)

# Lessons learnt from the Grenfell Tower Fire Inform Latest Update to IGEM/G/5

**IGEM/G/5 Edition 3 – Gas in multi-occupancy buildings, which covers gas infrastructure to and within multi-occupancy buildings, was published in February 2022. This updated edition was the result of a review of the standard following the Grenfell Tower Fire and the introduction of the Building Safety Bill. At the recent ASCP Technical Meetings, CORGI Technical Services' Tom Crosby gave members an overview of some of the main changes, and what they mean for landlords.**

#### Reviewed Responsibilities:

One particular area of concern which emerged from The Grenfell Inquiry was the confusion and lack of clarity around who was responsible for particular aspects of the installation. This has highlighted the need to clearly define areas of responsibility.

Section 4 of IGEM/G/5 Ed 3 covers this, with a series of tables which can be quickly referenced to identify who is responsible in a given situation. Tom emphasised the importance of checking and fully understanding where responsibilities lie in any given situation, rather than just assuming, as it is not always straightforward. "A good example is in the case of gas meters," he explained, "the responsibility for the primary meter installation lies with the meter owner/meter asset manager, but the meter enclosure and ventilation is the responsibility of the Responsible Person for the building. In addition, Responsible Persons for the building have responsibility for ensuring pipework is correctly fire stopped."

#### Reviewed Competency Requirements:

Section 6 of the Standard sets out the requirements for competency for any person engaged in the design, construction, commissioning, inspection, maintenance, decommissioning and auditing of gas infrastructure in multi-occupancy buildings. A key stipulation in this section is that organisations must have a documented process for determining competency that details minimum levels of training, experience, knowledge, understanding, qualification and professional registration as appropriate for each identified role. "This really highlights the importance of high-quality training and CPD," Tom says.

#### Isolation valves for Network Pipelines:

One of the major issues highlighted following the Grenfell Tower fire was that the Pipeline Isolation Valves (PIVs) were not accessible. As Tom explained at the meeting, CORGI Technical Services issued a Public Safety Notice in August 2021 (see page 9) which highlighted the responsibilities placed upon duty holders, including the need to have suitable and sufficient risk assessments on the gas supplies to, and within, a multi-occupancy building as well as the need to ensure gas supplies to buildings can be safely isolated.

This is now reflected in the revised IGEM/G/5 Ed 3 which states in Clause 10.3 that an existing network pipeline supplying a legacy **high risk** multi-occupancy building **shall** have a PIV installed outside the

building to enable isolation of the part of building complex fed by the pipeline, if on inspection, one is found not to have been installed.

In the case of an existing network pipeline supplying a legacy **non high-risk** multi-occupancy building, the wording changes to state that a PIV should be installed. If the diameter of the network pipeline is less than 2"/63mm PE and subject to a suitable risk assessment then a PIV is not required to be fitted retrospectively.

#### Materials and Component Specifications:

Edition 3 of the Standard includes a review of acceptable installation materials. Section 13 covers materials and component specifications, and within the document Table 12 provides a comprehensive list of acceptable materials, fittings, valves, gas meters and meter housings which can be used as a reference guide.

#### Records, inspection, maintenance, monitoring and decommissioning:

There is a requirement that installers and Gas Transporters ensure that adequate records of network pipelines in multi-occupancy buildings are made and maintained. This information will form part of the 'golden thread of information' throughout the life cycle of high-risk multi-occupancy buildings. IGEM/G/5 recommends that where possible, for High-Risk Buildings, the records should include Building Information Modelling (BIM) Level 2 records. Once again, this highlights the importance of clarity and a thorough understanding of where responsibilities lie. To this end, the Standard states that the Gas Transporter and Building Owner/Responsible Person should attempt to enter a **Memorandum of Understanding** in order to clarify accountabilities, contact details and access arrangements formally.



To find out more about IGEM/G/5 Ed 3 and your responsibilities with regards to gas pipework and risk assessments in multiple occupancy buildings check out our DSEAR FAQ article on Page 36. You may also be interested in the CORGI Technical Services course on Gas Pipework Risk Assessments in Multiple-Occupancy Buildings (including DSEAR), contact [training@corgitechnical.com](mailto:training@corgitechnical.com)



# Grenfell Tower Inquiry Closes with a Statement from its Counsel that – “Each and Every Death was Avoidable”

The Grenfell Tower Inquiry opened on 14 September 2017, three months after the disaster which claimed 72 lives. It closed this November, more than five years later. In the final week, closing statements were heard from lawyers representing survivors, the bereaved and the various parties under scrutiny for the disaster.

Richard Millet KC, counsel to the inquiry, was the last to speak. He concluded 400 days of evidence with a statement to the panel in which he asserted that:

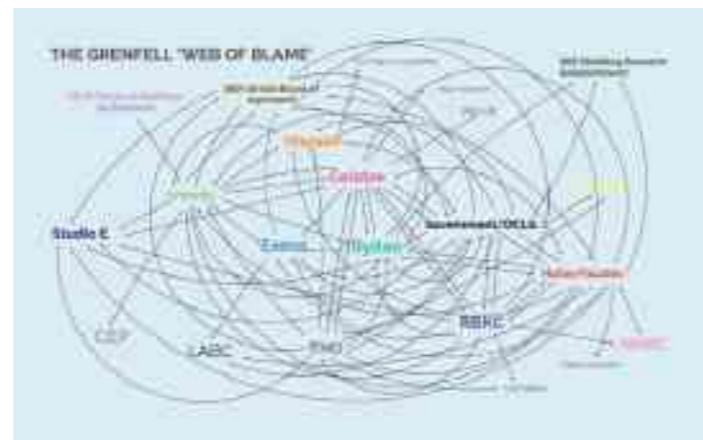
“There was nothing unknown or not reasonably knowable which caused or contributed to the fire and its consequences. On the contrary, each and every one of the risks which eventuated at Grenfell Tower, on that night, were well known by many and ought to have been known by all who had any part to play.”

As a result, Mr Millet told the panel, “you will be able to conclude with confidence that each and every one of the deaths that occurred in Grenfell Tower on 14 June 2017 was avoidable.”

In reference to those implicated in the disaster, Mr Millet commented that throughout the inquiry, many of the core participants had engaged in a ‘merry-go-round of buck passing’, adding that: ‘Expressions of regret for the victims of the fire have been as common, to the point of trite, as admissions of responsibility have been rare.’

The counsel said that it was ‘regrettable’ that “many of those responsible for the building and the building environment being as it was on the night of the fire sought to exculpate themselves and to pin the blame on others”. He went on to share the diagram below to illustrate this point. It shows where each of the various core participants have directed blame for the tragedy, most usually away from themselves. “A tragedy of these dimensions ought to have provoked a strong sense of public responsibility,” said Mr Millett.

This “Web of Blame” diagram was shared by the counsel to the inquiry and shows where each of the core participants assign blame for the tragedy.



Also speaking on the final day of the inquiry was Jason Beer KC, lawyer from the Department for Levelling Up Housing and Communities (DLUHC). He said that the department, ‘is truly sorry and apologises unreservedly’ for its, “failure to realise that the regulatory system was broken, and it might lead to a catastrophe such as this”.

Inquiry chairman Sir Martin Moore-Bick, along with other members of the panel, will now produce a final report of findings on the cause of the Grenfell Tower fire. Sir Martin commented that work on the report had already begun, that there was still “a long way to go” but that “we are all fully committed to pressing ahead as quickly as possible”. The panel did not give an estimate of how long this would take to complete, although we understand that the report is not expected before next Autumn.

In a statement released following the conclusion of the inquiry, campaign group Grenfell United said:

“We hope Sir Martin Moore-Bick will be thorough and rigorous in his findings and that the phase two report will bring real change; a legacy for the 72 people who lost their lives that night. We thank the Inquiry team for all their work in uncovering the evidence.

It’s now up to the Metropolitan police and the CPS to bring about the necessary criminal charges and to prove to us that there is not a two-tier justice system.

We ask all those who have stood with us until now to keep going. This phase might be over, but the battle for justice is not, and we will continue until those culpable are prosecuted.”

The Association of Safety and Compliance Professionals is committed to working closely with our members to raise the profile of safety and compliance across the sector, supporting organisations to raise standards and deliver a safe home for every resident so that tragedies such as Grenfell are never repeated.

Source: [www.youtube.com/watch?v=dHxp8eTfP1g](https://www.youtube.com/watch?v=dHxp8eTfP1g)

## Following the closing of the Grenfell Tower Inquiry, below is the Public Safety Notice issued by CORGI Technical Services in 2021. It serves as a reminder that gas supplies in multi-occupancy buildings must be able to be isolated in an emergency and the importance of the positioning of Pipeline Isolation Valves.

Issued 21 August 2021: Public Safety Notice: Gas safety for Landlords, owners and those with responsibility (duty holders) for multi-occupancy buildings

Following the Grenfell Tower disaster on Wednesday 14 June 2017, the Metropolitan Police Service have been working with gas industry experts, CORGI Technical Services, to evaluate the potential gas safety risks that existed prior to the fire within the tower block.

During the Grenfell Tower Inquiry w/c 12th July 2021 information from the Investigation has now been made public, which revealed that at the time of the fire, the Pipeline Isolation Valves (PIV's) which are used to isolate gas supplies to the building, were not accessible.

As a matter of public safety this notice is being issued to warn landlords, building owners and those with responsibility for multi-occupancy buildings that they have legal duties in respect of gas supplies in the building. There should be a nominated person who has the responsibility of fulfilling those legal duties.

Suitable and sufficient risk assessments on the gas supplies to, and within, a multi-occupancy building should be undertaken, made accessible and reviewed periodically. Particular attention should be paid to older buildings and those that have been or are due to be worked on or refurbished.

In the event of an incident, it is critical that the gas supplies to buildings can be safely isolated as well as having a robust disaster plan available for deployment.

Gas installations installed and maintained in accordance with relevant regulations and standards, by competent qualified personnel, will significantly reduce risks to life and property should an incident occur.

Claire Heyes, Chief Executive of CORGI Technical Services highlighted the following key points:

- ✔ Periodic risk assessments and maintenance of gas installations and pipework are critical and must be carried out by competent qualified personnel, utilising experts where necessary. This may also include an assessment under the Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR) where appropriate.
- ✔ It is vital that gas supplies in multi-occupancy buildings can be isolated in an emergency.
- ✔ Pipeline Isolation Valves on the supply pipework into a building should be positioned such that they are readily accessible and will not become obstructed during an incident e.g., by falling debris, parked vehicles etc.

**Note:** A valve cover embossed with the word “Gas”, or otherwise permanently marked, or secure and permanent wall-mounted labels, are considered suitable methods of identification which are the responsibility of the gas network operator to provide.

### For Information;

In the context of the above safety notice the following regulations have been considered;

- ✔ Health and Safety at Work etc. Act 1974
- ✔ Dangerous Substances and Explosive Atmospheres Regulations 2002
- ✔ Management of Health and Safety at Work Regulations 1999
- ✔ Gas Safety (Installation and Use) Regulations 1998 as amended
- ✔ Pipeline Safety Regulations 1996
- ✔ Gas Safety (Management) Regulations 1996
- ✔ IGEM/G/5 Edition 2: Gas in Multi-Occupancy Buildings
- ✔ IGEM/TD/3 Edition 5 +A: 2015 - Steel and polyethylene (PE) pipelines for gas distribution
- ✔ IGE/TD/4 Edition 4 +A: 2013 - Polyethylene (PE) and steel gas services and service pipework

The above Public Safety Notice was issued 21 August 2021.



## New Standard

In October, the Department for Levelling up, Housing & Communities announced there will be amendments to the Social Housing Regulation Bill - bringing new professional standards and stricter regulation. 'Social housing providers will have to ensure that all their staff - from neighbourhood housing officers to senior management - have the right skills, experience and knowledge to deliver a high-quality service for residents'. The new standard will be set out and enforced by the Regulator of Social Housing. For further information, see the Training Feature from [page 25](#).

[www.gov.uk/government/news/new-professional-standards-and-stricter-regulation-to-drive-up-social-housing-standards](https://www.gov.uk/government/news/new-professional-standards-and-stricter-regulation-to-drive-up-social-housing-standards)



## Hydrogen Pipeline for Wales?

Wales & West Utilities is announcing plans for a major hydrogen pipeline in south Wales, to accelerate decarbonisation plans for industry and gas customers in the region. If built, the pipeline will pave the way for commercial scale hydrogen production in Pembrokeshire, Port Talbot and in the Celtic Sea. It could also facilitate the conversion of home heating to hydrogen; enabling south Wales towns to go green while keeping disruption to homes and communities to a minimum, and connect to National Grid's Project Union, which will establish a National Hydrogen Transmission System to link the UK's industrial clusters with a dedicated supply system.

Source: <https://businessnewswales.com/major-hydrogen-pipeline-planned-to-decarbonise-welsh-industry/>



## Smoke Alarms

A note issued 26 September from the Regulator of Social Housing regarding the Smoke and Carbon Monoxide Alarm (Amendment) Regulations, stated that social housing providers in England should be compliant from 1 October or 'have plans in place to ensure their compliance in a prompt and timely way that mitigates any risk to tenants'. This is a key topic of conversation in the sector, with significant challenges around resource and supply chain issues. See page 18 for further info.



## Changes to Regulatory Reform (Fire Safety) Order 2005 (England) regarding Fire doors (regulation 10)

The Fire Safety (England) Regulations 2022 will make it a legal requirement from 23 January 2023 for responsible persons for all multi-occupied residential buildings in England with storeys over 11 metres in height to:

- undertake quarterly checks of all fire doors (including self-closing devices) in the common parts
- undertake - on a best endeavour basis - annual checks of all flat entrance doors (including self-closing devices) that lead onto a building's common parts.

The regulations will also require responsible persons to provide to residents of all multi-occupied residential buildings with two or more sets of domestic premises (that have common parts) information on the importance of fire doors to a building's fire safety.

## Amendment 2 of the 18th Edition Wiring Regulations (BS 7671)

The Amendment 2 of the 18th Edition Wiring Regulations (BS 7671) came into full effect on 28 September 2022. BS 7671:2018+A2:2022 (the brown book) was released on 28 March 2022, followed by a six month transition period in which it was possible to work to both versions of the document. This transition period is now at an end, and the previous edition, BS 7671:2018+A1:2020 (the blue book)

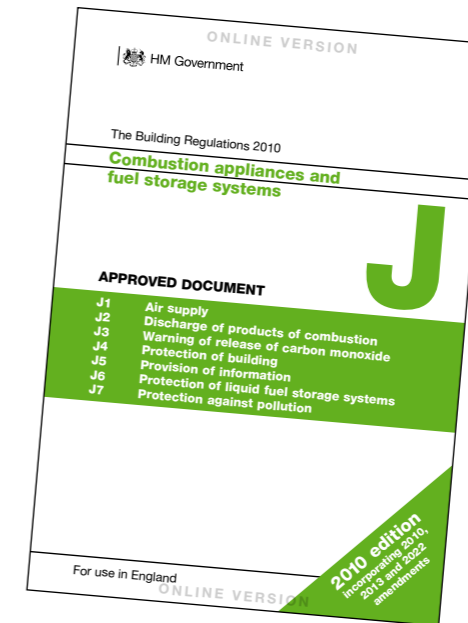
were withdrawn on 27 September 2022. Therefore, all electrical installations installed from 28 September 2022 onwards will need to conform to the requirements of Amendment 2 regardless of when they were designed. Landlords and responsible persons should check any contracts for ongoing electrical work, to be clear on which version of BS 7671 is specified.

## Regulatory Update

The new edition of Approved Document J: Combustion appliances and fuel storage systems (2010 edition incorporating 2010, 2013 and 2022 amendments) was published on 30 September and came into force in England on 1 October.

- Carbon monoxide alarms should be fitted upon the installation or replacement, of fixed combustion appliances that burn solid fuels, gas fuels (excluding gas appliances used solely for cooking) and oil fuels.
- Also featured is updated guidance on the type of carbon monoxide alarm to be fitted, and the placement of these alarms.

<https://www.gov.uk/government/publications/combustion-appliances-and-fuel-storage-systems-approved-document-j>



## New Fire Standard

BS 8644-1:2022 - *Digital Management of Fire Safety Information*, published in the Summer, comes from a recommendation in Dame Judith Hackitt's Independent Review of Building Regulations and Fire Safety. It contains guidance for the management, presentation and exchange of fire safety-specific and related information using digital information management processes and provides best practice for lifecycle digital fire safety information management in all built assets.

**BS 8644-1:2022 Digital management of fire safety information - Design, construction, handover, asset management and emergency response. Code of practice.**

<https://www.bsigroup.com>

## Awaab Ishak Verdict

An inquest into the death of two year old Awaab Ishak concluded that the toddler died from prolonged exposure to mould in his family's housing association flat. Coroner Joanne Kersley said this was a 'defining moment' for the housing sector. Michael Gove subsequently wrote to all social housing providers to call for action on housing conditions.

<https://www.gov.uk/government/publications/secretary-of-state-calls-for-action-on-housing-conditions>

## Approved Document B: Fire Safety - Frequently Asked Questions

Answers to frequently asked questions on Approved Document B including 2020 and 2022 amendments, published by the DLUHC - take a look!

<https://www.gov.uk/guidance/approved-document-b-fire-safety-frequently-asked-questions?>



## Social Housing Decarbonisation Fund

Funding is available to improve the energy performance of social homes in England. The Social Housing Decarbonisation Fund (SHDF) will upgrade a significant amount of the social housing stock currently below Energy Performance Certificate (EPC) C up to that standard. It will support the installation of energy performance measures in social homes in England, and help:

- Deliver warm, energy efficient homes
- Reduce carbon emissions
- Tackle fuel poverty
- Support green jobs
- Develop the retrofit sector
- Improve the comfort, health and well-being of social housing tenants

**For further details and to apply:**

**England:** <https://www.gov.uk/government/publications/social-housing-decarbonisation-fund-wave-2>  
**Wales:** <https://gov.wales/optimised-retrofit-programme>



# Auditing and Compliance Best Practice at Berneslai Homes

**Regulatory compliance is one of the most important areas for social landlords to get right. It is a huge responsibility, and one which is only added to by ongoing changes in legislation and increasing Regulator scrutiny. Independent safety and compliance audits can help towards giving landlords, and their residents, the assurance they need that their properties are compliant and risks are being managed appropriately. Even so, inviting in external auditors can sometimes feel like a daunting step. We recently spoke with Callum Whitehouse, Specialist Services Function Manager for Construction Services at Berneslai Homes, about how his organisation has approached external audits, and how they have successfully achieved 100% compliance.**

Berneslai have a housing stock of around 18.5 thousand homes, of which two thirds are managed by the Construction Services team. Callum is rightfully proud of the fact that his team recently achieved 100% compliance and an outstanding Customer Satisfaction Score in an external audit. "We actually scored the highest out of all the auditor's clients," says Callum, "it's a great achievement and really demonstrates the team's commitment and hard work."

A number of factors have contributed to this success. Firstly, Callum says that appointing three lead operatives has added an extra level of accountability and helped to make the team of 44 gas engineers more effective. Training has also played a big part: the operations team have completed the CORGI Level 2 VRQ Award in both Gas and Electrical Safety Awareness which has helped to increase understanding of potential issues and each individuals' responsibilities. Toolbox Talks have also been introduced twice a month, to disseminate training and technical bulletins, not to mention the ASCP updates our members benefit from! Whilst the Toolbox Talks can be accessed remotely, a training room has also been set up at head office to ensure a dedicated space for face-to-face learning. "Having a space where we can deliver training in person is important, particularly when we want to address any issues that have been identified with a practical demonstration."

Culture change and a focus on collaboration and communication have also been key. "We have really worked on developing an honest and open culture where issues can be raised and dealt with immediately and nothing is swept under the carpet," says Callum. This has meant increasing connection through new technologies, such as utilising Teams groups to enable those working remotely to communicate with each other and with the lead operatives. "Previously they were relying on the phone, and it wasn't always possible to reach people easily," Callum explains. The investment in training and upskilling staff has also helped to move the team towards a culture of empowerment. "We've given staff in the field the tools and confidence they need to do their jobs effectively, knowing support is there if needed, but also empowering them to make their own decisions," he says.

One benefit of engaging external auditors is their impartiality. "We still do internal audits," says Callum, "but external ones add an extra level of checks and help to ensure nothing is missed and no unconscious biases have crept in". He acknowledges that there may initially be some nervousness or resistance amongst staff when the prospect of external auditors coming in is raised, but says this is overcome by being really clear that the purpose is to help drive improvement and ultimately ensure the safety of residents.

Access is another perennial issue in social housing; getting into properties to actually carry out audits is, therefore, another potential challenge. At Berneslai this was pre-empted by clear communication with residents about what was happening and why. "We included information about the audits in newsletters and we had a big push about it on our social media channels," says Callum. "We also asked any staff who were working on site or doing home visits to mention to residents in person that this was coming up."

**Callum's key piece of advice for other organisations looking to raise standards in safety and compliance is to learn from others. "We visited lots of organisations and learned from what they were doing well," he says. He also stresses that it is a whole team effort, with managers, supervisors and operations staff all working hard to deliver outstanding compliance.**



# CORGI Technical Services and The Association of Safety and Compliance Professionals Welcome New CEO

**Matt Sharp took up the post of Chief Executive Officer on 3rd October, taking over from Claire Heyes who has become Group President.**

**CORGI Technical Services has appointed Matt Sharp as Chief Executive Officer. Matt has also taken up the CEO position at the Association of Safety and Compliance Professionals (ASCP) Group, for which CORGI are technical partners. He succeeds Claire Heyes who has taken up the role of President.**

Matt is a versatile and pragmatic leader with over 25 years' experience driving growth and delivering business improvement. He has a proven track record across the technical and wider business domains, with an emphasis on enabling change and improvement through championing the adoption of technology and efficient processes. He has led a number of major systems implementation projects for the likes of TUI Travel, the British Safety Council and CORGI Group. In his previous role, Matt was Operations Director for Bottomline Technologies, an international NASDAQ-listed Fintech whose mission is to make complex business payments simple, smart and secure. Whilst at Bottomline he built a 24x7 'always on' technology organisation delivering industry-leading service availability for some of the world's largest banks and financial institutions.

During his time at CORGI Group, Matt served as Resources Director with board-level responsibility for IT, HR and other operational functions.

Matt has provided strategic support to CORGI Technical Services and the ASCP Group for some time now and said he is "delighted" to have been appointed to the CEO role. "I cannot wait to engage with customers and members in order to really understand the challenges they are facing, supporting them in their goals and continuing to expand the safety and compliance movement at this pivotal moment for our industry".

He commented "It's an honour to be asked to lead such a dedicated and highly skilled team into its next stage of growth".

Claire Heyes, who served as CORGI Technical Services' CEO for nearly 14 years, and founded The ASCP Group over ten years ago, says she is excited for the new opportunities the change will bring. "I will continue to work with and for our members and customers as Group President, giving Matt and the team my full support as we continue to channel our shared passion and raise the profile of safety and compliance across the sector." Commenting on why



now, is the time for change, Claire said that the compliance world is constantly evolving with an ever-growing remit. "CORGI and the ASCP will always reflect the needs of our customers and members. I've had the pleasure of working with Matt in various capacities over the years, and know that his energy, enthusiasm, strategic leadership and ability to get things done - make him the best person to take the group forward".

CORGI Technical Services works in partnership with The Association of Safety and Compliance Professionals (ASCP) Group, which also incorporates Association of Gas Safety Managers (AGSM), the Association of Electrical Safety Managers (AESM) and Women in Compliance. Together they provide support, guidance, products and services to those responsible for safety and compliance within social housing and facilities management.

The ASCP informs, supports and empowers members and represents their views by being the voice of safety and compliance in the sector. They also help to raise members' own profiles and support their individual career development.

CORGI Technical Services provides outstanding support and guidance to the social housing and facilities management sectors. Services include gas and electrical quality auditing, DSEAR risk assessment, training, compliance software, expert witness and incident investigation.



# ASCP 2023

Conference | Exhibition | Awards

14-15 June 2023 | Telford International Centre

For Safety & Compliance Professionals

## ASCP 2023 Conference – what a line-up!

If you are a regular at the ASCP Conference – you know we pride ourselves on selecting a line-up of speakers to inform and inspire you. 2023 is no exception! We are still confirming a few speakers and/or topics – but, we are delighted to share with you the following.

### Member Presentations

Next year we have no less than 3 member organisations taking to the stage!

- Boris Worrall, Group Chief Executive – Rooftop Housing Group  
**Health + Safety – Next Generation: Charting our journey to full integration and best in class culture**
- Ian Thomson, Executive Director of Assets – Magenta Living  
**Magenta Living's Governance and Compliance journey from G2 back to G1**
- Neil Yeomans, Head of Property Safety & Tom Franklin – Orbit Group  
**Continuing Orbit's Building Safety Journey**

## Conference Headline Sponsor – Vaillant

→ The race to net zero

## Women in Compliance

We will be hosting our annual Women in Compliance session at the Conference. Our resident professional development coach Stephanie Smith will lead the session. Details to follow.

## Net Zero

- Andrew Farquhar, Snr Product Manager, Heat Pumps – Ideal Heating  
**Managing heat pump specification and installation best practice**
- Anthony Watton, Head of Specification, Residential – Baxi  
**Relieving cost pressures on heating; practical ways to reduce carbon emissions whilst making budgets go further**



## Compliance Data

- Andy Sturgess, National Specification Manager – Aico  
**Asset Intelligence to improve data in compliance**

## Safety & Compliance

**Matt Sharp, CEO – ASCP Group**

Where does your organisation sit? Benchmarking member organisations using the results from the ASCP's '4Cs – Self-Assessment & Benchmarking Tool'. Results will be anonymous.

## Building Safety

- Aman Sharma, Deputy Chair – Building Regulations Advisory Committee  
**The 'state of the nation' presentation, as we draw tantalisingly close to the implementation of the new regime for higher-risk buildings!**

## President's Address

- President's Address by Claire Heyes

## The Big 5+



### Gas

- CORGI Technical Services
- Energy Supplier: TBA



### Electrical

- CORGI Technical Services
- ECA: Speaker TBA
- DLUHC: Speaker TBA



### Asbestos

- Emma Willey, Founding Director – ACS Risk Group



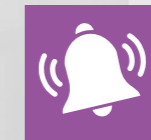
### Fire

- Ciara Holland, Partner – DCCCH Experts LLP



### Legionella

- Speaker TBA



### Topical Subject

- Specific topic TBA

## Scotty Mills

Scotty Mills - Royal Marine and Elite Team Coach – is our 2023 Inspirational Speaker! Scotty is the highest-ranking black officer in the history of the Royal Marines and led Britain's Commandos around the world. From his humble upbringing in South London to working as a performance coach in the world of elite sport and business – Scotty will inspire us with exceptional stories of the power of human inspiration.



## Book tickets now:

[www.safetyandcomplianceconference.com](http://www.safetyandcomplianceconference.com)  
[enquiries@ascp.org.uk](mailto:enquiries@ascp.org.uk)

\* Speakers and topics may be subject to change.



# Become an member!

We inform, support and empower our members, and represent their views by being the voice of safety and compliance in the sector. We also help to raise members' own profiles and support their individual career development.

## Stronger together

We facilitate the sharing of best practise - a central focus for safety and compliance in the UK.

- > We successfully lobbied the Government for the introduction of Regulation 36a
- > We canvassed the Government during COVID 19 re the annual gas safety checks
- > We were invited to join the MHCLG Social Rented Sector Electrical Safety Working Group to represent your views
- > Networking opportunities
- > Member questions, you ask – members answer
- > A real sense of a collective community

## Technical expertise

Ensure you keep up to date with all things technical.

- > Technical Meetings
  - Join us, in-person or online
  - Discuss the latest Technical Bulletins, industry updates and recent technology developments with manufacturers
  - Meet with like-minded professionals – build your network
- > 1 hour CORGI Technical Consultation
- > Online technical events
- > Just ask – and we'll answer!

## Annual Conference and Awards Ceremony

Attend the annual two day ASCP Safety & Compliance Conference.

- > Significantly discounted tickets for members
- > 20+ expert speakers covering all areas of compliance
- > Exhibition Hall – meet new or existing suppliers
- > Attend the prestigious ASCP Safety & Compliance Awards Ceremony
- > Learn, network and be inspired!

## Qualifications and courses

Member rates for industry recognised training.

- > Levels 4, 3, 2, 1
- > Director Masterclasses
- > Courses and seminars, including bespoke
- > Compliance, Safety, Gas, Electric
- > Delivered online or in-venue

# 2022 Membership Highlights



**ASCP 2022**  
Safety & Compliance Conference  
14-15 June 2022, Celtic Manor, Newport  
Incorporating the **AGSM** Conference and **AESM LIVE!**

- Record attendance – again!
- 20 expert speakers, including 3 Government bodies
- Big 6, building safety, leadership, net zero
- Inspirational speaker – Simon Weston CBE
- Record Awards entries – again!

### Access

- Resident video produced, to help with safety in the home
- Access Group meetings



### Women in Compliance sessions

- 'Break the Bias' for International Women's Day
- 'Setting Boundaries – do less to get more done!'



**National Social Housing Safety & Compliance Week**

- Year 2 for the National Social Housing Safety & Compliance Week
- 6 online events
- 37% increase in event bookings
- Building Safety Group formed

### New format Technical Meetings

- Compliance teams meet together
- Facilitates 'discussion in the round'
- Valuable networking
- Online option





**Publication of 'Voices from the Sector'**

- Output from NSHSCW
- Dedicated to members
- Member case studies
- Informative polls

### 125+ member government and sector updates sent – keeping you informed



### Member magazine Ignite, printed July & December





**New Courses**

- Gas Pipework Risk Assessments in Multi Occupancy Buildings (incl.DSEAR)
- CPD Update: Gas Safety Awareness in Social Housing
- Level 4 Diploma in Facilities, Building Management & Compliance
- Director's Masterclass in Facilities Management

### 4Cs – Self-Assessment & Benchmarking Tool

To determine a confidence score for safety and compliance management



To become a member of the ASCP contact us at:  
[enquiries@ascp.org.uk](mailto:enquiries@ascp.org.uk) | Tel: 01256 548 040

Join today, call 01256 548 040 or [enquiries@ascp.org.uk](mailto:enquiries@ascp.org.uk)



# The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

– An Ongoing Challenge for Social Housing Providers in England

The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 came into force in England on 1st October. They expand upon the 2015 Regulations and state that registered providers in England must ensure that properties not exempt from the regulations are fitted with:

- ✓ At least one smoke alarm on each storey where there is a room used as living accommodation
- ✓ A carbon monoxide alarm in those rooms used as living accommodation which contains a combustion appliance (excluding gas cookers)

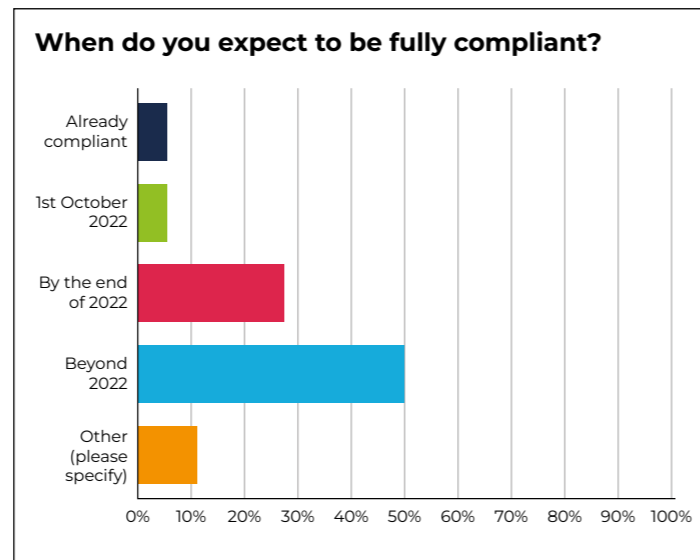
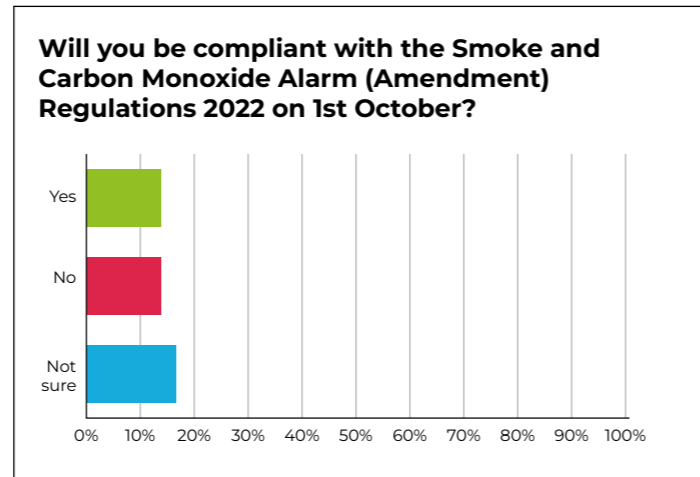
Under the new Regulations, landlords also have an obligation to ensure both smoke and carbon monoxide alarms are in proper working order on the day a tenancy begins. The legislation also requires landlords to take action when tenants report a faulty alarm to them. The local authority enforces compliance with the regulations and can issue a remedial notice, which, if not complied with, can lead to a fine of up to £5,000.

Whilst these provisions currently only apply in England; similar requirements are set to be introduced in Wales once the Renting Homes Wales Act is brought into force.

Knowing that compliance with the new requirements would entail a significant amount of work for many of our members, ASCP set out to raise awareness of the upcoming changes through our membership communication in the weeks and months prior to the legislation coming into force. Back in July, we shared that the Government had issued guidance emphasising that providers were expected to be compliant by the 1st October, with no grace period. This guidance also suggested that any provider who was not compliant should self-refer to the Regulator of Social Housing (the Regulator).

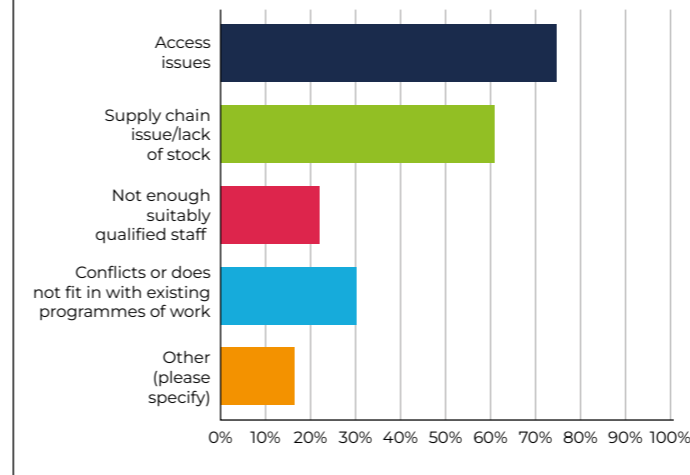
Listening to members, it was clear that many were concerned. Many did not feel confident of meeting the October 1st deadline, were facing significant barriers to compliance and were unclear on how, and when, to approach self-referral to the Regulator. In response to these concerns, we conducted a member survey in order to build a clearer picture and more fully understand the challenges members were facing.

We firstly asked whether members were confident that they would be compliant with the new regulations by the date the regulations came into force. Only 14% of respondents felt that they would be. When asked to predict when they would achieve full compliance, nearly 28% of those who replied thought that their organisation *would* be compliant by the end of the year, whereas half said it would take until next year or beyond.



We wanted to better understand the barriers to compliance, so we also asked members to let us know about the challenges they were facing. Unsurprisingly, a huge 75% of respondents listed access issues as one of the main challenges preventing full compliance. Issues with the supply chain and difficulties in procuring the alarms were also a factor, with over 60% of replies mentioning this. 30% found that the requirements of the new Regulations either conflicted or did not fit in with existing schemes of work, and 22% cited difficulty in recruiting enough suitably qualified staff. Further issues raised by members included: conflicting guidance from Government, lack of accurate data, budget constraints and a lack of time.

What have been, or will be, your main challenges to full compliance with the regulations? Please tick all that apply.



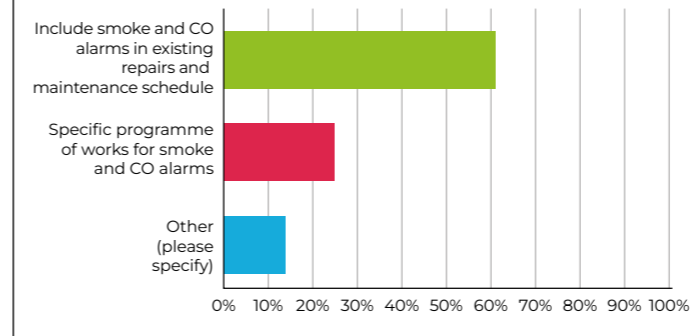
We shared these findings, and our members' concerns, with the Department for Levelling Up, Housing and Communities.

## Expectation to ensure compliance in 'a prompt and timely way'

On 26th September, just before the amended Regulations came into force, the Regulator published a statement that they expected all registered providers of social housing to be compliant with the regulations when they come into force on 1st October 2022, or to have plans in place to ensure their compliance in a prompt and timely way that mitigates any risk to tenants. This time, the advice to self-refer to the Regulator was only given to those providers who had concerns about their ability to achieve compliance in a timely manner. As yet, there has been no official guidance as to what constitutes 'timely'.

We know from our survey that there a number of different ways providers are approaching the challenge to ensure compliance. The majority – 61% - are incorporating smoke and CO alarms into their existing repairs and maintenance schedule. A further 25% have planned a specific scheme of work for installation and maintenance of the required alarms. A number of other approaches were shared by members such as: including in gas servicing schedule, including in void refurbishment and capital works, and installing CO alarms every time a property is visited.

What are your plans for achieving full compliance?



It is clear that the challenges, particularly those around access and the supply chain, are ongoing and not easily overcome. ASCP continues to work to support members in this and it remains a key topic of conversation in our forums and at Technical Meetings. Whilst the Regulator's statement allowing for those who would not be compliant to have a 'plan in place' was a relief to many, the emphasis is on achieving full compliance in a timely fashion. This is an issue that must remain a priority and cannot be allowed to slip down the agenda.

## The below details regulations for devolved nations.

### Scotland

Since February 1st, 2022, all Scottish homes are required to have a carbon monoxide alarm in all rooms where there is a fixed combustion appliance (excluding an appliance used solely for cooking) or a flue. In rented properties, landlords are responsible for supplying the alarm. Carbon monoxide alarms must meet the relevant British Standards (EN 50291-1), and must have 'a sealed battery for the duration of its lifespan' to prevent tampering or the need for battery changes.

### Wales

The Welsh Government recently announced that it will bring forward changes from 1st December 2022 (delayed from July 15th, 2022) with the Renting Homes (Wales) Act 2016, which under the regulations for Fitness for Human Habitation (FFHH) will require landlords to ensure working carbon monoxide detectors are fitted in their properties where there is any gas appliance, an oil-fired combustion appliance or a solid fuel burning combustion appliance.

### Northern Ireland

Carbon monoxide alarms are a mandatory requirement for all homes where a new fossil fuel appliance is installed in Northern Ireland, after a change to The Building Regulations (Northern Ireland) 2012 came into operation on 31st October 2012. The Private Tenancies Act, which requires carbon monoxide alarms to be installed in privately rented homes and places a duty on landlords to repair them, received Royal Assent on 27th April 2022.





#AlarmsSaveLives

# More UK homes trust Aico to protect them

Keeping you and your family safe from Fire and Carbon Monoxide since 1990, Aico has home life safety products that your household can rely on. **Safety first. Aico first.**



Aico with HomeLINK offer a network of alarms and sensors that provide data insights to enable the improvement in the health and safety of homes across the UK.



www.aico.co.uk | 01691 664100 | enquiries@aico.co.uk

an Company

# An Overview of Fire Alarm Systems in Communal Areas and HMOs



**Fire detection and fire alarm systems were on the agenda at the recent ASCP Technical Meetings. Gary Gundry, an electrical safety expert and CORGI Technical Services consultant, gave some background to the regulatory requirements for communal areas and houses of multiple occupation (HMOs), before taking a closer look at British Standard 5839 Part 1 (BS 5839-1).**

Landlords and Responsible persons have fire safety obligations under a number of key pieces of legislation. In England and Wales, these include The Fire Safety Act 2021, which came into force last year, amending the Regulatory Reform (Fire Safety) Order 2005. The Order stipulates that the Responsible Person must ensure regular risk assessments of their premises to ensure adequate fire protection. Responsible Persons may also have duties under Approved Document B of the Building Regulations 2010, which specifically refers to the code of practice set out in BS 5839-1. The Smoke and Carbon Monoxide Alarm (Amendment) Regulations also came into force in England in October this year. Specific Fire Safety regulations will apply in each of the devolved nations, and landlords will need to be aware of the requirements for their own area(s).

## What is BS 5839-1?

BS 5839-1 is a code of practice for the design, installation, commissioning and maintenance of fire protection systems in non-domestic premises (i.e. commercial buildings). It applies to buildings such as HMOs, residential care homes and schools. It also includes the communal areas of premises in multiple occupation, which could include the hallways and corridors of a residential apartment block. British Standard 5839 Part 6 (BS 5839-6) applies to domestic premises. It may be necessary to consult both of these standards, particularly in organisations with mixed housing stock.

## System Categories

The type of fire alarm and fire detection system required in a particular premises will be determined by the fire risk assessment. BS 5839-1 sets out guidance for the locations of fire alarm system components based on the objective the system should fulfil - known as categories. These are:

### Category L for systems designed to protect life

Within Category L, there are further subcategories ranging from L5 (detection is only installed in areas where a particular fire risk needs to be controlled) to L1 (detection is installed in circulation areas and every room of the building including cupboards).

### Category P for those intended to protect property.

This includes Category P1 (detection is installed throughout the premises) and P2 (detection is used only in certain areas to manage a particular fire risk).

It is common for a fire alarm system installed in a building to incorporate a mix of categories depending on the particular requirements for that building. Typically, the system will contain: a panel/CIE, automatic smoke or heat detectors, sounders and/or strobes, and manual call points. In addition, in order to comply with this part of the standard, the wiring must be fire resistant. All components must conform to British Standards or Harmonised European Standards.

## Routine Testing

It is recommended that newly fitted manual call points should be fitted with protective covers to minimise false alarms. BS5839-1 also sets out the following recommendations for routine weekly testing by the user:

- One different manual call point should be operated during normal working hours
- The user should confirm the call point is capable of processing a fire alarm signal
- Tests should take place at approximately the same time each week; occupants should be instructed to report any instance of poor audibility of the fire alarm signal
- Night shift employees or those that work weekends should experience an additional test at least once a month

## Inspection, Servicing and Documentation

BS 5839-1 also sets out recommendations for periodic inspection and testing of the system which include: functionally testing every heat detector and point smoke detector, checking fire alarm devices for correct operation and checking any standby power supply to establish it remains suitable. It is a requirement that a *competent person* must carry out these recommendations. Successive inspection and servicing visits should not be more than six months apart – if left any longer the system can no longer be considered compliant with this part of the Standard. A logbook is also required for recording all system events, e.g. fire alarm / fault signals, routine maintenance visits etc. A new British Standard, BS 8644-1, was introduced in July 2022 and covers the digital management of fire safety information.



# ASCP 2023

Safety & Compliance Awards

14 June 2023 | Telford International Centre

## OPEN FOR NOMINATIONS!

Want to be recognised for some great work? Proud of what you have achieved? – then enter the 2023 ASCP Safety & Compliance Awards!

It's free to enter an Award – and with 15 categories there is sure to be something relevant to you.

And don't be shy – self nominations are very welcome!

### Categories include:

- ★ NEW: Building Safety Initiative of the Year Award
- ★ NEW: Best Supplier to the Social Housing Sector Award
- ★ Best Resident Engagement Strategy Award
- ★ Safety Leadership Award
- ★ Safety & Compliance Training and Development Award
- ★ Safety & Compliance Initiative of the Year Award
- ★ Electrical Contractor of the Year Award
- ★ Heating Contractor of the Year Award
- ★ Women in Safety and Compliance Award
- ★ Partnership & Collaboration of the Year Award
- ★ Product of the Year Award
- ★ Customer Service Excellence Award
- ★ Net Zero Initiative of the Year Award
- ★ Best Initiative to Combat Fuel Poverty Crisis Award
- ★ Rising Star Award

For full details of how to enter:  
[www.safetyandcomplianceconference.com/awards](http://www.safetyandcomplianceconference.com/awards)

DEADLINE FOR ENTRIES – 27 January 2023

In partnership with



Headline sponsor

## 2023 Award Categories

### NEW: Building Safety Initiative of the Year Award

How is your journey going to comply with the Building Safety Act? Inspire us with how you will manage your buildings better, and how you are empowering your residents to have more say in how their buildings are kept safe.

SPONSORED BY FIREANGEL

### NEW: Best Supplier to the Social Housing Sector Award

We are seeking best in breed for this Award! Demonstrate how you go above and beyond to deliver impeccable service to your customers. Maybe you have helped customers with a particularly difficult situation, or maybe the level of service you supply is consistently next level. Or have you implemented new way ways of doing things to meet customer demand or expectations? We want to hear from exceptional suppliers!

### Best Resident Engagement Strategy Award

We all know that residents form part of the Golden Thread of safety. Inspire us with your stories of how you have encouraged your residents to be interested in, and engaged with, safety and compliance – helping to keep themselves, their neighbours and their communities safe.

SPONSORED BY STUART TURNER

### Safety Leadership Award

Safety is the responsibility of everyone in an organisation. It should lie at the heart of an organisation's culture. Everyone has a part to play – from frontline staff to Boards, from managers to engineers. This award seeks to recognise an organisation that has shown its commitment and support to placing safety at the very heart of all its activities.

SPONSORED BY NUCO

### Safety & Compliance Training and Development Award

A crucial part of managing safety is ensuring that all staff have the knowledge and skills to carry out their role. This award looks to recognise an organisation demonstrating a wide range of training activities including qualifications, apprenticeships and internal training that serve to develop and maintain competence at all levels.

SPONSORED BY BAXI

### Safety & Compliance Initiative of the Year Award

In an ever-evolving sector, finding new solutions and innovations is becoming all the more important in dealing with safety and compliance issues. We are seeking to

recognise and reward those solutions offered to help create a safer place to work and live.

SPONSORED BY HONEYWELL HOME BY RESIDEO

### Electrical Contractor of the Year Award

Nominations welcome from both contractors and in-house teams. In the social housing and facilities management sector, an effective relationship between a housing provider and their contractor is key to maintaining excellence in safety and compliance. We are looking to recognise an electrical contractor who has provided exceptional support and demonstrated outstanding professionalism, innovation or service contribution to a project or contract – or who has a particular story of excellence to share.

SPONSORED BY ECA

### Heating Contractor of the Year Award

Nominations welcome from both contractors and in-house teams. In the social housing and facilities management sector, an effective relationship between a housing provider and their contractor is key to maintaining excellence in safety and compliance. We are looking to recognise a heating contractor who has provided exceptional support and demonstrated outstanding professionalism, innovation or service contribution to a project or contract – or who has a particular story of excellence to share.

### Women in Safety and Compliance Award

An exciting category inspired by the Women in Compliance group. The delivery of safe and compliant practices and processes is a core function for housing organisations. We are looking to recognise an individual in the sector who has either gone above and beyond in their role to drive safety and compliance, or who is providing encouragement to other women in their organisation or sector through mentoring, support initiatives or inspiration.

SPONSORED BY AICO

### Partnership & Collaboration of the Year Award

Working together is vital to our future; who are your partners and stakeholders who help make things happen? This award seeks to reward those collaborating with other organisations to improve safety and compliance standards, leading by example in the sector. If you have worked on a project with a contractor, supplier or housing association that has seen great results, make sure you all receive the recognition you deserve.

### Product of the Year Award

Suppliers are continuously developing new and inventive ways to improve products and services, whether it be for greater safety, efficiency or economy for housing associations and their residents. The product of the year award seeks to recognise an organisation that has gone the extra mile to learn and develop a solution for social housing, or who has created a unique and innovative product or service for the sector.

### Customer Service Excellence Award

This award is open to anyone working in the social housing and facilities management sector, or manufacturers supplying to it. Every day we hear stories of outstanding customer service, on an individual and organisational level. We are looking to recognise those who have implemented successful customer service strategies or gone beyond the call of duty for their customers.

### Net Zero Initiative of the Year Award

Working towards a more sustainable way of powering and building homes will be the key to relieving some of the environmental impact our current ways of doing things has on the planet. We are looking to reward individuals, organisations or collaborations who are working on, or have implemented, sustainable solutions for a greener future in social housing.

### Best Initiative to Combat Fuel Poverty Crisis Award

With the extreme cost of living crisis, the number of households experiencing fuel poverty will escalate to new levels. We are looking to reward an individual or organisation who has implemented a successful initiative to support residents and reduce fuel poverty – this could be through improved energy efficiency in buildings, support, education and advice to residents, or a community project to help combat the issue.

SPONSORED BY WOLSELEY

### Rising Star Award

In every organisation there is a newcomer or junior team member who deserves recognition for their hard work and dedication. We are looking to reward a special individual who is making a difference in their organisation, bringing improvements for residents or working towards positive change in the industry.

Enter now: [www.safetyandcomplianceconference.com/award-categories](http://www.safetyandcomplianceconference.com/award-categories)







## Time to Upskill!

### Keep your residents safe. What course will you choose?

	Can be delivered online or classroom	Directors	Heads of	Managers	Supervisors	Technical Team	Succession Planning	Other Team Members	Co-ordinators	Frontline Staff	Call Centre	Residents	
Safety & Compliance	Director's Masterclass in Asset & Building Compliance – CPD Certified	Y	✓	✓			✓						
	Director's Masterclass in Facilities Management	Y	✓	✓			✓						
	Level 4 Diploma in Asset and Building Management Compliance	Y		✓	✓	✓	✓						
	Level 4 Diploma in Facilities, Building Management & Compliance	Y		✓	✓	✓	✓						
	Level 2 Award in Asset and Building Compliance Awareness	Y				✓	✓	✓	✓	✓			
	Safety Compliance Standalone Modules*	Y		✓	✓	✓	✓						
Gas Related Training	Compliance Awareness Seminar for Residents	Y										✓	
	Level 4 Gas Safety Management in Social Housing	Y		✓	✓	✓	✓						
	Level 4 Gas Safety in Facilities Management	Y		✓	✓	✓	✓						
	Level 3 in Gas Auditing Processes	Y			✓	✓		✓					
	Level 2 Gas Safety Awareness in Social Housing	Y				✓		✓	✓	✓			
	CPD Update: Gas Safety Awareness in Social Housing	Y				✓		✓	✓	✓			
	Level 1 Gas Safety Awareness for Staff	Y								✓	✓		
	Level 1 Gas Safety Awareness for Residents	Y										✓	
	Gas in Social Housing & Acting on Unsafe Situations – for Engineers	Y					✓		✓				
	Gas Pipework Risk Assessments in Multiple Occupancy Buildings (incl. DSEAR)	Y		✓	✓	✓	✓		✓				
	Electrical Related Training	Level 4 in Electrical Safety Management in Social Housing	Y		✓	✓	✓	✓					
		Level 2 Electrical Safety Awareness in Social Housing	Y				✓		✓	✓	✓		
		Level 1 Gas and Electrical Safety	Y								✓	✓	
EICR Awareness Seminar		Y					✓	✓		✓	✓		
Electrical Visual Inspection seminar		Y							✓	✓	✓		
Safe Isolation Procedure and Training		N*			✓	✓	✓						
All Bespoke Seminars	Y	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		

In October, the House of Lords passed an amendment to the Social Housing (Regulation) Bill that will give the Regulator of Social Housing powers to “set regulatory standards on the competence and conduct of all staff delivering services in connection with the management of social housing”.

The Department for Levelling Up, Housing and Communities (DLUHC) said in a press release that:

**“Social housing providers will have to ensure that all their staff – from neighbourhood housing officers to senior management – have the right skills, experience and knowledge to deliver a high-quality service for residents. The new standard will be set out and enforced by the Regulator of Social Housing.”**



The Regulator of Social Housing will also have a legal duty to publish a plan on its commitment to regularly inspect the largest landlords, including details on how often these will happen.

Minister for Housing, Andrew Stephenson, said: “For the first time there will be a professional standard that social landlords have to meet, along with increased inspections on the biggest providers. This is a vital step as we deliver on our mission to half the number of poor-quality rented homes by 2030 and level up the nation.”

The amendment was set out in the Lords by Baroness Scott, who said: “The Government support the professionalisation of the sector. We strongly agree that there is a need to improve the behaviours, skills and capabilities of staff in the sector. The amendments give the Secretary of State a power to direct the regulator to set regulatory standards on the competence and conduct of all staff delivering services in connection with the management of social housing.”

Baroness Scott also spoke about the Professionalisation Review which has been carried out by the Government, explaining that the findings will be out shortly, but that they have influenced the decision to bring forward this amendment. Describing the amendment as, “a way forward which will drive up professional standards while maintaining landlords’ flexibility to determine the right mix of qualifications, training and development for their staff,” Baroness Scott also added that: “Landlords need to be able to tailor their staff development to meet the particular needs of their tenants, staff and operational circumstances”.

This news only serves to highlight what CORGI and the ASCP have always known – the vital importance of training and continuous professional development for all those working within our sector. Our accredited training courses will help to demonstrate your organisation is working towards the requirements of the new standards, ensuring you remain at the forefront of safety and compliance best practice.

DLUHC press release: [www.gov.uk/government/news/new-professional-standards-and-strict-regulation-to-drive-up-social-housing-standards](http://www.gov.uk/government/news/new-professional-standards-and-strict-regulation-to-drive-up-social-housing-standards)

Take a look at the comprehensive CORGI/ASCP training portfolio opposite. We are here to help ensure your staff are adequately skilled. Contact us to discuss your upskilling needs: [training@corgitechnical.com](mailto:training@corgitechnical.com)

Accredited Qualifications exclusively provided by



Level 4 qualifications are equivalent to a HNC / 1st year of a degree course. Highly regarded by employers

Level 2 qualifications are equivalent to an Intermediate GNVQ or BTEC First certificate

\* Classroom delivery only

To find out more about our courses, download our prospectus at: [www.corgitechnical.com/qualifications](http://www.corgitechnical.com/qualifications)

or contact us at: [training@corgitechnical.com](mailto:training@corgitechnical.com) | Tel: 01256 548 040

# Introducing two **New** Courses from CORGI and the ASCP!

We are delighted to add 2 new Facilities Management courses to our comprehensive training portfolio. As you may expect these courses have been designed and developed, and will also be delivered by our experienced course tutors (see page 31 for credentials). These new courses follow on from our highly successful Level 4 VRQ Diploma in Asset and Building Management Compliance and the Director's Building Compliance Masterclass.

## Level 4 Diploma in Facilities, Building Management & Compliance

If you are working in facilities management responsible for asset compliance across your organisation, then this Level 4 qualification is for you – even if you do not currently hold a technical qualification. It will enable you to not only achieve legislative standards, but also ensure best practice is consistently maintained across your organisation.

Equivalent to a Higher National Certificate or the first year of a degree, this qualification is designed to enhance awareness and understanding of crucial asset and building management fields and provide the skills and knowledge to meet current legislation requirements across a variety of disciplines, namely gas, electrical, legionella, asbestos, fire, and lifts.

This qualification will enable you to understand the requirements of managing gas safety, electrical compliance, fire safety, asbestos management for duty holders, legionella risk assessment for water systems and understand the requirements of managing lift safety. You will understand the principles around asset and buildings management compliance and the various pieces of legislation that need to be understood and followed. It will also ensure you are able to work with other departments in their organisations with regards to compliance safety issues which need to be considered within a wide range of the activities the organisation undertakes.

## Director's Masterclass in Facilities Management

Are you a CEO, Director, Assistant Director, or Head of Department working within the facilities management sector? Then this one-day guided learning event will give you an introduction to facilities and building management compliance in gas, electrical, legionella, asbestos, fire, and lifts. As a senior member of your organisation, it is essential that you ensure that legal compliance obligations are met or preferably exceeded. You also need to understand the skills and knowledge required by those who have day to day responsibility for compliance within your organisation.

Consider the following – are you confident that you have the correct people, processes, procedures and information in place? If you are unsure – then this course is for you.

- ✔ How do you manage the gas and electrical compliance regime of your organisation and what areas of the business it impacts upon? How do you ensure that all aspects of safety are controlled across all operations undertaken by the organisation?
- ✔ How do you manage and control the work of your external or in-house contractors? If contractors are external, you need to ensure the information you have regarding their credentials is sufficient to demonstrate you are taking all reasonable steps to ensure they are competent to undertake the work they are conducting for you.
- ✔ Can you satisfy yourself that Legionella is appropriately controlled and is not a danger to your employees or others who use or encounter water systems? Do you understand the Health and Safety Executive's Approved Code of Practice ACOP L8 – Legionnaires' disease and the Duty Holders responsibility?
- ✔ Are you confident there are processes in place to effectively manage asbestos in buildings and meet your requirements as defined within The Control of Asbestos at Work Regulations 2012? Are you able to identify who the 'Duty Holder' is under Regulation 4 – Duty to manage asbestos? Is there a comprehensive 'Assessment Plan' in place, is this being regularly reviewed and updated?
- ✔ Have you identified who is responsible for Fire Safety, can your organisation fulfil your obligations under the Regulatory Reform (Fire Safety) Order 2005?
- ✔ Do you have lifts in your organisation? Do you understand how to apply LOLER and PUWER and when the Health and Safety at Work etc Act will apply? Have you organised 'Thorough Examinations'?
- ✔ Are all your nominated Duty Holders aware of their responsibilities and are fully compliant?

Interested? Then get in touch – we're here to help!  
[training@corgitechnical.com](mailto:training@corgitechnical.com)

# Giving Staff the Tools They Need to Ensure Safety:

## Best Practice in Training at Dudley Metropolitan Borough Council

**A confident, competent and suitably-skilled workforce is a key cornerstone of any successful organisation. This is particularly important when it comes to resident safety, where the potential consequences of getting it wrong can be devastating. Right now, with increased focus on competence across the sector and new professional standards about to be enforced by the Regulator, it is more important than ever for social housing providers to take their training responsibilities seriously.**

One organisation doing just that is Dudley Metropolitan Borough Council. We spoke with: Jane Rochelle, Head of Housing Maintenance, Derek Riddle, Gas Compliance Manager, and Julie Grosvenor, Housing Training Team Manager, about Dudley's approach to training and the positive impact this has had on safety and compliance.

"We're a large organisation with an extensive team," says Julie, "so we take a proactive approach towards ensuring every individual has the skills, knowledge and competence they need to do their job well." This means investing in the team with a dedicated training plan and budget. A key part of the strategy has been working with the Association of Safety and Compliance Professionals (ASCP) and CORGI Technical Services to upskill staff through a number of accredited training courses and qualifications.

Derek had himself undertaken a Gas Safety Management qualification with CORGI and ASCP back in 2014. "I recognised the need for the qualification back then, and we have remained committed to raising gas safety standards and awareness ever since," he explains. Around 150 of Dudley's front line employees, including housing managers, operations officers and admin staff, were therefore enrolled on the VRQ Level 2 Award in Gas Safety Awareness in Social Housing. The feedback from learners was overwhelmingly positive with delegates commenting on how the course helped to increase their understanding of gas safety, landlord responsibilities and associated legislation. "It had a really positive impact, particularly on compliance, and gave staff the confidence to identify issues and act upon them appropriately," says Derek. Importantly, the course led to an accredited qualification. "I think that matters to people who are taking time out from their busy roles," says Julie, "it's a way of recognising their commitment and contributing towards their continuous professional development."

The success of the gas safety training led to the implementation of other courses and qualifications. CORGI's Mark Baker worked closely with Julie and Derek to identify what training would be most suitable for various individuals and teams within the organisation. One area of focus was providing training to Housing Officers who regularly undertake home visits and are therefore part of what Mark describes as 'the eyes and ears of an organisation' when it comes to

compliance. All thirty officers undertook the VRQ Level 2 Asset and Building Compliance Awareness qualification, giving them a deeper understanding of the 'big six' areas of compliance: gas, electric, fire, legionella, asbestos and lifts. This has raised the team's awareness of potential issues they may encounter and given them the confidence that they know how to spot these and where to refer them on to. "Ultimately it's about ensuring all staff have the right tools to make sure our residents are kept safe," Derek says.

Dudley's approach to training is underpinned by a strong, positive safety culture and a commitment to ensuring individuals at every level of the organisation fully understand their roles and responsibilities for keeping residents safe. In addition to the Level 2 programmes for frontline staff, VRQ Level 4 Qualifications have also been undertaken by members of staff responsible for compliance management. But true commitment to safety needs to extend throughout the organisation, right to Board level. The key question Mark says he would pose to Boards is – What is the cost of Directors not knowing their legal obligations? This has been addressed at Dudley through a series of Director's Building Compliance Masterclasses, helping those in the most senior positions to fully comprehend their duties and recognise what exceptional compliance looks like in order to embed this from the top down. "The Masterclass is about really raising the bar of compliance within an organisation, something which Dudley continue to do," says Mark.

Reflecting on what is a significant investment in training and development, Jane stressed that the benefits are clear:

**"We're showing our commitment to supporting staff and investing in their development but most importantly we are showing our commitment to keeping residents safe."**



left to right: Steve Cooper, Jane Rochelle, and Jim Deakin on the Director's Building Compliance Masterclass.



# Delivering Better Service through Collaborative Working

## Best Practice in Collaborative Working at Platform Housing Group

**How a collaborative approach to working together, and the use of training to deepen understanding, has strengthened working relationships at Platform Housing Group.**

"A collaborative approach to working can help to break down silos, create an open and honest working culture of mutual support, increase efficiency and allow organisations to provide a better service to their customers. We spoke with Philip Trickett from Platform Housing Group about how collaborative working, along with training from ASCP and CORGI Technical Services, has had positive outcomes for the organisation.

**"At Platform, our values and behaviours underpin our culture and play an important role in helping us to work together to achieve our ambition of being a truly modern housing association," says Philip. One of those core values is a commitment to being 'one team: connected, collaborative and in it together.' It was with this in mind that, upon taking on the role of Heating Services Delivery Manager at the organisation, Philip was keen to work with Resourcing Scheduling Manager Tara Mitchell and find ways for their two teams to work more collaboratively together.**

A key objective was to promote stronger working relationships between office-based planning staff and the operations team. To this end, it was decided to put members of the heating planning team on the CORGI Technical Services and ASCP Level 2 VRQ, Gas Safety Awareness in Social Housing training. The course was chosen specifically to give staff a better understanding of gas safety, and of what responsibilities it has for them in their roles at Platform. "We have a fantastic planning team," says Philip, "but we wanted to ensure we were addressing any possible gaps in knowledge or any previously invisible boundaries between the two departments". In completing the course, the planning team gained a fuller understanding of social housing responsibilities as well as the potential implications of non-compliance. They were also informed

and empowered to tackle issues such as dealing with emergencies, or engaging with residents on the often difficult topic of access.

The course was also a great opportunity for the planning team to receive an industry recognised qualification, reflecting Platform's ongoing commitment to supporting staff development. "We are big believers in investing in people, celebrating success and promoting from within," says Philip.

Philip reports that the training is already having an impact and has given the planning team a better understanding of gas safety, allowing them to answer queries with confidence. Internally, the team can also discuss gas safety issues with heating engineers more fully and with greater mutual understanding.

Five or six staff have already been put through the training, with the potential to roll the programme out further and include any new gas planning staff joining the team in future. Gas Planner Tori Glasby is one of the team members who has already completed the training. She says that she undertook the course in order to build her confidence in her role, enhance her existing knowledge and, as a bonus, earn a VRQ qualification. Tori has found the course hugely beneficial to her as a gas planner; allowing her to develop her technical knowledge, giving her more understanding about issues the operatives deal with on a daily basis and informing her on the regulations and legislation that apply to gas safety and to social housing.

Ultimately, by investing in staff, promoting collaboration and providing high-quality training opportunities such as those provided by CORGI Technical Services and the ASCP, Platform Housing Group are able to build team skills, increase efficiency and provide an even better service to their customers.



# Congratulations: Growing our Professionalism and Voice Together

**We are delighted to celebrate CORGI/ASCP Level 4 and Level 3 2022 Graduates! These safety and compliance professionals have achieved industry recognised qualifications – which require time and effort; quite an accomplishment when you also have a demanding day job (and in many cases a busy family life too). Their learning will not only help them perform their current jobs to a higher standard, but these qualifications will also serve them well throughout their future careers.**

## Level 4 VRQ Diploma in Asset and Building Management Compliance

- Alison Silverback, Havebury Housing
- Barbara Bottomley, formerly Plymouth Community Homes
- Chris Oliver, Connexus
- Daniel Woods, First Choice Housing
- Dragana Gvozdic-Groza, formerly London Borough of Harrow
- Elaine Breslin, Apex Housing (NI)
- Emily Jones, Cartrefi Conwy
- Gary Thompson, Peaks & Plains
- Jamie Green, Medway Council
- Janet Hambleton, Livin Housing
- Jenny Becket, Canterbury City Council
- Lesley Marshall, Wheatley Group
- Lisa Roberts, Riverside Housing
- Mark Hulmston, Magenta Living
- Noel Creaton, Dudley MBC
- Rhys Bird, Eastlight Homes
- Sam Russell, CanDo Contractors
- Tara Agarwal, Peabody
- Tara Jones, GCH

## Level 4 VRQ Certificate in Gas Safety Management in Social Housing

- Howyn Roberts, Adra
- Ian Tattershaw, Futures Housing Group
- Jordan Wilkinson, Incommunities
- Richard Davis, Ashfield District Council
- Russell Leach, Gateshead Housing
- David Gammage, C Watkins Plumbing
- Veejesh Bundhoo, L&Q
- David Sandiford, MSV Housing

## Level 4 VRQ Certificate in Electrical Safety Management in Social Housing

- Alan Gibson, Paradigm Housing
- Kane Dhillon, Golding Homes
- Lee Glanville, Cornwall Housing
- Mark Graham, Darlington

## Level 4 VRQ Certificate in Gas Safety in Facilities Management

- David Barlow, Scottish Prison Service
- Laurence Seymour, Imtech Engineering Services

## Level 3 VRQ Certificate in Gas Auditing Processes

- Christopher Redmond, City Building Glasgow
- David Ditchburn, Gentoo Group
- Ryan Wood, Gentoo Group

Planning your future learning to support your career growth? Or responsible for overall organisational development or for the development of your team? Then book some time with Lisa Boore for a 'Learning Surgery'. Lisa has helped scores of organisations and individuals build a training portfolio specific to their needs and objectives.

**T: 01256 548045**  
**lboore@corgitechnical.com**



# Don't compromise on quality, learn with the best

“Compliance shouldn't be a reactive box ticking exercise. Fire, Gas, Water, Electrics, Puwer, Loler, Havs and the myriad of other areas - people in charge should know what necessary actions and inspections are required to keep everyone safe. The ASCP deliver some fantastic courses on compliance for all areas of business, from frontline staff to director level compliance.”

Chris Feeney, Gas Manager,  
Bournville Village Trust



To find out more about our courses, download our prospectus at:  
[www.corgitechnical.com/qualifications](http://www.corgitechnical.com/qualifications)

or contact us at: [training@corgitechnical.com](mailto:training@corgitechnical.com) | Tel: 01256 548 040

In partnership with



TRAINING FEATURE

## Learn with the Best!

You will not find a better learning partner than CORGI and the ASCP!

The CORGI/ASCP team of Trainers and Assessors have decades of experience, many starting off as apprentices and progressing to senior roles within the sector.

They are not just highly skilled trainers, they are also in the field helping customers day in and day out – they know the problems you face; they have the knowledge and experience you need to help to keep your residents safe. Of course, this also means they can give relevant examples during your learning, to bring pertinent points to life. The feedback for our trainers and assessors is second to none!

The collective skills and experience of the team include:

- Appointments by the Metropolitan Police Service to the Grenfell investigation team
- Qualified CO Incident Investigators
- Experienced Expert Witness
- College lecturers
- Fully qualified Assessors
- Published authors
- Contributors for the technical content on BSI committees
- Contributors to the development of the ACS gas training scheme
- Incorporated Engineers
- Providing building services training for several awarding bodies
- External Verifiers for EAL and BPEC
- DSEAR specialists
- Creators of bespoke learning packages, specific to social housing
- Experienced and qualified in the internal quality process
- Experienced in learner attainment and progression
- Occupational competence within working environment
- HSE Enforcement

“Enjoyed the course, trainer very friendly and knowledgeable, the content of the course will be useful for my role.”

Level 2 Gas Safety Awareness in Social Housing  
Rachel Williams, Repairs Administrator  
Curb Property Maintenance

“I really appreciated the trainer's experience in the gas industry and his measured and accessible approach.”

Level 4 Gas Safety Management in Social Housing  
Rob Wallace  
London Borough of Hammersmith & Fulham Council

“Excellent pace and content, delivered really professionally. Answered any questions asked and was clearly dedicated and passionate about compliance and safety. Would recommend.”

Level 4 Diploma in Asset & Building Compliance Management  
Laura Woodham, Quality Assurance Specialist  
The Hyde Group

“Level 2s are a must have for frontline staff! All my team have completed the VRQ Level 2 in asset building compliance, electrical awareness & gas awareness! We have noticed a significant change that's improved our service and customer relations. As we all know access can be an issue in the sector.”

Jamie Cunningham, Gas Manager  
Peaks & Plains Housing Trust

“The course was extremely beneficial for my team with some great discussion. I am sure that they learnt a considerable amount during the session.”

Level 2 VRQ Award in Asset and Building Compliance Awareness  
Ben Lane, Compliance Manager  
Golden Lane Housing Ltd

“I start a new job on the 1st Oct as a Head of Compliance and this course has been invaluable to me.”

Level 4 Diploma in Asset & Building Management Compliance  
Suzanne Crowhurst, Compliance Manager

“The team thought that it was really well delivered and felt the content was very informative and relevant. Especially the level of detail around certification and fault codes with good visual examples. We all also liked the use and reference of the ateb examples that the trainer used to make it relevant to ourselves.”

EICR Course  
Linzi Laugharne, Maintenance and Compliance Coordinator  
ateb



# CORGI Electrical Auditing – The Most Commonly Identified Issues and How to Avoid Them

The work that safety and compliance professionals do in the field of electrical safety is challenging and complex. Independent audits can help to identify any potential issues and reassure both landlords and residents that risks are being managed appropriately. Calum Mansell is a Technical Safety Manager specialising in Electrical Safety at CORGI Technical Services, the leading industry experts in providing independent, third-party auditing. In this article, he takes us through the top five most common issues the CORGI team encounter whilst undertaking electrical audits, with particular reference to the IET Wiring Regulations (BS 7671).

## Classifying Observations

In line with industry best practice, CORGI auditors will assign observations a classification code where appropriate:

- C1 – Danger Present
- C2 – Potentially Dangerous
- C3 – Improvement Recommended
- FI – Further Investigation Required



## 5 – Inner Cores Exposed

A common issue observed by the CORGI team is the exposure of the inner cores of insulated and sheathed cables, for example instances where the PVC/PVC cable sheath is too short to meet the enclosure. This is a failure to comply with BS 7671 Regulation 526.8, which requires that: “the cores of sheathed cables from which the sheath has been removed must be enclosed”.



Calum also points out that issues concerning the DNO or meter operator, as in the case of this photo, should be reported to the relevant organisation.

**Classification:** Codes generally range from a C2 to C3 depending on the accessibility of the installation and/or likely contact with metalwork.

## 4 – Mixed Manufacturer Devices

The use of mixed devices within a distribution board is an observation that comes up regularly. “This is an area that we see causing lots of confusion,” says Calum.



BS 7671 Regulation 536.4.203, states that devices and components that are used in low voltage assemblies (to BS EN 61439) such as consumer units and distribution boards must only be those that have been declared suitable for that purpose by the manufacturer of the assembly.

It is possible to mix devices, but only if assurance of compatibility is first sought from the original manufacturer of the assembly. Remember the person introducing the deviation becomes the original manufacturer!

**Classification:** Codes range from a C1 to C3 depending on access to live parts and signs of thermal damage.

## 3 – Warning Notices

Check your labels! BS7671 Regulation: 514.13.1 states that a durable label to BS951 with the words ‘SAFETY ELECTRICAL CONNECTION – DO NOT REMOVE’ shall be permanently fixed in a visible position at or near: the point of connection of every earthing conductor to an earth electrode, the point of connection of every bonding conductor to an extraneous-conductive-part and the main earthing terminal, where separate from main switchgear.



**Classification:** In line with industry guidance, a C3 code would generally be assigned to this observation.

## 2 – Size of the Earthing Conductor

Second on the list of most commonly found issues is incorrectly sized earthing conductors. “This one crops up far more than it probably should,” says Calum. Regulation 543.1.1 of BS 7671 requires that the conductor is sized either by calculation or selection from Table 54.7 of the regulations.



**Classification:** If the conductor is found to be undersized, then a classification of C2 – ‘potentially dangerous’ – would be given in line with industry guidance.

## 1 – IP Ratings

The number one safety issue that CORGI auditors come across again and again is inadequate enclosures.

An Ingress Protection (IP) Rating is a way of showing the effectiveness of electrical enclosures in its resistance to solids and water. To provide basic protection against electric shock, BS7671 Regulation 416.2 sets out the minimum required IP ratings that must be provided by enclosures or barriers for live parts.



**Classification:** These observations will generally be awarded a classification ranging from a C1 to C3. This would depend upon the potential for contact with live parts and the stability of blanking plates.

## Avoiding the Pitfalls

The above list of potential electrical safety issues is far from exhaustive! The codes suggested above are taken from the application of recognised industry guidance and experience. This does not substitute the use of engineering judgement by a competent person. Calum has three key pieces of advice for organisations wishing to avoid these, or any other, safety failings:

- ✔ Review the regulations, stay up to date with the latest guidance and ensure you educate your staff with adequate training and CPD
- ✔ Don't be afraid to challenge your contractors and electrical staff
- ✔ Seek support from experts where needed

CORGI Technical Services offers a range of electrical safety services and expertise from auditing to training. **Contact enquiries@corgitechnical.com**



Calum Mansell Technical Safety Manager – Electrical CORGI Technical Services



# Logic. evolved.

AVAILABLE NOW

The next evolution of Logic - managing your boiler stock has never been easier.

Integrate Logic<sup>2</sup> with our **link** remote boiler monitoring solution for greater control of your maintenance costs, compliance and tenant welfare.



Scan the QR code to find out more



## 5 Reasons Why You'll Love the New Logic<sup>2</sup> Boiler

The new Logic<sup>2</sup> range has launched with a range of new features and components that:

1. Make Logic<sup>2</sup> even easier for your engineers to install and service
2. Reduce the number of unnecessary engineer call outs



Over 1,100 detailed responses were generated from a heating engineer survey, combined with 13 years of learnings and 4 million Logic boilers sold, to help Ideal Heating create the new Logic<sup>2</sup> range. This is still the Logic range you and your engineers love, only better.

Here are 5 of the top new Logic<sup>2</sup> features:

### 1. Integrate with the New Link Remote Monitoring Solution

Logic<sup>2</sup> boilers can be integrated with Ideal Heating's Link remote boiler monitoring solution. The ability to access real time information from the Logic<sup>2</sup> boiler, including performance data and fault codes, brings a whole new level of insight for those managing the heating and hot water demands of a large tenant population. The data provides actionable insights for greater control of maintenance costs, sustainability, compliance and tenant welfare.

Developed in-house, Link is a one-off cost for 10 years of data with no monthly or yearly data subscription.

### 2. Push-Fit PRV Connection

A new push-fit PRV pipe connection has been added to the Logic<sup>2</sup> range as standard, making installation quicker and easier for your engineers by removing the need for a compression fitting.

### 3. Easy Access to the PRV

Internally, the pressure relief valve (PRV) has been moved to the left-hand side of the boiler and brought forward for better access, allowing for quicker replacement during maintenance.

### 4. New User Interface

The Logic<sup>2</sup> has a new larger, higher resolution screen and improved user interface to make navigation through the menu much easier for your engineers during commissioning and servicing, with the added ability to scroll back through the menu.

### 5. New Green Filling Loop Handle

The new green handle on the filling loop makes it easier to identify enabling a support centre to guide tenants through repressurising their system over the phone to reduce unnecessary engineer call-outs.

Find out more: <https://idealheating.com/social-housing/products/logic2>



# DSEAR: Your Questions Answered

A key part of any building manager or duty holder's role is knowing, and fulfilling, their obligations under DSEAR Regulations. There are, however, some common misconceptions about what those obligations are and where they apply. In this article, Jamie Cooper, Technical Safety Manager at CORGI Technical Services, provides answers to some of your most frequently asked questions.

## 1. What is DSEAR?

The Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR) are concerned with preventing or limiting the harmful effects of fires, explosions and similar energy-releasing events, and corrosion to metals.

DSEAR imposes a requirement to eliminate or reduce risks from fire, explosion or other events arising from the hazardous properties of any dangerous substance used in connection with a work process.

DSEAR applied retrospectively to all installations within workplaces from 30th June 2006.

## 2. What is a 'dangerous substance'?

Dangerous substances can be found in almost any workplace and will include things such as: solvents, paints and varnishes, flammable gases including natural gas and liquefied petroleum gas (LPG), dusts from machining and sanding operations, dust from foodstuffs, and substances corrosive to metal.

## 3. Does DSEAR only apply to commercial properties?

The short answer is no! It's a common misconception that DSEAR only applies in a 'workplace', which is often mistaken to mean non-domestic or commercial installations only. In fact, under DSEAR legislation, 'workplace' includes a wide range of settings.

Importantly, common parts of shared buildings, such as multi-occupancy buildings, are also included as they will often be used by persons undertaking work activities, for example delivery workers and care workers.

## 4. Do I need to undertake a DSEAR risk assessment?

It is important to note that a site risk assessment is not a DSEAR assessment. If you answer yes to both the below questions, you need to undertake a DSEAR assessment.

**Q.** Would an explosion or fire at your premises pose a risk to anyone?

**Q.** Do you have gas pipework in areas where employees, sub-contractors or the public have a legitimate right of entry (such as boiler plantrooms or common areas such as corridors, lobbies, communal kitchens)? This includes all gas pipework irrespective of ownership if you are the owner/duty holder for that building and responsible for those communal areas.

## 5. Can anyone undertake a DSEAR risk assessment?

Any person who undertakes a DSEAR assessment needs to be competent, with sufficient skills, knowledge and experience in aspects including pipework design and installation, ventilation requirements, gas meter installations and the relevant industry legislation and standards. They would also need to have a thorough understanding of risk assessment techniques.



## 6. What do I need to consider in a DSEAR assessment for gas pipework?

The assessor would consider a number of aspects, including: the pipework route, methods of jointing, ventilation provision, whether there are any confined or congested areas and if there is a robust maintenance regime in place.

There may be other parts of the gas installation that require information from other sources such as gas meter installation. There could also be other areas unrelated to gas, such as stored chemical or flammable substances present, which also require risk assessment in order to fulfil your duties under these regulations.

## 7. Who is responsible for carrying out DSEAR risk assessment on the gas meter installation?

The gas supplier is responsible for ensuring the gas meter installation is appropriately classified according to DSEAR. Where the meter installation has been classified, there should be an appropriate system design verification notice (SDVN) appropriately fixed adjacent to the meter(s). The SDVN should also detail the extent to which a zone will extend. In most cases, the gas meter installation will be classified as Zone 2. There is also a joint responsibility in that the building owner should incorporate the suppliers risk assessment into their own records and apply the safe systems required for the area.

When carrying out DSEAR assessments, the CORGI team have often found that the SDVN is not available, or contains insufficient information.

## 8. What is Zone 2 Negligible Extent?

Zone 2 Negligible Extent is defined as "An area in which an explosive atmosphere consisting of a mixture with air of gas, vapour or mist is not likely to occur in normal operation, but if it does occur, will exist for a short period only and would be of negligible extent".

The classification Zone 2 Negligible Extent (Zone 2 NE) assumes that pipework and associated controls have been designed and installed to a recognised standard (such as ISEM/UP/2), are in a sufficiently ventilated area and are also well maintained. Where this cannot be ascertained, the classification of the zone would need to be a minimum of Zone 2 and specialist advice may be needed.

## 9. How often do I need to carry out a DSEAR assessment?

It is not possible to put an exact timeline on this as it will often depend on what is found in the DSEAR assessments. However, as with any other risk assessment, the DSEAR assessment should be regularly reviewed, particularly following any changes to the system such as replacement appliances, building work etc.

## 10. How can I find out more?

CORGI Technical Services can offer training specifically tailored to improving the knowledge and understanding of those with responsibility and duties for gas safety in relation to risks associated with existing gas pipework installations within multi-occupancy buildings. To find out more about our *Gas Pipework Risk Assessments in Multiple-Occupancy Buildings* course, drop us a line at [training@corgitechnical.com](mailto:training@corgitechnical.com).





# Vaillant's Experts Support the Development of Affordable, Low Carbon New Build Homes in Nottingham

**In advance of the Future Homes Standard, which comes into force in 2025, many social housing providers and housing associations are already thinking ahead and looking to build the homes of the future, today.**

Nottingham Community Housing Association (NCHA) has recently built the Parklands Grove development, comprising of seven, two-bedroom properties, with significantly reduced carbon emissions compared to homes delivered under the current regulations. The homes have achieved energy rated 'A' status, with the help of a low carbon heating solution, specified by Vaillant's expert team.

## Future-proofed

As part of the Future Home Standard (FHS), from 2025, housebuilders and specifiers will be expected to build new properties to incorporate high-fabric standards and low-carbon heating systems to ensure new homes produce 75-80% less carbon emissions compared to homes built under the current regulations.

Providing a stepping-stone toward the FHS are the changes to Part L, which came into force in June 2022. With the aim of reducing carbon emissions in new build homes by 31% in the immediate future, Part L is a welcome move to start the decarbonisation process.

Against this backdrop, NCHA has a clear focus on sustainable housing, so low carbon energy solutions were vital to the integrity of the Parklands Grove development. As a result, Vaillant were chosen for the reliability of their products, and excellent reputation when it comes to heating expertise and aftersales support.

## Specifying the right solutions

Vaillant's aroTHERM plus air source heat pump was specified to meet the heating and hot water requirements of Parklands Grove. Using the natural refrigerant R290, the heat pump has a global warming potential of just 3 with a Seasonal Coefficient of Performance of up to 5.03, the aroTHERM plus was the perfect solution for the new, sustainable homes.

The use of R290 also means residents can achieve greater comfort levels, as it enables the aroTHERM plus to run at a higher hot water flow temperature of up to 75°C. This allows the domestic hot water to be stored at a useable temperature and legionella cycles can take place without the need for a backup heater.

## Maximising space for hot water

Space was at a premium in these two-bedroom properties and the heating system needed to offer a compact design.

Vaillant identified that a slimline pre-plumbed uniSTOR hot water heat pump cylinder, connected to the aroTHERM plus heat pump, would be the best solution to provide hot water requirements. At 150 litres capacity and a 435mm diameter, the slimline pre-plumbed uniSTOR is ideal for space-prohibitive installations.

In addition to its compact size, the uniSTOR cylinder offers high performance as it has a smooth bore coil – purposefully placed to ensure optimum heat transfer in a compact design. Combined with a low-standby loss of 1.8kW per 24 hours, residents can rest assured they will get consistent hot water temperatures even during high demand periods.

## Fit for the future

The Parklands Grove development has boosted its environmental credentials by not being connected to the mains gas grid, with a heating system that is zero carbon emissions at the point of use, using no fossil fuels.

Ian Soar, Site Manager at NCHA, said: "With the Future Homes Standard coming into effect in 2025, it's understandable that some housing providers may be nervous about embarking on building new low carbon homes now, but we have shown through the Parklands Grove project in Ollerton that, with the right support, it is possible to develop affordable, low carbon homes for the social housing market."

Steve Cipriano, Commercial Director at Vaillant said: "Our end-to-end support service for low-carbon heating projects is provided to specifiers under the Vaillant Standard umbrella. The Vaillant Standard is designed to ensure that our customers have access to the expert advice they need when they need it.

"We do this to provide peace of mind throughout each project. And, as shown in the Parklands Grove development, by engaging with our teams early-on we can help tailor the solution to suit each project, creating a result that delivers now and into the future."

**To find out more about the project support available through Vaillant, visit: [Vaillant.co.uk/unbox](https://www.vaillant.co.uk/unbox)**

## About Vaillant

Vaillant offers its customers worldwide energy-saving heating and hot water systems that increasingly make use of renewable energies. Its product portfolio encompasses high-efficiency boilers, heat pumps and large output boilers for light commercial use as well as a range of intelligent controls, hot water cylinders and accessories.



## UNBOX OUR SYSTEMS EXPERTISE

**Heating is just the start of it.**

Before your next project even begins, The Vaillant Standard has your back. From an early consultation through to a complete heating system solution. Our future-thinking innovations are designed to keep your housing stock sustainable. Once you unbox The Vaillant Standard, you're all systems go.

Unbox our expertise, visit [www.vaillant.co.uk/specifiers](https://www.vaillant.co.uk/specifiers)





# Suppliers - Get Involved!

## Want to meet safety and compliance professionals?

**Are you a product or service supplier to the social housing sector?**  
**Do you want the opportunity to meet with 100s of safety and compliance professionals?**

**Then come and join us at the 2023 ASCP Safety & Compliance Conference on the 14 & 15 June at Telford International Centre.**

Maybe you supply fire-related products – fire doors, sprinkler systems or other fire-stopping products/materials? Or do you supply, install and/or repair lifts or lifting equipment? Perhaps your focus is legionella or asbestos related services or products. If you're involved in supplying the Big 6, or indeed ancillary services, to the social housing sector, then ASCP members want to meet you in the Exhibition Hall!

sought. Our members appreciate being able to attend a Conference with expert speakers as well as being able to chat with exhibitors about the latest innovations and technical solutions. From leading boiler manufacturers to nationwide merchants, from heating and storage to pipes, valves and fittings, from electrical components to legal and recruitment – they're all in the Exhibition Hall – come and join them!

Every year the Exhibition Hall buzzes with activity – questions being asked, demos being given, advice

Don't miss this great opportunity to network with the landlords of 3m+ social housing properties. See you there!



Contact Marion for further details:  
[mschumacher@corgitechnical.com](mailto:mschumacher@corgitechnical.com) **ASCP**

**92%**  
 manager level and above

**80%**  
 repeat bookings from exhibitors & sponsors

**3 million**  
 housing stock

**Typical job titles**

- Director of Asset Management
- Operations Director
- Head of Compliance
- Head of Property Services
- Compliance Manager
- Safety & Compliance Managers
- Gas Compliance Manager
- Electrical Compliance Manager
- Asset & Compliance Manager
- Building Safety Manager

**98%**   
 of delegates rated the conference as either good or excellent

**9+ hours**  
 of delegate engagement

**Meet current customers and gain new customers!**

*"This is our 6th ASCP show. We've taken some valuable leads and met some great colleagues. A fantastic couple of days!"*  
 Steve Boggis,  
 Trade Business Unit Director  
 FireAngel

**Responsible for:**

**Safety & Compliance in:**  
 Gas, electric, legionella, asbestos, fire and lifts

**Building Safety**

**Net Zero**

*"We support this event as it's one of the key events in our sector attended by a number of key clients and prospective clients."*  
 Bill Soakell,  
 Divisional Sales Director  
 Ideal Boilers

*"This show puts us in front of the people we need to speak to – Compliance Officers and Maintenance Managers, so they can understand what we can offer."*  
 Leigh Randall  
 Tyde (part of Thomas Dudley)

*"This is our 2nd year due to how successful last year was. It was such a great show last year that we invested significantly in a new exhibition stand."*  
 Rob Slade  
 UK Specification Manager  
 Hispec



# Manage your risk and compliance data with TCW

- Overloaded with unchecked data?
- Data failing to provide valuable insight?
- Resource tied up in basic data administration?

## ...then take a look at TCW!

- ✔ Comprehensive view of data and risk in a fully searchable database
- ✔ Granular insight into quality assurance, competence and compliance
- ✔ Covers all compliance disciplines including gas, electric, fire, legionella, asbestos, lifts
- ✔ Uploads, analyses and verifies 100% of all documents providing actionable insights
- ✔ All calculations checked to regulatory and bespoke organisational requirements

Join social housing providers,  
with nearly **2 million properties**,  
benefitting from TCW

**Contact us for a demo!**  
Tel: 01256 548 040 or email:  
[enquiries@corgitechnical.com](mailto:enquiries@corgitechnical.com)



# Do You Know...

...there is no other product on the market that will revolutionise your approach to compliance data management quite like TCW!

It's the software tool that turns your data into insights – powerful insights to deliver meaningful dashboards, inform your future action and deliver the best in breed due diligence.

- ✔ TCW is the only technology to guarantee 100% accuracy in extracting your compliance data
- ✔ TCW is hosted in the cloud by Microsoft Azure – there's no integration or 'project work' to be booked with IT. Just log in and start managing your compliance data
- ✔ There's no need for you to input anything but your documents- it's a completely automated process. TCW supports any digital PDF and the technology will recognise and analyse your documents using the latest legislation, regulations and codes of best practice. Regulatory changes are added ahead of release - your compliance analysis is always up to date
- ✔ The software has innate logic to identify risk i.e. any circumstances where the data has passed the necessary regulatory checks but represents a potential safety risk. It's why we say your documents are analysed as if by a qualified engineer
- ✔ TCW will tell you where the failures are and your qualified team can be in situ to rectify those failures, instead of searching through paperwork to find them
- ✔ Want to access data from your documents? No problem. Once ingested, all those pieces of data from every one of your documents is now accessible to search and report on. Search by engineer, contractor, installation make and model, detector device, capped off, asbestos type, rewirable fuses, EICR codes, FRA recommended actions – the list is endless!
- ✔ How fast can you access your data? In TCW it's immediate.
  - Got a Government Safety Alert on a cooker? Just search the model in your data and pull up those properties listed with that cooker model. You'll know how many properties are affected and which residents to contact in a matter of seconds
  - New legislation coming in on CO/Smoke Alarms? Just run a Detector report, delivered to your desktop immediately listing every detector from every relevant document, type, location in property and test date information. Now you know what you'll need to do to be compliant with that new legislation – how many properties will require attention, the time involved and the cost



- ✔ Digital Audit Trail - login IDs are individual and secure. This means every login, document edit and data adjustment leaves a digital footprint in the account and forms part of the robust digital audit path of compliance data for your organisation
- ✔ Reporting Accurate Compliance data – you'll want to share that verified data and report accurate compliance figures across senior management. TCW gives you the functionality to share that data via schedulable reporting with wider stakeholders and to produce your own Building Safety Case Reports across the 'Big 6' compliance disciplines
- ✔ And as if all the above is not enough – TCW is also a superb tool to help manage engineer performance. It helps you to identify training requirements and will reveal recurring patterns

Give us just 30 minutes of your time to revolutionise your approach to compliance data management – book your no-obligation free demo today!

Contact Nancy:  
T: 01256 548 040  
[nesslemont@corgitechnical.com](mailto:nesslemont@corgitechnical.com)



We've got something  
**NEW** up our sleeve...

**TracPipe**<sup>®</sup> with an integrated  
**containment sleeve!**

Save time and money by not having to apply a secondary sleeve!  
With TracPipeCC<sup>®</sup> we've got it covered!



- FREE TRAINING
- FREE ON-SITE VISITS
- FREE SUPPORT
- FREE ON-LINE GUIDES



## Member Benefit: Technical Meetings

Did you know that as a Member, you can attend the 2x yearly ASCP Technical Meetings? This is the perfect opportunity to not only update yourself on all the latest Technical Bulletins, regulatory updates and industry news but it is also the ideal opportunity to catch up with your peer group from other social landlords. As you might expect, this is quality learning which contributes to your CPD.

CORGI Technical Services along with key suppliers present to bring you up to date on technical matters. This year we trialled joining together the former separate AGSM (gas) and AESM (electrical) Meetings – therefore both teams attend the same session. We received excellent feedback from Members – who stated it was great that both disciplines were in the same room – it generated valuable discussion that may not have taken place.

**“Great Technical Meeting! As an M&E Manager it was nice to attend with our Gas and Electrical teams in a combined meeting. It gave both teams the opportunity to engage with each other from an internal point of view and a chance to network with other social housing providers.”**

Darren Boswell, Mechanical & Electrical Manager  
Redditch Borough Council

**“It was great to get back to the forum and meet everyone in person again. Whilst the technical content of the meetings on Teams was always excellent, there is no substitute for actually meeting colleagues to discuss the issues we face on a daily basis.”**

Steve Morley, Gas, Electrical and Mechanical Supervisor  
Rotherham Metropolitan Borough Council

### 2023 Diary Dates



We are delighted to let you know the dates for the 2023 Technical Meetings. Further information will be sent shortly, but in the meantime please place the dates in your calendar. These are once again the combined meetings – for all Members.

Yorkshire/North East	–	14 March
North West	–	15 March
Midland/South West	–	21 March
South East	–	22 March

*Correct at time of print, may be subject to change*

**If you have not yet attended a Technical Meeting – this is an example of the agenda, from the Autumn 2022 series.**

- ✓ Interpretation of the latest Technical Bulletins & Industry News – CORGI
- ✓ BS 5839-1 Fire Alarm Systems in Communal Areas and HMOs – CORGI
- ✓ Update to IGEM/G/5 Ed 3 and Lessons Learned from the Grenfell Tower Fire – CORGI
- ✓ Responding to CO Alarm Activation & Landlords Duties – CORGI
- ✓ BS7671 Onsite Observations: Raising the Standard – CORGI
- ✓ Working with Local Authorities/Housing Associations – TracPipe
- ✓ Introducing our New Logic2 Boiler and Link Remote Boiler Monitoring solution – Ideal Heating
- ✓ Installer Life made easier – Danfoss



**Don't miss out on a key Member benefit – place the date in your diary today!**

For further information contact:  
[enquiries@ascp.org.uk](mailto:enquiries@ascp.org.uk)



# Introducing the new Electronic Room Controls range from Danfoss

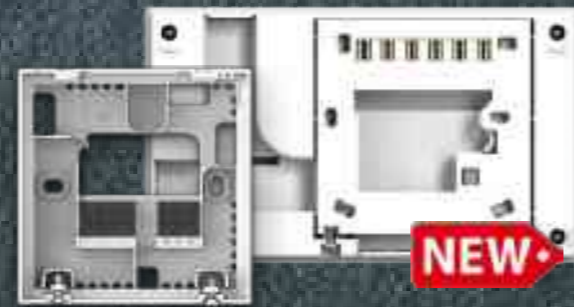
## Back for good design.

- ✓ Fully white design
- ✓ Clear easy-to-read displays
- ✓ Full of features yet simple to use



## Back for good installation.

- ✓ Industry standard backplate
- ✓ Multiple cable access design
- ✓ Quick and easy to install



## Back for peace of mind.

- ✓ Backed by an extended warranty - from 2 to 5 years
- ✓ Simplified range includes OpenTherm, load compensation & scheduled heating options



We know we didn't get it right last time, so we listened and went back to the drawing board. Now we're back with a new and improved ERC range that is quicker and easier to install, has great modern looks and is backed by a 5 year warranty.

The first Danfoss ERC range to be 100% co-created with installers. Scan the code to discover more.



# CORGI's New Technical Appointments

DELIVERING TECHNICAL SUPPORT TO CORGI CUSTOMERS AND THE ASCP GROUP

## Mark Sharples Electrical Contracts Manager

Mark has worked in the electrical industry for around 17 years. He has extensive knowledge within the domestic and commercial areas, with a high level of professionalism combined with an up-to-date knowledge of compliance and legislation.

Mark started his career as an electrical apprentice straight from leaving school. He progressed to NICEIC electrical supervisor status roles, before joining Yorkshire Housing as an electrical technical coach on the fixed wire testing program ensuring that its 20,000 properties were electrically compliant.

As an electrical technical coach, he provided new build surveys, quotation for works, lead technical support, supervision,

and audit checks to a team of twenty in-house electricians, seven facility operatives and various external contractors.

In August 2022, Mark joined CORGI Technical Services as an Electrical Contracts Manager to provide support to clients in the northern region using his comprehensive knowledge and experience to deliver consultancy, electrical auditing, and bespoke technical desktop reviews.

Additionally, Mark onboards electrical auditors for CORGI ensuring their competency and expertise - beginning with the interview process and moving to on-site analysis appointments to confirm they are the best fit for the role.



**ASK US ABOUT THE MOST COST EFFECTIVE SPECIFICATION SOLUTION ON THE MARKET!**

**HISPEC**  
LIGHTING • FIRE & CO DETECTION

Hispec are committed to providing fully tested and approved alarms to satisfy every grade of domestic fire protection!

"We have used a market leader for years and have never had issues." Our return rate is 0.081% based on over 150,000 alarms sold every month.

"Not heard of Hispec before; do you have the correct certification and approvals?"

Every product in the Hispec Fire Detection range is 3rd party accredited by the British Standards Institute (BSI).

"How are you so much more affordable?"

As a privately owned business, we are constantly reinvesting our profits into developing the product to be as contractor friendly and as competitive as possible. This ethos, coupled with a focus on a strong, internal product management team allows us to keep the overheads of the business significantly lower than that of our competitors.



DESIGNED AND DEVELOPED IN THE UK



DEDICATED ACCOUNT MANAGER



DIRECT TO SITE & NEXT DAY DELIVERIES



FLEXIBLE RETURNS POLICY



ORDER ANYTIME ONLINE HISPEC.CO.UK



MERCHANDISING SUPPORT



CUSTOMERSERVICES@HISPEC.CO.UK | 01257 262197 | HISPEC.CO.UK



# The Importance of Receiving the Right Training – Are you Asbestos Aware?

**It's fair to say that everyone has the right to expect a safe place to work and return home at the end of each working day without risk to their health. After all, in the modern day we have all the legislation to ensure this is the case. Why then, we ask, are so many workers still exposed to a substance that can lead to serious disease and in the most unfortunate cases fatality.**

Graham O'Mahony, UKATA Chair, offers guidance on the importance of receiving asbestos training.

If you are employed, then it is your employer's responsibility to ensure that you have a safe place to work by way of risk assessments and method statements. If you are self-employed i.e., you win, arrange, carry out and invoice your own jobs, then this duty passes to you directly to ensure that you are working safely for yourself and others who may be affected by the work you are doing. Heating and plumbing contractors are no different to any other trade, but it is true to say some professions including yours could be more at risk than some others.

We are of course referring to asbestos, a natural mineral added to many building materials over time, until it was finally all banned from use here in the UK at the end of 1999.

However, a great deal of asbestos containing materials (ACMs) remain in buildings across the country today and could be in many of the areas that you carry out work, including but not limited to toilet cisterns, boxing around pipes, insulation, textured coatings on ceilings, floor tiles, water tanks, in sealants and silicone, old boiler units, lagging on pipework and so on.

There are around 5000 asbestos-related deaths each year in the UK, more than the number of people killed on our roads.

People who work in the trades are most at risk from exposure to asbestos. The deadly dust kills an estimated 20 tradespeople every week, including plumbers, electricians, and joiners, making it the single biggest cause of work-related deaths in the UK.

As exposure to asbestos fibres does not manifest as disease immediately but rather over time and as the exposures build up, there can be a tendency to carry out works thinking that you will be safe, and it is not until many years later, typically anywhere between 15 to 60 years that diagnosis occurs.



Asbestos in ACMs itself is not a problem so long as the product is in good condition, not releasing any fibres and is adequately managed. In non-domestic buildings this is carried out by way of surveys to identify any asbestos, detailing its condition and document its whereabouts. Following this, the duty holder responsible for managing the asbestos will develop a management plan to ensure that the asbestos remains in good condition, poses no threat and to ensure that works carried out do not disturb it. In domestic settings, apart from communal areas, the duty holder is not usually the owner or tenant as they cannot be deemed the duty holder and therefore the duty will fall to the employer to ensure that the property is safe for the works to be carried out. In communal areas the management company or local authority will be responsible for any asbestos.

With all that has been put into place, some would say it should not be possible to be exposed to asbestos during the normal working day, but there are many reasons why this is just not the case and whilst legislation and a moral duty of care are present, all too often these are overlooked to 'get the job done'.

Therefore, training is both a legal requirement and an essential part of delivering a safe project, irrespective of the size or time span. Every operative working in an environment that may contain ACMs must, by law, receive **asbestos awareness training** as a minimum, from a competent source prior to works commencing. This training should provide general information about the history of asbestos, the risk to health, the products made, their uses and a basic understanding of the legislation and its requirements. It is vital to stress that no work on asbestos that will intentionally disturb the fibres can be carried out with just this asbestos awareness training. Think of this as avoidance training!

Where work with ACMs is to be undertaken within the plumbing and heating activities a further level of training must be undertaken by all the operatives involved and work must be thoroughly planned to ensure compliance. This training is referred to as **non-licensable work with asbestos training** and covers low risk tasks such as drilling holes in ACMs, removing WC cisterns, gaskets, flue pipes as examples.

Any high-risk materials must be removed by a HSE licensed contractor, and the area declared safe ahead of completing your tasks.

Other asbestos related training such as management training can also be undertaken to understand the role of the employer or premises duty holder.

Getting the right category and standard of training is vital to any organisation or individual.

UK Asbestos Training Association (UKATA) members are professional, fully qualified, audited and tested to ensure that the standards of knowledge and delivery are of the highest standards. It is widely recognised by industry as the leading authority in asbestos training.

UKATA are urging every tradesperson to ensure that they receive the correct level of training for the work that they undertake to keep themselves and others safe, not just at the work site but upon returning home, where asbestos could have been unknowingly disturbed could also be at risk of second-hand exposure to this dangerous substance.

UKATA freely shares knowledge and information both on our website and across social media, demonstrating that education remains the top priority.

**To find a UKATA approved asbestos training provider near you, visit [www.ukata.org.uk](http://www.ukata.org.uk) or for free advice, call the UKATA team on 01246 824437.**

## UKATA



Did you know that **CORGI/ASCP's Level 4 VRQ Diploma in Asset and Building Management Compliance and Level 2 VRQ Award in Asset and Building Compliance Awareness** also feature modules on asbestos legislation compliance and asbestos awareness respectively? Learn about asbestos, as well as the other 'Big 5' with these industry recognised qualifications.

[enquires@ascp.org.uk](mailto:enquires@ascp.org.uk)





Professional heating solutions  
for a *greener* future



ELECTRIC  
CONNECTED  
EFFICIENT  
SAFE  
STYLISH

**Rointe is so much more than just a radiator company.** Rointe efficient heating creates comfortable properties that everyone can enjoy.

Choose from a range of products like radiators, towel rails, underfloor and hot water solutions for complete air and water heating from 1 supplier.

### There when you need us

Our dedicated team works with you on complete heating designs & calculations (**free of charge**) to determine the correct low-carbon system for your installation.

Discover all our energy efficient heating solutions at [www.rointe.co.uk](http://www.rointe.co.uk)



# ASCP Launches Their New '4Cs of Safety and Compliance Self-Assessment Tool'

**Safety and Compliance Professionals have a complex role and a seemingly ever-growing remit. ASCP is committed to listening to Members and supporting them to tackle the many challenges they face. One of the biggest challenges can often be getting their voices heard, particularly by Directors and Boards. Perceptions can vary and organisations are dealing with a vast number of competing priorities which can sometimes lead to safety and compliance not receiving a sufficient level of focus. In an attempt to bring clarity and definition to the issues, allow for benchmarking, and empower Members to have those difficult but necessary conversations, the ASCP is launching a new safety and compliance self-assessment tool.**

The self-assessment tool is based on the '4Cs of Safety', a model developed by the ASCP to help define and bring clarity to the many factors which all go into ensuring safety. It highlights the need to keep safety goals at the top of the agenda and review them holistically, rather than reducing them to a box ticking exercise. The model groups these factors into four categories; culture, competence, compliance and cost. When using the tool, Members are assisted in determining a confidence score for each of these categories, which in turn gives an overall confidence score for safety and compliance management within the organisation. Having this 'number' is a useful starting point, to share and debate with colleagues and Board Members, and to give a tangible baseline from which actions and next steps can be drawn.

Members can now benefit from this tool to help them drive important conversations and decisions within their teams. They are encouraged to give evidence in support of their judgements

and assertions, compiling all of this information in one place to help ensure any concerns are taken seriously and to promote better quality discussions.

Claire Heyes, ASCP Group President, developed the self-assessment tool with input from the CORGI Technical Team and says that the tool is not designed to be an exact science. "It's a way of simplifying things and expressing any concerns numerically," she explains. "It may be that different colleagues come up with different numbers but actually that means a richer conversation can take place," adds Claire. The process of filling out the assessment is a chance to step back, challenge assumptions and really think critically about the organisation's ability to deliver a safe and compliant service to their customers whilst also providing assurance for duty holders.

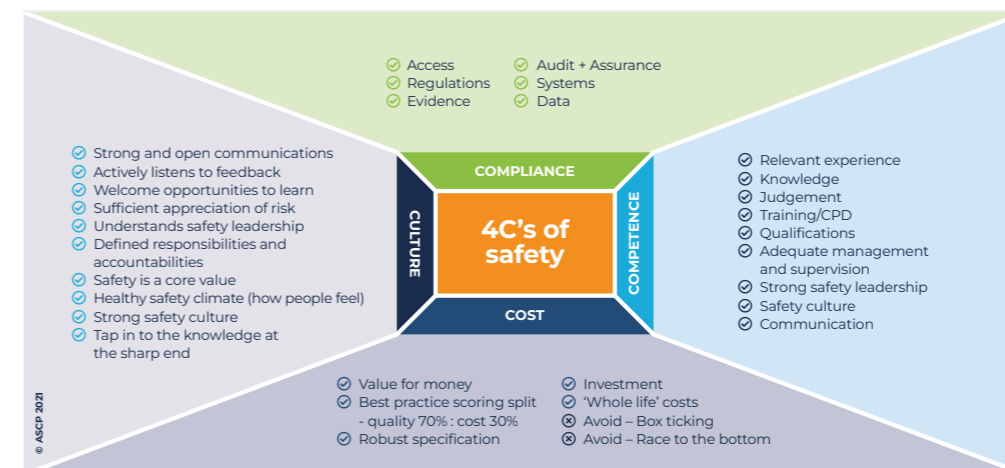
Once all of the questions in the assessment are complete, the tool will generate a confidence score for each aspect of the 4Cs, and an overall score for safety and compliance management. This is presented numerically and in graph form to give a clear view of where the organisation is at that moment in time and allow users to identify both strengths and areas for improvement. An assessment grading is given for each area, these are intended to be subjective and can be used to provide a guide or, if necessary, challenged and interrogated in the user's own analysis. This then supports the development of an action plan towards achieving the organisation's ongoing safety goals. A report will be produced and automatically emailed to the Member which gives some high-level feedback and points to consider.

Most excitingly Matt Sharp, the ASCP's new CEO has taken this one step further, and developed a system for members to benchmark their organisation against other Members. This will be a great chance to build a clear picture of what is happening across the sector and how we can support each other in our collective goal to ensure the highest standards of safety and compliance for all residents.

ASCP is thrilled to be able to deliver this incredibly useful, simple to use and practical resource free of charge for Members, delivering on its commitment made in the 2021 National Social Housing Safety and Compliance Week Manifesto.

We hope to be able to share the anonymised sector results at the 2023 Conference in June.

**If you are a Member and have not yet received access to the 4Cs of Safety and Compliance Self-Assessment Tool – please contact us: [enquiries@ascp.org.uk](mailto:enquiries@ascp.org.uk)**



# Landlords are personally responsible, *by law*, for Electrical Safety

- Do you know your Electrical Safety risk?
- Are you just compliant, or are you *safe*?
- Need expert guidance in Electrical Safety and Compliance?

- ✔ Expert Electrical Auditing Services
- ✔ Qualifications and Training
- ✔ Electrical seminars
- ✔ Bespoke Electrical training material
- ✔ Consultancy – organisational audits, policy review, tailored technical analysis
- ✔ Compliance Document Management with TCW

“I have to say the team at CORGI are amazing. The knowledge and know-how of the team members is second to none and the customer service levels are above and beyond.”

Roy Flower  
Compliance Specialist  
Red Kite Community Housing

T 01256 548 040 or email  
[enquiries@corgitechnical.com](mailto:enquiries@corgitechnical.com)

