

Agenda Item No:

Report To: Cabinet

Date of Meeting: 22nd February 2024

Report Title: Ashford Borough Council Asbestos Management Policy, Procedure and Plans

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Portfolio Holder: Cllr. Simon Betty

Portfolio Holder for: Economic Growth & Investment

Portfolio Holder: Cllr. Bill Barrett

Portfolio Holder for: Homes & Homelessness



Summary:

The Cabinet is asked to agree the revised Asbestos Management Policy, Procedure and Plans. These documents were last reviewed in 2018 and are now due for renewal due to the timeframe.

The Policy has been revised and updated to provide additional clarity relevant to officer responsibilities and to further strengthen governance of the management of asbestos within the commercial property and residential portfolios. The revised Policy and Procedure aim to streamline arrangements to enable the organisation to respond quickly to anticipate changes to legislation.

Key Decision: NO

Significantly Affected Wards: Not applicable

Recommendations: **The Cabinet is recommended to:-**

- I. Agree the revised Asbestos Management Policy, Procedure and Plans for both corporate property and the residential portfolio.**
- II. Authorise the Assistant Director of Environment, Property and Recreation and Assistant Director of Housing to agree any minor amendments to this policy, procedure and plans.**

Policy Overview: The Control of Asbestos Regulations 2012 (CAR2012) applies to all work places, any commercial non-domestic buildings and all common parts of residential properties.

The Control of Asbestos Regulations 2012 requires us, as an employer, to ensure the safe management of asbestos is met and adhered to.

This Policy sets out the general approach and commitment in regard to how the council manages asbestos safely.

Financial Implications: In order to ensure that the council is compliant there will be an increase in costs in respect of management surveys to the Housing Revenue Account which will need to be reflected in the budgets moving forward. These costs will be attributed to 12 monthly inspections of communal areas.

Corporate Property has a contract in place for its annual asbestos management surveys and this is built into the maintenance budget for each financial year accordingly.

At present there are two staff members in Environment, Property & Recreation Service with the current British Occupation Hygiene Society (BOHS) recognised qualification (P405 Managing Asbestos in Buildings). In order to maintain this qualification, staff must attend a refresher every 5 years at a minimum. At present there is one Appointed Person in Environment, Property & Recreation (the Commercial Portfolio Operations Manager) and another in the Housing Service (Housing Asset Manager). There are costs associated to this training in the region of £500 per person.

Legal Implications: The Council is required to comply with the requirements of CAR2012 and any other associated regulations, codes of practice and health & safety regulations. These regulations require the Council to have a policy, procedure and asbestos management plan for all of its properties containing asbestos materials.

*Text agreed by
Principal Litigator on
13th February 2024*

Equalities Impact Assessment: The Cabinet is referred to the attached Equalities Impact Assessment. The asbestos management process involves the assessment of risk in relation to existing council policies, plans and activities, which are themselves subject to equalities assessments.

Data Protection Impact Assessment: There are no material changes to processes or systems, which hold personal data. The data held is protected by rigorous measures and procedures to make sure it cannot be seen, accessed or disclosed to anyone who should not be allowed to see it.

Risk Assessment (Risk Appetite) The Council has an established governance framework that is designed to support achievement of risk appetite through

Statement):	the application of and compliance with a range of policies and frameworks including the management of asbestos. As set out in the Risk Management Framework, Ashford Borough Council's risk appetite for compliance is very low as we lead by example and can be trusted.
Sustainability Implications:	N/A
Other Material Implications:	There are no direct HR implications arising from the report. The changes to the policy and procedure reflect the recent Senior Restructure and the requirements set out in the Control of Asbestos Regulations 2012. The revised policy, procedure and plan will be available on the Council's Smart Hub.
Exempt from Publication:	NO
Background Papers:	N/A
Contact:	Victoria Couper-Samways – Commercial Portfolio Operations Manager victoria.couper-samways@ashford.gov.uk – Tel: (01233) 330815

Report Title: Ashford Borough Council Asbestos Management Policy

Introduction and Background

1. Every employer has a legal duty to ensure they have appropriate asbestos safety arrangements in place for the effective planning, organisation, control, monitoring and review of the preventive and protective measures prescribed under the Control of Asbestos Regulations 2012. It is therefore recommended that the Authority uses this policy to set out its arrangements. The policy sets out the council's aims and objectives and the organisational structure and health and safety responsibilities of all employees.
2. The Council has an existing policy, procedure and plan in place, however best practice guidance indicates that the policy should be regularly reviewed and updated. These updated documents further clarify the roles and responsibilities of all those people involved with the Council's activities.
3. The policy, procedure and plans formalise the responsibilities for managers and employees to ensure that asbestos is safely managed in commercial buildings and the residential portfolio. The documents ensure that the council's activities are properly managed and that all reasonably practicable steps are taken to manage asbestos safety as well as the general safety and welfare at work of all employees and the council's responsibilities in respect of persons other than its employees are met.
4. The implementation and ongoing application of this policy will be monitored by the Asbestos Management Group and will be reviewed periodically and in line with changes in legislative requirements.

Proposal

5. The Asbestos Safety Policy, Procedure and Plan as presented for consideration sets out the council's general approach to the management of asbestos in its commercial buildings and residential portfolio. It sets out how we, as an employer, will manage asbestos in all our properties. It states who does what, when and how.
6. The Council must share the policy, and any changes to it, with their employees. This will allow us to:
 - a. State the council's general policy on the safe management of asbestos, its commitment to safety together with its aims. As the employer the most senior person in the company, should sign it and review it regularly.
 - b. List the positions and roles of the individuals in the organisation who have specific responsibility for the management of asbestos.

7. Give details of the practical arrangements the council has in place, showing how we will achieve the policy aims. This includes, carrying out annual surveys, risk assessments and training employees.
8. Reviewing the Asbestos Management Policy will ensure that we are compliant with the requirements of the Control of Asbestos Regulations 2012 and associated best practice.
9. As an employer, the Council has a legal responsibility to make sure the workplace is a safe environment. If the Council fails to recognise the importance of asbestos management it will put its employees, contractors, visitors, tenants and members of the public at risk.
10. If responsibilities are neglected, the Council may face high legal costs, unlimited fines and imprisonment following criminal investigations.

Equalities Impact Assessment

11. In summary, the Policy covers all employees across the organisation and aims to treat everyone equitably regardless of protected characteristic. It seeks to ensure that there are no barriers to anyone accessing and making use of the policy and related procedures.
12. However, regard is given to young adults (under 18 years), new and expectant mothers and disabled employees who will be considered in supporting policies and procedures in accordance with Regulations. This is to ensure that the hazards linked to working conditions and processes are controlled.

Consultation Planned or Undertaken

13. The Asbestos Management Group has worked on the revised Asbestos Management Policy, Procedure and Management Plans collectively to update them and thus have had the opportunity to comment and amend accordingly. Management Team has been invited to provide feedback on these documents also.

Other Options Considered

14. The council as the employer and landlord of commercial and residential properties must comply with the legal requirements to manage asbestos in its commercial buildings in order to keep all those that work, lease or visit them are kept safe from the risks of asbestos.

Reasons for Supporting Option Recommended

15. The Council as the employer must comply with the legal requirement to manage asbestos in its commercial and residential buildings in order to keep all those that work, lease or visit them are kept safe from the risks of asbestos.

Next Steps in Process

16. If the suite of documents is approved by the Cabinet and Full Council, they will be made available on the Council's SmartHub and included in the Health and Safety Guidance for Employees Handbook.
17. The Asbestos Management Group will ensure that all staff are briefed on the updates accordingly and training provided where appropriate.

Conclusion

18. The Asbestos Management Policy reflects our commitment and approach to managing asbestos in our commercial and residential stock.
19. The recommendations are contained on the summary page.

Portfolio Holder's Views

20. The adoption of the recommendations outlined in this report will ensure that The Council complies with its statutory obligations in accordance with CAR 2012.

Cllr Simon Betty Portfolio Holder

21. Cllr. Bill Barrett - TBC

Contact and Email

22. Victoria Couper-Samways, Commercial Portfolio Operations Manager
(01233) 330 815

Lead officer:	Victoria Couper-Samways – Commercial Portfolio Operations Manager
Decision maker:	Cabinet
Decision: <ul style="list-style-type: none"> • Policy, project, service, contract • Review, change, new, stop 	Approve the revised Asbestos Management policy.
Date of decision: The date when the final decision is made. The EIA must be complete before this point and inform the final decision.	29 th February 2024
Summary of the proposed decision: <ul style="list-style-type: none"> • Aims and objectives • Key actions • Expected outcomes • Who will be affected and how? • How many people will be affected? 	<p>To seek approval from Cabinet for the revised Asbestos Management Policy, Procedure and Management Plans for Ashford Borough Council. These internal documents affect the health, safety and welfare of council employees as well as members, contractors, visitors, tenants and members of the public.</p> <p>The Policy must be made available to anyone mentioned in any of the groups above.</p> <p>This Policy will be made available on the Council's SmartHub and included in the Health and Safety Guidance for Employees Handbook.</p>
Information and research: <ul style="list-style-type: none"> • Outline the information and research that has informed the decision. • Include sources and key findings. 	Research conducted as part of the revision of the policy includes: <ul style="list-style-type: none"> • Control of Asbestos Regulations 2012 • HSE – ‘Write your asbestos management plan.’
Consultation: <ul style="list-style-type: none"> • What specific consultation has occurred on this decision? • What were the results of the consultation? • Did the consultation analysis reveal any difference in views across the protected characteristics? • What conclusions can be drawn from the analysis on how the decision will affect people with different protected characteristics? 	The Asbestos Management Group and Management Team have been invited to provide feedback on this Policy.

Assess the relevance of the decision to people with different protected characteristics and assess the impact of the decision on people with different protected characteristics.

When assessing relevance and impact, make it clear who the assessment applies to within the protected characteristic category. For example, a decision may have high relevance for young people but low relevance for older people; it may have a positive impact on women but a neutral impact on men.

Protected characteristic	Relevance to Decision High/Medium/Low/None	Impact of Decision Positive (Major/Minor) Negative (Major/Minor) Neutral
<u>AGE</u> Elderly	Low	Neutral
Middle age	Low	Neutral
Young adult	Low	Neutral
Children	Low	Neutral
<u>DISABILITY</u> Physical	Low	Neutral
Mental	Low	Neutral
Sensory	Low	Neutral
<u>GENDER RE- ASSIGNMENT</u>	Low	Neutral
<u>MARRIAGE/CIVIL PARTNERSHIP</u>	Low	Neutral
<u>PREGNANCY/MATERNITY</u>	Low	Neutral
<u>RACE</u>	Low	Neutral
<u>RELIGION OR BELIEF</u>	Low	Neutral
<u>SEX</u> Men	Low	Neutral
Women	Low	Neutral
<u>SEXUAL ORIENTATION</u>	Low	Neutral
<u>ARMED FORCES COMMUNITY</u> Regular/Reserve personnel	Low	Neutral
Former service personnel	Low	Neutral
Service families	Low	Neutral

<p>Mitigating negative impact:</p> <p>Where any negative impact has been identified, outline the measures taken to mitigate against it.</p>	<p>N/A</p>
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<p>Is the decision relevant to the aims of the equality duty?</p> <p>Guidance on the aims can be found in the EHRC's Essential Guide, alongside fuller PSED Technical Guidance.</p>	
Aim	Yes / No / N/A
1) Eliminate discrimination, harassment and victimisation	N/A
2) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it	N/A
3) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it	N/A

<p>Conclusion:</p> <ul style="list-style-type: none"> Consider how due regard has been had to the equality duty, from start to finish. There should be no unlawful discrimination arising from the decision (see guidance above). Advise on whether the proposal meets the aims of the equality duty or whether adjustments have been made or need to be made or whether any residual impacts are justified. How will monitoring of the policy, procedure or decision and its implementation be undertaken and reported? 	<p>The policy, procedure and management plans cover all employees across the organisation and aims to treat everyone equitably regardless of protected characteristic. It seeks to ensure that there are no barriers to anyone accessing and making use of the documents and related procedures.</p> <p>The purpose and intended outcomes of the Policy do not seek to foster good relations between and across protected groups. However, the council has a range of other policies, projects and actions to help bring people together – e.g. Equality Training, Gender Pay Gap reporting, Customer Care Policy and publishing equalities objectives and staff/resident information on the council website.</p> <p>The policy and its associated procedures will be implemented, monitored and reviewed by the Corporate Asbestos Management Group, which will form part of the 6 monthly report to Management Team.</p> <p>This policy will be reviewed every three years.</p> <p>The policy will also be reviewed on an on-going basis if intelligence from HR / feedback from colleagues / particular case / legislation / case law, etc. is received that would call for an earlier review.</p>
<p>EIA completion date:</p>	<p>9th January 2024</p>

Document Title	Asbestos Management Policy (Environment, Property & Recreation and Housing Services)
Revision No.	VCS v.1.0
Release Date	12.02.2024
Review Date	12..08.2024
Document Type	Policy



Ashford Borough Council

Asbestos Management Policy

Scope: This procedure covers the management of asbestos in all assets across our residential and commercial property portfolio. This procedure should be read in conjunction with the stated objectives in the asbestos management policy. The procedure goes into further details on how the policy objectives will be met at an operational level within Ashford Borough Council.

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1 Aims and Objectives

1.1 The aims and objectives of this policy are to:

- Ensure full regulatory and legal compliance in the management and control of asbestos,
- Safeguard residents, occupiers, staff, contractors, visitors and the public from the potential risks of asbestos through the delivery and management of the Asbestos Management Plan (AMP).
- Ensure there is an appropriate strategy for the management of asbestos.

1.2 Ashford Borough Council intends to ensure that the risks presented by asbestos within its properties are minimised so far as is reasonably practicable and to comply with the Control of Asbestos Regulations 2012 (CAR 2012) and other relevant legislation.

1.3 Ashford Borough Council will adopt a proactive approach in the pursuance of compliance with their duties under current legislation.

1.4 Ashford Borough Council will inform all relevant parties of the presence of any known Asbestos Containing Materials (ACMs) within its buildings. All personnel to whom a risk assessment relates shall be provided with the relevant information including site conditions and restrictions.

1.5 This Policy applies to all domestic dwellings and commercial property where Ashford Borough Council has a maintenance responsibility. This policy applies to the Housing Services and Commercial Property portfolios.

2 Management Roles and Responsibilities

2.1 Chief Executive

2.2 The Chief Executive is directly responsible for the health, safety and wellbeing of all employees and others who may be affected by the Authority's undertakings.

2.3 The Chief Executive is the 'Duty Holder' however, Appointed Person(s) may be identified by the Duty Holder to undertake duties required under CAR 2012 and other relevant legislation. She must:

- Ensure compliance with the CAR 2012 and other relevant legislation.
- Ensure that asbestos is suitably and sufficiently managed across the organisation.

2.4 Identify Appointed Person(s) to assist them in implementing the measures as required, defined as:

- A person who is regarded as an Appointed Person for the purposes of these regulations where s/he has sufficient training and experience or knowledge and other qualities to enable them properly to assist in undertaking the preventative and protective measures.

- 2.5 Will ensure that sufficient funds and other resources are provided for establishing, implementing and continual improvement of asbestos management and for identified asbestos safety, statutory obligations and requirements.
- 2.6 An Asbestos Management Group will prepare six monthly reports to Management Team covering work undertaken together with the performance of the Asbestos Management Group policy including recommendations for improvement.
- 2.7 The membership of the group will include the following:
- Assistant Director of Housing
 - Assistant Director of Environment, Property & Recreation
 - Head of Housing Assets
 - Commercial Portfolio Operations Manager
 - Senior Building and Project Surveyor
 - Compliance Manager
 - Officer Responsible for Housing Asbestos
 - Community Safety and Wellbeing Manager

3 Management Team (MT)

- 3.1 Whilst Management Team will share responsibility for the general duties covered by this policy the Assistant Director of Environment, Property & Recreation will act as a Champion for Asbestos Management and ensuring compliance with this policy.
- 3.2 MT take responsibility for the Council's compliance with the CAR 2012 and other relevant legislation including:
- Ensure that the Authority's Asbestos Management Policy is applied consistently across the organisation to ensure compliance with the CAR 2012 and other relevant legislation
 - To ensure that there is a suitable asbestos management plan for any given premises
 - Ensure that the Asbestos Management Group adhere to their responsibilities under this policy and report any failings or barriers that may affect compliance to Management Team
 - Ensure that suitable and sufficient arrangements, funds and resources are in place for all stock, residential and commercial properties to support the compliance of the asbestos management policy, procedures and plans.
 - Provide strategic direction and oversight of corporate strategies and policies relating to the management of asbestos.
 - Ensure that robust asbestos management systems, arrangements and organisation exist in each department.
 - If a premises is in shared occupation, they should appoint the most senior officer of the Council in regular occupation of that building.
 - Maintain a register of Appointed Persons.
 - Prepare responsibility diagrams for each type of establishment used by the department.
 - Support the Health & Safety Advisers audit process
 - Ensure the maintenance, inspection, testing and recording of all locations of asbestos in Authority owned premises/sites (Public & Commercial), where the Council is responsible, is undertaken by competent persons and in line with legislative obligations and recorded on the Housing and Commercial Property registers.

- Ensure that through design and procurement process all new builds and refurbishments meet the requirements of the CAR 2012; other relevant legislative requirements; the Authority's management of asbestos policy.
- Ensure that adequate monitoring systems are in place to evaluate the effectiveness of local arrangements to minimise the risks related to asbestos.
- Identify within their Service Unit the risk profile for all Authority owned/occupied premises under their control to focus resources on the highest risk premises/ratings with a view to managing that risk.
- Ensure the development and implementation of asbestos management within their Service Unit to satisfy the requirements of the CAR 2012 and any other relevant legislation and any management of asbestos related performance indicator identified by the Management Team.
- To ensure that all Ashford Borough Council members of staff are appropriately trained in asbestos to a degree appropriate to their job role.

4 Appointed Person(s)

- 4.1 The shared role of Appointed Person for compliance with CAR 2012 assists Ashford Borough Council in fulfilling its legal duties for the management of asbestos safety, which encompasses a range of issues. These are set out in CAR 2012 or by regulations made thereunder.
- 4.2 By identifying Appointed Persons in this way helps to ensure the safety of those who live, work and visit any premises under the Council's control.
- 4.3 All Appointed Persons are required to work collaboratively amongst the cohort to ensure coverage to deputise across all Services within the Authority including all buildings, accommodation, assets and events. This means that the cohort will be required to take all reasonable steps to cooperate and coordinate with the other individuals in the cohort.
- 4.4 In addition, the cohort is required to use approved tools and templates consistently and comprehensively across the organisation.
- 4.5 The cohort is required to report to and advise the Asbestos Management Group as required, and report to Management Team as necessary and in accordance with the Authority's Health and Safety Policy. The cohort must review and steer the implementation and monitoring of this policy and its associated procedures.
- 4.6 If any member of the cohort has concerns about the effectiveness of the cohort, they are required to report to the Asbestos Management Group or the Management Team Champion for health and safety (Assistant Director of Environment, Property and Recreation).
- 4.7 Appointed Persons must maintain continued competence by attending relevant training courses and be familiar with legislative requirements.

5 Premises Managers

- 5.1 Premises Managers are responsible for ensuring that suitable and sufficient arrangements are in place to implement the policy within their sphere of responsibility.

- 5.3 Where the service unit leases/rents premises not owned by the authority for operational purposes, ensure general asbestos precautions; asbestos safety arrangements and policy requirements are adhered to.
- 5.4 Ensure that general precautions implemented within their premises satisfy the requirements of CAR2012 and other relevant legislation. Such arrangements should be appropriate to the service undertaking; nature of work activities and include effective planning, organisation, control, monitoring and review of the preventative and protective measures.
- 5.6 Ensure that suitable and sufficient surveys and risk assessments are undertaken and where the resulting action plan identifies preventative and protective measures, they are implemented.
- 5.7 Ensure a copy of the asbestos management survey for the premises/site is provided as necessary and readily accessible and that all employees at the premises are made aware of the locations of asbestos identified in the surveys and risk assessments, including preventative and protective measures in place including the emergency procedure arrangements and designated roles and responsibilities.
- 5.8 Ensure that contractors used to deliver any asbestos related surveys and/or services are competent to do so through procurement.
- 5.10 Where the premises/site is shared, the premises manager will communicate, cooperate and coordinate asbestos surveys and works arrangements with other responsible persons.
- 5.11 Report immediately all incidents of potential exposure to the Head of Service/Assistant Director and the Appointed Person(s) and the Asbestos Management Group and investigate all incidents of potential exposure with reference to the Emergency Procedure.
- 5.12 For asbestos advice, the premises manager will contact:
- Appointed Person for technical building related asbestos safety precautions advice, including notification of any proposed building alteration.
 - Any member of the Asbestos Management Group.
- 5.13 Will in all instances inform the Appointed Person and Corporate Health & Safety of any visit, inspection, formal request for interview, or information by any enforcing authority including the Health and Safety Executive without delay.
- 5.14 Where commissioning via external contractors, ensure that asbestos safety risk is assessed, controlled and managed during the construction phase of new builds (building control regulations to confirm this compliance); refurbishments or structural alterations of authority owned and occupied premises/sites.
- 5.15 Will in all instances that result in an asbestos related incident causing denial of access to a building or part thereof, ensure that the Business Continuity Plan is implemented, reviewed, recorded, and communicated accordingly.

6 Employees

- 6.1 Adhere to instructions and procedures and bring defects and matters of concern to the attention of their line manager, who should ensure that an Appointed Person or the AMG is been advised.

- 6.2 Employees will comply with the provisions of all authority health, safety and wellbeing policies and asbestos management.
- 6.3 Employees will conduct work in a manner, which is safe for themselves, their colleagues and members of the public who may be affected by the employee's acts or omissions. Employees will follow all asbestos safety management instructions.
- 6.4 Where identified through risk assessment as a control measure, employees will attend any asbestos awareness training provided and adopt the working practices.
- 6.5 Bring to their managers attention if they become aware of a work situation, work place condition or incident where there is a risk to themselves, or others, which has not been adequately addressed.
- 6.6 Not engage in unsafe practices and take unnecessary risks, which have the potential to harm themselves, colleagues or members of the public.
- 6.7 Employees directly employed by the authority and agency staff must not undertake any duties that they are not competent to do.
- 6.8 In the event of proposals to carry out remedial/alterations works to the facility, property or asset, approval must be obtained via the Corporate Facilities Management team and/or appropriate premises manager prior to any works taking place.

7 Corporate Health & Safety

- Ensure periodic audits and monitoring visits are conducted in every Council building to measure compliance and record the results.
- Prepare six monthly health and safety reports for Management Team including specific reference to the performance of and activities undertaken by the Asbestos Management Group.

8 Training

- 8.1 The authority ensures that staff are adequately trained in asbestos safety issues. Training is provided as part of the induction in asbestos awareness.
- 8.2 Refresher training is provided every three years in generic asbestos awareness. Training records are held by HR of all asbestos training undertaken. HR regularly report to Management Team any officers with training outstanding and will contact members of staff via the Ashford Achieve platform to notify them of any upcoming courses due to expire.
- 8.3 Council officers and others acting on their behalf must be competent to undertake the tasks associated with their specified duties and responsibilities. This will be demonstrated by ensuring that the minimum levels of training described below are undertaken by the relevant duty holder:
- Appointed Persons: BOHS P405 Management of Asbestos in Buildings
 - Premises Managers: Level 3 Asbestos Awareness eLearning
 - Members of staff: basic level asbestos awareness eLearning unless a higher level is deemed necessary

9 Review and Monitoring

- 9.1 The training and responsibility of individuals will be monitored by the Authority through training records.
- 9.2 Where necessary the Authority will take appropriate action if this policy is not complied with.
- 9.3 This policy will be reviewed by the Asbestos Management Group every three years or sooner if:
- New legislation is published or existing legislation is updated
 - New guidance is published or existing guidance is updated
 - Research, monitoring or auditing suggests that a review may be required
 - Incident investigation suggests that a review may be required

10 Reference

- Control of Asbestos Regulations 2012
- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Construction (Design and Management) Regulations 2015
- Housing Act 2004
- Housing Health and Safety Rating System (HHSRS)
- Landlord and Tenant Act 1985 (Section 11)
- Defective Premises Act 1972
- The Control of Asbestos Regulations 2021
- Environmental Protection Act 1990

Document Title	Asbestos Management Procedure (Housing)
Revision No.	VCS/SC v.1.0
Release Date	12..02.2024
Review Date	12..08.2024
Document Type	Procedure



Ashford Borough Council

Asbestos Management Procedure

Scope: This procedure covers the management of asbestos in all assets across our residential property portfolio. This procedure should be read in conjunction with the stated objectives in the asbestos management policy. The procedure goes into further details on how the policy objectives will be met at an operational level within Ashford Borough Council.

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1.0 Introduction

Ashford Borough Council recognises that it has a duty of care towards employees, residents, contractors, visitors and others who may come into contact with asbestos. This procedure sets out where those duties arise and how Ashford Borough Council's Housing Compliance team will operate to discharge these duties and responsibilities. The relevant legislation in this respect is the Control of Asbestos Regulations 2012.

There is a dedicated Compliance team within Housing dealing with Asbestos amongst other areas, including Fire, Gas, Electricity, Water Hygiene and Lifts.

The membership of the Compliance Team includes the Head of Housing Assets, Compliance Manager and the officer responsible for asbestos and fire

2.0 Managing Asbestos Safely

This procedure undertakes that Ashford Borough Council will do following:

- Establish overall responsibility with regard to the management of asbestos at each appropriate location. The Chief Executive is responsible for this.
- Ensure that the management of asbestos is undertaken suitably and effectively for all employees and non-employees including tenants, operators, visitors, contractors and other third parties within any of our residential properties and common parts. An Asbestos Management Group (AMG) will be responsible for ensuring this is done and will feed back to Management Team via a six monthly report prepared by Corporate Health & Safety which the Asbestos Management Group will feed into.
- Ensure suitable and sufficient asbestos surveys are conducted by a competent person and that effective action is taken on the issues raised including, where appropriate, asbestos abatement plans. The Appointed Person(s) in Housing Services is the Housing Asset Manager or their duly appointed deputy. They are responsible for feeding back on residential property asbestos matters to Management Team via a six monthly report prepared by Corporate Health & Safety which the AMG feeds into.
- Ensure suitable and sufficient surveys are properly maintained and reviewed annually or where changes are made to the building structure and/or its operation are readily available. Appointed Person(s) are responsible for this in their own service area(s) and will feed back to Management Team via a six monthly report prepared by Corporate Health & Safety which the AMG will feed into.
- Ensure a suitable plan is available which adequately identifies actions required by those persons in an emergency, including actions to be taken outside of normal working hours. The Appointed Person(s) is responsible for this in their own service area and will feed back to Management Team via a six monthly report prepared by Corporate Health & Safety which the AMG will feed into.

- Ensure all appropriate persons are adequately trained in asbestos awareness, particularly during induction and that the emergency procedure is shared with staff who are likely to come into contact with asbestos as part of their day to day job.
- All visitors and contractors are aware of actions required in an emergency; a Contractor and Temporary Agency Workers Handbook is provided setting out all necessary steps to be taken.
- Tenants are provided with relevant information including the do's and don'ts and who to contact if they have any concerns.
- Ensure that all asbestos related incidents are reported to the line manager and/or escalated to the Corporate Health and Safety team and AMG.
- Cooperate with any inspection of premises by insurers or the appropriate Regulator.
- Organise and provide suitable asbestos awareness training to all employees to fulfil their duties.
- Where changes or alterations are made to a building's structure, layout or use, a new asbestos management survey must be undertaken regardless of the date of the last survey.

2.0 Asbestos Plan

An asbestos plan will make up the suite of documents which must be read in conjunction with each other and will inform readers of the procedures followed in order to manage asbestos safely.

3.0 Asbestos Safety Management Organogram

The organogram illustrates the communication and reporting structure for the Asbestos Management Group, which should also be followed in the event of an emergency.



4.0 Record Keeping

Where asbestos is present in local authority owned residential premises and communal areas, records are required to be kept including copies of all asbestos surveys and associated documents together with any recommendations for improvement. All documents are held on an asset management software package¹ used by the Housing Service. The survey, the date it was undertaken and due date for the next assessment along with the outcomes are all recorded in such a way that they can be reported on.

5.0 Training and Competence

Staff will be developed and trained in order to take on the role of the Appointed Person(s). **The Head of Housing Assets** will hold a current BOHS P405 in the Management of Asbestos in order that they can fulfil the role of Appointed Person. They will be required to undertake appropriate continued professional development in order to keep abreast with any legislative updates and changes. Evidence of the completion of this training and any associated CPD will be uploaded by the Appointed Persons onto their Ashford Achieve portal, which is maintained by HR.

6.0 Review and audit

The Asbestos Management Group will review this procedure 3 yearly or sooner if there are any significant operational guidance change to ensure the procedure is in line with the policy and reflects any operational changes within Ashford Borough Council. The procedure will be reviewed upon any policy changes and/or legislative changes.

Document Title	Asbestos Management Procedure – Environment, Property & Recreation
Revision No.	VCS v.1.0
Release Date	12..02.2024
Review Date	12..08.2024
Document Type	Procedure



Ashford Borough Council

Asbestos Management Procedure

Scope: This procedure covers the management of asbestos in all assets across our commercial property portfolio. This procedure should be read in conjunction with the stated objectives in the asbestos management policy. The procedure goes into further details on how the policy objectives will be met at an operational level within Ashford Borough Council.

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1.0 Introduction

Ashford Borough Council recognises that it has a duty of care towards employees, residents, contractors, visitors and others who may come into contact with asbestos. This procedure sets out where those duties arise and how Ashford Borough Council's Commercial Property team will operate to discharge these duties and responsibilities. The relevant legislation in this respect is the Control of Asbestos Regulations 2012.

2.0 Managing Asbestos Safely

This procedure undertakes that Ashford Borough Council will do following:

- Establish overall responsibility with regard to the management of asbestos at each appropriate location. The Chief Executive is responsible for this.
- Ensure that the management of asbestos is undertaken suitably and effectively for all employees and non-employees including tenants, operators, visitors, contractors and other third parties within any of our commercial premises. The Asbestos Management Group will be responsible for ensuring this is done and will feed back to Management Team via a six monthly report prepared by Internal Health & Safety which the Asbestos Management Group will feed into.
- Ensure suitable and sufficient asbestos surveys are conducted by a competent person and that effective action is taken on the issues raised including, where appropriate, asbestos abatement plans. The Appointed Person(s) in Environment, Property & Recreation is the Commercial Portfolio Operations Manager or their duly appointed deputy. They are responsible for feeding back on commercial property asbestos matters to Management Team via a six monthly report prepared by Internal Health & Safety which the Asbestos Management Group feeds into.
- Ensure suitable and sufficient surveys are properly maintained and reviewed annually or where changes are made to the building structure and/or its operation are readily available. Appointed Person(s) are responsible for this in their own service area(s) and will feed back to Management Team via a six monthly report prepared by Corporate Health & Safety which the Asbestos Management Group will feed into.
- Ensure a suitable plan is available which adequately identifies actions required by those persons in an emergency, including actions to be taken outside of normal working hours. The Appointed Person(s) is responsible for this in their own service area and will feed back to Management Team via a six monthly report prepared by Internal Health & Safety which the Asbestos Management Group will feed into.
- Ensure all appropriate persons are adequately trained in asbestos awareness, particularly during induction and that the emergency procedure is shared with staff who are likely to come into contact with asbestos as part of their day to day job.

- All visitors and contractors are aware of actions required in an emergency; a Contractor and Temporary Agency Workers Handbook is provided setting out all necessary steps to be taken.
- Ensure that all asbestos related incidents are reported to the line manager and/or escalated to the Internal Health and Safety team.
- Cooperate with any inspection of premises by insurers or the Health and Safety Executive.
- Organise and provide suitable asbestos awareness training to all employees to fulfil their duties.
- Where changes or alterations are made to a building's structure, layout or use a new asbestos management survey must be undertaken regardless of the date of the last survey.

2.0 Asbestos Plan

An asbestos plan will make up the suite of documents which must be read in conjunction with each other and will inform readers of the procedures followed in order to manage asbestos safely.

3.0 Asbestos Safety Management Organogram

The organogram illustrates the communication and reporting structure for the Asbestos Management Group, which should also be followed in the event of an emergency.



4.0 Record Keeping

Where asbestos is present in local authority owned commercial premises, records are required to be kept including copies of all asbestos surveys and associated documents together with any recommendations for improvement. All documents are held in the central repository used by the commercial property service which is a 24/7 accessible web portal managed by an external company. The survey, the date it was undertaken and due date for the next assessment along with the outcomes are all recorded in such a way that they can be reported on. Some tenants occupying commercial premises may be responsible for undertaking management surveys themselves and as such, this will be stated within their lease and all record keeping responsibilities detailed in the lease accordingly.

5.0 Training and Competence

Staff will be developed and trained in order to take on the role of the Appointed Person(s). **The Commercial Portfolio Operations Manager** will hold a current BOHS P405 in the Management of Asbestos in order that they can fulfil the role of Appointed Person. They will be required to undertake appropriate continued professional development in order to keep abreast with any legislative updates and changes. Evidence of the completion of this training and any associated CPD will be uploaded by the Appointed Persons onto their Ashford Achieve portal, which is maintained by HR.

6.0 Review and audit

The Asbestos Management Group will review this procedure 3 yearly or sooner if there are any significant operational guidance change to ensure the procedure is in line with the policy and reflects any operational changes within Ashford Borough Council. The procedure will be reviewed upon any policy changes and/or legislative changes.

Document Title	Corporate Property Asbestos Management Plan
Revision No.	VCS v.1.0
Release Date	12..02.2024
Review Date	12..08.2024
Document Type	Management Plan

Corporate Property Asbestos Management Plan

Scope: This Asbestos Management Plan comprises part of a suite of documents including the Corporate Asbestos Management Policy, Procedure and Emergency Procedures and should be read in conjunction with one another. This Management Plan sets out in detail the way in which Ashford Borough Council Corporate Property Services will effectively manage asbestos in all assets across its commercial property portfolio. This procedure should be read in conjunction with the stated objectives in the asbestos management policy.

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1 Instruction of Survey Works

1.1 Inspection Programme

We will ensure that all Ashford Borough Council owned or rented (dependant of lease requirements) commercial properties will have an initial asbestos management survey carried out as part of the annual inspection programme. All surveys will comply with the Control of Asbestos Regulations 2012 (CAR2012).

All properties on the programme will have a re-inspection survey and an assigned re-inspection date where applicable. The re-inspection date will be either annual or at a period specified in the previous survey. In line with good practice principles, a new Management Survey will be instructed every 5 years. If no asbestos is found to be present, but any areas were not accessed, these properties should remain on the re-inspection programme until access is made available and asbestos is confirmed to be not present).

Where areas of no access have been recorded, these will be re-visited to attempt to gain access where and when practicable within 3 months.

1.2 Responsive Repairs and Planned Works (non-tenanted)

We will review existing asbestos management survey information prior to carrying out any repairs or planned maintenance works which may involve working on or adjacent to any Asbestos Containing Materials (ACMs). This will ensure that any ACMs likely to pose a risk are identified prior to work starting and the details passed on to the relevant operatives or external contractors.

Where required a new management survey with a targeted Refurbishment and Demolition (R&D) survey of the area of works should be commissioned prior to work starting.

1.3 Responsive Repairs and Planned Works (tenanted premises)

We will review existing asbestos management survey information prior to carrying out any day to day repairs or planned maintenance works which may involve working on or adjacent to any ACMs. This is to ensure that any ACMs likely to pose a risk are identified prior to work starting and the details passed on to the relevant operatives or external contractors.

On properties constructed prior to 2000, a will be undertaken. The scope of this survey will be agreed in accordance with the works due to be carried out.

Upon receipt of a management survey, the results will be shared with the tenant to ensure they are aware of any locations of any ACMs that fall within their lease demise.

1.4 Property Acquisitions

We will instruct a management survey on any property acquired which was constructed prior to 2000 prior to carrying out any day-to-day repairs or planned maintenance works which may involve working on or adjacent to any ACMs within a void property. A targeted R&D survey will be undertaken prior to any works being undertaken. This is to ensure that any ACMs likely to pose a risk are identified prior to work starting and the details passed on to the relevant operatives or external contractors

2 Asbestos Programme – Main Process

- 2.1 **Process Map** - The Asbestos Management Process Map (Appendix 1) details the key stages in the process along with who is assigned accountability at each key stage (Commercial Property team, contractor, 'Actionee').
- 2.2 **Asset Lists** - We will ensure that all properties we own or manage are included on the appropriate asbestos programmes. The address lists for the programmes will be drawn from the asset management database and validated on an ongoing basis to take into account property acquisitions, disposals and any changes in use.
- 2.3 **Data and Records** - We will hold asbestos records against each property we own or manage. Environment, Property and Recreation (EP&R) use the 'Lucion NexGen'¹ online portal to hold its asbestos register to record asbestos survey dates, survey reports, survey results and updates following remedial and removal works. Lucion is responsible for instructing asbestos surveys or remedial works. Our contractor, Lucion will ensure that the portal² is kept up to date with current information and dates to show a clear audit trail of any survey and works quotations and who has accessed the portal and when.
- 2.4 **Scheduling** – An annual order for reinspections is raised for all properties by the Commercial Property team and Lucion arrange appointments with the tenants or property managers.
- 2.5 **Tenant Notification** – Once the order has been generated, the contractor will write to our tenants or property managers, using a standard letter, to advise of the forthcoming asbestos surveys.
- 2.6 **Void & Reactive Asbestos Surveys** – At any point throughout the financial year the need for additional survey works may be identified. All new asbestos survey requests must be raised through the Commercial Property team.
- 2.7 **Attend Site** – Lucion will attend site and undertake the asbestos management survey, R&D survey or re-inspection survey, take context photographs (for example, of the external building) and photographic evidence of remedial actions, such as the location and condition of ACMs. Lucion will raise immediate actions with the Commercial Property team. The Asbestos Contractor will issue the asbestos surveys by uploading them onto the Lucion NexGen portal within ten working days of the site visit.
- 2.8 **Quality Assurance** – The Commercial Property team will review 10% of the surveys submitted by Lucion to provide quality assurance. Any issues identified will be referred back to the Lucion for remediation.
- 2.9 **Tenants and Leaseholders** - We will use the legal remedies available within the terms of the tenancy/lease agreement should any tenant/leaseholder refuse access to carry out essential asbestos related inspection and remediation works.
- 2.10 **Remedial Works** – any remedial actions from the surveys will be automatically extracted from the data provided by Lucion. Works orders will be raised and issued to Lucion. Lucion will then complete the following:
 - Attend site and undertake the remedial works as per the instruction received.
 - Provide the required removal information to the Commercial Property team including all relevant evidence (for example, before and after photographs, certificates, waste consignment notes and documents).

¹ the appointed contractor employed to manage the surveying and remediation of all asbestos related matters between January 2024 to 2029

² a fully managed portal service provided by the contractor, Lucion with 24/7 accessibility

- 2.11 All notifiable works are to be completed by a Licenced Asbestos Removal Contractor (LARC). Non-notifiable remedial works will be issued to the Asbestos Removal Contractor.
- 2.12 Once remedial actions have been completed and the required evidence received, Lucion will update the NexGen portal with the new asbestos information (including survey date, date of next inspection, and any changes to the condition of the ACMs), and ensure the survey is saved electronically.
- 2.13 Where partial remedial works or removals have been conducted, this must be made clear within the Lucion NexGen portal. For example, if only perimeter floor tiles are removed to allow installation of carpet grips, the entry in Orchard relating to the asbestos floor tiles must remain, with a note to say only perimeter tiles have been removed.
- 2.14 If required, the Asbestos Contract Manager (Senior Building and Project Surveyor) will attend site to undertake a post-inspection of the completed works. If any issues are identified, these will be referred back to Lucion for remediation. Following this, the Asbestos Contract Manager will complete the post-inspection and record all relevant information, including photographic evidence.
- 2.15 **Monitoring Performance** – once the required post-inspections have been completed, the Asbestos Contract Manager will take the following action:
- Run the monthly report to highlight any overdue actions, and chase any for completion with the Lucion if required
 - Ensure that compliance is discussed at monthly one to one meetings between the Commercial Portfolio Operations Manager and the Asbestos Contract Manager
 - Monitor and report on asbestos compliance, including remedial actions, on a monthly basis and provide a six-monthly report to the Asbestos Management Group
 - Quality assurance audits of asbestos management surveys, re-inspections, and associated asbestos works, through a 10% sample of the total asbestos activity carried out, will be carried out by the Asbestos Contract Manager.

3 Auditing of Asbestos Surveys and Remedial Works

- 3.1 The Commercial Property team will establish an auditing process to ensure we are monitoring the performance of our selected asbestos contractors and surveyors. Quality assurance audits of asbestos management surveys, re-inspections, and associated asbestos works will be undertaken via a 10% sample of the total asbestos activity carried out.

4 Monitoring Performance

- 4.1 KPI measures will be provided on a monthly basis through the Council's risk reporting mechanism (Pentana) and to the Asbestos Management Group on a six monthly basis. As a minimum they will include:

Data – the total number of:

- Properties on the asbestos management programme
- Properties on the asbestos re-inspection programme;

- Properties with a valid and in date survey (level of compliance);
- Properties with an invalid and out of date survey (level of non-compliance);
- Number of properties with urgent actions outstanding (R1s)

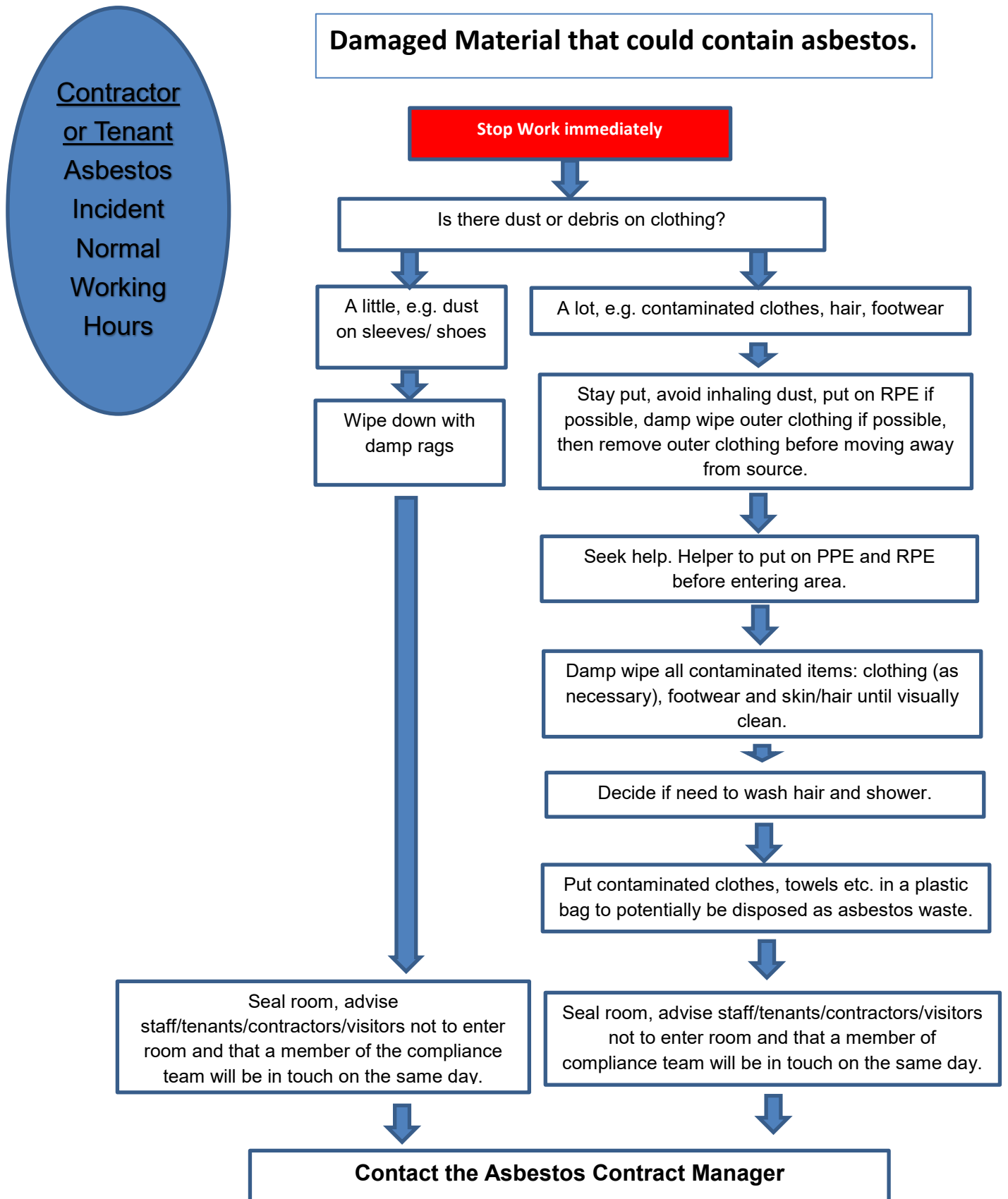
Narrative - an explanation of the:

- Current position;
- Corrective action required; and
- Anticipated impact of corrective actions.

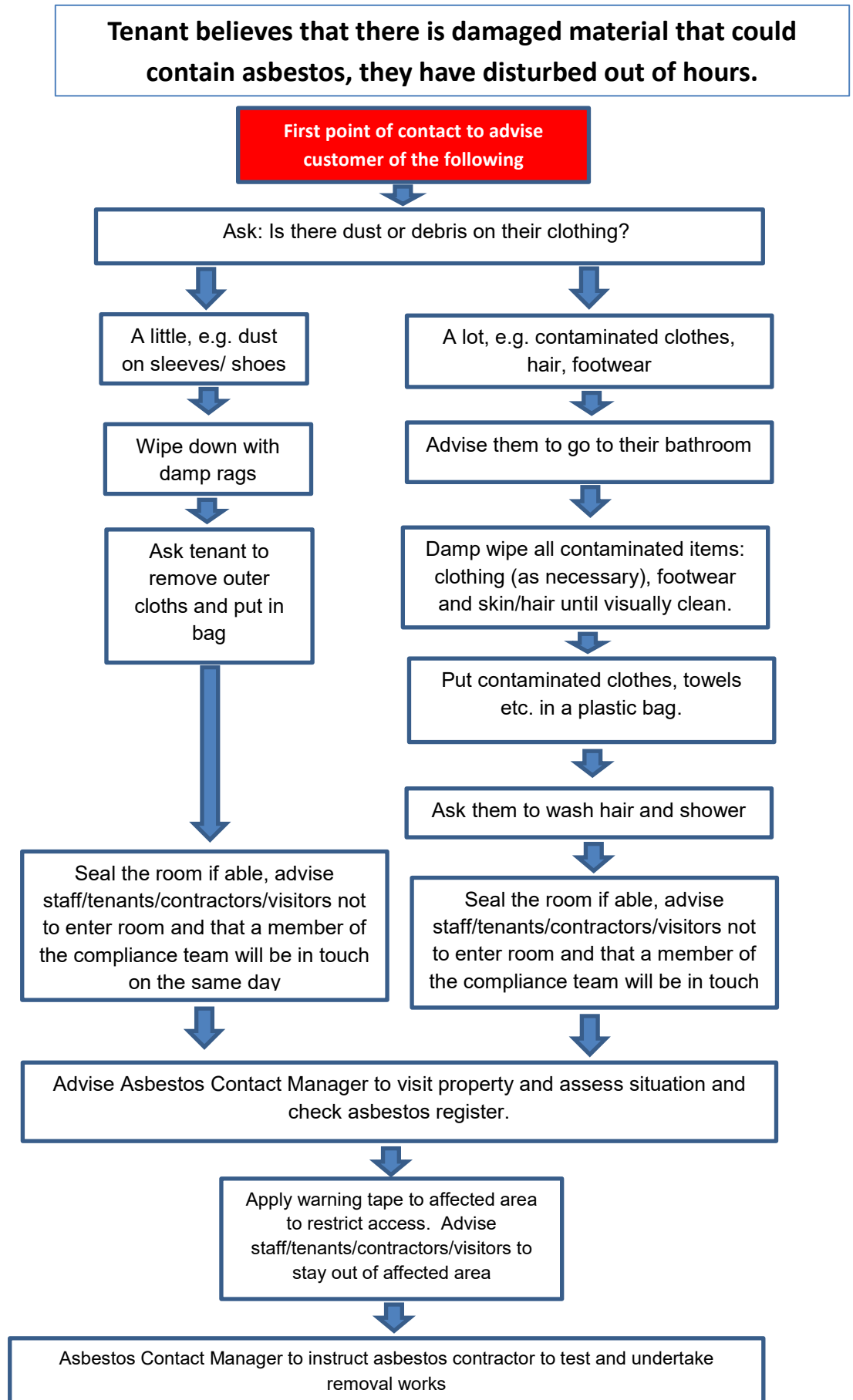
5 Non-Compliance/Escalation Process

- 5.1 Our definition of non-compliance is; any incident which results in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety.
- 5.2 All non-compliance issues should be reported within 24 hours to the Asbestos Contract Manager and the Commercial Portfolio Operations Manager.
- 5.3 Any non-compliance issue identified at an operational level will be formally reported to the Assistant Director of Environment, Property & Recreation and the Asbestos Management Group in the first instance.
- 5.4 The Commercial Portfolio Operations Manager will agree an appropriate course of corrective action with the Asbestos Contract Manager (Senior Building & Project Surveyor). This will be reported to the Asbestos Management Group.
- 5.5 In cases of a serious non-compliance issue the Asbestos Management Group and Corporate Health & Safety will consider whether it is necessary to disclose the issue to the HSE.

Figure 1 – Emergency Asbestos Procedure



Out of Hours Manager Asbestos Incident



EMERGENCY CONTACTS

Out of Hours: Call Out Duty Officer	Mobile: to be advised separately
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6 Action Plan

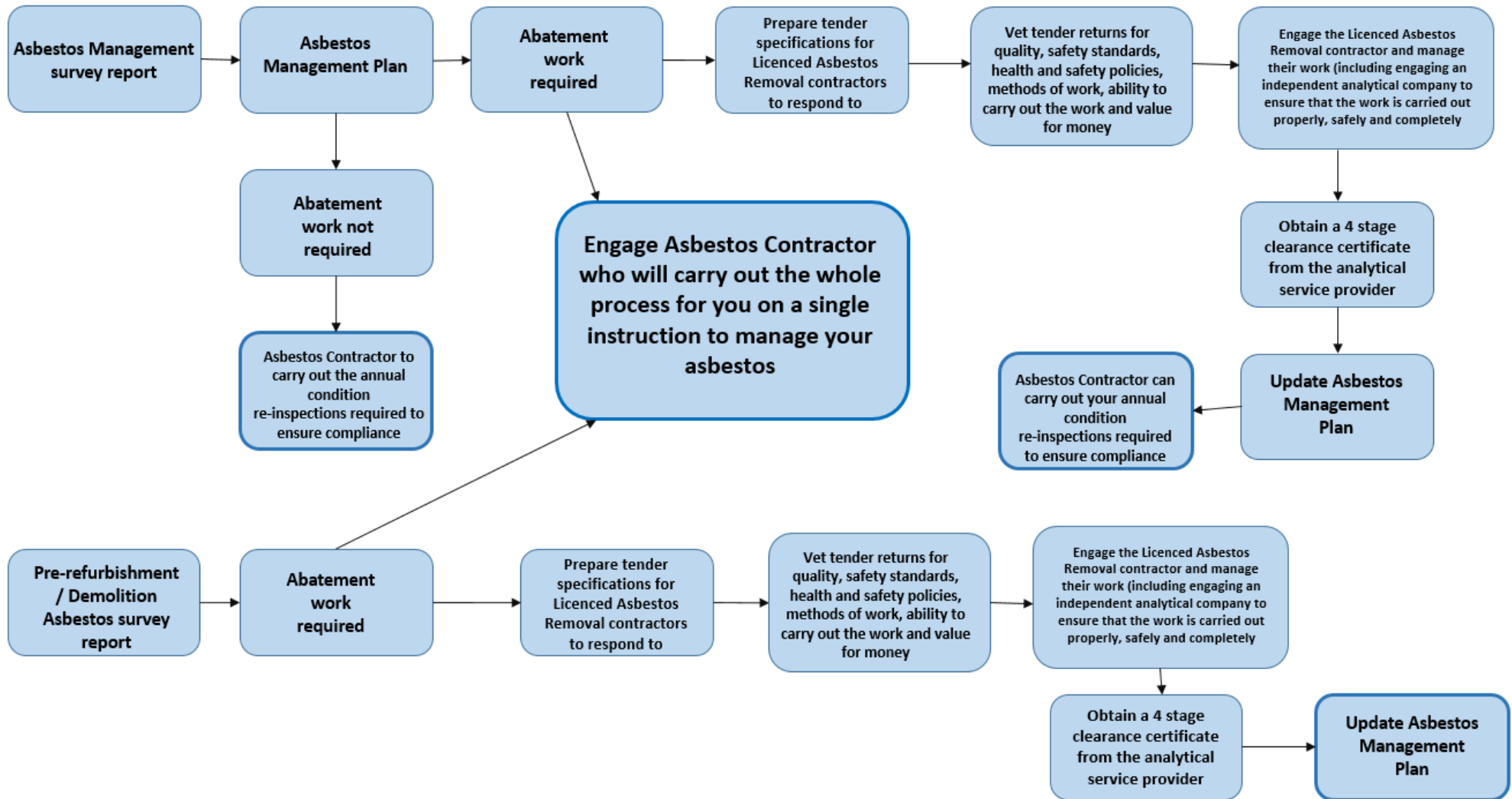
6.1 Ongoing Actions

Action	Timescale	Responsibility	Status
1. Annual Review and update of Asbestos Management Plan	Every 12 months	Commercial Operations Manager	Next due February 2025
2. Re-inspections of Communal Areas containing asbestos materials	Every 12 months	Commercial Operations Manager	Ongoing
3. Contractor to update Asbestos Register to accurately reflect any remedial works undertaken	Following completion of remedial works	Commercial Operations Manager	Ongoing

7 How to Monitor & Review the Management Plan

- 7.1 The key objective of this Plan is to reduce the risk of asbestos exposure. If it can be demonstrated that the risk from ACMs is under control, this Plan will be fulfilling its intended purpose.
- 7.2 To ensure that this Plan remains effective, it will be reviewed initially after three months of implementation, then at 12 monthly intervals thereafter (or sooner if there is a material change to a property, a change in regulation, legislation or Approved Code of Practice). This may not mean that any changes are necessary, but rather that all current provisions are appraised, checked and audited so that any changes which may make them more efficient are discussed and implemented where necessary.
- 7.3 The procedure in the flow chart below (Figure 2) should be followed in order to ensure this Plan remains a valid document, and that the risks from asbestos are being adequately assessed.

Figure 2 – Maintaining the Asbestos Management Plan



8 No Access Process

8.1 In cases where access is not achieved at the initial appointment, the following escalation process will be followed.

- The Asbestos Contractor will contact the tenant by telephone to arrange a convenient time to attend to undertake the annual reinspection and confirm in writing.
- On the first no access attempt, the Asbestos Contractor will contact the tenant regarding the missed appointment and will ask the tenant to rebook and to confirm the second appointment in writing.
- If the second attempt is abortive, the Asbestos Contractor will refer the case back to the surveyor managing the asbestos contract who will make contact with the tenant to explain that the contractor must be given entry in order to ensure compliance is maintained. This is to be confirmed in writing.
- If the above fails Legal remedies will be pursued either via the Estates team or Legal Service.

Document Title	Housing Asbestos Management Plan
Revision No.	SC/LH v.1.0
Release Date	12..02.2024
Review Date	12..08.2024
Document Type	Management Plan

Housing Services Asbestos Management Plan

Scope: This Asbestos Management Plan comprises part of a suite of documents including the Corporate Asbestos Management Policy, Procedure and Emergency Procedures and should be read in conjunction with one another. This Management Plan sets out in detail the way in which Ashford Borough Council Housing Services will effectively manage asbestos in all assets across their residential property portfolio. This procedure should be read in conjunction with the stated objectives in the asbestos management policy.

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1 Instruction of Survey Works

1.1 Inspection Programme (communal blocks/areas)

We will ensure that all non-domestic, communal blocks and other properties we own or manage will have an initial asbestos management survey carried out as part of the annual inspection programme. All surveys will comply with CAR 2012.

Thereafter, all properties on the programme will have a re-inspection survey and an assigned re-inspection date where applicable. The re-inspection date will be either annual or at a period specified in the previous survey. If no asbestos is found to be present, but any areas were not accessed, these properties should remain on the re-inspection programme until access is made available and asbestos is confirmed to be not present).

Within communal blocks, surveys will include inspection of communal areas such as, hallways, plant rooms, bin stores.

Where areas of no access have been recorded, these will be re-visited to attempt to gain access where and when practicable within 3 months.

1.2 Responsive Repairs and Planned Works (communal blocks/areas)

We will review existing asbestos management survey information prior to carrying out any repairs or planned maintenance works which may involve working on or adjacent to any ACMs within a communal area or communal property. This will ensure that any ACMs likely to pose a risk are identified prior to work starting and the details passed on to the relevant operatives or external contractors.

Where required a new management survey with a targeted Refurbishment and Demolition (R&D) survey of the area of works should be commissioned prior to work starting.

1.3 Responsive Repairs and Planned Works (tenanted domestic/void properties)

We will review existing asbestos management survey information prior to carrying out any day to day repairs or planned maintenance works which may involve working on or adjacent to any ACMs. This is to ensure that any ACMs likely to pose a risk are identified prior to work starting and the details passed on to the relevant operatives or external contractors.

Where there is no asbestos information, a risk assessment will be undertaken to determine if an asbestos survey is required ahead of day-to-day repairs or planned maintenance work. If it is, a management survey with a targeted R&D survey will be undertaken. The scope of this survey will be agreed in accordance with the works due to be carried out.

Upon receipt of a management survey, the tenant will be updated with the relevant information to ensure they are aware of any locations of any ACMs, along information leaflet will be shared with them advising them of the do's and dont's.

Void properties (constructed prior to 2000) which are classed as major works, or those that are newly acquired, will have R&D surveys instructed. The scope for this survey will be defined to the surveyor to ensure all areas where works are likely to take place are covered by intrusive inspection within that survey. This must include details of; floor voids, pipe runs, electrical routes, loft spaces, wall voids and any changes to fitted kitchen and bathroom suites.

Note: When a property becomes void, a management survey should be undertaken in order to record baseline data.

Where the property is tenanted, identified works and precautionary measures will be different from those where a property is currently vacant.

2 Asbestos Programme – Main Process for Non-Domestic Properties

- 2.1 **Process Map** - The Asbestos Management Process Map (Appendix 1) details the key stages in the process along with who is assigned accountability at each key stage (Compliance Team, Asbestos Surveying Contractor, Customer First Team, Remedial Works 'Actionee').
- 2.2 **Asset Lists** - We will ensure that all domestic, non-domestic, communal blocks and other properties we own or manage are included on the appropriate asbestos programmes. The address lists for the programmes will be drawn from Orchard and validated on an ongoing basis to take into account property acquisitions, disposals and any changes in use.
- 2.3 **Data and Records** - We will hold asbestos records against each property we own or manage. Housing use Orchard - MRI as our asbestos register to record asbestos survey dates, survey reports, survey results and updates following remedial works. Electronic copies of the surveys are saved in Orchard - MRI. The Compliance Team, responsible for instructing asbestos surveys or remedial works, will ensure that Orchard is updated with current information and dates to show a clear audit trail of any action taken.
- 2.4 **Scheduling** – Works orders for all properties on each programme are generated by the Compliance Team. A planning meeting is undertaken with the Asbestos Contractor to agree scope of surveys and a timetable for completion. Where necessary (for example, planned works), the Compliance Team will batch and issue properties on a monthly basis to the Asbestos Contractor.
- 2.5 **Tenant Notification** – Once works orders have been generated, the Compliance Team will compose the notification letters to be issued to customers, using a standard letter, to advise of the forthcoming asbestos surveys and these will then be sent by the Customer Team.
- 2.6 **Void & Reactive Asbestos Surveys** – At any point throughout the financial year the need for additional survey works may be identified. All new asbestos survey requests must be raised through the Compliance Team.
- 2.7 **Attend Site** – The Asbestos Contractor will attend site and undertake the asbestos management survey, R&D survey or re-inspection survey, take context photographs (for example, of the external building) and photographic evidence of remedial actions, such as the location and condition of ACMs. The Asbestos Contractor will raise immediate actions with the Compliance Team. The Asbestos Contractor will issue the asbestos

surveys to the Compliance Team within ten working days of the site visit (or within 72 hours if it is a void property).

- 2.8 **Quality Assurance** – The Compliance Team will review 100% of the surveys submitted by the Asbestos Contractor to provide quality assurance. Any issues identified will be referred back to the Asbestos Contractor for remediation.
- 2.9 **Tenants and Leaseholders** - We will use the legal remedies available within the terms of the tenancy/lease agreement should any tenant/leaseholder/shared owner refuse access to carry out essential asbestos related inspection and remediation works.
- 2.10 **Remedial Works** – any remedial actions from the surveys will be automatically extracted from the data provided by the Asbestos Contractor. Works orders will be raised and issued to the relevant actionee. The actionee will then complete the following:
- Attend site and undertake the remedial works as per the instruction received.
 - Provide the required removal information to the Compliance Team including all relevant evidence (for example, before and after photographs, certificates, waste consignment notes and documents).
- 2.11 All notifiable works are to be completed by a Licenced Asbestos Removal Contractor (LARC). Non-notifiable remedial works will be issued to the Asbestos Removal Contractor.
- 2.12 Once remedial actions have been completed and the required evidence received, the Compliance Team will update Orchard – MRI with the new asbestos information (including survey date, date of next inspection, and any changes to the condition of the ACMs), and ensure the survey is saved electronically.
- 2.13 Where partial remedial works or removals have been conducted, this must be made clear within Orchard - MRI. For example, if only perimeter floor tiles are removed to allow installation of carpet grips, the entry in Orchard relating to the asbestos floor tiles must remain, with a note to say only perimeter tiles have been removed.
- 2.14 If required, the Compliance Team Asbestos Manager will attend site to undertake a post-inspection of the completed works. If any issues are identified, these will be referred back to the relevant actionee for remediation. Following this, the Compliance Team will complete the post-inspection and record all relevant information, including photographic evidence.

3 Asbestos Programme – Main Process for Domestic Properties

3.1 Process Map

Details of the end-to-end process for domestic asbestos management are shown in the process map at Appendix 2 to this plan. The process map includes details of the 'high-level' key stages in the process along with who is assigned accountability at each key stage (i.e. Ashford Borough Council Planned Maintenance Services, Delivery Operatives, Compliance Team, Asbestos Surveying Contractor, Remedial Works 'Actionee', Asbestos Management Group).

- 3.2 **Establish Asbestos Survey Asset List for the next financial year** – The process starts with Ashford Borough Council Housing Asset Team identifying the properties to be included on the planned works programme via Orchard – MRI asset system from end of life component dates. From this, they will create the planned works programme for the coming financial year.

- 3.3 **Void & Reactive Asbestos Surveys** – At any point throughout the financial year the need for additional survey works may be identified. For example, the Voids Supervisor may identify the need for a new void survey, or an ABC Surveyor may identify the need for a new reactive survey. In any instance, this should follow a review of the asbestos survey information that is currently available. All new asbestos survey requests must be raised via the Compliance Team.
- 3.4 **Ordering the works** – Following a review of any new survey requests/requirements, the Compliance Team will commission these with the asbestos surveying contractor as required and alert the relevant parties via email. For example, they would alert the Voids Supervisor that a new void survey has been commissioned.
- 3.5 **Acknowledge receipt and attend site** – The Asbestos Surveying Contractor will attend site and undertake the asbestos survey as per the type instructed by the Compliance Team.
- 3.6 **Asbestos Report** – the Asbestos Surveying Contractor will produce the asbestos survey, including photographic evidence of the condition of any asbestos containing materials and send the survey to the Compliance Team. They will also provide the full dataset of the works completed such as waste consignment notes, Risk and Method statements, HSE notification etc (this is not exhaustive or conclusive), in the format agreed with the Compliance Team, so that it can be uploaded in to housing services asset management database.
- 3.7 **Commissioning further works** – If the new survey identifies the need for further works then the Compliance Team will commission these with the relevant 'actionee' – this will either be Housing Services Building Surveyor or the Asbestos Removal Contractor. All notifiable remedial works are to be completed by a Licenced Asbestos Removal Contractor (LARC). Non-notifiable works are to be raised with either a LARC or Housing Surveyor.
- 3.8 **Completing remedial actions** – once the required remedial actions have been completed and the required evidence (waste consignment notes, Risk and Method statements, HSE notification etc (this is not exhaustive or conclusive), received, the Compliance Team will update Orchard with the new asbestos information and ensure the survey is saved electronically.
- 3.9 **Post inspections** – all removals are to be post inspected by the Compliance Team through a combination of desktop reviews of site paperwork (waste consignment notes, Risk and Method statements, HSE notification etc (this is not exhaustive or conclusive), and site reviews. If the works are satisfactory they will complete the post-inspection and record all relevant information, including the photographic evidence. If the works are not satisfactory then they will refer them back to the relevant 'actionee' for correction.
- 3.10 **Monitoring Performance** – once the required post-inspections have been completed, the Compliance Team will take the following action:
- Run the monthly report to highlight any overdue actions, and chase any for completion with the relevant 'actionee' if required
 - Hold monthly compliance meetings which will be attended by the Housing Surveyor managing the asbestos contract and the Asbestos Surveying Contractor
 - Monitor and report on asbestos compliance, including remedial actions, on a monthly basis and provide a six-monthly report to the Asbestos Management Group

4 Auditing of Asbestos Surveys and Remedial Works

- 4.1 Quality assurance audits of asbestos management surveys, re-inspections, and associated asbestos works, through a 10% sample of the total asbestos activity carried out, will be carried out by our Asbestos Officer.
- 4.2 Housing Services will require contractors to provide the results of their own 5% quality assurance audit checks, as required by UKAS, on a monthly basis.
- 4.3 All audits of asbestos information will be saved in a secure location and made available to all persons as required. These will also be shared with the Asbestos Management Group on a six monthly basis. The data gathered will be reviewed by a suitably competent person to establish if there are any anomalies, evidence of errors or poor performance of the contractors and/or surveyors. The audit process will document how to proceed if anomalies are found or further action is required.

5 Monitoring Performance

- 5.1 KPI measures will be provided on a monthly basis through the Council's risk reporting mechanism (Pentana) and to the Asbestos Management Group on a six monthly basis. As a minimum they will include:

Data – the total number of:

- Number of properties eligible for an asbestos management survey;
- Properties with a valid and in date survey (level of compliance);
- Properties on the re-inspection programme;
- Properties with an invalid and out of date survey (level of non-compliance);
- Percentage of domestic stock with full asbestos data;
- Number of properties with urgent actions outstanding (R1s)

Narrative - an explanation of the:

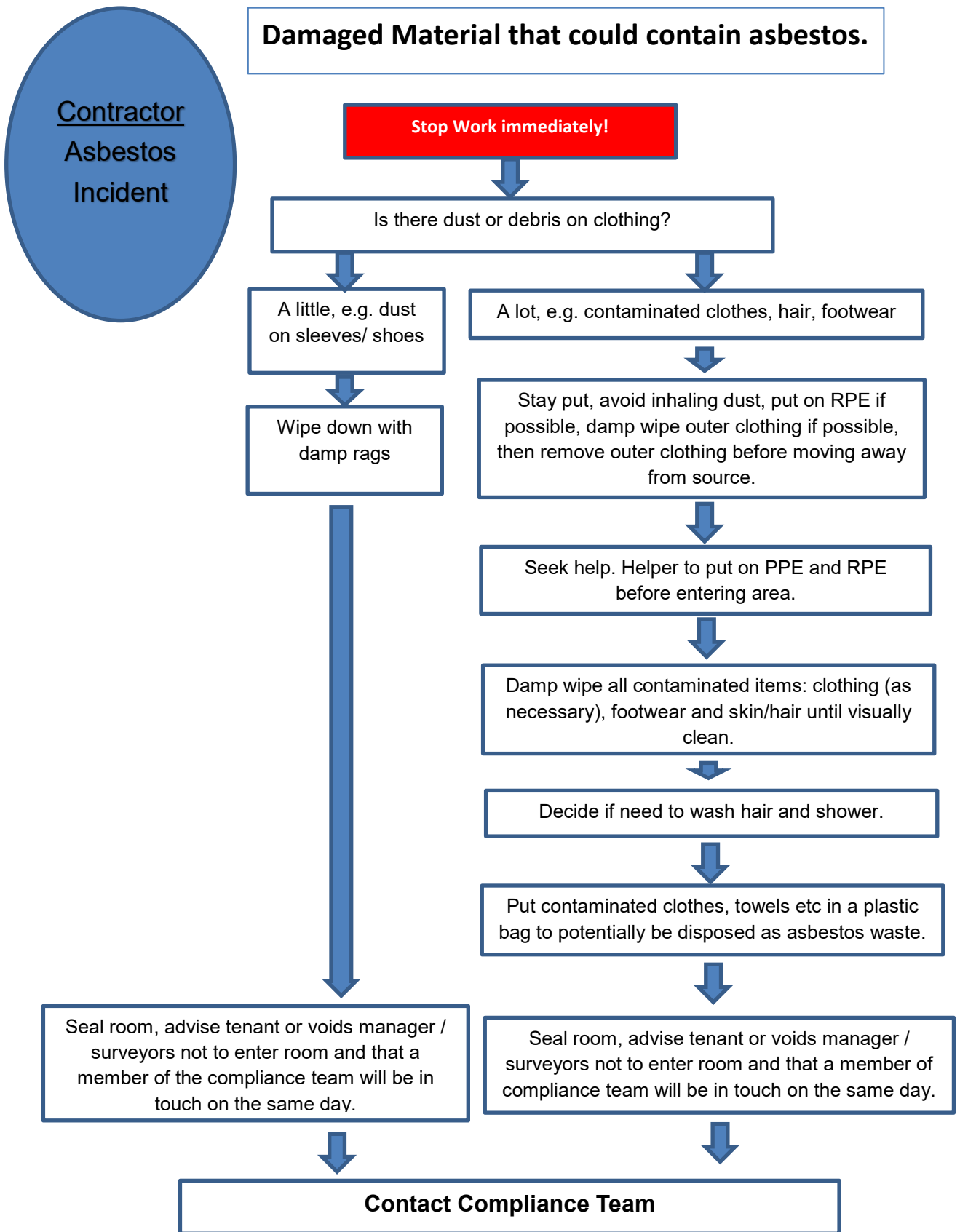
- Current position;
- Corrective action required; and
- Anticipated impact of corrective actions.

6 Non-Compliance/Escalation Process

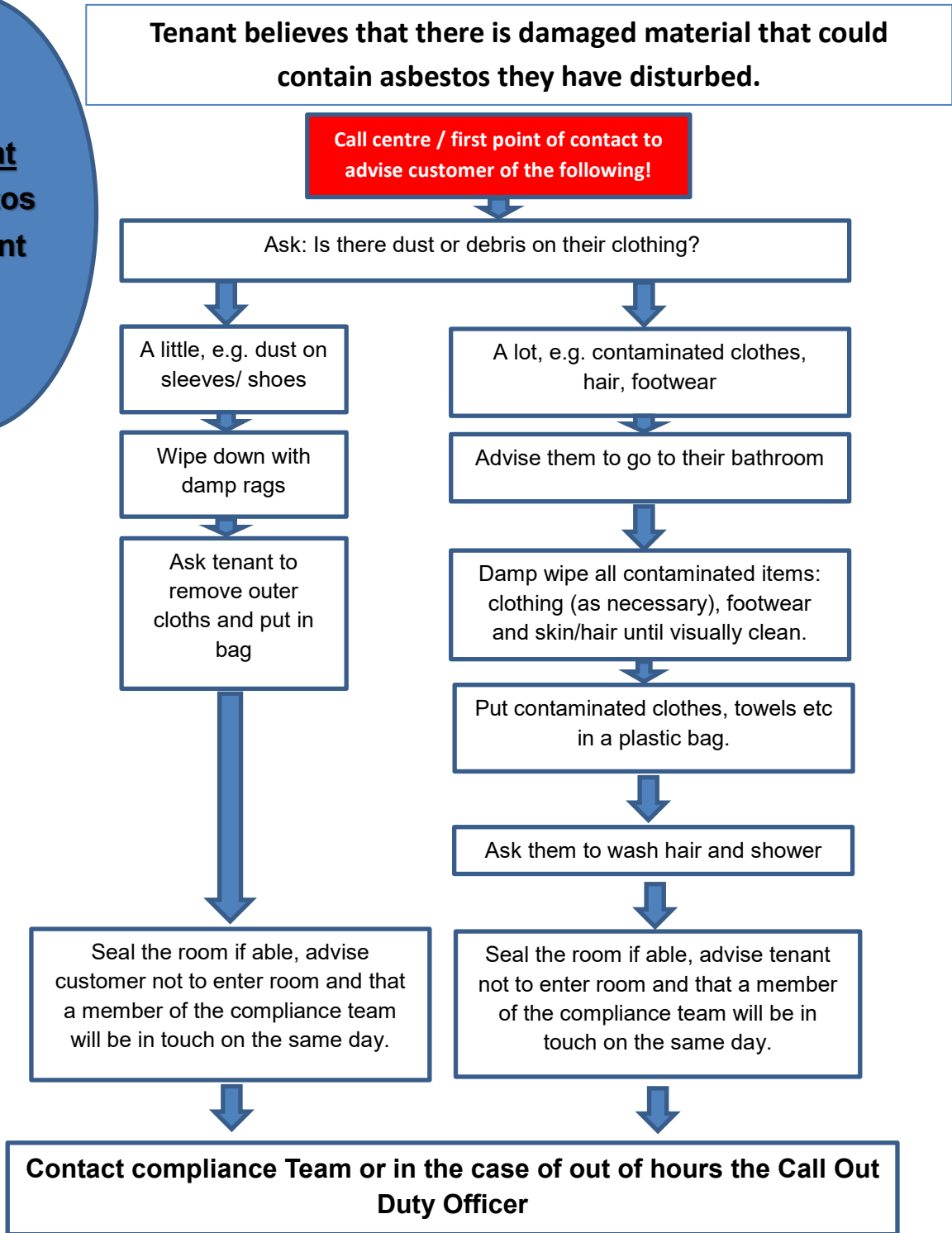
- 6.1 Our definition of non-compliance is; any incident which results in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety.
- 6.2 All non-compliance issues should be reported within 24 hours to the surveyor managing the asbestos contract, line manager and asbestos management group.
- 6.3 Any non-compliance issue identified at an operational level will be formally reported to the Head of Housing Assets and the Asbestos Management Group in the first instance.
- 6.4 The Head of Housing Assets will agree an appropriate course of corrective action with the Compliance Manager This will be reported to the Asbestos Management Group.

- 6.5 The Asbestos Management Group is to be made aware of any non-compliance issue so they can consider the implications and take action as appropriate.
- 6.6 In cases of a serious non-compliance issue the Asbestos Management Group and Corporate Health & Safety will consider whether it is necessary to disclose the issue to the appropriate regulator in accordance with appropriate legislation and any guidance issued.

Figure 1 – Emergency Asbestos Procedure

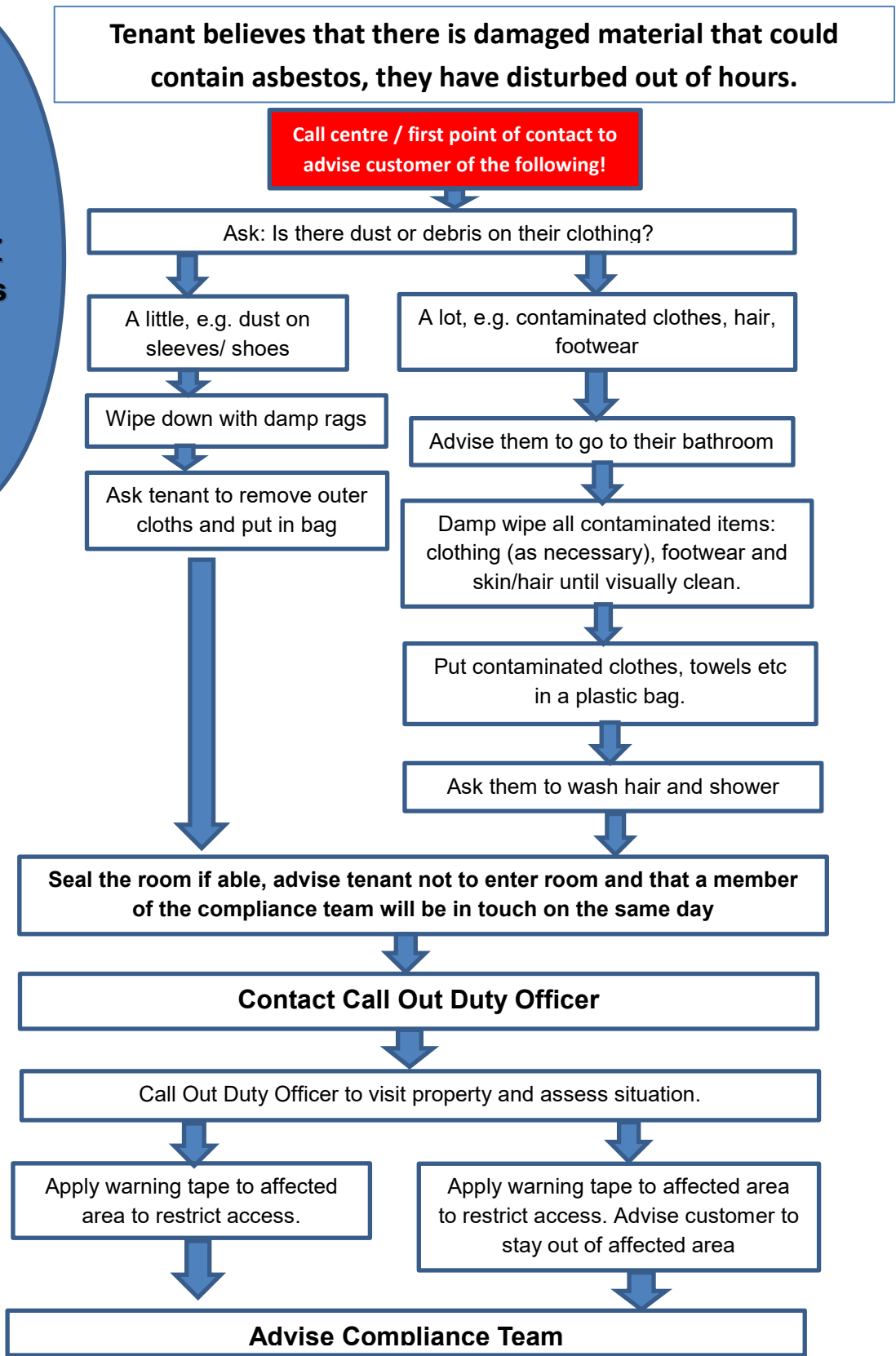


**Tenant
Asbestos
Incident**

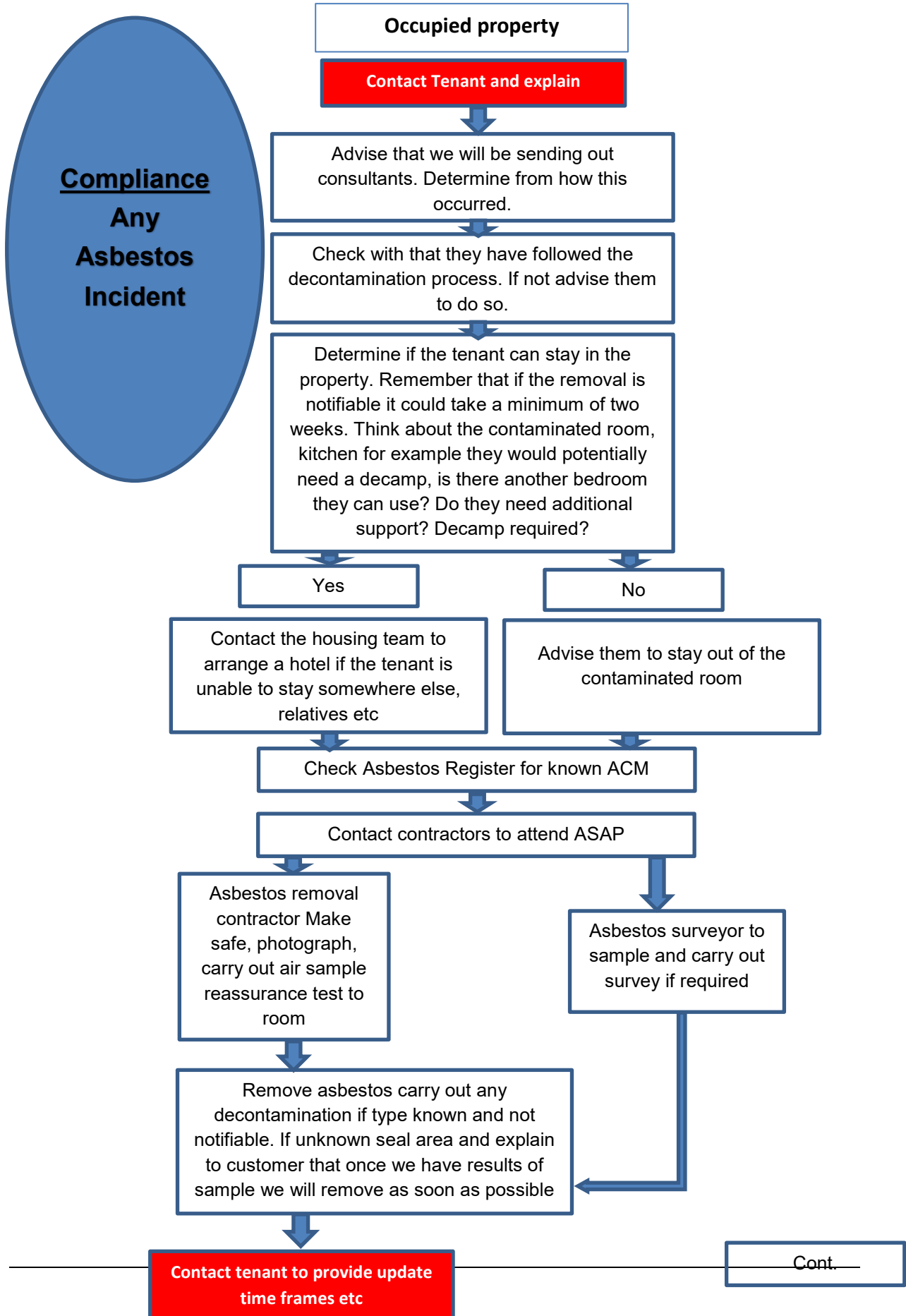


First point of contact is responsible for talking through the questions as set out in the flow diagram above and passing the information to the housing compliance team or out of hours the on call duty officer.

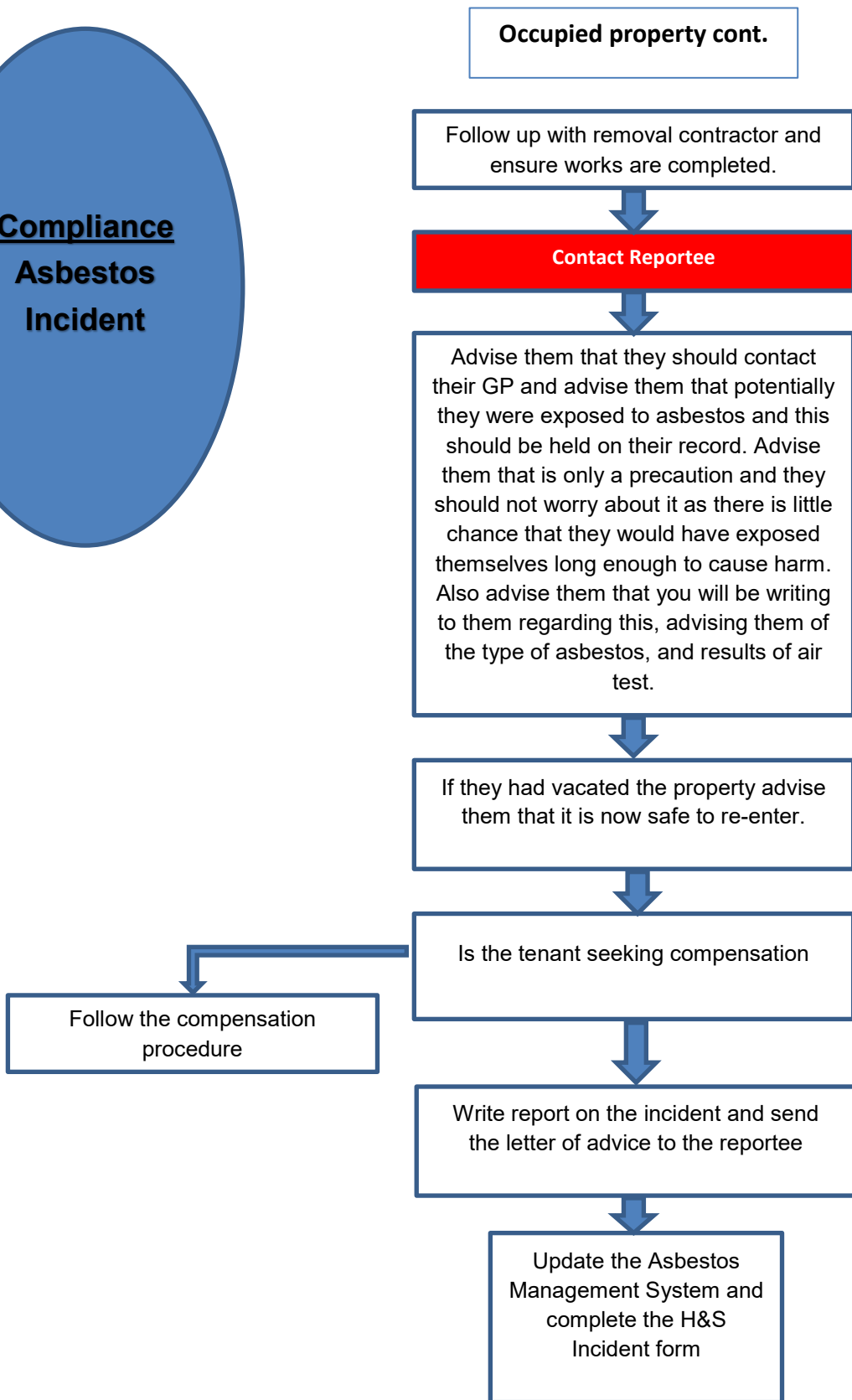
Out of Hours Manager Asbestos Incident



First point of contact is responsible for talking through the questions as set out in the flow diagram above and passing the information to the housing compliance team or out of hours the on call duty officer.



**Compliance
Asbestos
Incident**



EMERGENCY CONTACTS

Out of Hours: Call Out Duty Officer	Mobile: contact details to be supplied separately.
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7 Action Plan

7.1 Ongoing Actions

Action	Timescale	Responsibility	Status
1. Annual Review and update of Asbestos Management Plan	Every 12 months	Head of Housing Assets	Next due October 2025
2. Re-inspections of Communal Areas containing asbestos materials	Every 12 months	Compliance Team Asbestos Manager	Ongoing
3. Increase known survey data by planned management surveys and continuing void property surveys	Continual	Compliance Team Asbestos Manager	Ongoing
4. Update Asbestos Register to accurately reflect any remedial works undertaken	Following completion of remedial works	Compliance Team Asbestos Manager	Ongoing

8 How to Monitor & Review the Management Plan

- 8.1 The key objective of this Plan is to reduce the risk of asbestos exposure. If it can be demonstrated that the risk from ACMs is under control, this Plan will be fulfilling its intended purpose.
- 8.2 To ensure that this Plan remains effective, it will be reviewed initially after three months of implementation, then at 12 monthly intervals thereafter (or sooner if there is a material change to a property, a change in regulation, legislation or Approved Code of Practice). This may not mean that any changes are necessary, but rather that all current provisions are appraised, checked and audited so that any changes which may make them more efficient are discussed and implemented where necessary.

9 No Access Process

9.1 In cases where access is not achieved at the initial appointment, the following escalation process will be followed.

9.2 First attempt:

- Housing Services will send all customers a letter detailing the need for the survey/inspection and note the relevant contractor who will be attending
- Contractor will make appointment with the customer and confirm appointment via text message or letter (contractor dependant).
- On the first no access attempt, a card or letter stating the missed appointment will be left asking the customer to call in and rebook (contractor dependant)
- If is received by the customer, the contractor will reach out to make a second appointment and confirm with a letter.

9.3 Second Attempt:

- If access is not gained at the second appointment date, the following actions will be taken: The Contractor will confirm the appointment via letter or text message (contractor dependant) If no access, the contractor will leave a card/letter, take photo of the door and fill out a report which is sent to Housing Services Housing Services to be informed of the second no access.
- A second letter from Housing Services is sent stating the legal obligation to carry out the survey/inspection and not allowing access is a breach of tenancy. Contractor details are at bottom of the letter and customers are urged to book an appointment with the relevant contractor.
- Relevant booking sheets are updated via the contractor and are available to view, Housing Services also update a tracking spreadsheet of access attempts.

9.4 Third Attempt:

If access is not gained before the third appointment date, the following actions will be taken:

- The contractor will confirm the appointment via letter (contractor dependant).
- If no access, the contractor will leave a card/letter and take photo of the door or fill out a report and this is sent to Housing Services.
- Housing Services are informed of the third no access and at this point contact with the customer will be made via phone or, failing that, email communication to try and make an appointment.
- Relevant booking sheets are updated via the contractor and are available to view, Housing Services also update a tracking spreadsheet of access attempts.
- Housing Services will also escalate to the Neighbourhood Team for assistance in access or reaching the customer to have this appointment made.
- **Failure on the third attempt will result in legal remedies to gain access.**

9.5 **Legal Process:**

- Within 48 hours of the third access attempt, the Compliance Team will engage with the Neighbourhood Team for support in gaining access to the property. They will also review the evidence provided by the contractor when the property was referred in order to ensure everything has been provided. This evidence should include the letters sent, phone calls made, and photographs of the site visits (calling cards).
- A Notice Of Seeking Possession (NOSP) will be sent highlighting the legal process to the customer giving them 14 days to allow access. Failure to cooperate will result in an application to the courts for a warrant to allow access
- If access is not gained beforehand, the Surveyor / service engineer will attend site on the allocated court warrant date with a member of the Neighbourhood Team and a joiner to access the property and undertake the inspection and test.