EAST DUNBARTONSHIRE COUNCIL

HEALTH & SAFETY PROCEDURE

Quality Reviews for Gas Engineers

SP46

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DOCUMENT CONTROL AMENDMENT RECORD

Date	Issue No	Amendment	Person Responsible for Amendment
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1. INTRODUCTION

A quality control process is a pivotal management tool that if implemented correctly, will not only confirm the onsite quality performance of engineers, but also re-affirm that all on site risks are managed by East Dunbartonshire Council (EDC) in a structured format. The types of quality control inspections that should be implemented are a measured mixture of 'work in progress reviews, post inspection reviews and desktop audits. The process will help evaluate the risk rating of each engineer working for or on behalf of EDC and determine the audit frequency over a twelve-month period, based on risk.

The quality control process should allow trends to be tracked and dealt with so as to plug any potential safety gap that may be highlighted. All engineers across all appliance types should be included into the process.

Any proposed Quality Review regime should address all of the issues listed below.

- all engineers should be quality control checked
- all work types should be quality control checked
- documentation produced by engineers should be included into the quality control process
- quality control process to be modelled on a risk assessment format
- responsibility for managing any quality control reviews should be assigned to an individual's job role
- all reviews should be analysed, and findings should be interpreted for review by management
- reports should identify trends
- all reports, findings and recommendations should be recorded so as to demonstrate that the Council are managing a robust quality control process.

The number of checks carried out will be proportional to the type, scope, and amount of gas work undertaken. The frequency and quantity of quality control checks will be dependent on the findings.

To achieve this, the 'risk assessment' will be based on three types of work:

- Installation
- Service
- Repair

This document has been created to provide a suitable procedure for appointed competent personnel identified to carry out Gas Quality Reviews for gas engineers including gas safe contractors appointed to work on behalf of EDC. Furthermore, it provides details of EDC's gas quality review schedule so that all gas engineers understand their role and responsibilities and what is expected from them when they are reviewed.

Quality control ensures that gas engineers are undertaking work in a professional and competent manner whilst not being directly supervised. A selection of gas work carried out by a gas engineer will be inspected to ensure that, as a minimum, all checks and tests

required by the Gas Safety (Installation and Use) Regulations 1998 as amended 2018, appliance manufacturer's instructions and industry standards have been undertaken.

The procedure will allow for trends and individual performance to be monitored and documented in such a way that would clearly demonstrate that the Council are taking all reasonable steps to ensure that safe gas work is being carried out by its direct labour gas engineers and our appointed gas safe contractors.

2. SCOPE

Quality Reviews will be undertaken on all areas of work carried out by gas engineers and gas contractors responsible for the installation, servicing and maintenance of gas installations and their associated controls within properties for which East Dunbartonshire Council has responsibility. The inspection process will include work in progress, post completion and any associated document checks deemed necessary sometimes referred to as a "desktop review".

This procedure applies to all East Dunbartonshire Council gas engineers, gas contractors, their Service Managers/Team Leaders including gas assessors and all staff involved in managing gas safety.

This procedure will ensure that all direct labour gas engineers and appointed contractors are aware of their role in fulfilling the requirements of the EDC HSPO2 Gas Safety Policy, procedures, regulations and industry best practice standards.

This procedure must be read in conjunction of the HSPO2 Gas Safety Policy and their supporting procedures.

Only competent gas engineers are allowed to carry out work on gas appliances and gas installation pipework including fittings in accordance with The Gas Safety (Installation and Use) Regulations 1998 (Amendment) 2018, industry standards and the manufacturer's instructions.

Work in Progress and Post Completion Quality reviews will be carried out by an appointed gas safe registered engineer(s) and/or an external quality assurance gas contractor where necessary whom must have the relevant quality assurance qualifications and gas experience to be able to provide suitable and sufficient advice and guidance to East Dunbartonshire Council.

3. ROLES AND RESPONSIBILITIES

3.1 CHIEF EXECUTIVE

East Dunbartonshire Council (EDC) Chief Executive has ultimate responsibility for health and safety and for making sure that there is adequate resources and arrangements to support EDC's gas safety policy and supporting procedures, enabling responsibilities to be effectively delegated and ensuring that key personnel are trained.

It is important to acknowledge that the Chief Executive's responsibilities are shared, in that the Depute Chief Executive, Executive Officers and Service Managers will be responsible

and accountable within their areas of responsibility for ensuring gas safety and compliance in accordance with the Gas Safety (Installation and Use) Regulations 1998 as amended 2018.

3.2 DEPUTE CHIEF EXECUTIVE

The Depute Chief Executive has a delegated responsibility for making sure this management Procedure is implemented in respect of premises under the control of or otherwise, occupied by the Council.

Executive Officers and Service Managers must ensure the following:

- Adequate resources and competent person(s) are allocated to support the implementation of this Quality Reviews for Gas Engineers Procedure and with relevant Gas safety legislation and industry standards within the respective service or section.
- Nominated person(s) are supported in implementing the measures of this Procedure with continual resources and arrangements made available to help them comply with the relevant Gas Safety legislation and industry standards.

3.3 EXECUTIVE OFFICERS & MANAGERS

The Executive Officers and Service Managers for each service with gas safety responsibilities must ensure the following:

- Adequate resources and competent person(s) are allocated to support the implementation of this Management Procedure and relevant associated Health and Safety legislation.
- Nominated person(s) for each service with key gas safety responsibilities are trained and supported in implementing the measures of this Management Procedure to comply with relevant Gas Safety and Health and Safety Legislation.

3.4 HEALTH AND SAFETY & TECHNICAL COMPLIANCE TEAM

The EDC Health and Safety Team and the Technical Compliance Team will advise the management in fulfilling their duties in regard to the implementation of this Management Procedure and associated regulations and guidance.

In particular, the Health and Safety Team and the Technical Compliance Team shall:

- Advise the Executive Officer, Senior Manager, Team and Squad Leaders in fulfilling their duties.
- Work with teams to provide feedback about actions and control measures that may need to be taken to prevent harm and protect employees.
- Provide and reinforce training and education on health risks associated with certain tasks.
- Monitor the compliance with this management procedure and the associated regulations and guidance by carrying out periodical audits and inspections and issuing subsequent reports detailing any possible gaps or issues that need to be addressed.

3.5 GAS QUALITY ASSURANCE ASSESSOR

The Gas Assessor is responsible for ensuring that they carry out their duties in accordance with the gas safety regulations, industry standards, appliance manufacturers' instructions and EDC's policies and procedures. They will support all staff with key gas responsibilities by offering technical advice, help promote a positive gas safety culture and provide constructive feedback with corrective actions closed off to all parties in a timely manner.

The Gas Assessor will report all RIDDOR reportable gas incidents to the relevant EDC Service Manager and the Health and Safety Team as soon as reasonably possible. The assessor will be able to measure gas safety performance and run reports identifying any areas for improvement where necessary.

The Gas Safety Lead Officer for Property Maintenance and or any appointed Gas Safe Contractor who specialises in gas quality assurance who has been approved by the Council in advance, may carry out quality reviews for both direct labour domestic gas engineers and any domestic gas contractors appointed to work on behalf of the Council.

Each Service Manager with responsibilities identified in HSP02 Gas Safety Policy may appoint a suitably competent gas quality assurance contractor to provide a quality assurance programme in accordance with this procedure. All appointed Contractors must have been approved by the Council before commencement of such work are agreed.

3.6 GAS ENGINEERS AND GAS CONTRACTORS

Engineers must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Engineers must cooperate with the Council in assisting them to fulfil the requirements detailed in the Gas Safety Policy and management system. They must also report to their line manager and the Health and Safety team all accidents, Incidents and near misses in accordance with the Health and Safety Procedure titled SP01 Accident and Incident Reporting.

Engineers must comply with the Gas Safety (installation and use) Regulations 1998 as amended 2018, Industry standards and the manufacturers' instructions. They must follow the Gas Industry Unsafe Situations Procedure (GIUSP) and report all unsafe situations to the responsible person and to their manager immediately.

EDC Service Managers, direct labour gas engineers and or appointed gas contractors must engage regularly with one another to ensure gas safety and compliance are managed effectively and to help mitigate risk to anyone who may be affected by their work activities.

In addition to the Council's own Quality assurance assessment of our contractor's performance, it is expected that all gas safe contractors have their own quality assurance programme to assess their own gas engineers gas safety performance. The outcome of all audits should be discussed and shared at local levels between the gas contractor and the EDC representative for that service which should provide an opportunity for everyone involved to learn and improve.

4. GAS SAFE REGISTRATION

All gas businesses and their engineers must be registered with the Health and Safety Executive approved registration body before any gas work is issued (currently Gas Safe Register). EDC is a registered gas safe business, and all their domestic gas engineers are directly employed and are registered.

Gas Safe registration is for a period of 12 (twelve) months, on renewal each business will receive, for each year registered, a business registration certificate, additionally each engineer will receive their own individual licence card. The cards must be kept up to date and kept on the gas engineer's person at all times during work and available for inspection on request.

All Gas Safe registered engineers will carry their Gas Safe ID card when they're carrying out work. The ID contains important information about the engineer, who they are, their licence number, the business they work for and the work they are qualified to carry out.

The management team identified for managing gas safety for each service is responsible for ensuring that all gas safe registered businesses and their engineers are registered with the Gas Safe Register this may be achieved by logging onto the gas safe website https://www.gassaferegister.co.uk/ and checking.

Note (1)
Gas Safe registration is only valid for a twelve-month period before renewal is required.

Note (2)
Accredited Certification Scheme (ACS) engineer specific assessment qualifications are only valid for a five-year period before renewal is required.

4.1 TRAINING AND QUALIFICATIONS

All gas engineers must have in date ACS (The Accredited Certification Scheme) and NVQ (National Vocational Qualifications) gas qualifications with a minimum of the following requirements for domestic gas engineers which are:

- CCN1 – CORE DOMESTIC NATURAL GAS SAFETY
- CPA1 – COMBUSTION PERFORMANCE ANALYSIS
- CENWAT – DOMESTIC GAS CENTRAL HEATING BOILERS & WATER HEATERS
- HTR1 – DOMESTIC GAS FIRES & WALL HEATERS
- CKR1 – DOMESTIC GAS COOKING APPLIANCES

Liquified Petroleum Gas Qualifications:

- CONGLP1 – LPG CHANGEOVER (INCLUDING PERMANENT DWELLINGS)
- CONGLP1 LAV – LEISURE ACCOMMODATION VEHICLES
- CONGLP1 RPH – RESIDENTIAL PARK HOMES
- CONGLP1 HTRLP2 – Closed Flue Gas Fires (LPG).

Commercial gas engineers must have the following minimum qualifications:

- COCN1/CODNCO1 – CORE COMMERCIAL GAS SAFETY
- ICPN1 – INSTALLATION FIRST FIX ON COMMERCIAL PIPEWORK
- CIGA1 – INDIRECT FIRED COMMERCIAL APPLIANCES
- CDGA1 – DIRECT FIRED COMMERCIAL APPLIANCES
- CORT1 – OVERHEAD RADIANT TUBE & RADIANT PLAQUE HEATERS
- TPCP1A – TIGHTNESS TESTING & DIRECT PURGING OF PIPEWORK NOT EXCEEDING 1M³ IN VOLUME

Commercial gas catering engineers must have the following minimum qualifications:

- CODC1 OR CCCN1 – CHANGEOVER CORE COMMERCIAL CATERING GAS SAFETY
- OMCAT1 – COMMERCIAL CATERING BOILER BURNERS, OPEN/SOLID TOP RANGES, HOT PLATES AND BAIN MARIES.
- COMCAT3 – COMMERCIAL CATERING DEEP FAT AND PRESSURE FRYERS, GRIDDLES AND GRILLS
- COMCAT5 – FORCED DRAUGHT BURNER CATERING APPLIANCES, SUCH AS COMMERCIAL-SCALE PIZZA OVENS.

Each engineer's original gas qualifications certificates must be viewed by the relevant Service Manager and or Team Leader, with copies retained for audit purposes. All gas engineers must renew their ACS qualifications every five years to be able to legally work on gas appliances including installation pipework. Managers and/or Team Leaders must keep track of their engineers' qualifications and make sure that they do not run out. A training matrix should be utilised to help monitor an engineer's record of achievement and to alert them when qualifications are due to be renewed. Managers and or Team Leaders may consult with EDC's Training & Development Team to help manage compliance with training requirements.

All new gas engineers including contractors must go through a full induction training course and any additional training as required by EDC. The Service Manager and/or Team Leader will provide regular toolbox talks to discuss any changes to legislation, technical updates and safety performance including concerns raised. Training registers must be completed and kept on file for audit purposes.

All Quality Reviews must be carried out by qualified assessors, or other delegated and suitability qualified staff who have successfully gained or are working towards any of the following approved qualifications, D32/33, A1 or A2, or equivalent.

Supporting staff must receive adequate gas safety awareness training so that they are able to fulfil their roles and responsibilities.

4.2 GAS CONTRACTOR BUSINESS AUDIT

This section should be read in conjunction with HSP02 Gas Safety Policy section 15 titled *Contractor selection and verification.*

Before a gas contractor commences work for the Council, and annually thereafter, certain documents will require reviewing for the gas contracting business and individual engineers appointed. These should include but not be limited to.

- Business Gas Safe registration details / certificate (requires renewal after 12 months)
- Individual engineers Gas Safe ID cards (front and back, requires renewal after 12 months)
- Business public and employers' liability insurance details / certificate (requires renewal after 12 months)
- Individual engineers City & Guilds – SNVQ or industry equivalent
- Individual engineers ACS certificates (requires renewal every 5 years)
- Supplied registration details and documents are to be cross-referenced with Gas Safe register.

Other documents EDC will require to review the gas contracting business should include (but not be limited to):

- Policy statements
- Health and Safety and Gas Safety Management System
- Defined quality control process

All evidence sourced from the contractor must be held on file. The files must be updated on a rolling cyclical period as and when each renewal process is reached. Each Service Manager and/or Team Leader working for the Council will be responsible for managing contractors under their control. A tracking spreadsheet may be used for audit and monitoring purposes.

5. QUALITY REVIEWS FOR GAS ENGINEERS

There are three distinct types of Quality Reviews. The quantities and frequency of each type, to be carried out will depend on the Risk Profile of each gas engineer determined by the gas assessor and explained in more details in section 6 of this procedure. It is for the assessor to determine the effective organisation of these reviews. The details of each type of reviews are explained further in this section.

5.1 POST COMPLETION REVIEW (PC) REVIEWS

A PC review would be compiled for any job completed by a gas operative within the last 21 days. A PC review should be carried out within 21 days where access is permitted. The gas assessor will attend the property and carry out an inspection relating to the work carried out assessing the quality of that work. Using engineering judgement, the gas assessor will carry

out relevant checks for the work completed and carry out further checks if evidence shows neglect and or discrepancies in the readings previously documented by the gas operative and or according to the manufacturer's instructions or industry standards. The gas assessor will record all test results as well as completing a quality review form. All copies must be kept for audit purposes.

The gas assessor will review the gas paperwork completed by the engineer who is being reviewed and will compare his/her findings with the information recorded by the engineer.

The minimum number of PC reviews carried out per Review Frequency is defined by the operative Risk Profile (See Section 6.1 of this Document). This Review should look at, but is not limited to:

- General customer care.
- Quality of work carried out.
- Compliance with current Council policies and procedures, current legislation including Industry Standards and the gas appliances manufacturer's instructions.
- Recorded test results are correct for the appliance.
- Paperwork completed to standard.

5.2 WORK IN PROGRESS REVIEWS (WIP) REVIEWS

A WIP review is compiled when a gas assessor arrives on site at the same time as gas work is being performed on a job by a gas engineer. The gas assessor will carry out an observation and may ask open and closed questions to check learning and understanding of a task. If the engineer is working unsafely then the gas assessormay feel empowered to **Stop the Job** if he/she is concerned about safety.

Although the job may take a bit longer to complete during a WIP quality review it is not designed to hold the engineer back from work unnecessarily. The gas assessor will complete a gas quality review form, provide constructive feedback regarding all reviews, record their findings and keep a copy for audit purposes.

The minimum number of WIP Reviews carried out per Review Schedule is defined by operative Risk Profile (See Section 6.1 of this Document). This Review should look at, but is not limited to:

- Gas engineer's general customer care.
- Gas engineer's quality of work.
- Gas engineer's work complies with current Council policies, procedures, current legislation including Industry Standards and the gas appliance manufacturers instructions.
- Gas engineer's knowledge of current Council policies and procedures, and current legislation including Industry Standards.
- Recorded test results are correct for the appliance.

- Gas engineer's use of Preliminary Electrical Checks including safe isolation of services.
- Gas engineer's knowledge for work in hand.
- Knowledge questions relating to the technical content of recent Toolbox Talks.
- Carrying out a gas tightness test.

During WIP Reviews, the gas assessor, or appointed third-party gas quality assurance company, is to ensure that the engineer is in possession of the following:

- Essential gas safety tools including calibration certificates where necessary.
- Essential electrical safety tools for instance safe isolation kit – Two pole voltage detector, proving unit, volt pen, lock off tag off kit.
- Tightness test including purging equipment with calibrated certificates where necessary.
- Electrical bonding equipment.
- Suitable warning/advice notices, warning labels including all gas documentation
- Consumables to manage gas safety for instance caps and plugs including leak detection fluid, gas tape, smoke pellets, matches etc.
- Personal protection equipment (PPE) safety glasses, gloves, safety footwear, safety helmet, dust masks, ear defenders, dust sheets, signage etc.
- Gas safe licence card is in date and kept on the person.

The checks detailed above must be recorded on the appropriate Quality Review Form or on the third-party company system for audit and training purposes.

Gas safety critical tools should be fully inspected during the site visit and should include but not be limited to the following equipment:

Flue Gas Analyser, Multi-meter, Fused Test Leads, Fluke Two Pole Voltage Detector, proving unit, volt pen, manometer, tubes, and LDF will be carried out by the gas auditor (or appointed third-party company) at every WIP review. These inspections should look at, but not be limited to:

- Expiry dates.
- General condition of tools.
- Correct storage of equipment.

5.3 DESKTOP REVIEWS OF GAS SAFETY CERTIFICATES

As part of a quality check, a desktop review of completed Landlord Gas Safety Records (LGSRs), maintenance and install certificates including warning notices and tightness testing certificates will be undertaken by the Council management team for each service

with responsibilities for managing gas safety under their control. This process can be carried out by non-technical staff on a best endeavour basis. Staff undertaking document checks should have received gas awareness training and may also utilise this section and/or a checklist system to help identify any shortcomings and provide constructive feedback where necessary.

As a minimum, the record of a landlord gas safety record must contain the following information in accordance with regulation 36 of the gas regulations.

- the date on which the pipework, appliance or chimney/flue was checked
- the address of the premises at which the pipework, appliance/s or flue is installed recorded in full and is eligible
- the name and address of the landlord of the premises (or, where appropriate, his/her agent) at which the appliance or flue is installed
- the "Gas Safe" Registration number of the business, and/or gas safe licence number for the engineer recorded. Details of the registered business section completed in full and eligible
- the name and signature of the individual carrying out the check (Engineer)
- a description of and the location of each appliance or flue checked
- any safety defect identified (Gas industry unsafe situations procedure)
- any remedial action taken
- details of work carried out
- confirmation that the check undertaken complies with the requirements of the Gas Safety (Installation and Use) Regulations, which state, "Where a person performs work on a gas appliance, he/she shall immediately thereafter examine.
  a) the effectiveness of any flue.
  b) the supply of combustion air.
  c) subject to sub-paragraph (ca), its operating pressure or heat input or, where necessary, both.

  (ca) if it is not reasonably practicable to examine its operating pressure or heat input (or, where necessary both), its combustion performance

  d) its operation, so as to ensure its safe functioning.
- Appliance details section completed satisfactory for instance location, type, manufacturer, model, owned by landlord, inspected and type of flue.
- Inspections details section completed satisfactory for instance Operating pressure in mbar and or heat input KW/hr or BTU/hr, Operation of safety devices, ventilation, visual condition of flue and terminal, Flue operation checks, combustion analyser readings (if applicable), serviced and safe to use.

In addition, the following should also be considered.

- the name and signature of the individual (responsible person) receiving the form

- all gas appliances fitted within the property of the landlord including customer owned are positively recorded on the certificate
- correct number of appliances tested recorded on the form
- outcome of tightness test/strength testing and or purging results captured and completed satisfactory where necessary.
- outcome of gas installation pipework visual inspection, emergency control valve, protective equipotential bonding satisfactory where necessary.
- manufacturer specific test results for instance fan pressure, air intake readings, flow and return temperatures, cold main inlet, HW temperature.

A record must be kept of what records have been checked, when the check took place, by whom and what anomalies were identified. A tracking matrix must be used for each service for audit purposes and to help run reports.

Example of a Desktop audit check tool

Date of Desktop Audit	Date of Gas Certificate	Engineer's Name	Assessor's Name	Team Leaders Name	Type of Work Activity	Job Number
10/04/2023	28/03/2023	Joe Bloggs	Alan Smith	Charlie Scott	LGSR	1234567

Address	Appliances Listed	Summary of work completed satisfactory	Gas Safe ID Number Correct	Gas Safety Record Correctly Completed	Comments
1234 Main St	3	Yes	Yes	Yes	No scale recorded (mb/kw)

The Service Manager and/or Team Leader for each service will return all gas paperwork with any shortcomings identified during the desktop audit to the engineer and or the contractor who will correct and return them as soon as possible.

5.4 QUALITY REVIEW PLANNING

Quality Reviews "required by" dates will be recorded in a database for each gas engineer. Each Service Manager and/or Team Leader identified and agreed in advance with key responsibilities to help manage gas safety will be responsible for developing and implementing a plan of works for monitoring all gas engineers working on behalf of East Dunbartonshire Council. This may be achieved by creating a quality review matrix to help track performance.

6. QUALITY REVIEW OUTCOMES

The outcome of each review is classified on a traffic light system as follows:

- **Green.** Any issues found which have been resolved at the review or no issues found. Engineer is deemed safe to continue working. If an engineer scores **90% and above,** then the outcome of the WIP and/or PC would be Green.
- **Amber.** Training required because of not following procedure. Training does not relate to a safety issue. The engineer is deemed safe to continue working. Training must be completed before the next Quality Review. If an engineer scores **between 75%** & **89%** then the outcome of the WIP and/or PC would be Amber.
- **Red.** Engineer has **missed a gas safety related fault or is working unsafely** (normally missing an Immediately Dangerous or At-Risk situation in accordance with the Gas Industry Unsafe Situations Procedure) **and or below 75%** performance then The Engineer will be placed into EDC's gas escalation process.

6.1 REVIEW FREQUENCY

The review frequencies are based on an assessment of the Risk Profile of engineers including all appointed gas contractor's and the type of work they carried out.

New Engineers (Including Contractors). New engineers will be treated as Higher Risk and will be automatically considered as Amber. All new operatives will complete an EDC Induction. All new engineers will commence their scheduled reviews in the first month of independent work in the field, with the WIP review completed in the first week of work.

Higher Risk Engineers. All engineers including all appointed contractors will be classed as Higher Risk until sufficient reviews have been completed to evidence a lower level of behavioural risk assessment is appropriate.

- Higher Risk Service & Maintenance Engineers will be subject to 2 WIP and 1 PC reviews on a 3-monthly cycle (8 WIP & 4 PC annually).
- Higher Risk Installs Engineers (including Installation Contractors) will be subject to 1 WIP and 1 PC reviews on a three-monthly cycle (4 WIP & 4 PC annually).

Medium Risk Engineer. Engineers including all appointed contractors will be classed as Medium Risk where they have no Red and one or more Amber reviews in the preceding 12-month period.

- Medium Risk Maintenance Engineers will be subject to 2 WIP and 1 PC reviews on a 6-monthly cycle (4 WIP & 2 PC annually).
- Medium Risk Installs Engineers (including Installation Contractors) will be subject to 1 WIP and 1 PC reviews on a 6-monthly cycle (2 WIP & 2PC annually).

Lowest Risk Engineers. Engineers including all appointed contractors will be classed as Lowest Risk where they have no Red and No Amber reviews in the preceding 12-month period.

- Lowest Risk Maintenance Engineers will be subject to 1 WIP and 1 PC reviews on a 6-monthly cycle (2 WIP & 2 PC annually).

- Lowest Risk Installs Engineers (including Installation Contractors) will be subject to 1 WIP on a six-monthly cycle (2 WIP annually).

Management who may have a reason of concern for safety related to a gas engineer and or an appointed gas contractor may request for further reviews to be completed in advance of the proposed schedule.

All gas engineers including contractors will be subject to a minimum targeted valuation of 5% to 10% desktop quality review checks of a mixture of gas certificates, this may include a combination of Landlord Gas Safety Certificates (LGSR) and Maintenance repairs jobs. 100% quality review of all gas installation certificates will be carried out by the gas assessor and or a suitably competent appointed person.

6.2 MOVEMENT BETWEEN RISK RANKINGS

Movement between the risk rankings will be triggered by circumstances:

- An individual engineer's review frequency will be set to the Lowest Risk Profile provided the engineer has a track record of only satisfactory (Green) audits (indicating safe behaviours) in the preceding 12-month period.

- An individual engineer's review frequency will be set to the Medium Risk Profile provided the engineer has a track record of only Green or Amber audits (indicating Medium Risk behaviours) in the preceding 12-month period.

- Where an engineer has been placed into the Escalation process the ongoing review frequency will be increased to (or maintained at) the Higher Risk Profile for a further 12 months

- Where an engineer has an Amber review outcome the ongoing audit frequency will be increased to (or maintained at) the Medium Risk Profile for a further 12 months.

- Where an operative has had a long-term absence from technical work (6 months or more) due to for example sickness or secondment to a non-operational role they will be automatically considered to be at a Higher Risk as per the review frequency process described in this procedure.

6.3 DE-BRIEF

At the end of a WIP Quality Review, the gas quality assurance assessor should hold a short "debrief" session with the operative. This should cover as a minimum:

- What went well with the reviews.

- Where work is required by the operative to improve.
- Discuss any corrective actions where necessary.
- Any training requirements identified.
- The outcome of each review.
- Any constructive feedback from the gas assessor to the operative.
- Allow the operative time to provide feedback.

All comments including any proposed action plans should be positively recorded for monitoring purposes with the assessor and engineer's names printed with signatures and dates captured. A feedback form should be developed and implemented by the gas assessor and or third-party gas quality assurance contractor.

7. DEFECTS

7.1 QUALITY/CUSTOMER SERVICE

These defects would normally include incorrect PPE, general customer care, etc.

These defects should be dealt with via an agreed on-site coaching day carried out by the appointed gas quality assurance assessor and/or gas Team Leader. A coaching form should be developed and implemented by the gas assessor and or the third-party gas quality assurance contractor with copies kept on file for audit purposes.

7.2 AT RISK

These are gas standards/regulations related, safety defects as defined in the gas industry unsafe situations procedure. These defects would automatically take the Review to an outcome of RED, requiring the operative's work to be stopped (See Section 8 titled Escalation Process) for more information.

Where the defect is found during a WIP Review, the gas assessor can instruct the operative in the safe completion of the job, or where it is deemed unsafe to allow the operative to continue, the gas assessor will complete the job.

Where the defect is found during a Post Completion Review, the gas assessor will rectify the fault, where possible, or make the installation safe in line with the gas industry unsafe situation procedure.

The operative concerned must be immediately located and stopped from working. If a defect is found during a Post Completion Review by a third-party company, this should be reported back to the designated Service Manager and/or Team Leader immediately.

7.3 IMMEDIATELY DANGEROUS

These are gas standards/regulations related, safety defects, as defined in the gas industry unsafe situation procedures. These defects would automatically take the Review to an outcome of RED, requiring the operative's work to be stopped.

Where the defect is found during a WIP Review, the gas quality assurance engineer can instruct the operative in the safe completion of the job, or where it is deemed unsafe to allow the operative to continue, the gas assessor will complete.

Where the defect is found during a Post Completion Review, the gas assessor, will rectify the fault, where possible, or make the installation safe in line with the gas industry unsafe situation procedure. The operative concerned must be immediately located and stopped from working. If a defect is found during a Post Completion Review by a third-party company, this should be reported back to the designated Service Manager and/or Team Leader immediately.

8. ESCALATION PROCESS

Any suspected ID (Immediately Dangerous) or AR (At Risk) situation that is identified on a job that an East Dunbartonshire Council gas engineer and or appointed contractor has visited in the last 21 days may result in an escalation.

If the process identifies either an ID or AR situation that have been either caused by or missed by the engineer, an increased amount of quality control checks is to be implemented on the individual concerned.

This section details the escalation process and the steps taken when a Gas Safety incident has been identified.

8.1 THE PROCESS

The gas assessor or external gas assessor is responsible for identifying if a reported Gas Safety Incident is an ID or AR situation including any gas incident that may be RIDDOR Reportable to the HSE. The Health & Safety Team must be contacted to discuss the gas incident and to report an electronic RIDDOR Form to the HSE and must keep a copy of the form for audit purposes.

The gas assessor will contact the relevant Service Manager to discuss the escalation process and steps to be taken.

- The gas engineer and or contractor will be removed from unsupervised gas work with immediate effect

- The administrator team will be informed that the engineer and or the contractor must be removed from gas work with immediate effect until further notice.

The relevant Service Manager will instruct the gas assessor to plan three PC reviews as a matter of urgency, to be planned and completed as soon as practicable to help reduce the impact on the Council and the individual(s) involved in the investigation. If the results from the additional quality control visit as undertaken identify more ID or AR installations against

the engineer involved, then the results should be escalated straight to the Health & Safety Team for further advice. A further three PC reviews should be completed.

If all reviews are satisfactory then an interview with the gas engineer involved should be arranged to discuss the outcome of the audits and agree an action plan. The relevant Council Service Manager should seek further advice from HR.

The Service Manager will request coaching and or training for the engineer (See section 10 for more details. Coaching may be carried out by the area manager, Team Leader, lead engineer or the gas assessor. A coaching form must be recorded and kept on file for audit purposes.

Once the coaching and or training has been satisfactorily completed then the Service Manager will contact the operational administrative team where applicable to arrange for two Return to Work Reviews (WIP) to be undertaken for both the gas engineer and the gas assessor to attend and check performance. Once the Return-to-Work reviews have been completed they shall be reviewed by the gas assessor and the Service Manager who will confirm whether the engineer is or is not able to return to unsupervised gas work.

If the engineer fails to demonstrate adequate competency during the return-to-work audits, they will remain removed from gas work. The relevant Council Service Manager will seek further advice from HR.

When the engineer returns to work, they will be placed in the High-Risk category. (See section 6.2 for more information).

The Service Manager where applicable will contact the operational administrative team to notify them that the engineer is to return to work.

9. REPORTING & RECORDING

The gas assessor must report to the relevant Service Manager by telephone where any review is deemed RED. If a review is carried out by a third-party company and deemed to be RED, this must be reported back to the designated East Dunbartonshire Council Manger and or Team Leader identified in advance.

9.1 QUALITY ASSURANCE FORMS

Each Service Manager will be responsible for ensuring that suitable and sufficient gas quality assurance review forms are developed and implemented in accordance with this procedure. This may be achieved by consulting with a third party appointed gas safe registered company and liaising with both EDC's Health & Safety Team and the Technical and Compliance Team for advice and approval prior to appointment.

The gas assessor will complete an electronic Quality Review Form for **ALL** reviews. Each form must be submitted electronically. The form will be added to the operative's file and the date and outcomes of the audit added to the operative's database training record. The appointed Property Maintenance Gas Compliance Officer and or any appointed gas quality assurance engineer must use the F08 EDC Domestic Gas Quality Review Forms when

carrying out quality reviews in domestic properties and for providing feedback to all interested parties. Once each review form including any feedback is completed the forms must be converted to PDF before saving and or sending copies to all interested parties.

These files must be reviewed and updated regularly. Quality review forms must be made available for inspection at any time by both East Dunbartonshire Council's Health & Safety Team, service management team and any external bodies such as Gas Safe Register and the HSE. All forms must be kept on record and made available for audit purposes.

All reviews carried out by third party appointed gas safe registered companies will be available to view and report on via the third-party online portal. Access to the portal will be given to designated members from East Dunbartonshire Council.

9.2 MONITORING

Quarterly reports will be circulated to the H&S Safety Leadership Group via the H&S tier 3 system and will show team performance in terms of planned and actual audit completion (both current period and year to date). Reporting will also include the change in engineer risk profile across the gas workforce, audit results in terms of different outcomes and relevant commentary on each report, providing insight and understanding to support any recommended management actions required. The reporting of Gas Incidents under RIDDOR regulations must also be included in the report.

10. TRAINING

10.1 ON-SITE COACHING

- On-Site coaching should be utilised where possible and practical.
- On-Site coaching can be utilised for non-safety related defects as well as gas safety, health and safety and technical defects.
- A coaching form must be completed for all coaching exercises and a copy kept on file for review and audit purposes. Both parties must sign and date the form.

The coaching should include but is not limited to.

- Engineers' knowledge of Reg: 26.9.
- Understanding of the Gas Industry Unsafe Situations Procedure.
- Demonstrate knowledge of gas safety technical bulletins and safety alerts.
- Practical tasks.
- Demonstrate understanding of East Dunbartonshire Council's Policies and Procedures.
- Gas industry regulations and standards.

10.2 TRAINING CENTRE BASED TRAINING

- Training centre-based training should be utilised where a serious skills/safety issue is identified.
- Training centre-based training will require advanced booking.
- Training centre-based training must be booked via the Council's Learning and Development Team.

10.3 RETURN TO WORK

- Following the successful completion of the selected training, the operative will immediately be placed back into the review process on the standard review schedule.
- Where further defects are found a review will be conducted by the line manager to establish the best way forward for the individual and the Council.

11. MONITOR AND REVIEW

As part of the EDC Health and Safety Management System, the EDC Health and Safety Team will conduct regular audits and inspections to monitor the implementation of this management procedure.

The EDC Health and Safety Team will review this management procedure every two years from the date of signing, or sooner, as a result of any changes to legislation or some other event i.e., a major incident or accident.

The EDC Health and Safety Team will provide feedback in the form of a report following any audits and inspections. Where necessary, the procedure will be amended and reissued with an updated version number.

All Team Leaders must ensure that local procedures are updated to reflect any changes to the management procedure.

12. REFERENCES

HSE Guidance and Regulation

- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Gas Safety (Installation and Use) Regulations 1998 (Amendment) 2018
- Gas Safety (Management) Regulations 1996
- Gas Safety (Rights of Entry) Regulations 1996
- Gas Appliance (Safety Regulations) 1995
- The Gas Industry Unsafe Situations Procedure
- The Electricity at Work Regulations 1989
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Construction (Design and Management) Regulations 2015

- Building (Scotland) Regulations 2004
- Control of Asbestos Regulations 2012
- Control of Substances Hazardous to Health Regulations (COSHH) 2002
- The Institution of Gas Engineers and Managers (IGEM) Standards
- Gas Safe Technical Bulletins
- British Standards (BSI)
- Building Standards Technical handbook
- Approved Codes of Practice (L56) The Gas Safety (Installation and Use) (Amendment) Regulations 2018

East Dunbartonshire Council: Health and Safety Policy / Procedures

- HSP01 Health and Safety Policy
- HSP02 Gas Safety Policy
- HSP03 Fire Safety Policy
- HSP04 Management of Asbestos Policy
- HSP05 Management of Contractors Policy
- HSP06 Occupational Health Policy
- HSP07 Controlling Workplace Hazards Policy

- SP01 Accident and Incident Reporting
- SP16 Gas and Carbon Monoxide Emergency Procedure
- SP37 Gas Industry Unsafe Situations Procedure
- SP41 Natural Gas Appliances Scope of Works
- SP47 Gas and Fuelled Appliance Service Access Process

East Dunbartonshire Council: Health and Safety Forms

- HS1a for Accidents/Violent Incident/Fire Alert
- HS1b forms for Near Miss incidents/ Dangerous Occurrence
- DO4 Gas and Fumes Escape Form
- D08 Natural Gas Emergency Escape Flow Chart for EDC Service Users
- D09 Carbon Monoxide Emergency Escape Flow Chart for EDC Service Users
- D10 CARBON MONOXIDE (CO) ALARM ACTIVATION in integral boiler rooms Procedure
- D11 CARBON MONOXIDE (CO) ALARM ACTIVATION in remote plant rooms
- D12 Report of a smell of Natural Gas and or Escape Emergency Procedure
- D14 Gas Appliances Maintenance and Service Log Sheet for Educational Classrooms
- D15 Gas Emergency Instructions for Classrooms & Kitchen Staff
- D16 Isolation of Gas Supply for Teaching and FM Staff in Classrooms and Kitchens
- P06 EDC Domestic Gas Quality Review Forms