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**Student Experience Directorate**

**Health, Safety and Security Management Group**

**24 October 2024, 10.00 – 11.00,** **Microsoft Teams**

**DRAFT MINUTES**

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| **Minute** | **Part 1: Preliminary Items** | **Action** |
| **1**  2024-001  2024-002  **2**  2024-003  **3**  2024-004 | **Welcome and Apologies – Led by Chair**  *Members present:*  Chris Shelley (Chair and Director of Student Experience)  Anastasia Malama (Trade Union Representative: UNISON)  Aqil Zahid (Safety Rep: Mile End, Whitechapel, West Smithfield Libraries and library managed study spaces)  Camille Foncel (Safety Rep: Student Enquiry Centre)  Chris Murray (Directorate Safety Coordinator)  David Ajibade and Scarlett Catterall (Safety Reps: Student Life)  Fahmee Habib (Safety Rep: Careers and Enterprise)  Hassan Mahmud (Directorate Safety Coordinator and Secretary)  Jane Alderson-Rice (Head of Library Frontline Services)  Kate Price (University Librarian)  Katie Ormerod (Safety Rep: Library Archives and Rare Book Stores)  Junior Joseph (Senior Health and Safety Adviser: Professional Services)  Lindsey Brett-O’Brien (Safety Rep: Mile End Library staff spaces)  Lori Cox (Safety Rep: Advice and Counselling Service)  Sadie Setchell (Safety Rep: Disability and Dyslexia Service)  Tanya Choudhury (Administration and Operations Manager: QM Students' Union)  *Apologies received:*  Aleksandra Walczak; Daniel Pyett; Foysol Chowdhury; Mike Digby; Natalie Parchment; Steven Carter.  **Update on Group Membership and changes to titles (Paper 202425-01) – Led by Chris Murray**  Emilie Oléron Evans has replaced James Eastwood as the UCU H&S Rep and will be invited to future meetings of this group.  **Matters arising: Approval of previous minutes and actions (Paper 202425-02) – Led by Chair**  Approved draft minutes of the previous meeting on 4 July 2024 as an accurate record. Progress with pending actions was recorded in this appendix. |  |
| **Minute** | **Part 2: Policy and Management *including* Inspections / Audits** | **Action** |
| **4**  2024-005  **5**  2024-006  2024-007  2024-008  2024-009  2024-010  2024-011  **6**  2024-012  **7**  2024-013  2024-014  2024-015  2024-016 | **QM H&S Policy, Procedure & Guidance (Consultations, approved Policies/Guidance) – Led by Junior Joseph**  HSD did not have any significant changes to policies, procedures or guidance to signpost on this occasion.    **Fire Safety Risk Management – Led by Fire Safety (not present)**  Lori Cox provided an update on a recent fire related incident in the Graduate Square building where Advice and Counselling have staff offices on the second floor. Colleagues in ACS were prevented from entering the Graduate Centre due to a fire alarm activation, but ACS staff in the building had not heard any fire alarms and were not evacuating. This led to valid concerns about their safety.  Hassan Mahmud provided an update on behalf of the fire safety team - the Engineering building and Graduate Centre are adjoined buildings with fire separation to restrict the spread of fire to the other building for an hour. If the alarm goes off in one building, an alert is sent to the fire panel (flashes red and beeps) of the other building, but the fire alarm will not sound.  In this scenario, an unknown person looked at the fire panel in the GC and misinterpreted the alert deciding to evacuate the building (without pressing the fire alarm) explaining why the alarm wasn’t audible in the GC. This eventually led to people being restricted from entering as there was a genuine belief that there was a fire or other risk in the GC requiring evacuation and restriction of entry.  QM Security have been reminded of the correct process regarding only evacuating the GC when an actual fire alarm is activated. A fire action notice is being drafted for GC/Engineering Safety Coordinators explaining how the evacuation process works. The matter will also be raised at a GC Building User Group meeting - if anyone has concerns about a fire panel alert they should call QM Security on 020 7882 3333 straight away rather than taking action themselves.  Anastasia Malama raised a query about a long-term fault with a fire panel at Whitechapel Library causing a noise disturbance to staff working nearby. Repeated visits by Estates and external contractors appear to have not resolved the issue. A formal update was requested to help affected colleagues understand the scope of the problem and how it is being addressed.  **ACTION** – To coordinate the existing escalation to Estates about the ongoing Whitechapel Library fire panel fault causing a noise disturbance to staff working nearby and determine if a permanent solution can be implemented after a year of ongoing problems.  **Local Risk Assessments, Inspections and Audits – Led by Chris Murray**  Annual general workplace inspections have now been completed with the focus changing to preparing and delivering training for Safety Reps who will be carrying out 3-yearly general risk assessments for their respective spaces due in the first half of 2025.  **Standing Item: HSS Issues in embedded space under the remit of the external landlord at West Smithfield Library and iQ East Court – Led by Chris Murray**  We have been advised that a Building User Group (BUG) will be established for West Smithfield to incorporate the library and will include representation for the library by Aqil Zahid.  Hassan Mahmud provided an update on the recent ceiling tile fall in the iQ East Court building affecting a single Careers and Enterprise staff office which had to be put of out action for a week. Due to repeated incidents of this nature, the operational response by our staff is now fairly robust but there have been some lessons learned on this occasion.  iQ East Court maintenance team will be asked to improve comms and provide timely updates about timescales for repair. Additionally, it was noted that staff did not immediately evacuate the office and continued working on the other side of the room – until it is confirmed that waste water is not leaking, staff will be asked to evacuate immediately. There will also be follow up discussions at the iQ East Court BUG meeting about what else can be done to reduce occurrences of water ingress as the current position is that it is very difficult to predict or stop.  **ACTION** – To work with the Safety Reps for Careers and Student Enquiry to prepare a list of previous dates of water ingress/ceiling tile related incidents in the iQ East Court building. This will then be sent to Junior Joseph in HSD to try and identify any patterns relating to heavy rainfall or other relevant factors. | **Chris Murray +**  **Jane Alderson-Rice**  **Hassan Mahmud** |
|  | **Part 3: Area Reports from Student Experience Sub Team / Stand-alone Units / Trade / Student Unions** | **Action** |
| **8a**  2024-017  2024-018  2024-019  2024-020  2024-021  2024-022  **8b**  2024-023  **9**  2024-024  **10**  2024-025  **11**  2024-026  **12**  2024-027  **13**  2024-028  **14**  2024-029  **15**  2024-030  **16**  2024-031  **17**  2024-032  **18**  2024-033 | **Trade Union report: UNISON – Led by Anastasia Malama**  The ongoing rodent problem in Whitechapel Library has been resolved due to ongoing high frequency visits by pest control which will continue to help prevent recurrence.  The QMSU Dental Society have raised concerns about ongoing drug usage around the streets near to the Garrod Building and Whitechapel Library. QM Security are aware of the problem and CCTV has been installed at the library gates, but there is wider problem for students moving between buildings particularly late in the evening, and more can be done to raise awareness about personal safety.  **ACTION** – To prepare some student notices/signage in Whitechapel Library space (similar to existing residences material) advising students about personal safety (e.g. call QM Security if feeling unsafe) while moving between buildings on the Whitechapel campus where there is known drug problem.  A query was raised about providing QM delivered fire marshal training for out-of-hours agency security staff covering library spaces, to help ensure there is consistent practice. Aqil Zahid confirmed this does happen and the training is refreshed on an annual basis.  Water is continuing to ingress into Whitechapel Library until the contractor finishes the project to help address this problem. Staff working there do all they can to ensure the space remains safe looking out for slip hazards and moving away stored laptop equipment so that it doesn’t come into contact with water.  EAF have signposted repairs to a leaking sewer hole near the Atlee Square entrance at Mile End Library may cause a fire exit to become out of use and the fire safety team should be informed in case the safe capacity of the building needs to be reduced. Noted related factors including ongoing infrastructure works near the East Gate affecting piping and ongoing initiatives to reduce blockages in the contemplation room toilets caused by paper towels put down toilets e.g. installing foot dryers.  **QMSU report – Led by Tanya Choudhury**  Two SU led outdoor events were signposted to help manage expectations about noise disturbance. On Friday 25 October 2024, 10am - 4pm at Graduate Square, an outdoor bus will host an indoor gaming event which is not expected to disturb Advice and Counselling sessions taking place on the 2nd floor of the Graduate Centre building. Additionally, there will be another event for black owned businesses as part of October black history month, which has been risk assessed and will aim to keep away from the library.  **Verbal report of any significant security incidents – Led by Mike Digby (not present)**  There were no significant security incidents to discuss in the absence of Mike Digby.  **Area update: Library Archives and Rare Book Stores (Paper 202425-03) – Led by Katie Ormerod**  The mouldy archive and book stores at West Smithfield Library have nearly been cleared – the last few oversized items will require alternative accommodation and a second batch will require treatment prior to the mould risk reducing to zero.  **Area update: Advice and Counselling - Geography and Grad Centre (Paper 202425-04) – Led by Lori Cox**  The area update paper was taken as read with no related queries raised.  **Area update: Careers and Enterprise – iQ East Court (Paper 202425-05) – Led by Fahmee Habib**  The area update paper was taken as read with no related queries raised other than the ceiling tile water ingress incident discussed under agenda item 7.  **Area update: Disability and Dyslexia Service - Bancroft Building (Paper 202425-06) – Led by Sadie Setchell**  The area update paper was taken as read with no related queries raised.  **Area update: Libraries and Library managed study spaces (Paper 202425-07) – Led by Aqil Zahid**  Fire action notices are being updated in Mile End Library to display the recently changed fire assembly point at Graduate Square.  **Area update: Student Enquiry Centre: iQ East Court (Paper 202425-08) – Led by Camille Foncel**  The fire safety team are working to update the correct fire assembly point on the fire action notice outside the Student Enquiry Centre. Ongoing issues with blocked toilets are being investigated by the EAF maintenance team.  **Area update: Research Degrees Office: Graduate Centre (verbal update) – Led by Chris Murray**  All recent safety inspection actions are complete including setting up a weekly panic alarm testing schedule for the new panic alarms in the Research Degrees Office.  **Area update: Mile End Library staff spaces (Paper 202425-10) – Led by Lindsey Brett-O’Brien**  All recent safety inspection actions are complete. Materials in the marketing cupboard have become untidy again therefore shelving in the room will be upgraded to allow better storage facilities before the item owners sort their materials out.  **Area update: Student Life: Music Rooms in People’s Palace, Student Health Service, Parenting Room (Paper 202425-11) - Led by Scarlett Catterall**  Contractors are working to fix the DDA door to the Student Health Service which has been malfunctioning and not closing properly creating a risk where students have been struck by the door. If it cannot be fixed permanently it may need full replacement and Hassan Mahmud will assist the Safety Reps with escalation of the matter to ensure timely progress is made. | **Aqil Zahid** |
|  | **Part 4: Matters for Report** |  |
| **19**  2024-034  2024-035  **20**  2024-036 | **Accidents, Incidents and Lessons Learned: 21 June 2024 to 11 October 2024 (Paper 202425-12) –**  **Led by Chair**  Reviewed the summary paper noting Safety Coordinator comments posted in the final column beside each entry to show how each incident was responded to and resolved. Colleagues were invited to ask questions either at the meeting or afterwards.  **ACTION** – To liaise with Estates about two incidents (Aug + Sep 24) occurring in the M6 lift in Mile End library where the lift suddenly stopped while travelling between floors resulting in an occupant pulling their back. Assurance is required that this type of incident will not reoccur in the near future.  **Health and Safety Training – Led by HSD**  Hassan Mahmud advised that all Student Experience managers have been sent Display Screen Equipment completion reports to help identify those needing to complete an assessment. A positive response has been received about clarifying a DSE assessment is needed at induction and every 3 years or before if there is a significant change to layout or location. | **Aqil Zahid** |
|  | **Part 5: AOB** |  |
| **21**  2024-037 | **Date of next meeting**  Scheduled on 27 February 2025, 10.00 – 11.00, via Microsoft Teams. |  |

**STUDENT EXPERIENCE HSS MANAGEMENT GROUP: ACTION SUMMARY – 24.10.2024**

| **Minute** | **Owner(s)** | **Action** | **Update** | **Status** | **Deadline** |
| --- | --- | --- | --- | --- | --- |
| 2023 044 | Chris Shelley | To liaise with Mike Digby (Head of Security and Emergency Planning) about QM’s preparation for the Terrorism Protection of Premises Bill (Martyn’s Law) and include reference to it in QM’s PREVENT plan and Safeguarding processes. | The previous government had not taken Martyn’s Law forward but Labour will reinstate the proposal. QM will then look into integrating the legislation into local policies and procedures. | **C/F** | 27/02/2025  ~~27/09/2024~~  ~~30/04/2024~~ |
| 2024  011 | Chris Murray  Jane Alderson-Rice | To coordinate the existing escalation to Estates about the ongoing Whitechapel Library fire panel fault causing a noise disturbance to staff working nearby and determine if a permanent solution can be implemented after a year of ongoing problems. |  | **NEW** | 27/02/2025 |
| 2024 016 | Hassan Mahmud | To work with the Safety Reps for Careers and Student Enquiry to prepare a list of previous dates of water ingress/ceiling tile related incidents in the iQ East Court building. This will then be sent to Junior Joseph in HSD to try and identify any patterns relating to heavy rainfall or other relevant factors. |  | **NEW** | 30/11/2024 |
| 2024 019 | Aqil Zahid | To prepare some student notices/signage in Whitechapel Library space (similar to existing residences material) advising students about personal safety (e.g. call QM Security if feeling unsafe) while moving between buildings on the Whitechapel campus where there is known drug problem. |  | **NEW** | 27/02/2025 |
| 2024 035 | Aqil Zahid | To liaise with Estates about two incidents (Aug + Sep 24) occurring in the M6 lift in Mile End library where the lift suddenly stopped while travelling between floors resulting in an occupant pulling their back. Assurance is required that this type of incident will not reoccur in the near future. |  | **NEW** | 30/11/2024 |
| 2023  077 | Junior Joseph | To provide Chris Murray with suggested visual guidance (e.g. posters) for Student Experience departments about students about bringing electrical equipment onto campus which may not meet safety or fire standards if purchased from outside the EU/UK via internet searches. | Information received and sent to relevant departments. | **COMPLETE** | 24/10/2024 |
| 2023  079 | Chris Murray | To liaise with Vishnu Patel and David Spink in EAF to find out the status of multiple outstanding fire safety risk assessment actions (some 2 years old) for the libraries and agree completion dates (or if completed for EAF to close them off in My Safety). | Robert Erskine (Assistant Director, Engineering and Estates Management) has confirmed actions are being progressed. EAF are required to meet with HSD on a monthly basis to review progress until closure to ensure actions are not left open on MySafety. | **COMPLETE** | 31/07/2024 |
| 2023  080 | Chris Murray | To liaise with the fire safety team to confirm the schedule of fire risk assessments for Student Experience buildings and if the main entrance to Whitechapel Library is a fire door and if yes to put up fire exit signage and explain how the release device works. | The risk assessment schedule has been shared with Safety Reps.  The fire safety team confirmed the Whitechapel Library entrance is not a fire door, but is an emergency exit, so doesn’t need to be kept closed. | **COMPLETE** | 31/07/2024 |
| 2023  089 | Chris Murray | To provide an update for Junior Joseph about progress the library archives team have been making in the past year to vacate (wearing PPE) store one at West Smithfield Library to reduce the risk of book exposure to mould. | Some progress has been made – a first batch of items were cleared from that room and sent for mould treatment. A second batch has been identified and is due to be sent soon. A large part of the uninfected collection has been moved up to the gallery level of the main library at West Smithfield. Lots of non- archival/rare items have been reviewed and identified for disposal.  The archival team will be using this space for a while longer 1) to pack up the second batch for mould treatment 2) to finish moving the oversize non-mould infected collection into a new space (tbc because of size issues) 3) providing access for disposals.  They have and will continue to use PPE (masks, coats and nitrile gloves) when working in this space and keep the actual time spent in the store to the minimum with a rota so no one person is exposed continually. There is a sign identifying the mould outbreak and that you should be wearing PPE on the door.  The people carrying out this work are from throughout Research Support and also more recently a small number from the Library Collections team to review the non Special Collections items stored. | **COMPLETE** | 31/07/2024 |
| 2023-094 | Aqil Zahid | To meet with the QM cleaning team manager to discuss and agree reducing non-library items stored in the dispatch room in Mile End Library (agreed during the pandemic) which have overloaded the room and blocked a fire panel. | The meeting took place resulting in a significant reduction of non-library items held in this space. | **COMPLETE** | 30/08/2024 |

**END**