

POLICY

LEGIONELLA

Wellhouse - The Place To Be

Policy Created:	November 2019
Date of Review	November 2021
Date of Next Review	November 2024

The policy is available on the Association’s website. Customers will be provided with a copy of this policy as part of their Tenant’s Handbook. We will provide this policy in specific formats as requested, i.e. tape, Braille or another language.

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Linked Policies/Procedures

1.	Openness and Confidentiality
2.	Customer Engagement and Participation policy
3.	Complaints Policy
4.	Equality and Diversity & Human Rights Policy
5.	Void Policy
6.	Repairs and Maintenance
7.	Asset Management Strategy

1. Vision and values

Wellhouse – the Place to Be.

This simple statement is our vision of Wellhouse as an attractive place where people feel happy and safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community.

We believe that our values of **Trust, Honesty, Integrity, Excellence, Accountability and Sustainability** supported by a comprehensive policy framework will help make our vision a reality.

2. Governance

Wellhouse HA is a community controlled Registered Social Landlord and is managed by a group of local people who are elected onto the Management Committee. We may co-opt other people onto the Management Committee from time to time where we feel we need specialist support. Their role is to make sure that the Association is well run, meets the needs of the local area and is responsive to what is important to local people.

The Management Committee appoints senior staff, agrees all the Association's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities.

3. Policy Aims

The overall aim of the policy is to set how the Association will meet its statutory duties in relation to the management of Legionella.

The document sets out the key policy objectives, control measures and accountabilities for ensuring safety from infection from Legionella.

The Director retains overall accountability for the overall implementation of the policy and is the responsible person.

The Assets and Maintenance Manager is responsible for the implementation and delivery of the policy.

4. Equal Opportunities and Human Rights Statement

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

5. Scottish Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012. The Charter sets out the standards and outcomes that Registered Social Landlords should achieve.

Outcome 1: Equalities

- Every tenant and other customer have their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services

Outcome 4: Quality of housing

- Tenant's homes as a minimum meet the Scottish Housing Quality Standard (SHQS) when they are allocated are always cleaned and tidy and in a good state of repairs; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020

Outcome 5: Repairs, Maintenance and improvements

- Tenant's homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Outcome 13: Value for money

- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

6. Legislation

The following legislation is relevant to this policy:

- The Health and Safety at Work Act 1974
- The Control of Substances Hazardous to Health Regulations 2002
- The Management of Health and Safety at Work Regulations 1999
- Approved Code of Practice (ACOP) L8 Legionnaires disease: The Control of Legionella Bacteria in Water Systems. Approved Code of Practice
- HSG274 Part 2 - The control of legionella bacteria in hot and cold-water systems and Part 3 - the control of legionella bacteria in other risk systems
- BS85801:2019- Water Quality –Risk Assessment for Legionella Control Code of Practice

7. The Policy

7.1 Information on Legionella

Legionella is a potentially fatal form of pneumonia, which can affect anybody, however it is known to principally affect persons who are termed 'susceptible' due to factors such as age, illness, immuno-suppression, smoking etc. Infection by legionella bacteria can prove fatal and has been identified as a cause of death in a number of outbreaks, however if adequate control measures and preventative actions are taken the risks can be significantly reduced.

Legionella bacteria occur naturally and can be found in low levels in the natural water sources from where our water supplies are obtained i.e., reservoirs, rivers and lakes. The bacteria survive in a wide variety of environmental conditions; however, research has identified that water temperatures between 20°C and 45°C are conducive to

growth of the bacteria.

It is important to note that legionella outbreaks are generally associated with large premises where water storage is of large capacity and, in addition, the water is normally subject to some form of process, i.e., condensing towers, misting equipment, central air-conditioning systems, large air scrubbers etc.

In the context of the Association's operations, it is important to note that there have been no known recorded cases of legionella outbreaks associated with domestic water systems.

7.2 Legislation

The purpose of this policy is to ensure that the Association is compliant and meets its obligations under the following guidance and legislation:

- The Health and Safety at Work etc. Act 1974,
- The Control of Substances Hazardous to Health Regulations 2002,
- The Management of Health and Safety at Work Regulations 1999,
- Approved Code of Practice (ACOP) L8 – Legionnaires Disease: The Control of Legionella Bacteria in Water Systems. Approved Code of practice and
- HSG274 Part 2 - The control of legionella bacteria in hot and cold-water systems and Part 3 – The control of legionella bacteria in other risk systems.
- BS8580:2019 – Water Quality – Risk Assessments for legionella Control – Code of Practice

The Association recognises the need to protect its employees and others from the potential effects of legionella bacteria by:

- (i) complying with the above health and safety legislation,
- (ii) implementing standards not less than those described in the ACOP,
- (iii) appointing a person or persons, to take managerial responsibility for implementing and monitoring any legionella control systems,
- (iv) the provision of information, instruction and training for employees and
- (v) where appropriate, ensuring that health surveillance is carried out.

7.3 Risk Control

The Approved Code of Practice & Guidance document L8 requires employers, and persons in control of premises, to control the risks associated with legionella in order to protect employees and others who may be affected by their operational activities.

It is therefore important that the Association develops, implements and monitors suitable management systems in order to risk assess possible sources where legionella bacteria may grow, based on relevant and recorded statistical evidence, and where reasonably practicable to provide appropriate control measures to reduce the risk of harm resulting from such sources.

The Association will use the legionella risk assessments to determine programmes for routine inspection and testing of water systems, including, where required a programme of modification to any deficient systems and equipment,

Ensure that dwellings left vacant for extended periods of time have a suitable drain down or flushing regime is put in place to prevent potential build-up of risk conditions.

Maintain records of risk assessments, maintenance, inspection and testing and retain such records for a minimum of five years

Keep all relevant staff adequately trained in practices and procedures in respect to the control of legionella.

The Association may engage suitably competent and qualified Consultants/Contractors to determine the appropriate control measures required for premises under its control.

Competency Checks for Consultants/Contractors will include:

- (i) Experience of undertaking Risk Assessments in accordance with ACOP L8,
- (ii) Qualifications of staff members,
- (iii) Written Statement that the company comply with the Legionella Control Association Code of Conduct.
- (iv) Accreditation to ISO 9001: Quality Management Systems.

7.4 Risk Assessment

A Risk Assessment process will be undertaken by competent and suitably qualified Consultants/Contractors acting on behalf of the Association to identify and determine where reasonable and practicable where conditions may be present that encourage legionella bacteria to proliferate and multiply.

The Risk Assessment process will be used to identify premises controlled by the Association where:

- (i) Due to the nature of the water systems installed in the premises there is a likelihood that the risks associated with legionella bacteria may be increased, giving rise to potential exposure to building occupants, or other building users.
- (ii) The occupants of the premises can be identified as a recognised 'at risk' group as described in the ACOP, (e.g., elderly, immunosuppressed, ill- health, smokers).

It should be noted that 'at risk' groups can only be identified where this is reasonably practicable and it is not considered possible, or appropriate, for the Association to seek detailed medical information from tenants.

7.5 Legionella Management Plan.

The Association's Legionella Management Plan (LMP) outlines the approach the organisation aims to take to assess the risks associated with legionella is attached as Appendix One to this document.

The outcomes from legionella risk assessments will be used to identify programmes of routine inspection, monitoring, testing and treatment of water installations. Recommendations provided by Consultant(s)/Contractor(s) engaged by the Association must be reasonable, practicable and cost effective, taking into account the level of risk, exposure group and resources available.

Any monitoring and treatment regime(s) implemented by the Association will be subject to regular reporting, dependent on testing and treatment intervals, by the responsible Contractor. These reports will be reviewed by the Maintenance Officer on a six-monthly basis to assess the effectiveness of the regime.

The Assets Section in conjunction with the appointed Consultants/Contractors may review and revise the frequency of any testing and treatment regimes where this is considered appropriate. Any changes must be clearly documented and the LMP updated accordingly.

The policy shall be implemented through the issue of a Legionella Management Plan and all relevant staff, consultants and contractors are responsible for following the requirements of the plan as set out in appendix 1.

7.6 Emergency Response.

In the event of legionella bacteria being identified through active or reactive monitoring, the following process will be followed:

- The relevant Consultant/Contractor will inform the Assets Section immediately by telephone identifying the site, location and remedial action to be taken and then follow this with email confirmation.
- The Assets Section will arrange for the immediate isolation of any specific services as per the Consultant/Contractors instructions. This will mean physically isolating and preventing access where necessary, e.g., a shower room.
- The Assets Section will then arrange for the specified remedial works to be completed as soon as is practical by an approved contractor. Ensuring that the contractor is provided with written confirmation that the system is contaminated and they will need to take suitable precautions to ensure their employees and others who may be affected are not exposed to harm.
- The relevant contractor to provide a risk assessment and method statement detailing how they will protect their employees, and others who may be affected, from the risk of exposure before commencing work.
- On completion of any remedial work, a further water sample should be taken. Thereafter a sample should be taken for the following three months.

8.0 Complaints

We have a separate complaints policy and procedure. Leaflets and copies of the complaint's procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS, telephone 0800 377 7300 or 0131 225 5300 and how to contact the Scottish Housing Regulator.

The Ombudsman will not normally deal with complaints unless customers have followed the Association's complaints' procedure

9.0 Review timeframe

The policy will be reviewed every three years, or sooner, in response to a change in legislation or circumstance.

10. General Data Protection Regulations

The organisation will treat your personal data in line with our obligations under the current GDPR regulations and our own policy. Information regarding how your data will be used and the basis for processing your data is provided in Wellhouse HA's Fair Processing Notice.

11. Freedom of Information

As at February 2022, the Association is subject to FOI and all enquiries with respect to Legionella will be handled strictly in line with FOI and confidentiality policies.

APPENDIX 1. LEGIONELLA MANAGEMENT PLAN – updated

AREA	RISK PRIORITY	REASON FOR RISK PRIORITY	ISSUES TAKING FORWARD	ACTION TO BE CONSIDERED	CURRENT POSITION @ November 2021	FURTHER ACTIONS TO BE TAKE FORWARD
PHASE 1					Rankine Environmental will be carrying out surveys of all communal tanks.	
Adapted flat		Readily identified vulnerable group	Single adapted flat for disabled person. Issues minimal as group identified and properties self-contained.	Identify other adapted housing within Association’s stock base. Appoint contractor and carry out risk assessment. Take any action necessary, identify regime required and put in place.	TO BE COMPLETED	
PHASE 2						
Cold water storage tanks.	4	Around --%of our stock is tenemental therefore some tenants including	Issues timescale and cost related i.e., in relation to identification, inspection, remedial	Internal desktop analysis across contracts to identify properties with	Tank Inspections completed next round for 22-23 to be arranged	Follow up works identified and ongoing

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		potentially vulnerable individuals may be exposed to risk via communal cold water storage systems. Although it is considered unlikely due to the daily water throughput and resultant limited likelihood of stagnation within tanks to be a limited risk, we have no information on the condition of our tanks in relation to linkages, insulation and enclosure.	action and then potential ongoing inspection regime. Statistical evidence would indicate that the risk associated with domestic premises is minimal.	cold water storage facilities. Risk Assessment to be undertaken to determine any further action required.		The potential level of risk associated with cold water storage tanks in domestic properties owned by the Association is low.
Voids	5	Potential for stagnation to	Resources internally i.e., who will carry	Ensure that in void contract where heating and hot water systems are replaced the	Repairs Section manage the technical management of voids. Our (DRAFT) Void Policy now states that: Where	Repairs, Section to ensure that void contract states that where

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		occur, particularly in long-term voids.	out regular flushing of systems etc. Ensuring that void contractor removes or caps dead legs. Access & access for inspection regime.	contractor removes or caps deadlegs. Risk Assessment to be undertaken to determine any further action required.	properties are void during the winter period (November-end February), the Association will ensure the gas, electricity and water supply is shut off and drained down in the interest of health and safety and to reduce the possibility of flood damage. It also states that any instantaneous electric shower should be included in the electric check. Only showers in an acceptable condition will be adopted and maintained by the Association. All hot and cold-water outlets and any shower to be retained will be flushed before letting.	heating and hot water systems are to be replaced the contractor removes or caps deadlegs.
PHASE 3						
Showers	6	Potential for risk if showers not used regularly. Potential also that these may be the more vulnerable groups- due to	Being able to identify where showers have been installed due to poor record keeping in the past. This requires to be resourced. Also, access & access for	Identify (where practical) all showers owned and maintained by the Association by checking records and Stage 3 information over last 3-5 years. Risk Assessment to be undertaken to determine	All stage 3 adaptations over the last 5 years to be checked and reviewed.	The level of risk is not considered practicable and reasonable to warrant the allocation of the resources required to determine whether each individual tenant

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			inspection regime will be a factor.	any further action required.		where a Stage 3 adaptation has been carried out could be considered to more susceptible to legionella infection than a tenant in a non-adapted property.
Other housing /hot water storage	7	Potential for hot water storage systems to be operating below 40 degrees.	Identifying all hot water storage systems on a contract-by-contract basis. Resources to be assessed against level of risk. Statistical evidence would indicate that the risk associated with domestic premises is minimal.	Internal desktop analysis across contracts to identify properties with hot water storage facilities. Risk Assessment to be undertaken to determine any further action required.	The Association has hot water storage facilities in all of its electric heated properties. A decision has to be made on how we approach the tenemental properties where cold water storage tanks are still live. This would involve significant resources, taking on board that access to individual flats is required to ascertain if it is being fed by the CWS tank. We will also have to take into account that owner occupier	Most removed with upgraded heating

					involvement will play a part in this complex issue.	
Deadlegs	8	Potential for stagnation to occur.	Unable to identify all deadlegs without extensive invasive inspections, which is cost and resource prohibitive.	Ensure that in all future contracts where heating and hot water systems are replaced the contractor removes or caps deadlegs.	Not taken forward to date. Will be included within future planned programmes or where identified through repairs or void works.	This will be included within future planned programmes or where identified a clause will be included in the specifications noting that each installation will be required to comply with the HSE Approved Code of Practice & L8 Guidance