

Directors present:

David Nichol (DN)

Keith Robertson (KR)

Directors absent:

Dean Nichol (DJN)

Staff present:

Julie Williams (JW)

Steven Walsh (SW)

Darren Roberts (DR)

Elise Stark (ES)

Heather Trow (HT)

Meeting commenced: 11:00am

1.0 Previous Minutes and Actions			
		Action	Owner
1.1	Minutes of previous meeting reviewed and agreed by all present. Actions reviewed and updated.		

2.0 Apologies for absence			
		Action	Owner
2.1	Apologies Dean Nichol		

3.0 Conflict of interest			
		Action	Owner
3.1	No conflict of interest was declared at this point. Conflict of interest could be declared at any time throughout a meeting depending on emergent business. A declaration of interest form must be signed for each new declaration.		

4.0 Minutes of the last meeting			
		Action	Owner
4.1	DN Minutes read and approved by Steve Walsh, seconded by Keith Robertson, approved by all		
4.2	Actions from previous meeting discussed and amended where appropriate	Update and remove completed actions	DN

5.0	Asbestos Removal (workloads, enquiries, Orders)		
		Action	Owner
5.1	SW discussed and outlined the current workloads due to the return to work by the company and stated the following: • Wakefield works have increased, some of the works are extensive and will require multiple day to complete • North Bradley works for Wiltshire have started 1/7 and are due to complete 16/7 • North Tyneside licensed works on going but is slow coming in • Collingwood School (NTC) tender won works are due to commence 6th July for 1 week • SW confirms that four operatives will be in Wiltshire from w/c 22/6/2020 and will rotate for each project • SW has attended a meeting at Formica 15/6/2020 to look at some new asbestos works. Tender to be submitted for the works. • SW confirms that quotes have been placed on concerto for asbestos works at Wiltshire council, these relate to requests form Wayne Robson and Andrea Baker. • SW confirms that there is still potential works to come from north Tyneside block A still aw response from NTC • Dean to attend Wiltshire Monday 6/7 and Tuesday 7/7 for site meetings. Calne Leisure Centre site meeting on 6/7 prior to licensed removal. Dean to take materials down to Wiltshire for Paul and Stefan.		SW
5.2	DN explained that he had been in touch with a company called Polygon regarding the possibility of the company undertaking any asbestos removal works, however at this point in time has not received any reply in this matter	Enquiry to be pursued	DN
5.3	DN discussed the below issues with all present to ensure that everything was in order and being maintained. • Current Resources levels to ensure that the company had enough staff to accommodate workloads. One new operative employed from 29/6. • Impartiality log forms were being completed by Elise/Kelly relating to asbestos removal works and submission of bulk samples. DN informed all present that all staff are responsible for the impartiality role and to ensure that impartiality records were being completed. • Condition of Vehicles (servicing, repairs and daily checks) were being maintained and kept up to date and those vehicles requiring servicing had been arranged. • Position and checks on waste skips were being marinated and that regular air testing was being undertaken. DN also expressed the need to look at creating concrete bays for each skip and re-positioning these in the rear yard / compound. DR confirms that he is still working on obtaining suitable quotes for these bays • Prices received to locating suitable screen which can be attached to the boundary fence to prevent others looking into the yard, this will provide additional security. • The current situation around equipment and stock levels to ensure that the company had enough equipment and materials in stock. Noted that the price and led time of coveralls, masks and filters have increased	Concrete bays to be sourced Impartiality records to be checked and maintained Generator to be repaired	DR DN/ES/ KF DR / SW

	SW stated that there was a requirement for one of the generators to be repaired.		
5.4	DN confirmed that No Customer or supplier complaints had been received		
5.5	Current risk to removal – lack of data, near miss reports, audits and toolbox talks.	Toolbox Talk to be provided to all staff	SW

6.0 Asbestos Surveying (workloads, enquiries, Orders)			
		Action	Owner
6.1	ES explained that asbestos surveying workloads were slow at this time and believed this was down to the current pandemic situation. ES confirms that the following works were taking place: - Wiltshire Commercial survey works and re-inspections which are being carried out by Paul Smith (PS) and Stefan Lines (SL) - Wiltshire Domestic surveys to commence w/c 15/5/2020 Kitchen and bathroom list had now been received these are priority surveys at this time. We are experiencing date movement on some addresses but are reacting where needed. - DN is to review the scope of works wording for Wiltshire this urgently needs to be clarified. Steve Handyside has been contacted 1/7 and 2/7 aw reply. Until further notice we will carry out targeted surveys for kitchen and bathroom where a previous scope 17 has been carried out. - PS and SL to complete the demolition survey w/c 29/6, look at authorization prior to the survey commencing to ensure survey authorization has been maintained. Lewis Williamson (LW) to carry out the air test at the Highway Depot - Meetings arranged in Wiltshire for 6/7 and 7/7 DJN - Castle and Coasts surveys to voids and communal areas. Remaining communal surveys, ES states that we are waiting John Anderson to approve access. Domestic surveys still on hold. A program for door and windows is possibly due to start August. Kitchens and bathroom surveys may commence in September. - South Lakes Housing – external surveys are completed however tenanted surveys are an issue due to elderly tenants shielding, which is having an impact on gaining access to these properties. We are still carrying out void surveys - Impact Housing – Still waiting for some direction from this client hopefully end of June, no feedback received to date JW to contact Phil Wilkinson - Eden Housing – Covid 19 info sent w/e 12/6/2020 to client, surveys requests are starting to come through and over the next month around 50 surveys are forecast to be received - Melin Homes – voids are ongoing, planned works are not due to commence until later in the year, boilers, kitchen/bathrooms, doors, windows. Teams meeting planned for Monday 6/7. - Kier Scotland – Still waiting to hear from the client. DN to call client to discuss ongoing workloads - North Tyneside survey work to Northumberland square is to be planned in once the property has been cleaned. This survey is currently on hold due to safety concerns.	Scope of works to be reviewed for Wiltshire Council Authorizations for surveyors to be checked for ongoing suitability Kier Scotland to be contacted to discuss workloads Contact Phil Wilkinson at Impact for update Contact Castles and Coasts and Impact regarding Commercial Surveys/Re-Inspections	DN DN / DJN DN JW JW

	- Equity Housing has now moved across to Great Places, we currently receive a small amount of asbestos surveys from Equity at this time due to the merger. KR confirmed that a new tendering framework would be advertised shortly to allow the company to bid for the ongoing works for these companies. - We currently don't carry out commercial surveys or re-inspections for Castles and Coasts or Impact, Call's to be made to establish if Nichol can quote for and future projects.		
6.2	DN Explains that he is still waiting for the contract to commence with Citizen Housing which is a contract the company was awarded before the pandemic lockdown.	Ongoing	DN
6.3	DN highlighted the need to look at the training of authorised staff and potentially other staff in approving asbestos survey reports to ensure that consistency in the report approval process stays the same. Errors in reports are to be documented and toolbox talks carried out. Demolition survey template to be looked at and amended.	Ongoing	DN
6.4	The current risk assessment template completed by the surveyor on site is to be reviewed to now include the Covid 19 assessment	Amend risk assessment template	DN
6.5	Wiltshire Housing is a current risk to surveying, clarity is required regarding there 18 different scopes of works.		

7.0 Asbestos Analytical Works (workloads, enquiries, Orders)			
		Action	Owner
7.1	DN confirms that the company has received an award to carry out air monitoring on a project for North Tyneside Council has been pulled forward with a start date in August for 92 properties. DN confirms that Lewis Williamson should be allocated to these works		
7.2	DN explains that he has submitted a bid for asbestos analytical works for a project involving Gateshead Council and currently awaits a decision	Ongoing	DN
7.3	DN confirms that he started to get staff trained in air monitoring and fibre counting and will look to implement a program of training to address this ongoing matter. Gary now has a microscope to take away and practice with. Lewis Williamson to take air monitoring pumps to in house removals works to carry out personals and run pumps to provide slides for quality. ES and SW to arrange dates and times. All surveyors are to be trained over the next 12 months.	Ongoing	DN
7.4	Information sent to Bizspace regarding the setup of a new laboratory within the office and we currently await reply. KR to contact Bizspace to chase up.	Update on approval to set up new laboratory	KR
7.5	More air monitoring audits are required. Program for audits is required.	Audit Program	DJN/DR

8.0 Training Department			
		Action	Owner
8.1	DN discussed that we need to look beyond running asbestos courses and consider alternative courses (Legionella, LEV, Noise etc) A program is required for training, a separate meeting is required to discuss this. P405 course booked for w/c 13/3. PS to attend and re-sit his exam, DD to attend full course. All Nichol staff require Health and Safety Environmental training Supervisors and managers are required to complete online Site Safety training DN stated the we need a marketing campaign for e-learning	Review Marketing Campaign and training for employees	HT

9.0 Changes in Volume of Work / Competitor Issues			
		Action	Owner
9.1	DN states that the current volume of survey work remains the same and there has been a slight increase in removal works due to the pandemic with most of the work being undertaken within Wiltshire and Wakefield. DN confirms that there is indication of a slow upturn in workflows as clients now start to return to work and will discuss this issue at future meetings. DN highlights the importance of ensuring that when reviewing work scopes that our pricing is accurate; it has been identified that most of our competitors are now dropping their prices and winning work streams. DN confirms that this item will be discussed and monitored at our next meeting	Review of costing to be undertaken	All

10 Facilities			
		Action	Owner
8.1	DN discusses the need for our hazardous waste skips to be repositioned and sectioned off, and to ensure that these are not placed on top of drain coverings Outside area to be screened off and skips isolated within bays No female staff to be left in the building alone for safety reasons Aw delivery date from Seaton regarding clear screen for reception. All soaps and hand sanitisers are serviced every 4 weeks and were serviced w/e 26/6. Next visit by Cathedral Hygiene extra hand sanitiser to be requested. DN explained that the Laboratory requires a sink to be placed inside the laboratory to allow analysts to use and therefore suitable Quotes for mobile sink should be obtained. DN Highlights the need for the external Security gates to the rear yard to be kept closed to improve onsite security. DN discussed the need to ensure that the outside area must be kept clean and tidy to prevent a build-up of rubbish and therefore impacting on environmental matters DN Highlighted the need to turn off lights in office spaces or around the building when not being used. Toilet doors to remain closed so lights turn off automatically. Full health and safety audit of full facility to be carried out.	Additional hand sanitisers Quote for mobile sink Full Site Audit	ES DN DR

11.0 Communication			
		Action	Owner
9.1	DN highlighted the need to ensure that the process around management meetings needs to be considered further by involving employees outside the management teams so a more diverse opinion can be obtained, as well as allowing employees to discuss any concerns with one of their colleagues who can bring this information into the meetings. There is also a need to obtain information from external client meetings, this will allow the company to consider any issues raised, put corrective actions in place and therefore improving performance as required. DN Confirms that he shall email any Asbestos, Health, Safety and Environmental updates from professional bodies to employees so they can keep abreast of things and keep knowledge up to date.	Ongoing	All

12.0 Suitability of Policy and Procedures			
		Action	Owner
10.1	To be discussed at next meeting		

13.0 Process Performance and Conformity of Services			
		Action	Owner
11.1	To be discussed at next meeting		

14.0 Customer Satisfaction, Complaints and Feedback from relevant interested parties			
		Action	Owner
12.1	DN confirms the need to get more detailed feedback from Customers which at present is done by using a customer questionnaire. DN stated that the questionnaire is very detailed as it covers all accredited and certified activities, this document needs to be simplified. The need to seek feedback at client meetings will aid in this process. A small amount of feedback has been received, more needs to be done, more work is required in improving this area. Client satisfaction questionnaires to be sent to Wiltshire following completion of removal works DN also confirms that the company had not received any customer complaints.	Ongoing Satisfaction questionnaires to be sent	All DJN/SW

15.0 Non – Conformities and Corrective Actions			
		Action	Owner
13.1	DN explains that he is reviewing the policy, procedures and operations relating to asbestos removal activities and from his initial review will result in some amendments being made.	All policy, procedures and operations for asbestos removal to be undertaken	DN

16.0 The Adequacy of Resources and Training			
		Action	Owner
15.1	To be discussed at next meeting Appraisals - following training, managers will be actioned with carrying out staff appraisals.		

17.0 The effectiveness of actions taken to address risks and opportunities; (Impartiality and Confidentiality)			
		Action	Owner
17.1	To be discussed at next meeting Most employees have signed confidential agreement, this will be reviewed and amended in needed.		

18.0 Opportunities for Improvement and its Effectiveness			
		Action	Owner
18.1	To be discussed at next meeting		

19.0 Fulfilment of Objectives and Targets			
		Action	Owner
19.1	To be discussed at next meeting		

20.0 Outcome of Assurance and Validity of Results			
		Action	Owner
20.1	To be discussed at next meeting		

21.0 Results of interlaboratory comparisons and proficiency testing (AIMS and RICE)			
		Action	Owner
21.1	To be discussed at next meeting We are currently at the standard expected. Due to Covid 19 rice slides will not be received until September		

22.0 Assessments by external bodies			
		Action	Owner
22.1	DN confirms that the company will not be receiving and AIMS /RICE schemes until September as confirmed by HSL August/September for re-license		

	Renewal of 14001 is due in October Renewal of 18001 is due in October UKAS certification will be around March 2021		
--	--	--	--

23.0 Supplier Quality and Delivery			
		Action	Owner
23.1	DN states that the approved supplier process and register needs to be looked at to ensure that our approved suppliers remain suitable for those services provided and that we are not using suppliers that have not been approved The lack and price increase of coveralls, masks and filters needs to be monitored and looked at. Supplier audits needed.	Ongoing	DR

24.0 A.O.B.			
		Action	Owner
	Update needed on corporate uniform, prices to be obtained		DR

Meeting Closed: 13:15pm

Summary of Management Meeting Decisions

DN to pursue asbestos removal works with Polygon, Waiting for a reply.
 DR Concrete bays to be sourced
 DR Full site audit 19 Blue Skye Way
 DJN to attend meetings in Wiltshire W/C 6/7
 DN/ES/KF to review impartiality records for ongoing compliance
 DR/SW to arrange for generator to be repaired
 DN/DJN to confirm surveyor authorisations are current
 SW to provide toolbox talk to all asbestos removal staff regarding near misses etc
 DN Scope of works to be reviewed for Wiltshire Council
 DN Amend risk assessment template to include Covid 19
 JW Contact Phil Wilkinson at Impact for update
 JW Contact Castles and Coasts and Impact regarding Commercial Surveys/Re-Inspections
 DN to confirm current work situation with Kier Scotland
 DN to liaise with Citizen Housing to confirm start date for works
 KR To contact Bizspace for an update on lab office
 DJN/DR Program of air monitoring audits needed
 ES Additional hand sanitiser required from Cathedral Hygiene
 DN Quote required for mobile sink unit for lab
 DN All policy, procedures and operations for asbestos removal to be undertaken
 DN to review training for report approvals
 DN to implement training program for air monitoring and fibre counting
 All to review the customer feedback process and report findings
 DR to review approved suppliers process and report findings
 SW/DJN Client satisfaction questionnaires to be sent to Wiltshire following completion of removal works
 DN to review asbestos removal policies, procedures and operations
 HT Review Marketing Campaign and training for employees

Minutes Certification

Minutes prepared and submitted on 03/07/2020 by Julie Williams

J. Allman

Minutes reviewed on 03/07/2020 by Keith Robertson

K. Robertson

Minutes approved by David Nichol on 04/07/2020

D. Nichol
