

Health and Safety Policy



Reference: HS_POL_ASM_HAS_4.1 **Author:** Tom Bassett

Scope: Housing Solutions **Approved by:** Board

Legislation: Health & Safety at Work Act 1974 **Date of approval:** 22/05/2024

Management of Health & Safety Regulations 1999
CDM Regulations 2015
Health and Safety (Consultation with Employees) Regulations 1996
Safety Representatives and Safety Committees Regulations 1977
Regulatory Reform (Fire Safety) Order 2005
Fire Safety Act 2021
Fire Safety (England) Regulations 2022
Building Safety Act 2022

Related Policies: Health & Safety Panel Terms of Reference **Date of next review:** 22/05/2025

Major Incident Plan
Lone Worker Policy
Employee Code of Conduct policy
Vehicle and Travel Policy
OHSAS ISO 45001 Manual
Policy
Vulnerable Customer Policy
Waste Policy

1.0 Who does this policy apply to?

- 1.1 All employees of Housing Solutions, including temporary and fixed-term employees.
- 1.2 A copy of this policy will be made available to all current employees and given to all new staff members as part of their induction training.
- 1.3 This policy does not form part of an employee's contract of employment, and may be amended at any time.

2.0 Health & Safety Policy Statement

Commitment to Health and Safety

- 2.1 Housing Solutions recognises that health and safety management is central to its operations and is committed, as far as is reasonably practicable, to the health and safety and wellbeing of all our employees, and all other persons who may be affected by our operations. This will primarily be achieved through the implementation of ISO 45001:2018 Health and Safety management system. The Health and Safety Management System ensures that Housing Solutions:-
 - Has adequate controls in place to maintain a safe and healthy environment
 - Provides information, instruction, training and supervision to all employees
 - Provides and maintains safe plant, tools and equipment
 - Has adequate provision and professional resources to ensure that health and safety issues are correctly managed
 - Consults with all employees on matters affecting their health and safety
 - Reviews and revises this Policy at regular intervals.
- 2.2 Housing Solutions also pledges to comply with all applicable Health and Safety Legislation and any other requirements that relate to health and safety management.
- 2.3 All employees are responsible for their own health, safety and wellbeing, as well as that of others who may be affected by their activities. All employees must:-
 - Not interfere with anything provided to safeguard their health and safety.
 - Take reasonable care of their own health and safety.
 - Report all health and safety concerns to management without delay.
 - Support and co-operate fully with the implementation of this Policy.
 - Required to complete mandatory training.
- 2.4 All other managers are responsible for the health, safety and wellbeing of those working within their area of operation, and those who may be affected by those activities.
- 2.5 Heads of Service are responsible for ensuring adequate systems and resources for the delivery of this Policy, meeting all legislative requirements and continuous improvement in health and safety performance.
- 2.6 The Executive Management Team will monitor health and safety performance on a monthly basis,

undertake an annual management review to evaluate the Health and Safety Objectives for the association, and develop strategies to manage health and safety risks.

- 2.7 The Principal of Cooper Bassett Consulting is the appointed competent person for H&S at Housing Solutions and reports into the Director of Property and Development. As well as supporting the Chief Executive, they are responsible for bringing H&S matters to the attention of the Chief Executive.
- 2.8 The Chief Executive is responsible for ensuring that H&S performance is reported to the Board, and compliance with legislative requirements and the implementation of the Health and Safety Policy. The Chief Executive is supported by the organisation's appointed competent person for H&S, who will take the lead in ensuring the communication of health and safety duties across the association. The responsibility for health and safety remains with the Director of Property and Development and ultimately the CEO.
- 2.9 Board members are responsible for ensuring that the Chief Executive manages health and safety effectively, and will monitor this at Board meetings. Assurance is provided on compliance with legislative requirements and the implementation of the H&S policy.
- 2.10 We expect our supply chain, visitors and other interested parties to share this commitment by complying with our policies and procedures.
- 2.11 The Executive Team and all of Housing Solutions care passionately about the Health, Safety and Welfare of our people and anybody our activities may affect, whether they're frontline operatives, office staff or members of the public who we come into contact with while undertaking our work.
- 2.12 Ultimate responsibility for this Policy lies with the Chief Executive of Housing Solutions, but specific duties are delegated to others according to their experience and training. The Board and Executive Team will ensure that this Policy is applied across the association. Heads of Service and other Managers will ensure that the Health and Safety Policy is adopted by all employees, contractors and visitors to any Housing Solutions locations.

Your health and safety is important to us

- 2.13 We are committed to protecting you from occupational health and safety risks, and we will also encourage and support you to look after your own safety and wellbeing. A healthy, fit and alert workforce is far more likely to stay safe, providing a sustainable foundation on which to continue growing the association.
- 2.14 We are committed to continue driving improvements in health and safety performance across the organisation and we will ensure our supply chain partners do the same.
- 2.15 To achieve improved performance, we all need to demonstrate and share the same commitment. By working together and being mindful of others, we will be able to deliver a market-leading standard of health and safety performance.
- 2.16 We will actively drive a positive health and safety culture and to do this we will need your help and active participation in developing the Health and Safety Policy.

Everybody has a part to play in achieving and maintaining Health and Safety standards

- 2.17 Should you witness any unsafe acts, we expect you to challenge those responsible and report the unsafe act to your line manager, an employee ambassador or a member of the health and safety team.
- 2.18 If work procedures or instructions are not being followed, managers need to know so that corrective actions can be put in place as soon as possible. The health and safety management system will be changing over the coming months, and we will need everyone’s support to meet any challenges identified while undertaking these changes as a team.
- 2.19 As Chief Executive, I accept responsibility for Housing Solutions’ compliance with this Policy, which is subject to regular reviews, and I hope I can count on your full support and co-operation to help us reach our goals.

Orla Gallagher (Signature) Date
Chief Executive

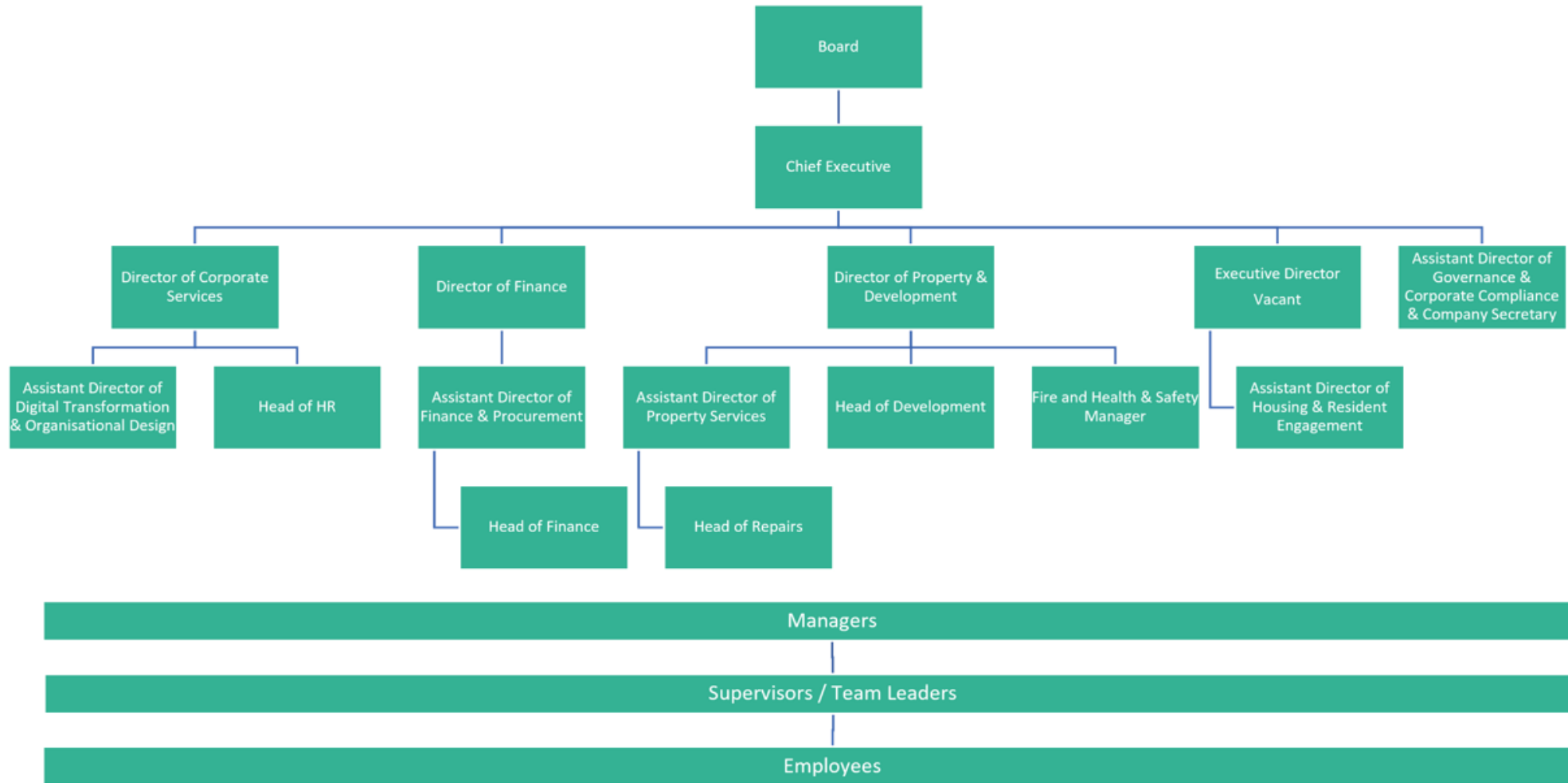
3.0 Key Commitment

3.1 Housing Solutions is committed to continual improvement in all aspects of the management of occupational health and safety as well as the prevention of injury and ill health.

3.2 The Board and Executive Team will ensure that Housing Solutions complies with and continuously improves health and safety compliance as follows:-

COMPLIANCE	CONTINUAL IMPROVEMENT
<ul style="list-style-type: none"> All work activities are undertaken in accordance with the Health and Safety at Work etc Act 1974, all applicable Regulations and Approved Codes of Practice as well as accreditation for ISO 45001 Health and Safety Management System. 	<ul style="list-style-type: none"> Annual objectives, targets and performance indicators are set, monitored and reviewed on a regular basis. They will also be used as a tool to drive improvement
<ul style="list-style-type: none"> Ensure the health, safety and welfare at work of all employees 	<ul style="list-style-type: none"> Sufficient resources are available at all levels within the association to implement this Policy using appropriate methods
<ul style="list-style-type: none"> Ensure the health, safety and welfare of those who could be affected by our work 	<ul style="list-style-type: none"> This Policy is implemented, maintained and audited to stimulate a process of continual improvement
<ul style="list-style-type: none"> Provide, implement and maintain safe systems of work and control materials and substances likely to cause injury or ill health 	<ul style="list-style-type: none"> The relevant parts of this Policy are communicated to all employees and that individuals are aware of their occupational health responsibilities
<ul style="list-style-type: none"> Provide information, instruction, training and supervision and provide a safe working environment. 	<ul style="list-style-type: none"> This Policy is available to all employees on the intranet, displayed on notice boards and revisions of the Policy will be notified to all employees
<ul style="list-style-type: none"> Provide safe access and egress to places of work and provide suitable and adequate welfare facilities 	<ul style="list-style-type: none"> The health and safety management system is monitored, developed and improved upon. It will be reviewed on a regular basis. Amendments may also be implemented as necessitated by legislative changes or when changes in best practice are identified
<ul style="list-style-type: none"> Consult with employees at all levels 	
<ul style="list-style-type: none"> Provide effective emergency procedures 	
<ul style="list-style-type: none"> Ensure an appropriate level of investigation into any incident with the intention of preventing reoccurrence 	

4.0 ORGANISATIONAL RESPONSIBILITIES



- 4.1 All Managers, irrespective of their specific specialist or areas of work and whether or not they manage individuals on a day to day basis are duty bound to manage health and safety irrespective of their individual role or specific job specification or title.
- 4.2 In practice the day to day responsibilities for the management of health and safety issues rests with the Chief Executive, the Executive Management Team, the Principal of Cooper Bassett and other Managers of employees including Supervisors.
- 4.3 The following section describes the systems in place for managing, consultation, communication, enforcement and the responsibilities at Housing Solutions for the management of health and safety.

All Employees

- 4.4 All employees should follow their own 10 point checklist as detailed below to ensure they comply with their own legal general duties and the requirements of this Policy:-
1. *Understand and adopt this Health and Safety Policy and all specific rules, procedures and guidance notes which are designed to assist you in working safely.*
 2. *Look after your own health and safety but don't forget about the people around you such as your work colleagues, visitors to Housing Solutions, members of the public, customers and anyone else who you are likely to come into contact with.*
 3. *Make yourself aware of the Policy for fire management, not only within the building you work at on a daily basis but also any other property, building, residential property within the company portfolio. Follow the signs and know who your Fire Marshals are.*
 4. *Check the other signs around your place of work, know who your first aider is, where they can be found and what you should do if you have an accident whilst at work.*
 5. *Only use work equipment that you are competent to use. Don't bring any work equipment in from home, or if you do ensure you contact the Safety Team to ensure it is assessed and classified safe to use.*
 6. *A hazard is anything with a potential to cause harm. If you see any, first of all remove that hazard (if you can and it is safe to do so) so it doesn't cause you or anyone else harm, then tell your line manager what you have done. If you can't remove it then make sure it is safe and inform your line manager.*
 7. *If you have an accident, report it immediately to your line manager or alternatively the Principal of Cooper Bassett.*
 8. *Follow any information, instruction you may have had on health and safety. Remember it's there to help you, not to hinder what you are doing.*
 9. *Actively participate in any health and safety training you will receive. If you are not happy with the training you have received inform your line manager.*
 10. *Maintain your own personal work space in a clean and tidy manner. This will help to reduce trip hazards and reduce the risk of fire in the workplace.*

The Board

4.5 The Board will:-

- Ensure that the company has an appropriate written statement of Policy on health and safety and effective arrangements for the implementation of that Policy.
- Ensure that health and safety is resourced, risks managed and legal and best practice responsibilities are discharged.
- Monitor the health and safety performance at each Board meeting and at time to time when any specific issues arise.

Chief Executive

4.6 The Chief Executive will:-

- Ensure compliance with statutory requirements and the implementation of the Health and Safety Policy.
- Take the lead in ensuring the communication of health and safety duties throughout the association and that health and safety performance reports will be under scrutiny and discussed at each Board meeting.
- Ensure adequate resources are available to ensure this Policy can be carried out. These resources will include people, finances, materials and equipment.
- Nominate a Director who will ensure that Health and Safety responsibilities are properly assigned in line with this Policy and are then understood and accepted by all staff. The Nominated Director for Health and Safety matters is the Director of Property and Development.

Directors and Assistant Directors

4.7 Directors and Assistant Directors will:-

- Assist the Chief Executive to comply with their duties both under this Policy and the general duties of the Health and Safety at Work Act 1974.
- Ensure that management decisions taken either individually or in Committee reflect the intentions of the Health and Safety Policy.
- Meet annually to review and set the Health and Safety objectives for the association and also develop strategies to manage the health and safety risks.
- Make sure their Line Managers are aware of their responsibilities in relation to this Policy and in accordance with legislation, approved codes of practice, guidance notes and safe systems of work.
- Consult with the Board in relation to Health and Safety matters that will affect Housing Solutions and the people within it.
- Encourage everyone within Housing Solutions to think safe, be visible to all employees and take a keen interest in Health and Safety matters.

The Appointed Competent Person

4.8 The Principal of Cooper Bassett Consulting will:-

- Act as the lead competent person for health and safety.
- Work proactively with managers to establish and maintain a system that promotes a culture of safe working practices across the business.
- Provide direct management and leadership of Health and Safety across the business.
- Advise the Executive Team and Board on the implications of current and emerging health and safety legislation, which may affect the business.
- Develop a strategy for implementation of the Health and Safety Policy.
- Manage the Health and Safety Management System.
- Monitor accident statistics, health and safety performance, the effectiveness of training and the results of audits and inspections.
- Assist management to undertake investigations where a significant incident has occurred. This may be an accident, material loss, equipment failure or anything else as identified by Housing Solutions.
- Maintain an informed, up to date and relevant central resource for health and safety information.
- Establish and maintain contacts with external enforcing authorities such as the Health and Safety Executive, Environmental Health Officers and the Environment Agency.
- Provide at least one comprehensive health and safety policy to Board each year.

Heads of Service

4.9 Heads of Service will:-

- Understand this Health and Safety Policy and ensure that adequate systems and resources are in place to support its implementation.
- Comply with legislative requirements, approved codes of practice, guidance notes and safe systems of work.
- Identify individual Managers with specific health and safety duties and responsibilities.
- Identify training and development needs within their area of control and ensure that adequate provisions for training are made.
- Review health and safety performance and ensure continuous improvement within their area of control.
- Include health and safety as agenda item at all regular meetings with their direct reports.
- Investigate any shortfalls in health and safety arrangements reported to them by an employee.
- Encourage everyone within Housing Solutions to think safe, be visible to all employees and take a keen interest in health and safety matters.

Managers

4.10 Managers will:-

- Understand this Health and Safety Policy and implement the arrangements at departmental level.
- Ensure the Policy is communicated to all their team members.
- Ensure that all hazards have been identified and suitable and sufficient Risk Assessments have been undertaken to ensure the hazards are controlled.
- Ensure that any established emergency procedures are communicated to all team members and they are aware of what to do in the event of an emergency.
- Ensure all new starters are inducted into the business and training needs analysis is undertaken as part of that induction to identify any training gaps.
- Identify training and development needs of their teams and provide adequate information, instruction and training to raise their team's awareness of Health and Safety within the workplace.
- Communicate and consult with their teams on health and safety issues and add health and safety to the agenda of any team meetings they hold.
- Undertake regular workplace inspections to review health and safety behavioural compliance and to ensure that the working environment and equipment are safe and well maintained.
- Investigate all accidents affecting their team in accordance with the accident investigation procedure. Should the accident and near miss be significant then ensure the investigation is undertaken along with the Appointed Competent Person.
- Encourage everyone within Housing Solutions to think safe, be visible to all employees and take a keen interest in health and safety matters.

Supervisors / Team Leaders

4.11 Supervisors will:-

- Ensure that all employees have received induction training.
- Ensure that those under their supervision have received training appropriate to their needs and that safety considerations are integrated into this training.
- Make sure that all training is documented.
- Establish a programme of toolbox talks and ensures they are delivered to all team members in a timely manner.
- Ensure that Risk Assessments have been completed, reviewed annually and all safety provisions relating to the work have been discussed with the employees undertaking it.
- Nominate competent team members to monitor work equipment and machinery used in the workplace and ensure it is tested and inspected on a regular basis.
- Ensure that all their team members are aware of the location of the Health and Safety notice boards and liaise with the Principal of Cooper Bassett Consulting to ensure the notice boards are relevant and the information is up to date.
- Undertake regular workplace inspections to review health and safety behavioural

compliance and to ensure that the working environment and equipment are safe and well maintained.

- Support their Manager in the investigation of accidents or incidents.
- Ensure that all accidents, incidents, dangerous occurrences and near misses are reported on a Report Form and where the event falls under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) is reported to the Health and Safety Team so that they can notify the HSE.
- Encourage everyone within Housing Solutions to think safe, be visible to all employees and take a keen interest in health and safety matters.

Appointed First Aiders

4.12 You should only administer first aid if you are trained to do so. If you are not trained and you are witness to an accident that requires the administration of first aid you should contact a first aider by the quickest possible means.

4.13 Appointed First Aiders will:-

- Ensure the area is safe before administering first aid.
- Provide first aid in accordance with their training whenever called upon.
- Ensure all accidents and incidents of which they have knowledge are reported in accordance with this Policy.
- Ensure that adequate and appropriate first aid materials are always available and replenished when used.

Fire Marshals

4.14 Fire Marshals are located in each office building. When Fire Marshals change the details will be published in the respective buildings.

4.15 Fire Marshals will be trained to undertake their duties and in the event of a fire you should follow their instructions. They will easily be identifiable with the high visibility waistcoat/jacket they will be wearing.

4.16 Fire Marshals will:-

- Check their area of responsibility each day for fire hazards.
- Identify and control any fire hazards such as:-
 - Wedged fire doors.
 - Blocked exits.
 - Fire equipment unavailable.
 - Missing fire exit and fire action signage.
- Stop and report any unsafe working activities undertaken by employees or contractors.
- Undertake a weekly recorded fire alarm check of the building they are responsible for.
- Take part in a fire drill at least twice a year undertaking a sweep of the areas they are responsible for.
- Support employees who require assistance with an evacuation or have a

Personal Emergency Evacuation Plan (PEEP).

- Supervise the evacuation procedure for the building.
- Liaise with the appropriate authorities (Fire, Police Ambulance).
- Manage employees at the Fire Assembly Points.
- Indicate to employees and visitors that it is safe to return to the building once the all clear has been given.

4.17 After an evacuation, for whatever reason, i.e. practices and false alarms, a report will be completed and a copy sent to the Appointed Competent Person.

4.18 In the event of the Fire Marshals being absent from the building there are alternative measures in place, outlined in the fire evacuation procedure.

Competent Advice

4.19 Heads of Service, Managers and Supervisors will obtain competent advice and guidance from the Health and Safety Team, i.e. Appointed Competent Person, which includes: -

- Health and safety legislative requirements.
- Health and safety audits and compliance Inspections.
- Investigation of accidents, incidents, dangerous occurrences, near misses and work related sickness absence.
- Provision of health and safety training and support as appropriate.
- Provision of advice and information when any new building, machine, system of work or chemical is proposed or an existing one is to be altered where there is potential for an increase in the risk.

4.20 The Health and Safety Team will also:

- Enforce, the parameters of this Policy where a situation is deemed to be of serious and imminent danger.
- Keep all concerned parties with current and future situations.

5.0 Health and Safety Panel Representatives

5.1 Housing Solutions acknowledges the importance of employee involvement in health and safety matters and the importance of the positive role played by the Health and Safety Panel. As such, the association will provide the facilities and assistance that such representatives and committees might reasonably require in order to carry out their functions.

5.2 All employees will be consulted on health and safety issues by meetings and briefings conducted by line managers on a regular basis.

5.3 The Health and Safety Panel meeting will be chaired by the Interim Health and Safety Manager and held on a quarterly basis to discuss strategic issues, legislative changes, training and

organisation wide operational Health and Safety issues.

- 5.4 The panel will review all incidents and accidents, including near miss events with a view to identifying future learning and best practice to facilitate a process of continuous improvement and an ongoing safe working environment. The panel may consider views, information and advice from external organisations in order to ensure best practice is in place.
- 5.5 The panel will review the progress and plans of the 'Safe' group and provide positive feedback and innovative ideas to further promote safe working practices throughout the organisation.
- 5.6 Core attendees at the Health and Safety Panel meetings will be:
- The Director of Property and Development
 - A nominated Board champion
 - The Principal of Cooper Bassett
 - Assistant Director of Property Services
 - Head of Repairs
 - Safeguarding Champion
 - Assistant Director of Housing and Resident Engagement
- 5.7 Members of the panel are chosen by the Chair who must ensure a balanced membership taking into account the risks faced by the organisation.
- 5.8 Housing Solutions recognises the rights of safety representatives such as: -
- The right to inspect workplaces.
 - Investigate accidents.
 - To notify unsafe conditions in writing to management.

6.0 Information, instruction, training and advice

- 6.1 It is a requirement that adequate information, instruction training and advice with regard to health and safety matters will be given to all employees inclusive of contract or agency workers.
- 6.2 Information will be communicated through:-
- Internal and external training courses, team briefings and toolbox talks, intranet.
 - Health and Safety Panel meetings.
 - Digital platforms.
 - Risk Assessments and safe system of work procedures.
 - Health and Safety Team.
 - Other means as necessary (for example, Fire Service, Environmental Health Officers, Health and Safety Executive, Environmental Agency, ROSPA, British Safety Council, IOSH and British Standards).
- 6.3 Records of information, instruction and training received by employees will be maintained on the individual's personnel record.

7.0 Communication & Consultation

- 7.1 It is a requirement that Health and Safety appears on the agenda at:-
- Management and team meetings.
 - Regular meetings with the board.
 - One to One sessions.
- 7.2 In addition, regular meetings with the Health and Safety Panel allow for open consultation and communication between management and employees.
- 7.3 Representatives of Employee Safety (ROES) have been elected by the workforce and appointed. Regular meetings are held and potential hazards and dangerous occurrences, risk assessments, RIDDORs and near misses are discussed. This includes general matters affecting the health and safety of the employees they represent as well as the introduction of measures which may affect health and safety at work (such as new equipment).
- 7.4 Day to day communications will be by way of meetings, toolbox talks, intranet, normal management channels, and the Health and Safety Team.
- 7.5 Heads of Services, Managers and Supervisors all ensure that all in their charge know that they must send promptly all reports concerning accidents, incidents, near misses, dangerous occurrences, ill health, violence and emergency situations to their individual line Manager at the earliest opportunity, who will inform administration and others as required.
- 7.6 Where specific laws require specialist communication (CDM, Asbestos, Planning, etc) a competent person shall undertake that communication. Where the enforcing authorities are concerned, only the Principal of Cooper Bassett Consulting or a Director shall communicate on behalf of Housing Solutions.
- 7.7 Serious accidents / incidents and visits by Health and Safety Executive, Environmental Agency, Environmental Health Officers or other Inspectors should be notified promptly via the most senior person present to the Principal of Cooper Bassett Consulting and a Director.
- 7.8 Where the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) applies, forms should be completed and sent to the Health and Safety Executive within the specified time limits by the Health and Safety Team.
- 7.9 If the Health & Safety Executive and / or similar enforcing bodies are needed for any reason, they should be contacted via the Appointed Competent Person.
- 7.10 Housing Solutions support the position of Employees having the right to communicate with the enforcing authorities. However management maintain the right to request that where an employee feels the need to contact an enforcing authority they should firstly exhaust the normal communication channels and, where it is reasonable to do so, keep management updated.

7.11 Additionally senior management offer their services, in confidence, to all employees to address issues internally, before they need to be addressed via external areas.

8.0 Enforcement of Laws, Rules and the Policy

8.1 All employees are responsible for enforcement of this Policy.

8.2 Any employees who are prosecuted by an enforcing authority for offences against Health and Safety law may also face disciplinary action.

8.3 The Health and Safety Team has authority to cease or suspended work activities immediately should they believe that there is serious danger. A similar authority and duty of care rests with all employees should feel personally in danger or recognise a dangerous situation for those around them.

8.4 Contractors, sub-contractors and others working for and with Housing Solutions are responsible for managing their own Health and Safety and must adhere to the requirements of this Policy and their own Policies.

8.5 Housing Solutions representatives who commission others to carry out work or supply services are responsible for ensuring that they have been assessed and approved under the Construction Line Procedure and that they comply with all conditions in any contract terms and conditions, the law and this Policy.

8.6 Residents are responsible for ensuring belongings are not left in communal areas which may pose a fire hazard.

9.0 Health and Safety Arrangements

9.1 Housing Solutions implements and follows the requirements of ISO 45001:2018 and has been assessed and certified as meeting the requirements of this standard by the British Assessment Bureau. ISO 45001:2018 is an international standard that specifies requirements for an occupational health and safety (OH&S) management system. It provides a framework for organizations to manage risks and improve OH&S performance.

9.2 The standard establishes criteria for an OH&S policy, objectives, planning, implementation, operation, auditing and review. Key elements include leadership commitment, worker participation, hazard identification and risk assessment, legal and regulatory compliance, emergency planning, incident investigation and continual improvement.

9.3 The standard utilises the Plan-Do-Check-Act methodology to systematically manage health and safety risks. It promotes a culture of continuous improvement in health and safety management. It also encourages regular audits, assessments, and reviews to identify areas for enhancement, leading to ongoing improvement and risk reduction.

9.4 This policy must be read in conjunction with Housing Solution's ISO 45001:2018 Manual, safety policies, procedures and related documentation below which cover key areas of Occupational Workplace Health, Safety and Welfare:

BS ISO 45001:2018 Manual	Reviewed
ISO 45001:2018 Manual	Annually

BS ISO 45001:2018 Policies and Documents	Reviewed
Communications Policy	2 Yearly
Environmental Factors Policy	2 Yearly
Housing Solutions Service Provision	2 Yearly
ISO 45001 Audit Corrective Action Process Action Plan	2 Yearly
Management of Change Process and Objectives	2 Yearly
Master Document List	2 Yearly
Objectives Plan of Action	2 Yearly
Register of Interested Parties	2 Yearly
Register of Legal Requirements	2 Yearly
Schedule of Risk and Opportunities	2 Yearly
Schedule of Risk Assessments	2 Yearly

Safety Panel Terms of Reference	Reviewed
Health and Safety Panel - Terms of Reference	Annually

BS ISO 45001:2018 Management Reviews	Reviewed
Management Review	6 Monthly

Health and Safety Policies	Reviewed
Asbestos Policy	Annually
Gas Safety & Solid Fuel Policy & Management System Policy	3 Yearly
Homeworking Policy	3 Yearly
HSL Electrical Safety Policy	3 Yearly
HSL Fire Policy	Annually
Stress Management Policy	3 Yearly
Tree Safety Policy	3 Yearly
Water Hygiene & Legionella Safety Policy	3 Yearly

Health and Safety Procedures	Reviewed
Accident/Near Miss Reporting and Investigation Procedure	2 Yearly
Alcohol and Drugs	2 Yearly
Construction (Design and Management) Regulations 2015	2 Yearly
Control of Substances Hazardous to Health	2 Yearly
Emergency Evacuation Procedures - Crown Square/ House	2 Yearly
First Aid	2 Yearly
Food Safety	2 Yearly
Health and Safety Induction	2 Yearly

Health and Safety Procedures	Reviewed
Health Surveillance	2 Yearly
Home Visits, Outreach Services and Evictions	2 Yearly
Hot Work	2 Yearly
Infection Control	2 Yearly
Interviewing Customers and Visitors	2 Yearly
Lone Working	2 Yearly
Manual Handling	2 Yearly
Office Safety (Computer, Office, Cash Handling, Bomb Threats)	2 Yearly
Playground Safety	2 Yearly
Risk Assessment	2 Yearly
Safety Audit Monitoring and Review	2 Yearly
Safety Inspections for Staffed Locations	2 Yearly
Safety Management of Contractors	2 Yearly
Safety Training	2 Yearly
Smoking at Work	2 Yearly
Transportation	2 Yearly
Visiting Construction Sites	2 Yearly
Visitors	2 Yearly
Welfare Provision	2 Yearly
Work Equipment	2 Yearly
Workforce Involvement, Safety Co-operation and Co-ordination	2 Yearly
Working at Height	2 Yearly

RAMs and Fire Site Rules	Reviewed
Fire Evacuation in properties/Staffed Locations	2 Yearly
RAM – All Gutter Works	2 Yearly
RAM - Hot Work	2 Yearly
RAM - Inspection of Roof Solar Panels/Aerials	2 Yearly
RAM - Roof Repairs	2 Yearly
RAM -Dealing with and disposing of sharps safely	2 Yearly
Site Rules	2 Yearly

Safety Focus and Documentation

- 9.5 Fire safety is a central focus of the business. The Core Fire Safety group meets regularly to oversee and ensure fire compliance in accordance with Housing solutions' Fire Policy. The Association has appointed Savills to provide advice and assistance to comply with the Regulatory Reform (Fire Safety) Order 2005, Fire Safety Act 2021, Fire Safety (England) Regulations 2022 and the Building Safety Act 2022.
- 9.6 Safety policies, procedures and risk assessments identify when personal protective equipment/permit to work systems are required. Employees Working in Residents Homes are informed of all the inherent hazards, the control measures and the competences necessary to carry out the work safely and unsupervised, if necessary. Biological hazards are covered in the Infection Control Procedure and RIDDOR requirements in the Accident/Near Miss Reporting and Investigation Procedure.

- 9.7 Service Risk assessments are prepared for key risk areas of the business and for crucial hazards such as the risks from Flammable Liquids & Explosive Atmospheres, Hazardous Substances, Manual Handling, Infectious Diseases and Pesticides. All users of display screen equipment have regular workstation risk assessment carried out. Risk assessments are prepared for new and expectant mothers and an annual assessment of first aid needs is carried out. Risk assessment requirements are identified in relevant policies and procedures and the risk assessment procedure. Safety policies, procedures and risk assessments are available on the safety intranet.
- 9.8 Housing Solutions are responsible for providing all relevant health and safety information before any work starts, i.e. site rules, risk assessments, asbestos survey reports, fire risk assessments, gas and electricity inspection certificates. Managers and Supervisors will ensure that:
- The Health and Safety information is reviewed to ensure that it is safe for work to start.
 - Employee(s) undertaking the work have been informed about the health and safety information provided by the customer and they are competent to carry out the work.
 - All equipment taken on site is in good condition, complies with the relevant statutory requirements and is used safely.
 - Risk Assessments identify and control the risk of violence as far as is reasonably practicable.
 - Appropriate training is provided to employees where the need has been identified.
 - Following an assault on an employee they are referred to Occupational health / counselling via HR to ensure that they undergo a debrief and a physical assessment, which includes the documentation of any injuries and access to appropriate post-incident support.
- 9.9 Housing Solutions is committed to reduce the risk of violence to employees in the course of their work. Lone working and personal safety are covered in the Lone Worker Policy, the Lone working Procedure, the Interviewing Customers and Visitors Procedure and the Home Visits, Outreach Services and Evictions procedure
- 9.10 Employees will ensure that they report immediately all violence, verbal abuse or threatening behaviour they have experienced in the course of their employment so an investigation can be undertaken, and support offered in line with policies.
- 9.11 All instances of violence, verbal abuse or threatening behaviour will be recorded on an Accident and Incident Form, investigated by the employee's line manager and passed to the Health and Safety Team for recording and trend analysis.

Occupational Health

- 9.13 Housing Solutions adopts and maintains a proactive model of health care, with the emphasis on the prevention of ill health rather than individual problem solving. The objective is to ensure that risks to employees' health from work activities are properly controlled.
- 9.14 To do this, and in accordance with the Health and Safety Executive's vision for an occupational health strategy for Great Britain.

- 9.15 HR will ensure that employees have access to sound advice on occupational health that is appropriate to the needs identified.
- 9.16 Where it is legally required (i.e. noise, vibration) or where the Risk Assessment indicates the need, employee health surveillance is undertaken, inclusive of pre-employment and ongoing screening.
- 9.17 In cases of long term absence where a prognosis for a return to work is unclear or cannot be established or in cases where consent to obtain a medical report is not given, employees will be referred for occupational health advice. HR will complete an occupational health referral and provide any supporting information.
- 9.18 Employees are notified in due time of Occupational Health surveillance or health referral appointments and that the employee attends.
- 9.19 All actions or reasonable adjustments recommended within the Occupational Health reports are complied with and systems / processes are put in place for assisting employees to return to (and remain in) work following injury or ill health events.
- 9.20 Copies of the Occupational Health reports are sent to the employee and HR.

Employee Welfare

- 9.21 Housing Solutions recognises that employee welfare and health promotion is also essential and so aims to develop and implement methods of promoting important health messages, i.e. addressing issues related to lifestyle or other health risks.
- 9.22 It is foreseeable that any employee who is directly, or indirectly, involved in an unpleasant work-related event may be left shocked, upset, stressed or traumatised. In such situations, management will ensure professional support will be available from immediate colleagues and line managers.
- 9.23 Managers and Supervisors will ensure that: -
- Welfare provisions are provided and made available to all employees including office based or mobile workers.
 - All workplaces, including controlled Contractors, will have suitable welfare facilities and these will be maintained as appropriate.
 - Occupational health and lifestyle campaigns are used to promote the wellbeing of employees.
 - A Risk Assessment is undertaken to identify and control work related stress.
 - Holiday requests are monitored to ensure that employees are taking their full entitlement.
 - Bullying and harassment is not tolerated.

- They are vigilant and offer additional support to employees who are experiencing stress outside work. i.e. bereavement or separation.
- Where necessary they obtain competent support via HR.

Lone Working

- 9.24 Employees identified as lone workers will be issued with a lone working device that must be carried at all times. Full details on lone working is included in the lone working policy.
- 9.25 Employees will ensure that: -
- If they are issued with a lone working device that they use/wear it and ensure that it is charged at all times.
 - They are fully aware of the lone working procedures and they have read the lone working policy
- 9.26 To ensure Solo Protect lone working devices are working effectively, a weekly stroke/monthly testing regime has been implemented for all lone working employees.

Working at Height

- 9.27 Only trained and competent employees are to undertake working at height activities and training is updated as appropriate.
- 9.28 Work site compliance inspections should be undertaken on a frequent basis to ensure that employees are complying with the control measures identified on the Risk Assessments and any associated safe systems of work procedures.

Health and Safety Training

- 9.29 Housing Solutions recognises that training is an important element to achieving competence, not least in the area of Health and Safety, and suitable and adequate training contributes towards the overall safety culture of the association and is therefore needed at all levels.
- 9.30 In providing health and safety training Housing Solutions seeks to achieve the following objectives:-
- To encourage a culture of ongoing development and raise awareness of the importance of good health and safety management.
 - To reduce potential problems (i.e. injuries, ill health, damage or loss), which may arise due to unsafe working conditions and practices.
 - To meet the requirements of health and safety legislation.

Identification of Health and Safety Training Needs

- 9.31 All health and safety training requirements are identified and tailored to meet the specific needs and requirements of the business area after consultation between the manager of the business area and HR and where necessary the employees role.
- 9.32 Specific attention will be given to:-
- Basic health and safety “duty of care”
 - Fire safety
 - First aid
 - Accident and near miss reporting
 - Housekeeping
 - Manual handling
 - COSHH
 - Working at height
 - Safe use of equipment / machinery
 - Display screen equipment (DSE)
 - Personal protective equipment (PPE)
- 9.33 General health and Safety training will be delivered either by the in-house Health & Safety Team or by external consultants/providers based on business and operational needs.
- 9.34 A blended learning approach to health and safety training will be applied: face to face, e-learning, PowerPoint presentations, will be used to ensure that training is informative and interesting. Where necessary additional learning tools will be provided for employees with learning difficulties or whose first language is not English.
- 9.35 All employees will sign and date the company training records, which will be maintained by HR within the employees file.
- 9.36 Competency certificates will be issued to employees on successful completion of health and safety training courses and these will also be uploaded the employees file.
- 9.37 Standards of work performed and methods employed will be constantly monitored through management inspections, audits and course evaluation forms. Appraisals are also utilised as a forum for identifying future health and safety training and retraining needs of employees.
- 9.38 Employees will receive regular refresher training to ensure that they are kept up to date with any changes in legislation and best practice as well as updating their skills.
- 9.39 In some cases the required frequency for refresher training is determined by legislation, the certification expiry date and in other cases the standard has been set by the business area.
- 9.40 Managers and Supervisors will ensure that: -
- All new employees receive adequate health and safety induction training.
 - Procedures are in place to identify individual employee health and safety training needs, which links to the competence requirements for each role identified on the training

matrix maintained by HR.

- Employees receive regular refresher training.
- Training providers are competent to provide such training and training needs are included within the risk assessment process.
- If 'Young Persons' (16-18 years of age) or 'children' (younger than 16 years of age) are permitted to be in the workplace for reasons such as work experience or a work placement, an individual Risk Assessment must be completed to determine whether the placement is suitable and the level of instruction, supervision and training required.

Procurement

9.41 Housing Solutions recognises the importance of health and safety management as part of the procurement process and subsequent on-going contract management.

9.42 Heads of Service and Managers will ensure that:-

- Only Contractors and suppliers are used that have been assessed and approved as part of the procurement process and that they comply with all conditions in any contract terms and conditions, the law and this Policy.
- Procurement needs are considered within the Risk Assessment process for any new goods or services.
- Procedures are in place whereby the procurement of goods or services conforms to current Health and Safety best practice standards.
- Noise, vibration and emission information along with manufacturer substance 'data sheets' and 'certificates of conformance', where applicable, will be obtained and acted upon.

Drugs and Alcohol

9.43 It is the Policy of Housing Solutions that the possession or consumption of alcohol or non-prescription drugs is strictly forbidden whilst at work. Full details are included in the Employee Conduct Policy.

Communication Equipment

9.44 Mobile phones and other devices may not be used whilst driving a vehicle including those fitted with a hands-free attachment. This is for the safety of all road users/pedestrians and to ensure drivers are not distracted whilst driving.

9.45 Employees should not take incoming calls by hand and use voice mail facilities.

9.46 Employees must park (with the engine turned off) safely and legally before making or taking a telephone call by hand.

Control of Asbestos

9.47 It is the Policy of Housing Solutions to comply with the Control of Asbestos Regulations. As a central point of contact the Compliance Manager will ensure that responsibilities of the Duty Holder are undertaken.

9.48 Managers and Supervisors will ensure that: -

- An asbestos assessment / register is undertaken for all non-domestic properties, which includes suspected asbestos containing materials (ACM's) and also any historical information on previous remedial works undertaken.
- The asbestos survey is held in a central and accessible location and this information shall be subject to a periodic review, which if necessary shall include inspections of ACM's remaining in-situ.

9.49 A detailed asbestos management plan is in place that outlines what steps will be taken to manage the risk from known or suspected ACM's, which may include removal or encapsulation and on-going monitoring.

9.50 Removal or remedial work of non-licensable ACM's shall only be undertaken by employees who have been appropriately trained by a UKAS accredited training provider and deemed competent to do so.

9.51 Removal or remedial work of licensable ACM's shall only be undertaken by a specialist contractor competent to do so with a license issued by the Health and Safety Executive.

9.52 Information from the asbestos assessment / register is to be made available to all employees, consultants and contractors appointed to undertake projects, including maintenance contracts or any works, and any other persons (including emergency services) that may be undertaking activities, which may have an impact on identified or suspected ACM's

9.53 Adequate information, instruction and training will be provided to all employees who are involved in works where there is a risk that they could disturb ACM's, which is updated as appropriate.

Street Works

9.54 It is the Policy of Housing Solutions to comply with the Highways Act, Street Works Act, Safety at Street Works and Road Works (Code of Practice) and associated laws and codes of practice.

9.55 Managers and Supervisors will ensure that: -

- The 'Traffic Signs Manual (commonly known as Chapter '8') Parts 1 and 2 shall be adhered to whilst working on the public highway / footpaths in areas where the association has legal responsibility to maintain.
- Employees or Contractors conducting street works have been trained to Chapter 8, which is updated as appropriate.

10.0 Equality & Diversity

10.1 Housing Solutions recognises the diversity of its workforce and the environment in which it operates.

10.2 Heads of Service and Managers shall ensure that:-

- Appropriate systems are in place to account for such diversity.
- Employees that require reasonable adjustments to be undertaken to allow them to carry out their work shall be adequately informed, managed and supported.
- Diversity is addressed within the Risk Assessment process.

10.3 Housing Solutions recognises the needs of a diverse population and always acts within the scope of its own Equality, Diversity & Inclusion Policy, the Human Rights Act 1998, and Equalities Act 2010. We work closely with our partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. We will record, analyse and monitor information on ethnicity, vulnerability and disability. Housing Solutions will also provide an interpreter as required.

11.0 Confidentiality

11.1 Under the Data Protection Act 2018, UK General Data Protection Regulation (UKGDPR), all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- Anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
- Sensitive organisational information

11.2 Housing Solutions employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

12.0 Review

12.1 This policy will be reviewed annually or in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions policy.